

M E M O R A N D U M

DATE: October 07, 2020

TO: Centralized Indexing Unit Director, Job Center Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors, Regional Managers

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

SUBJECT: **New Cash Assistance (CA) Mail-in Recertification/Eligibility Questionnaire (M-327h) Submission Method**

The purpose of this memorandum is to inform Centralized Indexing Unit (CIU) staff that effective immediately, ACCESS HRA Mobile Document Upload is considered a valid submission method for the Cash Assistance (CA) Mail-in Recertification/Eligibility Questionnaire (**M-327h**), commonly known as the CA six-month mailer.

The Office of Temporary and Disability Assistance (OTDA) has granted a waiver to allow HRA to accept the **M-327h** if submitted using this alternate channel. When the **M-327h** is uploaded, CIU staff must index the document. By indexing the document, it will ensure that staff in the Income Clearance Program (ICP) will be notified to review and process the mailer.

Participants are being made aware of this new submission method by the inclusion of the new Recert/Eligibility Questionnaire Submission! (**FIA-1240**) with the **M-327h** mail package.

An updated policy bulletin and revised Invalid Submission Using Mobile Document Upload (Cash Assistance) (**FIA-1139a**) will be issued at a later date.

Related Item:
PB 20-29-OPE

Attachment:
FIA-1240 Recert/Eligibility Questionnaire Submission!



Date: _____

Case Number: _____

Case Name: _____

RECERT/ELIGIBILITY QUESTIONNAIRE SUBMISSION! FOLLOW THESE SIMPLE STEPS:

①

Complete the Recert/Eligibility Questionnaire. Make sure you answer **ALL** of the questions on the questionnaire. We cannot accept your questionnaire unless **all** questions are answered.



②

SIGN page 6
SAMPLE



③

Submit your Recert/Eligibility Questionnaire **and** your documents by taking pictures of all the pages **AND** all of your documents and upload them using your mobile phone or tablet using ACCESS HRA mobile app at: www.nyc.gov/accessshramobile.

OR

You can **mail** the completed and signed Recert/Eligibility Questionnaire **and** your documents in the postage paid envelope sent with this letter.

Call 718-557-1399 if you have questions about how to fill out the Recert/Eligibility Questionnaire.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.