



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #08-144-ELI (This Policy Bulletin Replaces PB #06-34-ELI)

THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

<p>Date: November 25, 2008</p>	<p>Subtopic(s): Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Revised forms W-908D and W-908E</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to:</p> <ul style="list-style-type: none"> • change the alternative to recertifying via the Interactive Voice Response System (IVRS) from an in-person recertification interview to the household's previously scheduled telephone recertification interview. • remove F43 from the list of centers participating in the IVRS because F43 is currently operating as a Change Center. • add the requirement to annotate a P (phone) in the FSINTW field when processing the Turn-Around Document (TAD) in the Welfare Management System (WMS) for participants who successfully complete the IVRS process. <p>Purpose:</p> <p>The purpose of this policy bulletin is to remind Non Cash Assistance Food Stamp (NCA FS) Center staff about the IVRS, which provides certain NCA FS households with the opportunity to recertify for Food Stamp (FS) benefits by use of an automated telephone response system. This pilot project began in 2006 and is currently available to households with active cases at F53 Queens. Other centers will be added as the project progresses.</p> <p>The Data Sheet form (W-908D) and the Automated Telephone Recertification Letter form (W-908E) were developed for the IVRS process and are mailed to households that are eligible to participate in IVRS. Forms W-908D and W-908E have been revised to reflect the change of the alternative to an IVRS recertification interview.</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*

IVRS recertification must be completed at least one day before the participant's scheduled telephone recertification date.

Selection of Eligible Cases for Recertification via IVRS

Accessing the IVRS Reporting System

Form **W-908D** lists current details of the participant's household such as household composition, shelter information, and income. It informs participants that if the information listed is correct and has not changed, they can recertify using IVRS. If the information is incorrect or has changed, the participant cannot recertify via IVRS.

Form **W-908E** explains the IVRS process and informs participants that if they have no earned income, no changes to report, and want to recertify using IVRS, they must call (866) 761-8357 at least one day prior to their scheduled interview.

Only NCA FS unengageable (i.e., unemployable) participants are eligible to recertify using IVRS. At the beginning of each month, those cases that meet the eligibility criteria and are due for recertification in the following month are selected for this mailing. Forms **W-908D** and **W-908E** are mailed out a week after the mailing of the normal FS Recertification package. For example, at the beginning of December, cases due for recertification will be mailed the normal FS Recertification package on December 10, 2008. Cases that are eligible to recertify using IVRS will be mailed an IVRS Recertification letter on December 17, 2008.

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

The IVRS reporting system has also been developed and is available in the HRA Intranet application section. This report lists all cases that are eligible to recertify via IVRS for a given month. The report identifies 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 recertify using his/her previously scheduled telephone interview.

Designated Workers must access the IVRS reporting system daily to determine which participants completed their recertification interview successfully. Once the participants have been identified, Workers must access WMS to process a "no change" recertification. Participants who did not complete the IVRS process successfully, must recertify using their previously scheduled telephone interview.

To access the IVRS reporting system:

- Click on **Program Applications** on the HRA Intranet home page.

HRA Intranet Home Page

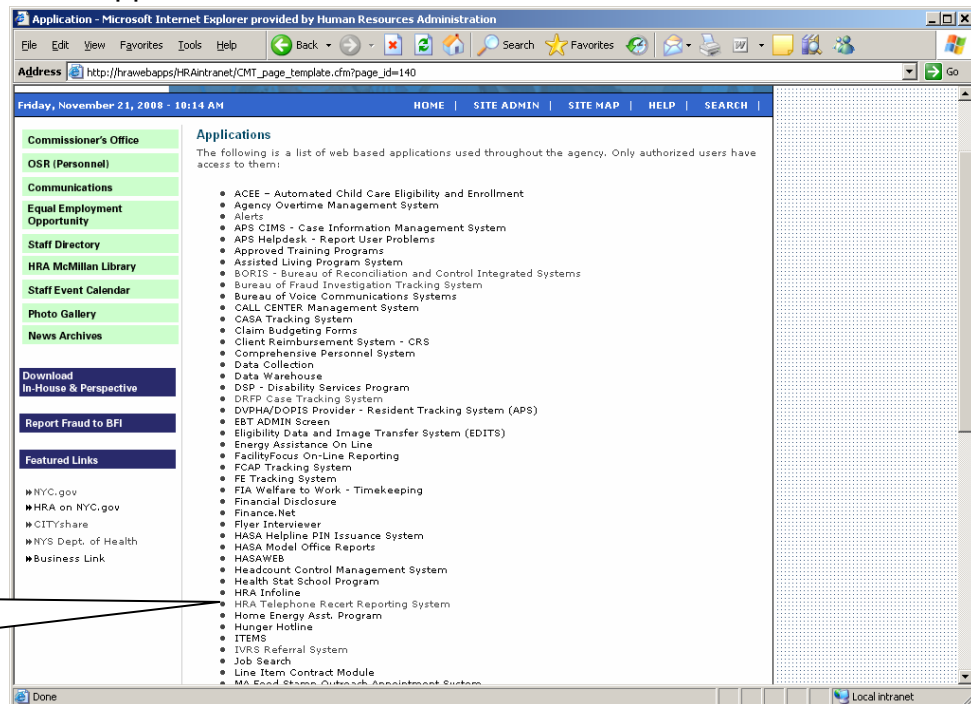
Click on Program Applications



- Select **HRA Telephone Recert Reporting System** from the list of Applications.

Applications screen

Click on HRA Telephone Recert Reporting System



The **HRA Telephone Recert Reporting System Login** screen appears.

Log in screen

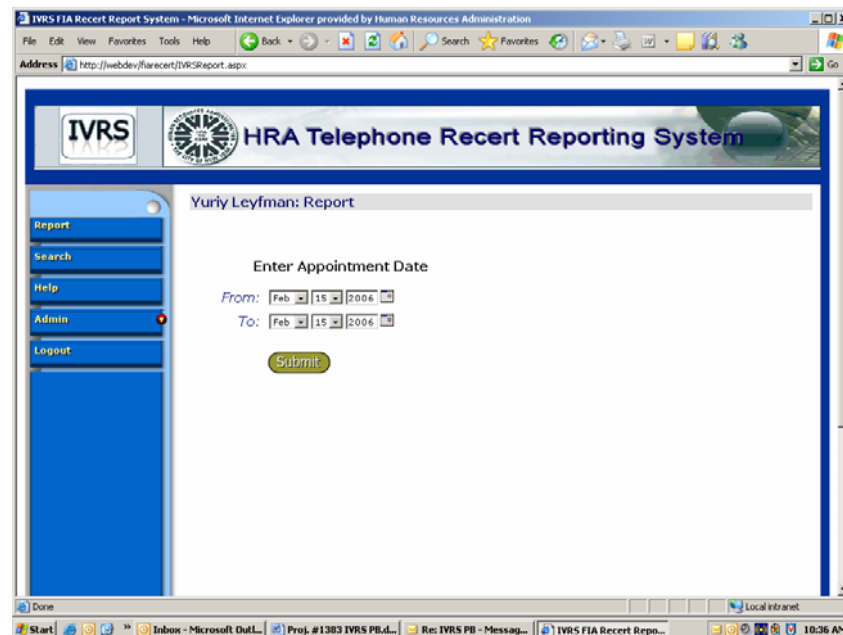


- Enter the **User ID** and **Password**, click **Log In** and either the **IVRS Admin** or **Enter Appointment Date** screen appears.

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.



- 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 Center and complete his/her recertification interview.

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 Client Notices System (CNS) notice will be generated by this action; therefore a manual notice is not required.

1. Calculate and save a new budget;
2. Enter a Continuing Eligibility Determination (CED) date in Element **012** on the TAD;
3. Enter Authorization Code **44498** in the **New Authorization Number** field on the TAD;
4. Enter code **P** in the **FSINTW** field in Element **060** on the TAD;
5. Annotate the **WINRO76** to indicate that the participant recertified via IVRS.

See [PB #08-121-SYS](#) for FSINTW information.

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 November 17, 2008, and has a scheduled FS Recertification Date of December 5, 2008, and an Authorization to Date of January 31, 2009, the case would remain in the online IVRS file from November 2008 through May 2009. The case would then be placed in a history file.

The FS Center 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).

NCA FS Center Managers must ensure that all previous versions of forms **W-908D** and **W-908E** and their multilingual equivalents are removed from circulation and recycled.

Samples of the revised forms are attached.

Effective Immediately

Attachments:

☞ Please use Print on Demand to obtain copies of forms.

- W-908D** Data Sheet (Rev. 11/25/08)
- W-908D (S)** Data Sheet (Spanish) (Rev. 11/25/08)
- W-908E** Automated Telephone Recertification Letter (Rev. 11/25/08)
- W-908E (S)** Automated Telephone Recertification Letter (Spanish) (Rev.11/25/08)

Date: _____
 Case Number: _____
 Case Name: _____

Data Sheet

Listed below is information the Human Resources Administration (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 Interactive Voice Response System (IVRS).

Household Composition

Name	Birthdate	SSN
<div style="font-size: 100px; color: blue; opacity: 0.5;">SAMPLE</div>		

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		

Aliens (Non-U.S. Citizens) in the Household

Name	Alien Registration Number
<div style="font-size: 4em; color: blue; font-family: sans-serif; letter-spacing: 0.5em;"> SAMPLE </div>	<div style="font-size: 4em; color: blue; font-family: sans-serif; letter-spacing: 0.5em;"> E </div>

Other Allowances

Allowance Type	Name of Person with Allowance

If the information on this Data Sheet is incorrect or has changed, you must recertify by means of the manual phone interview or the face-to-face interview that has already been scheduled for you.

Fecha: _____
Número de Caso: _____
Nombre de Caso: _____

Hoja de Datos

Más abajo aparece información que actualmente la Administración de Recursos Humanos (Human Resources Administration – HRA) tiene archivada de su caso de Cupones para Alimentos. Necesitamos para verificar esta información para determinar si usted aún es elegible para asistencia. Si la información más abajo es correcta y no ha cambiado, usted puede recertificarse mediante el Sistema Interactivo de Respuesta Vocal (Voice Response System – IVRS) de HRA.

Composición del Hogar

Nombre	Fecha de Nacimiento	NSS

Información de Albergue

Dirección en el Expediente: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Cantidad de Alquiler Mensual: \$ _____

Personas en el Hogar con Ingreso

Nombre	Tipo de Ingreso	Ingreso Mensual
Ingreso Mensual Total del Hogar		

Extrajeros (No Ciudadanos de EE.UU. Citizens) en el Hogar

Nombre	Número de Registro de Extranjero

SAMPLE

Otras Asignaciones

Tipo de Asignación	Nombre de la Persona con Asignación

Si la información en esta Hoja de Datos es incorrecta o ha cambiado, usted tiene que recertificarse mediante la entrevista por teléfono manual o la entrevista cara-a-cara que ya se le ha programado.

Date: _____
Case Number: _____
Case Name: _____

Automated Telephone Recertification Letter

The Human Resources Administration (HRA) has a new method to simplify your recertification process for Food Stamps. Households with no earned income and no changes to report can now recertify by using the automated Interactive Voice Response System (IVRS). All you have to do is call a toll-free number from a touch-tone phone and answer some questions.

If you have no earned income and no changes to report and you want to recertify using the automated IVRS, you must call (866) 761-3357 (toll-free) at least one day prior to your scheduled telephone or in-office recertification date.

Included with this letter is a Data Sheet (**W-908D**) listing all the current information HRA has on file concerning your Food Stamp case. If the information on the Data Sheet is **correct and has not changed**, you are encouraged to use the automated IVRS for your recertification. If the information on form **W-908D** is incorrect or has changed, you must recertify by means of the manual phone interview or the face-to-face interview that has already been scheduled for you.

If you use the new automated IVRS 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 will not have to keep your manually scheduled telephone or face-to-face interview that has been scheduled for you in the previously sent recertification package.
- You will receive a confirmation number once you complete the automated IVRS process.
- You will receive a notice in the mail indicating your continued eligibility for Food Stamps.

How to recertify using the automated IVRS process

If you choose to use IVRS, simply call (866) 761-8357 from a touch-tone phone. **This must be done at least one day prior to your scheduled manual telephone interview or your scheduled face-to-face interview.** Please have the enclosed Data Sheet (**W-908D**) 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 IVRS process 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 comply with your previously scheduled telephone or face-to-face interview.

If you decide to recertify using your previously scheduled telephone or face-to-face interview, you must do so on the date indicated in your recertification packet. If you cannot keep the scheduled telephone or face-to-face interview appointment, you must call the Center at least one day before the date scheduled for your interview to reschedule.

Enclosure: Data Sheet (**W-908D**)

SAMPLE

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Carta de Recertificación Telefónica Automatizada

La Administración de Recursos Humanos (Human Resources Administration – HRA) cuenta con un nuevo método para facilitar su trámite de recertificación para Cupones para Alimentos. Los hogares sin ingreso salarial y sin cambios que reportar ahora pueden recertificarse por medio del Sistema Interactivo de Respuesta Vocal (Interactive Voice Response System – IVRS). Usted sólo tiene que llamar a un número gratuito por un teléfono con teclas y contestar algunas preguntas.

Si usted no tiene ingreso salarial o cambios que reportar y desea recertificarse mediante el IRVS automatizado, tiene que llamar al (866) 761-8357 (gratuito) por lo menos un día antes de su fecha programada de recertificación por teléfono o en persona.

Adjunto con esta carta le enviamos la Hoja de Datos [W-908D (S)], que lista de toda la información actual que la HRA tiene en el expediente de su caso de Cupones para Alimentos. Si la información en la Hoja de Datos es **correcta y no ha cambiado**, le recomendamos que utilice el IRVS automatizado para su recertificación. Si la información en el formulario **W-908D (S)** es incorrecta o ha cambiado, usted tiene que recertificarse por medio de la entrevista telefónica o en persona que se le ha programada manualmente.

Si usted utiliza el nuevo trámite automatizado de IVRS:

- Puede llamar desde cualquier teléfono con teclas, las 24 horas del día, los 7 días de la semana.
- Podrá elegir entre inglés, español, o chino (mandarín) de las opciones del sistema.
- No tendrá que conservar su entrevista telefónica o en persona que ha sido programada manualmente según se indica en el paquete de recertificación enviado anteriormente.
- Recibirá un número de confirmación una vez lleve a cabo el trámite automatizado de IVRS.
- Recibirá un aviso en el correo que el indicará su elegibilidad continua para Cupones para Alimentos.

Cómo recertificarse mediante el trámite automatizado de IVRS

Si usted opta por utilizar IVRS, sencillamente llame al (866) 761-8357 de un teléfono con teclas. **Tiene que hacerlo por lo menos un día antes de su entrevista telefónica o en persona que ha sido programada manualmente.** Favor de tener la adjunta Hoja de Datos [W-908D (S)] a la mano cuando llame. Se le pedirá que ingrese su número de Seguro Social y su fecha de nacimiento. Luego se le pedirá que conteste “Sí” o “No” a una serie de preguntas.

Una vez que lleve a cabo la entrevista, se le dará un **número de confirmación**. Anote este número y guárdelo con su paquete de recertificación. Dentro de dos semanas de la entrevista, usted recibirá un aviso en el correo sobre su elegibilidad continua para Cupones para Alimentos.

Si usted no lleva a cabo el trámite de IVRS satisfactoriamente, no recibirá un número de confirmación. En tal caso su entrevista de recertificación se considerará incompleta. Si usted no recibe un número de confirmación, tiene que cumplir su entrevista programada por teléfono o en persona.

Si usted decide recertificarse mediante su cita por teléfono o en persona que has sido programada anteriormente, tiene que hacerlo en la fecha indicada en su paquete de recertificación. Si usted no puede cumplir la cita programada de entrevista telefónica o en persona, tiene que llamar al Centro por lo menos un día antes de la fecha programada para reprogramar su entrevista.

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

SAMPLE