



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #18-51-OPE

REMINDER ABOUT AN APPLICANT’S OR PARTICIPANT’S RIGHT TO A CONFERENCE TO CHALLENGE AN AGENCY ACTION

Date: August 13, 2018	Subtopic(s): Conferences at NCA SNAP Centers
Reminder	<p>The purpose of this policy bulletin is to remind <u>all</u> Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff about an applicant’s/participant’s right to a center conference (informal hearing) to review any agency decisions.</p> <p>An applicant/participant may contact the NCA SNAP Center in person or by telephone because they have a question about an agency action taken on their case.</p> <p>The staff must always remind the applicant/participant about the availability of a center conference. This conference may resolve the applicant’s/participant’s concern without them having to request a Fair Hearing.</p> <p>The applicant/participant always retains their right to request a Fair Hearing, even if they also ask for a center conference.</p> <p>The Center Director’s designee will conduct center conferences.</p>
Contact with On Demand locations and other than Home Centers	<p><u>Telephone Contact with NCA SNAP Staff</u></p> <p>When the applicant/participant contacts an On Demand Center or a center other than a Home Center for a conference, the staff should tell the applicant/participant to call the HRA Infoline at (718) 557-1399. The HRA Infoline representative will give the applicant/participant the contact information for their home center.</p> <p>If the applicant/participant calls an Eligibility Specialist (ES) on the telephone, the ES should tell the applicant/participant to contact the Center Director’s designee. The ES must try to connect the applicant/participant to the Center Director’s designee before giving the applicant/participant the designee’s telephone number.</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

See the FIA Model
Center Handbook

In Person Contact with NCA SNAP Staff

If an applicant/participant comes to an NCA SNAP Center to ask for a conference, the staff will route the applicant/participant to the Center Director's designee using the Model Office Numbering, Identification and Queuing (MONIQ) system. The Center Director's designee will see the applicant/participant to discuss their question/concern.

Conference with the Center Director's Designee

During the conference, the Center Director's designee will listen to and evaluate the applicant's/participant's concern regarding the agency action.

As part of the evaluation the designee will:

- go over the case record information;
- review documentation in the case record or documentation newly submitted by the applicant/participant; and
- discuss the issue with the Group Supervisor/Eligibility Specialist

After the evaluation, the designee will decide to either resolve the action or explain to the applicant/participant why the agency action is correct.

When the designee decides to resolve an action, the designee will follow current procedures and take the appropriate action.

When the designee decides that the agency action was correct, the designee will remind the applicant/participant of their right to request a Fair Hearing, if they have not already requested one.

Effective Immediately