



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

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**POLICY BULLETIN #20-45-OPE**

*(Replaces PB #20-25-ELI)*

*(Use in Conjunction with PB #20-18-ELI and PB #20-34-OPE)*

**REVISION TO THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
NOTICE OF REQUIRED INTERVIEW (FIA-1152D) AND REMINDER DON'T LOSE YOUR  
SNAP BENEFITS (FIA-1152E) DURING COVID-19**

Date: July 27, 2020	Subtopic(s): SNAP, NOMI, Forms
<p>Prior Revisions</p>	<p>The purpose of this policy bulletin is to inform all Supplemental Nutrition Assistance Program (SNAP) Center staff revisions to the SNAP Notice of Required Telephone Interview (COVID-19) <b>(FIA-1152d)</b> and the Reminder – Don't Lose Your SNAP Benefits! <b>(FIA-1152e)</b>.</p> <p><b><u>Background</u></b></p> <p>For applicants who require an eligibility interview or participants who require a recertification interview, staff must attempt to contact the applicant/participant to conduct the interview. If the contact attempt is unsuccessful, the staff must go through the Streamlined Paperless Office System (SPOS) Interview Activity, defer for any missing documentation by generating the Action is Required! You Must Submit Documents For Your SNAP Case <b>(FIA-1146)</b>, and indicate that the contact attempt was unsuccessful in the Print Forms activity. This indication will trigger the system to automatically send the household the revised <b>FIA-1152d</b>.</p> <p><b><u>Prior Revisions to the FIA-1152d</u></b></p> <p>In a previous revision, the <b>FIA-1152d</b> was revised to reflect that HRA will call the applicant back after the first unsuccessful contact attempt. It was further revised to include the DSS Infoline telephone number <b>(718-557-1399)</b> for applicants to call. Infoline will take the applicant's information, including a preferred time when the applicant may be available for an interview, although no guaranteed appointment slots are being provided. Infoline will forward an Internet Quorum (IQ) workflow to SNAP operations.</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

## New Revisions

**New Revisions to the FIA-1152d**

The **FIA-1152d** is being further revised to include:

- recertification interviews as a selection on the notice of required interview. This addition is being implemented for future use when SNAP recertification interviews are required, and the On-Demand interview process has not yet started.
- Check boxes next to the corresponding sentences to indicate if the missed interview was for a new application or for a recertification interview.

**New Revisions to the FIA-1152e**

The **FIA1152e** is being revised to include:

- A revised webpage address
- Revised instructions for starting and submitting the online recertification form
- Instructions for submitting documents using the ACCESS HRA mobile app
- The removal of the participant requirement to call the agency for a recertification interview. The removal of this requirement is only for the duration of the COVID-19 pandemic.

**Required Action**

SNAP staff must closely monitor IQ for these requests. Once received, SNAP staff have 72 hours to review the case to see if an interview is still required. If no interview is required, staff must process the case according to the guidelines in PB #20-18-ELI. In these instances, staff must still contact the applicant to let them know that an interview will not be required. If an interview is still required, staff must conduct the interview. If a negative action was already initiated, staff must resolve that negative action if they successfully interview the applicant/participant, or determine an interview is not required.

Application

Rejection Code **E10**

If an application interview is determined to be required but the outreach attempts are unsuccessful, staff must process the application rejection using Welfare Management System (WMS) reason code **E10** (Failure to Keep/Complete Interview: No Schedule Appointment).

Recertification

For detailed instructions and information on the recertification process, please see PB #20-34-OPE.

*Effective Immediately*

**Related Items:**

- PB #20-18-ELI Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During The COVID-19 Pandemic
- PB #20-34-OPE Supplemental Nutrition Assistance Program Recertification Process Due to the Corona-Virus (COVID-19) Pandemic

**Attachments:**

- FIA-1152d** Supplemental Nutrition Assistance Program (SNAP) Notice of Required Interview (Rev. 05-29-2020)
- FIA-1152e** Reminder – Don't Lose Your SNAP Benefits! (Rev.05-13-2020)



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.
- You recently submitted your recertification form for SNAP benefits. To see if you can keep receiving 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](http://nyc.gov/accesshra) or on the mobile app at [nyc.gov/accesshramobile](http://nyc.gov/accesshramobile).

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

\_\_\_\_\_.

If you missed our call or have questions, please contact DSS InfoLine at **718-557-1399**.

*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 de *SNAP*. Para verificar si usted puede recibir los beneficios de *SNAP*, primero debe ser entrevistado(a).
- Usted presentó recientemente el formulario de recertificación para los beneficios de *SNAP*. Para verificar si puede seguir recibiendo los beneficios de *SNAP*, primero debe ser entrevistado(a).

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

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

Si desea ser llamado(a) a otro número, favor de actualizar su información de contacto en *ACCESS HRA*, ya sea entrando a la página web [nyc.gov/accesshra](http://nyc.gov/accesshra) o a través de la aplicación móvil [nyc.gov/accessshramobile](http://nyc.gov/accessshramobile).

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

Si no pudo contestar nuestra llamada o si tiene preguntas, favor de llamar a la Línea informativa del DSS al **718-557-1399**.

*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.**



Department of  
Social Services

Human Resources Administration  
Department of Homeless Services

Family Independence  
Administration

FIA-1152e (E) 5/29/2020 LLF

Date: \_\_\_\_\_

Case Number: \_\_\_\_\_

Case Name: \_\_\_\_\_

## Reminder Don't Lose Your SNAP Benefits!

Your SNAP benefits are about to expire. To avoid losing your SNAP benefits, you must submit a recertification form. There are different ways to submit your recertification form, but the *easiest* and *fastest* way is to submit it online – and you can do that **RIGHT NOW!** If you tried to submit in the past and couldn't, please try again now.

### Submit Your SNAP Recertification Form.



- 1 Go to [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) or use the AccessHRA mobile application
- 2 Log into your account (or set one up)
- 3 Click "Yes" to "Do you want to start your online Recertification now?" on the Home page
- 4 Fill out your information and submit your form
- 5 Submit your documents Using your mobile phone or tablet with our ACCESS HRA mobile app at: [www.nyc.gov/accesshramobile](http://www.nyc.gov/accesshramobile)

*If you have already submitted your recertification form, you may not be required to have an eligibility interview for SNAP benefits. HRA will contact you if you need to give us more information or documents*

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



Department of  
Social Services

Human Resources Administration  
Department of Homeless Services

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Administration

FIA-1152e (S) 5/29/2020 LLF

Fecha: \_\_\_\_\_

Número de caso: \_\_\_\_\_

Nombre del caso: \_\_\_\_\_

## Aviso: ¡No pierda sus beneficios de *SNAP*!

Sus beneficios de *SNAP* están a punto de vencerse. Para evitar perder sus beneficios de *SNAP*, debe presentar un formulario de recertificación. Existen diferentes maneras de presentar el formulario de recertificación, pero la manera más *fácil* y *rápida* de presentarlo, es por internet ¡y lo puede hacer **AHORA MISMO!** Si en el pasado intentó hacerlo y no pudo, favor de intentarlo de nuevo ahora.

### Presente su formulario de recertificación de *SNAP*.



- 1 Entre a la página web [www.nyc.gov/accesshra](http://www.nyc.gov/accesshra) o use la aplicación móvil de *Access HRA*.
- 2 Ingrese a su cuenta (o cree una cuenta)
- 3 En la pregunta que aparece en la página de inicio y que dice "¿Desea iniciar su recertificación por internet ahora?", haga clic en "Yes" (Sí).
- 4 Complete su información y envíe su formulario.
- 5 Envíe sus documentos usando la aplicación móvil de *ACCESS HRA* en su celular o computadora: [www.nyc.gov/accesshramobile](http://www.nyc.gov/accesshramobile)

*Si ya ha presentado su formulario de recertificación, es posible que no se requiera que realice la entrevista de elegibilidad para recibir los beneficios de *SNAP*. Si la HRA necesita más información o documentos, se pondrá en contacto con usted.*

**Si necesita alimentos, llame al 311 para informarse sobre el lugar más cercano a su domicilio para obtenerlos .**