



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-101-OPE

ACCESS HRA RELEASE 4.1 SNAP PERIODIC REPORT

<p>Date: December 4, 2017</p>	<p>Subtopic(s): Supplemental Nutrition Assistance Program (SNAP), ACCESS HRA</p>
<p>Refer to PD#12-16-ELI for information regarding Periodic Reports.</p>	<p>The purpose of this policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff, Income Clearance Program (ICP) staff, and Mailer and Match Action Program (MMAP) staff that the Periodic Report (LDSS-4310) became available online on ACCESS HRA on November 17, 2017. This policy bulletin is informational for all other staff.</p> <p>The Periodic Report (LDSS-4310) is mailed to households in the fifth month of their twelve month certification period by the Office of Temporary and Disability Assistance (OTDA). The LDSS-4310 must be completed, signed, and returned to the Human Resources Administration (HRA) by the tenth day of the sixth month of their certification period. An additional notice has been added to the LDSS-4310 and the Follow-Up to the Periodic Report (LDSS-4310A) mailing informing SNAP participants that they can now submit a Periodic Report online starting the first day of the sixth month at www.nyc.gov/accesshra, and can submit documents using the ACCESS HRA mobile application.</p> <p>SNAP participants will be mailed the “Reminder: Don’t Lose Your SNAP Benefits! Submit Your SNAP Periodic Report” (FIA-1198) form on the 25th-27th day of the fifth month of their twelve month certification period by HRA. The FIA-1198 reminds participants to submit the Periodic Report, and informs participants that the Periodic Report can be submitted online through ACCESS HRA, and documents can be submitted using the NYC ACCESS HRA mobile application.</p> <p>SNAP participants with an ACCESS HRA account will get an email and/or text message notifying them when their Periodic Report period opens (first day of the sixth month), and a reminder on the tenth day of the sixth month if the Periodic Report has not yet been submitted.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

SNAP participants can submit the Periodic Report online through ACCESS HRA from day 1 to day 30 of the sixth month of the certification period. SNAP participants who submit the Periodic Report online do not need to fill out a paper Periodic Report (**LDSS-4310**).

Routing SNAP Participants at NCA SNAP Centers to PC Banks

SNAP participants can also submit the Periodic Report online at NCA SNAP Centers equipped with Personal Computer Banks (PC Banks). The Periodic Report can be submitted at a PC Bank from day 1 to day 29 of the sixth month of the recertification period through ACCESS HRA.

Refer to [PB#15-23-OPE](#)

Note: Currently, an in-center routing ticket for SNAP participants wishing to submit the Periodic Report via a PC Bank has not been implemented. In the interim, staff should route participants to the Customer Service Information Center (CSIC) using a “CSIC NCA General” routing ticket.

Submitting Eligibility Documents

SNAP participants who submit a Periodic Report online or by mail/fax will be able to return any eligibility documents using the self-service scanner at a NCA SNAP Center. The eligibility documents can be submitted using the self-service scanner through the 30th day of the seventh month of their twelve month certification period.

SNAP participants who submit an online Periodic Report at a NCA SNAP Center will be routed from the PC Bank to self-service scanning to submit eligibility documents. When SNAP participants submit eligibility documents during the seventh month at the self-service scanner, MMAP will see these documents when processing the Periodic Report.

If MMAP processes the Periodic Report, and no eligibility documents are found, the Notice of Documentation Required - Change in Household Circumstances (**W-132S**) form will be issued. Once the **W-132S** form is issued, SNAP participants will have 15 days to return eligibility documents. The Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (**W-129G**) form is mailed along with the **W-132S** form.

Note: Currently, the date when the self-service scanners can accept eligibility documents for the online Periodic Report is to be determined. In the interim, eligibility documents can be submitted

using the mobile documentation upload, by fax, at a Community Based Organization, by mail, or in-person at a SNAP Center. Further information is provided below:

- Fax Number
 - Bronx and Queens – (917) 639-1113
 - Brooklyn, Manhattan, and Staten Island – (917) 639-2544
- HRA Mobile Documentation Upload
 - www.nyc.gov/accesshramobile
- Community Based Organizations –
 - http://www1.nyc.gov/assets/hra/downloads/pdf/services/snap/CBO_EASE_SITES.pdf
- Mail – send copies of your documents to:
 - Brooklyn – P.O. Box 380886, Brooklyn NY 11238-9811
 - Bronx and Queens – P.O. Box 19088, Long Island City NY 11101-9773
 - Manhattan and Staten Island – P.O. Box 19088, Long Island City NY 11101-9773

Refer to [PB#16-61-OPE](#)

Income Clearance Program

When the Periodic Report is received by ICP (online, mail, fax), and marked as complete in ICP Web, no other Periodic Report can be submitted (ex: duplicate submissions).

Refer to [PB#15-95-SYS](#)

The screenshot shows the ICPweb interface for 'NCA - Mailers'. The header includes the NYC Human Resources Administration logo and the text 'ICPweb'. Below the header, there is a navigation bar with 'Log Out' and a timestamp '11/9/2017 11:16:56 AM'. The main content area displays a mailer record for 'NCA MAILER (TRAINING)' with the title 'ESII'. The mailer date is 'Oct 2017' and the center is 'F14'. The action detail is 'Auto Completed (Received)' and the category is 'e-Periodic - Received'. There are tabs for 'Recert Form' and 'Audit Summary'. Below the tabs, it says 'No Documents available'. A section titled 'Periodic Report' contains fields for 'Case Number', 'Case Name', and 'Case Address', with 'Case Code: NOT WR' displayed. At the bottom, there are checkboxes for 'Is the Recertification/Eligibility Questionnaire?' with options for 'Complete', 'Incomplete', and 'UnDelivered', and another set of checkboxes for 'Is the Recertification/Eligibility Questionnaire with No Change No Document?' with options for 'Yes' and 'No'.

Mailer and Match Action Program

Completed Periodic Reports will be sent from ICP to the NCA Periodic Mailer queue in the Paperless Office System (POS).

Below is a screenshot showing how the online Periodic Report will display in POS for MMAP staff.

The screenshot shows the FS POS 11.2 - [Activities Management] interface. The title bar indicates the time is 2:27:33 PM on Thursday, November 09, 2017. The main window displays the 'F22 SNAP Supervisor Queue' with various filters and a table of activities.

Unit Filter: XDEV, NCA Periodic Mailer

Activity Type Filter: Application Interview, ESNAP Issuance, Recert Interview, Change Case Data, Error Corrections, Other

Activity Approve Filter: Approve Application Interview, Approve ESNAP Issuance, Approve Recertification, Approve Change Case Data, Approve Error Corrections, Approve Other

Activity Status Filter: Suspended, Not Scheduled, Not Started, Removed, Completed

Activity Alert Filter: Coming Due, Overdue

Supervisor: Disapprove, Filter, Clear

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22
SNAP Change Case Data	12/30/17	E-Periodic Mailer			1	F22

Total: 242 Cases

Buttons: Start, Assign, Remove, Schedule, Reopening, Update Disposition, WMS, View Your Schedule, Comment

All online Periodic Reports will be sent to the MMAP queue for staff to process. This is different than the current process where only cases that ICP indicates as a “change” go to MMAP for processing.

With the online Periodic Report, all SNAP participants will have to enter their earned income; it is not pre-filled with the existing income. MMAP staff will have to determine whether there is an actual change, or just that earned income was filled out.

MMAP staff should refer to the “Changes to Active SNAP Case” screen in POS, and to the PDF of the SNAP Periodic Report in the HRA OneViewer to see what changes were submitted.

Please refer to the “Changes to Active SNAP Case” screenshot in POS shown below, which shows any changes made in the Periodic Report.

Note: Income will always be selected as a “change”, even if there are no changes, as SNAP participants have to manually enter their earned income.

MMA staff must be aware of the following scenarios which will require staff to manually enter information and refer to the PDF of the SNAP Periodic Report, etc. Some of the scenarios include, but are not limited to:

- Adding a new household member
- Removing a household member
- Change in citizenship status
- Child support income/expense and child care match
- Child support income/expense fields
- Able-Bodied Adults Without Dependents (ABAWD) status

Further information on each scenario is provided below.

Adding a New Household Member

When a new household member is added on the SNAP Periodic Report, MMA staff must make a manual selection on the “Individual Detail Status” screen in POS to change the temporary Client Identification Number (CIN) to a real CIN. A temporary CIN begins with “CIN”. This is a new step as part of the online submission.

To change the temporary CIN, MMAP staff must select the last checkbox stating “At least one individual who will be added to the case does not appear on the case in CL, RJ, or NA status.” If the checkbox is not checked by MMAP staff, the newly added household member from the SNAP Periodic Report will not be added to the case.

The screenshot below shows the temporary CIN number, and has the fifth checkbox selected.

FS POS 11.2 - [Add a Person to the Case] 12:10:56 PM Thursday, November 09, 2017

Please indicate below whether the person(s) who will be added to the case currently appears on the case:

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Citizen / National	SNAP	AFIS
1	3		Natural Daughter			2	F	<input type="checkbox"/>	NA	RJ
1	4		Natural Daughter			8	F	<input checked="" type="checkbox"/>	NA	RJ
1	5		Legal Spouse			8	M	<input checked="" type="checkbox"/>	NA	AC
1	6	lucas jenny	Natural Daughter			1	F	<input type="checkbox"/>	NA	AP
1	7	lucas junior	Natural Son			1	M	<input checked="" type="checkbox"/>	NA	AP

The individual(s) who will be added to the case appear(s) above in closed (CL) status.
 The individual(s) who will be added to the case appear(s) above in rejected (RJ) status.
 The individual(s) who will be added to the case appear(s) above in Applying (AP) status.
 The individual(s) who will be added to the case appear(s) above in Not Applying (NA) status.
 At least one individual who will be added to the case does not appear on the case in CL, RJ or NA status.

Next Action
Please click the "Next" Button to continue. POS will launch the Case Member Addition activity to allow the Worker to add the new individual to the case.

Next Previous

Once the temporary CIN has been changed to a real CIN, select the third checkbox stating “The individual(s) who will be added to the case appear(s) above in Applying (AP) status.” Please refer to the screenshot below.

FS POS 11.2 - [Add a Person to the Case] 2:33:25 PM Thursday, November 09, 2017

Please indicate below whether the person(s) who will be added to the case currently appears on the case:

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Citizen / National	SNAP	AFIS
1	7		Natural Son			8	M	<input checked="" type="checkbox"/>	NA	AC
1	8		Natural Daughter			8	F	<input checked="" type="checkbox"/>	NA	AC
1	9		Natural Son			8	M	<input checked="" type="checkbox"/>	NA	AC
1	10		Unknown			2	F	<input checked="" type="checkbox"/>	NA	AC
1	11		Natural Son			1	M	<input checked="" type="checkbox"/>	NA	AP

The individual(s) who will be added to the case appear(s) above in closed (CL) status.
 The individual(s) who will be added to the case appear(s) above in rejected (RJ) status.
 The individual(s) who will be added to the case appear(s) above in Applying (AP) status.
 The individual(s) who will be added to the case appear(s) above in Not Applying (NA) status.
 At least one individual who will be added to the case does not appear on the case in CL, RJ or NA status.

Next Action
Please click the "Next" Button to continue. POS will display the "Individual Status Change" window to allow you the status of the individual(s).

Next Previous

Removing a Household Member from the Case

SNAP participants can remove existing household members on the online Periodic Report, by providing a date and reason that the person left the household.

One of the issues encountered is that the responses for “Date of Removal” and “Reason for Removal” that are collected on the online Periodic Report are not being transferred to the Turn Around Document (TAD) screen in POS.

To resolve the issue, MMAP staff must look at the PDF of the SNAP Periodic Report in the HRA OneViewer to collect the answers for the “Date of Removal” and “Reason for Removal” fields, and manually enter them on the TAD.

Below is a screenshot showing that an existing household member was removed from the household.

The screenshot shows the 'FS POS 11.2 - [Changes to Active SNAP Case]' window. The 'Instructions' section states: 'This activity will allow you to indicate what changes must be made to the active case. First, select the source of the changes. Then, select the changes that are needed on the case by clicking on the appropriate checkbox(es) below. You may click on as many changes as necessary. Then, click the Next button. The windows needed to make the changes will appear according to the selected checkbox(es).' Below this, there are fields for 'Source of Change(s): E-Periodic Mailer', 'Documents Submitted?' (Yes/No), and 'Changes?' (Yes/No). The 'Household Composition' section has 'Add a Person to the Case' unchecked and 'Remove a Person from the Case' checked. The 'Changes' section has 'Address, Telephone Number and/or Authorized Representative' and 'Income' checked, while 'Rent, Mortgage, Shelter or Utility Expenses', 'Close the Case', 'Landlord Information', 'Demographics, Citizenship or Alien Status', 'Resources', 'Re-Open the Case (Closing is not related to recertification)', and 'Other' are unchecked. The 'Benefits and Forms' section has 'Issue Skipped Assistance or Other SNAP Benefits' and 'Prepare Forms' unchecked. At the bottom, there are 'Next' and 'Previous' buttons.

Below is a screenshot showing that a household member was removed from the household, but the “Date of Removal” and “Reason for Removal” were not populated on the POS TAD. MMAP staff must look at the PDF of the SNAP Periodic Report, and manually enter this information on the POS TAD.

Instructions
To open an individual line, select the line that must be re-opened or accepted, select the new POS TAD status, select the new POS TAD status reason and enter the new effective date. To close an individual line, select the line that must be closed or rejected, select the new POS TAD status, select the status reason and enter the effective date.

Select	Name	Current POS TAD Status	New POS TAD Status	New POS TAD Status Reason	Effective Date
<input type="checkbox"/>	Carmen Thomasjames	ACTIVE			00/00/0000
<input type="checkbox"/>	Chantal M Robertjames	ACTIVE			00/00/0000
<input type="checkbox"/>	Chantal Robertjames	CLOSE			00/00/0000
<input type="checkbox"/>	Child0 Thomasjames	CLOSE			00/00/0000
<input type="checkbox"/>	Chantal Robertjames	CLOSE			00/00/0000
<input type="checkbox"/>	Cairo M Larry-Jones	CLOSE			00/00/0000

Next Previous

Change in Citizenship Status

One of the issues encountered is when a SNAP participant is both adding a household member and changing an existing household member’s status from immigrant to citizen/national in the online Periodic Report. In this instance, the “demographics, citizenship, alien status” checkbox will not be checked off as having changed on the “Change Case Data” summary screen in POS.

Instructions
This activity will allow you to indicate what changes must be made to the active case. First, select the source of the changes. Then, select the changes that are needed on the case by clicking on the appropriate checkbox(es) below. You may click on as many changes as necessary. Then, click the Next button. The windows needed to make the changes will appear according to the selected checkbox(es).

Please select the changes needed below. Source of Change(s): E-Periodic Mailer

Documents Submitted? Yes No **Category Periodic Mailer**
 Changes? Yes No **E-Periodic Mailer**

Household Composition:
 Add a Person to the Case Remove a Person from the Case

Changes:
 Address, Telephone Number and/or Authorized Representative Landlord Information
 Rent, Mortgage, Shelter or Utility Expenses Demographics, Citizenship or Alien Status
 Income Resources
 Close the Case Re-Open the Case (Closing is not related to recertification)
 Other

Benefits and Forms:
 Issue Skipped Assistance or Other SNAP Benefits
 Prepare Forms

Next Previous

Thus, when a new household member is added, and a current household member's status is changed from non-citizen to citizen, there is no indication of the change on the Periodic Report screen in POS to alert MMAP staff.

Note: This issue occurs only when both adding a new household member and changing the citizenship status of an existing household member. If only citizenship status was changed, the “demographics, citizenship, or alien status” checkbox will be checked.

To resolve the issue, MMAP staff must look at the PDF of the SNAP Periodic Report in the HRA OneViewer to see if there were any updates made to existing household members to indicate that they are now a citizen/national, and update the information in POS accordingly.

Note: SNAP participants should only be asked for citizenship documentation if deemed questionable.

Child Support Income, Child Support Expense, and Child Care Match

Refer to [PD#13-22-ELI](#)

The Office of Child Support Enforcement (OCSE) Child Support Income and Expense match and the Automated Child Care Information System (ACCIS) Child Care match will automatically run when the POS “Change Case Data” summary screen is open.

If the SNAP participant entered data on the online Periodic Report for child support income, expenses, or child care provider income, the entered data will be over-written by the OCSE and ACCIS matches.

To resolve the issue, when the OCSE match or ACCIS match is present, MMAP staff must look at the PDF of the SNAP Periodic Report in the HRA OneViewer to see whether the SNAP participant entered information that is inconsistent with the OCSE or ACCIS match. If necessary, the **W-132S** form will be sent to the SNAP participant, which informs the household that they must verify any changes that will entitle them to an increase in SNAP benefits.

Child Support Income/Expense Fields

There are a number of fields that are not required in the ACCESS HRA online Periodic Report for a new child support income or expense record, but are required for MMAP staff to answer when verifying the record in POS.

The POS fields that MMAP staff must fill out for a child support income record are:

- Program indicator
- How payment is received

Please refer to the screenshot below.

The screenshot shows the 'Child Support Income' form. The 'Program Indicator' dropdown is set to 'FS Only' and the 'How Payment Received' dropdown is set to 'Received By Client'. Both are highlighted with green boxes. Other fields include 'Who' (Jordan Larry-Jones), 'Amount (\$)' (0.00), 'Frequency' (W), 'Start Date' (2017-07-03), and 'End Date'.

The POS fields that MMAP staff must fill out for a child support expense record are:

- Legally obligated (Y/N)
- Custodial parent: Last Name, First Name
- Custodial parent living in the household (Y/N)
- Does client have verification that he/she is making payment?

Please refer to the screenshot below.

The screenshot shows the 'Child Support Expense' form. The 'Legally Obligated' field is set to 'Yes' (radio button selected). The 'Custodial Parent Name' section has 'Last Name' and 'First Name' fields. The 'Is Custodial Parent living in the household?' field is set to 'Yes' (radio button selected). The 'Does the Client have verification that he/she is making payment?' field is also set to 'Yes' (radio button selected). Other fields include 'Who' (Jordan Larry-Jones), 'Amount (\$)' (75.00), and 'Frequency' (Monthly).

If documentation is present, MMAP staff will make a selection in these fields. If documentation is not present, MMAP staff can call the SNAP participant, or send the **W-132S** form to the SNAP participant.

Able-Bodied Adults Without Dependents (ABAWD) Status

For SNAP participants with a work required (ABAWD) indicator on their case, they will be shown a question on the ACCESS HRA online Periodic Report in the income section, asking if they have worked at least 80 hours in each of the last six months.

The following questions are asked on the ACCESS HRA online Periodic Report:

- Did [ABAWD individual] meet the 80 hour requirement?
- Which months did [ABAWD individual] not meet the 80 hour requirement?
 - **Note:** This question is only asked if the ABAWD individual did not meet the 80 hour requirement.

Answers to the questions above are displayed in a POS comment and in the message box on the Employment History screen in POS.

Please refer to the screenshot below.

Version 4.1.2 - Paperless Office System

File Edit Tools Window Help

Case Comments

Selected Case

No: [] Case Name: [] CIN: [] Primary Phone #: []

Suffix: [1] Casehead Name: [] SSN: [] Secondary Phone #: []

Residential Address: EAST ELMHURST, NY 113690000

Mailing Address: EAST ELMHURST, NY 113690000

Email ID: []

Staff Member	Outreach Outcome	Date Entered
IVS TRNS FIVE	[]	11/09/17 04:26 PM

Comment Type: []

Outreach Type: []

Staff Member	Comment	Date Entered
WU-LI AI JUAN	issued june and july benefit \$194.	07/12/17 10:18 AM
BASTIEN OLIVER ONA	::: Approving action.	07/13/17 03:28 PM
SNAP E-PERIODIC MAILER F53	QD54383N has not worked more than eighty hours in these months - August, July, June, May, October, September.	11/09/17 04:21 PM

Print Case Comments OK Cancel

Effective Immediately

Related Items:

[PB#15-23-OPE](#)


[PB#15-95-SYS](#)

[PB#16-61-OPE](#)

[PD#12-16-ELI](#)

[PD#13-22-ELI](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

- | | |
|---------------------|--|
| FIA-1198 (E) | Reminder: Don't Lose Your SNAP Benefits!
Submit Your SNAP Periodic Report
(Rev. 9/11/2017) |
| FIA-1198 (S) | Reminder: Don't Lose Your SNAP Benefits!
Submit Your SNAP Periodic Report (Spanish)
(Rev. 9/11/2017) |
| W-129G | Supplemental Nutrition Assistance Program
(SNAP) Documentation Guide (Rev.12/8/15) |
| W-129G (S) | Supplemental Nutrition Assistance Program
(SNAP) Documentation Guide (Spanish)
(Rev.12/8/15) |
| W-132S | Notice of Documentation Required – Change in
Household Circumstances (Rev. 8/12/16) |
| W-132S (S) | Notice of Documentation Required – Change in
Household Circumstances (Spanish)
(Rev. 8/12/16) |



Date: _____

Case Number: _____

Case Name: _____

Reminder: Don't Lose Your SNAP Benefits! Submit Your SNAP Periodic Report

To avoid losing your SNAP benefits, you must submit a Periodic Report form six months after you enroll in SNAP or recertify your SNAP benefits. Your SNAP Periodic Report is **due** _____. There are different ways to submit your Periodic Report form, but the *easiest and fastest* way is to submit it online – and you can do that **now!** It takes **less than 30 minutes**.

Step 1: Submit Your SNAP Periodic Report Form.



1. Go to www.nyc.gov/accesshra
2. Log into your account (or set one up)
3. Click the **green** "Apply Now" button
4. Click "I would like to **SUBMIT** a **PERIODIC REPORT**"
5. Fill out your information and submit your form

*Did you already submit your Periodic Report form?
 Go right to step 2.*

Step 2: Submit Documents About Changes In Your Case.



Do you have documents to submit that are listed on the **"Confirmation Page"** of your completed Periodic Report?

Download the **NYC ACCESS HRA** mobile app for free on iOS or Android devices! Go to the Apple App Store or Google Play store.

1. Log into your account (or set one up)
2. Tap **Upload**
3. Upload and submit your documents

Need help?

Call the SNAP Info Line at _____

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Recordatorio: ¡No Pierda sus Beneficios de SNAP! Presente Su Informe Periódico de SNAP

Para no perder sus beneficios de SNAP, usted debe presentar un formulario de Informe Periódico seis meses tras inscribirse en SNAP o recertificar sus beneficios de SNAP. Su Informe Periódico de SNAP **debe presentarlo el** _____. Hay diferentes modos de presentar su formulario de Informe Periódico, pero el **más sencillo y más rápido** es presentarlo por Internet – ¡y usted lo puede hacer **ahora!** Toma menos de de **30 minutos**.

Paso 1: Presente su formulario de Informe Periódico de SNAP.



1. Visite www.nyc.gov/accesshra
2. Ingrese a su cuenta (o regístrese)
3. Haga clic en el botón **verde** "Haga su solicitud ahora"
4. Haga clic en "Me gustaría **ENVIAR un INFORME PERIÓDICO**"
5. Llene su información y presente su formulario

*¿Ya presentó usted su Informe Periódico?
Vaya directamente al paso 2.*

Paso 2: Presente los documentos sobre cambios en su caso.



¿Tiene usted documentos que presentar que figuren en la **"Página de Confirmación"** de su Informe Periódico completo?

¡Baje la aplicación móvil de **NYC ACCESS HRA** gratis en iOS o dispositivos Android! Vaya a la Apple App Store o a la Google Play Store.

1. Ingrese a su cuenta (o regístrese)
2. Presione **Upload**
3. Suba y presente sus documentos

¿Necesita ayuda?

*Llama a la Línea Informativa (Info Line at)
de SNAP _____*

Supplemental Nutrition Assistance Program (SNAP) Documentation Guide

In order for us to determine your eligibility for SNAP benefits, we need you to give us proof of the SNAP eligibility factors listed below. The suggested documentation and helpful tips in this guide will help you to give us the proof we need to determine your SNAP eligibility.

If we determine that you are eligible for SNAP under the expedited processing rules, we can issue you benefits even if you only verify your identity. However, before we can give you more SNAP benefits, you must verify the other eligibility factors for yourself and any other household members.

If you are applying for SNAP benefits by mail or fax, please send us copies of your documentation to help us determine your SNAP eligibility as fast as possible.

Box	Eligibility Factor	Suggested Documentation	Helpful Tips
1	Identity Must be established and documented for the person making the application.	<ul style="list-style-type: none"> ● Photo I.D., Driver's License ● U.S. Passport ● Naturalization Certificate ● Hospital/Doctor's Records ● Adoption Papers ● Birth Certificate ● Baptismal Certificate ● Voter Registration Card 	Any of these documents that lists the person's date of birth can also be used to verify age . In addition, a U.S. Passport or Naturalization Certificate can also be used to verify citizenship if we ask you for proof.
2	Residence Must prove that <u>each</u> person who is applying for SNAP benefits resides at the address listed on the application.	<ul style="list-style-type: none"> ● Current lease ● Current rent receipt listing name and address of renter ● Statement from the Landlord or Primary Tenant ● Mortgage Records ● School Records 	If a statement from the Landlord or Primary Tenant lists all the household members, it can also be used to document household composition .
3	Household Composition/Size Must provide verification of how many persons reside in the household.	<ul style="list-style-type: none"> ● Statement from Non-Relative Landlord ● Statement from Community Organization ● Statement from Non-Household Member 	Statement should contain the names of all persons in the household and can also be used to prove residence .
4	Age Must provide verification of age for <u>all</u> persons applying for SNAP benefits.	<ul style="list-style-type: none"> ● Birth Certificate ● Baptismal Certificate 	A birth certificate can also be used to establish and document identity and citizenship status .
5	Social Security Number Must provide a Social Security number for <u>each</u> person in your household who is applying for SNAP benefits, or proof that one has been applied for.	<ul style="list-style-type: none"> ● Social Security Card ● Official correspondence from the Social Security Administration (SSA) 	If you give us the Social Security number for each person in your household, you do not need to provide a Social Security card.

Supplemental Nutrition Assistance Program (SNAP) Documentation Guide

Box	Eligibility Factor	Suggested Documentation	Helpful Tips
6	<p>Citizenship</p> <p>Citizenship must be documented only if it is questionable.</p>	<ul style="list-style-type: none"> ● Birth Certificate ● Hospital Records ● U.S. Passport ● Military Service Records ● Naturalization Certificate 	<p>Birth certificates, hospital records, U.S. Passport and Naturalization Certificate can also be used to prove identity and age.</p>
7	<p>Immigration Status</p> <p>Immigration status must be documented for noncitizens applying for SNAP benefits.</p>	<ul style="list-style-type: none"> ● USCIS Documentation (for example, a green card, stamped visa) ● Evidence of continuous residence in the U.S. since prior to 1/1/72 	
8	<p>Earned Income</p> <p>If <u>any</u> of the household members applying for SNAP benefits are employed, the gross earnings (before any deductions), frequency and <u>number of hours worked</u> must be documented.</p>	<ul style="list-style-type: none"> ● Current pay stubs ● Pay envelopes ● Letter from employer listing gross earnings, frequency, and number of hours worked ● Current income tax returns ● If self employed – records and related materials concerning earnings and expenses 	<p>You should verify the income you received in the last 30 days.</p>
9	<p>Unearned Income</p> <p>If <u>any</u> of the household members applying for SNAP benefits are in receipt of unearned income, the type of income, amount, and frequency must be documented.</p>	<ul style="list-style-type: none"> ● Statement from Family Court ● Current Award letter ● Official correspondence from SSA ● Official correspondence from the Veterans Administration ● Current benefit check or stub ● Statement from bank or credit union ● Statement from person providing support ● Unemployment Insurance Benefit (UIB) statement 	<p>If you or someone in your household is in receipt of Supplemental Security Income (SSI) no verification of SSI is required.</p>
10	<p>Resources</p> <p>Resources do not affect the eligibility of most households applying for SNAP benefits. However, some resource information is used to determine if you qualify for expedited processing of your SNAP application.</p>	<ul style="list-style-type: none"> ● Current bank or credit union records ● Stock/bond certificate ● Statement from financial institution ● Burial plot agreement or deed ● Property deed and/or appraisal ● Life insurance ● Vehicle registration/title 	<p>If you have resources but are not sure whether or not you are required to verify them, provide the verification. If you are required to verify resources, we will not have to wait in order to make an eligibility decision.</p>

Supplemental Nutrition Assistance Program (SNAP) Documentation Guide

Information that may affect your SNAP work registration requirements

Information that you told us about the categories below may exempt you from certain SNAP work registration requirements. It is important for you to give us proof of that information.

Box	Eligibility Factor	Suggested Documentation	Helpful Tips
11	Disabled/ Incapacitated	<ul style="list-style-type: none"> • Current SSA/SSI benefits statement • Signed and dated letter from Doctor or Medical professional, including a contact phone number 	
12	Referral	<ul style="list-style-type: none"> • Signed and dated letter or statement from provider of treatment with contact phone number, hours, and days of treatment • Signed and dated letter from employment service program, including contact person and phone number 	
13	School Attendance Affects work registration and earnings of children under 18.	<ul style="list-style-type: none"> • Current School records (report card or school letter) • W-700E School Attendance Verification Letter • Letter or current school records from a College, University, or Institution of Higher Learning 	

Supplemental Nutrition Assistance Program (SNAP) Documentation Guide

Expenses that may affect your SNAP eligibility or benefit amount

If you have any of the expenses listed below, it is important for you to give us verification of that expense. In some instances, the expense can make you financially eligible to receive SNAP benefits and in many other instances, it can mean you will get more SNAP benefits.

Box	Eligibility Factor	Suggested Documentation	Helpful Tips
14	Shelter and/or Utility Expenses	<ul style="list-style-type: none"> ● Current rent receipt ● Current lease ● Mortgage book/records ● Property and school tax records ● Landlord statement ● Sewer and water bills ● Homeowner's insurance records ● Fuel bills ● Non-heating utility bills ● Telephone bills 	As long as a household can establish that they have a shelter expense, credit for paying rent/mortgage and/or utilities will be given even if the household is not currently keeping up with the payments.
15	Medical Bills This is only for elderly or disabled persons who incur this expense.	<ul style="list-style-type: none"> ● Copies of medical bills (paid and unpaid) ● Provider statement of health insurance Premiums ● Medicare Prescription Drug Card 	This refers to medical expenses that persons pay for out-of-pocket. Do not include documentation for any bills that are paid or supposed to be paid by someone not in the household.
16	Health Insurance	<ul style="list-style-type: none"> ● Insurance Policy or Insurance Card ● Statement from insurance provider of coverage, including health insurance premium ● Medicare award letter 	
17	Dependent Care Cost/ Other Expenses	<ul style="list-style-type: none"> ● Court order ● Statement from day care center or other child care provider ● Statement from aide or attendant ● Canceled checks or receipts 	

Guía de Documentación del Programa de Asistencia de Nutrición Suplementaria (SNAP)

A fin de nosotros determinar su elegibilidad para beneficios de SNAP, necesitamos que usted nos proporcione prueba de los factores de elegibilidad para SNAP más abajo. La documentación sugerida y consejos útiles en esta guía le ayudarán a que nos proporcione la prueba que necesitamos para determinar su elegibilidad para SNAP.

Si determinamos que usted es elegible para SNAP conforme a las reglas del trámite acelerado, le podemos expedir sus beneficios aun si sólo comprueba su identidad. Sin embargo, antes de poder darle más beneficios de SNAP, usted tiene que comprobar los otros factores de elegibilidad para usted y cualesquier otros miembros del hogar..

Si usted está solicitando beneficios de SNAP por correo o por fax, favor de incluir copias de su documentación para ayudarnos a determinar su elegibilidad para SNAP tan pronto posible.

Caja	Factor de Elegibilidad	Documentación Sugerida	Consejos
1	Identidad Debe establecerse y documentarse para el solicitante.	<ul style="list-style-type: none"> ● Identificación con foto, licencia de conducir ● Pasaporte de EE.UU. ● Certificado de Naturalización ● Expedientes hospitalarios/médicos ● Documentos de adopción ● Acta de nacimiento ● Acta de bautismo ● Tarjeta de registro de votantes 	Cualquiera de estos documentos que indiquen la fecha de nacimiento de la persona, también puede usarse para comprobar la edad . Además, si le pedimos prueba, el pasaporte de EE.UU. y certificado de naturalización se pueden usar como comprobante de la ciudadanía.
2	Domicilio Tiene que comprobar que <u>cada</u> persona que solicite beneficios de SNAP reside en la dirección listada en la solicitud.	<ul style="list-style-type: none"> ● Contrato de arrendamiento actual ● Recibo actual de alquiler con nombre y dirección del inquilino ● Declaración del casero o inquilino principal ● Documentos hipotecarios ● Expedientes académicos 	Si la declaración del casero o del inquilino principal lista a todas las personas en el hogar, también se puede usar para documentar la composición del hogar .
3	Composición del Hogar/ Número de Integrantes Tiene que proporcionar prueba de cuántas personas residen en el hogar.	<ul style="list-style-type: none"> ● Declaración del casero no familiar ● Declaración por parte de una organización comunitaria ● Declaración de parte del miembro no del hogar 	La declaración debe incluir todos los nombres de las personas en el hogar y también puede usarse para comprobar el domicilio .
4	Edad Tiene que proporcionar prueba de la edad de <u>todas</u> las personas que soliciten beneficios de SNAP.	<ul style="list-style-type: none"> ● Acta de nacimiento ● Acta de bautismo 	El acta de nacimiento también se puede usar para establecer y documentar la identidad y el estado de ciudadanía .
5	Número de Seguro Social Tiene que proporcionar un Número de Seguro Social para <u>cada</u> persona en su hogar que solicite beneficios de SNAP o prueba de que ya se ha solicitado dicho número.	<ul style="list-style-type: none"> ● Tarjeta de seguro social ● Correspondencia oficial de parte de la Administración de Seguro Social (SSA) 	Si usted nos proporciona el número de seguro social de cada persona en su hogar, no tiene que proporcionar tarjeta de seguro social.

Guía de Documentación del Programa de Asistencia de Nutrición Suplementaria (SNAP)

Caja	Factor de Elegibilidad	Documentación Sugerida	Consejos
6	<p>Ciudadanía</p> <p>La ciudadanía tiene que documentarse, sólo si resulta dudosa.</p>	<ul style="list-style-type: none"> ● Acta de nacimiento ● Expedientes hospitalarios ● Pasaporte de EE.UU. ● Expedientes de servicio militar ● Certificado de naturalización 	<p>Actas de nacimiento, expedientes hospitalarios, pasaporte de EE.UU. y certificado de naturalización también se pueden usar para comprobar la identidad y la edad.</p>
7	<p>Estado de Inmigración</p> <p>El estado de extranjero debe documentarse para los no ciudadanos que soliciten beneficios de SNAP.</p>	<ul style="list-style-type: none"> ● Documentación de USCIS (por ejemplo, una tarjeta verde o visa con sello) ● Prueba de residencia continua en los EE.UU. antes de 1/1/72 	
8	<p>Ingreso Salarial</p> <p>Si <u>cualquier</u> miembro del hogar quien solicite beneficios de SNAP esté empleado, debe documentarse el ingreso bruto (antes de cualquier deducción), la frecuencia de las ganancias y <u>el número de horas</u> trabajadas.</p>	<ul style="list-style-type: none"> ● Talones de paga actuales ● Sobres de paga ● Carta del empleador que liste el ingreso bruto, la frecuencia de las ganancias y el número de horas trabajadas ● Declaración tributaria actual ● Si trabaja por cuenta propia—todos los expedientes y materiales relacionados con ingresos y gastos 	<p>Usted debe aportar prueba del ingreso recibido en los últimos 30 días.</p>
9	<p>Ingreso No Salarial</p> <p>Si <u>cualquier</u> miembro del hogar quien solicite beneficios de SNAP percibe ingreso no salarial, tienen que documentarse el tipo de ingreso, la cantidad, y la frecuencia del mismo.</p>	<ul style="list-style-type: none"> ● Declaración por parte del Tribunal Familiar ● Carta de concesión actual ● Correspondencia oficial de parte de la SSA ● Correspondencia oficial de la Administración de Veteranos ● Cheque de beneficios o talón de paga actual ● Extracto bancario o de cooperativa de crédito ● Declaración por parte de la persona que proporcione la manutención ● Extracto de Beneficio de Seguro de Desempleo (UIB) 	<p>No es necesario el comprobante de Ingreso de Seguridad Suplemental (SSI), si usted o alguien en su hogar lo recibe</p>
10	<p>Recursos</p> <p>Los recursos no afectan la elegibilidad de la mayoría de los hogares que solicitan beneficios de SNAP. No obstante, alguna información sobre recursos se utiliza para determinar si usted califica para el trámite acelerado de su solicitud de SNAP.</p>	<ul style="list-style-type: none"> ● Expedientes bancarios o de cooperativa de crédito actuales ● Certificado de acciones/bonos ● Extracto de parte de institución financiera ● Acuerdo o escritura de lote de entierro ● Escritura y/o tasación de la propiedad ● Seguro de Vida ● Matrícula/título de vehículo 	<p>Si usted tiene recursos pero no está seguro(a) si los tiene que documentar, proporcione los comprobantes. Si a usted se le requiere probar recursos, nosotros no tendremos que esperar para tomar una decisión de elegibilidad.</p>

Guía de Documentación del Programa de Asistencia de Nutrición Suplementaria (SNAP)

Información que puede afectar sus requisitos de inscripción al trabajo de SNAP

La información proporcionada por usted respecto a las categorías más abajo puede eximirle de ciertos requisitos de inscripción al trabajo de SNAP. Es importante que usted nos proporcione prueba de esa información.

Caja	Factor de Elegibilidad	Documentación Sugerida	Consejos
11	Discapacitado(a)/Incapacitado(a)	<ul style="list-style-type: none"> ● Extracto actual de beneficios de SSA/SSI ● Carta firmada y fechada de parte de médico o profesional de salud, incluido el número de teléfono de contacto 	
12	Derivación médica	<ul style="list-style-type: none"> ● Carta o declaración firmada y fechada de parte del proveedor de tratamiento incluidos el número de teléfono de contacto, las horas y los días de tratamiento ● Carta firmada y fechada de parte del programa de servicio de empleo, incluidos la persona y el número de teléfono de contacto 	
13	Asistencia Escolar Afecta la inscripción al trabajo y las ganancias de niños menores de 18 años de edad.	<ul style="list-style-type: none"> ● Expedientes escolares actuales (boletín de calificaciones o carta escolar) ● School Attendance Verification Letter (Carta de Verificación de Asistencia Escolar – W-700E) ● Carta o el expediente académico actual de parte de la universidad o el establecimiento de educación superior 	

**Guía de Documentación del
Programa de Asistencia de Nutrición Suplementaria (SNAP)**

Gastos que pueden afectar su elegibilidad para SNAP o la cantidad de beneficios de SNAP

Si usted incurre en cualquiera de los gastos listados a continuación, es importante que nos proporcione comprobante de ese gasto. En algunos casos, el gasto le puede otorgar elegibilidad económica para beneficios de SNAP, y en muchos otros casos, la cantidad de beneficios de SNAP recibida por usted puede aumentar.

Caja	Factor de Elegibilidad	Documentación Sugerida	Consejos
14	Gastos de Albergue y/o de Servicios Públicos	<ul style="list-style-type: none"> ● Recibo actual del alquiler ● Contrato de arrendamiento actual ● Libro/expediente de hipoteca ● Expedientes tributarios sobre la propiedad y del impuesto escolar ● Declaración por parte del casero ● Facturas de alcantarilla y de agua ● Expedientes de seguro de la propiedad del dueño ● Facturas de combustible ● Facturas de servicios públicos aparte de la calefacción ● Facturas de teléfono 	Siempre que el hogar pueda probar que incurre en gastos de albergue, se otorgarán crédito para pagar el/la alquiler/hipoteca y/o servicios públicos, aun si los pagos del hogar no estén al día.
15	Facturas Médicas Sólo para los ancianos y los discapacitados que incurren en este gasto	<ul style="list-style-type: none"> ● Copias de facturas médicas (pagadas e impagadas) ● Extracto del proveedor de primas de seguro de salud ● Tarjeta de Medicare para medicamentos recetados 	Esto se refiere a gastos médicos que se pagan por cuenta propia. No incluya documentación para ninguna cuenta pagada o pagadero por alguien que viva en el hogar.
16	Seguro Médico	<ul style="list-style-type: none"> ● Póliza de seguro o tarjeta de seguro ● Declaración del proveedor de seguro de la cobertura, incluida la prima de seguro médico ● Carta de concesión de Medicare 	
17	Costos de Cuidado de Dependientes/ Otros Gastos	<ul style="list-style-type: none"> ● Orden judicial ● Declaración de parte de guardería de niños u otro proveedor de cuidado infantil ● Declaración de parte de auxiliar o asistente ● Cheques cancelados o recibos 	

Date: _____
Case Number: _____
Case Name: _____
NCA SNAP Center: _____

Notice of Documentation Required – Change in Household Circumstances

You reported a change in your case that may increase your benefits. However, you did not provide proof of the change. Under Supplemental Nutrition Assistance Program (SNAP) rules, you must prove a change in circumstances that will give you more benefits before we can increase them.

We have enclosed the SNAP Documentation Guide (**W-129G**). The Guide gives examples of documents you can use to prove the change you reported. Photocopies are acceptable. Return the documents in the enclosed self-addressed envelope right away so that your benefits are processed as soon as possible.

Please provide proof of:

- Income received by: _____
- Presence in your household of: _____
- Shelter expenses (e.g., rent or mortgage payments): _____
- Child care or dependent care costs: _____
- Medical expenses of: _____
- Alien status of: _____
- Other/Remarks: _____

Worker's Signature

Date

Fecha: _____
Número del Caso: _____
Nombre del Caso: _____
Centro de SNAP de
No Asistencia en Efectivo: _____

Aviso de Documentación Necesaria – Cambio de las Circunstancias del Hogar

Usted reportó un cambio en su caso que puede aumentar la cantidad de sus beneficios. Sin embargo, no proporcionó comprobante de dicho cambio. Conforme a las reglas del Programa de Asistencia de Nutrición Suplementaria (SNAP), usted debe comprobar todo cambio de circunstancias para que se le otorgue un aumento de beneficios.

Hemos adjuntado la Guía de Documentación de SNAP (**W-129G [S]**). La Guía da ejemplos de documentos que usted puede usar para comprobar el cambio reportado. Se aceptan fotocopias. Envíenos de inmediato la documentación solicitada en el sobre adjunto con dirección del remitente para que se tramiten sus beneficios tan pronto posible.

Favor de proporcionar comprobante de:

- Ingreso recibido por: _____
- Presencia en su hogar de: _____
- Gastos de albergue (p.ej., pagos de alquiler o hipoteca): _____
- Gastos de cuidado infantil o de dependientes: _____
- Gastos médicos de: _____
- Estado de extranjería de: _____
- Otro caso/comentarios: _____

Firma del Trabajador

Fecha