


**POLICY BULLETIN #17-50-OPE**

**FORMS REVISED TO REFLECT THE REBRANDING OF THE HRA ONLINE PORTAL**

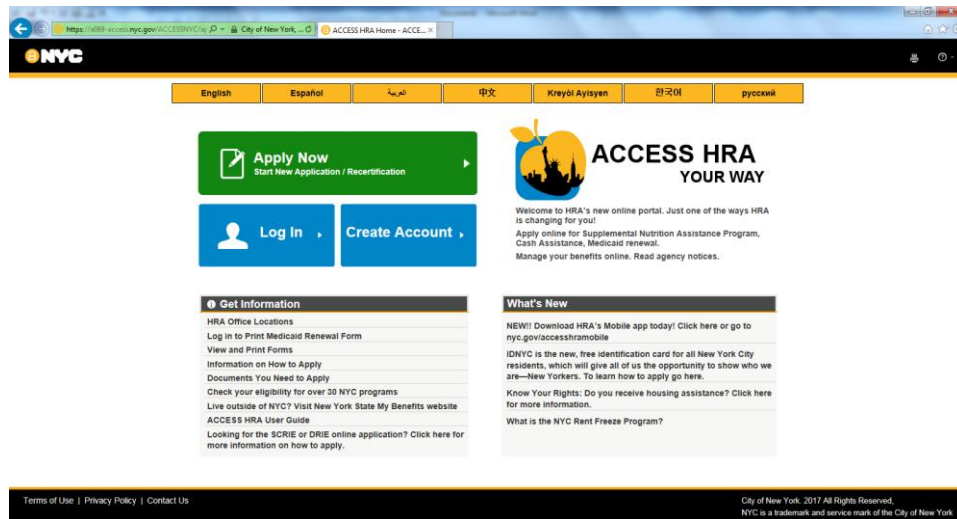
<p><b>Date:</b> May 30, 2017</p>	<p><b>Subtopic(s):</b> PC Banks, E-App, E-Recert</p>
	<p>The purpose of this policy bulletin is to inform all Family Independence Administration (FIA) staff that certain forms have been revised to reflect the new website that is used by applicants and participants to apply and recertify for Cash Assistance (CA) and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) benefits. This policy bulletin is informational for all others.</p> <p>The online application and recertification forms for CA and NCA SNAP are now available on the HRA online portal ACCESS HRA at <a href="http://www.nyc.gov/accesshra">www.nyc.gov/accesshra</a>. The Office of Business Process Innovation (BPI) is responsible for ACCESS HRA.</p> <p><b>Note:</b> CA applications can only be completed online at designated Job Centers.</p> <p>The online application and recertification forms were formerly available on the ACCESS NYC website. ACCESS NYC is controlled by the Department of Information Technology and Telecommunications (DoITT).</p> <p>Individuals who type the website <a href="http://www.nyc.gov/accessnyc">www.nyc.gov/accessnyc</a> are brought to the page shown below.</p> 

ACCESS NYC home page

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

If an individual clicks on the green button labeled “Go to ACCESS HRA”, see the screenshot on page one (1), the individual is brought to the new ACCESS HRA portal. The new ACCESS HRA portal is shown in the screen shot below.

ACCESS HRA home page



The forms that appear below were revised to include the new ACCESS HRA portal information and any additional revisions that were necessary.

FIA-1167 changes

The Cash Assistance Recertification Form Available Online (FIA-1167) form was updated as follows:

- The title of the form was changed to remove the word “Now”
- The online portal name “ACCESS HRA” replaced “ACCESS NYC” in the sentence “*You can submit your Cash Assistance recertification form using ACCESS HRA.*”; and
- The website for ACCESS HRA was changed to “www.nyc.gov/accesshra”.

W-138Q changes

The Supplemental Nutrition Assistance Program (SNAP) Income Guidelines (W-138Q) form was updated as follows:

Page 1

- The bullet “*Have a person with a disability or 60 years of age or older; or*” was revised;
- The website for ACCESS HRA was changed to “www.nyc.gov/accesshra”; and
- The number of the P.O. Box given to mail SNAP applications to was corrected and now reads “P.O. Box 29197”.

**W-138Q** changes  
continued

Page 2

- The first two sentences of the fourth paragraph were revised, as follows:

*“You will be asked to give us documents to verify the information on your application. Please review the SNAP Documentation Guide (**W-129G**) that you got with this form.”;*

- The first bullet was revised to include "ACCESS HRA mobile app" instead of "NYC HRA Document Upload";
- The SNAP Center locations and hours of operations table was revised, as follows:
  - The floor designation for the Coney Island SNAP Center (S22) was removed;
  - The floor designation for the North Brooklyn SNAP Center (S26) was changed from “5<sup>th</sup>” to “4<sup>th</sup>”;
  - The address for the Rockaway SNAP Center (S79) was revised to include “Far” before “Rockaway”;

Center Directors must ensure that only the latest versions of the forms, which are available on eDocs, are used and that the previous versions of the forms are removed from circulation and recycled.

*Effective Immediately*


**Related Items:**

[PB #16-96-OPE](#)

[PD #16-18-ELI](#)

**Attachments:**

<b>FIA-1167 (E)</b>	Cash Assistance Recertification Form Available Online (04/12/2017)
<b>FIA-1167 (S)</b>	Cash Assistance Recertification Form Available Online (04/12/2017) (Spanish)
<b>W-138Q (E)</b>	Supplemental Nutrition Assistance Program (SNAP) Income Guidelines (4/11/17)
<b>W-138Q (S)</b>	Supplemental Nutrition Assistance Program (SNAP) Income Guidelines (4/11/17) (Spanish)

 Please use Print on Demand to obtain copies of forms.

Date: \_\_\_\_\_

Case Name: \_\_\_\_\_

Case Number: \_\_\_\_\_

Center: \_\_\_\_\_

## Cash Assistance Recertification Form Available Online

We are changing for you! You can submit your Cash Assistance recertification form using ACCESS HRA.

Here are some of the benefits to submitting your recertification form online:

- You can start the recertification process before your interview date.
- Your interview will go faster.
- You can use any computer that has an Internet connection.
- It's simple, secure and confidential.

### Next Steps:



Go to [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) and select



**Apply Now**

Start New Application/Recertification



Fill out and submit your Cash Assistance recertification form online.



Keep your scheduled interview appointment.

Remember, you still need to complete your face-to-face interview.

### *If you have questions:*



**CALL INFOLINE: 718-557-1399**

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

## Disponible por Internet el Formulario de Recertificación de Asistencia en Efectivo

¡Hemos cambiado para usted! Usted puede presentar su formulario de recertificación de Asistencia en Efectivo mediante ACCESS HRA.

Algunas de las ventajas de presentar su formulario de recertificación por Internet:

- Usted puede comenzar el trámite de recertificación antes de la fecha de su entrevista.
- Su entrevista será más rápida.
- Usted puede servirse de cualquier computadora conectada al Internet.
- Es fácil, seguro y confidencial.

### Los próximos pasos:



Visite [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) y seleccione



**Solicitar ahora**

Iniciar nueva Solicitud / Recertificación



Llene y presente por Internet su formulario de recertificación de Asistencia en Efectivo.



Cumpla su cita de entrevista programada.

Recuerde, usted aún tiene que realizar su entrevista en persona.

### Ante cualquier pregunta:



**LLAME A LA INFOLINE AL: 718-557-1399**

## Supplemental Nutrition Assistance Program (SNAP) Income Guidelines

SNAP benefits help you pay for food. You can use them at grocery stores, supermarkets, and farmer's markets.

Anyone can apply for SNAP benefits. You may be eligible even if you have a job, receive SSI or disability benefits, own a home, or own a car.

If you are eligible, you will receive SNAP benefits within 30 days. Certain households with little income or savings, or with high housing costs, can receive SNAP benefits within five days.

Family Size		1	2	3	4	5	6	7	8	Each Additional Member
<b>Maximum Gross Monthly Income</b>	Households <b>without</b> earned income	\$1,287	\$1,736	\$2,184	\$2,633	\$3,081	\$3,530	\$3,980	\$4,430	+ \$451
	Households <b>with</b> earned income	\$1,485	\$2,003	\$2,520	\$3,038	\$3,555	\$4,073	\$4,592	\$5,112	+ \$520

The Maximum Gross Monthly Income limits that are shown in the table above are effective October 1, 2016.

Different income limits are used for SNAP households that:

- Have a person with a disability or 60 years of age or older; or
- Pay dependent care expenses

If everyone in your household receives SSI, TANF, or SNA, you do not need to meet any income limit.

**To file a SNAP application, you may:**

- go online to [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra);
- mail it to **Division of SNAP Services, Mail Application & Referral Unit (MARU), P.O. Box 29197, Brooklyn, NY 11201**;
- fax it to **(917) 639-1111**;
- go to a participating community based organization [call **311** to find a location or visit [www.foodhelp.nyc](http://www.foodhelp.nyc)]; or
- go to any SNAP Center during the listed hours of operation [see the back of this form]

Your SNAP application is considered filed if it has at least your name, address (if you have one), and a signature.

A filed application is not enough!

You will still have to be interviewed to see if you can get SNAP.

You will be asked to give us documents to verify the information on your application. Please review the SNAP Documentation Guide (**W-129G**) that you got with this form. It lists some of the common documents that you can use to verify certain eligibility factors. These documents are needed to make a decision on your SNAP application. Here are some tips:

- If you want to save time, send images of your documents using the ACCESS HRA mobile app, available for free in the app stores for Apple and Android devices.
- If you mail your application, send copies of the documents. **Do not send original documents!**
- If you submit your application in person, bring all of the documents with you when you apply.

Do you have a disability or health condition that makes it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? Call us at **212-331-4640** and we can help you. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE

<b>New York City SNAP Centers</b>				<b>Extended Hours Centers</b>
The following SNAP Centers are open from 8:30 AM to 5:00 PM, Monday through Friday (except legal holidays)				The following SNAP Centers are open from 8:30 AM to 6:00 PM, Monday through Friday and 9:00 AM to 5:00 PM on Saturday (except legal holidays)
<b>Manhattan</b>	East End – S02 2322 3 <sup>rd</sup> Avenue 3 <sup>rd</sup> Floor New York, NY 10035	Washington Heights – S13 4055 10 <sup>th</sup> Avenue Lower Level New York, NY 10034	St. Nicholas – S14 132 West 125 <sup>th</sup> Street 3 <sup>rd</sup> Floor New York, NY 10027	Waverly – S19 12 West 14 <sup>th</sup> Street 4 <sup>th</sup> Floor New York, NY 10011
<b>Brooklyn</b>	Williamsburg – S21 30 Thornton Street 4 <sup>th</sup> Floor Brooklyn, NY 11206	Coney Island – S22 2865 West 8 <sup>th</sup> Street Brooklyn, NY 11224		Fort Greene – S20 275 Bergen Street 1 <sup>st</sup> Floor Brooklyn, NY 11217
	North Brooklyn – S26 500 Dekalb Avenue 4 <sup>th</sup> Floor Brooklyn, NY 11205	East New York – S28 404 Pine Street Brooklyn, NY 11208		
<b>Bronx</b>	Hunts Point – S40 845 Barretto Street 1 <sup>st</sup> Floor Bronx, NY 10474	Crotona – S46 1910 Monterey Avenue 5 <sup>th</sup> Floor Bronx, NY 10457	Concourse – S45 1375 Jerome Avenue 2 <sup>nd</sup> Floor Bronx, NY 10452	
<b>Queens</b>	Queens – S53 32-20 Northern Boulevard 2 <sup>nd</sup> Floor Long Island City, NY 11101	Rockaway – S79 219 Beach 59 <sup>th</sup> Street 1 <sup>st</sup> Floor Far Rockaway, NY 11692	Jamaica – S54 165-08 88 <sup>th</sup> Avenue 3 <sup>rd</sup> Floor Jamaica, NY 11432	
<b>Staten Island</b>				Richmond – S99 201 Bay Street 2 <sup>nd</sup> Floor Staten Island, NY 10301



## Pautas de Ingreso del Programa de Asistencia de Nutrición Suplementaria (SNAP)

Los beneficios de SNAP le ayudan a pagar la comida. Usted puede usarlos en bodegas, supermercados, y mercados de productores.

Cualquier persona puede solicitar beneficios de SNAP. Usted puede reunir los requisitos aun si está empleado(a), recibe SSI o beneficios para discapacitados, o es dueño(a) de casa o de automóvil.

Si reúne los requisitos, usted recibirá los beneficios de SNAP dentro de 30 días. Ciertos hogares que dispongan de pocos ingresos o ahorros, o que incurran en gastos elevados de vivienda, pueden recibir beneficios de SNAP dentro de cinco días.

Número de Integrantes del Hogar		1	2	3	4	5	6	7	8	Cada Miembro Adicional
<b>Ingreso Bruto Mensual Máximo</b>	Hogares <b>sin</b> ingreso salarial	\$1,287	\$1,736	\$2,184	\$2,633	\$3,081	\$3,530	\$3,980	\$4,430	+ \$451
	Hogares <b>con</b> ingreso salarial	\$1,485	\$2,003	\$2,520	\$3,038	\$3,555	\$4,073	\$4,592	\$5,112	+ \$520

Los límites de ingreso bruto mensual máximo indicados en la tabla de arriba entran en vigor el 1º de octubre de 2016.

Se usan límites distintos de ingresos para los hogares de SNAP que:

- cuenten con una persona discapacitada o persona de 60 años de edad o mayor; o
- costeen gastos de cuidado de dependientes

Si todas las personas de su hogar reciben SSI, TANF, o SNA, usted no tiene que cumplir ningún límite de ingreso.

**Para presentar solicitud de SNAP**, usted puede:

- visitar [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra);
- enviarla por correo a **Division of SNAP Services, Mail Application & Referral Unit (MARU), P.O. Box 29197, Brooklyn, NY 11201**;
- faxearla al **(917) 639-1111**;
- presentarse a una organización comunitaria participatoria [llame al **311** para ubicar un local o visite [www.foodhelp.nyc](http://www.foodhelp.nyc)]; o
- presentarse a cualquier Centro de SNAP durante las horas laborables indicadas [vea el dorso de este formulario]



Su solicitud de SNAP se considera presentada si contiene por lo menos su nombre, dirección (de haberla), y una firma.

¡No es suficiente presentar solicitud! Usted aún tendrá que llevar a cabo una entrevista para averiguar si puede recibir SNAP.

Se le pedirá presentarnos documentos para comprobar la información de su solicitud. Por favor revise la Guía de Documentación de SNAP (**W-129G [S]**) que usted ha recibido con este formulario. En dicho formulario figuran algunos de los documentos comunes, mediante los cuales usted puede verificar ciertos factores de elegibilidad. Estos documentos son necesarios para tomar una decisión respecto a su solicitud de SNAP. A continuación vea tres consejos útiles:

- Si desea ahorrar tiempo, envíe imágenes de sus documentos mediante la aplicación móvil ACCESS HRA, disponible gratuitamente en la tienda de aplicaciones de los dispositivos de Apple y Android.
- Si envía su solicitud por correo postal, envíe sólo copias de documentos. **¡No envíe los documentos originales!**
- Si presenta solicitud en persona, traiga consigo todos los documentos.

¿Padece usted una discapacidad o afección médica que le dificulte entender este aviso o llevar a cabo lo solicitado? ¿Esta afección le dificulta obtener otros servicios de la HRA? Llámenos al **212-331-4640** y nosotros le prestaremos ayuda. Usted también puede solicitar ayuda al visitar una oficina de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

<b>Los Centros de SNAP de la Ciudad de Nueva York</b>				<b>Los Centros con Horas Extendidas</b>
Los siguientes centros de SNAP están abiertos de las 8:30 AM a 5:00 PM, lunes a viernes (excepto los días feriados legales)				Los siguientes centros de SNAP están abiertos de 8:30 AM a 6:00 PM, lunes a viernes y 9:00 AM a 5:00 PM los sábados (excepto los días feriados legales)
<b>Manhattan</b>	East End – S02 2322 3 <sup>rd</sup> Avenue 3 <sup>o</sup> piso New York, NY 10035	Washington Heights – S13 4055 10 <sup>th</sup> Avenue planta baja New York, NY 10034	St. Nicholas – S14 132 West 125 <sup>th</sup> Street 3 <sup>o</sup> piso New York, NY 10027	Waverly – S19 12 West 14 <sup>th</sup> Street 4 <sup>o</sup> piso New York, NY 10011
<b>Brooklyn</b>	Williamsburg – S21 30 Thornton Street 4 <sup>o</sup> piso Brooklyn, NY 11206	Coney Island – S22 2865 West 8 <sup>th</sup> Street Brooklyn, NY 11224		Fort Greene – S20 275 Bergen Street 1 <sup>o</sup> piso Brooklyn, NY 11217
	North Brooklyn – S26 500 Dekalb Avenue 4 <sup>o</sup> piso Brooklyn, NY 11205	East New York – S28 404 Pine Street Brooklyn, NY 11208		
<b>Bronx</b>	Hunts Point – S40 845 Barretto Street 1 <sup>o</sup> piso Bronx, NY 10474	Crotona – S46 1910 Monterey Avenue 5 <sup>o</sup> piso Bronx, NY 10457		Concourse – S45 1375 Jerome Avenue 2 <sup>o</sup> piso Bronx, NY 10452
<b>Queens</b>	Queens – S53 32-20 Northern Boulevard 2 <sup>o</sup> piso Long Island City, NY 11101	Rockaway – S79 219 Beach 59 <sup>th</sup> Street 1 <sup>o</sup> piso Far Rockaway, NY 11692		Jamaica – S54 165-08 88 <sup>th</sup> Avenue 3 <sup>o</sup> piso Jamaica, NY 11432
<b>Staten Island</b>				Richmond – S99 201 Bay Street 2 <sup>o</sup> piso Staten Island, NY 10301