



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

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**POLICY BULLETIN # 18-09-OPE**

**CLOSING OF THE HURRICANE RELIEF CENTER; SERVICES TRANSFERRED TO DESIGNATED HOMEBASE LOCATIONS**

<p><b>Date:</b> February 12, 2018</p>	<p><b>Subtopic(s):</b> CA, MA, SNAP</p>
	<p>The purpose of this policy bulletin is to inform staff that the Hurricane Relief Center closed on February 8, 2018. On February 12, 2018, individuals seeking services as a hurricane evacuee will be directed to one of 13 designated HomeBase providers. The HomeBase providers will conduct a basic screening for services needed and make appropriate referrals. Each location has a Rental Assistance Unit (RAU) Consultant available who will assist the individual with HRA services.</p> <p>After being assessed for housing related needs, if the individual wants to apply for benefits, the individual will manually complete the appropriate paper application as indicated below:</p> <ul style="list-style-type: none"> <li>• CA benefits – “APPLICATION FOR CERTAIN BENEFITS AND SERVICES” (<b>LDSS-2921</b>)</li> <li>• Supplemental Nutrition Assistance Program benefits only (only if they do not want to use ACCESS HRA) – “SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATION/RECERTIFICATION” (<b>LDSS-4826</b>)</li> </ul> <p>Upon completion of the <b>LDSS-2921</b>, the RAU Consultant must scan and e-mail or fax, the application and supporting documentation provided by the client to the Mobile Outreach Team’s Center-Based Team (CBT).</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

When the case is registered, the CBT staff will send a confirmation e-mail of the case status to the Job Center and maintain a log of all cases processed for applicants from the HomeBase location.

Individuals who are applying for Supplemental Assistance Program (SNAP) benefits only should be encouraged to apply online by using ACCESS HRA. If an individual wants to submit an **LDSS-4826**, HomeBase will submit the application to MARU. Their case will be registered at their home SNAP center based upon their zip code. The Mail Application Return Unity (MARU) ensures these applicants receive their telephone interview call. For individuals applying for SNAP who wish to be seen immediately, the RAU consultant will refer them to the SNAP Center based on their zip code.

The HomeBase provider and HRA staff at these locations do not conduct application interviews nor issue emergency grants, which are done at the local Job and SNAP centers. Those applications must be processed in accordance with the instructions provided in [PB #17-93-ELI](#).

**Note:** For the purposes of this document, the term Cash Assistance (CA) means ongoing CA benefits (along with Medicaid and SNAP) as well as one-shot deals.

When registering these applications, CBT staff must assign them a caseload designation of **00HRC**. All emailed applications must be scanned and indexed, after case registration, along with any documentation that may have been submitted with the application.

Individuals may choose to go to a center that is not their home center based on zip code, and in such cases, must not be turned away from the center they appear at for an interview.

Individuals who apply at HomeBase must be given an Action Required After Submission (**FIA-1200**) which provides the individual with the location and of their interview at a Job or SNAP Center (if they don't want a telephone interview for SNAP). These individuals should have the **FIA-1200** identifying them as applicants from HomeBase when reporting to a Center. HomeBase is not conducting interviews.

For SNAP only applicants, on the bottom section of the **FIA-1200**, staff must indicate 30 days from the date of application as the date by which the interview must be conducted. For applicants who prefer to have an in-person interview, they should be made aware of the appropriate home center that covers their zip code. Staff at the HomeBase must use the [SNAP Zip Code Guide](#) and [SNAP Center Directory](#) to properly inform the applicant of which home center to report to.

CA applications must be emailed to the Center Director, Center Deputy Director, their Administrative Assistant (AA), and the Regional Manager covering the Center of responsibility, based on where the applicant says they want to go to for the interview. If an applicant says they were at the HomeBase location but do not have a referral form, the Job Center did not receive an emailed application, or the SNAP application is not already registered and submitted through ACCESS HRA, the Center should proceed with its normal process for any emergency application and provide an application interview as per current protocols. Use these links to ascertain the appropriate center and contacts:

[Job Center Directory](#)

[CA Regional Manager Directory](#)

[Job Center Zip Code/Region Guide](#)

Paper Applications

SNAP applications must be emailed to the following MARU staff

- Taleema N Parsons ([lanceparsonst@hra.nyc.gov](mailto:lanceparsonst@hra.nyc.gov))
- Amanda Guante ([quantea@hra.nyc.gov](mailto:quantea@hra.nyc.gov))

The following individuals must be copied on all of these emails:

- Peter Cantor ([cantorp@hra.nyc.gov](mailto:cantorp@hra.nyc.gov))
- Wendy Fletcher ([fletcherwe@hra.nyc.gov](mailto:fletcherwe@hra.nyc.gov))
- Yama Phillips ([phillipsy@hra.nyc.gov](mailto:phillipsy@hra.nyc.gov))

MARU will register the applications and schedule an interview with the applicant.

Contact information for CBT is as follows:

- Omalayde Ayodele ([Ayodeleo@hra.nyc.gov](mailto:Ayodeleo@hra.nyc.gov)) 718-784-6095
- Angelina Lugo-Ortiz ([lugo-ortiza@hra.nyc.gov](mailto:lugo-ortiza@hra.nyc.gov)) 718-784-5606

Reasonable  
Accommodations

Applicants at HomeBase may also request Reasonable Accommodations (RAs) while at the location for any future appointments or contacts they have with HRA. HRA staff must assist applicants with recording these requests on the Help for People With Disabilities (**HRA-102c**) form. A copy of the form must be made and the original returned to the applicant as a receipt of their request. The HRA staff must scan the **HRA-102c** and email it to the Office of Constituent Services (OCS) at [constituentaffairs@hra.nyc.gov](mailto:constituentaffairs@hra.nyc.gov).

If the RA being requested is for Home Visit Needed/Homebound (HVN/HB) status, the **HRA-102c** must be emailed to OCS at [constituentaffairs@hra.nyc.gov](mailto:constituentaffairs@hra.nyc.gov). The following must be copied on that email:

- Donnette Waterton ([watertond@hra.nyc.gov](mailto:watertond@hra.nyc.gov))
- [Ctr90HVNRequests@hra.nyc.gov](mailto:Ctr90HVNRequests@hra.nyc.gov)
- Monica Ealey ([ealeym@hra.nyc.gov](mailto:ealeym@hra.nyc.gov))

Bernadette Williams ([williamsb@hra.nyc.gov](mailto:williamsb@hra.nyc.gov))

## Documentation

If the applicant has any documentation they would like to submit, staff must scan the documents for the client using the scanners and email the documents to the appropriate contact, along with the application.

If documentation is submitted to support a previously submitted application, staff must scan the documents using the scanners and email to the appropriate contact for indexing. The email should indicate that this documentation is in support of an existing application and should include the case number and contact information for the applicant.

**Note:** If the applicant chooses to submit a voter registration form, it must be collected by staff but is not to be scanned.

Individuals from Puerto Rico who are applying for SNAP benefits, either as part of a CA application or for SNAP benefits only, and were in receipt of Nutrition Assistance Program (NAP) benefits in Puerto Rico must be provided an opportunity to sign and complete **Attachment A**. By signing the document, the applicant is attesting to the fact that they will not receive both SNAP and NAP benefits at the same time and if found eligible for SNAP benefits, will close their NAP case as soon as possible. If the applicant signs the document, it must be scanned and emailed to the appropriate contact for indexing into the case record.

Recording Contact

If the applicant does not want to sign the form but will verbally attest, HRA staff must read the statement on **Attachment A** and send an email to the appropriate contact indicating that the applicant verbally attested. This must then be recorded in the applicant's case record through a case comment in the Paperless Office System (POS).

When CA applicants report to a Job Center for their interview, and their case number is unknown the designated staff must look up the applicant in WMS using available demographics. Once the application is found, the Application Modification activity must be completed in the Paperless Office System (POS) using the registry number to change the center designation as well as the caseload designation to **00HRC**. Once the modification is complete and the designation changed in WMS, staff must start the Application Interview activity using the registry number. This will pull the case from the original center's **E-App** queue into the center where the interview is being conducted.

*Effective Immediately*

**Reference:**

GIS 17 TA/DC039

**Related Items:**

[PB #17-93-ELI](#)

[Fax Flash #17-18](#)

Attachments:

**Attachment A** Affidavit for Supplemental Nutrition Assistance Program (SNAP) applicants who were receiving Nutrition Assistance Program (NAP) when they were displaced from Puerto Rico due to Hurricanes Irma and Maria

**FIA-1200** Action Required After Submission

**Affidavit for Supplemental Nutrition Assistance Program (SNAP) applicants who were receiving Nutrition Assistance Program (NAP) when they were displaced from Puerto Rico due to Hurricanes Irma and Maria**

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**Instructions:** If you would like to receive Supplemental Nutrition Assistance Program (SNAP) and were receiving Nutrition Assistance Program (NAP) benefits in Puerto Rico, you must fill out the following information and verify that you will not participate in both programs at the same time.

NAME (Head of household):

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NAME (Other members of household):

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SNAP APPLICATION/CASE NUMBER (If available):

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CURRENT ADDRESS:

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ADDRESS IN PUERTO RICO:

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NAP CASE NUMBER(If available):

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**STATEMENT AGAINST DUPLICATE PARTICIPATION:**

I understand that each member of my household may not receive benefits from the Nutrition Assistance Program (NAP) or the Supplemental Nutrition Assistance Program (SNAP) at the same time. If I am found eligible for SNAP benefits, I attest under penalty of perjury and disqualification that I will not participate in both programs simultaneously and will close my household's NAP case at the earliest possible opportunity.

**Signature:**

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**Date:**

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Department of Social Services

Human Resources Administration  
Department of Homeless Services

Family Independence Administration

FIA-1200 (E) 10/18/2017 LLF

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

Case Number/ANYC  
Confirmation Number: \_\_\_\_\_

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

**ACTION REQUIRED AFTER SUBMISSION**

- Cash Assistance application (includes emergency assistance only and ongoing Cash Assistance, Medicaid and SNAP):**

<b>You are scheduled for an interview!</b>	
You gave us your application online through ACCESS HRA. To continue the application, go to the:	
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
located at	
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	

Please bring this letter and any documents you have to the Center. Even if you don't have all of your documents now, you still must go. When you are interviewed, we will let you know what other documents you might need and will give you time to get them.

You **must** complete an initial interview within seven (7) business days from the date at the top of this notice. If you don't complete the interview within the seven (7) business days, your application may be denied.

- Supplemental Nutrition Assistance Program (SNAP) application only:**

<b>We will call you to schedule an interview!</b>	
You applied only for SNAP benefits. We will be calling you at the number you provided to schedule an interview. If you do not have an interview by _____ your application will be denied.	