OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #18-37-OPE
(This Policy Bulletin Replaces PB #16-96-OPE)

AVAILABILITY OF ONLINE CA APPLICATIONS AND CA RECERTIFICATIONS ON ACCESS HRA AT PERSONAL COMPUTER (PC) BANKS AND SELECT HOMEBASE OFFICES AS WELL AS SELECT COMMUNITY BASED ORGANIZATIONS (CBO)

Date: June 15, 2018	Subtopic(s): Application, Recertification, FIA-1124, FIA-1167, W-531, FIA-1204, FIA-1204a

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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

Revisions to the Original Policy Bulletin:

- Effective July 17th, 2018, the online Cash Assistance (CA) application will be available through ACCESS HRA (AHRA) at 14 locations across select Homebase Offices and Community Based Organizations (CBOs) as part of a pilot project. A list of participating sites is included as **Attachment B.** The online CA application will still be available at designated Job Centers with Personal Computer (PC) banks.
- All references to ACCESS NYC (ANYC) have been replaced with ACCESS HRA (AHRA).
- Disability Access and Reasonable Accommodation information has been updated.

Purpose:

Revised

The purpose of this policy bulletin is to inform Job Center, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center, and Centralized Rescheduling Unit (CRU) staff that electronic versions of the Cash Assistance (CA) application form are available on the Access HRA (AHRA) web portal in Job Centers with PC Banks and designated Homebase and CBO office. An electronic version of the CA recertification form is also available on AHRA at PC Banks as well as on any computer with internet access.

This policy bulletin also discusses the routing of applicants and participants who submit their application/recertification form through AHRA as well as the CA application interview scheduling process. This policy bulletin is informational for all other staff.

Since July 2016, NYC residents have been able to electronically submit their CA application and recertification forms to the Human Resources Administration (HRA) using the AHRA website, as follows:

- CA electronic application (**CA E-App**) forms (NYC's electronic version of the New York State Application for Certain Benefits and Services [**LDSS-2921**] form) can be submitted using the Personal Computer Bank (PC Bank) terminals; and

- CA electronic recertification (**CA E-Recert**) forms (NYC's electronic version of the New York State Recertification Form for Certain Benefits and Services [**LDSS-3174**] form) can be submitted using PC Bank terminals at select Job Centers and at non-HRA computers that have an internet connection.

Note: Family Independence Administration (FIA) Operations will notify Job Centers as additional PC Banks are rolled out in their locations.

New Information

Effective July 17, 2018, individuals will be able to submit a **CA-E-App** from Homebase and CBO offices listed on **Attachment B**.

After completion of an in-center **CA E-App** form, applicants at select Job Centers will be routed to their CA eligibility interview and encouraged to complete their required in-person interview on the same day.

New Information

Applicants at Homebase and CBOs will be directed to report to the appropriate Job Center based on ZIP Code within 7 business days to complete their in-person interview. All applicants reporting to a Job Center must be permitted to conduct their eligibility interview on the same day that they report to the Job Center, even if it is before the scheduled appointment date and not the Job Center at which their application is registered (see page 10 for instructions on changing the Job Center designation).

POS will send Action Code **99AC** to NYCWAY which will generate an appointment window for model office systems to identify the applicant. This will allow the applicant to be routed correctly when reporting to the Job Center.

Additionally, Action Code **99AC** will generate the Interview Required to Complete Your Online Cash Assistance Application (**FIA-1204**) form. The **FIA-1204** will be mailed to applicants informing them of the last day in which they need to report to a center to conduct their eligibility interview.

Note: The **FIA-1204** will serve as a secondary notification to applicants as they will also be instructed on ACCESS HRA through the "Next Steps" page to report to the Job Center.

New Information
Robo-Call

Applicants who submit a **CA E-App** from Homebase or CBO offices will also receive a robo-call the day after they submit their application (if they do not report to the Job Center on the same day) reminding them to go to the center to conduct their interview.

Homebase and CBO - Immediate Needs / Emergency Situations	Individuals applying at Homebase and CBOs will be shown an alert prior to starting the application that if they have an immediate need or emergency situation they still have the option of reporting in-person to a Job Center, filing an application, and being interviewed on the same day. After submission, applicants are informed of the need to complete an in-person interview as soon as possible, but no later than seven business days from submission.
E-Recert	Participants who submit the **CA E-Recert** form at the select Job Center PC Banks or from another computer should be interviewed on the date of their scheduled recertification interview. Additional clarification regarding the date range to submit a **CA E-Recert** and what to do if the participant missed their interview starts on page 21.
Refer to [PD #17-19-OPE](#) Revised information	Applicants/participants who are deaf or hard of hearing, and indicate a need for sign language interpretation when they report to a Job Center, are issued a **CA Sign Language** ticket and are routed directly to the Language Liaison.

CA Electronic Applications (CA E-Apps)

Online Application Submissions

Revised	Applicants are able to submit **CA E-Apps** in the PC Bank terminals at select Job Centers as well as the Homebase and CBO locations listed on **Attachment B**. Applicants have the option to electronically submit the information requested on the **LDSS-2921** using AHRA prior to their in-person interview with a JOS/Worker.
Types of applications available on AHRA	Applicants using AHRA can apply for ongoing Cash Assistance, emergency assistance (commonly known as a One-Shot-Deal), or Child Care in Lieu of Cash Assistance (CILOCA). The submission of any of these three types of applications is transmitted into POS as a **CA Application Interview** activity.
CA E-App submitted at a Job Center	Applicants who apply at a Job Center with a PC Bank, but do not live in a ZIP Code covered by that particular Job Center, can still be interviewed there. Once the eligibility determination is made on the application, and if the case status is changed to Active (AC), the case will be transferred to the responsible Job Center based on the residential ZIP Code of the household.

For example:

A person with a residential address in Coney Island can submit a **CA E-App** at the Rockaway Job Center. Once the case is accepted, it will be transferred to the Coney Island Job Center, which becomes the responsible Job Center for their case.

Routing of Individuals Applying at a PC Bank

FDR - application

If the Job Center has Front Door Reception (FDR) in the main reception area, the FDR Worker is responsible for routing applicants who indicate that they would like to apply for CA to the PC Bank terminals. The FDR Worker issues the applicant a **CA Intake PC** (**RA**) ticket from the Front Door Electronic Reception (FRED) system and directs the individual to the PC Bank.

Kiosks – application

If the Job Center has Self-Service Check-in Stations (kiosks) in the main reception area, the kiosk issues a **CA Intake PC** (**RA**) ticket to individuals that select the option *Apply for Cash Assistance* as the reason for their visit to the Job Center. Self-Service Clerk (SSC) staff is in the main reception area to assist individuals who need help using the kiosks.

New Information

Accessible kiosks

SSC staff (or any other staff who may be in the main reception area) should direct individuals who have mobility issues or are blind to the location's accessible kiosks. These kiosks include a lower interface, JAWS screen reader software, and other accessible features.

Refer to [PB #16-18-OPE](#)

Note: There are several self-identification options that an individual can use to arrive at a screen that presents the option to *Apply for Cash Assistance*. Refer to the Expansion of and Revisions to Self-Service Initiatives for Check-in and Document Return (PB #16-18-OPE) policy bulletin for further information.

Other service areas within the Job Center that can issue an RA ticket

In addition to FDR and kiosks, the **RA** ticket can also be issued from the Model Office Numbering Identification Queue (MONIQ) system by workers in the Customer Service and Information Center (CSIC), Disbursements & Collections (D&C), Homelessness Diversion Unit (HDU), Fair Hearing & Conference (FH&C), SNAP CSIC and SNAP Reception areas, as needed.

At the PC Bank

PC Bank – CA E-App submitted

At the PC Bank, the Electronic Application Counselor (EAC) assigns applicants to a personal computer terminal where they can access the AHRA website to complete the **CA E-App**. PC Bank staff must instruct applicants to return the **RA** ticket to a member of the PC Bank staff once they have successfully submitted their **CA E-App**.

New Information

ADA Accessible terminal

Note: Individuals with disabilities who need an accessible workstation must be directed to an Americans with Disabilities Act (ADA) accessible terminal. These stations are equipped with an accessible keyboard and include a computer that has JAWS screen reader software for people who are blind along with headphones to ensure privacy.

PI ticket issued to all applicants

Upon return of the **RA** ticket, the EAC must answer and re-route the **RA** ticket, issuing a **CA Application Interview** (**PI**) ticket, using MONIQ, and give the applicant a CA Application Kit. The applicant must then be directed to the Case Management Unit (CMU) application interview waiting area.

All applicants are directed to CMU

If an applicant is unable to stay for a same-day interview, the designated Worker is responsible for scheduling an interview on a future date. The EAC should instruct individuals who indicate that they cannot stay to go directly to the designated Worker to schedule an interview appointment and not wait for their **PI** ticket to be called by a CMU JOS/Worker.

PC Bank – CA E-App not submitted

If an individual states that they do not want to submit a **CA E-App** using the AHRA website or demonstrates significant difficulty in using AHRA or the computer in general, the EAC must re-route the **RA** ticket, issuing a **PI** ticket (annotate the spoken language, if necessary), give the applicant a CA Application Kit, and then direct the individual to proceed to the CMU application interview waiting area.

CA Applicants are not required to complete the paper application. They can answer the questions with a JOS/Worker during their interview.

PC Bank – SNAP Application submitted

Individuals who submit a SNAP application are not required to stay for an interview and should be informed by the EAC that they will be contacted to schedule a telephone interview.

Routing Applicants Who Submitted from Homebase or CBO Offices

New Information
FDR – application

Applicants do not have to wait for their appointment to have their interview

Applicants who submit from Homebase or a CBO will have a scheduled appointment available and should be issued a CA Application Interview (**PI**) ticket at FDR even if it is before the actual scheduled date. These applicants must be permitted to complete their interview on the day they report to the Job Center. Additionally, the **PI** ticket can be issued by FDR staff if an appointment letter or "Next Steps" page is presented by the applicant.

Kiosks – application

If the Job Center has kiosks, once the applicant correctly identifies themselves by swiping their Common Benefit Identification Card (CBIC), or entering their Social Security Number (SSN) or Client Identification Number (CIN) the applicant will be issued a **PI** ticket. Self-Service Clerk (SSC) staff is in the main reception area to assist individuals who need help using the kiosks.

New Information

Accessible kiosks

SSC staff (or any other staff who may be in the main reception area) should direct individuals who have mobility disabilities or are blind to the location's accessible kiosks which include a lower interface, JAWS screen reader software, and other accessible features.

Automatic Registration of CA E-Apps

Revised

Attempt to automatically register CA E-Apps in WMS

The Paperless Office System (POS) attempts to automatically register the **CA E-App** submissions from PC Banks, Homebase, and CBOs in the Welfare Management System (WMS). The following queues are used in POS to store the **CA E-Apps** that are submitted:

- **CA E-App Queue** – contains successfully registered **CA E-App** submissions; and
- **Login Queue** – contains **CA E-App** submissions that <u>were not</u> successfully registered.

Supervisors Assign Interviews from the **CA E-App Queue**

CA E-App Queue:

Supervisors must access the **CA E-App Queue** to assign interviews to staff. To do so, supervisors must:

- Click on the "Worker" radio button and select the "CA E-App" option in the drop down menu to access the queue.
- Select the case in the queue and click on the Assign button.
- Select the Worker, enter a case comment (if applicable) and click OK. The application interview will be assigned to the selected worker.

See screen shots below indicating the necessary steps.
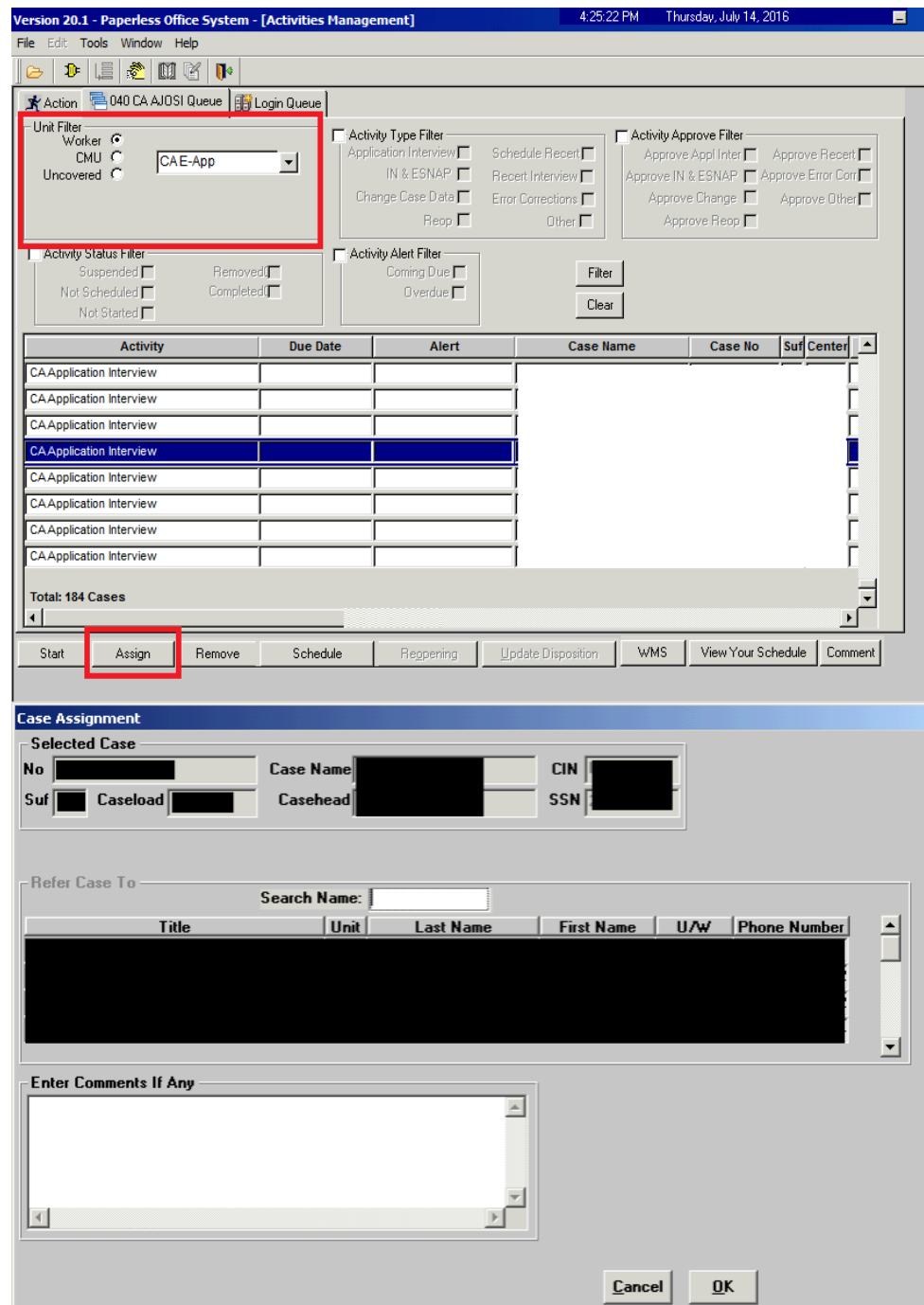
Identifying CA E-App submissions in the **Login Queue**

Login Queue:

CA E-Apps that appear in the **Login Queue** after failing the automatic registration process are identified by the content in the columns listed below:

E-App column contains a check mark; and
Last Action column contains "To be Registered."

Login Queue tab - POS Activities Management screen

Information Technology Services (ITS) uses the information entered into the **CA E-App** to pre-fill the **CA Application Intake** and **CA Application Interview** activities in POS.

New Information

Reporting to Job Center where case is not registered

If an individual submits the **E-App** from Homebase or a CBO and reports to a Job Center other than the one covered by their ZIP Code, their **E-App** will not be in the reporting center's **CA E-App** or **Login** queues. The designated CMU supervisors must verify that an application was submitted by using the Review Case activity in POS and using the applicant's AHRA confirmation number, if available, to find the registry number.

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 POS using the registry number. Staff must change the Job Center designation as well as the caseload designation to ensure it is correctly caseloaded.

Once the modification is completed, and the designation changed in WMS, staff must start the Application Interview activity using the registry number. This will pull the case from the original center's **E-App** queue into the center where the interview is being conducted.

Screening for ESNAP processing

The AHRA software is programmed with business rules to perform the screening for expedited SNAP (ESNAP) processing based on the information provided by the applicant in their **CA E-App** submission. The JOS/Worker must still determine eligibility for a SNAP benefit to be issued under expedited processing for those who are eligible for expedited processing.

Emergency Situations and Immediate Needs

Applicants are able to report emergency situations and immediate needs in their AHRA CA application form. The responses provided

by the applicant are recorded in AHRA, and then populated into the **CA Application Interview** activity in POS.

New Information

Note: For applicants at Homebase and CBOs an alert will display prior to starting the application informing the individual that if they have an immediate need or emergency situation, they can report to a Job Center, submit an application, and be interviewed on the same day.

POS Site Determination Screen

The JOS/Worker only encounters the **Site Determination** screen if the **CA E-App** submission was not successfully registered in WMS or if the applicant chose not to submit using the PC Bank.

Revised

If the applicant provided a residential ZIP Code in their **CA E-App** that is not covered by the Job Center at which they apply, including those who submitted at Homebase or a CBO, and report to a site other than the one covered by their ZIP Code, the JOS/Worker that completes the **CA Application Intake** activity must choose *Site Determination Override – Out of Territory* from the "*Is there a Special Situation/Hardship?*" drop down menu, if none of the other reasons apply.

Choose *Site Determination Override – Out of Territory* for applicants that do not live in a ZIP Code covered by the Job Center where they apply

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Application Interview Appointments

Designated Worker – application

The designated Worker is responsible for:
- Scheduling interviews for applicants who cannot stay to complete their same day interview;
- Conducting outreach to applicants who submitted a **CA E-App** and left without having or scheduling their same day interview; and
- Completing a Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet (**LDSS-3938 NYC**) for applicants who do not stay for a same day interview and whose **CA E-App** submission was not successfully registered in WMS.

Refer to
[PB #16-105-OPE](PB #16-105-OPE)

The existing CA application robocalls will be made to applicants if the interview appointment that is scheduled in NYC Work Accountability and You (NYCWAY) is also recorded in POS. Additionally, applicants who miss their interview appointments will receive the Important Information About Your Case – Notice of Missed Cash Assistance Appointment (**FIA-1124**).

Revised Information

Before scheduling an interview appointment, the designated Worker must review the Client Services Screen to determine if there are any known Reasonable Accommodations (RAs). If so, these should be accounted for in any scheduling of an appointment. Staff must then open the POS **Review Case** activity and click the **Probs** button on the **Household** screen to check if the applicant indicated any emergency situations or immediate needs.

CA E-App submission not automatically registered in WMS and the applicant cannot stay for a same day interview

If the **CA E-App** submission is in the **Login Queue**, the designated Worker must first complete the **CA Application Intake** activity in POS to register the case before they are able to schedule an interview appointment for the applicant. The Worker must also manually complete the **LDSS-3938 NYC** and scan and index it to the electronic case record.

Revised
Scheduling interviews for applicants who submitted a **CA E-App** and state they cannot stay for a same day interview

If an applicant who submitted a **CA E-App** states that they cannot stay to be interviewed, the designated Worker is responsible for:

- Asking the applicant if the reason they cannot stay is because of the need for a reasonable accommodation. If the reason is related to a disability and a reasonable accommodation (such as shorter wait times) can be provided in order to complete the application on the same day, the worker should make that accommodation. If the accommodation is needed for the future, the worker should offer to complete the Help for People with Disabilities (**HRA 102c**) form with the applicant.

Refer to [PD #16-27-ELI](PD #16-27-ELI) for information on offering RAs

• Asking the applicant if there are any immediate needs or emergencies;

Note: If the immediate need/emergency indicated should be addressed that same day, the Worker should let the individual know that it may be better if they stay for a same day interview. If the individual still does not want to stay, the interview should be scheduled as soon as possible, within the mandated timeframe, to address the issue. A case comment must be entered to record that the conversation occurred.

Refer to PD #17-01-ELI

• Scheduling an interview in NYCWAY by posting Action Code **99AA** (Manual Application Interview Appointment) no later than 7 business days (2 calendar days if eligible for Expedited SNAP (ESNAP) processing) from the date the **CA E-App** was submitted);

Note: When scheduling, any existing or newly identified RAs must be considered, even if not yet recorded in the system.

Enter the case and suffix numbers in the appropriate fields

Enter **99AA** in the *Enter an Action* field and press the transmit key

```
MAPER2-A (99975)
File  Edit  Functions  Scripts  Session  Release  Help

480B22              WORK, ACCOUNTABILITY, AND YOU (WAY)        PIW008.300
30 AUG 2017                         MASTER MENU

Case #/App Reg#:  [000          Suffix:  [01]  Line #:  [01]

Demographics [   ] Detail                    [   ] Case Profile

Activity:    [   ]  Inquiry on Activity   [   ] Correct an Action
             [99AA ] Enter an Action

Employment:  [   ]  FIA3A                  [   ] Employability Plan

Caselists:   [   ]  Caseload Management

             [   ]  Worklist Processing

Assignment/  [   ]  Assignment
Attendance   [   ]  Assignment Inquiry    [   ] Attendance Inquiry
             [   ]  Assignment Adjustment [   ] Training Inquiry

Administrative Functions [   ]  Reporting [   ]
```

```
                    WORK, ACCOUNTABILITY, AND YOU (WAY)        PIW022.300
                              ENTER AN ACTION

Casenumber : 0000017  9 Suffix : 01 linenumber : 01  Case Type : SNFP
Appreg     : 0000017  9 CIN    : R      J            SSN       :
           ------------------------------------------------------------
Program: UNDEFINED
Status : UNDEFINED STATUS
           ------------------------------------------------------------
Name   : P      'AN                              Office   : 040
                                                 Worker   : IBOOK
Action Code : 99AR Applicant Interview rescheduled
```

A comment is not required when the **99AA** is posted

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       te: 04/03/18                        BATCH MAILING:    [N]

          :                                                         ]

   l Comments? (Y/N)   [N]
                                                    Transmit [ ]
```
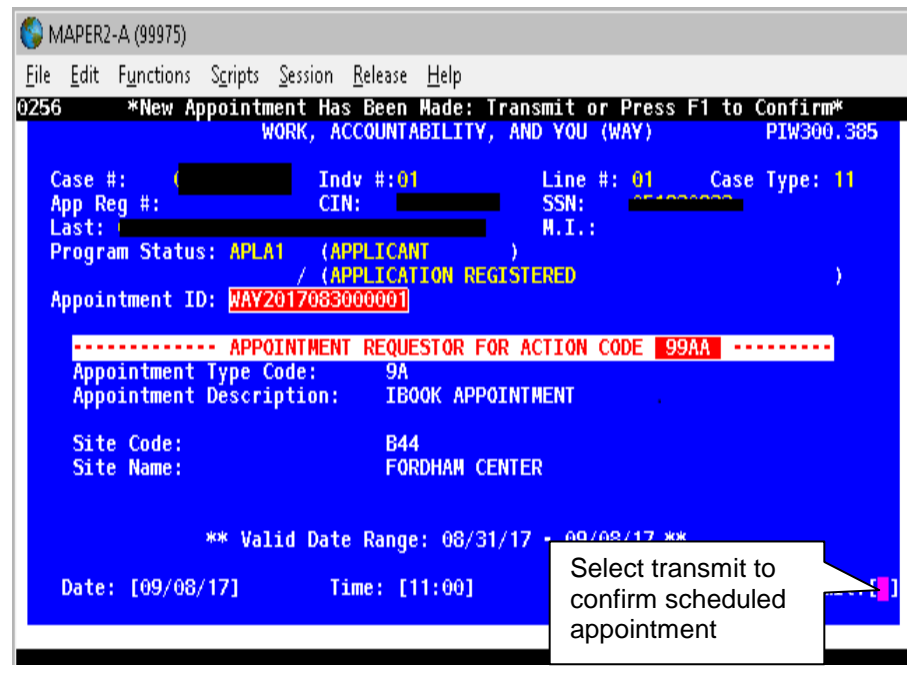
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MAPER2-A (99975)
File  Edit  Functions  Scripts  Session  Release  Help
0255        *PRESS F1 or TRANSMIT to COMPLETE THE APPOINTMENT PROCESS*
                    WORK, ACCOUNTABILITY, AND YOU (WAY)        PIW300.385

  Case #:     00          Indv #:01        Line #: 01   Case Type: 11
  App Reg #:               CIN:            SSN:
  Last:                    First:          M.I.:
  Program Status: APLA1   (APPLICANT       )
                        / (APPLICATION REGISTERED              )
  Appointment ID: WAY2017083000001

       ------------ APPOINTMENT REQUESTOR FOR ACTION CODE  99AA  ----------
       Appointment Type Code:     9A
       Appointment Description:   IBOOK APPOINTMENT

       Site Code:                 B44
       Site Name:                 FORDHAM CENTER


              ** Valid Date Range: 08/31/
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Hit Transmit to bring up the scheduling options

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    Date: [08/31/17]      Time: [11:00]                    Transmit:[ ]
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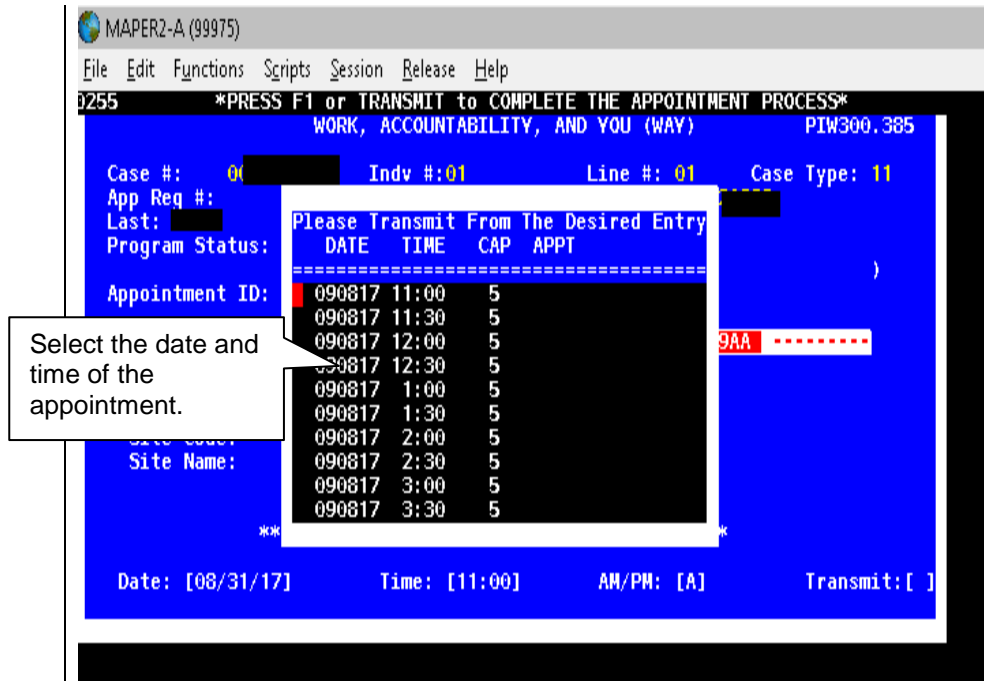
Note: Any known RAs will be taken into consideration by the system. If the applicant indicates an RA that is not yet known to the system, staff must select a date and time that best honors the RA.

New Information
Refer to [PB #18-21-OPE](#)

Note: Posting the **99AA** will allow the worker to either generate the Important Information About Your Application (**W-531**) notice as a batch notice which will be mailed to the applicant or as an online notice which will be printed locally and must be provided to the applicant. If the appointment is being made over the phone, Staff must instruct the applicant that they do not need to wait for the letter to arrive in the mail before reporting to the Job Center to complete the application process.

- Entering the appointment date and time using the **Schedule** button on the Activities Management screen in POS, shown below; and
- Entering a detailed case comment in instances where an appointment was scheduled for an applicant who indicated an emergency or immediate need.

POS **Activities Management** screen
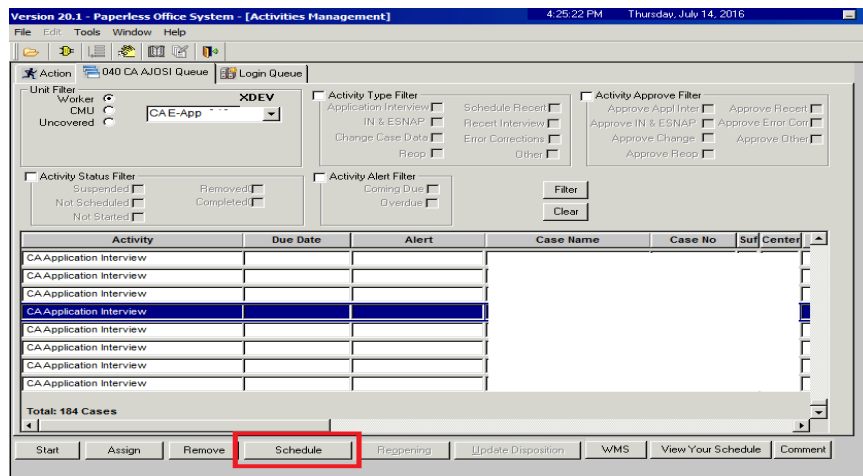
POS scheduling calendar
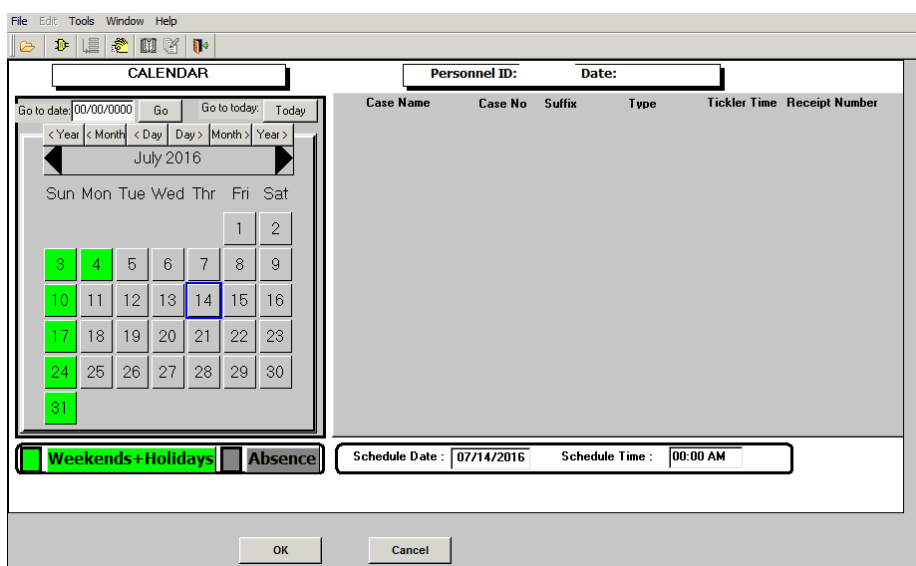
Contacting applicants that did not stay for an interview but submitted at the PC Bank

The CMU Supervisor is responsible for checking both the **CA E-App** and **Login** queues throughout the day to see if any individuals who submitted a **CA E-App** were not interviewed. The CMU Supervisor must also check the **Date Initial Interview Started** field of the POS Application Log (PAL) in the Management Console and the PC Bank Report (within the specialized reports group) in the Management Console to see if any individuals were not interviewed who had submitted application from the PC Bank.

The CMU Supervisor is responsible for assigning these applications to the designated Worker for the purpose of scheduling interviews.

Revised Information	<u>Submit at PC Bank and leave without contact</u>
	All applicants who submit a **CA E-App** at the PC Bank and then leave the Center without going to CMU must be contacted to schedule an interview appointment.
	The designated Worker is responsible for:
	• Calling the applicant to schedule an interview and asking the applicant if there are any immediate needs or emergencies;
	Note: If the applicant indicated any problems, either on their application or in the interview, their interview should be scheduled for the next business day. If the applicant indicates that they are not available, a detailed case comment is required explaining why (i.e. applicant has dialysis on Tuesdays, applicant's travel companion is unavailable for the next two business days, etc.)
	• Scheduling an interview in NYCWAY by posting Action Code **99AA** (no later than 7 business days, 2 calendar days if eligible for Expedited SNAP (ESNAP) processing, from the date the **CA E-App** was submitted), refer to the screen shots starting on page 13;
New Information	**Note**: Posting of the **99AA** will allow the worker to choose to generate the **W-531** locally or as a batch mailed notice. The applicant does not need to wait for the letter to report to the Job Center.
	• Entering the appointment date and time using the **Schedule** button on the Activities Management screen in POS, refer to the POS screen shots starting on page 16;
	• Entering a detailed case comment in instances where an appointment was scheduled for an applicant who indicated an emergency or immediate need;
	Interview appointments that are scheduled in NYCWAY using Action Code **99AA** appear on the **IBOOK** worklist.
Refer to [PD #11-15-OPE](#) for policy information	If an applicant submits a completed paper **LDSS-2921** and cannot stay for their interview, complete the **Site Determination** activity in POS using the non-same day application process to accommodate those applicants who are unable to stay. This will require posting Action Code **99AI** in NYCWAY and generating the **W-531** as described in PB #18-21-OPE.
Refer to [PB #18-21-OPE](#) for instructions on generating the **W-531**	

New Information	<u>Rescheduling Application Interview Appointments</u>
CIRU Staff	Applicants who need to reschedule their application interview appointment, either because they have already missed it or prior to the appointment date, can do so by calling the Centralized Interview Rescheduling Unit (CIRU). CIRU staff will be able to reschedule the application interview appointment by entering Action Code **99AR** in NYCWAY. Posting of the **99AR** will generate and mail the Rescheduled Cash Assistance Application Interview (**FIA-1204a**) notice.
Refer to [PB #16-105-OPE](PB #16-105-OPE)	CIRU staff must also record the new appointment date in POS. Refer to Instructions to the Centralized Interview Rescheduling Unit for Rescheduling a CA Application Interview in POS (**Attachment A**) for detailed instructions.
	Note: When scheduling the appointment, staff must ensure any known reasonable accommodations are taken into consideration. If none are present on the Client Services Screen, staff should still try to reasonably accommodate the applicant's request, especially if related to an illness or disability.
	<u>Missed Application Interview Appointments</u>
Missed application interview appointment	If the applicant misses the scheduled interview (regardless of where they submitted the application) and:
New Information	• comes to the Job Center within twelve (12) days of filing the **CA E-App**, the applicant is given a **PI** ticket to CMU.
	Note: This also applies if an applicant submitted from Homebase or a CBO and then reports to a Job Center other than the one where the application was registered.
	• comes to the Job Center more than twelve (12) days after the **CA E-App** was filed and a case in Application (AP) status is <u>not found</u>, the applicant must submit a new **CA E-App**.
	Note: If the applicant comes back to the Job Center prior to the 30th calendar day following the day the **CA E-App** was filed, the file date for the SNAP portion of the application must have the date of the initial **CA E-App** submission.

Fails to Keep Application Interview Appointment

Regardless of submission location, if the applicant does not keep their interview appointment, NYCWAY posts Action Code **99AX** (Applicant Interview Cancelled) at the end of the future action date (FAD) for the **99AA**, **99AI** (Applicant Interview Scheduled) and **99AR** (Applicant Interview Rescheduled). The cases must be rejected with code **F10** (Failed to Keep Appointment for Initial Eligibility Interview).

Case Management Unit

CMU – applications

CMU staff conducts same day interviews for individuals who submit a **CA E-App** using ACCESS HRA. The CMU Supervisor assigns the **CA E-App** activity to a CMU JOS/Worker from the **CA E-App** queue, once a corresponding ticket number has been issued and is in **WAIT** status.

If no corresponding ticket number is available, the case in the **CA E-App** queue should not be assigned. This indicates that the applicant has not reported to the center and has applied from Homebase or a CBO office.

Note: For Job Centers without PC Banks, only cases submitted at a CBO/Homebase location should be in the **CA E-App** queue and thus not assigned until a corresponding ticket number is available.

Each ticket is called three times to allow for instances of an applicant not being in the waiting area when their ticket is called, as per current procedure. If the applicant does not respond by the third time the ticket is called, the JOS/Worker must close the **PI** ticket in MONIQ and alert the CMU Supervisor. The CMU Supervisor must remove that **CA Application Interview** activity from the JOS/Worker's queue and place it back into the **CA E-App** queue.

Note: If the first time the ticket is called is after 5:00pm, the ticket is finished after the first call and will not be called again.

New Information

If an applicant has identified themselves as deaf or hard-of-hearing, or if we are aware of this, staff should regularly check in with the individual to confirm that we still know that the applicant is waiting and ask that they inform us when leaving the waiting area for any reason. In instances where we know that we are waiting for an ASL interpreter to arrive, staff should let the applicant know that they will find them in the waiting room when the interpreter arrives.

The CMU Supervisor is responsible for ensuring that individuals who need a Reasonable Accommodation (RA) for a shorter wait time are given priority to be seen by a CMU JOS/Worker. If there are multiple applicants with an RA for a shorter wait time, the applicant who has the longest wait time must be seen first, whenever possible.

JOS/Workers that are assigned a case from the **Login Queue** must perform the **CA Application Intake** activity to register the case, and then start the **CA Application Interview** activity.

JOS/Workers are responsible for conducting the full **CA Application Interview** activity in POS. JOS/Workers must ensure that they ask applicants <u>all</u> questions in the **CA Application Interview** activity.

CA Electronic Recertifications (CA E-Recerts)

Availability of Online Recertification Submissions

Participants are able to submit a **CA E-Recert,** as follows:

- At the PC Bank in select Job Centers if that is the responsible Job Center for the participant's case; and
- At any non-HRA computer that has an internet connection.

    Note: The **CA E-Recert** is available on computers at any PC Bank because AHRA released the **CA E-Recert** citywide. Only select Job Centers will have the ticket option in the Front Door Electronic Reception (FRED) system or at a kiosk to route participants to the PC Bank.

Date Range to Submit a CA E-Recert

Date range to submit a **CA E-Recert**

Participants have the option to electronically submit the information requested on the **LDSS-3174** using AHRA prior to their face-to-face recertification interview (FFR) with a JOS/Worker. The date range for a participant to submit a **CA E-Recert** from the locations listed below is as follows:

- PC Bank (at their responsible Job Center) – beginning on the date of their scheduled FFR until the case is closed; and
- Any non-HRA computer – beginning on the date that the JOS/Worker schedules the FFR until the case is closed.

Note: Participants can only use the PC Bank to submit a **CA E-Recert** if the Job Center that is responsible for their case can route individuals to the PC Bank.

Regardless of where a participant submits the **CA E-Recert**, FFRs that are scheduled at a Job Center must be conducted at the participant's responsible Job Center.

The information entered by the participants in AHRA is transmitted to POS. POS pre-fills the information into the **CA Recertification Interview** activity that resides in the queue of the JOS/Worker who scheduled the recertification interview.

FDR – recertification

FDR staff is responsible for conducting a case search in FRED and routing participants who have come to the Job Center to complete their FFR and are within the date range to complete the interview, described in the previous section, as follows:

CA E-Recert not submitted

Participants who have <u>not</u> submitted a **CA E-Recert** are given a **CA Recert PC** (**RR**) ticket and directed to the PC Bank.

CA E-Recert submitted prior to Job Center visit

Participants who have submitted a **CA E-Recert** are given a **CA Recertification** (**PR**) ticket and directed to CMU.

Note: The date range to complete the FFR includes the 5 business day-grace period after the date of the scheduled interview and the clocking down of an adverse action indicated on a notice of intent.

Kiosks – recertification

New Information

The kiosk issues one of the following tickets to individuals who are within the date range to complete their FFR based on the results of the kiosk conducting a case search in FRED using the individual's self-identification information entered:

- **RR** ticket – issued to participants who have <u>not</u> submitted a **CA E-Recert**; and

- **PR** ticket – issued to participants who have submitted a **CA E-Recert**.

Refer to PD #18-10-OPE

Participants who are eligible to recertify for CA benefits <u>and</u> for whom FRED indicates that they speak a language other than one of the Local Law languages will be directed to the PC Bank. The **RR** ticket will be annotated with the individual's preferred spoken language as indicated in the Welfare Management System (WMS).

In addition to FDR and kiosks, the **RR** ticket can also be issued from MONIQ by workers in CSIC, D&C, HDU, FH&C, SNAP CSIC and SNAP Reception areas, as needed.

Participant arrives at the Job Center before their scheduled appointment

Participants who come into their responsible Job Center before their scheduled appointment must be issued a ticket according to the existing routing hierarchy in FRED.

Participant shows proof of appointment at FDR

If no appointment is found after a case search in FRED but the individual presents an appointment letter or shows the appointment in ACCESS HRA on their mobile device to the FDR staff, the participant should be routed to the PC Bank using "Other Routing Options". Once at the PC Bank, the individual will be able to submit their CA E-Recert.

No proof of appointment or at kiosk

If no appointment is found in FRED and the participant does not present proof of a scheduled appointment, FDR staff must route the individual to CSIC General.

If the kiosk does not find an appointment, the participant will be routed based on the other routing options available at the kiosk.

Note: Refer to PB #16-18-OPE to view the routing options on the kiosk screen displayed to a participant with a CA case in either Active (AC) or Single Issuance (SI) status.

Participants should be interviewed on the date of their FFR or within the 5 business day-grace period of their FFR. If the participant indicates an inability to return to the Job Center on the date of their FFR, the CSIC Worker will route the individual to CMU.

FDR & kiosk – missed recertification interview

If the participant missed their scheduled FFR appointment and the case is not closed, FDR staff/kiosk issues the participant:

- an **RR** ticket if a **CA E-Recert** was not submitted and the individual is directed to the PC Bank; or

- a **PR** ticket if a **CA E-Recert** was submitted and the individual is directed to the CMU waiting area.

Note: The CA Missed Appointment (**PQ**) ticket is disabled at Job Centers that route participants to the PC Banks to submit the **CA E-Recert**.

Participants Who Need a Reasonable Accommodation

Help needed when reading forms or completing forms	Participants with a known or expressed Reasonable Accommodation (RA) for help reading forms and/or completing forms are not to be directed to the PC Bank. These participants must be given a **PR** ticket and directed to CMU.
Sign language interpreter needed	Participants with a known or expressed RA for sign language interpretation are issued a CA Sign Language ticket and directed to the CMU waiting area.
New Information	While waiting for a sign language interpreter, if the participant informs staff that they would like to start the process by submitting a **CA E-Recert**, they should be re-routed to the PC Bank using MONIQ.
New Information	Additionally, even if the participant does not initiate the request, Staff must offer the individual the opportunity to start the process by submitting a **CA E-Recert** and re-routing the individual to the PC Bank using MONIQ.

PC Bank Recertification

PC Bank – recertification submitted online	At the PC Bank, the EAC assigns participants to a personal computer where they can enter the AHRA website to complete the **CA E-Recert**. PC Bank staff must instruct participants to return the **RR** ticket once they have successfully submitted their **CA E-Recert**.
New Information - ADA accessible terminal	Individuals with disabilities who need an accessible workstation must be directed to an ADA accessible terminal.
	Upon return of the **RR** ticket, PC Bank staff must answer and re-route the **RR** ticket, issuing a **CA Recertification** (**PR**) ticket using MONIQ and give the participant a CA Recertification Kit. The participant must then be directed to the CMU interview waiting area.
	All participants who submit a **CA E-Recert** must be directed to CMU for their FFR.

PC Bank – recertification not submitted online	If a participant states that they do not want to submit a **CA E-Recert** using the AHRA website, presents an **RR** ticket that was annotated with a spoken language that is not one of the seven Local Law 73 languages, <u>or</u> demonstrates significant difficulty in using AHRA or the computer in general, the PC Bank staff must re-route the **RR** ticket, issuing a **PR** ticket (annotate the spoken language, if necessary), give the participant a CA Recertification Kit, and then direct the individual to proceed to the CMU interview waiting area. Applicants are not required to complete the paper application. They can answer the questions with a JOS/Worker during their interview.
Participant does not complete their FFR Refer to PB #16-105-OPE	Participants who submit a **CA E-Recert** but do not reschedule or stay to complete their FFR receive the same notices and robocalls as participants who fail to keep their FFR and whose case is at a Job Center that does not route them to the PC Bank.
SNAP Recertification Submitted Refer to PB #17-13-OPE	Individuals who submit a SNAP recertification are also not required to stay for an interview and should be informed by the EAC that they must call 718-SNAP-NOW (718-762-7669) as soon as they can for an on-demand recertification interview.
Refer to PB #16-38-OPE	**Note:** A same-day in-Center SNAP recertification interview must be given to any SNAP participant who requests one, if the participant is in the last two months of their recertification period and has submitted a recertification application. EACs will re-route the client using MONIQ to the co-located NCA SNAP office and issue an **FR** ticket.
CMU – CA recertification	The CMU JOS/Worker is responsible for conducting the **CA Recertification Interview** activities in their queue. If a participant arrives at CMU for their FFR and the CMU JOS/Worker who is assigned to their case is absent, the CMU Supervisor is responsible for removing the **CA Recertification Interview** activity from the absent CMU JOS/Worker's queue and assigning it to the queue of a CMU JOS/Worker who is available to conduct the interview, as per current procedure. The CMU Supervisor is responsible for ensuring that participants with a Reasonable Accommodation (RA) for a shorter wait time are given priority to be seen by a CMU JOS/Worker. If there are multiple participants with an RA for a shorter wait time, the participant who has the longest wait time must be seen first.

JOS/Workers are responsible for conducting the full **CA Recertification Interview** activity in POS. JOS/Workers must ensure that they ask participants all questions in the **CA Recertification Interview** activity.

CMU - **G10** posted on the CA case

Participants who have a **G10** clocking down and arrive at CMU during the clock down period of the Notice of Intent (NOI) must be interviewed on that day. The CMU JOS/Worker conducting the interview must complete the **Settle In Conference** (SIC) activity in POS before starting the **CA Recertification Interview** activity. The **CA Recertification Interview** activity is launched when the **Settle In Conference** activity is transmitted.

Note: Even if a participant does not have all of the required documents, the SIC must still be completed. The participant must be given a Documentation Requirements and/or Assessment Follow-Up (**W-113k**) and ten (10) days to return the requested documents.

Monitoring of CA Recertification Activities

Monitoring CA Recertification Interview activities in the **CA E-Recert Queue**

If a participant fails to report to their FFR appointment, a robocall is made to the participant on the day after the missed appointment. The robocall tells the participant that they have an additional 5 business day-grace period within which to report for the FFR.

During that time, the **FIA-1124** will be mailed to the participant. The Worker cannot initiate the required action to close the case until after the 5 business day-grace period has passed.

On the first day after the 5 business day-grace period has ended, if a participant hasn't reported for or rescheduled their FFR, the JOS/Worker must take action to close the case using closing code **G10** (Failure to Recertify on [DATE]), even if the **CA E-Recert** was submitted online.

**Features and Alerts in POS Related to Online Submissions of the CA E-App and CA E-Recert**

AHRA Entries Pre-Fill the POS Interview Activities

ITS uses the information entered into the **CA E-App** and **CA E-Recert** to pre-fill the POS interview activities.

The *Yes* radio button next to questions in POS is preselected if the participant provided a *Yes* response to the corresponding question in AHRA.

Example of how information entered into AHRA is displayed in the CA Recertification Interview activity in POS

Example:

If the applicant/participant indicates that a member of their household receives Public/Cash Assistance (Other Income) in AHRA, the **Yes** radio button is preselected for the question "Indicate if you or anyone who lives with you receives: Public Assistance Grant?" on the **INCOME: Current** screen in POS, see the screen shot below.

POS **INCOME: Current** screen
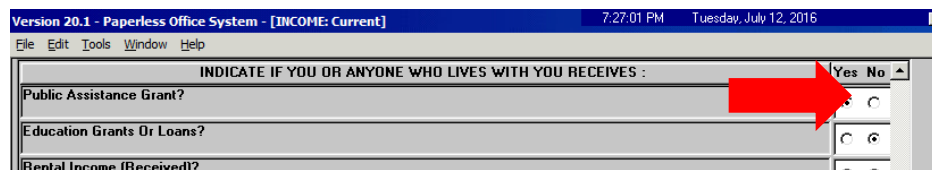
The CMU JOS/Worker must click the *Yes* radio button to view the information that was entered in AHRA. The information entered by the applicant/participant in AHRA is displayed in the top portion of the **Response to Question** window. If the CMU JOS/Worker is conducting an interview with a participant, the information displayed in the bottom portion of the screen is from the participant's previous interview, see the screen shot shown below.

POS **Response to Question** window that shows information transmitted from the **CA E-Recert**
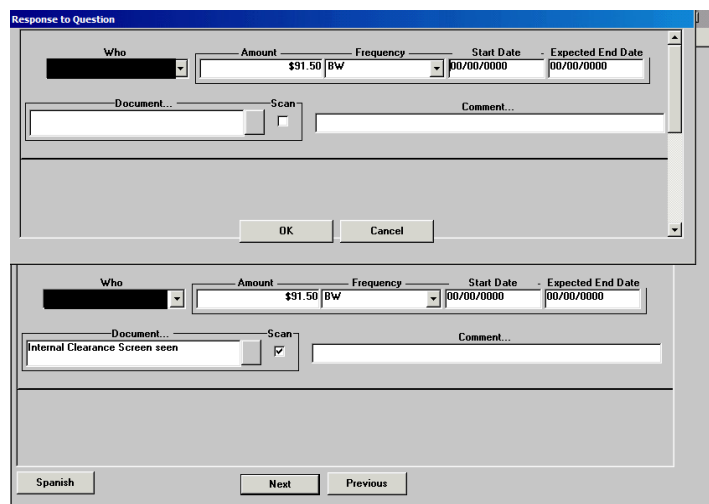
New Household Member Added on the CA E-Recert

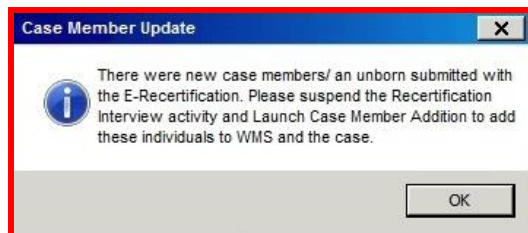New household member added to the case in the **CA E-Recert**

If a new household member was added to the case in the CA E-Recert **submission, POS displays the** Case Member Update **alert message on the** Household **screen, shown below, when the JOS/Worker starts the** CA Recertification Interview **activity.**

Case Member Update alert message

If the **Case Member Update** alert message appears, the JOS/Worker must suspend the **CA Recertification Interview** activity and then start the **Case Member Addition** activity. After the **Case Member Addition** activity has been transmitted, the JOS/Worker can then restart the **CA Recertification Interview** activity.

Removed household member in the **CA E-Recert**

Note: The CMU JOS/Worker does not perform the **Case Member Update** activity for household members that were removed from the case through AHRA. The CMU JOS/Worker closes the household member's line, as per current procedure.

Job Center Routing for Adding an Adult Household Member

Revised

FDR & kiosk – Adding an adult on a CA case

Households that need to add an adult member to an existing CA case are issued a ticket, as follows:

FDR staff issues a CA Application/Addition (**PA**) ticket; and
The kiosk issues a **PA** ticket if the individual selects the option *Report a Case Change*.

Note: If the kiosk locates an appointment for the individual who self-identifies at the kiosk, the individual will not be shown the screen to select the reason for their visit to the Job Center and the kiosk will issue the ticket for the appointment found. If the individual's appointment is with CMU, the JOS at CMU will process the request. If the individual's appointment is not with CMU, the individual will be issued a **PA** ticket and directed to CMU after they complete their appointment, if necessary.

Cash Assistance Recertification Form Now Available Online (FIA-1167) Form

FIA-1167

The Cash Assistance Recertification Form Now Available Online (**FIA-1167**) form is an insert that is mailed with the Notice of Recertification Appointment (**W-908T**). The **FIA-1167** is part of the new **W-908T** Print to Mail (PTM) packet that is sent to participants after their recertification interview is scheduled. The **W-908T** PTM packets are printed and mailed by ITS mail distribution.

The **FIA-1167** advises participants of the availability and advantages of completing the **CA E-Recert**. It also reminds participants to keep their scheduled interview appointment.

A sample of the **FIA-1167** form is attached.

Effective July 17, 2018

References:

18 NYCRR 350.3
18 NYCRR 351.22 (a) (b)

Related Items:

PB #18-21-OPE
PB #16-105-OPE
PB #16-90-SYS
PB #16-56-SYS
PB #16-18-OPE
PD #17-01-ELI
PD #17-19-OPE
PD #18-10-OPE
PD #14-14-OPE
PD #17-24-ELI
PD #11-15-OPE

Attachments:

|	
Attachment A	Instructions to the Centralized Interview Rescheduling Unit for Rescheduling a CA Application Interview in POS
Attachment B	List of Select Homebase Offices and CBOs
W-531	Important Information About Your Application (Rev. 08/16/17)
W-531 (S)	Important Information About Your Application (Spanish) (Rev. 8/16/17)
FIA-1167 (E)	Cash Assistance Recertification Form Now Available Online (4/12/2017)
FIA-1167 (S)	Cash Assistance Recertification Form Now Available Online (Spanish) (4/12/2017)
FIA-1124 (E)	Important Information About Your Case – Notice of Missed Cash Assistance Appointment (07/31/14)

FIA-1124 (S)   Important Information About Your Case – Notice of Missed Cash Assistance Appointment (Spanish) (07/31/14)

FIA-1204 (E)   Interview Required to Complete Your Online Cash Assistance Application (12/01/17)

FIA-1204 (S)   Interview Required to Complete Your Online Cash Assistance Application (Spanish) (12/01/17)

FIA-1204a (E)   Rescheduled Cash Assistance Application Interview Appointment (12/22/17)

FIA-1204a (S)   Rescheduled Cash Assistance Application Interview Appointment (Spanish) (12/22/17)

Attachment A

Instructions to the Centralized Interview Rescheduling Unit for Rescheduling a CA Application Interview in POS

Log into POS and Once in the Activities Management Screen do the following:

- Click on the Action Tab.
- Under Activity Description select Review Case. (Use Review Case to determine the queue in which the case is pending).
- Click Start.
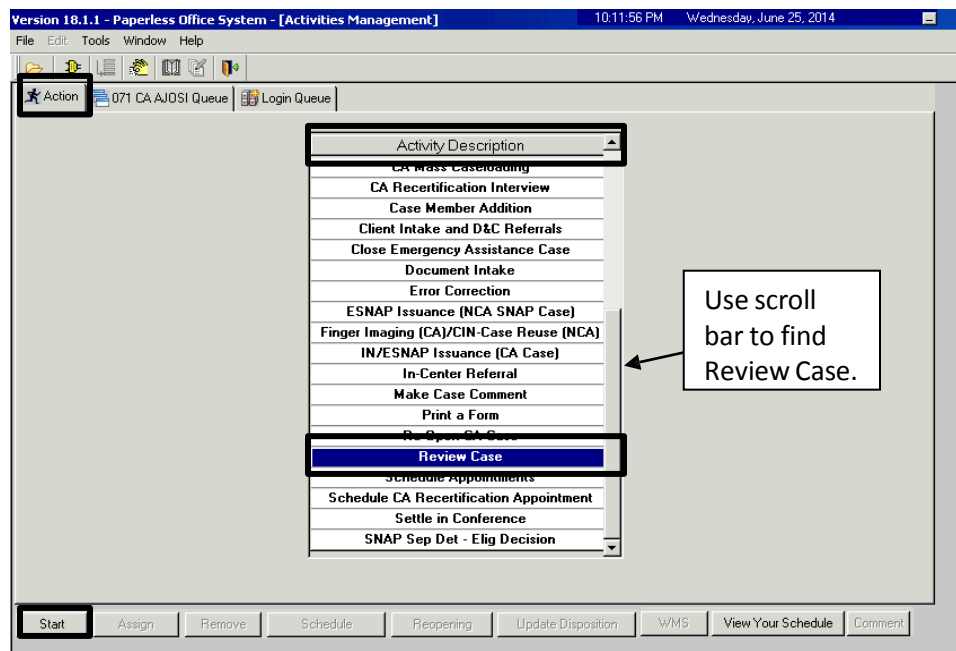
Attachment A

In the Choose A Case screen, enter the case number and click Search.
The case information will appear in the bottom portion of the window.
Click on the case information to highlight and select Perform Specified Action.

The Pending Activities Notification window will open and the CA Application Interview activity should be listed in this window. The worker must annotate the worker's name from the Worker field and the caseload number from the Caseload field and click Cancel.

This will shut down the Case Review activity and bring you back to the Activities Management Screen.

Attachment A

Once at the Activities Management Screen, the worker can access the queue where the case is pending by doing the following:

- In the Unit Filter section:

  - The option of Worker should be selected (if not selected, click on that option).
  - Click on the drop down arrow and type the first three letters of the worker's last name. When the worker's name appears, select the worker's name.


- In the Activity Type Filter section select Application Interview.

- Click on the Filter button.

- Select the case by clicking on it to highlight
- Click the Schedule button at the bottom of the screen.

Attachment A

When the Absence Calendar screen appears, take the following actions to reschedule the appointment:

- Select the requested date in the Calendar section by clicking on the date (A blue box will appear around the date selected).
- Click into the "Scheduled Time" box at the bottom of the screen and enter the new appointment time.
- Click OK.

ATTACHMENT B

	Program	Provider/Site	Location
1	Homebase	**RiseBoro Community Partnership** (Bushwick North)	1475 Myrtle Ave Brooklyn, NY 11237
2	Homebase	**RiseBoro Community Partnership** (Brownsville)	145 E 98th St Brooklyn, NY 11212
3	CBO	Children's Aid Society Bronx Family Center	1515 Southern Blvd Bronx, NY 10460
4	CBO	Good Shepherd Services North Bronx Family Center	685 E. 187th Street Bronx, NY 10458
4	CBO	Graham Windham Bronx Multi-Service Center	1946 Webster Ave Bronx, NY 10457
6	CBO	Rising Ground (formerly Leake & Watts) Soundview Family Resource Center	1529 Williams Bridge Rd Bronx, NY 10461
7	CBO	New York Foundling Bronx Community Services Center	501 Southern Boulevard Bronx, NY 10455
8	CBO	Osborne Association Bronx Multi-Service Center	809 Westchester Ave Bronx, NY 10455
9	CBO	Project Renewal Ana's Place	4380 Bronx Blvd Bronx, NY 10455
10	CBO	Part of the Solution – Single Stop	2759 Webster Ave Bronx, NY 10458
11	CBO	Bronx Defenders – Single Stop	360 East 161st St Bronx, NY 10451
12	CBO	CUNY Hostos College – Single Stop	500 Grand Concourse Bronx, NY 10451
13	CBO	WHEDCo – Women's Housing and Economic Development Corporation – Single Stop	50 East 168th St Bronx, NY 10452
14	CBO	John Jay College of Criminal Justice – Single Stop	524 West. 59th St, L.68 New York, NY 10019

Date: _____

Center Number: _____

Case Name: _____

Application File Date: _____

Important Information About How To Complete Your Application

You needed to leave the Job Center before a Worker interviewed you. You must complete an eligibility interview. You have not finished the Cash Assistance (CA) application process.

We scheduled the following appointment for you:

Appointment Date: _____ Time: _____ Telephone: _____

Address: _____

City: _____ State: _____ Zip: _____

If you need to change this appointment, please call _____ .
Please bring this form to your appointment.

Cash Assistance (CA) Eligibility
You must complete an eligibility interview within 7 business days from the date you gave us your application. The day after you gave us your application is the first day of the 7 days. If you do not complete your interview, we may deny your application for CA.

Supplemental Nutrition Assistance Program (SNAP) Eligibility
You must complete an eligibility interview within 30 calendar days from the date you gave us your application. The day after you gave us your application, counts as day 1 of your filing period. If you do not complete your interview, we may deny your application for SNAP.

If you need to change your appointment, please call the telephone number above.

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.** Use the *Help For People With Disabilities* form that we gave you or that we sent with this mailing. You can also 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 Centro: _____

Nombre del Caso: _____

Fecha de Presentación
de la Solicitud: _____

Información Importante Sobre Cómo Llenar su Solicitud

Usted tuvo que irse del Centro de Trabajo antes de realizar una entrevista con un Trabajador. Usted debe llevar a cabo la entrevista de elegibilidad. Usted no ha terminado el trámite de solicitud de Asistencia en Efectivo (CA).

Nosotros le hemos programado la siguiente entrevista:

Fecha de la Cita: _____   Hora: _____   Teléfono: _____

Dirección: _____

Ciudad: _____   Estado: _____   Código Postal: _____

Si usted necesita reprogramar esta cita, favor de llamar al _____ .
Favor de traer consigo este formulario a la cita.

Elegibilidad para Asistencia en Efectivo (CA)

Usted debe llevar a cabo una entrevista de elegibilidad dentro de 7 días laborables a partir de la fecha de presentación de su solicitud. El día siguiente posterior a la presentación de su solicitud se considera el primero de los 7 días. Si usted no lleva a cabo la entrevista, le podemos rechazar su solicitud de CA.

Elegibilidad para el Programa de Asistencia de Nutrición Suplementaria (SNAP)

Usted debe llevar a cabo una entrevista de elegibilidad dentro de 30 días calendarios a partir de la fecha de presentación de su solicitud. El día posterior a la presentación de su solicitud se considera el primer día del período de presentación. Si usted no lleva a cabo la entrevista, le podemos rechazar su solicitud de SNAP.

Si necesita reprogramar su cita, favor de llamar al número de teléfono indicado más arriba.

¿Padece usted una discapacidad o afección médica o psiquiátrica? ¿A usted le dificulta la afección entender o cumplir este aviso? ¿Le dificulta la misma recibir otros servicios de la HRA? **Nosotros podemos ayudarle.** Sírvase del formulario *Ayuda Para Las Personas Con Discapacidades* que le hemos entregado o incluido con este envío postal. Usted también puede llamarnos al 212-331-4640. Además, usted puede pedir asistencia al visitar una oficina de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

Date: _____

Case Name: _____

Case Number: _____

Center: _____

Cash Assistance Recertification Form Available Online

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

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

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

Next Steps:

Go to **www.nyc.gov/accesshra** and select

Apply Now
Start New Application/Recertification ▶

Fill out and submit your Cash Assistance recertification form online.

Keep your scheduled interview appointment.

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

If you have questions:

☎ **CALL INFOLINE: 718-557-1399**

Fecha: _____

Nombre del Caso: _____

Número del Caso: _____

Centro: _____

Disponible por Internet
el Formulario de Recertificación de Asistencia en Efectivo

SAMPLE

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

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

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

Los próximos pasos:

Visite **www.nyc.gov/accesshra** y seleccione

> **Solicitar ahora**
> Iniciar nueva Solicitud / Recertificación ▶

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

Cumpla su cita de entrevista programada.

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

Ante cualquier pregunta:

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

NYC | **Human Resources Administration** Department of Social Services | Family Independence Administration

Date: _____

Case Number: _____

Case Name: _____

Center: _____

IMPORTANT INFORMATION ABOUT YOUR CASE

NOTICE OF MISSED CASH ASSISTANCE APPOINTMENT

Our records indicate that you missed your scheduled recertification/application appointment

on _____. This important appointment was to discuss your eligibility or continued eligibility for Cash Assistance benefits.

If you have not already called to reschedule your appointment, please call us at

_____ **by** _____ **to set up another appointment.**

It is important that you call to reschedule this appointment and keep the new appointment in order to avoid a possible loss of benefits.

NYC **Human Resources Administration** Department of Social Services | Family Independence Administration

Fecha: _____

Número del Caso: _____

Nombre del Participante: _____

Centro: _____

INFORMACIÓN IMPORTANTE SOBRE SU CASO

AVISO DE CITA FALTADA DE ASISTENCIA EN EFECTIVO

Según nuestros archivos, usted faltó a su cita de recertificación/solicitud programada para el _____. Esta cita importante era para tratar el tema de su elegibilidad o elegibilidad continua para beneficios de Asistencia en Efectivo.

Si usted aún no ha llamado para reprogramar su cita, por favor llámenos al _____ para el _____ para fijar otra cita.

Es importante que usted llame para reprogramar esta cita y que la cumpla para evitar una posible pérdida de beneficios.

Date: _____

Center Number: _____

Case Name: _____

Application File Date: _____

Interview Required to Complete Your Online Cash Assistance Application

Now that you have submitted your application online, you must come in person to have your eligibility interview. You must have this interview before we can make any decisions on your application.

You should come as soon as possible to complete this interview!

You **MUST** come to the HRA office listed below **on or before**:

Date: _____ Time: _____ Telephone: _____

Job Center: _____

Address: _____

City: _____ State: _____ Zip: _____

For travel directions, call the New York City Transit Authority at **(718) 330-1234** or **511**.

You can come in on any business day before this appointment, and a worker will interview you that day. If you do **NOT** have an interview completed on or before _____, your application for Cash Assistance (CA) cannot be approved.

If you need to reschedule or postpone this appointment, please call _____ before the last day for the interview.

Cash Assistance (CA) Eligibility
You must complete an eligibility interview for CA within seven (7) business days from the date you submit your application. The day after you submit your application counts as day 1 of your application filing period. If you don't have your interview, your application for CA may be DENIED.

Supplemental Nutrition Assistance Program (SNAP) Eligibility
You must complete an eligibility interview within thirty (30) calendar days from the date you submit your application. The day after you submit your application counts as day 1 of your application filing period. If you don't have your interview, your application for SNAP may be DENIED.

(Turn page)

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.** Use the *Help For People With Disabilities* form in this mailing. You can also 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.

SAMPLE

NYC **Department of Social Services**
Human Resources Administration
Department of Homeless Services | Family Independence Administration

FIA-1204 (S) 12/01/2017 (page 1 of 2) LLF

Fecha: _____

Número del Centro: _____

Nombre del Caso: _____

Fecha de
Presentación
de la Solicitud: _____

Entrevista Necesaria para Llevar a Cabo Su Solicitud de Asistencia en Efectivo por Internet

Una vez presentada su solicitud por Internet, usted debe presentarse en persona para su entrevista de elegibilidad. Usted debe llevar a cabo esta entrevista antes de que nosotros podamos tomar ninguna decisión respecto a su solicitud.

¡Usted debe presentarse lo antes posible para llevar a cabo esta entrevista!

Usted **DEBE** presentarse a la oficina de la HRA listada más abajo en **la fecha indicada o antes de la misma**:

Fecha: _____ Hora: _____ Teléfono: _____

Centro de Trabajo: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Para indicaciones de viaje, llame a la New York City Transit Authority al **(718) 330-1234** o **511**.

Usted puede presentarse en cualquier día laborable anterior a su cita, para que un trabajador le entreviste ese mismo día. Si **NO** lleva a cabo una entrevista el o antes del _____, su solicitud de Asistencia en Efectivo (CA) no puede ser aprobada.

Si usted necesita reprogramar o posponer esta cita, favor de llamar al _____ antes del último día para la entrevista.

Elegibilidad para Asistencia en Efectivo (CA)
Usted debe llevar a cabo una entrevista de elegibilidad para CA dentro de siete (7) días laborables, a partir de la fecha en que presentó su solicitud. El día siguiente a la presentación de su solicitud cuenta como el día 1 del período de la solicitud. Si usted no lleva cabo su entrevista, su solicitud de CA se puede DENEGAR.

Elegibilidad para el Programa de Asistencia de Nutrición Suplementaria (SNAP)
Usted debe llevar a cabo la entervista de elegibilidad dentro de treinta (30) días civiles, a partir de la fecha de presentación de su solicitud. El día siguiente a la presentación de su solicitud cuenta como el día 1 del período de la solicitud. Si usted no lleva cabo su entrevista, su solicitud de SNAP se puede DENEGAR.

(Voltee la página)

¿Padece usted una discapacidad o afección médica o psiquiátrica?¿A usted le dificulta la afección entender o cumplir este aviso? ¿Le dificulta la misma recibir otros servicios de la HRA? **Nosotros podemos ayudarle.** Sírvase del formulario *Ayuda Para Las Personas Con Discapacidades* que hemos incluido con este envío postal. Usted también puede llamarnos al 212-331-4640. Además, usted puede pedir asistencia al visitar una oficina de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

Department of
Social Services
Human Resources Administration
Department of Homeless Services

Family Independence
Administration

Date: _____

Case Number: _____

Case Name: _____

Center: _____

Rescheduled Cash Assistance Application Interview Appointment

You asked that we reschedule your Cash Assistance application interview appointment.

Your new appointment is scheduled for:

Appointment Date: _____ Time: _____ Telephone: _____

Center Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

For travel information, please call the New York City Transit Authority at **718-330-1234** or **511**.

Cash Assistance (CA) Eligibility
If you don't have your interview by this appointment date, your application for CA may be DENIED.

Supplemental Nutrition Assistance Program (SNAP) Eligibility
You must complete an eligibility interview by _____. If you don't have your interview, your application for SNAP may be DENIED.

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.** Use the *Help For People With Disabilities* form in this mailing. You can also 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.

Department of Social Services
Human Resources Administration
Department of Homeless Services

Family Independence Administration

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Centro: _____

Cita de Entrevista Reprogramda de Solicitud de Asistencia en Efectivo

Usted solicitó que nosotros reprogramaramos su cita de solicitud de Asistencia en Efectivo.

Su nueva cita se ha programado para:

Fecha de la cita: _____ Hora: _____ Teléfono: _____

Nombre del Centro: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

Para indicaciones de viaje, favor de llamar a la New York City Transit Authority al **718-330-1234** o **511**.

Elegibilidad para Asistencia en Efectivo (CA)
Si usted no lleva a cabo su entrevista para esta fecha de cita, su solicitud de CA se puede DENEGAR.

Elegibilidad para el Programa de Asistencia de Nutrición Suplementaria (SNAP)
Usted debe llevar a cabo una entrevista de elegibilidad para el _____. Si no lleva a cabo su entrevista, su solicitud de SNAP se puede DENEGAR.

¿Padece usted una discapacidad o afección médica o psiquiátrica? ¿A usted le dificulta la afección entender o cumplir este aviso? ¿Le dificulta la misma recibir otros servicios de la HRA? **Nosotros podemos ayudarle.** Sírvase del formulario *Ayuda Para Las Personas Con Discapacidades* que hemos incluido con este envío postal. Usted también puede llamarnos al 212-331-4640. Además, usted puede pedir asistencia al visitar una oficina de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.