

M E M O R A N D U M

DATE: June 12, 2023

TO: Benefits Access Center (BAC) Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors and Regional Managers

FROM: DSS Office of Procedures

SUBJECT: Reminder that SNAP Applications/Recertifications are allocated to the citywide caseload and Routing Applicants/Participants at Benefits Access Centers (BAC) who cannot use the PC Bank

The purpose of this Center Director (CD) Memorandum is to remind staff that Supplemental Nutrition Assistance Program (SNAP) applications/recertifications are allocated to the citywide caseload. This CD memo is also a reminder to staff on how to route applicants/participants who walk into a Benefits Access Center and cannot use the PC Bank.

Since June 1, 2022, the thirteen SNAP Centers no longer support applications and cases for specific geographies. Instead, they are allocated to the citywide caseload where applications and case actions are systemically assigned based on their processing deadlines. The Activity and General Information Exchange (ANGIE) has replaced the Paperless Office System (POS) queues and is a workforce management tool that distributes cases based on prioritization. Staff members now work from a shared database of tasks which are assigned based on their priority dates. This assists in improving the SNAP backlog by distributing the program's workload across all available staff, and it is no longer necessary to individually access cases and assess their readiness for completion.

The Department of Social Services (DSS)/Human Resources Administration (HRA) will be updating the **responsibility center** field in the Welfare Management System (WMS) before the end of 2023 to reflect the new operating procedure and populating it with **F42** (Telephone Interview Processing Services 42) for all traditional SNAP Cases.

The following centers will remain with their current designations in WMS:

- **S11** Pre-Release Office
- **S15** Supplemental Security Income (SSI) Office
- **S61** Mail Application Referral Unit (MARU) / Residential Treatment Center

Note: The **S11** cases will move to **F42** during a monthly transfer process once they are accepted.

Applications, recertifications, supporting documents, and periodic reports can be submitted through ACCESS HRA, Community Based Organizations (CBOs), SNAP Centers located in all five boroughs, mail, and fax.

Applicants/Participants can call the On-Demand telephone number at (718) SNAP-NOW (718-762-7669) from Monday through Friday, 8:30 am to 5:00 pm, to complete their eligibility interview after submission.

Routing of Applicants/Participants who walk into a Benefits Access Center and cannot use the PC Bank

When an applicant/participant expresses an inability to read, write, or understand any part of the application/recertification process, is identified as someone who may be struggling, and it prevents the applicant/participant from successfully completing an application/recertification without the assistance of a staff member, or at the applicant's/participant's insistence, they will be given a ticket to the appropriate service area, such as the Customer Service Information Center (CSIC) or the Benefits Access Center (BAC) identified telephone interview area. The applicant/participant will be interviewed onsite, at one of the above identified service areas, without prior submission of a completed applicant/recertification form.

Effective Immediately

Related Items:

[PB #17-13-OPE](#)