



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #20-18-ELI

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INTERVIEW AND PROCESSING DESK GUIDE DURING THE COVID-19 PANDEMIC

| Date: April 09, 2020 | Subtopic(s): ESNAP Benefits |
|-------------------------|---|
| | <p>The purpose of this policy bulletin is to inform Supplemental Nutrition Assistance Program (SNAP) Center staff and staff designated to assist the SNAP Program, that the United States Department of Agriculture, Food and Nutrition Service (USDA-FNS) has adjusted the interview requirements for SNAP in response to the COVID-19 Pandemic and the declaration of a State disaster emergency (Executive Order 202, March 7, 2020). This policy bulletin is informational for all other staff.</p> |
| 20 TA/DC023 | <p>The USDA-FNS has approved a waiver of certain SNAP interview requirements in order to meet the needs of individuals and families who are applying for or receiving benefits and or assistance through CA or SNAP.</p> |
| FIA-1227b | <p>The ESNAP Interview and Processing Desk Guide During the COVID-19 Pandemic (FIA-1227b) will assist staff in determining the workflow and whether or not an eligibility interview is required before an applicant can be issued SNAP benefits.</p> <p><u>Interview Required Situations</u></p> |
| Interview Required | <p>All SNAP applications must be screened for ESNAP. ACCESS HRA will use the information on the application to screen initially for ESNAP processing. However, with the waiver from the USDA, an interview is only required in limited instances when:</p> <ul style="list-style-type: none"> • The applicant's identity is not verified (including no validation of the submitted Social Security Number [SSN]), not all of the mandatory verification documents are provided, but the applicant did screen as eligible for ESNAP processing. |

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

- The applicant’s identity is not verified, not all of the mandatory verification documents are provided, and the applicant screens as ineligible for ESNAP processing.

Initial Outreach for Eligibility Interview - successful

For these scenarios, staff will attempt to contact the applicant within 4-7 business days of the application submission. If the outreach is successful, the interview will be conducted, and a deferral will be made as necessary.

Note: If during the interview, enough information is obtained to change the ESNAP determination, staff must process the case through the ESNAP activity and issue an ESNAP benefit.

Initial Outreach for Eligibility Interview - unsuccessful

If the outreach attempt is unsuccessful, staff must leave a voicemail (if available) letting the applicant know we will call them back. They must also provide a courtesy call back right after ending that call.

Staff must go through the SPOS Application Interview activity indicating what eligibility factors still need verification and in the Print Forms Data window, check the box for interview attempted and print the You Must Submit Documents For Your SNAP Case! (**FIA-1146**) form.

Staff must also issue the Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (**FIA-1152d**) that has been modified for COVID-19 by printing it in the Print Forms window. This notice lets the applicant know that we will attempt to call them. It also advises them that if we have the wrong number, the applicant should update it on ACCESS HRA. The case is then moved into the Interview Attempted AP queue.

Note: The **FIA-1152d** is still being programmed to be automated. Once automated, staff will not have to send the document. Staff will be notified by SNAP leadership when the form is automated and that they no longer have to issue it themselves.

2nd Outreach for Eligibility Interview - Successful

Staff must conduct a 2nd attempted outreach within seven days of the initial attempt. If the 2nd attempt is successful, the interview will be conducted as indicated above.

2nd Outreach for Eligibility Interview - Unsuccessful

If the 2nd attempt is also unsuccessful, staff must reject the application with reason code **E10** for failing to complete an interview.

No Interview Required Situations

ESNAP ineligible but eligible for ongoing

ESNAP Ineligible

In situations where all mandatory verification is provided but the household is ineligible for ESNAP, staff will complete the ENSAP activity showing that the household is ineligible for ESNAP, and then complete the Application Interview activity to put the case in AC status and issue a regular SNAP benefit, if the verification provided shows the household eligible for SNAP.

ESNAP ineligible and ineligible for ongoing

In situations where all mandatory verification is provided and the household is ineligible for ESNAP as well as for ongoing SNAP benefits, staff will reject the SNAP with the appropriate rejection code. First staff will complete the ENSAP activity to show that the household is ineligible for ESNAP. Staff will then complete the Application Interview activity to reject the case. For example, if the household submits verification that the household has excess earned income, the case will be rejected with reason code **E30** (Excess Earned Income).

All mandatory verification provided

ESNAP Eligible

In situations where all mandatory verification is provided and the household is eligible for ESNAP, staff may move the case into active (AC) status and issue the expedited benefit through the ESNAP SPOS activity. No interview is required.

All mandatory verification is not provided

In situations where all mandatory verification is not provided, but the head of household's SSN has been validated (SSN Validation Code 8) or has proven identity through documentation, and the household has screened eligible for ESNAP, an interview is not required. Staff will go through the question set in SPOS and identify the eligibility factors that must still be verified in order to populate the "You Must Submit Documents For Your SNAP Case!" (**FIA-1146**) form. Staff will complete the ESNAP activity putting the case in Single Issue (**SI**) status and issuing the ESNAP benefit. The case will then move to the deferral queue for review and processing at the end of the deferral period.

Mandatory Verification

When determining if an interview is needed and/or if an eligibility determination can be made (such as accept the case by moving it to AC status or denying it because the household is ineligible for benefits) staff must look for verification of the following eligibility factors:

Non-FIA staff will get more information about the HRA OneViewer

- Identity
- Social Security Number
- Residency
- Gross non-exempt income (earned and unearned)
- Disability
- Immigration Status

The Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (**COVID-19**) has been created to help staff identify which documents may be used to prove each of these eligibility factors. Staff are reminded to always search the HRA OneViewer for any documentation that the agency already may have to prove any of these factors.

In addition to the guide, below is a key point for each eligibility factor:

- Identity – A validated SSN is considered verification and no additional documentation would be needed for this eligibility factor
- Social Security Number – A validated SSN meets this threshold. To avoid a deferral, we must have validated SSNs for all household members.
- Residency – Only needs to be verified for the household, not each household member.
- Gross non-exempt income (earned and unearned) – staff must not rely on documentation in the HRA OneViewer if it is not current or contradicts what is on the application. As many employers are now closed, a signed statement from the applicant with contact information for the past employer will be sufficient.
- Disability – Verification is only needed if the application indicates that someone in the household has a disability. The mandatory nature of this is for someone who is receiving a benefit based on a disability.
- Immigration Status – Only needed if we do not have current documentation in the HRA OneViewer.

[PB #20-09-ELI](#)

Note: Staff are reminded that shelter expenses, including utility expenses do not have to be verified, unless questionable.

Effective Immediately

Attachments:

- FIA-1146 (E)** You Must Submit Documents For Your SNAP Case! (11/05/2018)
- FIA-1146 (S)** You Must Submit Documents For Your SNAP Case! (11/05/2018) (Spanish)
- FIA-1152d (E)** Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (04/01/2020)
- FIA-1152d (S)** Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (04/01/2020) (Spanish)
- FIA-1227a (E)** Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19)
- FIA-1227b (E)** Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic

Reference:

GIS 20 TA/DC026

Related Item:

[PB #20-09-ELI](#)





Date: _____

Case Name: _____

Case Number: _____

Center Number: _____

SNAP Filing Date: _____

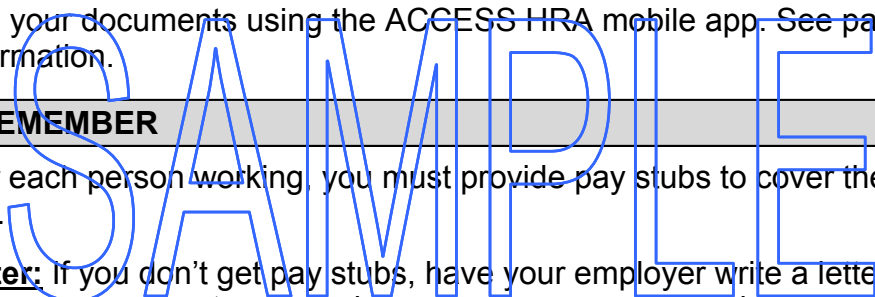
You Must Submit Documents For Your SNAP Case!

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

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

WHAT ARE MY NEXT STEPS?

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



THINGS TO REMEMBER

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

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

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

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

(Turn page)

HOW CAN I SUBMIT THE DOCUMENTS?



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



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



FAX documents to **917-639-2483**



MAIL copies using envelope provided

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

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

SAMPLE

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

(Turn page)

List of Documents That Must Be Submitted

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

| | <u>Category</u> | <u>Household Member(s)</u> | <u>Common Documentation</u> |
|--|-----------------|----------------------------|-----------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

SAMPLE

LEGEND

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

(Turn page)

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

| | <u>Category</u> | <u>Household Member(s)</u> | <u>Common Documentation</u> |
|--|-----------------|----------------------------|-----------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

SAMPLE

| LEGEND |
|--|
| <p>M – This information is required to make a decision on your application.</p> |
| <p>O – This information may affect if you are eligible for SNAP or the amount you will get.</p> |



Fecha: _____

Nombre del caso: _____

Número de caso: _____

Número del centro: _____

Fecha
de presentación
de SNAP: _____

¡Usted Debe Presentar Documentos para su Caso de SNAP!

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

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

¿QUÉ PRÓXIMOS PASOS DEBO DAR?

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

LO QUE TIENE QUE RECORDAR

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

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

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

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

(Voltee la página)

¿CÓMO PRESENTO LOS DOCUMENTOS?



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



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



FAXEAR los documentos al **917-639-2483**



ENVIAR POR CORREO copias en el sobre proveído

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

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

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

(Voltee la página)

Lista de documentos que se deben presentar

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

| | <u>Categoría</u> | <u>Integrante(s) del hogar</u> | <u>Documentación común</u> |
|--|------------------|--------------------------------|----------------------------|
| | | | |
| | | | |
| | | | |
| | | | |

SAMPLE

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

(Voltee la página)

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

| | <u>Categoría</u> | <u>Integrante(s) del hogar</u> | <u>Documentación común</u> |
|--|------------------|--------------------------------|----------------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

SAMPLE

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



Date: _____
Case Number: _____
Case Name: _____
Center: _____

**Supplemental Nutrition Assistance Program (SNAP)
Notice of Required Telephone Interview**

You recently submitted your application for SNAP benefits. To see if you can get SNAP benefits, you must have an interview.

We tried to reach you on _____ at the telephone number(s) you gave us on your application.

We will try calling you again at the same number(s), before making a decision on your case. Please be sure to monitor your phone and answer incoming calls, even those from blocked numbers.

If you want us to call you at a different number, please update your contact information on ACCESS HRA at nyc.gov/accesshra or on the mobile app at nyc.gov/accesshramobile.

You must be interviewed, or you will be denied ongoing SNAP benefits on

_____.

The sending of this notice is based on 18 NYCRR 387.7

**If you are in need of food, call 311
to find the nearest place where you can get free food.**



Fecha: _____
Número de caso: _____
Nombre del caso: _____
Centro: _____

**Programa de Asistencia de Nutrición Suplementaria (SNAP)
Aviso de entrevista telefónica requerida**

Usted presentó recientemente una solicitud para obtener los beneficios del Programa de Asistencia de Nutrición Suplementaria (Supplemental Nutrition Assistance Program, SNAP). Para que podamos verificar si puede recibir los beneficios de SNAP, usted debe ser entrevistado(a) por teléfono.

Hemos tratado de comunicarnos con usted el al número de teléfono que nos proporcionó en su solicitud.

Antes de tomar una decisión acerca de su caso, intentaremos llamarlo(a) una vez más al mismo número de teléfono. Favor de monitorear y contestar las llamadas entrantes, incluso aquellas provenientes de números no identificados.

Si desea ser llamado(a) a otro número, favor de actualizar su información de contacto en ACCESSHRA, ya sea entrando a la página web nyc.gov/accesshra o a través de la aplicación móvil nyc.gov/accesshramobile.

Usted tiene que ser entrevistado(a) o se le denegarán los beneficios de SNAP a partir del _____.

Se envía este aviso conforme a la ley 18 NYCRR 387.7

**Si necesita alimentos, llame al 311
para ubicar el lugar más cercano donde puede obtenerlos gratis.**



Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19)

In order for us to determine your eligibility for SNAP benefits, you need to give us proof of the SNAP eligibility factors listed below. The suggested documentation and helpful tips in this guide will help you to give us the proof we need to determine your SNAP eligibility and benefit amount.

If we determine that you are eligible for SNAP under the expedited processing rules, we can issue you benefits even if you only verify your identity. However, before we can give you more SNAP benefits, you must verify the other eligibility factors for yourself and any other household members.

If you are applying for SNAP benefits by mail or fax, please send us copies of your documentation to help us determine your SNAP eligibility as fast as possible.

| Eligibility Factor | Suggested Documentation | Helpful Tips |
|---|---|---|
| <p>Identity</p> <p>Must be established and documented for the person listed on or applying for benefits.</p> | <ul style="list-style-type: none"> ● Photo I.D., Driver's License ● U.S. Passport ● Naturalization Certificate ● Hospital/Doctor's Records ● Adoption Papers ● Birth Certificate ● Baptisma Certificate ● Voter Registration Card ● Validated Social Security Number | <p>Any of these documents that lists the person's date of birth can also be used to verify age. In addition, a U.S. Passport or Naturalization Certificate can also be used to verify citizenship if we ask you for proof.</p> |
| <p>Residence</p> <p>Must prove that the applicant for SNAP benefits resides at the address listed on the application.</p> | <ul style="list-style-type: none"> ● Current lease ● Current rent receipt listing name and address of renter ● Statement from the Landlord or Primary Tenant ● Mortgage Records ● School Records (can be anything within the past year that has the child's name and address) | <p>If a statement from the Landlord or Primary Tenant lists all the household members, it can also be used to document household composition.</p> |
| <p>Household Size</p> <p>Must provide verification of how many persons reside in the household.</p> | <ul style="list-style-type: none"> ● Statement from Non-Relative Landlord ● Statement from Community Organization ● Statement from Non-Household Member ● Statement from someone you live with but who you are not applying with | <p>Statement should contain the names of all persons in the household and can also be used to prove residence.</p> |
| <p>Age</p> <p>Must provide verification of age for <u>all</u> persons applying for SNAP benefits.</p> | <ul style="list-style-type: none"> ● Birth Certificate ● Baptisma Certificate ● School ID with date of birth ● IDNYC (14 and over) | <p>A birth certificate can also be used to establish and document identity and citizenship status.</p> |
| <p>Social Security Number</p> <p>Must provide a Social Security number (or proof of applying for one) for <u>each</u> person in your household who is applying for SNAP benefits</p> | <ul style="list-style-type: none"> ● Social Security Card ● Official correspondence from the Social Security Administration (SSA) | <p>If you give us the Social Security number for each person in your household, you do not need to provide a Social Security card.</p> |

(Turn page)

Supplemental Nutrition Assistance Program (SNAP)
Documentation Guide (COVID-19)

| Eligibility Factor | Suggested Documentation | Helpful Tips |
|---|--|---|
| <p>Citizenship</p> <p>Citizenship must be documented only if it is questionable.</p> | <ul style="list-style-type: none"> • Birth Certificate • Hospital Records • U.S. Passport • Military Service Records • Naturalization Certificate | <p>Birth certificates, hospital records, U.S. Passport and Naturalization Certificate can also be used to prove identity and age.</p> |
| <p>Immigration Status</p> <p>Immigration status must be documented for noncitizens applying for SNAP benefits.</p> | <ul style="list-style-type: none"> • USCIS Documentation (for example, a green card, stamped visa) • Evidence of continuous residence in the U.S. since prior to 1/1/72 | |
| <p>Earned Income</p> <p>If <u>any</u> of the household members applying for SNAP benefits are employed, the gross earnings (before any deductions), frequency and number of hours worked must be documented.</p> | <ul style="list-style-type: none"> • Current pay stubs • Pay envelopes • Letter from employer listing gross earnings, frequency, and number of hours worked • Current income tax returns • If self employed – records and related materials concerning earnings and expenses • If employer/place of business is closed, a signed statement from you with contact information for your former employer/place of business | <p>You should verify the income you received in the last 30 days.</p> <p>If you recently lost your job, you do not have to submit proof of earnings.</p> |
| <p>Unearned Income</p> <p>If <u>any</u> of the household members applying for SNAP benefits are in receipt of unearned income, the type of income, amount, and frequency must be documented.</p> | <ul style="list-style-type: none"> • Current Award letter • Official correspondence from SSA • Official correspondence from the Veterans Administration • Current benefit check or stub • Statement from bank or credit union • Screenshot or image of online bank or credit union statement • Statement from person providing support • Unemployment Insurance Benefit (UIB) statement • Screenshot or image of UIB statement from Department of Labor website | <p>If you or someone in your household is in receipt of Supplemental Security Income (SSI) no verification of SSI is required.</p> <p>If you recently lost your job and have not been approved for UIB yet, you do not have to submit proof of unemployment income.</p> |

(Turn page)

Supplemental Nutrition Assistance Program (SNAP)
Documentation Guide (COVID-19)

| Eligibility Factor | Suggested Documentation | Helpful Tips |
|---|---|---|
| <p>Resources</p> <p>Resources do not affect the eligibility of most households applying for SNAP benefits. However, some resource information is used to determine if you qualify for expedited processing of your SNAP application.</p> | <ul style="list-style-type: none"> ● Current bank or credit union records ● Stock/bond certificate ● Statement from financial institution ● Burial plot agreement or deed ● Property deed and/or appraisal ● Life insurance ● Vehicle registration/title ● Screenshot or image of online bank statement | <p>If you have resources but are not sure whether or not you are required to verify them, provide the verification. If you are required to verify resources, we will not have to wait in order to make an eligibility decision.</p> |
| <p>Disabled/ Incapacitated</p> | <ul style="list-style-type: none"> ● Current SSA/SSI benefits statement ● Signed and dated letter from Doctor or Medical professional, including a contact phone number | <p>If someone applying for SNAP is disabled or incapacitated, you will need to submit documentation.</p> |

SAMPLE

(Turn page)

Supplemental Nutrition Assistance Program (SNAP)
Documentation Guide (COVID-19)

Expenses that may affect your SNAP eligibility or benefit amount

If you have any of the expenses listed below, it is important for you to give us verification of that expense. In some instances, the expense can make you financially eligible to receive SNAP benefits and in many other instances, it can mean you will get more SNAP benefits.

| Eligibility Factor | Suggested Documentation | Helpful Tips |
|---|---|---|
| <p>Medical Bills</p> <p>This is only for elderly or disabled persons who incur this expense.</p> | <ul style="list-style-type: none"> ● Copies of medical bills (paid and unpaid) ● Provider statement of health Insurance Premiums ● Medicare Prescription Drug Card | <p>This refers to medical expenses that persons pay for out-of-pocket. Do not include documentation for any bills that are paid or supposed to be paid by someone not in the household.</p> |
| <p>Dependent Care Cost/ Other Expenses</p> | <ul style="list-style-type: none"> ● Court order ● Statement from day care center or other child care provider ● Statement from aide or attendant ● Canceled checks or receipts | |

SAMPLE



Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic

| | |
|--|--|
| Screening for Expedited SNAP (ESNAP) processing | All SNAP applications must be screened for Expedited SNAP Processing (ESNAP). ACCESS HRA uses the information on the application to screen initially for ESNAP processing. |
| ESNAP processing criteria | <p>To qualify for ESNAP processing, the SNAP household must meet at least one of the criteria listed below:</p> <ul style="list-style-type: none"> • have monthly gross income under \$150 and liquid resources not exceeding \$100 in the month of application; • consist of a destitute migrant and/or seasonal farm worker whose liquid resources do not exceed \$100; • in the month of application, have combined monthly gross income and liquid resources that are less than the sum of the household's monthly shelter costs (shelter costs include rent or mortgage plus the Standard Utility Allowance [SUA] applicable for the household). |
| Assignment of Cases | Application cases will be held for 3 days to allow for the Resource File Integration (RFI) clearances come back. The cases will then be placed in the Apps (CTR) Assign queue to be distributed to interviewing staff. |
| Interviewer | The scenarios below provide the steps the Interviewers will take based on the case situation and the documents submitted with the application |
| | Identity Verified, all Mandatory* Verification Provided, and Eligible for ESNAP |
| | <ul style="list-style-type: none"> • No Interview is required • Staff will process the case to active status (AC) through the ESNAP activity including the benefit issuance • ESNAP activity is sent to designated supervisor for approval • Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from the date of application submission |
| | Identity Verified, Not All Mandatory* Verification is Provided, and Eligible for ESNAP |
| | <ul style="list-style-type: none"> • No interview is required • Staff will process the case to Single Issue (SI) status through ESNAP Activity • Generate the "Action Is Required! You Must Submit Documents For Your SNAP Case" (FIA-1146) • Issue the expedited benefit • ESNAP activity is sent to designated supervisor for approval • Interview Activity moves to the Deferral Queue <ul style="list-style-type: none"> ▪ When case is due for processing – if all mandatory documents provided case will move to AC ▪ When case is due for processing – if all mandatory documents are <u>not</u> provided case will be closed with reason code Y29 • Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from date of application submission |

* Mandatory verification includes: Identity, Social Security Number, Residency, Gross Non-Exempt Income, Disability, and Immigration Status (Refer to Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19) [FIA-1227a]).

Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic *(continued)*

| | |
|------------------------------------|---|
| Interviewer (continued) | Identity Not Verified, Not All Mandatory* Verification is Provided and is Eligible for ESNAP |
| | <ul style="list-style-type: none"> • Interview is required within 4-7 days of application file date. Refer to Script #2 on page three for a good way to start the interview. • If attempted contact is successful and the applicant establishes identity, the case should be processed for expedited benefits in the ESNAP activity and issued an FIA-1146 for the remaining documentation. Case is moved to the Deferral Queue. • If the attempted contact is successful and the applicant does not establish identity, the case should be processed as ineligible for an ESNAP benefit through the ESNAP activity and issued an FIA-1146 for the remaining documentation. Case is moved to the Deferral Queue. • If the attempted contact is unsuccessful, staff must leave a voicemail using the Script #1 found on page three of this desk guide. The case will be moved to the new Interview Attempted AP queue after generating the FIA-1146 and the revised "Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview" (FIA-1152d) will be mailed to the household <ul style="list-style-type: none"> ▪ 2nd contact attempt must be made within 7 days of initial attempt. If successful, follow steps above. If unsuccessful, reject application E10 (Failure to Keep/Complete Interview; No Schedule Appointment) |
| | Identity Verified, all Mandatory* Verification Provided, and Ineligible for ESNAP |
| | <ul style="list-style-type: none"> • No interview is required • Staff will process case through ESNAP activity showing ineligible for ESNAP and complete activity • Staff will start application interview activity to continue processing case to AC status • Issue regular SNAP benefit. • Interview activity is sent to designated supervisor for approval <ul style="list-style-type: none"> ▪ Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from the date of application submission |
| | Identity Not Verified, Not All Mandatory* Verification is Provided and is Ineligible for ESNAP |
| | <ul style="list-style-type: none"> • Interview is required within 4-7 days of application file date. Refer to Script #2 on page three for a good way to start the interview. • If attempted contact is successful, staff will conduct interview and issue an FIA-1146 for documentation needed to make an eligibility determination. Case is moved to the Deferral Queue • If attempted contact is unsuccessful, staff must leave a voicemail using Script #1 found on page three of this desk guide. The case will be moved to the new Interview Attempted AP queue after generating the FIA-1146, and the FIA-1152d will be mailed to the household <ul style="list-style-type: none"> ▪ 2nd contact attempt must be made within 7 days of initial attempt. If successful, follow steps above. If unsuccessful, reject application E10. |

* Mandatory verification includes: Identity, Social Security Number, Residency, Gross Non-Exempt Income, Disability, and Immigration Status (Refer to Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19) [FIA-1227a]).

Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic (*continued*)

INTERVIEW CALL SCRIPTS

Script #1 – Voicemail message to leave if applicant doesn't pick up

Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant name]'s application and are calling to conduct an interview. It typically only takes about 20 minutes to complete the interview.

We will call you again in the next few days. The call may come from an unidentified number. Please expect our call and answer it so we can proceed with your phone interview. Thank you!

Script #2 – Intro statement to gain client's trust for transaction

Hello, this is [staff member's first name] calling from the City of New York Human Resources Administration (HRA). I'm calling to conduct [applicant name]'s eligibility interview. Is this [applicant name?]

- [If applicant confirms:]
Great. We received your application for SNAP benefits, and this interview will help us determine whether you are eligible. It should take about 20 minutes. As part of the interview, I'm going to be asking you for some personal information. I'll start by verifying some of the information on your application. [verify information]
- [Once staff member has verified information] Great. Let's proceed with the interview.
- [At the end of the interview, make sure you give them a clear sense of any further action needed like a reminder to give us any documents we need in the next 10 days. Ask if they have any questions.]

If the wrong person answers the phone and the correct person is not available

Please let [applicant name] know that a representative from the Human Resources Administration called and must speak to them on the phone. We will call them at this number again in the next few days That call may come from an unidentified number. Please tell them to expect our call and answer it. Thank you!