OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-37-SYS

SNAP POS RELEASE NOTES VERSION 10.1.1

Date: April 21, 2016	Subtopic(s): POS
🖥 This procedure can now be accessed on the FIAweb.	This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) migrated to production on April 25, 2016 Descriptions of the changes can be found in SNAP POS Release Notes Version 10.1.1 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective Immediately* **Attachment:** **Attachment A** SNAP POS Release Notes Version 10.1.1
🖥 Please use Print on Demand to obtain copies of forms.	

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: *(917) 639-0298*

Distribution: X

SNAP POS Release Notes
Version 10.1.1 April 25, 2016

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 10.1.1 scheduled for April 25, 2016. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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1. Change to Processing of V21 (Failure to Provide Verification [Adequate]) Closings for Recertifications

V21 recertification closings clock down until the final day of the certification period.

POS (Paperless Office System) was updated to add new business rules to prevent the generation of the **V21** NOI (Notice of Intent) until the 15th day of the final month in the certification period. Once the middle of the month is reached without the submission of the required verification, the Mail/Processing Unit (MPU) Supervisor will assign the case to a Worker for processing of the **V21** closing action.

If the Worker attempts to process the **V21** earlier than the allowed date, POS will display an error message in the POS TAD window: **"The case cannot be closed using code V21 until the first allowed day in the final month of the recertification period."**

Example: April 2016 Recertification with case expiring on 5/31/2016

Current process	Updated process
The interview took place on 4/1/16, the case was deferred for required documents and the **FIA-1146** (Action Is Required! You Must Submit Documents For Your SNAP (Supplemental Nutrition Assistance Program) Case) had a due date of 4/11/16.	The interview took place on 4/1/16, the case was deferred for required documents and the **FIA-1146** had a due date of 4/11/16.
The SNAP recertification was placed in the MPU queue. The participant did not return the required verification by 4/11/16.	The SNAP recertification was placed in the MPU queue. The participant did not return the required verification by 5/15/16.
The **V21** action was processed on 4/12/16 and the NOI was generated on 4/13/16.	The **V21** action is processed on 5/16/16 and the NOI is generated on 5/17/16.
The NOI clocks down until 5/31/16 (49 days). The case closes on 6/1/16.	**The NOI clocks down until 5/31/16 (14 days).** The case closes on 6/1/16.

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Processing Queue

The due date shows the expiration date for the case (SNAP authorization to date). The Supervisor assigns the cases expiring in the current month where the documentation was not received around the middle of the month.

2. Client Services Screen Phase 2

Applicant/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

In compliance with the Lovely H litigation, reasonable accommodations are now listed in a new window named the **Client Services Screen**. At the beginning of intake, interview, change action and approval activities, POS connects to new web services that retrieve accommodations from the Central Database (CDB) for reasonable accommodations and other required sources. The window is also available under the **Client Services** option in the **Tools** menu in POS.

The web service for the retrieval of client service data was updated to improve performance, capture additional data and the window was updated to add the following data elements:

- Language Spoken
- Language Read
- Notice Language
- Employability Status
- SSI Status

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- WeCARE Track
- RA Source

Updated **Client Services Screen**

The window includes the following sections:

- **Case Number** – This field displays the current case number.
- **Case Name –** This field displays the current case name.
- **Case Status –** This field displays the current case status (CA (Cash Assistance) for CA cases, SNAP for SNAP cases).
- **Language –** Spoken language for the case.
  - If the language was updated in POS, the latest value is retrieved.
- **Language Read –** Preferred language for written notices.
  - If the language was updated in POS, the latest value is retrieved.
- **Notice Language –** Client Notice System language for the case.
  - If the language was updated in POS, the latest value is retrieved.
- **Individuals currently in the Household –** This list displays the current household members. If the web services return any match that does not match the name of a current household member, the name of the match appears in this list. The first individual with a reasonable accommodation is automatically selected. If a household member does not have any active or pending reasonable accommodation, then the list indicates: "The selected household member of the case does not have any pending or active reasonable accommodation."

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- ▪ **RA (Reasonable Accommodation) Checkbox –** This checkbox indicates whether any reasonable accommodations were found for the household member.
- **Employability Status –** This field displays the current CA employment code from NYCWAY (New York City Work Accountability and You) for CA cases and the SNAP employment code for SNAP cases.
- **SSI Status** – This field displays the SSI (Supplemental Security Income) status code from WMS (Welfare Management System).
- **WeCARE Track** – This field displays the WeCARE (Wellness, Comprehensive Assessment, Rehabilitation and Employment) track for the individual from NYCWAY.
- **Reasonable Accommodations** – This list includes
    - ▪ **RA Name –** This column lists the name of the reasonable accommodation.
    - ▪ **RA Source (new) –** This column lists the source of the reasonable accommodation
    - ▪ **RA Effective Date –** This column lists the effective date of the reasonable accommodation.
    - ▪ **RA Message –** This column lists the detailed message for the reasonable accommodation. If the message is too large for the box, the Worker must click on the message to view the full text.
- **OK button** – This button closes the **Client Services** Screen.

RA Types and Messages

RA Type	RA Message
Blind/Visually Impaired	Please examine the information below and give the applicant/participant assistance or service as needed. *{Show IQ Text}*
Case Transfer	All in center appointments must occur at the center that applicant/participant requested.
Completing forms	Please be prepared to assist the applicant/participant to complete the forms, if the applicant/participant is on the phone please encourage the applicant/participant to come into the HRA (Human Resources Administration) center if possible.
Flexible Scheduling	Please schedule all appointments at the applicant/participant's available dates and times. *{Show CDB Text indicating dates and times}*
Hearing Impaired	If you are seeing this applicant/participant in person, you may need to use written communication modes, such as writing notes. If the applicant/participant is on phone, you may need to use relay service technology.
HVN (Home Visit Needed/ HB (Homebound) Requested	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192F	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192L	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192U	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Non-Rush Hour Travel	Please schedule all appointments weekdays between the hours of 11:00 am until 2:00 pm.
Prevent Transfer	You cannot transfer this case to another site.
Reading forms	Please be prepared to read the application/forms for this applicant/participant.
Shorter Wait Times	The applicant/participant's wait time must be minimized.
Shorter Wait Times When Using Paratransit (Access-A-Ride)	The applicant/participant's wait time must be minimized.
Sign Language	Please arrange for sign language interpretation for this applicant/participant
Temp Call-in Exemption	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.

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Temp Travel Exemption	Please arrange for a home visit for this appointment and any other scheduled appointment.
Travel Companion	Please schedule the applicant/participant's appointment when their travel companion is also available
Other	Please examine the information below and give the applicant/participant assistance or service as needed. *{Show IQ Text}*

Search criteria
The search for reasonable accommodations is based on the case number and the Social Security Number (**SSN**), Client Identification Number (**CIN**) and alien number (if applicable) for each household member. All possible results are returned and displayed in the window.

Messages
If the web service calls fail, the following message appears: "The system or the network is down and RA information couldn't be retrieved at this time. Please try again later or contact the POS Helpdesk."

3. ABAWD Question in Education and Training Window

The ABAWD (Able Bodied Adult Without Dependent) question was added to the **Education and Training** window.

When the Worker clicks on the **Show** button for this question, the **ABAWD Compliance Calendar** will open if at least one ABAWD individual in the households fits the following criteria:

- The individual is between 18 and 49 years of age;
- The individual is work-required, SNAP employment codes **16** (Work Limited Non Exempt), **20** (Required to Work Non Exempt), **27** (Employed or self-employed less than 30 hours per week AND earning less than the equivalent of 30 hours times the federal minimum wage on a weekly basis (currently $217.50 per week)/Nonexempt or **40** (Responsible for the care of an incapacitated person part-time) and
- The individual has at least three months of non-compliance since 1/1/2016.

If none in the household fits the criteria above, the **ABAWD Compliance Calendar** will not open.

To determine if the criteria exists on the case POS will connect to the Web service to establish the criteria. If the individual meets the criteria the ABAWD Compliance calendar will open for review.

If the ABAWD criterion is not found, a red-hand will be displayed. Once the red hand is displayed, the WORKER can continue the POS SNAP activity.

4. ABAWD Compliance Calendar

The Calendar can be retrieved from the **Tools Menu** or from the **ABAWD Response** window. The Worker can access the ABAWD Compliance calendar to review and track the ABAWD individual's compliance history. To review the **ABAWD Compliance Calendar** from the **Tools Menu** choose **ABAWD**. In the event that there is no data to display for the work-required individual, POS will display a message "No Calendar Data Exists".

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For those non-compliant ABAWD individuals (of three or more months since 1/1/2016), the calendar will automatically open over top of the **ABAWD Response** window.

The following items will be listed on the **ABAWD Compliance Calendar** window:

- **Current Employment Status**- Current SNAP Employment status in POS.
- **Compliance Review Date**- Date of the ABAWD Compliance calendar call.
- **Months not in Compliance**- total amount of months of non-compliance since 1/1/2016.
- **Grace period in effect** - An additional three months of eligibility, without working or participating in a work program, can be given only once in a 36 month period (beginning from 1/1/2016) and must be used consecutively. If a participant re-establishes their eligibility and loses their job or is unable to participate in an assigned work program through no fault of their own, they are eligible for an additional three month period. This three month period does not require a work assignment or employment.

  - ABAWD individuals who are eligible for the grace period and return to work prior to the expiration of the three-month period cannot save the unused portion of their three month period for future use.

- **Eligibility Re-established -** For those ABAWD individuals who have three months (or more) of non-compliance and must re-establish eligibility, the Worker will click on the **Close** button at the bottom of the calendar to retrieve the **ABAWD Response** window.

  - The **ABAWD Response** window will open to allow the ABAWD non-compliant individual to re-establish eligibility or agree to the Attestation process.

- **Negative Employment Hours-** Employment Hours that are displayed with a negative represent the amount of non-compliance hours with the education and training requirement.

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5. ABAWD Response Window

The **ABAWD Eligibility Re-Establishment Response** window opens when the Worker clicks on the **Close** button of the **ABAWD Compliance Calendar**. The **Response** window will communicate with a web service to retrieve ABAWD data if there are at least one work-required individual on the case has at least three non-compliance months.

ABAWD Response window:

Instructions:

The Individual below has been disqualified for failing to meet ABAWD requirements. The Individual may re-establish eligibility for SNAP benefits if he/she agrees to provide documentation of future employment or documentation of past employment since disqualification. Applicants may also re-establish eligibility by agreeing to do independent job search for the 30 days. If proof of employment is not submitted then job search should be assigned for applicants. Active individuals who cannot document employment will be closed and must re-apply for SNAP.

The Worker will choose the ABAWD individual from the **Who drop-down** list. If the Worker does not select the individual POS will display the following:

"You must select the name of a person from the WHO dropdown list box ".

- Answer Yes or No to the following questions:

  - Have you worked at least 80 hours in a consecutive 30 day period since disqualification?
    If the Worker does not answer the question POS will display "You must answer Yes or No to the question."
  - Will you be working 80 hours or more in the next 30 days?
    If the Worker does not answer the question POS will display "You must answer Yes or No to the question."
  - Will you perform a Job search for the next 30 days (while application is pending)?
    If the Worker does not answer the question POS will display "You must answer Yes or No to the question."

The Worker must select the document(s) that will be submitted based on the answers provided from the questions.

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If the worker answers **Yes** to the questions "Have you worked at least 80 hours in a consecutive 30 day period since disqualification?" or "Will you be working 80 hours or more in the next 30 days?" and the Documentation to Re-Establish Able-Bodied Adult without Dependents (ABAWD) Eligibility is not selected in the Document box, POS will display the following error message:

"You must select the Documentation to re-establish ABAWD eligibility" in the Document box.

If the worker answers **Yes** to the question "Will you perform a Job search for the next 30 days (while application is pending)?" and the Declaration of Job Search Activities (**FIA 1021b**) form is not selected in the Document box, POS will display the following error message:

"You must select the **FIA 1021b**- Declaration of Job Search Activities in the Document box".

If the Worker needs to return back to **ABAWD Compliance Calendar** (may need to see the name of the individual or check additional individuals on case information [using the scroll bar] etc.) they can click on the **ABAWD Compliance Calendar** button in the **Response** window.

6. Employment Code TAD Business Rules for SNAP Employment and ABAWD Codes

POS was updated to add new TAD (Turn Around Document) business rules for the SNAP employment code and ABAWD fields.

For individuals for whom the SNAP employment and ABAWD codes are required, the following messages appear if the fields are blank:

- SNAP employment code is required.
- ABAWD code is required.

For unborn lines, the following message appears if a value is entered in the SNAP employment code field and/or the ABAWD code field:

- Unborn Individual should not have SNAP employment code.
- Unborn Individual should not have ABAWD code.

7. Addition of Decision Date for SNAP Fair Hearing Compliance Cases

POS was updated to insert the decision date received from FHEMS (Fair Hearing Evidence Management System) into the **Scheduled For** field in the POS queue when the **SNAP Change Case Data** activity.

The queue can be sorted by the decision date by clicking on the column header.

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8. Benefit Date Update for Fair Hearing Compliance Statement SNAP (FHA-2B)

POS was updated to prefill the **"SNAP benefits will be available to you on or after"** field to 10 calendar days after the date that the Worker completes the data entry window for the Fair Hearing Compliance Statement Supplemental Nutrition Assistance Program [SNAP]) (**FHA-2B)** form. If the Worker changes the value, a new edit confirms that the date is not in the past.

9. Grant Transmission Update for SNAP Fair Hearing Compliance

For these cases that must be re-opened for processing the Fair Hearing Decision, the SNAP Fair Hearing Compliance Supervisor must first transmit the TAD from the **Approve SNAP Application Interview** activity in order to re-open the case.

The transmission rules of the **SNAP Fair Hearing Compliance** activity for these cases that are re-opened for processing the Fair Hearing Decision were updated to allow processing of the SNAP retroactive benefits from the **Approve SNAP Change Case Data** activity on <u>Day 1</u>.

This change removes the need for a two-day action.

10. Updated Mailers for Fair Hearing Compliance Request – SNAP (FHA-2) and Reminder Notice of Fair Hearing Compliance Request Supplemental Nutrition Assistance Program (SNAP) (FHA-2A)

The **FHA-2** form is the request for the applicant/participant to submit documentation/information or to have a telephone interview to comply with the SNAP Fair Hearing Decision. The **FHA-2A** form is a second request for the applicant/participant to submit documentation/information or to have a telephone interview to comply with the SNAP Fair Hearing Decision when the applicant/participant has not responded or partially responded to the initial request from the **FHA-2** form.

The forms are mailed to the applicant/participant via Print-to-Mail (PTM) from MIS (Management Information System) mail distribution. Currently, these forms are mailed with the Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (**W-129G**). These mailers were updated to include the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**) form when the applicant/participant must have a telephone interview to comply with the SNAP Fair Hearing decision.

11. Update to Individual Detail Validation

The **Individual Detail** window includes a validation for the parents of a child. If the parent's name begins with the letters "UNK" and the parent is marked as residing in the household, the following message appears:

* The mother's/father's name cannot be unknown if they are residing in the household. You must enter the correct name or change the answer in the **Residing in the Household** question to No.

This validation was updated to suppress it when the parent's name was selected from the drop down menu and begins with the letters "UNK."

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12. SNAP Intentional Program Violation (IPV) Completion Edit for Code IP1 (Out-of-State IPV)

The Electronic Disqualified Recipient System (**EDRS**) is a Federal Database of individuals with nationwide IPV's. The EDRS database is available for NYS (New York State) to retrieve the SNAP IPV disqualification records for each individual via web service. Designated IREA (Investigation, Revenue and Enforcement Administration) staff investigates each IPV and obtains supportive documents in order to disqualify SNAP benefits due to IPV violation. When the investigation is completed and the IPV is verified and found unexpired, the Worker must **CL** (Close) /**RJ** (Reject)/**SN** (Sanction) the case/individual and/or a claim must be processed for undue SNAP benefits dispersed.

POS was updated to add new completion edits to prevent usage of the closing **CL/RJ** and **SN** code **IP1** for cases where IREA has not completed its investigation and verified the IPV.

13. Update to Alien Disability Details Window Update

The Alien Disability Details window was updated:

- The field **Receives enhanced rent on Public Assistance case due to medical disability** was updated to **Receives enhanced shelter allowance on Cash Assistance case due to AIDs or HIV- related illness and has SSI decision pending**.
- The field **Has a Disability determination and be SSI pending (decision or appeal)** was removed.

14. Alien Documentation Update for Legal Permanent Resident

The following documents were added to the **Legal Permanent Resident** window in the **Alien Checklist**:

- **I-766** (Employment Authorization Document)with the category notation A1
- **I-797** (Notice of Action) **I-485 (**Application to Register Permanent Residence or Adjust Status)
- Immigrant Visa Serves as Temporary **1-551** (Alien Registration Card) Permanent Resident for 1 year

15. CIN (Client Identification Number) Re-Use Window Update for BHP Cases

POS was updated to add the CIN from BHP (Basic Health Plan) cases to the Health Exchange section of the CIN selection logic in the **CIN Re-Use** window. BHP cases were added in the **CIN Re-Use** window under Case Type **BHP** in February 2016. The new case type in WMS is **26** (BHP).

16. Update to Bureau of Fraud Investigation (BFI) Link

The label for the BFI link that is available from the **Help Menu** was updated to **Bureau of Fraud Investigation (BFI)** and the link was updated to the current BFI referral page:
http://webnetmtce/BFIForm/StartPage.aspx

This link is disabled in the **Review Case** activity.

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17. Launch of ESNAP Issuance Activity

POS was updated to ask the Worker whether the **ESNAP Issuance Activity** should be started for cases where the application interview was started more than seven days after the SNAP file date and the outcome of the expedited processing determination at the intake was "**Not enough information is provided on the application to determine if eligible for expedited processing.**"

POS opens the following question with **Yes** and **No** buttons: "The expedited determination could not be completed at the intake. Should the **ESNAP Issuance Activity** be started for this case?"

- If the Worker clicks **Yes**, POS starts the ESNAP Issuance activity. If the Worker clicks **No**, POS continues the SNAP Application Interview.

18. Updated Single Issuance Lookup for SI/AC Cases

In February 2016, POS was updated to add a lookup for other cases for household members on **SI** (Single Issue) or **AC** (Active) cases where SNAP pro-rated or provided full month single issuances. If other cases are found, POS runs inquiries to determine whether SNAP benefits were received on other cases that cover the same time period as the new grant(s) prepared by the Worker. If benefits are found, the following message appears: "**SNAP issuance found on another case for the same time period.**"

This lookup was updated to restrict the lookup to individuals who are in **AP**, **SI**, **AC** or **SN** status for SNAP on cases where the SNAP benefits were found or on individuals who are the casehead or payee on the cases where the SNAP benefits were found.

19. Update to Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled? Response Window

The **Response** window for the question **Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled?** was updated in order to track disability and limitations related to the SNAP employment and ABAWD codes:

- The field **Blind, Sick or Disabled** was changed from three radio buttons to a drop-down menu.
- A new **Incapacitated Period/Employability** drop-down menu was added, with the following options:
  - Person is incapacitated/disabled for more than six months.
  - Person is temporarily sick or incapacitated (1-3 months).
  - Person is temporarily sick or incapacitated (4-6 months).
  - Person is employable with limitations.
- The field **SSI Status** was changed from three radio buttons to a drop-down menu.
- A new **Medical Document** drop-down menu was added, with the following options:
  - Received
  - Pending
  - Not Applicable

20. Update to Is Needed in the Home for the Care of a Child under the age of 6 years or an Incapacitated Person? Response Window

The **Response** window for the question **Is Needed in the Home for the Care of a Child under the age of 6 years or an Incapacitated Person?** was updated in order to track child and dependent care related to the SNAP employment and ABAWD codes. The Worker must indicate **Full Time** or **Half Time** in the **Duration** field to capture the length of the care.

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21. Updated Robocalls for On-Demand Recertification Interviews

New robocalls were implemented for On-Demand recertification interviews in January 2016. Initially, these calls are based on the date used to load the On-Demand cases to the Recertification Log.

Effective in May 2016, the logic for the 1st submission reminder calls was updated as follows:

- Cases with toe digits **0** and **1** receive a reminder call on the 8th day of the interview month if they have not submitted the Food Stamp Benefits Application/Recertification (**LDSS-4826**) form or the online recertification submission.
- Cases with toe digits **2** and **3** receive a reminder call on the 9th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **4** and **5** receive a reminder call on the 10th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **6** and **7** receive a reminder call on the 11th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **8** and **9** receive a reminder call on the 12th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.

Effective in May 2016, a 2nd submission reminder call was implemented with the logic below:

- Cases with toe digits **0** and **1** receive a reminder call on the 22nd day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **2** and **3** receive a reminder call on the 23th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **4** and **5** receive a reminder call on the 24th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **6** and **7** receive a reminder call on the 25th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.
- Cases with toe digits **8** and **9** receive a reminder call on the 26th day of the interview month if they have not submitted the **LDSS-4826** form or the online recertification submission.

Effective in May 2016, the logic for the interview reminder calls was updated as follows:

- The initial interview reminder call takes place seven days after the submission of the **LDSS-4826** form or the submission of the online recertification, if the interview has not taken place.
  - If the **LDSS-4826** form is received or the online submission takes place before the 1st day of the interview month, the reminder call takes place on the 7th day of the month.
- A second interview reminder call takes place 12 days after the submission of the **LDSS-4826** form or the submission of the online recertification, if the interview has not taken place.
  - If the **LDSS-4826** form is received or the online submission takes place before the 1st day of the interview month, the second reminder call takes place on the 12th day of the month.

Reminder: Robocall messages
The submission reminder has the following message:

- Hello, this is a reminder from the Human Resources Administration. Action is required to renew your benefits. Please submit your recertification form via www.nyc.gov/accessnyc, mail, fax, or in-person as soon as possible to avoid an interruption in benefits. Call Infoline at 718-557-1399 for more information. Goodbye.

The interview reminder robocall has the following message:

- Hello, this is a reminder from the Human Resources Administration. You have not completed your recertification interview. Please call 718-762-7669 Monday through Friday from 8:30 am to 5:00 pm to complete your interview and avoid a potential interruption in benefits. That number again is 718-762-7669. Goodbye.

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22. Updated SNAP Notice of Required Telephone Interview (FIA-1152d) for On-Demand Recertification Interviews

The Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (**FIA-1152d**) form is generated for On-Demand cases if the interview has not taken place seven days after the submission of the **LDSS-4826** or submission of the online recertification.

For cases where the **LDSS-4826** form or online recertification submission is received in the last seven days of the certification period, the form is now mailed out on the next business day.

The Notice of Missed Interview/Request for Contact (**LDSS-4753**) form is not generated for on-demand cases.

23. Display of Recertification Appointment Date and Certification End Date on FR Tickets

FR (SNAP Recertification Interview) tickets were updated to print the recertification appointment date and the certification end date or "authorization to" date.

24. Notice Selection Window Update

The **Notice Selection Window** was updated to prevent the Worker from selecting the following forms when they are not required:

- **EBT-23,** Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) Benefit
- **LDSS-4753,** Supplemental Nutrition Assistance Program (SNAP) Request For Contact/Missed Interview
- **M3-mm,** Notification of Application Withdrawal (Cash Assistance, Supplemental Nutrition Assistance Program [SNAP] and Medical Assistance)

25. Form Updates

The following form was updated:

- **LDSS-3938 NYC,** Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet