




**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

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**POLICY BULLETIN #16-38-OPE**  
(This Policy Bulletin Replaces PB #15-102-OPE)

**REVISION TO ONLINE RECERTIFICATION AT NCA SNAP CENTERS WITH PC BANKS**

<p><b>Date:</b> April 29, 2016</p>	<p><b>Subtopic(s):</b> ACCESS NYC, SNAP Recertification</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p><b>Revision to the Original Policy Bulletin</b></p> <p>The policy bulletin is being revised to:</p> <ul style="list-style-type: none"> <li>• Clarify the timeframe within the certification period that a participant can submit a recertification application and complete their recertification interview.</li> <li>• Add a note that a same-day in-Center recertification interview must be given to <u>any</u> participant at an NCA SNAP Center who requests one, if they are in the last two months of their certification period and have submitted a recertification application.</li> <li>• Provide further instruction that when a participant returns an NCA Recert PC (RB) ticket after submitting a recertification application at a PC Bank at an On Demand site, staff must remind the individual that they can call 718-SNAP-NOW (718-762-7669) to complete an On Demand interview, as an alternative to waiting for and attending the same day in-Center interview.</li> </ul> <p><b>Purpose</b></p> <p>The purpose of this policy bulletin is to describe the program initiative to make the Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) recertification application process more accessible and convenient for participants who are within the last two months of their certification period and have not submitted a recertification application.</p> <p><b>Note:</b> A same-day in-Center recertification interview must be given to <u>any</u> participant at an NCA SNAP Center who requests one, if the</p>

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participant is in the last two months of their recertification period and has submitted a recertification application.

On October 6, 2015, in a phased implementation, NCA SNAP Home Centers equipped with Personal Computer Banks (PC Banks) began to offer participants the opportunity to submit an online electronic recertification application (**E-Recert**) using PC Banks computers. After completion of the **E-Recert**, participants are also given the opportunity to complete the required recertification interview on the same day.

#### Period for recertification application filing and interview completion

Recertification applications can be submitted and recertification interviews completed during the last two months of a participant's certification period. For example, an NCA SNAP participant whose certification period ends on December 31<sup>st</sup> may first submit a recertification application and then complete a recertification interview in November and/or December of the same year.

**Note:** A participant who submits a recertification application to the Human Resources Administration (HRA) by the 15th day of the final month of certification will be considered to have made a timely recertification application. The participant must be interviewed and must submit all verification prior to the end of the final month of the certification period to be entitled to uninterrupted benefits.

#### Recertification applications received by HRA

A participant is considered to have submitted a recertification application if HRA has received an **E-Recert** or a Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**) form, that contains, at least, a legible name, address (if they have one), and signature.

#### Front Door Reception

Front Door Reception (FDR) staff will be responsible for issuing an NCA Recertification (FR) same-day recertification interview appointment ticket, for any participant, who requests an in-Center interview, is in the last two months of their certification period and has submitted an **LDSS-4826** or **E-Recert**. Such participants can include, but, are not limited to, those who are reporting for a scheduled in-Center recertification interview, missed their scheduled telephone recertification interview, or have a scheduled telephone recertification interview or the option to call for an On Demand telephone interview and prefer instead the in-Center interview.

If a participant is within the last two months of their certification period and has not yet submitted a recertification application, FDR staff will issue an NCA Recert PC (RB) ticket and direct these participants to the PC Bank to complete the **E-Recert**. If a participant prefers to submit the paper recertification application instead of the **E-Recert**, PC Bank staff must provide the participant with the paper **LDSS-4826**. In the Model Office Numbering Identification and Queuing (MONIQ) system, staff must call and answer the RB ticket, issue an FR appointment ticket for a recertification interview, and direct the participant to the waiting area for a recertification interview.

#### PC Bank/Recertification Interview

At the PC Bank, staff will assign the participant to a personal computer (PC) where they can enter the ACCESS NYC website and complete the **E-Recert**. Staff must instruct the participant to return the RB ticket once they complete submission of the **E-Recert**

Upon return of the RB ticket, if the participant does not wish or need to stay for a same-day in-Center recertification interview, staff must call, answer, and finish the ticket in MONIQ. When a participant returns their RB tickets at an On Demand site, staff must remind the individual that it is possible to call 718-SNAP-NOW (718-762-7669), Monday through Fridays, from 8:30 AM to 5:00 PM, to complete an On Demand interview, as an alternative to waiting for and attending the same-day in-Center interview.

For the participant that needs or wants to stay for the same-day interview, staff must call, answer, and re-route the RB ticket, issuing an FR ticket from MONIQ. The participant must be directed to the waiting area for a recertification interview.

Note: Participants who have 15 days or less before the end of their certification period should be urged by staff to have a same-day in-Center recertification interview.

#### Self-Service Check-in Stations (Kiosks)

At implementation sites that also have self-service check-in stations [Waverly (S19), North Brooklyn (S26), and Washington Heights (S13) SNAP Home Centers], participants within their recertification period who have not submitted a recertification application, will be issued an RB ticket, once they successfully self-identify at the self-service check-in station (kiosk). Participants, whose recertification application has already been received, will be issued an FR appointment ticket.

### Authorized Representatives

FDR staff will provide NCA Authorized Rep Recert (FZ) tickets to authorized representatives who are submitting recertification applications and/or completing recertification interviews, on behalf of clients, and direct them to the waiting area for a recertification interview.

If an authorized representative does not inform FDR that he or she is an authorized representative and only provides information identifying a client, such as a client Social Security number or case number, and that client has not yet submitted his/her recertification application to the Agency, the authorized representative would be issued an RB ticket, as would any other participant applying for recertification. However, after completing online submission at the PC Banks, staff should issue the authorized representative an FZ ticket from MONIQ and direct them to the waiting area for a recertification interview.

### Implementation Dates

The initiative was implemented on the following dates:

1. October 6, 2015 – Williamsburg (S21), Washington Heights (S13), St. Nicholas (S14), and Queens (S53) SNAP Home Centers
2. October 15, 2015 – Richmond (S99), Hunts Point (S40), Concourse (S45), and North Brooklyn (S26) SNAP Home Centers
3. October 22, 2015 – Waverly (S19), Coney Island (S22), Jamaica (S54), East New York (S28), and East End (S02) SNAP Home Centers

In addition, this process was implemented in the pilot program for this initiative at the Rockaway SNAP Home Center (S79) in May 2015 and at the Fort Greene SNAP Home Center (S20) in July 2015.

*Effective Immediately*

### **Reference:**

18 NYCRR 387.17 (f)(2)