

M E M O R A N D U M

DATE: September 30, 2020

TO: Job Center Directors, Supplemental Nutrition Assistance Program
(SNAP) Center Directors, Regional Managers

FROM: James K. Whelan, Executive Deputy Commissioner
Policy, Procedures and Training

SUBJECT: Revised COVID-19 Voice Mail Scripts

The purpose of this memorandum is to introduce the revised COVID-19 Voice Mail Scripts (**FIA-1226**). The **FIA-1226** has been revised to reflect the fact that recertifications for both Cash Assistance and the Supplemental Nutrition Assistance Program (SNAP) have resumed.

The **FIA-1226** provides the outgoing voicemail messages that must be recorded for both Job and SNAP centers on the general number as well for staff to leave on their work phones. The **FIA-1226** is broken down into Job Center/SNAP Center and provides different messages based on whether the location is open to the public or not. The

Center Directors or their designees must make sure that the outgoing voicemail messages for the general number are recorded and that the inbox is checked each day.

Center Directors must remind staff to change their outgoing voicemail messages to what is in the script based on the status of their location.

Instructions for changing the voice mail message remotely can be found in **Attachment A**.

Attachment:
Attachment A Instructions for Changing Voice Mail Message Remotely
FIA-1226 COVID-19 Voicemail Scripts (09/30/2020)

ATTACHMENT A

Instructions for Changing Your Voice Mail Message Remotely

The first thing you need to do to access your mailbox remotely is dial the access code **718-510-8200**. Follow the system prompt.

- You will hear the call pilot mailbox; dial your seven-digit telephone number then press #
- You will hear password; dial your password then press #
- Once you are in your mailbox, press 8*
- You will hear the mailbox command, press 2 for greeting
- Then press 1 for external greeting
- Then press 5 to re-record your greeting



COVID-19 VOICEMAIL SCRIPTS

Job Center Voice Mail Scripts	
Title	Scripts
Open Locations – General Number	You have reached the (state the name of the Job Center, for example: “Crotona Job Center”) at (state the address). While our office remains open, you do not need to come in. Due to COVID-19, all in-office appointments are cancelled. If you are due to recertify, you must complete your recertification. If you need to apply for assistance, submit your recertification form, check the status of your case, or request a special grant, you can do so at www.nyc.gov/accessshra or on the Access HRA Mobile app. If you cannot use Access HRA or the mobile app, our office is open Monday through Friday, 8:30am-5:00pm. Please leave your name, case number, telephone number and a brief message. We will return your call as soon as possible. Thank you.
Closed – General Number	You have reached the (state the name of the Job Center, for example: “Crotona Job Center”) at (state the address). Due to COVID-19, our office is temporarily closed, and we cannot take your call. Please note, all in-office appointments are cancelled. If you are due to recertify, you must complete your recertification. If you need to apply for assistance, submit your recertification form, check the status of your case, or request a special grant, you can do so at www.nyc.gov/accessshra or on the Access HRA Mobile app. If you cannot use Access HRA or the mobile app, call 311 to find out which Job Center nearest you is open.
Job Center Staff Open	You have reached (state your name) at the (state name of the Job Center, for example: “Crotona Job Center”). I am unable to take your call at this time. Please leave your name, case number, a telephone number where you can be reached, and a brief message. Your call will be returned as soon as possible. Note that all in-person appointments have been cancelled. If you are due to recertify, you must complete your recertification. You can also check the status of your case, submit your recertification form, request a special grant, or apply for Cash Assistance online at www.nyc.gov/accessshra or on the Access HRA mobile app. Thank you.
Job Center Staff Closed	You have reached (state your name) at the (state name of the Job Center, for example: “Crotona Job Center”). Due to COVID-19, our office is temporarily closed. Please call our general phone number (state general number for Job Center) and you can leave a message. You can also check the status of your case, request a special grant, apply or recertify for Cash Assistance online at www.nyc.gov/accessshra or on the Access HRA mobile app. If you cannot use Access HRA, please call 311 to find the closest Job Center that is open and can assist you. Thank you.
Supplemental Nutrition Assistance Program (SNAP) Center Voice Mail Scripts	
Title	Scripts
Open Locations – General Number	You have reached the (state the name of the SNAP Center, for example: “Crotona SNAP Center”) at (state the address). While our office remains open, you do not need to come in. If you need to apply for assistance, check the status of your case, submit your recertification, or request a case change, you can do so online at www.nyc.gov/accessshra or on the Access HRA Mobile app. If you cannot use Access HRA or the mobile app, our office is open Monday through Friday, 8:30am-5:00pm. Please leave your name, case number, telephone number and a brief message. We will return your call as soon as possible. Thank you.

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Supplemental Nutrition Assistance Program (SNAP) Center Voice Mail Scripts (<i>continued</i>)	
Title	Scripts
Closed – General Number	You have reached the (state the name of the SNAP Center, for example: “Crotona SNAP Center”) at (state the address). Due to COVID-19, our office is temporarily closed, and we cannot take your call. If you need to apply for assistance, submit your recertification, check the status of your case, or request a case change, you can do so online at www.nyc.gov/accesshra or on the Access HRA Mobile app. If you cannot use Access HRA or the mobile app, call 311 to find out which SNAP Center nearest you is open. Thank you.
SNAP Center Staff Open	You have reached (state your name) at the (state name of the SNAP Center, for example: “Crotona SNAP Center”). I am unable to take your call at this time. Please leave your name, case number, a telephone number where you can be reached, and a brief message. Your call will be returned as soon as possible. You can also check the status of your case, submit your recertification, or request a case change online at www.nyc.gov/accesshra or on the Access HRA mobile app. Thank you.
SNAP Center Staff Closed	You have reached (state your name) at the (state name of the SNAP Center, for example: “Crotona SNAP Center”). Due to COVID-19 our office is temporarily closed. Please call our general phone number (state general number for SNAP center) and you can leave a message. You can also check the status of your case, submit your recertification, or request a case change online at www.nyc.gov/accesshra or on the Access HRA mobile app. If you cannot use Access HRA, please call 311 to find the closest SNAP center that is open and can assist you. Thank you.