



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-94-OPE

FUNCTIONS OF STAFF AT THE HURRICANE RELIEF CENTER

<p>Date: October 27, 2017</p>	<p>Subtopic(s): CA, MA, SNAP, Housing</p>
<p>See page 5 for MICSA instructions</p>	<p>The purpose of this policy bulletin is to inform staff of the various roles HRA staff will have at the Hurricane Relief Center (HRC). This PB also serves to remind all Job Center and Supplemental Nutrition Assistance Program (SNAP) center staff that evacuees from the recent hurricanes will not solely be reporting to this new location. Staff must recognize these individuals and <u>must not</u> refer them to the HRC. The HRC does not conduct application interviews, which are done at the local Job and SNAP centers. Those applications must be processed in accordance with the instructions provided in PB #17-93-ELI.</p> <p>In response to Hurricane Maria, New York City opened a Hurricane Relief Center on October 19, 2017 to service individuals who have left Puerto Rico and are now in New York City. HRA is one of a number of agencies that will be working to provide services to these individuals.</p> <p>Individuals who report to the HRC will be signed in at the entrance and, based on their responses to several intake questions, directed to the appropriate table if services seem applicable. HRA staff will work with individuals and discuss available services that include Cash Assistance (including one-shot deals), Supplemental Nutrition Assistance Program (SNAP) benefits, Medicaid and other health insurance options.</p> <p>Note: For the purposes of this document, the term Cash Assistance (CA) means ongoing CA benefits (along with Medicaid and SNAP) as well as one-shot deals.</p>

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

CA and SNAP (Family Independence Administration [FIA])

At this location, individuals will be able to complete an online application for CA or SNAP benefits via ACCESS HRA. If they wish to apply for CA benefits, they may submit that application on ACCESS HRA and complete that process with an interview at East End Job Center, or home center based on zip code if they prefer.

If the individual applies for CA via ACCESS HRA, their application will be registered at East End Job Center (#23) and the interview will be conducted there. If the client chooses to go to the center closest to their residential zip code, the center where they appear at for the interview must not send them to East End Job Center, but must take steps to complete the application interview in their center.

If the individual chose to complete a CA paper application or ACCESS HRA is not available, and indicates that they want to go to the center closest to the zip code of their residence, HRC staff must scan and email the completed application to the management team and Regional manager of the corresponding CA center. Upon receipt, the Center must take immediate steps to register the case. See Paper Applications Section below for a detailed CA and SNAP process. This will allow the model office systems to identify the case and route them accordingly for an interview.

Refer to [Fax Flash 17-18](#)

FIA staff will assist individuals in using ACCESS HRA. Upon submission of the application in ACCESS HRA, the worker must remind the applicant to print out the Next Steps page which will inform the applicant of what they must do next in order to complete the application process.

Note: If the individual is applying for SNAP, but does not have a phone number, the worker must instruct the individual to report to a SNAP home center. Staff must utilize the zip code coverage guide to assist in identifying the appropriate home center for the applicant or refer them to the East End SNAP Center (if it is during the week and not late in the day) which is closest to the HRC.

Note: Staff must provide the properly completed Action Required After Submission (**FIA-1200**) form as a supplement to the Next Steps page. Staff at the location should have a satisfactory supply of **FIA-1200** forms available for distribution as needed. See below for the form's use.

Paper Applications

If the individual would like to apply for services but does not want to use ACCESS HRA to do so, or if ACCESS HRA is down, they must be given the appropriate paper application kit. The worker must take the application, scan it, and email it to the appropriate Job Center staff for CA applications or the Mail Application Return Unit (MARU) for SNAP applications. These locations must register the applications immediately and ensure that the file date is the same date that is on the application unless it is a weekend or holiday. In those instances the next business day will be the file date. When registering these applications, staff must assign them a caseload designation of **00HRC**. All emailed applications must be scanned and indexed, after case registration, along with any documentation that may have been submitted with the application.

CA

CA applications must be emailed to the Center Director, Center Deputy Director, their Administrative Assistant (AA), and the Regional Manager covering the Center of responsibility, based on where the applicant says they want to go to apply. No Job Center under any circumstance should refer the applicant back to the hurricane center as that center does not conduct interviews or issue any emergency grants. If an applicant says they were at the HRC but do not have a referral form, the Job Center did not receive an emailed application, or the application is not already registered and submitted through ACCESS HRA, the Center should proceed with its normal process for any emergency application and provide an application interview as per current protocols. Use these links to ascertain the appropriate center and contacts:

[Job Center Directory](#)

[CA Regional Manager Directory](#)

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

SNAP

SNAP applications must be emailed to the following MARU staff

- Taleema N Parsons (lanceparsonst@hra.nyc.gov)
- Amanda Guante (guantea@hra.nyc.gov)

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

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

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

FIA-1200

Staff must also provide the applicant with the (**FIA-1200**) form. For CA applicants who apply online, the top box must be checked and the client is to be referred to the East End Job Center at 2322 Third Ave, 1st Floor, NY, NY 10035, or their home center depending on client preference. For those who submit a paper application, either East End or the appropriate Job Center's address should be put on the referral. Use the Job Center Zip Code/Region Guide to determine the correct center.

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

Reasonable
Accommodations

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

HVN/HB Requests only

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

- Donnette Waterton (watertond@hra.nyc.gov)
- Ctr90HVNRequests@hra.nyc.gov
- Monica Ealey (ealeym@hra.nyc.gov)
- Bernadette Williams (williamsb@hra.nyc.gov)

Carfare – CA Applicants
only

For CA applicants only, carfare must be provided for the applicant to report to the East End Job Center for their interview. Staff must complete the Carfare Authorization (**W-719G**). The designated staff person will issue the appropriate amount of carfare and annotate the Custodian Metrocards Accountability Monitoring Log (**W-719S**).

Weekends/Late Day
Hours

The HRC will be open both Saturdays (10:00am to 4:00pm) and Sundays (1:00pm to 4:00pm). Since regular Job and SNAP Centers are not, applicants should be made aware of this. For CA applicants, staff should inform the applicant that they may prefer to visit the center closest to where they are residing rather than have to travel back to the East End Job Center.

Similarly, for individuals applying later in the day during the week, applicants may not have enough time to travel to the East End Job Center. These individuals should also be provided information regarding the center closest to where they are residing and informed that they may report there the following business day, if they choose.

Documentation

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

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

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

Recording Contact

FIA staff must annotate the Control of Actions at Hurricane Response Center (**FIA-1200a**) form for each individual assisted. Staff must be sure to indicate in the comments anything unique to the services provided to that individual. For example, if an individual wishing to apply for CA was seen on the weekend and chose to take a paper application to a center closer to where they are staying, this should be included in the comments.

Job and SNAP Centers

Individuals who apply at the HRC (either online or on paper) who report to a Job or SNAP Center must be interviewed at that location. These individuals should have the **FIA-1200** identifying them as applicants from HRC. The HRC is not conducting interviews.

CA applicants who submitted online and report to a Job Center, other than East End, must be interviewed at the location they report to. If the applicant does not know the AHRA confirmation number, the designated staff must look up the applicant in WMS using available demographics. Once the application is found, the Application Modification activity must be completed in the Paperless Office System (POS) using the registry number to change the center designation as well as the caseload designation to **00HRC**.

Medical Insurance and Community Services Administration (MICSA)

MICSA Certified Application Counselors (CACs) are available to assist individuals in applying for health insurance through New York State's Health Plan Marketplace (NY State of Health).

MICSA staff will also be on site to accept new Medicaid applications from individuals who are either age 65 or over, or who are disabled or blind (DAB). Clients must complete the **DOH-4220**, Access NY Application, and MICSA staff will copy/scan and return all original documents provided. Staff can answer questions and accept any supporting documents that are routinely collected.

Staff is advised that all documents collected must be sent to the Manhattanville Medicaid office via messenger for processing. A daily pick-up schedule has been established.

Effective Immediately

Reference:

[GIS 17 TA/DC039](#)

Related Items:

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

[Fax Flash #17-18](#)

Attachments:

FIA-1200 (E) Action Required After Submission (10/18/2017)

FIA-1200 (S) Action Required After Submission (Spanish)
(10/18/2017)

FIA-1200a (E) Control of Actions at Hurricane Response Center
(10/18/2017)

Date: _____

Case Number/ANYC
Confirmation Number: _____

Case Name: _____

ACTION REQUIRED AFTER SUBMISSION

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

You are scheduled for an interview!	
You gave us your application online through ACCESS HRA. To continue the application, go to the:	
<input type="text"/>	SAMPLE located at
<input type="text"/>	

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

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

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

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

Fecha: _____

Número del Caso/
Número de Confirmación de ANYC: _____

Nombre del Caso: _____

MEDIDA NECESARIA TRAS LA PRESENTACIÓN

- Solicitud de Asistencia en Efectivo (incluye sólo asistencia de emergencia y beneficios de Asistencia en Efectivo, Medicaid y SNAP continuos):**

¡A usted se le ha programado una entrevista!	
Usted ha presentado su solicitud por Internet mediante ACCESS HRA. Para seguir tramitando la solicitud, preséntese al:	
<input type="text"/>	ubicado en
<input type="text"/>	

Por favor traiga consigo esta carta y todo documento que tenga al centro. Usted aún debe presentarse, aunque no tenga todos sus documentos en este momento. A la hora de realizar la entrevista, le indicaremos todo documento que aún le haga falta y le otorgaremos tiempo para obtenerlo.

Usted **debe** llevar a cabo una entrevista inicial dentro de siete (7) días laborables, a partir de la fecha indicada en la parte superior del presente aviso. Se puede denegar su solicitud si usted no lleva a cabo la entrevista dentro de siete (7) días laborables.

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- Sólo a efectos de la solicitud del Programa de Asistencia de Nutrición Suplementaria (SNAP):**

¡Nosotros le llamaremos para programar una entrevista!
Usted ha presentado solicitud para beneficios de SNAP. Nosotros le llamaremos al número de teléfono que nos proporcionó para programar una entrevista. Si no tiene una entrevista para el _____, su solicitud será denegada.

Control of Actions at Hurricane Response Center

Card Number: _____

Date: _____

Case Name (Surname, First Name)	Service Type ¹ (CA or Medical Insurance or SNAP or Housing)	FIA AHRA Confirmation Number (if applicable)	MICSA			DOB	Phone Number	Location Referred To (if applicable)	Any Documents Submitted (Y/N)?	Comments
			MAGI	Non MAGI	None					
			SAMPLE							

¹ For this log CA represents CA/MA/SNAP