



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #06-34-ELI

### THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

<p><b>Date:</b> March 8, 2006</p>	<p><b>Subtopic(s):</b> Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Other Centers/Offices will be added as the process progresses.</p> <p>IVRS recertification must be completed at least one day before the scheduled in-office appointment.</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Office Staff of the Interactive Voice Response System (IVRS), which will provide certain Food Stamp households with the opportunity to recertify via telephone. This process will begin in the following NPA FS Offices:</p> <ul style="list-style-type: none"> <li>• <b>F43</b> Long Island City</li> <li>• <b>F53</b> Queens</li> </ul> <p>The Data Sheet (<b>W-908D</b>) and the Telephone Recertification Letter (<b>W-908E</b>) have been developed for this process and will be mailed to the participant.</p> <p>The <b>W-908D</b> lists details of the participant's household known to the New York State Welfare Management System (WMS), such as composition and income and informs participants that if the information listed is correct and has not changed, they can recertify using the automated telephone recertification process. If there are changes in the information listed on the <b>W-908D</b> or the information is incorrect, the participant cannot recertify via IVRS.</p> <p>The <b>W-908E</b> informs the participant of his/her eligibility to recertify via telephone. It explains that if the participant has no earned income and no changes in circumstances, as indicated on the accompanying Data Sheet, s/he can recertify by telephone. Participants are reminded that they also have the option of being recertified in person at their local NPA FS Office.</p> <p>The letter further explains how to recertify by telephone if the participant chooses that option.</p> <p>Samples of the forms are attached.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

### Selection of Eligible Cases for Recertification via IVRS

During Phase I, only NPA FS unengageable (i.e., unemployable) participants are eligible to recertify using the automated phone system.

At the beginning of each month those cases that meet the above eligibility criteria and are due for recertification in the following month will be selected for this mailing. This letter (Mail Job #542) will be mailed out a week after the mailing of the normal FS recertification package. For example at the beginning of March, cases due for recertification will be mailed the normal FS Recertification package on March 10, 2006. Cases that are eligible to recertify by phone will be mailed an IVRS Recertification letter on March 17 2006.

### Accessing the IVRS Reporting System

An IVRS reporting system has also been developed and is available on the HRAweb application section. This report will list all cases that are eligible to recertify via IVRS for a given month. The report will also identify the households that have successfully completed the recertification interview via IVRS with a **Y** in the **IVRS Recert** field. If a **Y** does not appear in the field, the participant did not complete the recertification interview and will have to come into or call the FS Office to complete their recertification following current procedure.

Designated Workers must access the IVRS Reporting system daily to determine which participants completed the recertification interview successfully. Once the participants have been identified, Workers must access WMS to complete a “no change” recertification. Those participants who did not complete the recertification interview successfully, will have to report to the FS Office to complete their recertification in person or schedule a telephone interview if they have a hardship waiver in accordance with current procedure.

To access the report:

- Click on **Applications** in the upper right-hand corner of the HRA intranet home page.
- Select **HRA Telephone Recert Reporting System** from the listed options and the **HRA Telephone Recert Reporting System Login** screen appears.

Log In screen

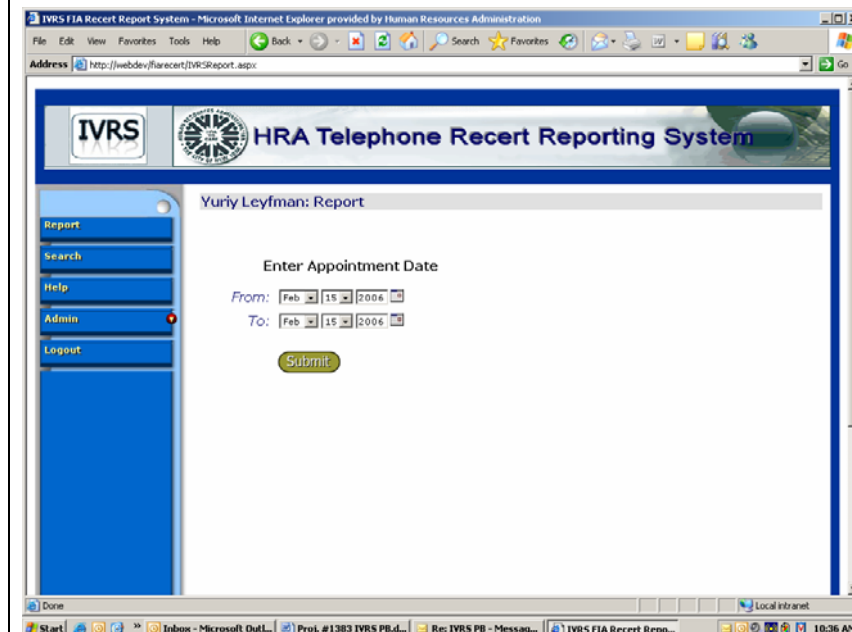


- Enter the **User ID** and **Password**, click **Log In** and either the **IVRS Admin** or **Enter Appointment Date** screen appears.

Admin screen

The **Admin** screen is completed by authorized personnel only to add/delete staff as users of the IVRS Reporting System.

Enter Appointment Date screen



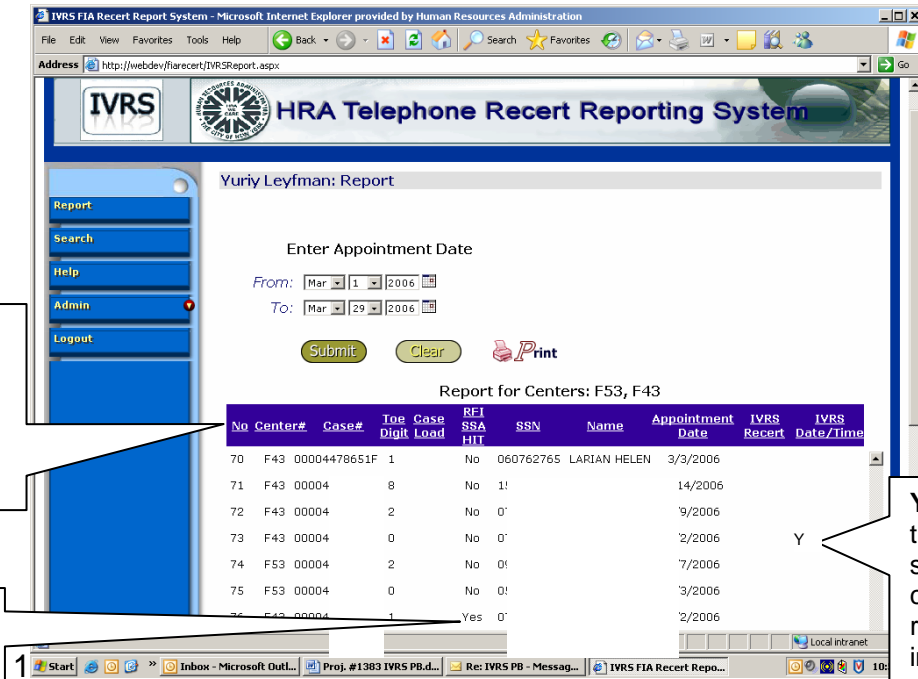
- Enter the **From** and **To** dates for the desired range of recertification dates, press **Submit** and the **Report for Centers** screen will appear.

**Report for Centers screen**

Staff will only see cases for the Center they are assigned to.

The report can be sorted by any of the columns listed, but multilevel searches are not available.

If there is a **Yes** in this **RFI/SSA Hit** field, Center 43 must resolve it.



Y indicates the case successfully completed the recertification interview.

**Note:** F53 cases with an unresolved Resource File Integration (RFI) hit will not be selected for IVRS recertification.

- Identify the case number(s) of the participant(s) who successfully completed the IVRS interview, as indicated by the **Y** in the IVRS Recert column, and access WMS to complete a “no change” recertification for these participants. If a **Y** does not appear the participant will have to come into the FS Office and complete their recertification interview.

**Center F43 Requirements**

**F43** includes cases with unresolved Social Security Administration (SSA) RFI information. If there is a **Yes** in the **RFI SSA Hits** field on the **IVRS Reports for Centers** screen, Workers must first review and resolve the SSA RFI information. The case must be rebudgeted using the data in RFI.

**Manual Actions Required by Worker**

WMS must still be updated even if the participant successfully completed the recertification interview by IVRS. The Worker must:

A CNS notice will be generated by this action, therefore a manual notice is not required.

- Calculate and save a new budget;
- Enter a Continuing Eligibility Determination (CED) date in Element **012** on the Turn-Around Document (TAD);
- Enter Authorization Code **444498** in the **New Authorization Number** field on the TAD;
- Annotate the **WINR076** to indicate that the participant recertified via IVRS.


## Availability of IVRS Cases

Cases will remain in the online IVRS database for a six-month period. If, for example, a case receives an IVRS Telephone Recertification Notice on March 17, 2006, and has a scheduled FS Recertification Date of April 5, 2006, with a FS Authorization to Date of May 30, 2006, the case would remain in the online IVRS file from March 2006 through September 2006. The case would then be placed in a history file.

The Food Stamp Office will be able to sort and access the list as needed, (e.g., by Center Recertification Date within Unit Worker, by straight Next Recertification Date, by Case Number, by Successful Telephone Interview Date).

*Effective April 1, 2006*

### Attachments:

 Please use Print on Demand to obtain copies of forms.

**W-908D** Data Sheet  
**W-908D (S)** Data Sheet (Spanish)  
**W-908E** Telephone Recertification Letter  
**W-908E (S)** Telephone Recertification Letter (Spanish)



Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

**Data Sheet**

Listed below is information HRA currently has on file concerning your Food Stamp case. We need to verify this information to determine if you are still eligible for assistance. If the information here is correct and has not changed, you can recertify using HRA's automated telephone recertification process.

SAMPLE

Household Composition		
Name	Birthdate	SSN

**Shelter Information**

Address of Record: \_\_\_\_\_  
 \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Monthly Rent Amount: \$ \_\_\_\_\_

Persons in Household with Income		
Name	Income Type	Monthly Income
Total Monthly Household Income		

SAMPLE

Aliens (Non-U.S. Citizens) in the Household	
Name	Alien Registration Number

Other Allowances	
Allowance Type	Name of Person with Allowance

**If the information on this data sheet is incorrect and/or has changed, you must recertify in person at your local Food Stamp Office or Job Center, unless you claim a waiver for hardship situations as explained in the Notice of Food Stamp Appointment Insert (W-129RR [Insert]), mailed to you as part of your Food Stamp recertification package. If you are a Center 17 Family Call Center customer, go to the Bureau of Eligibility Verification, 253 Schermerhorn Street, 4th floor, Brooklyn, New York or call (718) 752-3937.**



Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_

### Hoja de Datos

Más abajo encontrará información que la HRA actualmente mantiene relativa a su caso de Cupones para Alimentos. Necesitamos verificar los datos para determinar si usted aún tiene derecho a recibir asistencia. Si la información que aparece aquí es correcta y no ha habido cambios, usted puede recertificarse utilizando el proceso de recertificación automatizado por teléfono.

SAMPLE

Miembros del Hogar		
Nombre	Fecha de Nacimiento	Número de SS

### Información de Vivienda

Dirección Archivada: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Cantidad Mensual del Alquiler: \$ \_\_\_\_\_



Personas del Hogar con Ingreso		
Nombre	Tipo de Ingreso	Ingreso Mensual
Ingreso Mensual Total del Hogar		

SAMPLE

Extranjeros en el Hogar (No Ciudadanos de EE.UU.)	
Nombre	Número de Registro de Extranjero

Otros Subsidios	
Tipo de Subsidio	Nombre del Beneficiario

Si la información incluida en esta hoja resulta incorrecta y/o ha cambiado, usted debe recertificarse en persona en su Oficina de Cupones para Alimentos o Centro de Trabajo, a menos que usted reclame una dispensa por razón de dificultades extremas que esté experimentando según se explica en el Aviso de Cita de Cupones para Alimentos (W-129RR [Insert] [S]), que se le envió por correo como parte del paquete de recertificación de Cupones para Alimentos. Si usted es cliente del Centro 17 de Llamadas para Familias (Center 17 Family Call Center), debe recertificarse en el Departamento de Verificación de Elegibilidad (Bureau of Eligibility Verification) ubicado en el 253 Schermerhorn Street, 4to Piso, Brooklyn, Nueva York o comunicarse al número de teléfono (718) 752-3937.



Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

### Telephone Recertification Letter

HRA now has a new method to make your recertification process for food stamps easier. Households with no earned income and no changes to report can now recertify by using the automated telephone system. All you have to do is call a toll-free number from a touch-tone phone and answer some questions.

**IF YOU WANT TO RECERTIFY BY TELEPHONE, YOU MUST CALL THE TOLL-FREE NUMBER (866) 761-8357 AT LEAST ONE DAY BEFORE YOUR RECERTIFICATION APPOINTMENT DATE.**

Included with this letter is a Data Sheet listing all the current information HRA has on file concerning your Food Stamp case. If the information on the Data Sheet (**W-908D**) is **correct and has not changed**, you can either recertify by telephone or go in person to your local Job Center or Non-Public Assistance Food Stamp (NPA FS) Office. If the information is **wrong or has changed**, you must recertify in person at your local Job Center or NPA FS Office, unless you claim a waiver for hardship situations as explained in the Notice of Food Stamp Appointment Insert (W-129RR [Insert]), mailed to you as part of your Food Stamp recertification package. If you are a Center 17 Family Call Center customer and the information on the Data Sheet is wrong or has changed, or if you do not wish to recertify by telephone, go to the Bureau of Eligibility Verification, 253 Schermerhorn Street, 4th floor, Brooklyn, New York or call (718) 752-3937.

If you choose to use our new telephone recertification process:

- You can call from any touch-tone telephone, 24 hours a day, 7 days a week.
- You will be able to choose English, Spanish or Chinese (Mandarin) from the system options.
- You do not have to go to your local Job Center or NPA FS Office.
- You will receive a confirmation number once you complete the telephone interview.
- You will receive a notice in the mail indicating your continued eligibility for food stamps.

You can recertify in person at your local Job Center or NPA FS Office or by telephone. Either way, you must recertify or reschedule your in-person appointment **at least one day before the date on the Recertification Appointment Notice previously sent in your recertification package.**

### How to Recertify by Telephone

If you choose to recertify by telephone, simply call (866) 761-8357 from a touch-tone phone. **This must be done at least one day before your recertification appointment date.** Please have the enclosed Data Sheet in front of you when you call. You will be asked to enter your Social Security number and your date of birth. Then you will be asked to answer either "Yes" or "No" to a series of questions.

Once you complete the interview, you will be given a **confirmation number**. Write this number down and keep it with your recertification package. Within two weeks of the completed interview, you will receive a notice in the mail about your continued eligibility for food stamps.

**If you do not complete the automated interview successfully, you will not receive a confirmation number. This means your recertification interview will be considered incomplete. If you do not receive a confirmation number, you must keep your recertification appointment, indicated on the Recertification Appointment Notice.**

**If you decide to recertify at your Center instead of by telephone, you must do so on the date indicated on the Recertification Appointment Notice. If you cannot keep the appointment, you must call the Center at least one day before the date on the Notice to reschedule.**

Enclosure: Data Sheet (W-908D)

SAMPLE



Fecha del Aviso: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_

### Carta de Recertificación Telefónica

HRA tiene ahora un nuevo y más fácil método para llevar a cabo su recertificación de cupones para alimentos. Ahora los hogares sin ingreso salarial y sin cambios que reportar pueden realizar su recertificación usando el sistema de teléfono automatizado. Todo lo que hay que hacer es llamar a un número gratuito desde un teléfono con teclas para contestar algunas preguntas.

**SI DESEA REALIZAR SU RECERTIFICACIÓN POR TELÉFONO, TIENE QUE LLAMAR AL NÚMERO DE TELÉFONO GRATUITO (866) 761-8357 POR LO MENOS UN DÍA ANTES DE LA FECHA DE SU CITA DE RECERTIFICACIÓN.**

Adjunta se encuentra una Hoja de Datos (**W-908D [S]**) que lista toda la información actual que HRA tiene archivada concerniente a su caso de Cupones para Alimentos. Si la información en la Hoja de Datos **es correcta y no ha cambiado**, usted puede recertificarse por teléfono o presentarse en persona a su Centro de Trabajo local u Oficina de Cupones para Alimentos de No Asistencia Pública (Non-Public Assistance Food Stamp – NPA FS). Si esta información **es incorrecta o ha cambiado** usted tiene que acudir a dicho local u oficina en persona para recertificarse, a menos que usted reclame una dispensa por razón de dificultades extremas que esté experimentando según se explica en el aviso Aviso de Cita de Cupones para Alimentos (W-129RR [Insert] [S]), que se le envió por correo como parte del paquete de recertificación de Cupones para Alimentos. Si usted es cliente del Centro 17 de Llamadas para Familias (Center 17 Family Call Center) y la información en la Hoja de Datos es incorrecta o a cambiado, o si no desea recertificarse por teléfono, debe recertificarse en el Departamento de Verificación de Elegibilidad (Bureau of Eligibility Verification) ubicado en el 253 Schermerhorn Street, 4to Piso, Brooklyn, NY o comunicarse al número de teléfono (718) 752-3937.

Si usted opta por utilizar el nuevo proceso de recertificación por teléfono:

- Puede llamar desde cualquier teléfono con teclas, las 24 horas del día, 7 días a la semana.
- Podrá elegir inglés, español o chino (mandarín) de las opciones del sistema.
- No es necesario que se presente a un Centro de Trabajo u Oficina de Cupones para Alimentos de No Asistencia Pública.
- Recibirá un número de confirmación al completar la entrevista telefónica.
- Recibirá un aviso por correo que indicará su elegibilidad continua de cupones para alimentos.

Usted puede recertificar en persona en su Centro de Trabajo u Oficina de Cupones para Alimentos de No Asistencia Pública o por teléfono. De ambas formas, tendrá que recertificarse o reprogramar su cita en persona **por lo menos un día antes de la fecha en el Aviso de Cita de Recertificación (Recertification Appointment Notice) que le fue enviado previamente en el paquete de recertificación.**

Cómo Llevar a Cabo la Recertificación por Teléfono

Si usted opta por recertificarse por teléfono, llame sencillamente al (866) 761-8357 desde un teléfono con teclas. **Usted deberá realizar esta llamada por lo menos un día antes de la fecha de su cita de recertificación.** Favor de tener en la mano la Hoja de Datos adjunta al realizar la llamada. Se le pedirá que marque su número de Seguro Social y su fecha de nacimiento. Luego tendrá que contestar "Sí" o "No" a una serie de preguntas.

Al completar la entrevista, se le dará un **número de confirmación**. Anótelos y guárdelos con su paquete de recertificación. Dentro de dos semanas de haberse completado la entrevista, recibirá un aviso por correo sobre su elegibilidad continua respecto a cupones para alimentos.

**Si usted no completa la entrevista automatizada de manera satisfactoria, no recibirá un número de confirmación, lo que significa que su cita de recertificación será considerada incompleta. Si no recibe un número de confirmación, deberá cumplir su cita de recertificación indicada en el Aviso de Cita de Recertificación.**

**Si usted decide recertificarse en su Centro en vez de por teléfono, debe hacerlo en la fecha indicada en el Aviso de Cita de Recertificación. Si no puede cumplir la cita, debe llamar al Centro por lo menos un día antes de la fecha en el Aviso para reprogramar su cita.**

Adjunto: Hoja de Datos (W-908D [S])

SAMPLE