Human Resources Administration
Department of Social Services

OFFICE OF POLICY, PROCEDURES, AND TRAINING
James K. Whelan, Executive Deputy Commissioner

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Office of Procedures

POLICY BULLETIN #21-22-ELI

REJECTION REVIEW TEAM

Date: April 19, 2021	**Subtopic(s):** Eligibility

Refer to PB#16-04-OPE

The purpose of this policy bulletin is to inform redeployed staff in the Family Independence Administration (FIA) Rejection Review Team (RRT) to review both Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) rejections (or closings for cases in Single Issuance (SI) status) for failing to complete an interview (**E10**) and/or submit requested verifying documentation (**V20**/**V21**). This policy bulletin is informational for all other staff.

Applicants applying for CA and/or SNAP benefits may be asked to provide verification of eligibility factors such as identity, residence, household composition, date of birth, social security number, citizenship status, income, and resources, if applicable.

Reviewing to determine if HRA already has requested document(s)

It is imperative that staff review the HRA OneViewer to determine if a document is already on file before asking for it. When applicants are unable to provide acceptable documentation, it is the duty of staff to assist the applicant with obtaining the documentation.

Staff has access to various systems (i.e. TALX, State Online Query System) to obtain information that may be verified upon receipt. Staff should not delay or reject an applicant's application due to missing documentation, if the information can be obtained from another system or through self-attestation, if applicable.

Staff must review the HRA OneViewer to determine if a document is already on file. Re-applicants should not be asked to submit documentation that is not subject to change and that is already on file, such as:

- Proof of Identity
- Birth Certificate

- Social Security card/Validated Social Security Number (SSN)
- Relationship to other household members
- Citizenship status

Note: RRT staff should not be working on a non-citizen case. Any non-citizen case must be returned to the Job or SNAP Center.

CA Rejection Review Team (RRT) Responsibilities

For Rejection Code V21 and Closing Code V20

CA RRT staff are responsible for reviewing select CA denials based on the Welfare Management System (WMS) code:

- **V21** (failure to provide verification)
  - The **V21** code is used when CA has been denied because the applicant failed to provide information to determine whether the case is eligible for CA.

Note: If the applicant case was placed in Single Issuance (SI) status, then the WMS closing code **V20** will be used.

CA RRT staff will review the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) and/or Document Request for Housing Related Special Grants (**FIA-1211a**) to determine what document(s) were requested. CA RRT staff will look in the HRA OneViewer under all WMS case numbers for the applicant and determine if there is a usable document.

For Housing-Related One-Shot Deal applications, CA RRT staff must review both the **W-113K** form and the **FIA-1211a** form.

Documents that may exist in the HRA OneViewer and that should be utilized include, but are not limited to:

- Birth certificates for household members
- Household composition
- Residence or immigration-related documentation
- Proof of current rent and address (unless applicant indicates a move, etc.)
- Pay stubs or evidence of earned or unearned income need to be less than 30 days old.

Note: Recent proof of earned income must be submitted. Earned income information that is more than 30 days old is not usable.

After reviewing the HRA OneViewer, CA RRT staff will determine whether the **V21**/**V20** code is valid.

- If the requested documents were not found in the HRA OneViewer, no further action is required in the Paperless Office System (POS) or WMS. CA RRT staff will enter the case outcome on the SharePoint site.

- If the HRA OneViewer contained the relevant documentation needed prior to the CA application rejection/closing, and the CA application was denied due to lack of documentation, corrective action must be taken. CA RRT staff will assess whether a deferral for documentation was appropriate or whether it was an agency error and will indicate the case outcome on the SharePoint site.

For cases where agency error was determined, the case(s) will be sent back to the Job Center, and staff will review the determination and take any corrective and remedial action. CA RRT staff will compile a list of the identified CA cases where agency error was determined, and these cases will be emailed to the Center Directors on an ongoing basis for corrective action.

CA RRT staff will update any case outcomes on the SharePoint site, which contains the list of cases for review. The Outcome column on the SharePoint site (or Excel file) will have the following CA dropdown selections:

- Agency Error Corrective Action Needed – Documents Already Available.
- Agency Error Corrective Action Needed – No Document Return Notice.
- Agency Error Corrective Action Needed – Documents Requested Not Needed.
- No Action Needed – Agency Correct Documents Not In Record.
- Corrective Action Needed – Client Submitted Documents After Deadline.

Correct selection of one of these options will assist FIA CA RRT supervisors to forward cases needing corrective action to the appropriate Job Center office (in order to re-register and activate the case and issue appropriate retroactive benefits).

For cases needing corrective action, FIA CA RRT supervisors will forward the information in the Excel spreadsheet to the following Regional Contacts for the respective Job Center:

Rejection Review Team – FIA Operations Regional Supervisors		
Program Designee 1	Program Designee 2	Program Designee 3
Manhattan / Queens	Brooklyn / Staten Island	The Bronx & Homebound
Job Center # 13/18/23/35/53/54/79	Job Center # 63/64/66/67/99	Job Center # 38/39/40/44/45/46/52/62 80/90

For Rejection Code E10

Providing Applicant Two (2) Additional Outreach Telephone Calls to Complete Interview Requirement

In an effort to reduce applicant churn based on not completing the telephone interview requirement, as well as providing clients another opportunity to obtain CA benefits, FIA CA RRT will seek to reach cases rejected or closed based on failure to complete an eligibility interview. CA RRT staff are responsible for reviewing select CA denials based on the WMS rejection code:

- **E10** (Failure to Keep/Complete Initial Eligibility Interview: No Scheduled Appointment)
  - The **E10** code is used when the applicant fails to complete an eligibility interview.

CA RRT staff will conduct a case review to determine whether the **E10** code is valid.

During the case review, CA RRT staff will review the POS case record, and review the Electronic Application Online Summary or the New York State Application for Certain Benefits and Services (**LDSS-2921**) for a primary and emergency contact telephone number to contact the applicant. CA RRT staff will review the language read/spoken listed in WMS. CA RRT staff must be cognizant of the Language Spoken and Language Read for the applicant.

Refer to PB#20-13-ELI

All CA eligibility interviews should currently be conducted by telephone, as opposed to in-person or “face-to-face”. However, if the applicant requests an in-person interview, it must be provided to them and documented via case comment explaining the reason for this request. Applicants with limited or no ability to speak, read, write, or understand English, must be provided with communication assistance in their preferred language(s). All applicants have the right to free interpretation services.

All RRT staff conducting telephone interviews remotely will be using the Virtual Communications Express (VCE) Connect software to communicate with applicants, to ensure the telephone number does not

display as a blocked number. Staff members may refer to the Virtual Communications Express Connect Setup Instructions (**Attachment A**).

CA RRT staff will conduct two outreach telephone calls to the applicant, to attempt to complete the required eligibility interview. The telephone calls to the applicant will be made on different days and times.

First outreach telephone call

If outreach is successful:

If RRT staff reached the applicant at the first outreach telephone call, they will conduct the Application Intake to register the case and conduct the Application Intake and Immediate Needs (IN)/Expedited SNAP (ESNAP) interview. Staff will enter case comments in the POS electronic record.

Correct selection of one of these options will assist FIA CA RRT supervisors to forward cases needing corrective action to the appropriate Job Center office (in order to re-register and process case).

For cases needing corrective action, forward the information in the Excel spreadsheet to the following Regional Contacts for the respective Job Center:

Rejection Review Team – FIA Operations Regional Supervisors		
Program Designee 1	Program Designee 2	Program Designee 3
Manhattan / Queens	Brooklyn / Staten Island	The Bronx & Homebound
Job Center # 13/18/23/35/53/54/79	Job Center # 63/64/66/67/99	Job Center # 38/39/40/44/45/46/52/62 80/90

If the Application Interview is completed and the **W-113K** was needed for documents to be submitted, the case will be sent to the POS Deferral (APP DEFAP) Queue for the respective Job Center. If the Application Interview is completed and the **W-113K** was not needed, the case will be sent to the POS Non-Deferral (APP NON DEFAP) Queue for the respective Job Center.

Staff must complete the IN/ESNAP interview and send it to the designated Team Leader. The Team Leader will send the completed IN/ESNAP case(s) to the designated Regional Supervisor.

Note: When the CA Application Interview Activity is suspended or completed, the case will go into the POS Deferral Queue or the POS

Non-Deferral Queue for the respective Job Center, depending on where the process is in relation to the IN/ESNAP interview.

- If the IN/ESNAP interview is completed, the case will go to the Team Leader.
- If the CA Application Interview is suspended and the IN/ESNAP interview is not completed, the case will remain in the RRT staff member's queue.
- In instances where the CA Application interview has been completed and there are rent arrears identified within the interview, the Application Interview Activity (for on-going benefits) and the Assign HDU Intake will be sent to the Team Leader from RRT staff.
- In regards to one-shot deals, the Application Interview Activity will be forwarded to the Team Leader from RRT staff if the emergency includes rent arrears, utility, or any other type of emergency request. This activity will create the Assign HDU Intake, which is the rent arrears that the Team Leader must forward to the respective Job Center office.

Staff will be unable to conduct interviews for the following case types, and must refer these cases to the Team Leader:

- Childcare in Lieu of Cash Assistance (CILOCA) Applicants
- Non-Citizen Applicants

These cases will be forwarded to the respective Job Center and their MKB liaison for action to be taken.

Note: The Homelessness Diversion Unit (HDU) Intake cases are referred to the Team Leader upon completion of the Application Interview and the applicant requests assistance with rent arrears.

CA RRT staff will update any case outcomes on the SharePoint site which contains the list of cases for review. The Outcome column on the SharePoint site has the following CA dropdown selections:

- Outreach successful, interview completed.
- Outreach unsuccessful after 2 additional attempts, no interview completed.
- Individual/Household has re-applied.
- Outreach successful but applicant no longer wants to apply for assistance.

If outreach is unsuccessful:

If RRT staff are unable to reach the applicant at the first outreach telephone call, the Application Intake and IN/ESNAP interview will not be started. RRT staff will make a POS case comment that they were unable to reach the applicant during the first outreach telephone call. RRT staff should annotate the spreadsheet on the SharePoint site (or Excel file) that the first outreach attempt was unsuccessful, and they will attempt another telephone call on the next business day.

Second outreach telephone call

If outreach is successful:

If RRT staff reached the applicant at the second outreach telephone call, they will conduct the Application Intake to register the case and conduct the Application and IN/ESNAP interviews. Staff will enter case comments in the POS electronic record.

If the Application Interview is completed and the **W-113K** was needed for documents to be submitted, the case will be sent to the POS Deferral (APP DEFAP) Queue for the respective Job Center. If the Application Interview is completed and the **W-113K** was not needed, the case will be sent to the POS Non-Deferral (APP NON DEFAP) Queue for the respective Job Center.

Staff must complete the IN/ESNAP interview and send it to the designated Team Leader. The Team Leader will send the completed IN/ESNAP case(s) to the designated Regional Supervisor.

Note: When the CA Application Interview Activity is suspended or completed, the case will go into the POS Deferral Queue or the POS Non-Deferral Queue for the respective Job Center, depending on where the process is in relation to the IN/ESNAP interview.

- If the IN/ESNAP interview is completed, the case will go to the Team Leader.
- If the CA Application Interview is suspended and the IN/ESNAP interview is not completed, the case will remain in the RRT staff member's queue.
- In instances where the CA Application interview has been completed and there are rent arrears identified within the interview, the Application Interview Activity (for on-going benefits) and the Assign HDU Intake will be sent to the Team Leader from RRT staff.

- In regard to one-shot deals, the Application Interview Activity will be forwarded to the Team Leader from RRT staff if the emergency includes rent arrears, utility, or any other type of emergency request. This activity will create the Assign HDU Intake, which is the rent arrears that the Team Leader must forward to the respective Job Center office.

Staff will be unable to conduct interviews for the following case types, and must refer these cases to the Team Leader:

- Childcare in Lieu of Cash Assistance (CILOCA) Applicants
- Non-Citizen Applicants

These cases will be forwarded to the respective Job Center and their MKB liaison for action to be taken.

Note: The Homelessness Diversion Unit (HDU) Intake cases are referred to the Team Leader upon completion of the Application Interview and the applicant requests assistance with rent arrears.

CA RRT staff will update any case outcomes on the SharePoint site which contains the list of cases for review. The Outcome column on the SharePoint site has the following CA dropdown selections:

- Outreach successful, interview completed.
- Outreach unsuccessful after 2 additional attempts, no interview completed.
- Individual/Household has re-applied.
- Outreach successful but applicant no longer wants to apply for assistance.

If outreach is unsuccessful:

If RRT staff are unable to reach the applicant at the second outreach telephone call, the Application Intake and IN/ESNAP interview will not be started.

Refer to PB#20-64-ELI

CA RRT staff must leave the applicant the following voicemail message, using the interview rescheduling number:

“Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant name]’s application and are calling to conduct your eligibility interview. This was our second attempt to contact you. If you would like to continue with your application, please call us back at 212-835-7304 to let us know you want to have your interview. Thank you.”

CA RRT staff will make a POS case comment that they were unable to reach the applicant during the second outreach telephone call. CA RRT staff will update any case outcomes on the SharePoint site (or Excel file) which contains the list of cases for review. The Outcome column on the SharePoint site has the following CA dropdown selections:

- Outreach successful, interview completed.
- Outreach unsuccessful after 2 additional attempts, no interview completed.
- Individual/Household has re-applied.
- Outreach successful but applicant no longer wants to apply for assistance.

SNAP Rejection Review Team (RRT) Responsibilities

For Rejection Code V21 and Closing Code Y29

Reviewing to determine if HRA already has the requested document(s)

During the Covid-19 pandemic, SNAP interviews are only required if the household has not submitted the requested documentation. Therefore, HRA has already attempted to contact the applicant to conduct a SNAP interview, and inform the household that certain required documentation to complete the SNAP application are still missing. If HRA lacks the required documentation, we cannot issue benefits to that SNAP household. Therefore, SNAP RRT staff will help review and audit documents that may already exist for the SNAP household in the HRA OneViewer to help establish SNAP eligibility.

SNAP RRT staff are responsible for reviewing select SNAP denials based on the WMS rejection/closing code:

- **V21** (failure to provide verification)
  - The **V21** code is used when the SNAP case was rejected for failure to provide requested verification, and the case was not eligible for an expedited SNAP benefit issuance.

- **Y29** (failure to provide verification – Expedited SNAP)
  - The **Y29** code is used when the SNAP case was closed for failure to provide requested verification after expedited SNAP was approved and issued (case in SI status).

SNAP RRT staff will review the You Must Submit Documents for Your SNAP Case! (**FIA-1146**) form to see which document(s) were requested and may have existed in the HRA OneViewer. SNAP RRT staff will look

in the HRA OneViewer under all WMS case numbers for the applicant and determine if there is a usable document.

Documents that may exist in the HRA OneViewer and that should be utilized include, but are not limited to:

- Birth certificates for household members
- Household composition
- Residence or immigration-related documentation
- Proof of current rent and address (unless applicant indicates a move, etc.)
- Pay stubs or evidence of earned or unearned income need to be less than 30 days old.

After reviewing the HRA OneViewer, SNAP RRT staff will determine whether the **V21**/**Y29** code is valid.

- If the requested documents were not found in the HRA OneViewer, SNAP RRT staff will enter the case outcome on the SharePoint site.
- If the HRA OneViewer contained the relevant documentation needed prior to the SNAP application denial, and the SNAP application was denied due to lack of documentation, corrective action must be taken. SNAP RRT staff will assess whether a deferral for documentation was appropriate or whether it was an agency error and will indicate the case outcome on the SharePoint site.

Note: If documents were provided after the **FIA-1146** due date, but before the case was put in Rejected (RJ) or Closed (CL) status, this is considered an Agency error.

SNAP RRT staff will compile a list of the identified SNAP cases where agency error was determined, and these cases will be emailed to SNAP Program Designees on an ongoing basis for corrective action.

SNAP RRT staff will update any case outcomes on the SharePoint site (or Excel file), which contains the list of cases for review. The Outcome column on the SharePoint site will have the following SNAP dropdown selections:

- Agency Error
- Appropriate Deferral
- Unable to Assess

Effective Immediately

Related Items:

PB #16-04-ELI
PB #20-13-ELI
PB #20-64-ELI

Attachments:

Attachment A	Virtual Communications Express Connect Setup Instructions
FIA-1146 (E)	You Must Submit Documents For Your SNAP Case! (Rev. 2/27/20)
FIA-1146 (S)	You Must Submit Documents For Your SNAP Case! (Spanish) (Rev. 2/27/20)
FIA-1211a (E)	Document Request for Housing Related Special Grants (Rev. 9/14/18)
FIA-1211a (S)	Document Request for Housing Related Special Grants (Spanish) (Rev. 9/14/18)
LDSS-2921	New York State Application for Certain Benefits and Services (Rev. 7/20)
W-113K (E)	Documentation Requirements and/or Assessment Follow-Up (Rev. 9/16/2020)
W-113K (S)	Documentation Requirements and/or Assessment Follow-Up (Spanish) (Rev. 9/16/2020)

Human Resources Administration
Department of Homeless Services
Department of Social Services

Attachment A

4/17/20

Virtual Communications Express Connect Setup Instructions

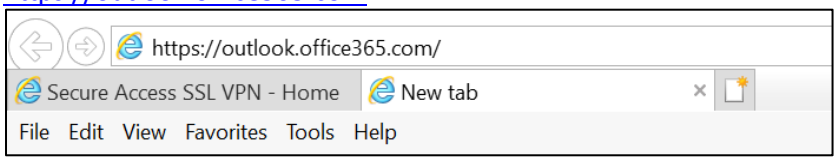
1. Please follow the steps below to use the Virtual Communications Express Connect software (VCE) on your personal or Agency-issued laptop to communicate with clients.
2. Once your VCE account is set up you will receive four emails from donotreply@virtualcommunicationsexpress.verizon.com. You will need to refer to the details in these emails to use the software.
3. Instructional video to help with set up and use: https://youtu.be/0GnXEoDR_-8

If you experience any technical issues, please submit an incident form in Service Now to open a help desk ticket. Login in with your full email address and password (the same password you use to log in to your computer at work) at the following link: https://bit.ly/2Vhy1P9

Fill in the required fields in the form, write "VCE Software Support" in the box labeled "Short description of issue", add additional information in the next box, and click Submit.

- Note: ***The VCE software can NOT be used on your remote desktop.*** *You will need to switch from your remote desktop to get client phone numbers from POS and then to your device desktop to place the call. Once you have connected with the client, you will need to switch back to your remote desktop to conduct the interview. You can hold down ALT + TAB keys on your keyboard to easily switch from your device desktop to your remote desktop. You will need to minimize your remote desktop (as shown in **Step 1**) to switch back to your device desktop.*
- ***Step 1:*** Minimize your remote desktop by clicking the  icon in the toolbar at the top of your screen. (***note***: If you do not see this toolbar on your screen, move your mouse to the top of your screen and the toolbar will appear.)

  - ***Step 1a:*** Open a new tab in your browser (i.e.: Internet Explorer or Chrome) to access https://outlook.office365.com



  - ***Step 1b:*** Enter your full email address (i.e.: smithj@dss.nyc.gov) and click "Next"

- ***Step 1c:*** Enter your password (***note***: the same one you use to log in to your computer at work), and click "Sign In"

- ***Step 2:*** Locate the email with the subject line "Welcome to Your Virtual Communications Express Desktop Communicator Account"

Welcome to Your Virtual Communications Express Desktop Communicator Account

Dear *Account User Name*,

Your Administrator has provisioned your account to utilize Virtual Communications Express Softphone. You can now turn your Apple Macintosh or Windows PC into your Virtual Communications Express business phone! Just follow these final setup instructions to make this tool fully operational and experience business mobility.

PLEASE SAVE THIS E-MAIL FOR FUTURE REFERENCE.

Your Required Setup Actions: See Reference Document

1. Download Your Desktop App

- Go to your MyPhone user portal and Login: **My Phone**
- Go to My Features and select Desktop App
- Click the Download button for your device type to begin the download

2. Install Your Desktop App

- Install the downloaded client on your local computer

3. Select Your Region and Log-In to Use Virtual Communications Express Desktop

- Region Selection:
  Select **US** Region
- Your Desktop User ID and Password
  Same as your *My Phone* User ID and Password

Enjoy the benefits of your new business mobility! Some of these include:

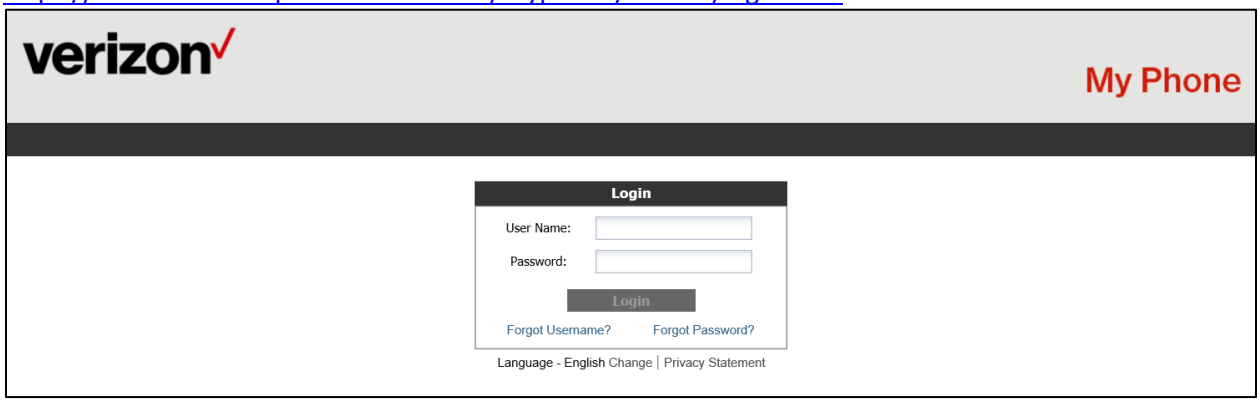
- *Make or Receive Calls Using Your New Softphone*
- *One Button Voice Mail Access*
- *Access Your Business Enterprise Directory from Your Computer*

Need More Assistance? View Our Getting Started Videos and Guides:

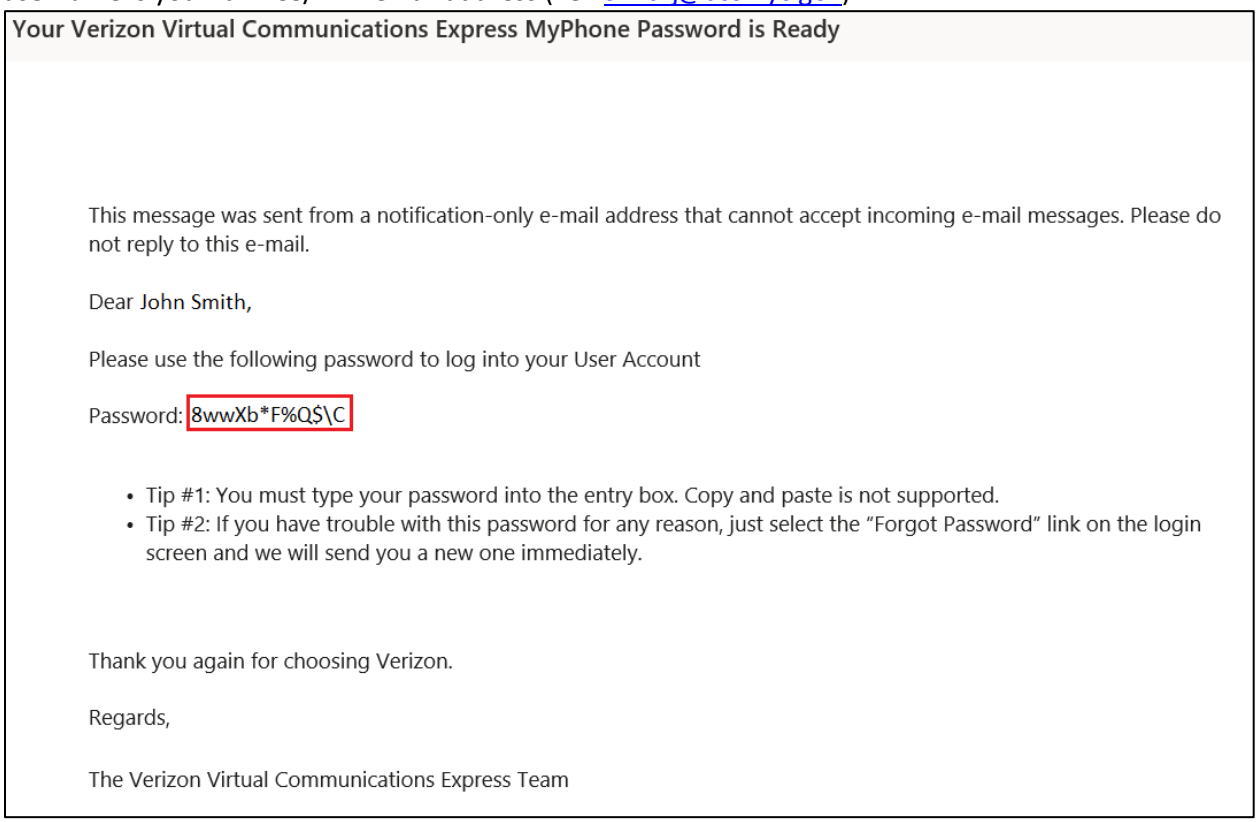
- Go to: **https://virtualcommtraining.verizon.com/uc-collaboration-apps/**

Thank you for choosing Verizon.

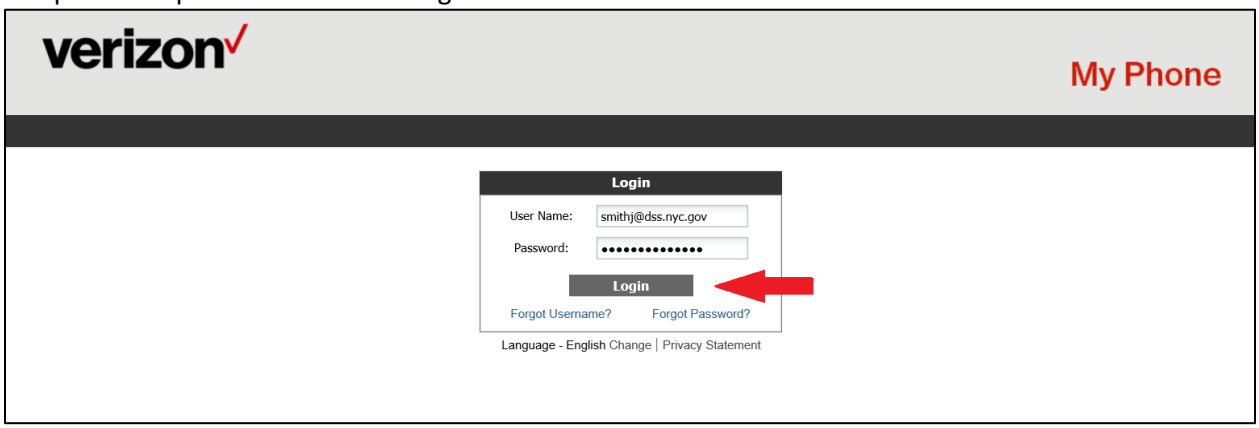
- ***Step 2a:*** Click the link in the email to login in to your VCE account on your web browser: https://virtualcommexpress.verizon.com/myphone/control/login#nbb



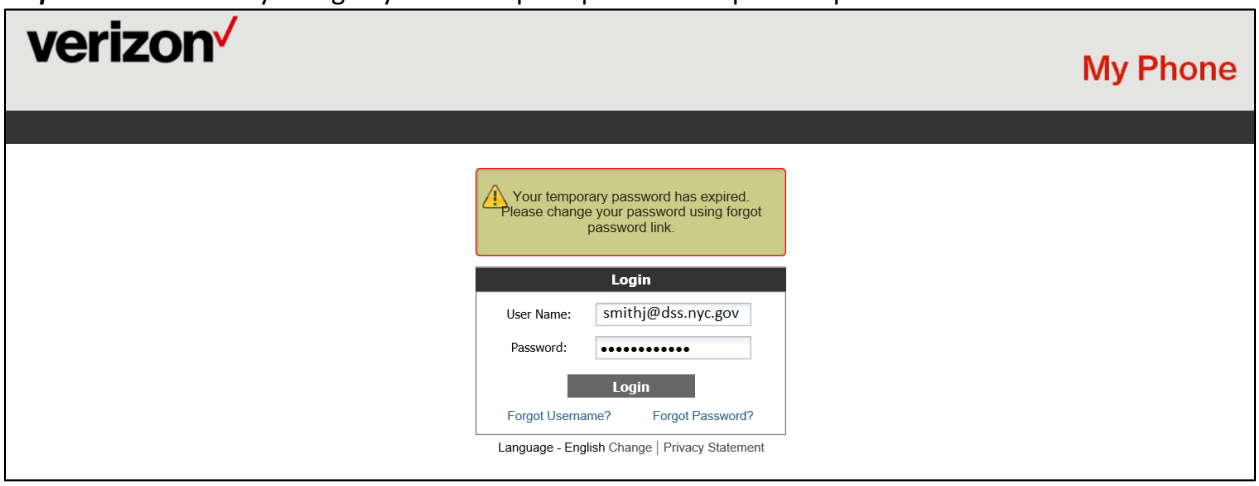
- ***Step 2b:*** Locate the email with the subject line "Your Verizon Virtual Communications Express MyPhone Password is Ready" to obtain the password for your VCE account. Your username is your full DSS/HRA email address (i.e.: smithj@dss.nyc.gov)



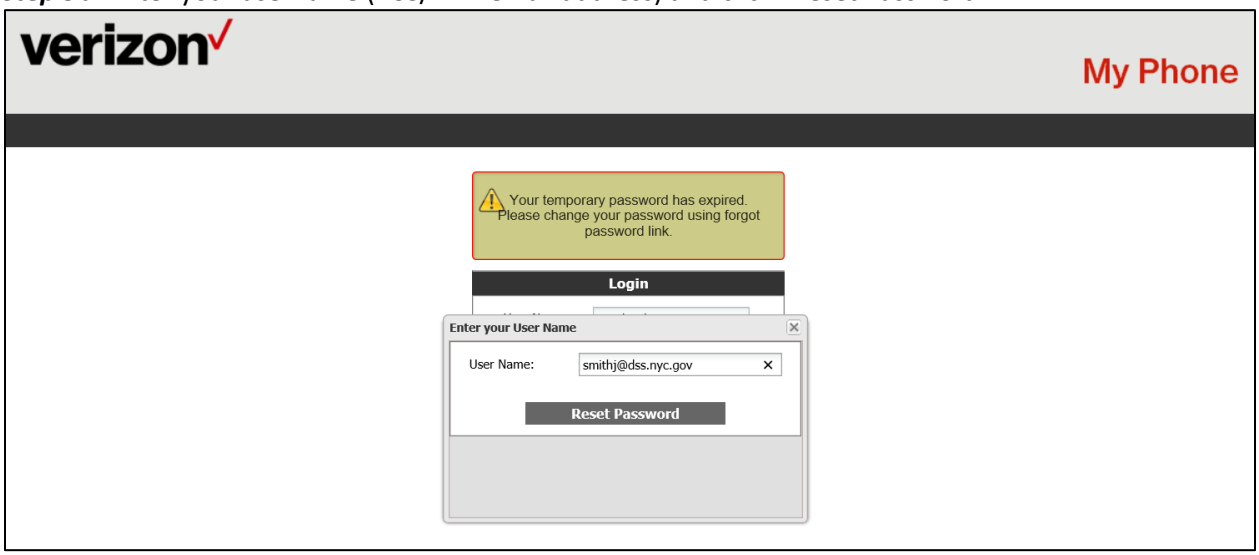
- ***Step 2c:*** Enter the username (your full DSS/HRA email address – i.e.: smithj@dss.nyc.gov) and password provided and click "Log In" as shown.



- ***Step 3:*** The first time you log in you will be prompted to set up a new password.



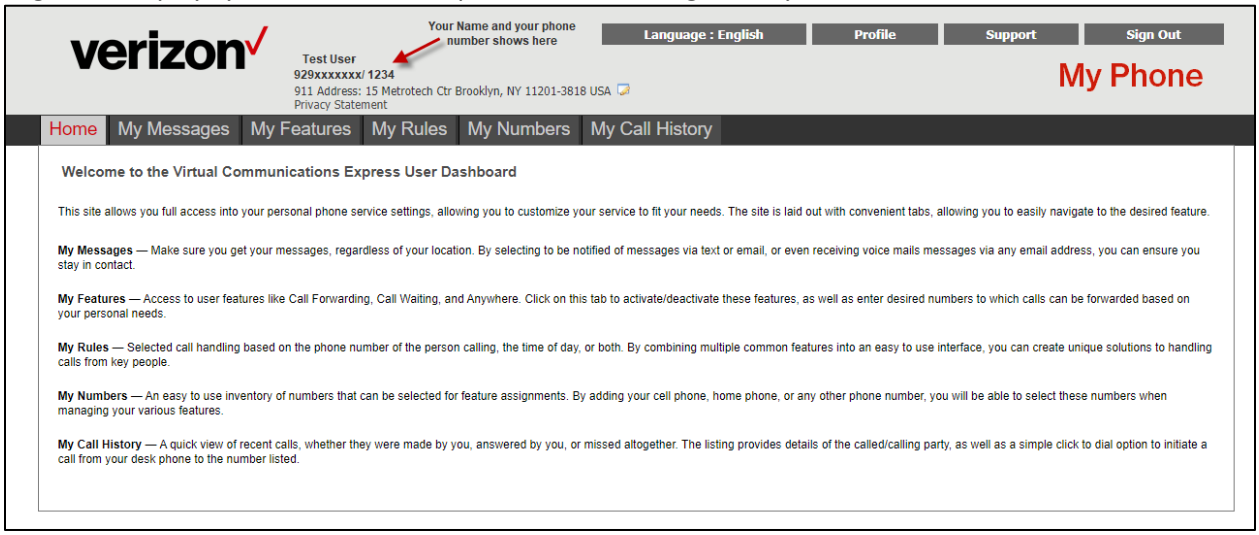
  - ***Step 3a:*** Click "Forgot Password?" to create a new password for your VCE account.
  - ***Step 3b:*** Enter your username (DSS/HRA email address) and click "Reset Password."



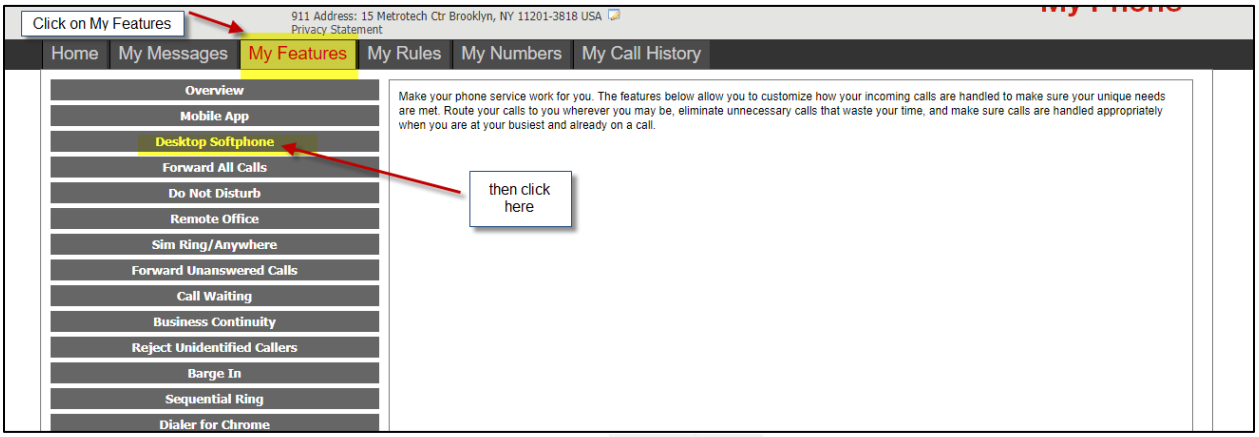
- ***Step 3c***: The system will send an email to your DSS/HRA email address with a new password. Return to https://virtualcommexpress.verizon.com/myphone/control/login#nbb and enter your email address with the password from the "Forgot Password?" email. Click "Login."

- ***Step 3d***: Enter a new password and re-enter it in the 2nd field to confirm. Click "Change Password." (***note***: your new password should be a minimum length of 10 characters and contain at least one uppercase letter, one lowercase letter, one number, and one special character.)

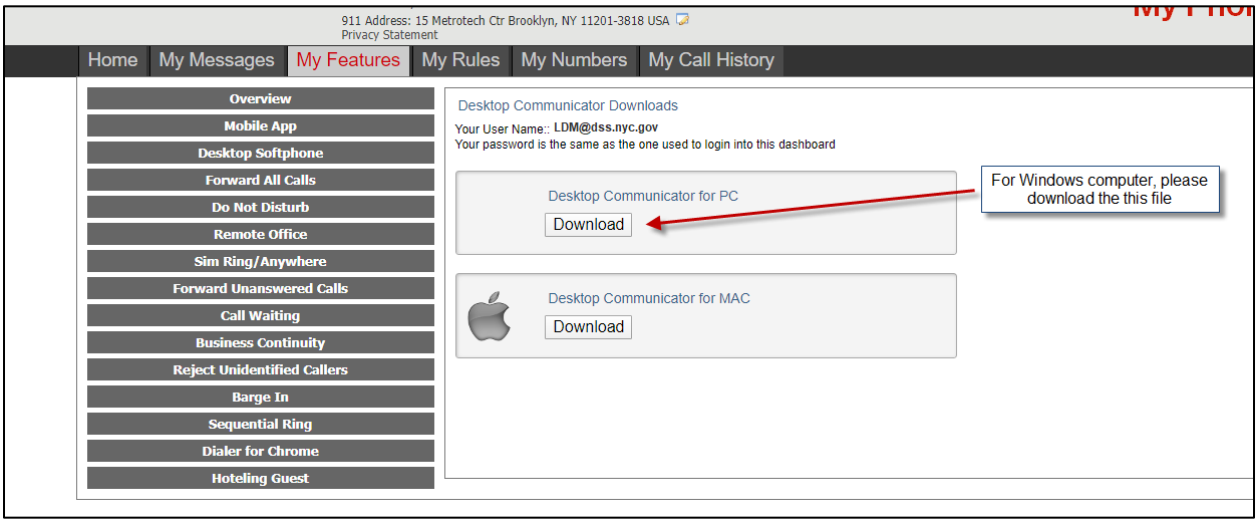
- ***Step 4:*** The system will automatically log you in when you reset your password. You will see a Home Page that displays your name and the phone number assigned to you.



- ***Step 5:*** Click on the "My Features" Tab along the top of the page. Click on "Desktop Softphone" in the left menu.

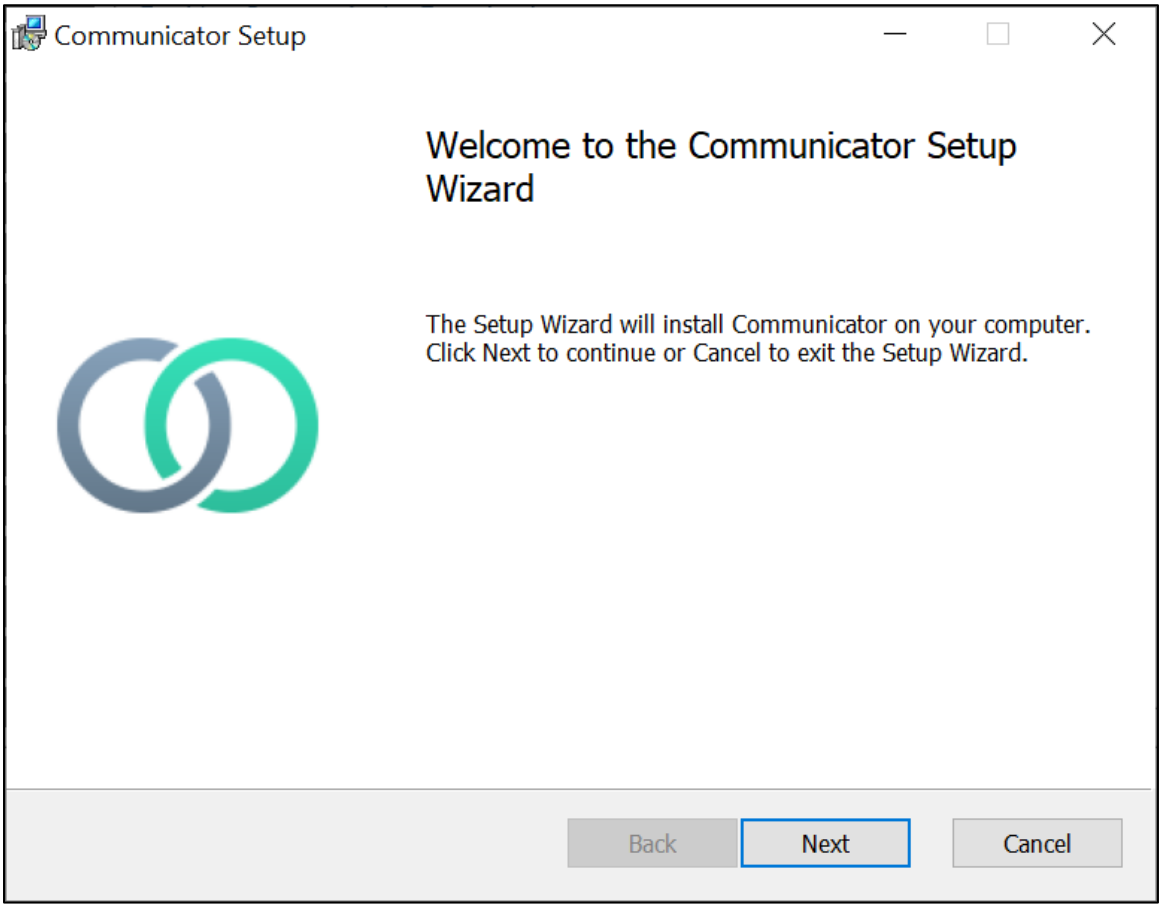


- ***Step 6:*** There are two download options. Click the Download button on the first option, "Desktop Communicator for PC" if you are using a Windows computer. Mac users, select the "Desktop Communicator for Mac" option.

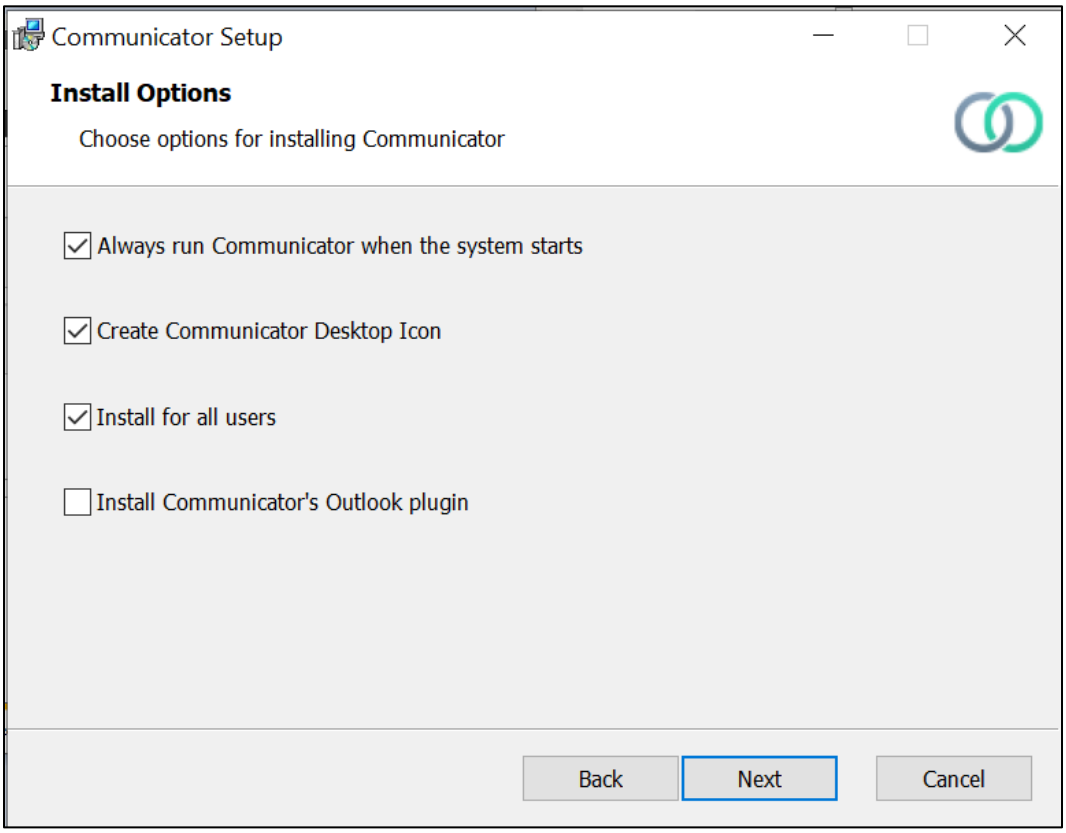


- ***Step 7:*** Click on "Run" to install the desktop application.

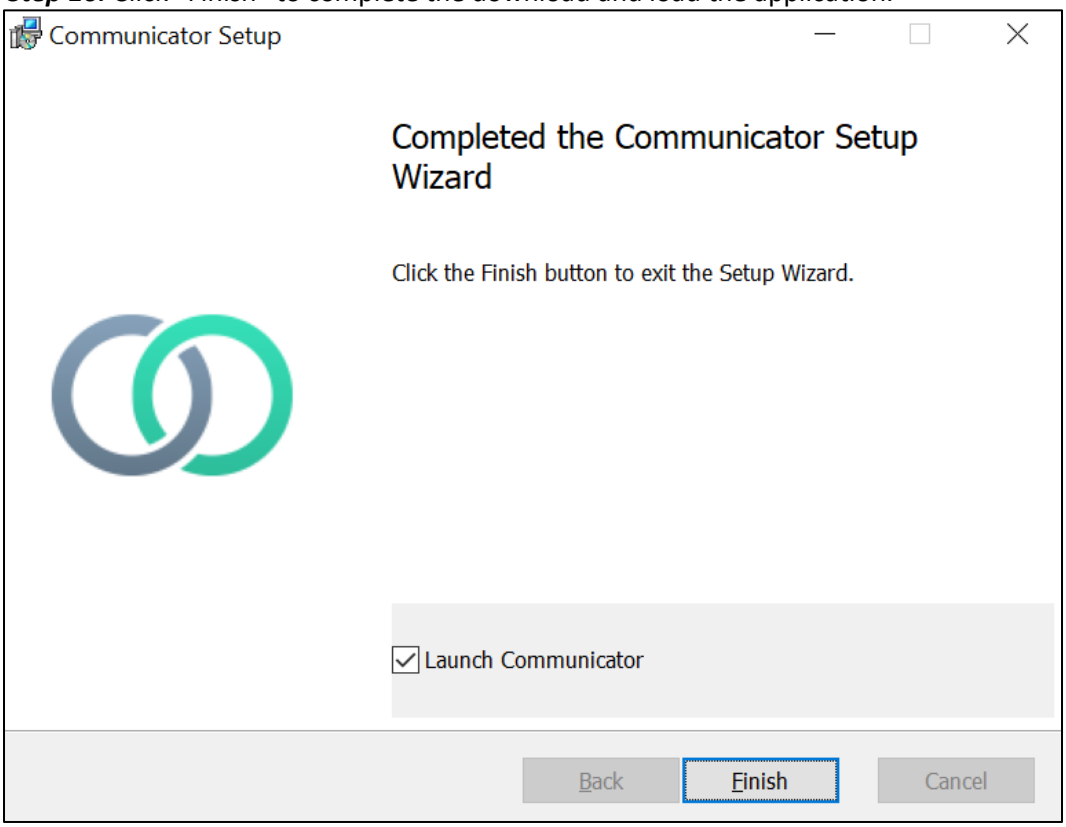
- ***Step 8:*** Click "Next" and follow the on-screens prompts in the Setup Wizard to install the application.



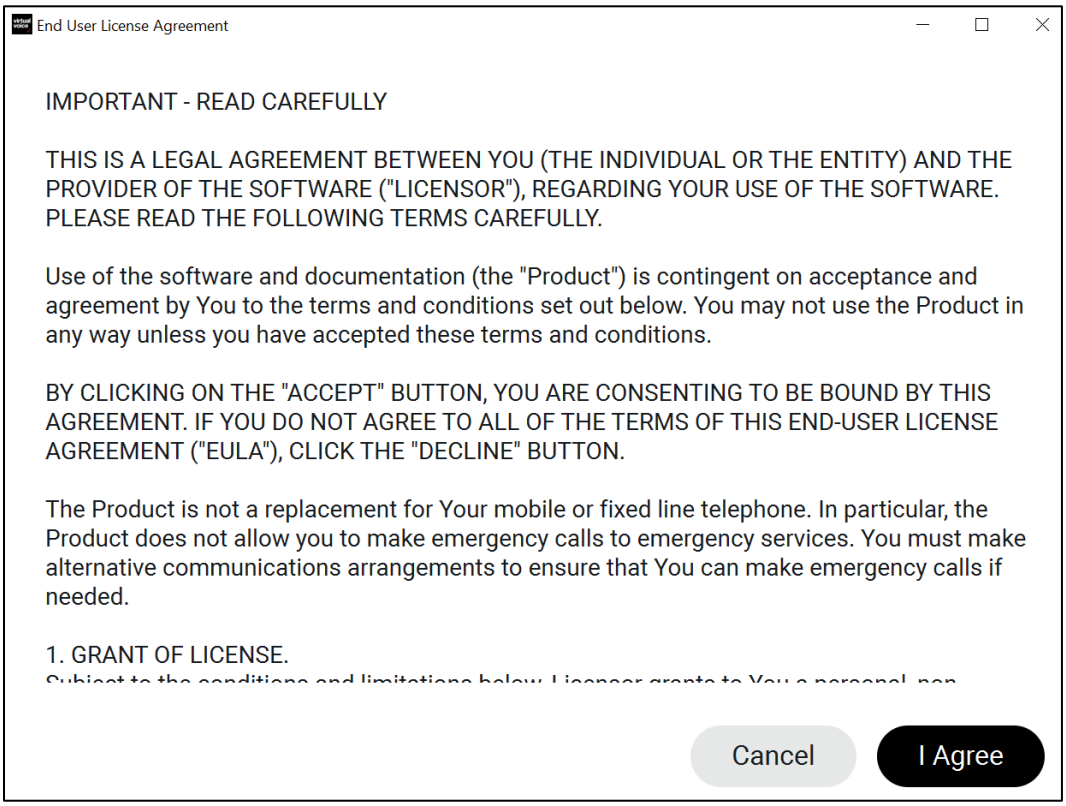
- ***Step 9:*** Leave the following install options selected and click "Next," and then "Install." Click "Yes" to allow the application to make changes to your device.



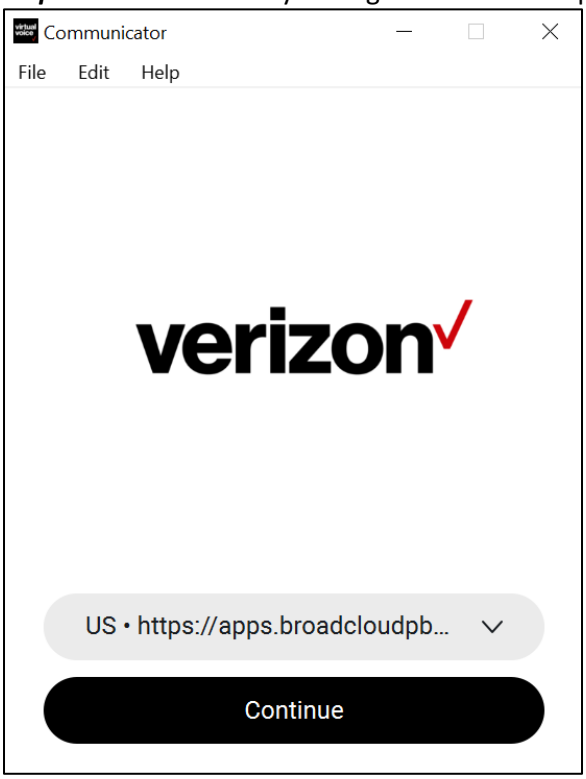
- ***Step 10:*** Click "Finish" to complete the download and load the application.



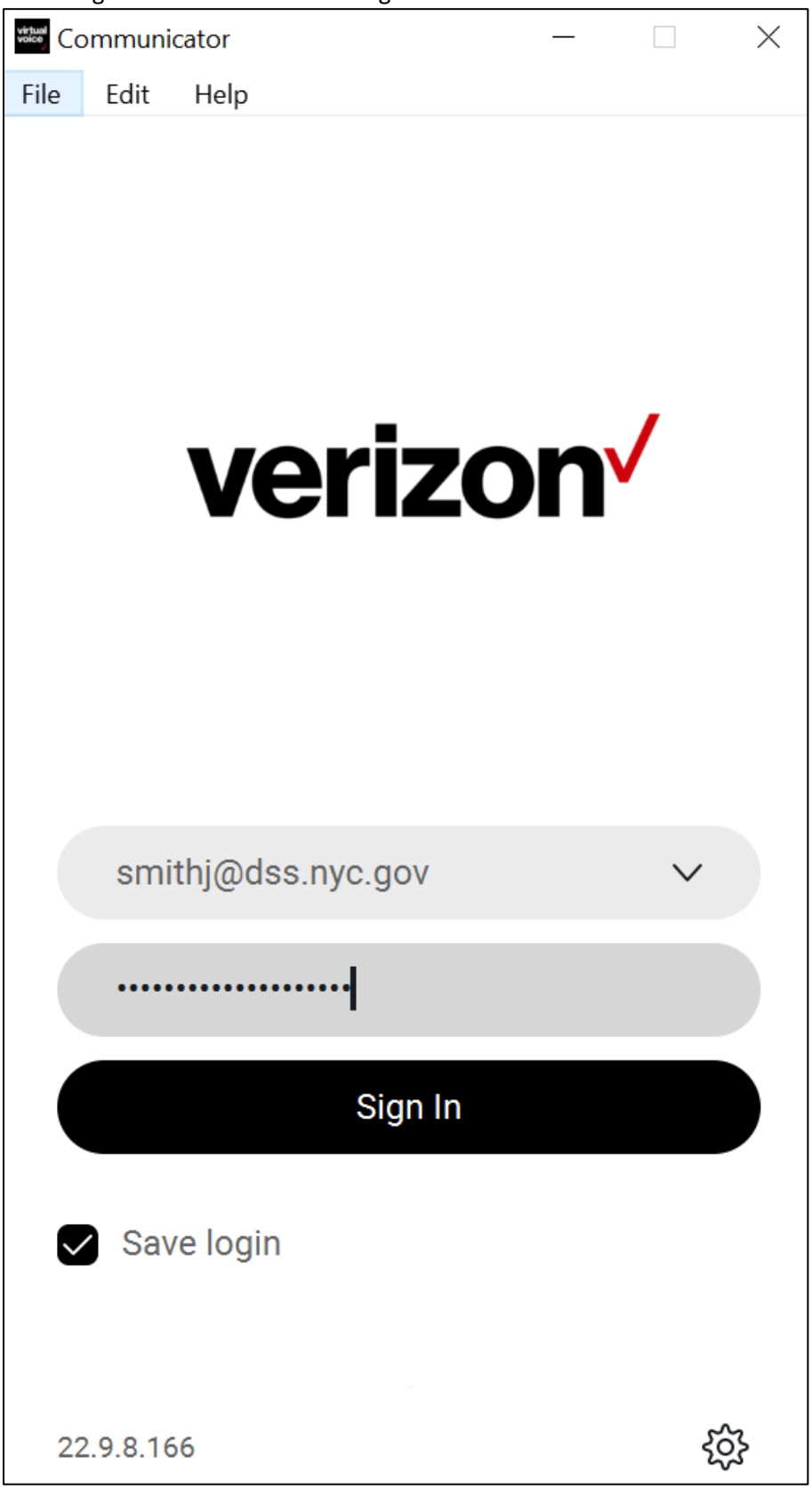
- ***Step 11:*** When the application opens, review the End User License Agreement and click "I Agree."



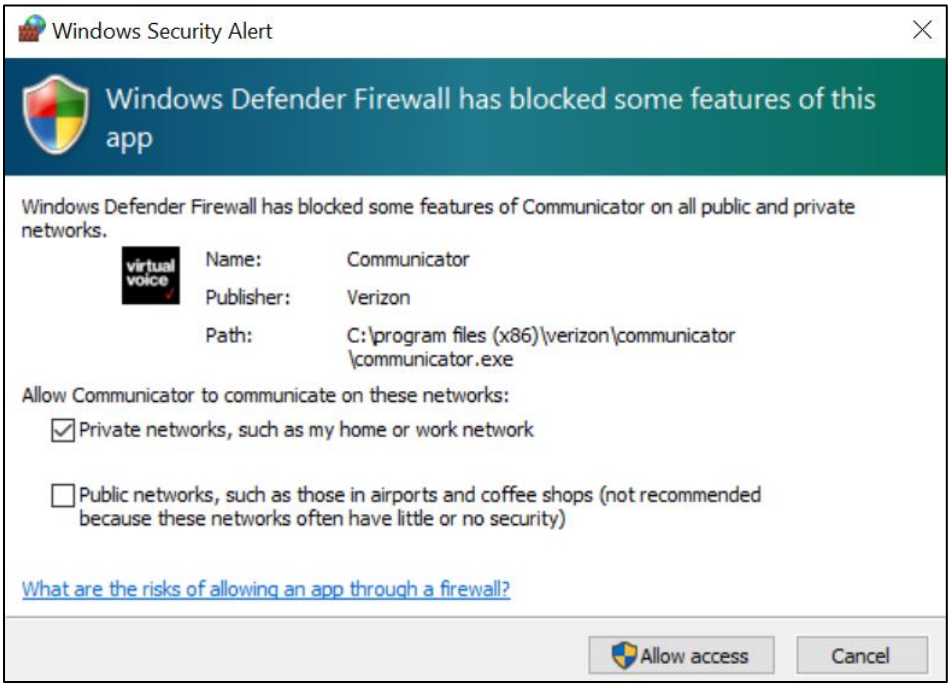
- ***Step 12:*** Select "US" as your region from the dropdown and click "Continue."



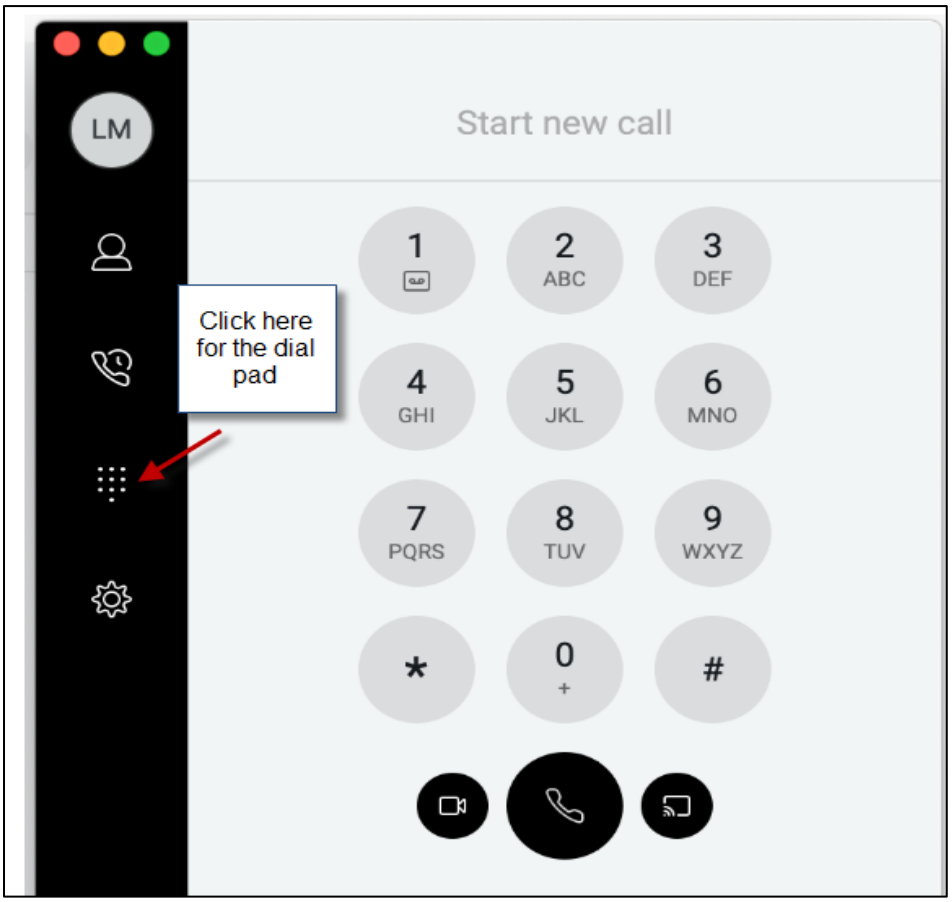
- ***Step 13:*** Enter your DSS/HRA email address and the password you created in ***Step 3***. Select the "Save Login" check box and click "Sign In"



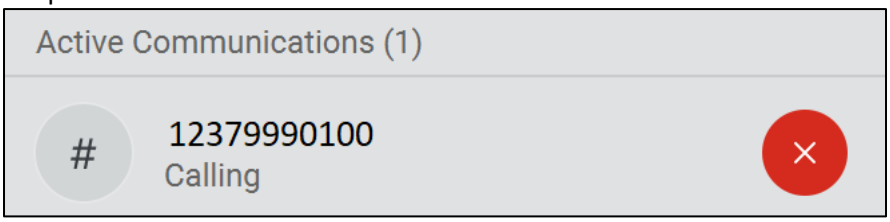
- ***Step 14:*** If prompted with a security alert, allow the application to communicate on your network and click "Allow Access."

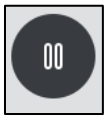


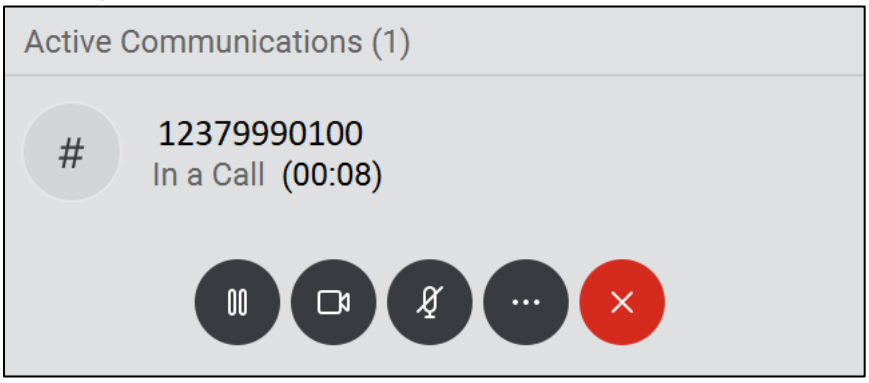
- ***Step 15:*** The VCE software is now installed on your computer and it is ready to use. Click the  icon as shown for the dialer view.



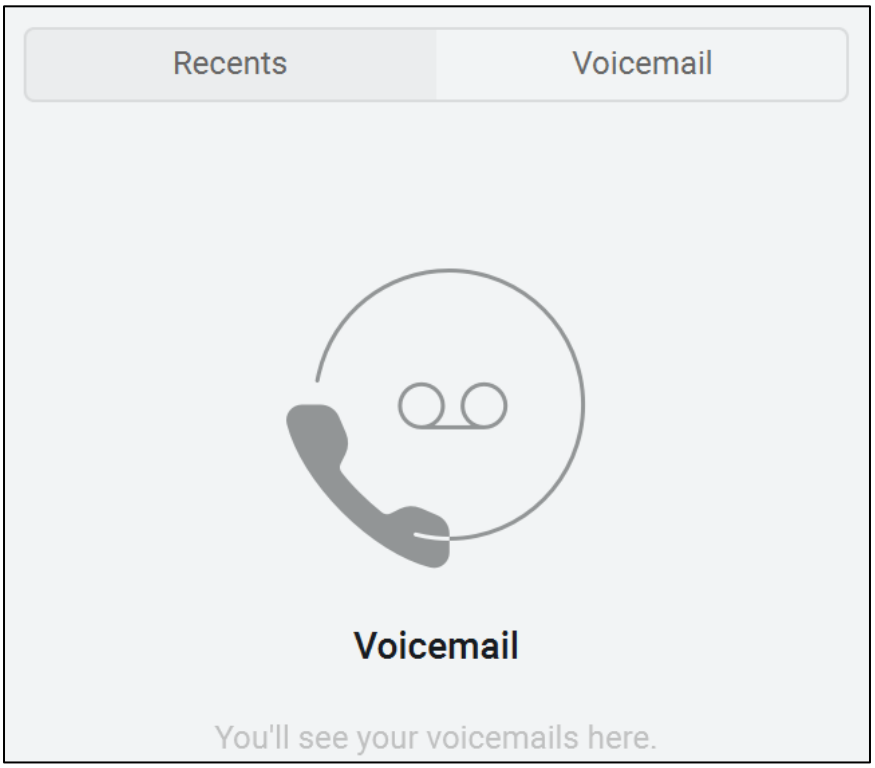
- ***Step 16***: To make a phone call, enter the number on the dialer (or with the number keys on the keyboard) and click the  icon. (**Note**: You must have a headset/headphones with a microphone connected to your personal device in order to make a call).
    - ***Step 16a***: To hang up prior to the call connecting, click the  icon to the right of the phone #.



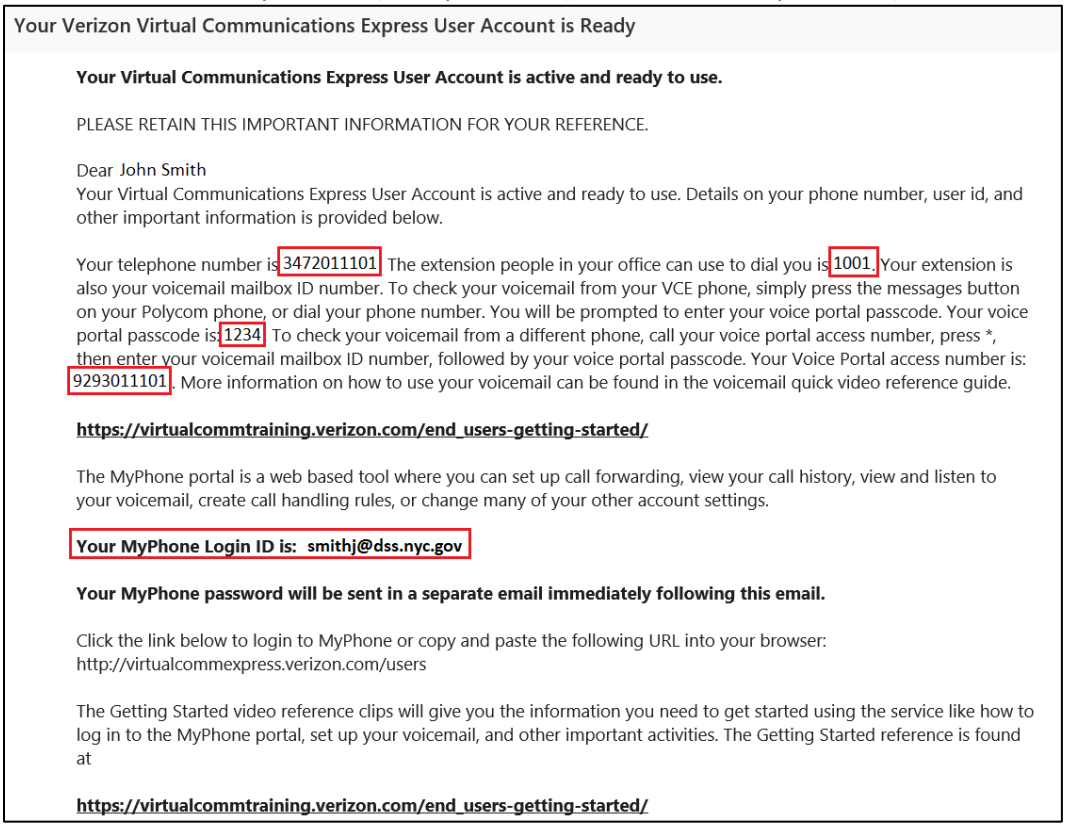
    - ***Step 16b***: Use the following icons during a call:
    - To disconnect, click the  icon.
    - To pause, click the  icon.
    - To mute, click the  icon.



- ***Step 17:*** To check your voicemail, please refer to the instructions in the email with the subject line "Your Verizon Virtual Communications Express User Account is Ready." This email contains your Voice Portal access number and passcode.
    - ***Step 17a:*** From the VCE software, dial your phone number (347-201-1101 in the example below) and follow the prompts to enter your passcode (1234 in the example below). Alternatively, click on the  icon and the Voicemail tab.



- ***Step 173b:*** From any other phone, dial your Voice Portal Access Number (929-301-1101 in the example below) and follow the prompts to enter your mailbox ID number (347-201-1101 in the example below) and passcode (1234 in the example below).



Your Verizon Virtual Communications Express User Account is Ready

Your Virtual Communications Express User Account is active and ready to use.

PLEASE RETAIN THIS IMPORTANT INFORMATION FOR YOUR REFERENCE.

Dear John Smith
Your Virtual Communications Express User Account is active and ready to use. Details on your phone number, user id, and other important information is provided below.

Your telephone number is 3472011101. The extension people in your office can use to dial you is 1001. Your extension is also your voicemail mailbox ID number. To check your voicemail from your VCE phone, simply press the messages button on your Polycom phone, or dial your phone number. You will be prompted to enter your voice portal passcode. Your voice portal passcode is 1234. To check your voicemail from a different phone, call your voice portal access number, press *, then enter your voicemail mailbox ID number, followed by your voice portal passcode. Your Voice Portal access number is: 9293011101. More information on how to use your voicemail can be found in the voicemail quick video reference guide.

https://virtualcommtraining.verizon.com/end_users-getting-started/

The MyPhone portal is a web based tool where you can set up call forwarding, view your call history, view and listen to your voicemail, create call handling rules, or change many of your other account settings.

Your MyPhone Login ID is: smithj@dss.nyc.gov

Your MyPhone password will be sent in a separate email immediately following this email.

Click the link below to login to MyPhone or copy and paste the following URL into your browser:
http://virtualcommexpress.verizon.com/users

The Getting Started video reference clips will give you the information you need to get started using the service like how to log in to the MyPhone portal, set up your voicemail, and other important activities. The Getting Started reference is found at

https://virtualcommtraining.verizon.com/end_users-getting-started/

SUPPORT: Instructional video to help with set up and use: https://youtu.be/0GnXEoDR_-8

Date: _____

Case Name: _____

Case Number: _____

Center Number: _____

SNAP Filing Date: _____

You Must Submit Documents For Your SNAP Case!

You must provide ALL of the document(s) on the following pages by _____.

If we do not get the document(s) or you do not contact us by this date, your application for **SNAP benefits may be denied** or your SNAP benefits may be lowered. If you need help getting your document(s), or need more time, call us right away at **718-557-1399**.

WHAT ARE MY NEXT STEPS?

1. **COLLECT** the documents listed in this letter.
2. **UPLOAD** your documents using the ACCESS HRA mobile app. See page two (2) for more information.

THINGS TO REMEMBER

Pay Stubs: for each person working, you must provide pay stubs to cover the last **4 weeks** they were paid.

Employer Letter: If you don't get pay stubs, have your employer write a letter stating the amount and frequency you get paid, and the company name and telephone number, and your employer must **sign and date** it.

Landlord or Primary Tenant Letter: must be signed, dated and include:

- amount of rent you are charged;
- whether you pay the landlord or primary tenant for heating/cooling or other utilities separate from your rent, and if so, how much;
- how many people are in your household; and
- the landlord's name and telephone number.

(Turn page)

HOW CAN I SUBMIT THE DOCUMENTS?

UPLOAD *(easiest!)* — use your mobile phone or tablet with our *ACCESS HRA* mobile app at: www.nyc.gov/accesshramobile

IN PERSON — bring copies of the documents to your local SNAP Center or a neighborhood organization listed on the **FIA-1138**

FAX documents to **917-639-2544**

MAIL copies using envelope provided

Note: Print your full name and case number on ALL copies that you mail or fax. Include a cover page for your fax.

Review the enclosed SNAP DOCUMENTATION GUIDE (**W-129G**) to know which documents you can use. Documents must be submitted for each household member listed in each category.

Do you have a medical or mental health condition or disability? Does this condition make 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? **We can help you.** Call us at 212-331-4640. 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.

(Turn page)

List of Documents That Must Be Submitted

Note: Print your full name and case number on ALL copies that you mail or fax. Include a cover page for your fax.

	Category	Household Member(s)	Common Documentation

LEGEND
M — This information is required to make a decision on your application.
O — This information may affect if you are eligible for SNAP or the amount you will get.

(Turn page)

List of Documents That Must Be Submitted *(continued)*

	Category	Household Member(s)	Common Documentation

LEGEND
M — This information is required to make a decision on your application.
O — This information may affect if you are eligible for SNAP or the amount you will get.

Fecha: _____

Nombre del caso: _____

Número de caso: _____

Número del centro: _____

Fecha de presentación de SNAP: _____

¡Usted Debe Presentar Documentos para su Caso de SNAP!

Usted debe proporcionar el documento/TODOS los documentos mencionados en las siguientes páginas de aquí al_____.

Si nosotros no recibimos el/los documento(s) o si usted no se comunica con nosotros para esta fecha, su solicitud de**beneficios de SNAP puede ser rechazada**o los beneficios de SNAP pueden ser reducidos. Si necesita ayuda para obtener documento(s) o si necesita más tiempo, llámenos de inmediato al **718-557-1399**.

¿QUÉ PRÓXIMOS PASOS DEBO DAR?

1. **REÚNA**los documentos listados en esta carta.
2. **CARGUE** los documentos mediante la aplicación movil ACCESS HRA. Vea la página dos (2) para más información.

LO QUE TIENE QUE RECORDAR

Talones de paga:usted debe proporcionar talones de paga de cada persona que trabaje, para cubrir las últimas **4 semanas** de paga.

Carta del empleador: Si usted no recibe talones de paga, encárguese de que su empleador escriba una carta que declare la cantidad y frecuencia de su paga y el nombre de la compañía y número de teléfono. Su empleador tiene que **firmar y fechar** esta carta.

Carta del arrendador o del inquilino principal: debe estar firmada, fechada e incluir:

- la cantidad de alquiler que se le cobra;
- si usted paga al arrendador o al inquilino principal por calefacción/aire acondicionado u otro servicio público aparte del alquiler, y en tal caso, la cantidad pagada;
- el número de personas en su hogar y;
- el nombre y número de teléfono del arrendador.

(Voltee la página)

¿CÓMO PRESENTO LOS DOCUMENTOS?

CARGAR*(¡Más sencillo!)* — utilice su teléfono móvil o tableta con nuestra aplicación móvil *ACCESS HRA* en: www.nyc.gov/accesshramobile

EN PERSONA — traiga copias de los documentos a su centro local de SNAP o a una organización local listada en el **FIA-1138 (S)**

FAXEAR los documentos al **917-639-2544**

ENVIAR POR CORREO copias en el sobre proveído

Nota: Escriba su nombre completo y número de caso en letra de molde en TODAS las copias que envíe por correo o por fax. Incluya una página adjunta con el fax.

Repase la Guía de Documentación del Programa de Asistencia de Nutrición Suplementaria (SNAP) (**W-129G [S]**) para averiguar qué documentos puede utilizar. Los documentos deben presentarse para cada miembro del hogar listado en cada categoría.

¿Padece usted una discapacidad o afección médica o psiquiátrica? ¿Le dificulta la misma entender o cumplir este aviso? ¿Le dificulta la afección recibir otros servicios de la HRA? **Nosotros podemos prestarle ayuda**. Llámenos al 212-331-4640. Usted también puede pedir asistencia al visitar las oficinas de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

(Voltee la página)

Lista de documentos que se deben presentar

Nota: Escriba su nombre completo y número de caso en letra de molde en TODAS las copias que envíe por correo o por fax. Incluya una página adjunta con el fax.

	Categoría	Integrante(s) del hogar	Documentación común

LEYENDA
M — Esta información es necesaria para tomar una decisión sobre su solicitud.
O — Esta información podría afectar su elegibilidad para SNAP o la cantidad que usted recibirá.

(Voltee la página)

Lista de documentos que se deben presentar*(continuación)*

	Categoría	Integrante(s) del hogar	Documentación común

LEYENDA

M — Esta información es necesaria para tomar una decisión sobre su solicitud.

O — Esta información podría afectar su elegibilidad para SNAP o la cantidad que usted recibirá.

Date: _____

Case Number: _____

Case Name: _____

Worker Name: _____

Worker Telephone: _____

Document Request for Housing Related Special Grants

You asked for the housing related special grant(s) checked off below:

- ☐ Mortgage Payments/Arrears
- ☐ Property Tax Payments/Arrears
- ☐ Rent Supplement/Arrears
- ☐ Other Request: _____

You did not give us all of the proof that we need to make a decision. Please submit documents for the checked items on **pages 2 and 3** by:

Due Date: _____

You can submit your documents using any option checked below:

- ☐  **IN PERSON:** _____
- ☐  **ACCESS HRA mobile app:** Download **NYC ACCESS HRA** on iOS or Android devices.
- ☐  **FAX:** _____
- ☐  **MAIL:** _____

If you are unable to submit the requested documents, you must call the Worker at the number above before _____. If you do not submit the documents, we may deny your request for a special grant.

(Turn page)

The "Documentation Guide for Housing Related Special Grant Requests" (**FIA-1211**) form gives more examples of the documents that you can use to prove the checked items.

Documentation for:	Suggested Documents
☐ Amount Owed	• Rental History Breakdown from Landlord • Court documents indicating arrears amount • NYCHA Rent Statement or Letter from Housing Manager • Mortgage Statement
☐ Your Housing Cost	• Current Lease • Current Rent Receipt • Letter from Landlord • Statement from Non-Relative Landlord
☐ Risk of Eviction or Foreclosure	• Landlord breakdown showing rent arrears • Landlord Notice or Rent Demand • Letter from Landlord threatening eviction • Court-ordered Stipulation with LT or Index Number (rent arrears)
☐ Legal Occupancy in the Future	• W-147Q Statement from Primary Tenant & Proof of Legal Tenancy • Court documents showing right to legal occupancy in the future • Other documents to prove right to legal occupancy • W-146W Section 8 Verification
☐ Future Ability to Pay	• Pay stubs and Statement of Tips from the last 30 days • W-146E Excess Rent & Third Party Proof of Income • Third Party Proof of Income/Pay Stubs for the last 30 days • Subsidy verification (Section 8/NYCHA)

(Turn page)

The "Documentation Guide for Housing Related Special Grant Requests" (**FIA-1211**) form gives more examples of the documents that you can use to prove the checked items.

Documentation for:	Suggested Documents
☐ Unforeseen or Special Circumstances	• Statement or document explaining a loss of income for the household • Loss of Third Party Assistance • Statement from Funeral Director/Funeral Bill • Medical Bills
☐ Contributions to Help Pay Arrears	• Copy of money order for contribution toward rent arrears • Nonprofit Organization official letterhead stating contribution toward arrears • Proof of contributions toward arrears • Letter Seeking contribution for Arrears

Applicant/Participant Signature _____ Date _____

Applicant/Participant Telephone Number _____

Do you have a medical or mental health condition or disability? Does this condition make 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? **We can help you.** Call us at 212-331-4640. 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.

Fecha: _____

Número del caso: _____

Nombre del caso: _____

Nombre del trabajador: _____

Número de teléfono del trabajador: _____

Solicitud de Documentos para Concesiones Especiales Relacionadas con la Vivienda

Usted solicitó la(s) concesión(es) especial(es) relacionada(s) con la vivienda marcadas a continuación:

- ☐ Pagos/atrasos de hipoteca
- ☐ Suplemento/atrasos de alquiler
- ☐ Pagos de impuestos sobre la propiedad/atrasos
- ☐ Otra petición: _____

Usted no nos prestó todas las pruebas que necesitamos para tomar una decisión. Favor de presentar los documentos de las casillas marcadas en las **páginas 2 y 3**, de aquí al:

Fecha límite: _____

Usted puede presentar los documentos mediante cualquiera de las opciones marcadas a continuación:

- ☐  **EN PERSONA:** _____
- ☐  **aplicación móvil ACCESS HRA:** Baje **NYC ACCESS HRA** de iOS o de dispositivos Android.
- ☐  **POR FAX:** _____
- ☐  **POR CORREO:** _____

Si usted no puede presentar los documentos solicitados, usted debe llamar a su trabajador al número más arriba antes del _____. Si no presenta los documentos, nosotros podemos denegar su solicitud de concesión especial.

(Voltee la página)

La "Guía de Documentación para Peticiones de Concesiones Especiales Relacionadas con la Vivienda" (**FIA-1211 [S]**) provee más ejemplos de documentos que usted puede utilizar para probar los elementos marcados.

Documentación para:	**Documentos sugeridos**
☐ Cantidad adeudada	● Desglose del historial de alquiler del arrendador ● Documentos judiciales que indiquen la cantidad atrasada ● Declaración de alquiler de NYCHA o carta por parte del administrador de la vivienda ● Estado de cuenta hipotecaria
☐ El costo de la vivienda	● Contrato de arrendamiento actual ● Comprobante de pago de alquileractual ● Carta del arrendador ● Declaración del arrendador, no pariente
☐ Riesgo de desalojo o de ejecución hipotecaria	● Desglose del arrendador que demuestra los atrasos de alquiler ● Aviso del arrendador o reclamación de alquiler ● Carta de amenaza de desalojo del arrendador ● Estipulación del tribunal en caso de arrendador e inquilino con denominación LT o con número de índice (por atraso de alquiler)
☐ Ocupación legal futura	● W-147Q (S) Declaración del Inquilino Principal con Respecto a la Ocupación del Inquilino Secundario ● Documentos judiciales que demuestren el derecho de ocupación legal en el futuro ● Otros documentos que demuestren derecho de ocupación legal ● W-146W Verificación de la Sección 8
☐ Capacidad futura de pago	● Talones de paga y declaración de propinas de los últimos 30 días ● W-146E (S) Exceso de Alquiler & Prueba de Ingreso de Terceros ● Prueba de ingreso de terceros/pago en los útimos 30 días ● Verificación de subsidio (Sección 8/NYCHA)

(Voltee la página)

La "Guía de Documentación para Peticiones de Concesiones Especiales Relacionadas con la Vivienda" (**FIA-1211 [S]**) provee más ejemplos de documentos que usted puede utilizar para probar los elementos marcados.

Documentación para:	Documentos sugeridos
☐ Circunstancias imprevistas o especiales	● Declaración o documento que explique pérdida de ingreso del hogar ● Pérdida de asistencia de terceros ● Declaración del director de funeraria/factura funeraria ● Facturas médicas
☐ Contribuciones para pagar los atrasos	● Copia del giro postal de contribución para los pagos atrasados ● Carta con membrete oficial de organización sin fines de lucro que indique la contribución para los pagos atrasados ● Prueba de las contribuciones para los pagos atrasados ● Carta de solicitud de contribución para pagos atrasados

Firma del

Fecha

Número de teléfono del solicitante/participante

¿Padece usted una discapacidad o afección médica o psiquiátrica? ¿Le dificulta la misma entender o cumplir este aviso? ¿Le dificulta la afección recibir otros servicios de la HRA? **Nosotros podemos prestarle ayuda**. Llámenos al 212-331-4640. Usted también puede pedir asistencia al visitar las oficinas de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

LDSS-2921 **Statewide** (Rev. 07/20)

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

CENTER/ OFFICE	APPLICATION DATE	UNIT ID	WORKER ID	CASE TYPE	SERV. IND	CASE NUMBER	REGISTRY NUMBER	VERS	DISTRICT	SUFFIX	SNAP SUFFIX	CATEGORY	LANG	NUMBER REUSE INDICATOR

CASE NAME	EFFECTIVE DATE	DISPOSITION	SERVICES TRANSACTION TYPE
		☐ DENIAL ☐☐☐ REASON CODE ☐ WITHDRAWAL	☐ NEW OPENING 02 ☐ REOPEN 10 ☐ RECERTIFICATION 06

ELIGIBILITY DETERMINED BY (WORKER):	DATE	ELIGIBILITY APPROVED BY (SUPERVISOR):	DATE	FORM _____ 0F _____	SIGNATURE OF PERSON WHO OBTAINED ELIGIBILITY INFORMATION x _____	DATE

DATE RECEIVED BY AGENCY	EMPLOYED BY: ☐ SOCIAL SERVICES DISTRICT ☐ PROVIDER AGENCY SPECIFY: _____

PA AUTHORIZATION PERIOD		MA AUTHORIZATION PERIOD		SNAP AUTHORIZATION PERIOD		SERVICES AUTHORIZATION PERIOD	
FROM	TO	FROM	TO	FROM	TO	FROM	TO

NEW YORK STATE APPLICATION FOR CERTAIN BENEFITS AND SERVICES

If you are blind or seriously visually impaired and need this application in an alternative format, you may request one from your social services district. For additional information regarding the types of formats available and how you can request an application in an alternative format, see the instruction book (PUB-1301 Statewide), available at www.otda.ny.gov or https://www.health.ny.gov/.

If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format? ☐ Yes ☐ No

If yes, check the type of format you would like: ☐ Large Print ☐ Data CD ☐ Audio CD ☐ Braille, if you assert that none of the other alternative formats will be equally effective for you

If you require another accommodation, please contact your social services district.

We are committed to assisting and supporting you in a professional and respectful manner. You are responsible for participating in activities, including work activities for Public Assistance and the Supplemental Nutrition Assistance Program, where required, so you can become self-sufficient. Whenever you see "Public Assistance" or "PA" on the application, it means "Family Assistance" and/or "Safety Net Assistance." We call both programs "Public Assistance." These PA programs are meant to assist you only until you can fully support yourself and your family. Please refer to the instruction book (PUB-1301 Statewide) and "What You Should Know" Books 1, 2 and 3 (LDSS-4148A, LDSS-4148B, and LDSS-4148C) when completing this application, and contact your social services district with any questions.

When you see "MA" on the application, it means "Medicaid." You may apply for MA using this application only if you are also applying for Public Assistance or the Supplemental Nutrition Assistance Program at the same time. If you wish to only apply for MA, you can go online at https://nystateofhealth.ny.gov/ and/or call 1-855-355-5777 for more information or to apply, or you may use the MA-only paper application - Form DOH-4220, which your worker can give you, or call MA help line at 1-800-541-2831. If you want to apply only for the Medicare Savings Program (MSP), you must apply with Form DOH-4328, which your worker can provide to you. If you have an immediate need for personal care services, you should apply for MA separately using the DOH- 4220 MA application form.

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

LDSS-2921 Statewide (Rev. 07/20)

SECTION 1

CHECK EACH PROGRAM YOU OR ANY HOUSEHOLD MEMBER ARE APPLYING FOR

☐ Public Assistance (PA) ☐ Child Care in lieu of PA ☐ Supplemental Nutrition Assistance Program (SNAP) ☐ Medicaid (MA) and SNAP
☐ Medicaid (MA) and PA ☐ Services (S), including Foster Care (FC) ☐ Child Care Assistance (CC) ☐ Emergency Assistance Only (EMRG)

SECTION 2

WHAT IS YOUR PRIMARY LANGUAGE? ☐ ENGLISH ☐ SPANISH ☐ OTHER (specify) _____

DO YOU WANT TO RECEIVE NOTICES IN: ☐ ENGLISH ONLY ☐ ENGLISH AND SPANISH

SECTION 3 APPLICANT INFORMATION PLEASE PRINT CLEARLY

FIRST NAME	M.I.	LAST NAME	MARITAL STATUS	PHONE NUMBER ( ) AREA CODE

STREET ADDRESS	APT. NO.	CITY	COUNTY	STATE	ZIP CODE

IN CARE OF NAME (COMPLETE IF YOU RECEIVE YOUR MAIL IN CARE OF ANOTHER PERSON)

MAILING ADDRESS (IF DIFFERENT FROM ABOVE)	APT. NO.	CITY	COUNTY	STATE	ZIP CODE

HOW LONG HAVE YOU LIVED AT YOUR PRESENT ADDRESS?	YEARS	MONTHS	IS THIS A SHELTER? ☐YES ☐NO	ANOTHER PHONE WHERE YOU CAN BE REACHED	NAME	PHONE NUMBER ( ) AREA CODE

DIRECTIONS TO CURRENT ADDRESS

FORMER ADDRESS	APT. NO.	CITY	COUNTY	STATE	ZIP CODE

IF YOU ARE CURRENTLY WITHOUT A HOME, CHECK HERE ☐

AGENCY HELPING APPLICANT/CONTACT PERSON	PHONE NUMBER ( ) AREA CODE

DO YOU NEED THE MEDICAID PORTION OF THIS APPLICATION AND THE POTENTIAL RECEIPT OF ANY MEDICAID COVERAGE TO BE KEPT CONFIDENTIAL? ☐ YES ☐ NO

SECTION 5

DO ANY OF THESE APPLY TO YOU?

☐ Pregnant	1
☐ Victim of Domestic Violence	2
☐ Need to Establish Parentage	3
☐ Need Child Support	4
☐ Drug/Alcohol Problem	5
☐ Fuel or Utility Shutoff	6
☐ No Place to Stay/Homeless	7
☐ Fire or Other Disaster	8
☐ Have No Income	9
☐ Serious Medical Problem	10
☐ Pending Eviction	11
☐ No Food	12
☐ Need Foster Care	13
☐ Need Child Care	14
☐ Problems with English	15
☐ Reasonable Accommodations	16
☐ Other _____	17

SECTION 4 – If You Are Applying For SNAP: You can file an application the day you get it. In order to file a SNAP application, it must have, at minimum, your name, address (if you have one) and signature below. You must complete the application process, including signing the last page of the application and being interviewed. If eligible, you will get SNAP benefits back to the date you filed the application. You must be told, within 30 days of the date you turned in (filed) your application for SNAP benefits, if your application is approved or denied. If your household has little or no income or liquid resources, or if your rent and utility expenses are more than your income and liquid resources, you may be eligible to get SNAP benefits within five calendar days of the date you file. If you are a resident of an institution and are applying for both Supplemental Security Income (SSI) and SNAP benefits prior to leaving the institution, the filing date of the application is the date you leave the institution.

SNAP APPLICANT/REPRESENTATIVE SIGNATURE	DATE SIGNED
x	

SECTION 6 – HOUSEHOLD INFORMATION – List everybody who lives with you, even if they are not applying with you. List yourself on the first line.

RI	LN	First Name, Middle Initial, Last Name	This person is applying for: PA	SNAP	MA	CC	FC	S	EMRG	Date of Birth: (mm/dd/yyyy)	Sex: (M/F)	Gender Identity (Optional): (Male, Female, Non-Binary, X, Transgender, Different Identity [please describe])	Relationship to you:	Social Security Number of Applying Household Members *(See instruction book, PUB-1301 Statewide, or talk to your social services district)*	Highest School Grade Completed	Does This Person (Including Minor Children) Buy Food or Prepare Meals with You? YES	NO
	01												**SELF**				
	02																
	03																
	04																
	05																
	06																
	07																
	08																

PLEASE LIST MAIDEN OR OTHER NAMES BY WHICH YOU OR ANYONE IN YOUR HOUSEHOLD HAVE BEEN KNOWN

Line No.	ONC	FIRST NAME	M.I.	LAST NAME

IS ANYONE SANCTIONED? ☐ YES ☐ NO | IF YES, WHO | REASON | END DATE

NON-APPLICANT INFORMATION

LN	FIRST NAME	LAST NAME	LEGALLY RESPONSIBLE YES	NO	FOR WHOM?	CONTRIBUTION/ DEEMED INCOME	CHECK IF MEMBER OF SNAP HOUSEHOLD

NON-CITIZEN WITH SATISFACTORY IMMIGRATION STATUS INFORMATION

LN	NON-CITIZEN STATUS	STATUS ADJUSTED YES	NO	DATE OF ENTRY/STATUS MONTH	DAY	YEAR	APPLIED FOR CITIZENSHIP YES	NO	SPONSORED YES	NO

INDIVIDUAL EDUCATION

LN	DEGREE RECEIVED	LN	DEGREE RECEIVED
01		05	
02		06	
03		07	
04		08	

CONSIDER

✓ RCA/RMA REFERRAL

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 7 – RACE/ETHNICITY – Providing this information is voluntary. It will not affect the eligibility of the persons applying or the level of benefits received. The reason for requesting this information is to ensure that program benefits are distributed without regard to race, color, or national origin.

H HISPANIC OR LATINO
I NATIVE AMERICAN OR ALASKAN NATIVE
A ASIAN
B BLACK OR AFRICAN AMERICAN
P NATIVE HAWAIIAN OR PACIFIC ISLANDER
W WHITE
U UNKNOWN **(MA ONLY)**

LN	↓ ENTER Y (YES) OR N (NO) FOR HISPANIC OR LATINO / ENTER Y (YES) OR N (NO) FOR EACH RACE							CLIENT IDENTIFICATION NUMBER	ENTER APPROPRIATE CODES								
	H	I	A	B	P	W	U		REL	SSN	SFUI	MS	SI	LA	EM	CI	EL
01																	
02																	
03																	
04																	
05																	
06																	
07																	
08																	

ANTICIPATED FUTURE ACTION			CASE TYPE	RELATED CASE NUMBERS
LINE NO.	CODE	DATE		

SERVICE ELIGIBILITY PROCESS CODE			
SFUI	CODE	SFUI	CODE
SFUI	CODE	SFUI	CODE

NEEDED	REFERRALS	COMPLETED
	Legal	
	Services	
	SSA	
	NYSoH	
	Chronic Care/SSI-Related	
	MA-Only	
	Medicare Savings Program	

CONSIDER

- ✓ Relationship
- ✓ Filing Unit
- ✓ Legally Responsible Relative
- ✓ Single Economic Unit
- ✓ SNAP Household Composition
- ✓ SNAP Aged/Disabled Individual
- ✓ Photo ID
- ✓ AFIS (PA Only)
- ✓ CBIC/PIN
- ✓ RFI/OCA
- ✓ Health Insurance

REQUESTED	DOCUMENTATION	IN FILE
	Photo ID	
	Birth Verification	
	Marriage License	
	Social Security Card	
	Code 9 Resolution	
	Immigration Status	
	Multi-Suffix/Co-op Case Notice (Single Economic Unit Questionnaire)	

Please read this entire page carefully before completing it. If you have questions, see the instruction book (PUB-1301 Statewide) or talk to your social services district.

SECTION 8 – CITIZENSHIP/NON-CITIZEN WITH SATISFACTORY IMMIGRATION STATUS

LIST EVERYONE WHO IS APPLYING OR WHO IS REQUIRED TO APPLY.

You have to fill out Sections 8 and 9 if you are:

- Applying for Child Care Assistance only, but you need to fill out the information only for the children who would be receiving Child Care Services.
- Applying for Foster Care only, but you need to fill out the information only for the children who would be receiving Foster Care.
- Applying for other Services under certain circumstances.

SECTION 9 – CERTIFICATION

Some social services programs require that you certify that you are a United States citizen, Native American or national of the U.S., or a non-citizen with satisfactory immigration status. Other programs do not.

You MUST sign the Certification below only if you are a United States citizen, Native American or national of the United States, or a non-citizen with satisfactory immigration status, and you are applying for:

- Public Assistance (where there are children in the household or a member of the household is pregnant), or
- The Supplemental Nutrition Assistance Program, or
- Medicaid (except if the applicant is pregnant), or
- Child Care Assistance (certification is needed for the children only), or
- Foster Care (certification is needed for the children only), or
- Other Services under certain circumstances;
- Emergency Payment Assistance

An adult household member or authorized representative may sign for all household members. Example: A parent without a satisfactory non-citizen status may sign for their child with a satisfactory non-citizen status.

NEEDED	REFERRALS	COMPLETED
	Systematic Alien Verification for Entitlements (SAVE)	

An application for SNAP must list all persons living in the SNAP household. An application for PA must list all children for whom you are applying, their siblings, and all parents of those children who live together. If you do not check whether a listed person is a United States citizen, national of the U.S. or an non-citizen with a satisfactory immigration status, or provide an U.S. Citizenship and Immigration Services (USCIS) number (Alien Registration Number) or a non-citizen number (if applicable), that person will not be given assistance and the remaining members of the household will receive reduced benefits. If you are a Native American, check citizen/national.

SIGN* AND DATE THE BOX BELOW FOR EACH APPLICANT.

In the case of an applying non-citizen with a satisfactory immigration status, check the program(s) for which each applying non-citizen has satisfactory immigration status. (See the instruction book, Pub-1301 Statewide.)

LN	FIRST NAME	MI	LAST NAME	Check either "CITIZEN / NATIONAL" or "NON-CITIZEN" for each person.	USCIS NUMBER (ALIEN REGISTRATION NUMBER) OR NON-CITIZEN NUMBER (If Applicable)	CERTIFICATION	DATE	PA	SNAP	MA	CC	FC	S	EMRG
01				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
02				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
03				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
04				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
05				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
06				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
07				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								
08				☐ CITIZEN/ NATIONAL ☐ NON-CITIZEN	A	Sign Name X								

By checking a box above and by signing the certification in Section 9, I hereby certify, under penalty of perjury, that I, and/or the person(s) for whom I am signing, am a United States citizen, Native American or national of the United States, or a non-citizen with satisfactory immigration status.
I understand that signing this Certification may result in information about applying members of my household being submitted to the United States Citizenship and Immigration Services for verification of non-citizen status, if applicable.
The use or disclosure of the information above is restricted to persons and organizations directly connected with the verification of citizenship status, and the administration or enforcement of the provisions of the Public Assistance, Supplemental Nutrition Assistance, Medicaid, Child Care Assistance, Foster Care and Services Programs.

*A person who wishes to sign the Certification but cannot write may make an "X" on the line in front of a witness. The witness must sign below.

I witnessed the marks made in lines: _____,_____,_____,_____,_____,_____ Signature of witness: _____ Date Signed: _____

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 10 – INFORMATION REGARDING REFERRAL TO THE CHILD SUPPORT ENFORCEMENT UNIT

If you are applying only for child care assistance, you are not required to pursue child support and do not have to fill out this section. If you are applying for Medicaid in addition to Public Assistance or the Supplemental Nutrition Assistance Program, you may have to help us obtain medical support for yourself and your applying children. Answer the following questions to determine if you need to complete this section. Include yourself, as appropriate:

1. Are you applying for an individual under the age of 21 who was born out of wedlock and for whom legal parentage has not been established? ☐ Yes ☐ No
2. Are you applying for an individual under the age of 21 who has an absent parent (noncustodial parent)? ☐ Yes ☐ No

You do not need to complete this section if you answered "No" to both of these questions. Go to Section 11.

You must complete this section if you answered "Yes" to either or both of these questions. Provide the names of all individuals under the age of 21 for whom you are applying and any information you currently have about those individuals' noncustodial parents or alleged parents.

3. Are you under the age of 21? ☐ Yes ☐ No

If you answered "Yes" to this question, provide the information for your noncustodial parent(s) or alleged parent(s).

As a condition of obtaining assistance, you are required to assign certain rights related to support, as described in the Notices, Assignments, Authorizations, and Consents section at the end of this application. You will be provided with the LDSS-5145 form, "Referral for Child Support Services," to complete and return to the Child Support Enforcement Unit. Except in situations of domestic violence or other good cause, as a condition of obtaining assistance, you are required to cooperate with the Child Support Enforcement Unit to locate any noncustodial parent or alleged parent; establish legal parentage for each individual under the age of 21 born out of wedlock; and establish, modify, and/or enforce orders of support. You also will be provided with the LDSS-4279 form, "Notice of Responsibilities and Rights for Support," which explains your responsibilities and your rights if you do not cooperate with the Child Support Enforcement Unit.

REQUESTED	DOCUMENTATION	IN FILE
	Acknowledgment of Parentage or Paternity	
	Child Support Order	
	Good Cause Form (LDSS-4279)	
	IV-D Attestation (LDSS-4281)	
	Death Certificate	
	Divorce Decree	
	VA Benefits	
	Order of Filiation/Paternity/Parentage	
	Birth Certificate	
NEEDED	**REFERRALS**	**COMPLETED**
	CTHP	
	CAP	
	Referral for Child Support Services (LDSS-5145)	
	Parentage/Paternity	

CONSIDER

- ✓ Health Insurance of Non-custodial Parent/Absent Spouse
- ✓ Child Health Plus
- ✓ TASA
- ✓ Petition to Family Court
- ✓ SSI/SSA

NAME OF INDIVIDUAL UNDER AGE 21	NONCUSTODIAL PARENT OR ALLEGED PARENT'S NAME AND ADDRESS	NONCUSTODIAL PARENT OR ALLEGED PARENT'S DATE OF BIRTH			NONCUSTODIAL PARENT OR ALLEGED PARENT'S SOCIAL SECURITY NUMBER
		MONTH	DAY	YEAR	
A.					
B.					
C.					
D.					
E.					

SECTION 11 – TAX FILING/DEPENDENT STATUS - Please select the tax status for each individual living in the household.

			TAX STATUS						
FIRST NAME	MIDDLE INITIAL	LAST NAME	SINGLE	MARRIED FILING JOINTLY	MARRIED FILING SINGLE	HEAD OF HOUSEHOLD (WITH QUALIFYING INDIVIDUAL)	QUALFIYING WIDOW(ER) WITH DEPENDENT CHILD	DEPENDENT AND WILL BE FILING TAXES	WILL NOT BE FILING TAXES

Tax dependents not living in the household. Please list any tax dependents who do not live with you and are claimed by you or anyone in your household. If you do not file taxes, you can skip this question.

NAME OF TAX DEPENDENT			NAME OF TAX FILER		
FIRST NAME	MIDDLE INITIAL	LAST NAME	FIRST NAME	MIDDLE INITIAL	LAST NAME

SECTION 12 – ABSENT/DECEASED SPOUSE INFORMATION – If the spouse of anyone applying lives someplace else or is deceased, please indicate below.

NAME OF PERSON APPLYING	NAME OF SPOUSE	DATE OF SPOUSE'S BIRTH	DATE OF SPOUSE'S DEATH, IF APPLICABLE	SPOUSE'S SOCIAL SECURITY NUMBER

SPOUSE'S ADDRESS, IF APPLICABLE	CITY	COUNTY	STATE	ZIP CODE

SECTION 13 – ABSENT CHILD INFORMATION – If anyone applying has a child under the age of 21 living someplace else, please indicate below.

NAME OF PERSON APPLYING	NAME OF ABSENT CHILD	DATE OF BIRTH	ADDRESS OF CHILD (STREET, CITY, COUNTY, STATE, AND ZIP CODE)	LEGAL PARENTAGE ESTABLISHED?		DO YOU PAY CHILD SUPPORT?	
				Yes	No	Yes	No

SECTION 14 – TEEN PARENT INFORMATION

Is there a parent under the age of 18 ("teen parent") in the household? ☐ Yes ☐ No

Name _____

Does the teen parent's child live in the household? ☐ Yes ☐ No

Name of teen parent's child _____

TEEN PARENT

LN NO. _____ Marital Status _____

High School Diploma/High School Equivalent? _____

LN NO. _____ Marital Status _____

High School Diploma/High School Equivalent? _____

TEEN PARENT CHILDREN

LN NO. _____

LN NO. _____

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 15 – INCOME INFORMATION:

Indicate if you or anyone who lives with you receives money from:	YES	NO	WHO	AMOUNT/VALUE & FREQUENCY	WHO	AMOUNT/VALUE & FREQUENCY	CD	INCOME LN No.	INCOME SOURCE CODE	INCOME AMOUNT	INCOME PERIOD
1 Unemployment Insurance Benefits							49				
2 Supplemental Security Income (SSI) Benefits (State and Federal Total)							45				
3 Social Security Disability (SSD) Benefits							42				
Social Security Dependent Benefits 4											
Social Security Survivor's Benefits 5							43				
Social Security Retirement Benefits 6							44				
Railroad Retirement Benefits 7							38				
Retirement Benefits (Pensions) 8							39				
Dividends/Interest from Stocks, Bonds, Savings, etc. 9							03				
Workers' Compensation 10							59				
NYS Disability Benefits 11							33				
Veteran's Pension/Benefits/Aid and Attendance 12							55				
Public Assistance Grant 13							37				
GI Dependency Allotments 14							10				
Education Grants or Loans 15											
Contributions/Gifts (Received) 16											
Foster Care Payments (Received) 17											
Child Support Payments (Received) Received From:_____ 18							06				
Spousal Support (Received) 19							02				
Private Disability Insurance - Health/Accident Insurance Policy Income 20											
No-Fault Insurance Benefits 21							50				
Union Benefits (including Strike Benefits) 22											
Loans, Other than Education (Received) 23											
Income from a Trust (including income you are currently entitled to receive, or were entitled to receive in the past, that has not been distributed) 24											
Training Allotments/Stipends 25							31				
Rental Income (Received) 26							14				
Boarders/Lodgers Income (Received) 27											
Other Income (Please Specify)											

CONSIDER

- ✓ Child Support Disregard/Pass-Through
  - ☐ Explained ☐ Budgeted
- ✓ SNAP Aged/Disabled Indicator
- ✓ Disability Review
- ✓ Reception and Placement Grant (SNAP Only)
- ✓ Refugee Matching Grant

Deductions: Certain types of Medicaid budgeting allow applicants/recipients to reduce their countable income with deductions that they take on their federal taxes. These are specific expenses that the Internal Revenue Service (IRS) allows people to deduct to reduce their taxable income. Only record deductions here if you will claim them on the current year's tax return.		YES	NO	WHO	AMOUNT/VALUE & FREQUENCY	WHO	AMOUNT/VALUE & FREQUENCY
Educator expenses	1						
Individual Retirement Account (IRA) deduction	2						
Student loan interest deduction	3						
Tuition and fees	4						
Certain business expenses (reservists, artists, fee-based government officials)	5						
Health savings account deduction	6						
Job-related moving expenses	7						
Deductible part of self-employment (S/E) tax	8						
S/E, SIMPLE & qualified plans	9						
S/E health insurance deduction	10						
Penalty on early withdrawal of savings	11						
Alimony paid	12						
Domestic production activities deduction	13						
Additional adjustments added on line 36 (IRS Form 1040 only)	14						
Archer MSA deduction	15						
Other Adjustment (Please Specify)							

SECTION 16 – STEPPARENT/NON-CITIZEN WITH SATISFACTORY IMMIGRATION STATUS SPONSOR INFORMATION

Answer all questions listed below.

	YES	NO	WHO?
Does the stepparent of any children who live with you have any resources or receive income of any kind?			
Is anyone in your household a non-citizen with satisfactory immigration status who was sponsored for admission into the U.S.?			

NAME OF SPONSOR: PHONE NO.:

ADDRESS:

NEEDED	REFERRAL	COMPLETED
	UIB	

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 17 – EMPLOYMENT INFORMATION

I am currently: ☐ employed ☐ self-employed ☐ unemployed

Gross Income $ _____ Hours Worked Monthly _____

(Include wages, salary, overtime pay, commissions, and tips)

Paid: ☐ Weekly ☐ Biweekly ☐ Monthly Day of the week paid: _____

Employer's Name and Address: 1

_____ Phone No. _____

_____

Is anyone else who lives with you currently: ☐ employed ☐ self-employed

Who: _____

Gross Income $ _____ Hours Worked Monthly _____

Paid: ☐ Weekly ☐ Biweekly ☐ Monthly Day of the week paid: _____ 2

Employer's Name and Address:

_____ Phone No. _____

_____

Is health insurance available through your employer? ☐ Yes ☐ No

Does anyone who lives with you have health insurance with an employer? ☐ Yes ☐ No

Who: _____ 3

Name of Insurance Company: _____

Do you or anyone who lives with you have a child or dependent care expenses due to employment? ☐ Yes ☐ No

Who: _____ 4

Do you or anyone who lives with you have other employment-related expenses? ☐ Yes ☐ No

Who: _____ 5

REQUESTED	DOCUMENTATION	IN FILE
	CINTRAK/RFI/IRCS	
	1099	
	Employment Verification	
	Income Tax Return	
	Self-Employment Worksheet	
	Wage Stubs	
	Work Registration Form	
	Dependent/Child Care Form/Statement	
	Approval of Informal Child Care Provider	

NEEDED	REFERRALS	COMPLETED
	CAP	
	Disability	
	Employment	
	TPHI/COBRA	
	UIB	
	Workers' Compensation	
	Drug/Alcohol	
	Domestic Violence	
	Refugee Cash Assistance	

CONSIDER
✓ Limited English Proficiency
✓ Earned Income Tax Credit (see PUB-4786)
✓ Explaining Periodic Reporting Requirements
✓ Net Loss of Cash Income
✓ P.A.S.S. Income Amount and Sources
✓ Employment Sanctions
✓ Temporary Employment
✓ Disability Review
✓ Individual Development Account (IDA)
✓ Voluntary Quit

If not employed, when was the last time you or anyone who lives with you worked?

Who: _____ When: _____

Where: _____ 6

Why did you (or they) stop working? _____

Did you or anyone living with you file for unemployment? ☐ Yes ☐ No

If yes, who? _____ When?: _____

Status of filing: ☐ Approved ☐ Denied ☐ Pending

Are you or is anyone who lives with you participating in a strike? ☐ Yes ☐ No

Who: _____ 7

When the strike began: _____

Are you or is anyone who lives with you a migrant or seasonal farm worker? ☐ Yes ☐ No

Who: _____ 8

Do you or any other adult who lives with you have any medical conditions that limit the ability to work or the type of work that can be performed? ☐ Yes ☐ No

Who: _____

Describe Limitations: _____

_____ 9

Could you accept a job today? ☐ Yes ☐ No 10

If not, why? _____

What type of work would you like to do? _____

_____ 11

CHILD/DEPENDENT CARE EXPENSES

Who Pays	Amount	Name	Age	Care Provider
	$			
	$			
	$			
	$			
	$			
	$			
	$			
	$			

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 18 – EDUCATION/TRAINING

What is your highest level of education completed?

__ Less than high school diploma
If so, last grade completed? _____
__ Completion of an Individualized Education Plan (IEP)
__ High school diploma or General Equivalency Diploma (GED) or Test Assessing Secondary Completion (TASC™) 1
__ Associate's Degree (2-year college degree)
__ Bachelor's Degree (4-year college degree) or higher

Does anyone else in the household have a high school diploma, General Equivalency Diploma (GED) or Test Assessing Secondary Completion (TASC™), or higher level of education? ☐ Yes ☐ No

If yes, who: _____ 2

Degree attained: _____

Date completed: _____

Indicate if you or anyone who lives with you who is applying for or getting assistance:

Is or has been in any training program? ☐ Yes ☐ No

Who _____

Where _____ 3

Program _____

Dates attended _____

Dates completed _____

Is 16 years of age or older and is attending school or college? ☐ Yes ☐ No

Who _____ 4

Where _____

Is under 16 years of age and is attending school? ☐ Yes ☐ No

Who _____

School _____

Who _____

School _____

Who _____

School _____ 5

Who _____

School _____

REQUESTED	DOCUMENTATION	IN FILE
	School Attendance Verification (LDSS-3708)	
	Educational Grant Worksheet	
	Child Care Statement	

NEEDED	REFERRALS	COMPLETED
	Supportive Services	

CONSIDER	YES	NO
Does anyone 18 through 49 who is attending college half-time or more meet the SNAP student eligibility requirement?	☐	☐
Does anyone pay for child or dependent care to attend school or training?	☐	☐
Is there a 16-19 year-old parent who does not have a high school or equivalency diploma and who is not attending school?	☐	☐
Is anyone in training?	☐	☐
Are any other supportive services appropriate?	☐	☐
Are there any training related expenses?	☐	☐

SECTION 19 – RESOURCES INFORMATION

Indicate if you or anyone who lives with you who is applying:		YES	NO	WHO	AMOUNT/VALUE	WHO	AMOUNT/VALUE
Has cash available	1						
Has a checking account(s)	2						
Has a savings account(s) or certificate(s) of deposit	3						
Has a credit union account(s)	4						
Has life insurance	5						
Has title or registration to a motor vehicle(s) or other vehicle(s): Year _____ Make/Model _____ Year _____ Make/Model _____ Other_____	6						
Has stocks, bonds, certificates or mutual funds	7						
Has savings bonds	8						
Has an IRA, Keogh, 401(k) or deferred compensation account(s)	9						
Has an irrevocable burial trust	10						
Has a burial fund	11						
Has a burial space	12						
Has their own home	13						
Has real estate, including income-producing and non-income-producing property	14						
Is eligible for an income tax refund	15						
Has an annuity	16						
Is the beneficiary of a trust	17						
Expects to receive a trust fund, lawsuit settlement, inheritance or income from any other sources	18						
Has an "in trust" account(s)	19						
Has a safe deposit box(es)	20						
Has resources other than those listed above	21						
Has anyone (including your spouse, even if not applying or living with you) given away any cash, or sold/transferred any real estate, income or personal property in the past 36 months?	22						
Has anyone (including your spouse, even if not applying or living with you) ever created a trust in the past or transferred any assets to a trust within the past 60 months? If yes, when? _____	23						

VEHICLE INFORMATION

YR.	MAKE	MODEL	OWNER'S NAME	AMOUNT OWED	NADA VALUE	EXEMPT YES*	EXEMPT NO	LIEN HOLDER	ACCOUNT NO.
				$	$				
				$	$				

*IF EXEMPT, WHY?

NEEDED	REFERRAL	COMPLETED
	Legal	
	Resource	

LIFE INSURANCE

FACE AMOUNT	CASH VALUE

REQUESTED	DOCUMENTATION	IN FILE
	Resource Checklist	
	Market Value	
	DMV Clearance	
	Bank Statement	
	Assignment of Proceeds	
	Car/Vehicle Title	
	Car/Vehicle Registration (Older Models)	
	Bank Clearance	
	RFI/OCA	
	1099	

CONSIDER

- ✓ Children's Resources
- ✓ Lump Sum
- ✓ Boats, Campers, Snowmobiles
- ✓ Individual Development Account (IDA)
- ✓ Exempt Vehicles

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 20 – MEDICAL INFORMATION

Indicate if you or anyone who lives with you who is applying:		YES	NO	IF YES, WHO
Has any medical bills or medically-related expenses	1			
Is on Medicaid with a spend-down	2			
Has health or hospital/accident insurance (including insurance from employer)	3			
Has health insurance available through an employer	4			
Has Medicare (red, white, and blue card)	5			
Has a health attendant/home health aide	6			
Is blind, sick or disabled	7			
Is a child with a developmental disability	8			
Is in a hospital, nursing home or other medical institution	9			
Has paid or unpaid medical bills within 3 months preceding the month of this application	10			
Is or was drug or alcohol dependent	11			
Needs home care/personal care	12			
Is on SSI or has ever applied for SSI	13			
Is pregnant If pregnant, due date: _____ Expected number of births: _____	14			
Receives treatment from a drug abuse or alcohol treatment program	15			
Has not been able to work for at least 12 months because of a disability or illness	16			
Has daily activity limited because of a disability or illness that has lasted or will last at least 12 months	17			
Has been in a car accident or work-related accident in the past two years	18			
Has had a government agency (public program) besides Medicaid or Medicare pay any of your medical bills If yes, what agency _____	19			
Will billing any other health insurance cause harm to your physical or emotional health or safety, and/or will it interfere with the privacy and confidentiality of your application for or receipt of Medicaid?	20			

POLICY NO.:

AMOUNT:

FREQUENCY OF PAYMENT:

INSURANCE COMPANY NAME:

WHO IS COVERED:

EFFECTIVE DATE:

Is the answer to question 7 in this section consistent with Section 17 asking if the applicant or any other adult who lives in the household have any medical conditions that limit their ability to work or the type of work that they can perform?

REQUESTED	DOCUMENTATION	IN FILE
	Pregnancy Statement	
	Med/Psych Statement	
	Drug/Alcohol Screening (LDSS-4571)	
	Drug/Alcohol Statement	
	Paid or Unpaid Medical Bills	
	SSI Application Verification (**PA ONLY)**	

CONSIDER

- ✓ AD/SSI Related
- ✓ SNAP Aged/Disabled Indicator
- ✓ SNAP Medical Deduction
- ✓ TPHI Reimbursement
- ✓ Buy-In Eligibility
- ✓ Kreiger (LDSS-3664)
- ✓ Domestic Violence
- ✓ SSI Referral
- ✓ Earned Income Credit

NEEDED	REFERRALS	COMPLETED
	SSI (D-CAP)	
	Disability Interview (LDSS-1151)	
	Medical Report (LDSS-486, 486t)	
	Disability Report	
	AD	
	TPHI	
	ACCES-VR	
	CTHP	
	Family Planning	
	SSA (RSDI)	
	Veteran's Benefits	
	Veteran's Counseling	
	Child Health Plus	
	COBRA Eligibility	
	Nurse's Aide Service	
	Home Care	
	NYSoH	
	MA-Only (DOH-4220)	
	SSI-Related/Chronic Care (DOH-4220 with Supplement A)	
	LDSS-4526 or local equivalent	

RETROACTIVE MEDICAID	WHO	DATE	RECURRING MEDICAL EXPENSES	WHO	AMOUNT $	

MEDICAL BILLS: ☐ YES ☐ NO **TPHI:** ☐ YES ☐ NO

HEALTH PLAN SELECTION

Most people enrolled in Medicaid are required to join a managed care health plan unless they are in an exempt category. Use this section to choose a health plan. If you do not know what health plans are available, ask your worker or call 1-800-505-5678.

Name of Plan You Are Enrolling In	Last Name	First Name	Date of Birth mm/dd/yy	Sex M/F	ID# (from Medicaid Card if you have one)	Social Security # (optional if pregnant)	Primary Care Provider (PCP) or Health Center (check box if current provider)	Name and ID# of OB/GYN (check box if current provider)
							☐	☐
							☐	☐
							☐	☐
							☐	☐

SECTION 21 – SHELTER

WHAT IS YOUR LANDLORD'S NAME?

_____

WHAT IS YOUR LANDLORD'S ADDRESS?

_____

_____

_____

WHAT IS YOUR LANDLORD'S PHONE NUMBER?

( ) _____

	YES	NO	IF YES, AMOUNT
Do you or anyone who lives with you have a rent, mortgage or other shelter expense?			$
Do you or anyone who lives with you have a heat bill separate from your rent or other shelter expense?			$

SHELTER COSTS		MONTHLY ACTUAL COST
A. Room and Board		
B. Rent		
C. Trailer Lot Rent		
D. Mortgage Payment		
1.	Principal	
2.	Interest	
3.	Property Tax (including School Tax)	
4.	Homeowner's Insurance (incl. Fire Insurance)	
5.	Taxes Included in Mortgage (Escrow Payment)	
6.	Assessments (Sewer, etc.)	
E. Total Mortgage Payment (Line 1-6)		
TOTAL (Lines A - E)		

REQUESTED	DOCUMENTATION	IN FILE
	Landlord Statement	
	Rent Receipt	
	Tenant of Record	
	Customer of Record	
	Voluntary Restrict	
	Mandatory Restrict	
	Subsidized Housing	
	Mortgage/Title Search	
	Section 8 Lease or Statement from Section 8 Office	
	Property Lien	
	Shelter/Utility Repayment Agreement	

CONSIDER

- ✓ Utility and/or Fuel Restrict
- ✓ Utility Guarantee
- ✓ HEAP
- ✓ Subsidized Housing May Show Total Rent, NOT Client Amount
- ✓ Foster Care-Related Additional Allowances
- ✓ SNAP Household Composition Rules
- ✓ SNAP Aged/Disabled Indicator
- ✓ Real Property Tax Credit
- ✓ AIDS/HIV Emergency Shelter Allowance
- ✓ Property Lien
- ✓ If Shelter Expenses/Living Quarters Are Shared by More than One Household

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 21 – SHELTER (CONT.)

Do you or anyone who lives with you have the following expenses separate from your rent or other shelter expense?	YES	NO	IF YES, AMOUNT
Electricity (for needs other than heat; example: lights, cooking, hot water, etc.) 1			$
Natural Gas (for needs other than heat; example: cooking, hot water, etc.) 2			$
Water 3			$
Air Conditioning 4			$
Propane (for needs other than heat) 5			$
Sewer 6			$
Trash 7			$
Other Utilities and Expenses 8 Specify _____			$
Do you live in public housing? 9			
Do you live in Section 8, HUD, or other subsidized housing? 10			
Do you live in a drug/alcohol treatment facility? 11			

MONTHLY EXPENSES	MONTHLY ACTUAL COST	NAME OF DEALER	ACCOUNT NUMBER	IN WHOSE NAME IS THE BILL? (CUSTOMER OF RECORD)	WHO IS THE TENANT OF RECORD?
A. Heat*					
B. Electricity (for cooking, lights, hot water)					
C. Gas (for cooking, hot water)					
D. Liquid Propane Gas					
E. Other Utilities or Expenses					
F. Air Conditioning					
G. Utility Installation Fees					
H. Sewer					
I. Trash					
J. Water					

***Check Primary Heat Type:**

☐ Natural Gas ☐ Oil ☐ PSC Electric ☐ Coal ☐ Other _____

☐ Kerosene ☐ Propane ☐ Municipal Electric ☐ Wood

ADDITIONAL INFORMATION

SECTION 22 – OTHER EXPENSES

Indicate if you or anyone who lives with you who is applying:	YES	NO	IF YES, AMOUNT	HOW OFTEN PAID	LEGALLY OBLIGATED YES	LEGALLY OBLIGATED NO	CHILD IN SNAP HH YES	CHILD IN SNAP HH NO
Pays child support 1			$					
Pays spousal support 2			$					
Pays for child care 3			$					
Pays for dependent care 4			$					
Pays tuition, fees, or other educational expenses 5			$					
Has additional expenses (Example: car payment, car insurance payment, credit card payments, other loan payments, etc.) Specify: _____ 6			$					
Do you or anyone who lives with you who is applying owe at least four months of support for a child under the age of 21? 7	☐ YES	☐ NO						

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

SECTION 23 – OTHER INFORMATION

Do you buy or plan to buy meals from a home delivery or communal dining service? 8	☐ YES	☐ NO		
Are you able to cook or prepare meals at home? 9	☐ YES	☐ NO	VETERAN STATUS	VETERAN CODE
Have you or anyone in your household ever been in the U.S. military? Who? _____ 10	☐ YES	☐ NO		
Has your spouse ever been in the U.S. military? 11	☐ YES	☐ NO		
Is anyone in your household a dependent of someone who is or was in the U.S. military? Who? _____ 12	☐ YES	☐ NO		

Do you or does anyone who lives with you receive assistance or services now? ☐ YES ☐ NO 13

IF YES, WHO	TYPE OF ASSISTANCE	LOCATION RECEIVED	DATES RECEIVED

Have you or anyone who lives with you received assistance or services in the past? ☐ YES ☐ NO 14

IF YES, WHO (Please list all previous names)	TYPE OF ASSISTANCE	LOCATION RECEIVED	DATES RECEIVED

NEEDED	REFERRALS	COMPLETED	CONSIDER
	Services		✓ SNAP Dependent Care Deductions
	UIB		

OTHER INFORMATION (CONT.)	YES	NO	WHO
Have you or anyone who lives with you who is applying moved into this county from another New York State county within the past two months?			
Have you or anyone who lives with you ever been found guilty of and/or been disqualified for Public Assistance and/or the Supplemental Nutrition Assistance Program (SNAP) because of fraud/an Intentional Program Violation?			
Have you or anyone who lives with you received benefits for which they were not entitled, which have not been fully repaid to this or another agency?			
Have you or any member of your household been convicted of making a fraudulent statement or representation of residence in order to receive Public Assistance in two or more states?			
Have you or any member of your household been convicted of fraudulently receiving duplicate SNAP Benefits in any state after September 22, 1996?			
Have you or any member of your household been convicted of buying or selling SNAP Benefits for a combined amount of over $500 or more after September 22, 1996?			
Have you or any member of your household been convicted of trading SNAP benefits for firearms, ammunition or explosives, or drugs?			
Are you or any member of your household fleeing to avoid prosecution, custody or confinement after conviction of a felony or attempted felony and actively being pursued by law enforcement?			
Are you or any member of your household violating probation or parole according to a court order?			

PROPERTY TRANSFER STATUS

I have ☐ I have not ☐ sold, transferred or given away any of my property to anyone to get Public Assistance or SNAP Benefits.

REQUESTED	DOCUMENTATION	IN FILE
	Educational Grant Worksheet	
	Child/Dependent Care Statement	
	Recoupments	
	Outstanding Overpayment	
	Pending Disqualification	

DO NOT WRITE IN THE SHADED AREAS OF THIS APPLICATION

IF TOTAL EXPENSES (INCLUDING EXPENSES NOT USED IN THE BUDGET DETERMINATION) EXCEED INCOME (INCLUDING PA GRANT), EXPLORE HOW THE HOUSEHOLD IS MEETING ITS OBLIGATIONS.

Actual Expenses $

- Actual Income $

= Difference $

	YES	NO
Does Client Receive Contribution Towards Difference	☐	☐

If Yes, From Whom? _____

CONSIDER
✓ Actual Expenses, including: shelter, fuel/utility costs, telephone costs, etc.
✓ Actual Shelter
✓ Actual Fuel/Utility Costs
✓ Telephone Expenses
✓ Car Expenses
✓ Furniture/Appliance Rental
✓ Cable TV
✓ Tuition
✓ Out-of-Pocket Medical Expenses

EMERGENCY CASH ASSISTANCE

Is there an immediate need? If not, why not?

_____

_____

_____

NOTES/COMMENTS

NOTICES, ASSIGNMENTS, AUTHORIZATIONS, and CONSENTS

COLLECTION AND USE OF SOCIAL SECURITY NUMBERS – The collection of Social Security Numbers (SSNs) is authorized for each household member with respect to the Supplemental Nutrition Assistance Program (SNAP), pursuant to the Food and Nutrition Act of 2008 (as amended). Anyone applying for SNAP must provide an SSN in order to receive benefits. If you or anyone applying does not have an SSN, that person must apply for an SSN with the Social Security Administration (visit www.SSA.gov or call 1-800-772-1213).

With respect to all other programs for which this application form requires an SSN, the collection of SSNs is also mandatory and is authorized under one or more of the following sections of law: Section 205(c) of the Social Security Act (42 U.S. Code 405), Section 1137 of the Social Security Act (42 U.S. Code 1320b-7) and Section 7(a)(2) of the Privacy Act of 1974. See the instruction book (PUB-1301 Statewide) or talk to your social services district if you have questions.

The information we collect will be used to determine whether your household is eligible or continues to be eligible for assistance or benefits. The information will be used to check identity, to verify earned and unearned income, to determine if absent parents can receive health insurance coverage for applicants or recipients, to determine if applicants or recipients can obtain child or spousal support, and to determine if applicants or recipients can receive money or other help. We will verify this information through computer matching programs. This information will also be used to monitor compliance with program regulations and for program management. Besides using the information you give us in this way, the state will use the information to prepare statistics about all of the people receiving benefits from the Home Energy Assistance Program (HEAP) (see below).

This information may be disclosed to other state and federal agencies for official examination and to law enforcement officials for the purpose of apprehending persons fleeing to avoid the law. Information collected with respect to applicants for and recipients of Family Assistance and Safety Net Assistance, including SSNs, may be used to assist in the formation of jury pools. If a SNAP claim arises against your household, the information on this application, including all SSNs, may be referred to federal and state agencies, as well as private claims collection agencies, for claims collection action.

SSNs of ineligible household members will also be used and disclosed in the manner above.

Besides using the information you give us in this way, the State also uses the information to prepare statistics about all the people receiving benefits from HEAP. The information is used for quality control by the State to make sure social services districts are doing the best job they can. It is used to verify your energy supplier and to make certain payments to such vendors.

NONDISCRIMINATION NOTICE – This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and, in some cases, religion or political beliefs.

The United States Department of Agriculture (USDA) also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a Supplemental Nutrition Assistance Program (SNAP) complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027), found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish, or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at: http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving federal financial assistance through the U.S. Department of Health and Human Services (HHS), write HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

This institution is an equal opportunity provider.

New York State additionally prohibits discrimination based on gender identity, transgender status, gender dysphoria, sexual orientation, marital status, military status, domestic violence victim status, pregnancy-related conditions, predisposing genetic characteristics, prior arrest or conviction record, familial status, and retaliation for opposing unlawful discriminatory practices.

CONSENT FOR INVESTIGATION – I agree to any investigation to verify or confirm the information I have given in connection with my request for Public Assistance (PA), Medicaid, Supplemental Nutrition Assistance Program (SNAP) Benefits, Home Energy Assistance Program Benefits, Services or Child Care Assistance. If additional information is requested, I will provide it. I will also cooperate fully with state and federal personnel in any PA and/or SNAP Quality Control Review.

If I am applying for SNAP, I understand that the social services district will request and use information available through the Income and Eligibility Verification System to investigate my application, and may verify this information through collateral contacts if discrepancies are found. I also understand that such information may affect my eligibility for SNAP and/or the level of SNAP Benefits I receive.

CONSENT FOR RELEASE OF CONFIDENTIAL UNEMPLOYMENT INSURANCE INFORMATION – I authorize the New York State Department of Labor (DOL) to release any confidential information maintained by DOL for Unemployment Insurance (UI) purposes to the New York State Office of Temporary and Disability Assistance (OTDA). This information includes UI benefit claims and wage records. I understand that OTDA, along with state and local agency employees working in social services district offices, will use the UI information for establishing or verifying eligibility for, and the amount of, Public Assistance, Medicaid, Supplemental Nutrition Assistance Program Benefits, Home Energy Assistance Program Benefits or Child Care Assistance, applied for in this application and for investigations to determine whether I received benefits to which I was not entitled. OTDA may also share the information with the New York State Office of Children and Family Services (OCFS) and the New York State Department of Health (DOH). OCFS will use the information to monitor the Child Care Assistance program.

RELEASE OF INFORMATION TO SERVICE PROVIDERS – I give permission to the social services district and New York State to share information regarding Public Assistance or Supplemental Nutrition Assistance Program benefits that I or any member of my household for whom I can legally give authorization have received, for purposes of verifying my eligibility for services and payment related to program administration provided by a State or local contractor. Such services may include, but are not limited to, job placement or training services provided to help me or members of my household obtain and retain employment.

CHANGE REPORTING – I agree to inform the agency **promptly** of any change in my address, needs, income, and property, able-bodied adult without dependents (ABAWD) status, pregnancy status or living arrangements, to the best of my knowledge or belief.

If I am applying for Child Care Assistance, I agree to inform the agency **immediately** of any change in family income, who lives in my home, employment, child care arrangements or other changes which may affect my continued eligibility or amount of my benefit.

PENALTIES – Federal and state laws provide for penalties of fine, imprisonment or both if you do not tell the truth when you apply for Public Assistance, Medicaid, Supplemental Nutrition Assistance Program, Services or Child Care Assistance (“Assistance, Benefits or Services”) or at any time when you are questioned about your eligibility, or cause someone else not to tell the truth regarding your application or your continuing eligibility. Penalties also apply if you conceal or fail to disclose facts regarding your initial and continuing eligibility for Assistance, Benefits or Services, or if you conceal or fail to disclose facts that would affect the right of someone for whom you have applied to obtain or continue to receive Assistance, Benefits or Services. If you are an authorized representative, such Assistance, Benefits or Services must be used for the other person and not for yourself. Federal and state laws provide that any transfer of assets for less than fair market value made by an individual or an individual’s spouse, within 60 months prior to the first of the month in which the individual is

both in receipt of nursing facility services and has submitted an application for Medicaid, may render the individual ineligible for nursing facility services or home and community-based waivered services for a period of time. It is unlawful to obtain Assistance, Benefits or Services by concealing information or providing false information.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM DISQUALIFICATION PENALTIES – Any information you provide in connection with your application for the Supplemental Nutrition Assistance Program (SNAP) will be subject to verification by federal, state and local officials. If any information is incorrect, you may be denied SNAP Benefits. You may be subject to criminal prosecution if you knowingly provide incorrect information which affects eligibility or the amount of benefits. Any person convicted of a felony for knowingly using, transferring, acquiring, altering or possessing SNAP authorization cards or access devices may be fined up to $250,000, imprisoned up to 20 years or both. The individual may also be subject to prosecution under the applicable federal and state laws. Anyone who is violating a condition of probation or parole, or anyone who is fleeing to avoid prosecution, custody or confinement of a felony and is actively being pursued by law enforcement, is not eligible to receive SNAP Benefits.

You may be found ineligible for SNAP or found to have committed an Intentional Program Violation (IPV) if you make a false or misleading statement, or misrepresent, conceal or withhold facts, in order to qualify for benefits or receive more benefits; purchase a product with SNAP benefits with the intent of obtaining cash by intentionally discarding the product and returning the container for the deposit amount; or commit or attempt to commit any act that constitutes a violation of federal or state law for the purpose of using, presenting, transferring, acquiring, receiving, possessing or trafficking SNAP Benefits, authorization cards or reusable documents used as part of the Electronic Benefit Transfer (EBT) system. Additionally, the following is not allowed and you may be disqualified from receiving SNAP Benefits and/or be subject to penalties for actions that include:

- Using SNAP benefits to buy non-food items, such as alcohol or cigarettes;
- Using SNAP benefits to pay for food previously purchased on credit;
- Allowing someone else to use your EBT card in exchange for cash, firearms, ammunition or explosives, or drugs, or to purchase food for individuals who are not members of your SNAP household; or
- Using or having in your possession EBT cards that do not belong to you, without the card owner's consent.

Individuals found to have committed an IPV either through an administrative disqualification hearing or by a federal, State or local court, or have signed either a waiver of right to an administrative disqualification hearing or a disqualification consent agreement in cases referred for prosecution shall be ineligible to participate in SNAP for a period of:

- 12 months for the first SNAP IPV;
- 24 months for the second SNAP IPV;
- 24 months for the first SNAP IPV that is based on a court finding that the individual used or received SNAP Benefits in a transaction involving the sale of a controlled substance (illegal drugs or certain drugs for which a doctor's prescription is required); or
- 120 months if the individual is found to have made a fraudulent statement about who they are or where they live in order to get multiple SNAP Benefits simultaneously, unless permanently disqualified for a third SNAP IPV.
  Additionally, a court may bar an individual from participating in SNAP for an additional 18 months.

An individual can be permanently disqualified from receiving SNAP Benefits for:

- The first SNAP IPV based on a court finding that the individual used or received SNAP Benefits in a transaction involving the sale of firearms, ammunition or explosives;
- The first SNAP IPV based on a court conviction for trafficking SNAP Benefits for a combined amount of $500 or more (trafficking includes the illegal use, transfer, acquisition, alteration or possession of SNAP authorization cards or access devices);
- The second SNAP IPV based on a court finding that the individual used or received SNAP Benefits in a transaction involving the sale of a controlled substance (illegal drugs or certain drugs for which a doctor's prescription is required); or
- A third SNAP IPV.

REQUIREMENT TO REPORT/VERIFY HOUSEHOLD EXPENSES – Your household must report child care and utility expenses in order to get a Supplemental Nutrition Assistance Program (SNAP) deduction for these expenses. Your household must report and verify rent/mortgage payments, property taxes, insurance, medical expenses and child support paid to a non-household member in order to get a SNAP deduction for these expenses. Failure to report/verify the above expenses will be seen as a statement by your household that you do not want to receive a deduction for these unreported/unverified expenses. A deduction for these expenses may make you eligible for SNAP or may increase your SNAP benefits. You may report/verify these expenses at any time in the future. The deduction would then be applied to the calculation of SNAP benefits in future months, in accordance with the rules for change reporting (see Change Reporting, above).

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM AUTHORIZED REPRESENTATIVE – You can authorize someone who knows your household circumstances to apply for Supplemental Nutrition Assistance Program (SNAP) Benefits for you. You can also authorize someone outside your household to get SNAP Benefits for you or to use them to buy food for you. If you would like to authorize someone, you must do so in writing. You may authorize someone by printing the person's name, address, and phone number immediately below, and having them sign in the signature section at the end of this application. When an Authorized Representative is applying on behalf of a SNAP household that does not reside in an institution, both the Authorized Representative and a responsible adult member of the household must sign and date the signature section at the end of this application, unless the SNAP household has otherwise designated the Authorized Representative to do so in writing.

NAME, ADDRESS AND PHONE NUMBER OF AUTHORIZED REPRESENTATIVE (PLEASE PRINT):

STANDARD UTILITY ALLOWANCE – I understand that Public Assistance and Supplemental Nutrition Assistance Program (SNAP) recipients are categorically income eligible for the Home Energy Assistance Program (HEAP). I also understand that if I have not received a HEAP benefit of greater than $20 in the current month or previous 12 months, or a similar energy assistance benefit, I must pay for heating or air conditioning separately from my rent in order to receive the heating/cooling standard utility allowance (i.e., a deduction) for SNAP. I understand that the State will use my Social Security Number to verify with my home energy vendors the receipt of HEAP. This authorization also includes permission for any of my home energy vendors (including my utility) to release certain statistical information, including but not limited to, my annual electricity usage, electricity cost, fuel consumption, fuel type, annual fuel cost and payment history to the New York State Office of Temporary and Disability Assistance, the local social services district and the United States Department of Health and Human Services for the purposes of Low Income Home Energy Assistance Program performance measurement.

RELEASE OF MEDICAL INFORMATION – I consent to the release of any medical information about me and any members of my family for whom I can give consent by my primary care provider, any other health care provider or the New York State Department of Health (DOH) to my health plan and any health care providers involved in caring for me or my family, as reasonably necessary for my health plan or my providers to carry out treatment, payment, or health care operations; by my health plan and any health care providers to DOH and other authorized federal, state, and local agencies for purposes of administration of Medicaid; and, by my health plan to other persons or organizations, as reasonably necessary for my health plan to carry out treatment, payment, or health care operations. I authorize the release of any health-related information about me and any members of my family for whom I can legally give authorization related to the provision of assistance and services and my ability to participate in work activities, including employment, to the New York State Office of Temporary and Disability Assistance (OTDA), the New York State Office of Children and Family Services or the local social services district, as reasonably necessary for the provision of Public Assistance benefits; for services, including child welfare services; for determining appropriate work activity assignments; for determining the need to apply and for making application for Supplemental Security Income Benefits; for establishing appropriate treatment plans for restoring employability; and for determining eligibility for exemptions from the State sixty-month time limit on cash assistance receipt. If I am required to apply for benefits administered by the Social Security Administration, the information specified above may be shared with the Social Security Administration. I also agree that the information released may include HIV, mental health or alcohol and substance abuse information about me and members of my family, to the extent permitted by law, unless a box is checked below. If more than one adult in the family is joining a Medicaid health plan, the signature of each adult applying is necessary for consent to release information. I understand that my ability to consent to the release of information relating to any minor children for whom I may give consent is limited by the extent to which I can obtain information regarding treatment, diagnosis and procedures on their behalf.

_____ Do not disclose HIV/AIDS information _____ Do not disclose drug and alcohol information
_____ Do not disclose mental health information

RELEASE OF INFORMATION TO HEALTH SERVICE PROVIDERS – I give permission to the social services district and the State of New York to share information with health service providers, as designated by the social services district or the State of New York, regarding Public Assistance benefits that I or any member of my household for whom I can legally give authorization have received or are eligible to receive, for the purpose of improving the quality of my healthcare and overall well-being, and to facilitate receipt of additional benefits for which I, or members of my household, may be eligible.

RELEASE OF EDUCATIONAL RECORDS – I give permission to the New York State Department of Health and the social services district to:1) obtain any information regarding the educational records of myself and/or my minor child(ren), herein named, including information necessary for claiming Medicaid reimbursement for health-related educational services; and 2) provide the appropriate federal government agency access to this information for the sole purpose of audit.

RELEASE OF INFORMATION FOR THE EARLY INTERVENTION PROGRAM – If my child is evaluated for or participates in the New York State Early Intervention Program, I give permission to the social services district and New York State to share my child's Medicaid eligibility information with my county or municipal Early Intervention Program for the purpose of billing Medicaid.

CHILD/TEEN HEALTH PROGRAM – I understand that if my child is on Medicaid, they can get comprehensive primary and preventive care, including all necessary treatment through the Child/Teen Health Program. I can get more information on this program from the social services district.

MEDICARE – I authorize payments under "Medicare" (Part B of Title XVIII, Supplementary Medical Insurance Program) to be made directly to physicians and medical suppliers on any future unpaid bills for medical and other health services furnished to me while I am eligible for Medicaid.

REIMBURSEMENT OF MEDICAL EXPENSES

MEDICAID – You have a right as part of your Medicaid application, or within two years from the date of your application, to request reimbursement of expenses you paid for covered medical care, services and supplies received during the three-month period prior to the month of your application. After the date of your application, reimbursement of covered medical care, services and supplies will only be available if obtained from Medicaid-enrolled providers.

ASSIGNMENT OF INSURANCE/OTHER BENEFITS AND DIRECT PAYMENT – For Public Assistance and Medicaid, I agree to file any claims for health or accident insurance benefits, and to pursue any personal injury claims or any other resources to which I may be entitled, and do hereby assign any such resources to the social services district to whom this application is made. In addition, I will assist in making any assigned benefits available to the social services district to whom this application is made.

I authorize payments owed to me or members of my household for health or accident insurance benefits to be made directly to the appropriate social services district for medical and other health services furnished while we are eligible for Medicaid.

MEDICAID RECOVERIES – Upon receipt of Medicaid, a lien may be filed and a recovery may be made against your real property under certain circumstances if you are in a medical institution and not expected to return home. MA paid on your behalf may be recovered from persons who had legal responsibility for your support at the time medical services were obtained. MA may also recover the cost of services and premiums incorrectly paid.

I understand that effective April 1, 2014, if I get Medicaid through New York State of Health:

- No lien will be placed on my real property prior to my death.
- Recovery from assets in my estate upon my death is limited to the amount Medicaid paid for the cost of nursing home care, home and community-based services, and related hospital and prescription drug services received on or after my 55th birthday.

PUBLIC ASSISTANCE RECOVERIES – Public Assistance (PA) you receive for yourself and for persons for whom you are legally responsible to support is recoverable from property or money you possess or may acquire. You may be required, as a condition of receiving PA, to execute a deed or mortgage of real property you own. Your tax refunds and portions of lottery winnings may be taken to repay your debt for PA.

AUTHORIZATION TO REPAY PUBLIC ASSISTANCE BENEFITS FROM RETROACTIVE SUPPLEMENTAL SECURITY INCOME – I authorize the Commissioner of the Social Security Administration (SSA) to use my first payment of Supplemental Security Income (SSI); i.e. my retroactive SSI payment) to reimburse the local social services district (SSD) for

Public Assistance (PA) the SSD pays me from State or local funds while SSA decides if I am eligible for SSI. SSA will not reimburse the SSD for PA that was paid using any federal funds.

I will be bound by this authorization only if the State gives notice to SSA that I and an SSD representative have signed it. The State must give notice within 30 calendar days of matching my SSI record with my State record. SSA will not accept it after 30 calendar days. Instead, SSA will send me my retroactive SSI payment under SSA rules.

Only my first payment of SSI can be used. If my first payment is larger than the amount owed to the SSD, SSA will send the rest to me under its rules.

SSA can reimburse the SSD in two situations:

(1) It will repay the SSD if I apply for SSI and SSA finds me eligible.
(2) It will repay the SSD if my SSI benefits are reinstated after termination or suspension.

SSA will only reimburse the SSD for PA it paid me during the time I am waiting for an SSA determination of eligibility. This is called "interim assistance." The period begins: 1) with the first month I become eligible for payment of SSI benefits; or 2) on the first day I am reinstated after my SSI was suspended or terminated. The period includes the month SSI payments actually begin. If the SSD cannot stop my last PA payment, the period ends the next month.

No later than 10 days after SSA reimburses the SSD, the SSD must send me a notice telling me the amount of interim assistance paid. The notice will also tell me that SSA will send me a letter telling me how any remaining SSI money owed to me will be sent by SSA and that, if I do not agree with a state decision, how I can appeal the decision to the state.

Under its rules, SSA may use the date I sign this authorization as the date I first become eligible for SSI. It will do this only if I apply for SSI within the next 60 days.

This authorization applies to any SSI application or appeal I now have pending before SSA. This authorization terminates if my SSI case is completely decided. It terminates when SSA first pays me. The State and I can also agree to terminate the authorization. I must sign a new authorization consistent with NYS rules if I reapply for SSI after this authorization terminates, or if I file a new SSI claim while I have an SSI application or appeal pending.

I will be given an opportunity for a fair hearing if I disagree with a decision the SSD made about reimbursement.

I received a copy of the pamphlet called "What You Should Know About Social Services Programs." I understand what it says about interim assistance.

SUPPORT – Applying for or receiving Family Assistance (FA), Safety Net Assistance (SNA) or Title IV-E foster care operates as an assignment to the State and the social services district of any rights to support from any other person that the applicant or recipient may have in their own right or on behalf of any other family member for whom the applicant or recipient is applying for, or receiving, assistance (Social Services Law, Sections 158 and 348). This assignment is limited in certain situations. Other sections of this application contain additional assignments.

ASSIGNMENT OF SUPPORT RIGHTS – I assign to the state and social services district any rights I have to support from persons having legal responsibility for my support and any rights I have to support on behalf of any family member for whom I am applying for or receiving assistance. Where applying for or receiving Family Assistance or Safety Net Assistance, my assignment of support rights is limited to support which accrues during the period that I and/or any family member receives assistance. However, any support rights that I assigned to the state on behalf of myself or any family member prior to October 1, 2009, continue to be assigned to the state.

HOME ENERGY ASSISTANCE PROGRAM – I understand that by signing this application/certification, I consent to any investigation to verify or confirm the information I have given and other investigation by any authorized government agency in connection with Home Energy Assistance Program (HEAP) benefits. I also consent to allow the information provided on this application to be used in referrals to available weatherization assistance programs and my utility company's low income programs.

I understand that the State will use my Social Security Number to verify with my home energy vendors the receipt of HEAP. This authorization also includes permission for any of my home energy vendors (including my utility) to release certain statistical information, including but not limited to, my annual electricity usage, electricity cost, fuel consumption, fuel type, annual fuel cost and payment history to the New York State Office of Temporary and Disability Assistance, the local social services district and the United States Department of Health and Human Services for the purposes of Low Income Home Energy Assistance Program performance measurement.

SEXUAL ASSAULT INFORMATION – If you are a victim of sexual assault, you have the right to request referral information from the social services district. If you request referral information, the social services district must provide you with the addresses and phone numbers of any: 1) local hospitals offering sexual assault forensic examiner services certified by

the NYS Department of Health; 2) local rape crisis centers; and 3) local advocacy, counseling, and hotline services appropriate for victims of sexual assault. In addition, the social services district must provide you with the NYS Hotline for Sexual Assault and Domestic Violence numbers: (800) 942-6906 and (800) 818-0656 (TTY).

CERTIFICATION FOR CHILD CARE ASSISTANCE – If I am applying for Child Care Assistance, I certify that my family resources do not exceed $1,000,000.

I have read and understand the notices above. I understand and agree to the assignments, authorizations and consents above. I swear and/or affirm under the penalties of perjury that the information I have given or will give to the social services district is complete and correct.			
APPLICANT SIGNATURE **x**	**DATE SIGNED**	**SPOUSE OR PROTECTIVE REPRESENTATIVE SIGNATURE** **x**	**DATE SIGNED**
AUTHORIZED REPRESENTATIVE SIGNATURE **x**	**DATE SIGNED**		

ONLY COMPLETE THE FOLLOWING IF YOU WANT TO WITHDRAW YOUR APPLICATION FOR ONE OR MORE PROGRAMS.

I Consent to <u>Withdraw</u> My Application For:

☐ Public Assistance (PA) ☐ Child Care in lieu of PA ☐ Supplemental Nutrition Assistance Program (SNAP) ☐ Medicaid and SNAP

☐ Medicaid and PA ☐ Services, including Foster Care ☐ Child Care Assistance ☐ Emergency Assistance Only

I understand that I may reapply at any time.

APPLICANT/AUTHORIZED REPRESENTATIVE SIGNATURE **DATE SIGNED**

x

NYS Agency-Based Voter Registration Form

"If you are not registered to vote where you live now, would you like to apply to register here today?"

- ☐ **YES** If you checked **YES**, please complete the **VOTER REGISTRATION APPLICATION** below
- ☐ **NO** because I choose not to register ***OR***
- ☐ I am already registered at my current address ***OR***
- ☐ I asked for and received a mail registration form

If you do not check any box, you will be considered to have decided not to register to vote at this time.

Signature _____ Date ___/___/___

Please Print Name _____

Important!

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

Información en español: si le interesa obtener este formulario en español, llame al 1-800-367-8683

中文資料:若您有興趣索取中文資料表格, 請電: 1-800-367-8683

한국어: 한국어 한국어 양식을 원하시면 1-800-367-8683 으로 전화 하십시오.

যদি আপনি এই ফরমটি বাংলা ভাষায় চান , তাহলে 1-800-367-8683 নম্বরে ফন করুন

VOTER REGISTRATION APPLICATION (instructions on back)

☐ Yes, I need an application for an Absentee Ballot **Please print or type in blue or black ink** ☐ Yes, I would like to be an Election Day worker

1 **Are you a U.S. citizen?** ☐ YES ☐ NO
If you answered **NO**, do not complete this form

2 **A) Will you be 18 years old on or before election day?** ☐ YES ☐ NO
B) Are you at least 16 years of age and understand that you must be 18 years of age on or before election day to vote, and that until you will be eighteen years of age at the time of such election your registration will be marked "pending" and you will be unable to cast a ballot in any election? ☐ YES ☐ NO
If you answered **NO** to both of the prior questions, you cannot register to vote.

For Board Use Only

3 Last Name | First Name | Middle Initial | Suffix

4 Address where you live (do not give P.O. box) | Apt. No. | City/Town/Village | Zip Code | County

5 Address where you get your mail (if different than above) | P.O. Box, Star Route, etc. | Post Office | Zip Code

6 Date of Birth | **7** Gender (optional) | **8** Telephone (optional) | Email (optional)

10 The last year you voted | Your address was (give house number, street and city)
In county/state | Under the name (if different from your name now)

9 **ID Number** (Check the applicable box and provide your number)
- ☐ New York State DMV number — — — — — — — — —
- ☐ Last four digits of your Social Security number — — — —
- ☐ I do not have a New York State DMV or Social Security number

11 **Political Party**

I wish to enroll in a political party

- ☐ Democratic party
- ☐ Republican party
- ☐ Conservative party
- ☐ Working Families party
- ☐ Green party
- ☐ Libertarian party
- ☐ Independence party
- ☐ SAM party
- ☐ Other _____

I do not wish to enroll in any political party and wish to be an independent voter

- ☐ No party

12 **Affidavit: I swear or affirm that**

- I am a citizen of the United States.
- I will have lived in the county, city or village for at least 30 days before the election.
- I will meet all requirements to register to vote in New York State.
- This is my signature or mark on the line below.
- The above information is true, I understand that if it is not true, I can be convicted and fined up to $5,000 and/or jailed for up to four years.

Signature or Mark in ink _____ Date ___/___/___

(Optional) Register to donate your organs and tissues

Last Name		
First Name	Middle Initial	Suffix
Address		
Apt Number	City/Town/Village	Zip Code
Birth Date	Gender ☐ M ☐ F	
Eye Color	Height Ft. In.	
Email	DMV or ID NYC Number	

By signing below, you certify that you are:

- 16 years of age or older
- Consent to donate all of your organs and tissues for transplantation, research, or both;
- Authorizing the Board of Elections to provide your name and identifying information to NYS Donate Life Registry for enrollment;
- And authorizing the Registry to allow access to this information to federally regulated organ procurement organizations and NYS-licensed tissue and eye banks and others approved by the NYS Commissioner of Health hospitals upon your death.

DONATE LIFE New York State

Signature _____ Date ___/___/___

Qualifications for Registration

You Can Use This Form To:

- register to vote in New York State;
- change your name and/or address, if there is a change since you last voted;
- enroll in a political party or change your enrollment;
- pre-register to vote if you are 16 or 17 years of age.

To Register You Must:

- be a U.S. citizen;
- be 18 years old (you may pre-register at 16 or 17 but cannot vote until you are 18);
- be a resident of the County, or of the City of New York at least 30 days before an election;
- not be in prison or on parole for a felony conviction (unless parole pardoned or restored rights of citizenship);
- not claim the right to vote elsewhere; and
- not found to be incompetent by a court.

Important!

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with:

NYS Board of Elections
40 North Pearl St, Suite 5
Albany, NY 12207-2729
Telephone: 1-800-469-6872;
TDD/TTY users contact the New York State Relay at 711;
or visit our web site - www.elections.ny.gov

Your decision to register will remain confidential and will be used only for voter registration purposes. Anyone not choosing to register to vote and/or information regarding the office to which the application was submitted will remain confidential, to be used only for voter registration purposes.

Verifying your identity

We will try to check your identity before Election Day, through the DMV number (driver's license number or non-driver ID number), or the last four digits of your social security number, which you will fill in Box 9.

If you do not have a DMV or Social Security number, you may use a valid photo ID, a current utility bill, bank statement, paycheck, government check or some other government document that shows your name and address. You may include a copy of one of those types of ID with this form.

If we are unable to verify your identity before Election Day, you will be asked for ID when you vote for the first time.

To complete this form:

It is a crime to procure a false registration or to furnish false information to the Board of Elections.

Box 9: You must make one selection. For questions refer to Verifying your identity above.

Box 10: If you have never voted before, write "None". If you can't remember when you last voted, put a question mark (?). If you voted before under a different name, put down that name. If not, write "Same".

Box 11: Check one box only. Political party enrollment is optional but that, in order to vote in a primary election of a political party, a voter must enroll in that political party, unless state party rules allow otherwise.

Date: _____
Case Number: _____
Case Name: _____
Center Number: _____
SNAP Filing Date: _____
Subject: _____

Documentation Requirements and/or Assessment Follow-Up

To see if you can get, or keep getting, benefits, you must give us the required documents by the due date on this form.

Please see the Eligibility Factors and Suggested Documentation Guide (**W-119D**) sent with this letter for some of the types of documents you can give us.

If you need more time or help getting the documents call the number on page 3 of this notice.

Due Date:

Forms Reminder
(Please return the following Agency form(s), completed and signed where necessary.)

- ☐ **LDSS-2474** SSI Referral and Certification of Contact
- ☐ **W-146E** Request to Pay Rent Arrears in Excess of PA Maximum Shelter Allowance
- ☐ **W-146W** Verification of Tenant's Rent in Section 8 Housing
- ☐ **W-147CC** Certification of Move Statement
- ☐ **W-147M** Landlord's Statement (Regarding Broker's Fee)
- ☐ **W-147Q** Verification of Secondary Tenant's Residence and Housing Costs
- ☐ **M-15** Inquiry Regarding Veteran's Benefits/Allotment
- ☐ **W-274U** Attestation of Employment as an Informal Child Care Provider
- ☐ **W-299** Notice to Applicants and Participants Regarding Third Party Health Insurance
- ☐ **W-451** NYPD – New York Police Department Report/Referral
- ☐ **W-582A** Family Care Assessment
- ☐ **W-700E** School Attendance Verification Letter

(Turn page)

CA Appointment Reminder

☐ BEV – Bureau of Eligibility Verification Appointment ☐ OCSS – Office of Child Support Services Appointment ☐ Career Services Vendor Appointment ☐ CASAC – Credentialed Alcoholism/and Substance Abuse Counselor Appointment	☐ WeCARE – Wellness, Comprehensive Assessment, Rehabilitation and Employment Medical Provider Appointment ☐ ACS – Agency for Children's Services Appointment

The following household member(s) must contact HRA for the reason indicated below:

Name of Household Member	☐ For an employability assessment	☐ To sign the cash assistance application
Name of Household Member	☐ For an employability assessment	☐ To sign the cash assistance application
Name of Household Member	☐ For an employability assessment	☐ To sign the cash assistance application
Name of Household Member	☐ For an employability assessment	☐ To sign the cash assistance application

Outstanding documentation – see the **W-119D** for a list of documents that can be used to verify the Eligibility Factors listed.

Name	Eligibility Factor

(Turn page)

You may submit any required documents/information by:

UPLOAD *(easiest!)* — use your mobile phone or tablet with our ACCESS HRA mobile app at: www.nyc.gov/accesshramobile

IN PERSON — bring copies of the documents to your Center

FAX — send documents to _____

MAIL copies using envelope provided

CALL _____ if you need help getting documents or more time to get documents

Failure to submit verification/documentation or failure to contact your HRA worker on or before the due date may make you ineligible for Cash Assistance and/or SNAP, or may cause a reduction in your Cash Assistance and/or SNAP benefits for a specific period of time.

Do you have a medical or mental health condition or disability? Does this condition make 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? **We can help you.** Call us at 212-331-4640. 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.

(Turn page)

THINGS TO REMEMBER

Pay Stubs: for each person working, you must provide pay stubs to cover the last 4 weeks they were paid.

Employer Letter: If you don't get pay stubs, have your employer write a letter stating the amount and frequency you get paid, and the company name and telephone number, and your employer must**sign and date** it.

Landlord or Primary Tenant Letter: must be signed, dated and include:

- amount of rent you are charged;
- whether you pay the landlord or primary tenant for heating/cooling or other utilities separate from your rent, and if so, how much;
- how many people are in your household; and
- the landlord's name and telephone number.

Fecha: _____

Número de caso: _____

Nombre del caso: _____

Número del centro: _____

Fecha de solicitud de SNAP: _____

Tema: _____

Requisito de proveer documentación y/o Seguimiento a la evaluación

Para saber si usted puede obtener o si puede seguir obteniendo beneficios, usted debe proveernos los documentos requeridos antes de la fecha límite de presentación indicada en este formulario.

Para ver alguno de los documentos que puede enviarnos, favor de consultar la Guía de factores de elegibilidad y de documentación sugerida (**W-119D [S])** que acompaña a esta carta.

Si necesita más tiempo o ayuda para conseguir los documentos, llame al número que aparece en la página 3 de este aviso.

Fecha límite:

Formularios a devolver*(favor de devolver el(los) siguiente(s) formulario(s) de la Agencia, completado(s) y firmado(s) donde sea necesario).*

- ☐ **LDSS-2474 (S)** Remisión para el SSI y Constancia de Comunicación. *(SSI Referral and Certification of Contact)*
- ☐ **W-146E (S)** Solicitud para Pagar Alquiler Atrasado en Exceso de la Asignación Máxima de Asistencia en Efectivo para Refugio *(Request to Pay Rent Arrears in Excess of PA Maximum Shelter Allowance)*
- ☐ **W-146W** *-Verification of Tenant's Rent in Section 8 Housing.* (Verificación del Alquiler del Inquilino, Sección 8)
- ☐ **W-147CC (S)** Declaración de Mudanza. (*Certification of Move Statement)*
- ☐ **W-147M** *-Landlord's Statement (Regarding Broker's Fee)* (Declaración del arrendador con respecto a la comisión del agente inmobiliario)
- ☐ **W-147Q (S)** Verificación de residencia y costo de vivienda del inquilino secundario. (*Verification of Secondary Tenant's Residence and Housing Costs)*
- ☐ **M-15** *-Inquiry Regarding Veteran's Benefits/Allotment* (Consulta sobre los beneficios/asignaciones de los Veteranos de Guerra)
- ☐ **W-274U (S)** Atestación de Empleo como Proveedor de Cuidado Infantil. (*Attestation of Employment as an Informal Child Care Provider)*
- ☐ **W-299(S)** Aviso a Solicitantes y Participantes con Respecto a Seguros de Salud de Tercera Persona *(Notice to Applicants and Participants Regarding Third Party Health Insurance)*
- ☐ **W-451** *-NYPD – New York Police Department Report/Referral.* (Declaración/Referencia del Depto. de Policia de la Ciudad de Nueva York)
- ☐ **W-582A (S)** Evaluación de Cuidado Familiar. (*Family Care Assessment)*
- ☐ **W-700E(S)**Divulgación de Información de Asistencia Escolar.(*School Attendance Verification Letter)*

(Gire la hoja)

Recordatorio de citas para la Asistencia en Efectivo *(CA)*

☐ Cita con el Departamento de Verificación de Elegibilidad (BEV- *Bureau of Eligibility Verification*). ☐ Cita con la Oficina de Servicios para el Sustento de menores (*OCSS – Office of Child Support Services*). ☐ Cita con el Proveedor de servicios para carreras profesionales (*Career Services Vendor).* ☐ Cita con un(a) Consejero(a) Acreditado(a) para el Abuso del Alcohol y Sustancias *(CASAC – Credentialed Alcoholism/ and Substance Abuse Counselor).*	☐ Cita con el Proveedor Médico de Bienestar, Evaluación Total, Rehabilitación y Empleo *(WeCARE- Wellness, Comprehensive Assessment, Rehabilitation and Employment Medical Provider).* ☐ Cita con la Administración de Servicios para Niños *(ACS – Agency for Children's Services).*

El(los) siguiente(s) integrantes(s) del hogar deben contactar a la *HRA* por la razón siguiente:

Nombre del integrante del hogar:	☐ Para evaluar su aptitud para trabajar	☐ Para firmar la solicitud de la Asistencia en efectivo.
Nombre del integrante del hogar:	☐ Para evaluar su aptitud para trabajar	☐ Para firmar la solicitud de la Asistencia en Efectivo.
Nombre del integrante del hogar:	☐ Para evaluar su aptitud para trabajar	☐ Para firmar la solicitud de la Asistencia en Efectivo.
Nombre del integrante del hogar:	☐ Para evaluar su aptitud para trabajar	☐ Para firmar la solicitud de la Asistencia en Efectivo.

Documentación pendiente – para verificar los Factores de Elegibilidad enumerados, vea la guía de documentos sugeridos en el formulario **W-119D (S)**.

Nombre	Factores de Elegibilidad

(Gire la hoja)

Usted puede enviar los documentos/ información por uno de los siguientes medios:

CARGÁNDOLOS POR INTERNET (*¡la forma más fácil!)* — use nuestra aplicación móvil de *ACCESS HRA* en su celular o en su tableta; entre a la página web:www.nyc.gov/accesshramobile

EN PERSONA — lleve las copias de los documentos a su Centro.

FAX — envíe los documentos al _____

POR CORREO POSTAL, enviando las copias en el sobre proporcionado.

LLAME al _____ si necesita más tiempo o ayuda para conseguir los documentos.

El no presentar la verificación/documentación o el no contactar a su trabajador(a) de la *HRA* antes de, o en la fecha límite, podría convertirlo(a) en un(a) participante inelegible para recibir la Asistencia en Efectivo (*Cash Assistance)* y/o de *SNAP,* o podría causar una reducción en sus beneficios de Asistencia en Efectivo y/o de *SNAP,* durante un tiempo específico.

¿Tiene usted alguna condición médica, de salud mental o alguna discapacidad? ¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la HRA debido a su condición? **Nosotros podemos ayudarle**. Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la HRA. La ley le da derecho a pedir este tipo de ayuda.

(Gire la hoja)

PARA RECORDAR

Talones de paga: por cada integrante del hogar que trabaje, debe proporcionar talones de paga que cubran sus pagos recibidos durante las últimas 4 semanas de trabajo.

Carta del empleador: Si no recibe talones de paga, pídale a su empleador que escriba una carta declarando su paga, la frecuencia de la misma, el nombre de la compañía y el número de teléfono. Su empleador **debe firmarla y fecharla.**

Carta del arrendador o del inquilino principal: debe estar firmada y fechada, e incluir:

- el monto del alquiler que se le cobra;
- el monto que paga al arrendador o al inquilino principal por el servicio de calefacción/ aire acondicionado, u otros servicios, si se cobra(n) por separado del alquiler;
- la cantidad de personas que viven en su hogar; y
- el nombre y número de teléfono del arrendador.