



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #20-55-ELI

(This Policy Bulletin Replaces PB #20-52-ELI)

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

Date: September 16, 2020	Subtopic(s): ESNAP Benefits
	<p>Revision to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to correct the instructions on page three of this policy bulletin concerning the authorization of a budget when closing a SNAP case.</p> <p>Purpose:</p> <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> <p>20 TA/DC023</p> <p>In March 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> <p>New Information</p> <p>As of September 1, 2020, those adjustments are changing. The interview adjustments will no longer be available for SNAP application interviews. This means that all SNAP households <u>must</u> be interviewed. In the current model, staff must call all applicants and conduct the full eligibility interview.</p> <p>Revised</p> <p>Note: The interview adjustments remain in place for SNAP <u>recertifications</u> through December 31, 2020.</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

Calling Out to Applicants/Participants

Effective September 1, 2020 all SNAP applicants have to be interviewed by staff who will be calling out to applicants. For recertifications, Staff will be calling out to participants that need an interview. On September 28, 2020 the SNAP applications will move back to the On-Demand functionality where applicants will call the agency when they are ready for their interview. Additional guidance will be provided.

Interview Required Situations - Applications

New Information

All SNAP applications will require an interview, regardless of the outcome of the Expedited SNAP (ESNAP) screening. No benefits may be issued, even under ESNAP, without an interview being conducted. If the attempted contact is unsuccessful, staff must leave a voicemail using the Script #1 found on page two of the Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic (**FIA-1227b**). The case will be moved to the Interview Attempted AP queue after generating the Action is Required! You Must Submit Documents for Your SNAP Case (**FIA-1146**) and the “Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview” (**FIA-1152d**) will be mailed to the household.

Interview Required Situations - Recertifications

Under the approved USDA-FNS waiver, only some recertifications will require an interview. An interview will be required when:

Interview Required

- The participant’s identity is not verified (including no validation of the submitted Social Security Number [SSN]), or other proof of identity is available in the case record.
- Not all mandatory verification is available in the case record or provided with the submission

Initial Outreach for Recertification – Interview - successful

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

Initial Outreach for Recertification 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 Recertification 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.

Refer to PB #20-45-OPE for information on the **FIA-1152d**

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 participant know that we will attempt to call them again. 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. It will also inform the participant that they may also access DSS Infoline who will record any provided information such as the best time to reach the participant.

Refer to PB #20-34-ELI for more detailed information on the SNAP recertification process during COVID

The case is then moved into the Missed Interview Queue (**MISSEDRECERT [WMS Center ID]**). For example, for a case from Waverly SNAP Center, the queue name will be **MISSEDRECERT F19**.

2nd Outreach for Recertification 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, the case will be moved into the Missed Interview Queue. On the 15th of the processing month, or the next business day if the 15th is a holiday or weekend, a **Y13** closing will be initiated for these cases.

No Interview Required Situations (Recertifications Only)

Revised

In situations where all mandatory verification has been provided and the household is ineligible for continuing SNAP, staff must close the SNAP case with the appropriate closing code using the Recertification Interview Activity in SPOS. If the household is ineligible for continuing SNAP benefits due to excess income, the budget must be calculated and saved, and the ineligible budget number must be entered on the TAD in the Budget NTC # field.

In situations where all mandatory verification is provided and the household remains eligible for SNAP benefits, staff must complete the Recertification Interview activity in SPOS, including the calculation and authorization of a new budget.

Mandatory Verification

When determining if an interview is needed staff must look for verification of the following eligibility factors:

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

Note: For recertifications most eligibility factors will already have been provided either at a prior recertification or at application. Eligibility factors, beyond those that are listed above, that do not change, do not need to be reverified. This includes things such as age, citizenship, etc.

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 was submitted with the recertification submission. 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 (05/13/2020) |
| FIA-1152d (S) | Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (05/13/2020) (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 (Rev 09/01/2020) |

Reference:

GIS 20 TA/DC026

Related Items:

PB #20-09-ELI
PB #17-13-OPE



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
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.



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.

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¿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.

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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.
- 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 or on the mobile app at 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 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 _____.

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.**



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>

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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.

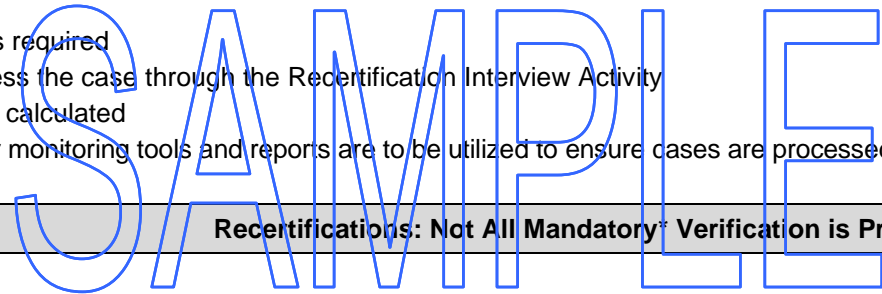
Eligibility Factor	Suggested Documentation	Helpful Tips
<p>Medical Bills</p> <p>This is only for elderly or disabled persons who incur this expense.</p>	<ul style="list-style-type: none"> ● Copies of medical bills (paid and unpaid) ● Provider statement of health Insurance Premiums ● Medicare Prescription 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



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

Interviewer	<p>The scenarios below provide the steps the Interviewers will take based on the case situation and the documents submitted with the recertification</p>
	All SNAP Applications
	<ul style="list-style-type: none"> All SNAP applications will require an interview. Refer to the scripts on page 2.
	Recertifications: All Mandatory* Verification Provided
	<ul style="list-style-type: none"> No Interview is required Staff will process the case through the Recertification Interview Activity New budget is calculated Regular center monitoring tools and reports are to be utilized to ensure cases are processed prior to the end of the certification period



* **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]).**

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 we 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!