



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN # 21-60-OPE

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REVISION TO THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) FOR NON-CASH ASSISTANCE (NCA) SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECERTIFICATION “NO CHANGE”

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IVRS IMPLEMENTATION FOR THE PERIOD OF NOVEMBER 2021 - JANUARY 202220

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

Purpose

The purpose of this policy bulletin is to inform Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff of changes to the Interactive Voice Response System (IVRS) Telephone Recertification System, which provides certain NCA SNAP households with the opportunity to recertify for SNAP benefits by use of an automated telephone response system. This policy document will outline the changes and updates taking place with the new release of IVRS for SNAP Recertification “No Change”.

Background

At recertification, all NCA SNAP households must be interviewed to determine their continued eligibility for SNAP benefits. SNAP participants who meet certain eligibility requirements may recertify for SNAP benefits using the IVRS Telephone Recertification System.

With Release 1 of OneNumber, which is a new agency-wide initiative to update all interactive voice response systems used by HRA, the SNAP Recertification “No Change” IVRS process will be enhanced and streamlined. The new release of IVRS for SNAP Recertification “No Change” began on November 15, 2021.

Procedure

IVRS ELIGIBILITY

To be eligible for SNAP Recertification “No Change” IVRS, participants must be in their SNAP recertification period and meet each of the following requirements:

- All adults must be disabled or 55 years of age or older;
- Receive no budgeted earned income (from job or self-employment);
- No change to unearned income (Supplemental Security Income [SSI], Social Security, pension, etc.); and
- No change in residence or household composition.

If the participant is a non-citizen or has non-citizens in their household, the IVRS question set will ask them to confirm that there are no changes to their immigration information. Participants with changes cannot complete the IVRS process and will need to have an interview.

Additionally, participants of the New York State Nutrition Improvement Project (NYSNIP) and the New York State Combined Application Project (NYSCAP) will be eligible for SNAP Recertification “No Change” IVRS.

While NYSNIP participants will be offered the opportunity to participate in SNAP Recertification “No Change” IVRS, if there are changes to the participant’s Case Information Form (**FIA-1152b**), such as residence or household composition, they will not be allowed to complete their SNAP recertification via IVRS.

Note: The minimum age requirement decreased from age 60 to age 55 in August 2019.

IVRS-SUPPORTED FORMATS

The new IVRS application will support both direct dialog and touch-tone formats. Direct Dialog is a more natural way for individuals to interact with the system, as callers verbally answer questions or speak preprogrammed responses to move the interaction forward. The touch-tone format, which was available in the original version of IVRS, allows callers to answer questions by making selections from their telephone keypad. By having both formats available to participants, they will have the option to make their selections through speech or manual entry in their telephone.

AVAILABLE LANGUAGES

In accordance with Local Law 30, the new IVRS release for SNAP Recertification “No Change” is available in the following languages: English, Spanish, Mandarin, Cantonese, Bengali, Russian, Haitian-Creole, Arabic, Polish, French, Urdu, and Korean.

Note: If the caller does not make a language selection, the system will default to English.

UPDATED FORMS

FIA-1152a

The Automated SNAP Telephone Recertification (**FIA-1152a**) form will be sent to participants who are eligible for IVRS SNAP Recertification. The **FIA-1152a** informs participants that they are eligible to recertify for SNAP benefits via the IVRS telephone system, and it provides detailed instructions on how the participant may begin the IVRS process. The form provides the participant with the date by which they must call the IVRS to recertify, as well as the date on which their benefits will end if they do not recertify. Additionally, the form explains to the participant what happens once they have successfully completed their IVRS SNAP Recertification.

FIA-1152b

The Case Information Form (**FIA-1152b**) will be sent to eligible IVRS SNAP Recertification participants along with the **FIA-1152a**. The **FIA-1152b** lists the current household composition, shelter information (i.e., address and rent/mortgage amount), household income, non-citizens in the household, and other allowances. The form requests for the participant to review the information on file to ensure that it is currently accurate.

Note: The **FIA-1152b** will be imaged and viewable in the HRA OneViewer.

NEW FORMS

FIA-1146b

The Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case! (**FIA-1146b**) form will be sent to participants once they have successfully completed the SNAP Recertification “No Change” IVRS process, and indicated a 15 percent change in their rent or mortgage amount, either 15 percent greater than or lower than the current amount on file. The **FIA-1146b** informs the participant that they must provide documentation to support the new rent or mortgage amount that they submitted through the IVRS process, and also instructs the participant on how to submit the required documentation.

FIA-1243

Please refer to the “Authentication and Routing” section for additional information on the conversion of NYSNIP to NYSCAP.

The Questions and Answers on Automated Telephone Recertification for Certain Supplemental Nutrition Assistance Program Households (**FIA-1243**) form will be sent to eligible participants in the same mailing as the **FIA-1152a** and **FIA-1152b**. The form introduces the new IVRS, gives an overview of the system, explains the benefits of recertifying through IVRS, and provides information on what participants can expect when they call. Additionally, the **FIA-1243** explains the conversion from NYSNIP to NYSCAP.

AUTHENTICATION AND ROUTING

Currently, callers are presented with a set of multiple-choice questions relevant to their specific case details when using IVRS. The following are a few new requirements in order for the participant to successfully complete the SNAP Recertification “No Change” IVRS process, due to changes such as shelter type, rent amount and Standard Utility Allowance (SUA).

Note: At any point during the call, participants are able to request the recertification application form with instructions for manual submission. If the participant makes this request, they will be sent the Application/Recertification for Supplemental Nutrition Assistance Program (SNAP) Benefits (**LDSS-5166**).

Participants who are eligible for the IVRS recertification process will be able to access this functionality by calling either the SNAP Recertification “No Change” IVRS or the SNAP On-Demand telephone number. Authenticated IVRS “No Change” participants who call the On-Demand line will be routed from On-Demand to IVRS. Information Services Agent (ISA) support will be available for authentication on either of the two call-in options, as per the details described below.

Currently, callers can still be authenticated on the IVRS through a combination of their social security number (SSN) and date of birth (DOB). Callers who are unable to authenticate using these credentials will be transferred to an ISA for assistance.

Conversion of NYSNIP to NYSCAP

Through this new release, the IVRS process will support the conversion of all participants from NYSNIP to NYSCAP. As part of the transition process, IVRS will provide enhanced logic and functionality to collect additional SUA and shelter information from those callers.

Current NYSNIP cases that are identified in the Paperless Office System (POS) by Shelter Type codes **94, 95, 96, 97** and **98** will be recorded with the following Shelter Type Codes: **01, 02, 03, 06, 11, 13, 14, 23, 24, 25, 26, 33, 35, 38, 39,** and **40**.

Note: NYSCAP cases can be identified in the Welfare Management System (WMS) by using code “N” in the aged/disabled (A/D) field of the budget.

Callers will be presented with one option for Domestic Violence (DV) Shelter. Additionally, the new IVRS process will distinguish between the Elderly Simplified Application Project (ESAP) and non-ESAP populations, as well as customize the routing, messaging, and process accordingly.

Authentication via SNAP Recertification “No Change” IVRS

Participants who call into the SNAP Recertification “No Change” IVRS telephone number will be greeted with a message in English, and invited to select their preferred language from a predefined list. Once the language has been selected, the recertification application will continue in the specified language and the caller will be asked to say or enter their SSN to be authenticated. Upon successful entry of the SSN, the application will validate if the participant associated with the respective SSN has:

- an active case in a recertification period;
- a recertification interview pending or completed; and
- already submitted a recertification via ACCESS HRA, a completed **LDSS-4826**, or a completed **LDSS-5166** form.

Upon running these verifications, the application will route the caller to a customized path based on their situation as follows:

- The caller will receive a customized message indicating why they will not be able to continue with the process (e.g., case not found, closed case). Additionally, the Infoline telephone number will be provided in case the caller has any questions.
- For completed interviews, the caller will be provided with the status of the interview. Additionally, if the interview was completed via the SNAP Recertification “No Change” IVRS, the application will provide the caller with the interview confirmation number and the deferral due date for documents. While the application will not be able to identify whether the participant has any outstanding documents at that moment, the messaging will clarify that if any case documents were requested and are due, the date provided is the due date for submitting the required documents. The Infoline telephone number will be provided in case callers have any questions.
- The caller will be transferred to the On-Demand line if:
 - it is during the active recertification interview period;
 - they have submitted a recertification via ACCESS HRA, a completed **LDSS-4826**, or a completed **LDSS-5166**; and
 - they have not yet kept their interview.

As On-Demand will not be operational during the COVID-19 pandemic, IVRS callers who are eligible for On-Demand during this time will receive the following message at the point of transfer:

Thank you for calling SNAP On-Demand. Due to the COVID-19 pandemic, you may not need to have an interview right now if you are applying for or recertifying your SNAP benefits.

If your SNAP benefits expire on or after August 31, 2020, you should submit a recertification form using Access HRA or by mail or fax using the instructions on the recertification packet you received by mail.

If we need additional information or documents for your application or recertification, we will contact you. If we have everything we need, we will make a decision on your case and send you a notice. Please remember to submit as many documents as you can using the ACCESS HRA Mobile app. You can look at the Documents page on ACCESS HRA to see the kinds of proof we may need.

For more information, call the Human Resources Administration (HRA) Infoline at 718-557-1399.

Thank you and stay safe.

Thank you for your call. Goodbye.

Note: Submission of the online recertification via ACCESS HRA, the **LDSS-4826**, or the **LDSS-5166** automatically makes the caller ineligible for the SNAP Recertification “No Change” IVRS process; however, the caller will be eligible for an On-Demand interview if all other On-Demand requirements are met. In these instances, the IVRS application will automatically place the caller in the regular or prioritized On-Demand interview queue.

- If the caller is eligible, they will be routed to the appropriate SNAP Recertification “No Change” automated process as follows:
 - If the caller is a NYSCAP participant, the application will route the caller to the streamlined and enhanced SNAP Recertification “No Change” NYSCAP process.
 - If the caller is a NYSNIP participant (i.e., the participant’s current shelter type code is between **94** and **98**), the application will route the caller to the SNAP Recertification “No Change” NYSNIP process. This process will offer options for callers to provide additional information (e.g., shelter type, SUA), which is required to support the participant’s transition from NYSNIP to NYSCAP.

Authentication for Participants Calling into SNAP On-Demand

With the new release, participants eligible for IVRS who call the SNAP On-Demand telephone number will be appropriately redirected to the SNAP Recertification “No Change” IVRS process rather than simply being provided with instructions on next steps.

Note: On-Demand will not be operational during the COVID-19 pandemic.

When being redirected from the SNAP On-Demand line to the SNAP Recertification “No Change” IVRS process, the application will maintain any language selections made on the On-Demand line, and it will reuse any authentication credentials the caller has already provided. When transitioning to the SNAP Recertification “No Change” IVRS, the application will only collect the additional information needed for authentication. For example, if the caller already provided their SSN to the On-Demand line, the SNAP Recertification “No Change” IVRS will only require the caller to provide their DOB to complete the authentication and route the caller accordingly.

Authentication for SNAP Recertification “No Change” IVRS via ISA Agent - New Feature

The new SNAP Recertification “No Change” application will allow the caller to be transferred to an ISA for assistance if:

- the caller makes three unsuccessful attempts at entering their SSN or DOB; or
- the caller provides the correct SSN, but it does not match the DOB provided.

The ISA will go through the authentication process with the participant on the telephone. The ISA may need to use Streamlined POS (SPOS) to validate the caller’s DOB. Once the caller has been authenticated and it is determined that they are eligible for SNAP Recertification “No Change” IVRS, the ISA must transfer the participant back to the IVRS. To transfer the participant, the ISA will select the “transfer” button on their telephone and dial the IVRS telephone number for the participant. The ISA may hang up the telephone after the call has been connected to the IVRS.

In situations where the caller is eligible for On-Demand (e.g., NYSCAP participant has already submitted a recertification form, have not kept their interview, and it is during the interview period), the caller will be routed as needed to the On-Demand process in the regular or prioritized queue.

ENHANCED FUNCTIONALITY

Enhanced Flexibility for Callers: Reporting Changes in Rent/Mortgage

With this new process, callers eligible for the SNAP Recertification “No Change” IVRS will be able to use the automated system to report changes in their rent or mortgage amount (if they have not moved). During this process, callers will be able to enter the new rent or mortgage amounts, and the system will automatically calculate whether the new amount is within 15 percent of the current amount on file.

If the new reported amount is within 15 percent of the current amount on file, the system will allow the caller to continue through the process, and it will submit the newly reported amount to POS at the end of a successful process.

If, however, the new reported amount is greater than or lower than 15 percent of the current amount on file, the system will automatically inform the caller that supporting documentation is needed. Additionally, in these situations, the system will remind the caller at the end of a successful process how to submit the documentation, and it will indicate the “due by” date for submission.

From the POS perspective, the amount communicated to POS after a successfully completed automated interview is as follows:

- If the caller reports a new rent or mortgage amount that is within 15 percent of the current amount on file, the newly reported amount will be sent to POS.
- If the caller reports a new rent or mortgage amount that is less than the current amount on file by more than 15 percent, the automated system will communicate the reported amount to POS. The case will be deferred in POS as documentation is needed to support the new reported amount and the participant will be sent a Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case! (**FIA-1146b**) form. Once supporting documentation has been provided, the rent amount indicated in the documentation can be entered in POS for budget recalculation.

- If the caller reports a new rent or mortgage amount that is more than the current amount on file by over 15 percent, the automated system will communicate the old amount to POS. The case will be deferred in POS as documentation is needed to support new reported amount, and the participant will be sent a Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case! (**FIA-1146b**) form. Once supporting documentation has been provided, the rent amount indicated in the documentation can be entered in POS for budget recalculation.

The actual shelter amount that the caller enters into the IVRS will be displayed in the **Housing Expenses** section and **Interview Review Summary** in SPOS, regardless of whether the shelter amount is within 15 percent or outside of the 15 percent range of the current amount on file.

Note: These cases will be placed in POS deferral queues named **IVRS Recert Deferral**, for each SNAP Center to continue processing. The beginning of the POS deferral queue name will reflect the number of the specific SNAP Center. For example, the East End SNAP Center 02 will have the queue name of **F02 IVRS Recert Deferral**.

Processing cases for participants who report rent or mortgage changes greater than or less than 15 percent (15%) without providing supporting documentation:

- If the new rent would result in an increase of the participant's SNAP benefit amount, staff must not enter the new rent. The rent amount already on file will remain.
- If the new rent would result in a decrease of the participant's SNAP benefit amount, staff must enter the new rent. Changes reported at recertification that would result in a decrease in benefits do not require verification and must be acted upon.
- If the new rent would not result in a change to the participant's SNAP benefit amount, staff must enter the new rent amount.

Note: The new rent would not change the SNAP benefit when the household already qualifies for the maximum SNAP benefit at the lower shelter expense, or the household is subject to a maximum shelter expense deduction that they have already reached with the existing lower shelter expense.

If the caller reports a change in their rent or mortgage amount but does not provide the new amount, the application will set the rent or mortgage to a default amount of \$0 and the case will be deferred in POS.

In the less frequent cases where POS does not have any rent or mortgage amount on file for the participant, the automated process will defer the case. In these situations, the system will treat any amount reported by the applicant as being outside of the 15 percent range. The caller will be provided with any relevant instructions, including any due dates.

Note: Households deferred for proof of shelter expenses and who do not provide the shelter expense, must not be denied for failing to provide verification. These cases must be processed, and continuing eligibility must be determined without the shelter expense included in the budget.

Customized IVRS Process Based on Caller Population Type

Home Energy Assistance Program (HEAP) Status Check and SUA Level Calculation

The system will perform a pre-interview HEAP match for all callers. A match is made when a household has been issued HEAP benefits greater than \$20 in the current month or the immediately preceding twelve months. If the caller does not have a HEAP match, they will be asked the utility question set. This function will allow SUA determinations to be made based on that match and avoid the need to ask additional questions if the caller has already qualified for maximum SUA level 1.

Furthermore, if answers provided by the caller during the automated interview did not qualify the caller for maximum SUA, the application will perform another (individual) HEAP match at the end of a successfully completed interview and before information is submitted to POS. This additional step will check whether a HEAP match was available based on newer information and will update the information sent to POS accordingly.

Collecting Additional Expenses Information from Callers and SUA Levels

If the HEAP system check does not return a match, the system will also check the Shelter Type code and determine whether the caller could potentially qualify for a higher SUA level. In that case only, the caller will be presented with additional Cooling/Heating questions in order to collect information that might qualify them for a higher SUA level. The application is designed such that in case the answer to any of these questions qualifies the caller for maximum SUA, the remaining SUA questions will be skipped as they are no longer necessary.

Collecting New Shelter Type Code for NYSNIP Callers:

As previously mentioned, the new IVRS process will have additional questions directed towards NYSNIP callers. Callers that are not part of the NYSNIP population will not receive these questions as HRA already has the information on file for these participants.

Shelter Type codes associated with NYSNIP participants (**94, 95, 96, 97, and 98**) will be retired, and therefore, as part of the NYSNIP to NYSCAP transition, new Shelter Type codes need to be collected for participants transitioning out of NYSNIP. To accomplish this, the new SNAP Recertification “No Change” IVRS process will present additional questions to NYSNIP callers to determine, through an automated process, the Shelter Type code into which those participants need to be transitioned.

To simplify the selection process and increase data collection accuracy, the shelter-related questions have been structured in a “waterfall” approach that allows for selection at the higher level first and then drilling down, as needed, to a lower level of detail to get to the specific shelter codes needed for processing.

NYSNIP callers will be able to select from the following options:

Level 1	Level 2	Level 3	Shelter Code Assigned by the System
Public Housing	NYCHA Section 8	-	40
	NYCHA not Section 8	Utilities included	02
		No utilities	24
	Non-NYCHA Section 8	-	38
	Other subsidies (e.g., 236/202)	-	39
Rented Apartment	Unfurnished apartment	-	01
	Room only	-	11
	Furnished apartment	-	26
	Private house	-	25
Homeless	No shelter	-	23
	Hotel/Motel	-	06
	Shelter	-	35
Domestic Violence Shelter (*regardless of # of meals/day)	-	-	13
Own Home	-	-	03

Once the NYSNIP caller has selected the option that most appropriately describes the shelter type, the application will automatically “translate” that option into a Shelter Type code which will be communicated to POS in case of a successfully completed IVRS process.

A Shelter Type code selection is needed from any NYSNIP caller to proceed and successfully complete the automated interview. If the caller does not make a selection or does not provide an appropriate answer, the automated system will provide instructions for the caller on the next steps, which are as follows:

- Call back to restart the automated interview and provide the necessary information at that point; or
- Submit an **LDSS-5166** form and have the interview conducted via On-Demand.

Confirming Citizenship Information

The new application of SNAP Recertification “No Change” IVRS will be able to determine in advance whether there are any non-citizens in the caller’s household. The IVRS will have a citizenship indicator in which callers who have their citizenship indicator set to “N” will receive the citizenship question on the IVRS. If there are non-citizens in the household, the caller will be presented with an additional question regarding whether there are any changes in the citizenship status or citizenship information for those individuals. When the household has citizenship changes to report, the caller will be instructed on how to do so along with the next steps.

To simplify the flow of the automated interview, the system will not present the ‘Changes in Citizenship’ question to those callers whose household composition consists entirely of all citizens.

SUPPORTING FUTURE PROCESS REQUIREMENTS

Future system releases may have further policy requirements in which callers will need to provide additional information before they will be able to complete the recertification process. This additional information may include utility providers used, utility payment frequency, and last payment amount.

In anticipation of these additional future policy requirements, the newly released SNAP Recertification “No Change” IVRS has the functionality to support this process and request the information during the automated interview. Until these requirements are finalized, this functionality will be turned off. If these new requirements are finalized, the functionality will be turned on for all callers that need to provide the information. Some defaults will be set to allow callers who were unable to provide specific answers to any of these additional questions to still continue through the automatic interview process.

ENHANCED END OF IVRS PROCESS MESSAGING AND ACTIONS

The new SNAP Recertification “No Change” IVRS will have customized messaging based on several factors:

- The specific situation of the caller (e.g., NYSNIP, ESAP, etc.)
- Type of changes reported during the interview
- Ability to successfully complete the interview with or without a deferral for documents.

Customized Messaging for Successfully Completed IVRS Interviews

1. Confirmation of submission - includes a confirmation number
If the caller has successfully completed the automated process, the SNAP Recertification “No Change” IVRS system will present a confirmation message that contains a confirmation number.

2. Information on how to submit documentation (e.g., to document new rent or mortgage amount) and relevant due dates

If the caller reports a new rent or mortgage amount that is outside the 15 percent range when compared to the current amount on file, the application will give instructions at the end of the interview on the need to submit a **FIA-1146b** and will also communicate the associated 'Due By' date (10 calendar days from the interview date) for the submission of documentation.

3. Information on how to report additional expenses (e.g., medical expenses)

Additional messaging at the end of a successful automated interview will provide callers with a short message on how additional expenses can be submitted (e.g., medical expenses for select populations).

4. Information on how to report changes throughout the year (outside of the recertification process)

Additional messaging at the end of the automated interview will provide callers that have successfully completed the interview with a short message on how changes can be reported during the year (outside of the recertification process).

Access HRA is also referenced in these messages as a resource for callers during and outside of the recertification period. Similarly, the Infoline telephone number is provided in case callers have additional questions on their case.

Customized Messaging for Participants Not Able to Complete Automated IVRS Interview

Instructions on next steps for those not able to complete the automated interview:

- If the caller does not have changes to report (other than rent/mortgage amounts), the IVRS will provide instructions on where the **LDSS-5166** can be found (recertification package or AHRA) as well as instructions on next steps.

- If the caller has an ESAP flag, the submission of the **LDSS-5166** will complete the interview process (unless additional supporting documentation is needed). In other words, the ESAP population will not need to go through an interview once the form is submitted.
- If the caller does not have an ESAP flag, the message will instruct that, in addition to submitting a form, they will need to call the SNAP On-Demand line to complete an interview with an agent. The caller will also be provided with interview timelines (i.e., start and end dates).

Note: The ESAP flag will not be available when IVRS is released on November 15, 2021 and will be part of a future integration. Until the ESAP flag has been integrated, only the non-ESAP flag message will be played in these situations, which informs callers that they need to submit the recertification form and have an interview.

If a participant declares changes in their circumstances other than rent or mortgage, they are provided with instructions for downloading, as well as the option to request for the mailing of a blank **LDSS-5166**.

- If a caller cannot complete the automated interview due to changes in their circumstances, the IVRS will offer an option to request a blank copy of the **LDSS-5166** form. Only those callers that have not submitted a similar request in the last 15 calendar days will be allowed to request for HRA to mail them a blank recertification form.
- Once a request for the mailing of a blank **LDSS-5166** form is submitted, the IVRS will communicate that request directly to the mailing vendor, which will queue the request for processing. HRA worker intervention will not be needed to respond to these requirements for mailing blank request forms, as long as they have been placed as part of the SNAP Recertification “No Change” IVRS process.

OTHER ENHANCEMENTS

Extended Duration for the SNAP Recertification “No Change” IVRS Process

With this new release, participants eligible for SNAP Recertification “No Change” IVRS will be able to call into the automated interview line (i.e., IVRS) before the interview period is open via On-Demand. It is possible that callers might submit **LDSS-5166** forms and call back to complete their On-Demand interview before the SNAP On-Demand line is open for them. In this case, if a caller accesses any of two recertification lines (e.g., SNAP Recertification “No Change” or On-Demand), the caller will be presented with a message clarifying the start and end dates for the interview period. This will allow callers that need to be routed to an On-Demand interview to know exactly when they need to call back to complete their On-Demand interview.

Continuing Eligibility Determination (CED) Posting to POS

Automated posting of CEDs to POS

Authenticated callers who successfully complete the IVRS recertification process will have their CED posted to POS for further processing, so that the recertification can be completed. There will not be any worker intervention required in this case. POS will post the CED automatically for the cases to WMS for processing of the recertification transaction, as long there is no unresolved Resource File Integration (RFI) match for the case and no deferral is required for the shelter expenses for the case.

CEDs associated with high-risk populations will not be automatically posted to POS:

Authenticated callers flagged as ‘high risk’ (i.e., participants with an RFI match) who successfully complete the IVRS recertification process will not have their CED automatically posted by POS to WMS. The SNAP Recertification Interview will be loaded for these cases into POS processing queues named **IVRS Recert Process CED** for each SNAP Center, for assignment to a processor. The beginning of the POS queue name will reflect the number of the specific SNAP Center. For example, the East End SNAP Center 02 will have the queue name of **F02 IVRS Recert Process CED**. This will allow for the RFI to be assessed by staff before processing these cases through Streamlined POS. The activity placed in the queue is the SNAP Recertification Interview.

CEDs associated with the end of the recertification period (two weeks prior to SNAP Auth To date)

If WMS rejects the transaction, the SNAP Recertification Interview will be loaded for these cases into POS processing queues named **IVRS Recert Process CED** for each SNAP Center, for assignment to a processor. The beginning of the POS queue name will reflect the number of the specific SNAP Center. For example, the East End SNAP Center 02 will have the queue name of **F02 IVRS Recert Process CED**. This will allow for the RFI to be assessed by staff before processing these cases through Streamlined POS. The activity placed in the queue is the SNAP Recertification Interview.

NYSNIP callers without a shelter amount will not be automatically posted to WMS:

Authenticated NYSNIP callers who successfully complete their automated interviews but do not provide enough information for determining their new shelter amount, will not have their CED automatically posted to WMS. The cases without a shelter amount will be deferred with the **FIA-1146b** to request their shelter information. These cases will be placed in POS deferral queues named **IVRS Recert Deferral** for each SNAP Center, to continue processing in Streamlined POS when documents are received or when the deferral period expires. The beginning of the POS deferral queue name will reflect the number of the specific SNAP Center. For example, the East End SNAP Center 02 will have the queue name of **F02 IVRS Recert Deferral**. The activity placed in the queue is the SNAP Recertification Interview.

Settle in Conference (SIC) and Case Reopening

Staff must process a Settle in Conference (SIC) by starting the SNAP Recert activity in SPOS for callers who:

- successfully complete interviews through the automated system between the 15th of the month and the day of the recertification processing month; and
- have Failed to Keep (FTK) with Closing Code **Y10** (Failure to Recertify) clocking down in WMS.

Staff must process a reopening of the case by starting the SNAP Recert activity in SPOS for callers who:

- successfully complete interviews through the automated system between the 15th of the month and the day of the recertification processing month; and
- have cases that were not processed before the **Y10** closing was processed on their case.

After the 15th day of the processing month, Operations must connect to the POS Management Console to generate and filter the recertification report to identify any cases that require an SIC or a reopening of the case.

SNAP staff that are in Activity and General Information Exchange (ANGIE) will need to receive a case list of cases to be worked on from the IVRS recert deferral queue and utilize case search feature to launch and open the case.

Note: Based on the participant's Toe Digit, if it appears that the next benefit cycle will be missed, staff must create and issue a benefit back-up document to avoid a missed benefit for the following month. When processing, staff must review the NCA SNAP Toe Digit Deadline Schedules (**W-203E** or **W-203EE**) to determine whether or not the Toe Digit deadline has passed.

IVRS IMPLEMENTATION FOR THE PERIOD OF NOVEMBER 2021 - JANUARY 2022

The following process will be implemented for participants who are scheduled to recertify in December 2021, with authorization periods ending January 31, 2022:

- On November 10, 2021, HRA will mail participants the Automated SNAP Telephone Recertification (**FIA-1152a**), Case Information Form (**FIA-1152b**), and Questions and Answers on Automated Telephone Recertification for Certain Supplemental Nutrition Assistance Program Households (**FIA-1243**).
- Participants will be able to use the new IVRS from November 15, 2021 to November 30, 2021.
- Participants will use the IVRS to recertify and HRA will submit NYSCAP budgets to the Office of Temporary and Disability Affairs (OTDA). Participants who complete the IVRS process between November 15, 2021 to November 30, 2021 will be batch transmitted to WMS on December 1, 2021.
- Operations must manually process an SIC for any participant who has FTK with Closing Code **Y10** on their case that completes the IVRS. This will be done by starting the SNAP Recert activity in POS.

Effective Immediately

Related Items:

[PD #15-30 SYS](#)

[PD #09-43-SYS](#)

Attachments:

- LDSS-5166 (E)** SNAP Application/Recertification (Rev. 9/20)
FIA-1146b (E) Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case! (2/27/20)
FIA-1152a (E) Automated SNAP Telephone Recertification (Rev. 3/26/20)
FIA-1152b (E) Case Information Form (Rev. 3/26/20)
FIA-1243 (E) Questions and Answers on Automated Telephone Recertification for Certain Supplemental Nutrition Assistance Program Households (4/21/21)
W-203E NCA SNAP Toe Digit Deadline Schedule (July - December 2021) (Rev. 6/15/21)
W-203EE NCA SNAP Toe Digit Deadline Schedule (January - June 2021) (Rev. 12/11/20)

Application/Recertification for Supplemental Nutrition Assistance Program (SNAP) Benefits

If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format? Yes No

If yes, check the type of format you would like:

Large Print

Data CD

Audio CD

Braille, if you assert that none of the other alternative formats will be equally effective for you.

If you require another accommodation, please contact your social services district.

When You Are Applying For SNAP

- You can file an application the same day you receive it. We must accept your application if, at a minimum, it contains your name, address, (if you have one), and a signature. This information will establish your application filing date.
- You must complete the application process, including having an interview and signing the certification statement on page 2 of the application/recertification for your eligibility to be determined. If you are eligible, benefits will be provided back to the date you filed your application.
- You can apply for and get SNAP for eligible household member(s) even if you or some other members of your household are not eligible for benefits because of immigration status. For example, ineligible alien parents can apply for SNAP for their children and receive benefits for their eligible children.
- You can still apply and be eligible for SNAP even if you have reached your Temporary Assistance time limits.

When You Are Recertifying For SNAP

- You must submit the signed and completed recertification application.

Remember to sign your application.

Need SNAP Benefits Right Away? You May Be Eligible for Expedited Processing of your SNAP Application:

If your household has little or no income or liquid resources, or if your rent and utility expenses are more than your income and liquid resources, or you are a migrant or seasonal farmworker with little or no income or resources when you apply, you may be eligible to get SNAP within 7 calendar days of the date you apply. When a resident of an institution is jointly applying for SSI and SNAP prior to leaving the institution, the recorded filing date of the application is the date of release of the applicant from the institution.

Where You Can Apply For SNAP

If you live **outside of** New York City, you can apply online at myBenefits.ny.gov, or call or visit the social services district in the county where you live and ask for an application package, which can be mailed or dropped off at that appropriate office. You can get the address and phone number of the social services district in your county by calling toll free **1-800-342-3009**.

If you live in **New York City** and are NOT also applying for Temporary Assistance, you can apply online at Access HRA, or call or visit any SNAP Office and ask for an application package. You can get the address and phone number by calling **1-718-557-1399** or toll free **1-800-342-3009**.

Non-Discrimination Notice – In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audio tape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider. **Do not mail your application to this address.**

Remember to sign your application.

Application/Recertification for Supplemental Nutrition Assistance Program (SNAP) Benefits

Application Information

SSN: _____ Date of Birth: _____

Your Name (last, first, MI): _____

Daytime Phone Number(s) (with area code): _____

Home Address (Street, Apt #): _____

City, State, Zip Code: _____

Mailing Address (if different): _____

Your Ethnicity/Race: This information is collected to ensure that everyone is treated fairly. Your answer is voluntary, and it will not affect your eligibility or benefit amount.

Ethnicity: Hispanic or Latino? Yes No

Race: (check all that apply)

- American Indian or Alaska Native Asian Black or African American
- Native Hawaiian or Other Pacific Islander White

Spoken Language: Please tell us the language that you speak

Are you a U.S. citizen: Yes No

Are you a resident of New York State? Yes No **Which County do you live in?** _____

Do you have a special situation? (Check all that apply to you.)

- Physical/Mental Impairment Hearing Impaired Visually Impaired
- Interpreter Required Sign Language Required Other: _____

Did someone help you complete this form? Yes No

Name of person assisting you: _____

Their phone number with area code: _____

Household Information:

List the people who live with you:

Name (last, first, MI): _____ SSN: _____

Date of Birth: _____

Sex: Male Female

Gender Identity (optional): Male Female Non-Binary X Transgender

Different Identity: _____

Name (last, first, MI): _____ SSN: _____

Date of Birth: _____

Sex: Male Female

Gender Identity (optional): Male Female Non-Binary X Transgender

Different Identity: _____

Name (last, first, MI): _____ SSN: _____

Date of Birth: _____

Sex: Male Female

Gender Identity (optional): Male Female Non-Binary X Transgender

Different Identity: _____

Do you or anyone else in your house receive any of the following types of income?			
Type of Income	Amount of Income	Frequency of Income	Name of Person Who Receives Income
Social Security			
SSI			
Pension			
Veteran's Benefits			
Workers' Compensation			
Wages			
Other			

Do you pay for dependent care expenses? Yes No

Do you pay for any other medical expenses such as prescriptions, over-the-counter medications, diabetic supplies, eyeglasses, dental expenses, hearing aid, etc.? Yes No

How much do you pay for your rent or mortgage each month? \$ _____

Do you pay for any of the following:

- I pay to heat my home (oil, gas, electricity or propane, etc.) or share heating costs with others. Yes No
- I have an air conditioner that I use in the summer, and I pay for electricity or share the cost with others. Yes No
- I have an air conditioner that I use in the summer, and I pay a fee to use it. Yes No
- I pay for electricity or gas or share this cost with others. Yes No
- I pay for phone service, including cell phone service (not a pre-paid phone). Yes No

Authorized Representative – You can authorize someone who knows your household circumstances to **apply** for SNAP for you. You can also authorize someone outside your household to get an authorized representative EBT card to buy food for you. If you would like to authorize someone, you must do so in writing. You may do so by printing the person's name, address and phone number below. When an Authorized Representative is applying on behalf of a SNAP household that does not reside in an institution, **both** the Authorized Representative and a responsible adult member of the SNAP household must sign and date the signature sections at the bottom of this page, unless the Authorized Representative has been otherwise designated by the household in writing.

If you would like to authorize someone, print the person's name, address and telephone number, and sign below.

Name: _____

Address: _____ Phone: _____

Check this box if you want your authorized representative to get an EBT card to buy food for you.

In order to be able to accept your application, you must sign and date below

Certification: By signing this application, I hereby certify under penalty of perjury that I have read (or have had read to me) and I understand and agree to the "Rights and Responsibilities" described on pages 4 – 6 of this application, and the answers in this application and any additional document I provide to the Department in the future are accurate and complete to the best of my knowledge. I have read the SNAP Penalty Warning in my primary language, have had it read to me or have had it interpreted for me. I also certify that all members of my SNAP household requesting SNAP benefits are either U.S. citizens or noncitizens in satisfactory immigration status.

Please see pages 4 – 6 which contain the "SNAP Penalty Warning" and your "Rights and Responsibilities".

Your signature is required below to complete the application process.

Applicant Signature: _____ Date: _____

Authorized Representative Signature: _____ Date: _____

Instructions for Completing the Application Form

- Try to answer as many questions as you can.
- On page 1 of the application form put your telephone number where you can be reached during weekdays or where a message can be left for you.
- **Remember to sign your name before you submit your application form.**
- Be sure to read the included Notice of Rights and Responsibilities and the SNAP Penalty Warning on the following pages.
- **You can file an incomplete application by filling in your name and address on the front and your signature on the back and completing the rest of the application later. This minimal information will establish your application filing date.**
- **SNAP benefits will be effective back to the date that you applied.**

You must be interviewed: We will review your application when it is received and will contact you to discuss the information you gave on your application.

Note: If we cannot reach you, you will receive a letter for a scheduled phone interview.

You must submit verification: During your interview, we will explain what verification and information you will need to give to receive SNAP benefits. We will send you a verification checklist with the items you need to provide. You have 30 days from the date that your application is received to give us the verification we need. Be sure to ask us for help if you are having difficulty obtaining these documents.

Decision: You will receive a decision on your application within 30 days.

What Verification Will I Need to Submit?

These are most of the items you will need when applying for SNAP benefits:

- **Identification Showing Your Name and Address:**
- If you have no address, please tell us.
- **Proof of income.**
- An award letter or direct deposit statement of unearned income including interest income amounts and frequency of payments. If you are working, submit your last four weeks of pay stubs, direct deposit statements, or copies of checks.
- **Social Security Numbers for All Members Applying.**
- **Proof of Noncitizen Status** - If you are not a citizen, provide proof of legal noncitizen status.
- **Proof of Certain Expenses:** Although optional, if you provide proof of either of the following, your SNAP benefits could be higher.
 - **Medical Expenses** - If you or anyone in your household is age 60 or older or has a certified disability, *out-of-pocket medical expenses must be verified* with receipts for co-payments or premiums on health insurance, or receipts for dentures, eyeglasses, hearing aids, hearing aid batteries, prescription medications, doctor-prescribed pain relievers or over-the-counter drugs, and transportation to get to and from medical services.
 - **Child Support Payments** - Proof, such as court documents, of child support payments you pay to someone not living with you, and amount paid.

Also tell us if you have any of the expenses below (this is optional, but these could make your SNAP benefits higher):

1. **Housing Costs:** rent or mortgage payments, real estate taxes, or homeowners' insurance.
2. **Utilities:** air conditioning costs, home heating oil, gas for heating, wood or coal for heating, gas for cooking, electricity, telephone (including cell phones), or other utility expenses such as for water, sewer, or garbage disposal service.
3. **Dependent Care Expenses:** in-home or out-of-home care.

Read the Important Information Below

Sex and Gender Identity: New York State ensures your right to access benefits and/or services regardless of sex, gender identity, or expression. You must report your sex and the sex of all household members as male or female. The sex you report here must be the same as what is currently on file with the United States Social Security Administration. The sex you report is needed to process your application. It will not appear on any benefit card you may receive or any other public-facing document.

Gender identity is how you perceive yourself and what you call yourself. Your gender identity can be the same as or different from your sex assigned at birth. Gender identity is not required for this application. If your gender identity, or the gender identity of anyone in your household, is different than the sex you report for that person and you would like to provide that person's gender identity, print "Male," "Female," "Non-Binary," "X," "Transgender," or "Different Identity" in the space provided. If you print "Different Identity," you may choose to describe that person's identity further in the space provided. Providing this information is voluntary. It will not affect the eligibility of the persons applying or the level of benefits received.

SNAP Penalty Warning – Any information you provide in connection with your application for SNAP will be subject to verification by Federal, State and local officials. If any information is incorrect, you may be denied SNAP. You may be subject to criminal prosecution if you knowingly provide incorrect information which affects eligibility or the amount of benefits. Anyone who is violating a condition of probation or parole or anyone who is fleeing to avoid prosecution, custody or confinement for a felony, and is actively being pursued by law enforcement, is not eligible to receive SNAP benefits.

If a SNAP household member is found to have committed an Intentional Program Violation (IPV), the member will not be able to get SNAP benefits for a period of:

- 12 months for the first SNAP-IPV;
- 24 months for the second SNAP IPV;
- 24 months for the first SNAP-IPV, that is based on a court finding that the individual used or received SNAP benefits in a transaction involving the sale of a controlled substance. (Illegal drugs or certain drugs for which a doctor's prescription is required.)
- 120 months if found guilty of making a false statement about who you are or where you live in order to get multiple SNAP benefits simultaneously, unless permanently disqualified for a third IPV.
- Additionally, a court may bar an individual from participation in SNAP for an additional 18 months.
- Permanent disqualification of an individual for:
- The first SNAP-IPV based on a court finding of using or receiving SNAP benefits in a transaction involving the sale of firearms, ammunition or explosives.
- The first SNAP-IPV based on a court conviction for trafficking SNAP benefits for a combined amount of \$500 or more (Trafficking includes the illegal use, transfer, acquisition, alteration or possession of SNAP authorization cards or access devices.)
- The second SNAP-IPV based on a court finding that an individual used or received SNAP benefits in a transaction involving the sale of controlled substances. (Illegal drugs or certain drugs for which a doctor's prescription is required.)
- All third SNAP-IPV Intentional Program Violations.

Any person convicted of a felony for knowingly using, transferring, acquiring, altering or possessing SNAP authorization cards or access devices may be fined up to \$250,000, imprisoned up to 20 years or both. The individual may also be subject to prosecution under the applicable Federal and State laws.

You may be found ineligible for SNAP or found to have committed an IPV if:

- You make a false or misleading statement, or misrepresent, conceal or withhold facts in order to qualify for benefits or receive more benefits; or
- Purchase a product with SNAP benefits with the intent of obtaining cash by intentionally discarding the product and returning the container for the deposit amount; or
- Commit or attempt to commit an act that constitutes a violation of Federal or State law for the purpose of using, presenting, transferring, acquiring, receiving, possessing or trafficking of SNAP benefits, authorization cards or reusable documents used as part of the Electronic Benefit Transfer (EBT) system.
- Additionally, the following is not allowed and, you may be disqualified from receiving SNAP benefits and/or be subject to penalties for actions that include:
 - Using or have in your possession EBT cards that do not belong to you, without the card owner's consent; or
 - Using SNAP benefits to buy nonfood items, such as alcohol or cigarettes, or to pay for food previously purchased on credit; or
 - Allowing someone else to use your electronic benefit transfer (EBT) card in exchange for cash, firearms, ammunition, explosives or drugs, or to purchase food for individuals who are not members of the SNAP household.

Overpayment – If you get more SNAP benefits than you should have (overpayment), you must pay them back. If your case is active, we will take back the amount of the overpayment from future SNAP benefits that you get. If your case is closed, you may pay back the overpayment through any unused SNAP benefits remaining in your account, or you may pay by cash.

If you have an overpayment that is not paid back, it will be referred for collection, including automated collection by the federal government. Federal benefits (such as Social Security) and tax refunds that you are entitled to receive may be taken to pay back the overpayment. The debt will also be subject to processing charges.

Any SNAP benefits expunged from your EBT account will be used to reduce current overpayments. If you apply for SNAP again, and have not repaid the amount you owe, your SNAP benefits will be reduced if you begin to get them again. You will be notified, at that time, of the amount of reduced benefits you will get.

Consent – I understand that by signing this application form I agree to any investigation made by the New York State Office of Temporary and Disability Assistance or my local social services district to verify or confirm the information I have given or any other investigation made by them in connection with my request for SNAP benefits. If additional information is requested, I will provide it. I will also cooperate with State and Federal personnel in a SNAP Quality Control Review.

I understand that by signing this application/certification, I consent to an investigation to verify or confirm the information I have given and other investigation by any authorized government agency in connection with Home Energy Assistance Program (HEAP) benefits. I also consent to allow the information provided on this application to be used in referrals to available weatherization assistance programs and my utility company's low-income programs. I understand that the State will use my Social Security Number to verify with my home energy vendors the receipt of HEAP. This authorization also includes permission for any of my home energy vendors (including my utility) to release certain statistical information, including but not limited to, my annual electricity usage, electricity cost, fuel consumption, fuel type, annual fuel cost and payment history to the Office of Temporary and Disability Assistance and the local Social Services District and the United States Department of Health and Human Services for the purposes of Low Income Home Energy Assistance Program (LIHEAP) performance measurement.

Consent for Release of Confidential Unemployment Insurance (UI) Information – I authorize the New York State Department of Labor (DOL) to release any confidential information, maintained by DOL for Unemployment Insurance (UI) purposes, to the New York State Office of Temporary and Disability Assistance (OTDA). This information includes UI benefit claims and wage records. I understand that OTDA, along with State and local agency employees working in local social services district offices, will use the UI information for establishing or verifying eligibility for, and the amount of SNAP applied for in this application and for investigations to determine whether I received benefits to which I was not entitled.

Release of Information to Service Providers – I give permission to the social services district and New York State to share information regarding Supplemental Nutrition Assistance Program benefits that I or any member of my household for whom I can legally give authorization have received, for purposes of verifying my eligibility for services and payment related to program administration provided by a State or local contractor. Such services may include, but are not limited to, job placement or training services provided to help me or my household members obtain and retain employment.

SUA (Standard Utility Allowance) Information – I understand that SNAP recipients are categorically income eligible for the Home Energy Assistance Program (HEAP). If I have not received a HEAP benefit of greater than \$20 in the current month or previous 12 months, or other similar energy assistance program benefits, I must pay separately for a heating, air conditioning or utility expense in order to receive a Standard Utility Allowance.

Changes – I agree to inform the agency **promptly** of any change in my needs, income, property, living arrangement, able-bodied adult without dependents (ABAWD) status including if my hours of work fall below 80 hours per month, pregnancy status or address to the best of my knowledge or belief in accordance with my reporting requirements.

Requirement to Report/Verify Household Expenses – I understand that my household must report child care and utility expenses in order to get a SNAP deduction for these expenses. I further understand that my household must report and verify rent/mortgage payments, property taxes, insurance, medical expenses and child support paid to a non-household member in order to get a SNAP deduction for these expenses. I understand that failure to report/verify the above expenses will be seen as a statement by my household that I/we do not want to receive a deduction for those unreported/unverified expenses. A deduction for these expenses may make me eligible for SNAP or may increase my SNAP benefits. I understand that I may report/verify these expenses at any time in the future. This deduction would then be applied to the calculation of SNAP in future months in accordance with the rules for change reporting and processing changes.

In applying for SNAP, I understand that the social services district will request and use information available through the Income and Eligibility Verification System to investigate my application, and may verify this information through collateral contacts if discrepancies are found. I also understand that such information may affect my eligibility for SNAP and/or level of SNAP benefits I receive.

Privacy Act Statement – Collection and Use of Social Security Number (SSN) – The collection of SSN's is authorized for each household member with respect to SNAP pursuant to the Food and Nutrition Act of 2008. The information we collect will be used to determine whether your household is eligible or continues to be eligible for assistance or benefits. We will verify this information through computer matching programs. This information will also be used to monitor compliance with program regulations and for program management. This information may be disclosed to other State and Federal agencies for official examination and to law enforcement officials for the purpose of apprehending persons fleeing to avoid the law. The information will be used to check identity and to verify earned and unearned income.

If a SNAP claim arises against your household, the information on this application, including all SSN's, may be referred to Federal and State agencies, as well as private claims collection agencies, for claims collection action. Anyone applying for SNAP must provide a SSN. SSN's of ineligible members will also be used and disclosed in the manner above. If you or anyone applying/recertifying does not have a SSN, a SSN must be applied for with the Social Security Administration (SSA.gov).

Besides using the information, you give us in this way, the State also uses the information to prepare statistics about all the people receiving benefits from the Home Energy Assistance Program. The information is used for quality control by the State to make sure local districts are doing the best job they can. It is used to verify who your energy supplier is and to make certain payments to such vendors.

Citizenship/Immigration Status – I swear and/or affirm under penalty of perjury that the information I have provided about the citizenship and immigration status of myself and everyone living with me is true and correct. I understand that any information I provide to verify the immigration status of anyone applying for SNAP may be checked for authenticity with the United States Citizenship and Immigration Services.

For SNAP, citizenship must be documented **only if questionable**.

Remember to sign your application.



Date: _____

Case Number: _____

Case Name: _____

Center Number: _____

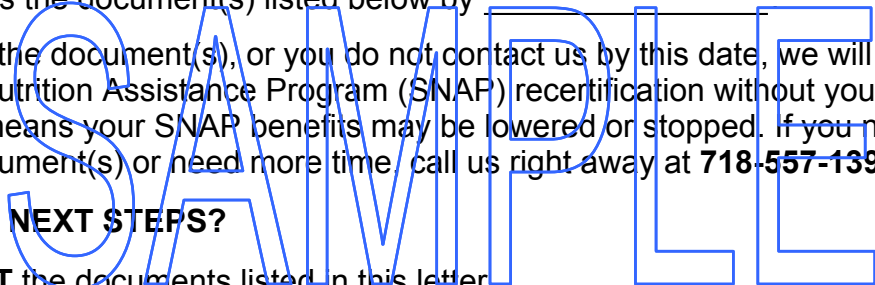
Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case!

You submitted your recertification through our Interactive Voice Response System (IVRS).

You told us there was a change in how much you pay for housing. You need to give us proof of this expense.

You must give us the document(s) listed below by _____

If we do not get the document(s), or you do not contact us by this date, we will process your Supplemental Nutrition Assistance Program (SNAP) recertification without your shelter expense. This means your SNAP benefits may be lowered or stopped. 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.

Submit any of the following documents as proof of how much you pay for housing:

- Current rent bill, landlord statement, lease, or rent receipt; **OR**,
- Current maintenance statement or receipt; **OR**,
- Current mortgage statement or record; **OR**,
- Completed and signed Form **W-147Q** (Verification of Secondary Tenant's Residence and Housing Costs); **OR**,

(Turn page)

Submit any of the following documents as proof of how much you pay for housing (continued):

- 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 and how often;
 - how many people are in your household; and
 - the landlord's name and telephone number.

HOW CAN I SUBMIT THE DOCUMENTS?



UPLOAD (*easiest!*) — use your mobile phone or tablet with our ACCESS HRAmobile 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 "Do you have documents to submit to the Human Resources Administration (HRA)?" (**FIA-1138**) sent with this letter.



FAX — documents to **917-639-2544**



MAIL copies using envelope provided

SAMPLE

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

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.



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Automated SNAP Telephone Recertification

The Human Resources Administration (HRA) has a simpler and faster way for you to recertify your Supplemental Nutrition Assistance Program (SNAP) benefits – you can use our automated Interactive Voice Response System (**IVRS**). The **IVRS** is an automated telephone system for recertifying your SNAP benefits.

If you are able to recertify using the **IVRS**, you will not need to complete any other forms or interviews.

It's easy! You can call from anywhere, 24 hours a day, 7 days a week.

How can I recertify using the automated **IVRS**?

1. Please read the enclosed Case Information Form (**FIA-1152b**). It lists the most recent information HRA has on file for your SNAP case.
2. Please call the automated **IVRS** to recertify and continue receiving your SNAP benefits:
 - Call **(866) 761-8357** (toll free) 24 hours a day, 7 days a week.
 - Please call between _____ and _____.
 - You can use the system in English, Spanish, Chinese (Mandarin and Cantonese), Bengali, Russian, Haitian Creole, Arabic, Polish, French, Urdu or Korean.

(Turn page)

If you successfully complete your recertification:

- You will receive a confirmation number at the end of your call.
- You will get a notice in the mail telling you that you will continue to get SNAP benefits.
- You will not need to complete and return the recertification package you get in the mail.
- We will let you know if you need to send us more information about your current rent or mortgage amount.

Will I still get the regular recertification package in the mail?

You will receive a recertification package but will not have to complete it if you recertify using the automated **IVRS**.

What if I cannot or do not want to recertify by using the automated IVRS?

Based on your case information, the **IVRS** will tell you if you are able to complete the automated recertification process during the phone call. If you cannot or do not choose to recertify using the automated **IVRS** process, please go to nyc.gov/AccessHRA or follow the instructions in the recertification package you will receive in the mail to submit your recertification.

If you do not recertify, your benefits will end on _____.

SAMPLE



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Case Information Form

Please read the information below that we have on file for your Supplemental Nutrition Assistance Program (**SNAP**) case. We need to know if this information is correct to decide if you can still get SNAP benefits.

Please call the SNAP automated "Interactive Voice Response System" (**IVRS**) to review this information. The IVRS is an automated telephone system for recertifying your SNAP benefits.

- Call **(866) 761-8357** (toll free) 24 hours a day, 7 days a week between _____ and _____.
- Please have your Case Information Form in front of you during your call. You will be asked about the information on this form.
- Please keep a pen or pencil ready so you can write down your confirmation number or any other information we will give you at the end of your call.
- You can use the system in English, Spanish, Chinese (Mandarin and Cantonese), Bengali, Russian, Haitian Creole, Arabic, Polish, French, Urdu or Korean.

DO NOT MAIL THIS FORM TO YOUR LOCAL SNAP CENTER.

(Turn page)

Household Composition

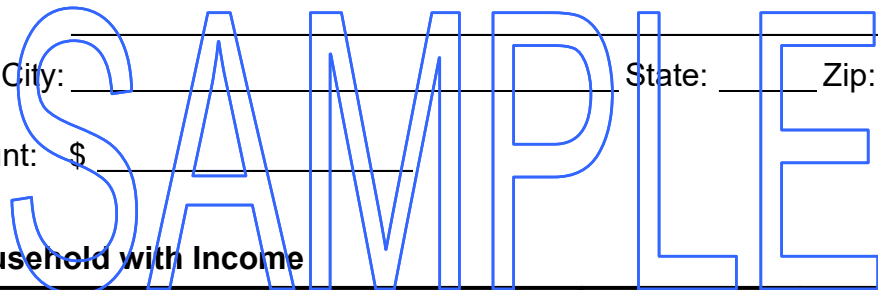
Name	Birthdate	SSN

Shelter Information

Address on Record: _____

City: _____ State: _____ Zip: _____

Monthly Rent/
Mortgage Amount: \$ _____



Persons in Household with Income

Name	Income Type	Monthly Income
Total Monthly Household Income:		

(Turn page)

Non-U.S. Citizens in the Household

Name	Alien Registration Number

Other Allowances

Allowance Type	Name of Person with Allowance

DO NOT MAIL THIS FORM TO YOUR LOCAL SNAP CENTER.

SAMPLE

Questions and Answers on Automated Telephone Recertification for Certain Supplemental Nutrition Assistance Program Households

The Human Resources Administration (HRA) is updating our automated Interactive Voice Response System (IVRS). IVRS lets certain Supplemental Nutrition Assistance Program (SNAP) households recertify with just their phone!

■ **Q: What is IVRS?**

A: IVRS is a computerized telephone system that lets you recertify your SNAP benefits by having a short, automated telephone interview. You can answer questions by speaking into your phone, or you can use your phone keypad to answer questions.

■ **Q: Can anyone use IVRS to recertify?**

A: No. Only households where:

- All adults are age 55 or older; or
- All adults have a disability; and
- There is no earned income in the household

■ **Q: Why is it easier for me to recertify for SNAP using IVRS?**

A: IVRS is easier because.

- You can call from any telephone.
- You can call 24 hours a day, 7 days a week.
- You will save time by not completing a recertification application and not having a full interview.

■ **Q: What languages can I use for IVRS?**

A: You can choose English, Spanish, Mandarin, Cantonese, Bengali, Russian, Haitian-Creole, Arabic, Polish, French, Urdu, and Korean.

■ **Q: How will I know when I can call IVRS to recertify?**

A: We will let you know by sending you these two forms in the mail:

1. The Automated SNAP Telephone Recertification (**FIA-1152a**) form will tell you when you can call IVRS to recertify for SNAP. This form will explain how to call and what you need to do.
2. The Case Information Form (**FIA-1152b**) will show you the information that HRA has on file for your SNAP case.

■ **Q: Can I report changes through IVRS?**

A: Mostly, no. If you have changes to report on your case other than small changes in your rent or mortgage, you will not be able to recertify using IVRS.

■ **Q: What if my rent or mortgage has only gone up or down a little bit?**

A: For rent or mortgage changes, if it is a small change, you will be able to complete the recertification through the IVRS without giving us any proof. If it is a big change, the IVRS will let you know during the call that we need more information from you. We will send you a form to complete and send back to us. The form is called Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case! (**FIA-1146b**).

■ **Q: If I recertify using the IVRS, do I need to complete the SNAP application in the recertification package?**

A: No. You will receive a recertification package in the mail, but you do not have to complete the SNAP application in it.

■ **Q: What if I cannot or do not want to use IVRS to recertify for SNAP?**

A: If you do not want to use the IVRS, or if you are unable to recertify using the IVRS, please go to nyc.gov/AccessHRA, or follow the instructions in the recertification package you get in the mail to make sure that your SNAP benefits continue.

If you are unable to complete the IVRS when you call, and your mailing address has not changed, you will be able to ask the IVRS to mail you a recertification form.

■ **Q: What is the New York State Combined Application Project (NYSCAP)?**

A: NYSCAP is a program that will make it easier for eligible participants to get SNAP benefits by automatically enrolling them into SNAP. If someone is eligible for NYSCAP, there is no SNAP application, no interview, and no information will need to be given to HRA by the participant.

The Social Security Administration (SSA) sends information to the Office of Temporary and Disability Assistance (OTDA), which is used to find out who is eligible for NYSCAP. All participants of the New York State Nutrition Improvement Project (NYSNIP) will be changed to NYSCAP.

■ **Q: I am already in a program like NYSCAP called NYSNIP, are they different?**

A: If you are currently enrolled in NYSNIP:

- We will enroll you in NYSCAP after you successfully recertify.
- The IVRS will ask you questions about your Standard Utility Allowance (SUA) and shelter information. Your answers to these questions will help us enroll you in NYSCAP and will determine the amount of your SNAP benefit.

The most important changes you will see once you are enrolled in NYSCAP are:

- A 36-month certification period instead of a 48-month certification period.
- An interim report will be required at the 18th month instead of the 24th month.

Once you are enrolled, you will get a letter telling you more about the program.

SAMPLE

NCA SNAP Toe Digit Deadline Schedule July - December 2021

DIGIT	July	August	September	October	November	December
0	6/22	7/20	8/23	9/20	10/20	11/22
1	6/23	7/21	8/24	9/21	10/21	11/23
2	6/24	7/22	8/25	9/22	10/22	11/24
3	6/25	7/23	8/26	9/23	10/25	11/29
4	6/28	7/26	8/27	9/24	10/26	11/29
5	6/29	7/27	8/30	9/27	10/27	11/30
6	6/30	7/28	8/31	9/28	10/28	12/1
7	7/1	7/29	9/1	9/29	10/29	12/1
8	7/2	7/30	9/2	9/30	11/1	12/2
9	7/6	8/2	9/3	10/1	11/3	12/3

SNAP Toe Digit Deadline Schedule January - June 2021

DIGIT	January	February	March	April	May	June
0	12/21	1/25	2/23	3/22	4/20	5/20
1	12/22	1/26	2/24	3/23	4/21	5/21
2	12/23	1/27	2/25	3/24	4/22	5/24
3	12/28	1/28	2/26	3/25	4/23	5/25
4	12/29	1/29	2/26	3/26	4/26	5/26
5	12/29	1/29	3/1	3/29	4/27	5/27
6	12/30	2/1	3/2	3/30	4/28	5/28
7	1/4	2/2	3/3	3/31	4/29	6/1
8	1/5	2/3	3/4	4/1	4/30	6/2
9	1/6	2/4	3/5	4/2	5/3	6/3