



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #09-17-ELI

*(This Policy Directive Replaces PD #08-42-ELI)*

### REVISIONS TO THE FOOD STAMP TELEPHONE RECERTIFICATION INITIATIVE

<b>Date:</b> April 3, 2009	<b>Subtopic(s):</b> Food Stamp Recertification
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**AUDIENCE** The instructions in this policy directive are to inform staff at Non Cash Assistance Food Stamp (NCA FS) Centers of the Food Stamp telephone recertification initiative. This procedure serves as information for all others.

#### REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised as follows:

- Corrected erroneous form number references to the Food Stamp Telephone Recertification Brochure (**BRC-901D**).
- Revised instructions on the Incomplete Food Stamp Recertification Form (**W-901F**) to emphasize that the participant is required to sign page 5 of the recertification application.
- Removed instructions to generate the Request for Contact on a Food Stamp Application (**W-119**) form when the participant is required to provide missing documentation, as this form is not used for recertifications.
- Revised instructions for when the participant has not provided the required signature on page 5 of the Food Stamp Benefits Application/Recertification (**LDSS-4826**) form during the recertification interview.
- Provided information on the three different methods of conducting the Food Stamp recertification interview.
- Removed instructions for handling recertification packets returned as undeliverable by the U.S. Postal Service, as these packets will be processed by the Mail Processing Unit.
- Included new automated process of moving deferred cases to the **MPU Deferred Recert** queue upon printing of the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form.

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*

**POLICY**

All NCA FS households must be interviewed to recertify their eligibility for continued Food Stamp (FS) benefits. The recertification interview may be conducted through one of the following methods:

Revised

- in-person
- automated telephone response system (Interactive Voice Response System [IVRS])
- telephone (person-to-person)

Only NCA FS unengageable (i.e., unemployable) participants who have no earned income and no changes to report are eligible to recertify via IVRS. All other NCA FS participants are strongly encouraged to recertify by telephone (person-to-person). Exceptions to the telephone interview include households that have an individual requiring finger imaging and households that specifically request an in-person interview.

This procedure covers the telephone (person-to-person) recertification process.

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**BACKGROUND**

The FS telephone recertification initiative was implemented in 2007 at the East End (**F02**) and Fordham (**F44**) NCA FS Centers and recently implemented at all other NCA FS Centers. All households except those that have individuals requiring finger imaging have been included in this initiative.

For the purposes of this initiative, the following forms were developed:

- Food Stamp Telephone Recertification Brochure (**BRC-901D**)
- Food Stamp Telephone Recertification Brochure Insert (**W-901AA**)
- Incomplete Food Stamp Recertification Form (**W-901F**)

Correction made to brochure number

The **BRC-901D** brochure informs the household of the opportunity to have the recertification interview by telephone and provides answers to frequently asked questions.

Form **W-901AA** indicates either the household's telephone number currently on record or that the Agency does not have one on file. The participant is instructed to call his/her designated NCA FS Center (the telephone number is provided on the notice) if his/her listed telephone number is incorrect or to provide a missing telephone number if he/she wishes to recertify by telephone.

**BRC-901D** and **W-901AA** are sent to the participant approximately two months before the participant's recertification month (the recertification month is defined as the second to last month of certification).

Form **W-901F** serves as the cover letter when the Food Stamp Benefits Application/Recertification (**LDSS-4826**) form is returned to the participant because he/she did not provide the required signature on page 5 of the recertification application.

The following forms are also used in this initiative:

- Food Stamp Benefits Application/Recertification form (**LDSS-4826**)
- Notice of Decision on Your Food Stamps

Form **LDSS-4826** is the application the participant must sign and complete in order to recertify for FS benefits.

The Notice of Decision on Your Food Stamps provides a scheduled date and time for the telephone interview and the telephone number at which the participant will be contacted. The notice also provides the telephone number to his/her designated NCA FS Center for the participant to call if:

- the scheduled date/time for the telephone recertification interview is not convenient for the participant;
- the telephone number listed for the household is not correct or if the participant prefers to be contacted at another number;
- the participant prefers to be interviewed in-person.

Forms **LDSS-4826** and the Notice of Decision on Your Food Stamps are part of the recertification packet which is sent approximately one month after the **BRC-901D** and **W-901AA** are sent to the participant. The participant is instructed to sign and return form **LDSS-4826** along with copies of any required documentation either by mail using the enclosed postage-paid envelope or in-person at his/her designated NCA FS Center.

The Notice of Decision on Your Food Stamps is system-generated by code **Z95** in the Client Notices System (CNS).

See the Telephone Calls to the NCA FS Center section for instructions on handling these requests.

FS Telephone Recertification Processing

Revised

FS telephone recertifications are processed by the Control Section and the Telephone Recertification Group.

MPU date stamps all completed FS recertification packets received at the NCA FS Center and forwards them to the Control Section for processing. Recertification packets returned as undeliverable by the U.S. Postal Service will be processed by MPU.

The Control Section is responsible for handling:

- FS recertification packets forwarded from the Mail Processing Unit (MPU); and
- telephone calls from households regarding the FS telephone recertification.

The Telephone Recertification Group is responsible for contacting the household and conducting the telephone interview.

**REQUIRED ACTION**

**Control Section**

FS Recertification Packets Forwarded from MPU

Control Worker

Upon receipt of the recertification packet from MPU, the designated Control Worker will review form **LDSS-4826** to confirm that the participant provided the required signature. Although form **LDSS-4826** requests two signatures, only the signature on page 5 is required to complete the telephone recertification process. If the signature on page 5 or both of the signatures are missing, the Control Worker proceeds as follows:

- If no signature at all is provided on the application, send the participant the application, accompanying documents, and form **W-901F** advising him/her to sign and return the application and accompanying documents in the enclosed postage-paid envelope. Annotate the Food Stamp Program Pending Applications Control (**W-706B**) form.
- If a signature is provided on page 1 but not on page 5, mail a copy of the application and form **W-901F** to the participant advising him/her to sign and return the copy of the application in the enclosed postage-paid envelope. Follow the instructions for a signed and completed application below.

If the signature is on page 1 but not on page 5, the application filing date is preserved but the telephone recertification process cannot be completed.

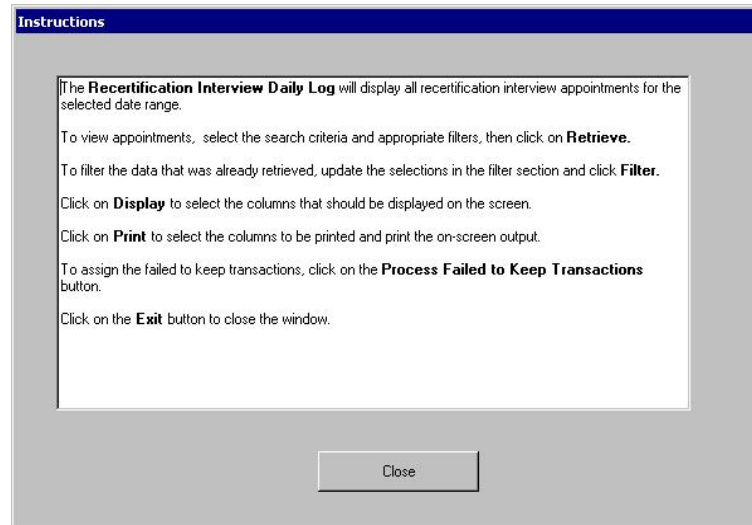
Signed and completed application

If form [LDSS-4826](#) is returned signed and completed, the Control Worker must scan and index it along with all the accompanying documents (including form **W-901F** if sent to the participant) into the electronic case record and execute the following actions in the Food Stamp Paperless Office System (FS POS):

FS POS actions for the  
Control Worker

- Access the **MONIQ/FS Reception** window.
- Select the **Recertification Interview Log** option in the **FS Reception** drop-down menu.
- The **Instructions** window for the **Recertification Interview Log** appears. After reading the instructions, click the **Close** button to proceed.

**Instructions** window



- The **Recertification Interview Log** window appears. Execute the following actions:

The **Recertification Interview Log** window allows NCA FS Center staff to view past, current, and future recertification interview appointments.

- Use the desired case search criteria in the **Search by** box, such as:
  - Appointment Date (select date or specify date range)
  - Case Number
  - Case Name
- Click the **Retrieve** option from the tool bar.
- A listing of all cases that meet the search criteria appears. Select the case from the list (selected case will appear highlighted).
- Click the **LDSS-4826 Received** button.

**Recertification Interview Log window**

The screenshot shows the 'Recertification Interview Log [Center Number F23]' window. It includes a search section with radio buttons for 'Appointment Date', 'Case Number', and 'Case Name'. Under 'Appointment Date', there are options for 'Select Date' (with a calendar icon) and 'Specify Range' (with 'From' and 'To' date fields). To the right, there are checkboxes for 'Appointment Type' (Telephone Interview, In-Center Interview, Original Appointment date) and 'Appointment Status Filter' (Kept Appointment, Failed to Keep Appointment, None). Below the search section is a table with columns: Case No, Case Name, Spoken Lang, Interpreter, Appt Date, Appt Time, and a status column. The table contains several rows of data, with the fifth row highlighted in green. At the bottom, there is a toolbar with buttons: Assign, LDSS-4826 Received (circled with a dashed line), Contact, Reschedule, Kept Appointment, Failed to Keep Appointment, Process Failed to Keep Transaction, and Exit.

Callouts from the left side of the image point to specific elements:

- 'Click Retrieve option' points to the 'Retrieve' button in the top menu bar.
- 'Use desired search criteria' points to the search fields.
- 'Select case from the list' points to the highlighted row in the table.

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	LI R
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	08/19/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye

- The **LDSS-4826 Received** window appears. The Control Worker completes the following fields and clicks the **OK** button:
  - **Mail Returned or Undelivered?** (selecting the **No** option enables the fields below)
  - **Signed LDSS-4826 received?**
  - **Date LDSS-4826 Received**
  - **Envelope Post-Mark Date**
  - **Interview Type** (defaults to **Telephone**)
  - **Contact Number** and, if applicable, **Extension**

**LDSS-4826 Received**  
window

The screenshot shows the 'LDSS-4826 Received' window with the following fields and options:

- Case Number: [Redacted]
- Case Name: [Redacted]
- Casehead Name: [Redacted]
- Mail Returned or Undelivered?:  Yes  No
- Date of returned or undelivered mail: Saturday, May 17, 2008
- Signed LDSS-4826 received?:  Yes  No
- Date LDSS-4826 Received: Saturday, May 17, 2008
- Envelope Post-Mark Date: Saturday, May 17, 2008
- Interview Type:  Telephone  In-Center
- Contact Number: [Redacted] Extension: [Redacted]
- Did the applicant request a new call time?:  Yes  No
- Date: Saturday, May 17, 2008 Time: [Redacted]

Callouts in the image:

- 'Select No' points to the 'Mail Returned or Undelivered?' radio button.
- 'Complete fields' points to the 'Signed LDSS-4826 received?' radio button and the date fields below it.

- The Control Worker is returned to the **Recertification Interview Log** window. Forward the case to the Control Supervisor by selecting the case and clicking the **Assign** button.

**Recertification Interview Log window**

Search by:

Appointment Date  Case Number

Select Date

Friday, October 03

Specify Range

From: 08/01/08 To: 10/03/08

Case Name

Appointment Type:

Telephone Interview  Kept Appointment

In-Center Interview  Failed to Keep Appointment

Original Appointment date  None

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	LL R
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	08/19/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye
[REDACTED]	[REDACTED]	English	No	10/01/2008	09:00 AM	Ye

Buttons: Assign, LDSS-4826 Received, Contact, Reschedule, Kept Appointment, Failed to Keep Appointment, Process Failed to Keep Transaction, Exit

- The **Refer Action** window appears. Select the Control Supervisor or designated person (designee) to refer the case to and click the **OK** button. If a copy of form **LDSS-4826** was returned to the participant due to a missing signature on page 5, indicate this in the **Enter comments, if Any** section. Also, forward the recertification packet to the selected Control Supervisor or designee.

**Refer Action window (select Control Supervisor or designee)**

Selected Case

Case Number: [REDACTED] Case Name: [REDACTED]

Casehead CIN: [REDACTED] Casehead Name: [REDACTED]

Title	Unit	Last Name	First Name	Phone
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	MPU	Supervisor	907B01	[REDACTED]
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]

Enter comments, if Any

Participant did not provide required signature on page 5 of the LDSS-4826.

Buttons: OK, Cancel



Control Supervisor or designee

Upon receipt of the recertification packet, the Control Supervisor or designee must:

- review the recertification packet. Ensure that a copy of form **W-901F** is included in the packet if the participant did not provide the required signature on page 5 of form **LDSS-4826**;
- access the **Recertification Interview Log** window in FS POS and review the case to ensure the information was properly recorded;
- select the case on the **Recertification Interview Log** window and click the **Assign** button. The **Refer Action** window appears;
- select the Recertification Group Supervisor or designee to forward the case to and click the **OK** button;
- forward the recertification packet to the selected Recertification Group Supervisor or designee.

**Refer Action** window (select Recertification Group Supervisor or designee)

Select Recertification Group Supervisor or designee

Selected Case

Case Number: [REDACTED] Case Name: [REDACTED]

Casehead CIN: [REDACTED] Casehead Name: [REDACTED]

Refer Case To

Title	Unit	Last Name	First Name	Phone
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor		[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	MPU	[REDACTED]	[REDACTED]	[REDACTED]
FS Supervisor	FS	[REDACTED]	[REDACTED]	[REDACTED]

Enter comments, if Any

OK Cancel

## Telephone Recertification Group

The Telephone Recertification Group Supervisor or designee must maintain a tickler file of scheduled telephone recertifications organized by appointment date. At least one day prior to the case's scheduled appointment, the Supervisor must execute the following actions for each case:

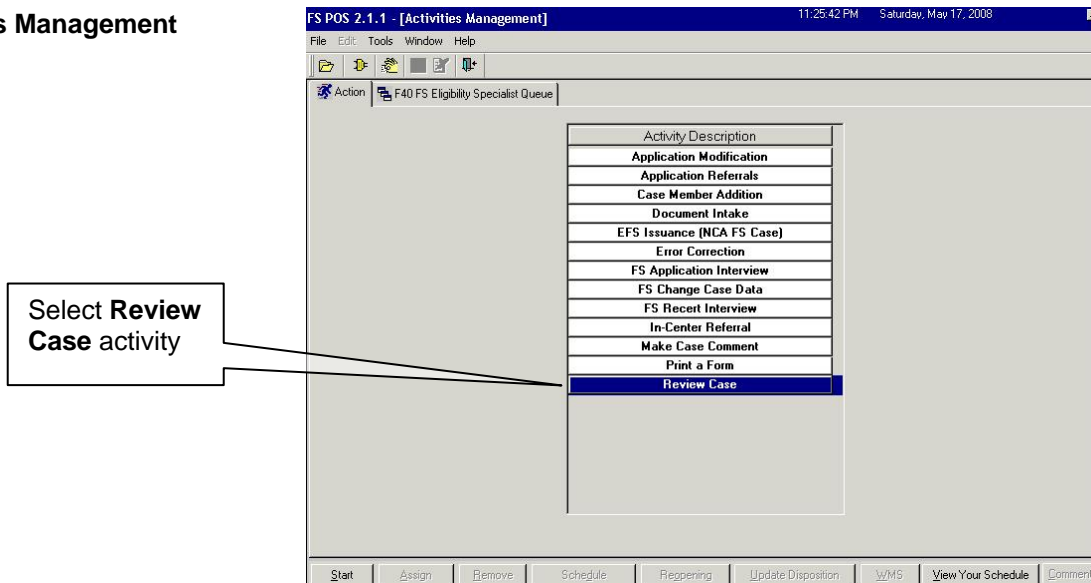
Telephone Recertification Group Supervisor or designee

- Access the **Recertification Interview Log** window.
- Select the case from the list using the applicable search filter(s) and click the **Assign** button. The **Refer Action** window appears.
- Select the Telephone Recertification Worker to assign the case to and click the **OK** button.
- Forward the recertification packet to the assigned Telephone Recertification Worker.

Recertification Worker

Upon receipt of the assignment, the Telephone Recertification Worker must access the **Action** tab from the **Activities Management** window, select the **Review Case** activity and execute the following actions:

Activities Management window

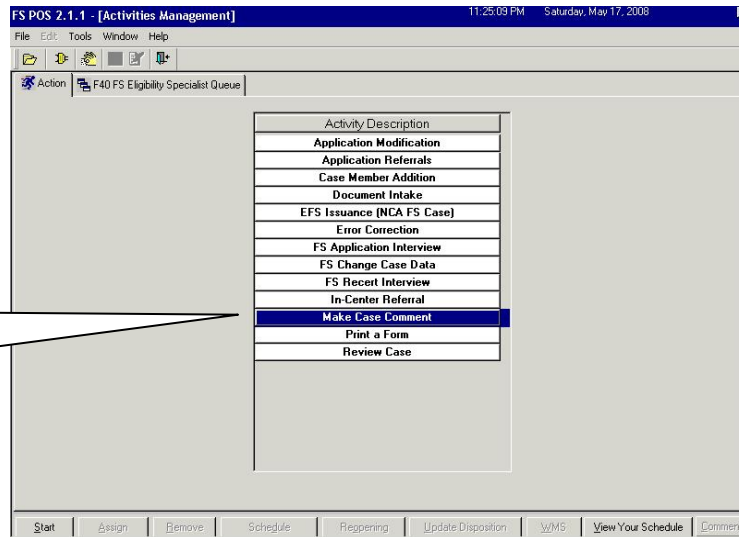


- Review the application and accompanying documents. Determine if form **LDSS-4826** has the required signature on page 5. Enter a case comment using the **Make Case Comment** activity if this signature is missing.
- Verify information with Resource File Integration (RFI) and TALX/The Work Number Service (see PD #09-03-EMP), where applicable.

- Compare information submitted with case information in the Welfare Management System (WMS), FS POS and the Human Resources Administration (HRA) OneViewer. Enter case comments using the **Make Case Comment** activity if any discrepancies arise.

**Activities Management window**

Select **Make a Case Comment** activity to enter case comments, if necessary

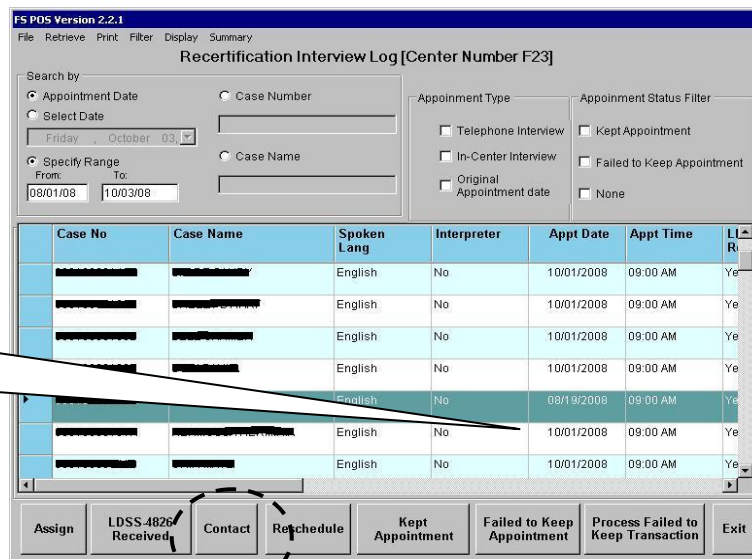


- On the date and time indicated on the **Recertification Interview Log** window (**Appt Date** and **Appt Time** columns), make the first attempt to call the participant to conduct the recertification interview.

This attempt (and every subsequent attempt) must be recorded on the **Contact Attempted** window, which is accessed via the **Contact** button from the **Recertification Interview Log** window.

**Recertification Interview Log window**

Call participant on indicated date/time



### Successful Contact

Follow the steps in the Unsuccessful Contact section if contact cannot be made.

If the Telephone Recertification Worker successfully contacts the participant for the telephone recertification interview, he/she must:

- select **Yes** to the **Did you successfully contact the client?** question and enter the date and time of the contact;

### Contact Attempted window

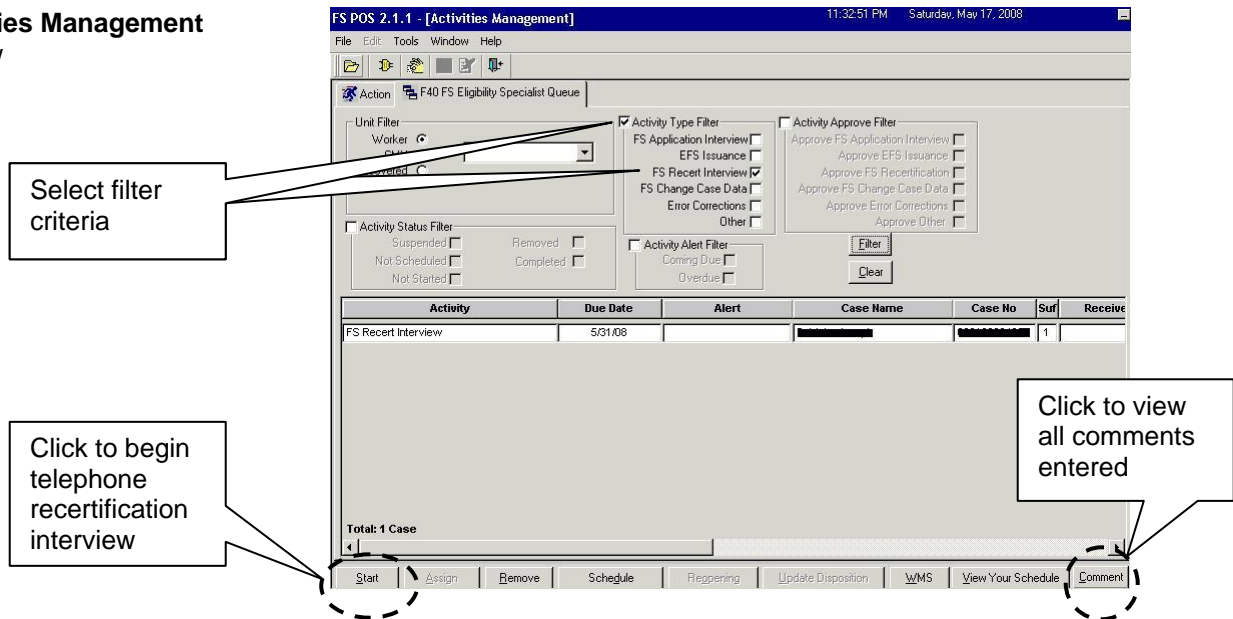
Enter first Contact Attempt information here

This window must be completed each time an attempt to contact the participant is made.

- click the **OK** button to return to the **Recertification Interview Log** window;
- click the **Exit** button on the **Recertification Interview Log** window;
- click the **Open POS** button from the **MONIQ/FS Reception** window;

- check the **Activity Type Filter** box and the **FS Recert Interview** box;
- select the case and click the **Comment** button to review all comments entered during the recertification interview preparation step;
- click the **Start** button to begin the telephone recertification interview.

**Activities Management**  
window



Once the interview has started, FS POS will update the appointment status to **Kept** on the **Recertification Interview Log** window. Enter all required information for each window in the **FS Recertification Interview** activity, per standard procedure for recertifications in FS POS.

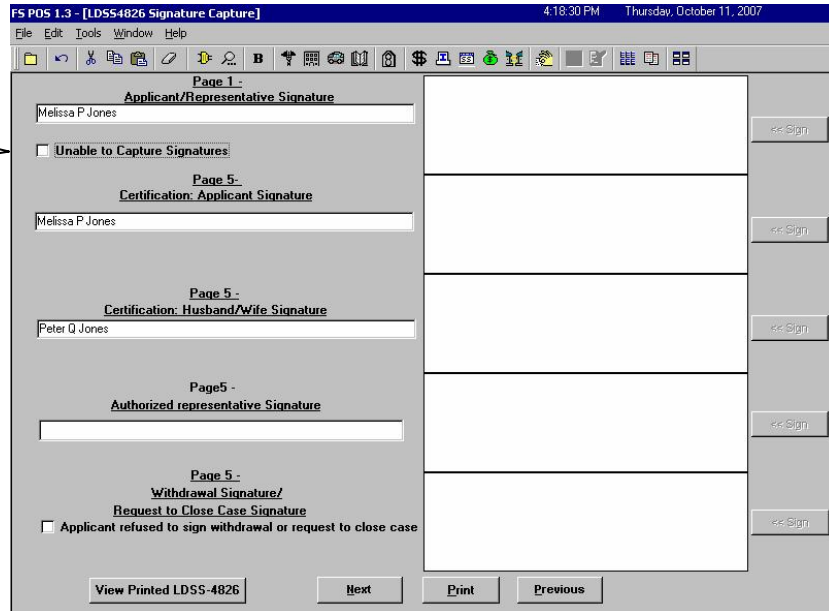
**Note:** Information obtained during the telephone recertification interview supersedes information provided on the paper application.

When the **LDSS-4826 Signature Capture** window appears during the **FS Recertification Interview** activity, the Worker must check the **Unable to Capture Signature** box.

**LDSS-4826 Signature Capture window**

Select **Unable to Capture Signature** option

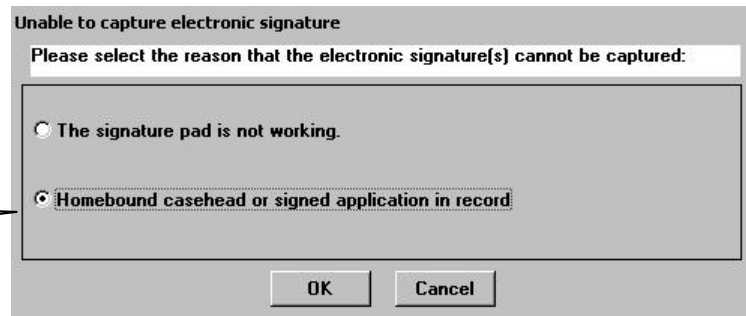
Ensure the required signature on page 5 of form **LDSS-4826** was provided before completing this step. Otherwise, see the **Missing Documentation and/or Signature** section.



When the **Unable to Capture Electronic Signature** window appears, select the **Homebound casehead or signed application in record in record** option and click the **OK** button.

**Unable to capture electronic signature window**

Select option



Within the **FS Recertification Interview** activity, the appropriate budget and Turn-Around Document (TAD) actions for the case must be processed by completing the following windows:

- **Eligibility Determination**
- **Budget**
- **TAD**
- **Grants Data Entry** (if needed)
- **Print Forms**

A case comment must be entered whenever there is a change made to the case.

Once all required information on a window is entered, proceed to the next window by clicking the **Next** button until the **FS Recertification Interview** activity is complete. If there are any changes to the case, the Worker must indicate the change made in a case comment. When all interview windows have been completed, the **Disapproved Elements** window appears. Send the case to the Supervisor for review and sign-off by executing the following actions:

- Click on the **Next** button on the **Disapproved Elements** window.
- The **Close** window appears. Click the **Complete Activity** button.
- The **Approval Assignment** window appears. Select the appropriate Supervisor to send the case to. The Worker's designated Supervisor is highlighted by default, but he/she may select a different Supervisor if necessary.
- Enter a case comment (if necessary) and click the **OK** button. FS POS moves the case with the **Approve FS Recert** activity from the Worker's queue to the Supervisor's queue.
- Forward the recertification packet to the selected Supervisor.

#### Telephone Recertification Approvals

For completed recertifications, the Supervisor must review the **Approve FS Recertification** activity and place a check mark in the box for each window to indicate approval/disapproval. The Supervisor must also review the recertification packet to ensure information was accurately recorded in FS POS and that form **LDSS-4826** has the required signature on page 5.

The Supervisor approves the recertification using the **Approve FS Recertification** activity and transmits the approval to WMS to complete the processing of the telephone recertification interview.

Revised

Missing Documentation and/or Signature

If the participant is required to provide additional documentation and/or has not provided the required signature on page 5 of form **LDSS-4826**, the Worker must execute the following actions:

- When the **Form Data Entry** window appears during the **FS Recertification Interview** activity, select **Yes** to the **Documentation Requirements (Form W-113K)** option.

**Forms Data Entry window**

Click **Yes** to the **Documentation Requirements (Form W-113K)** option if missing documentation and/or signature

	Yes	No
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	<input type="radio"/>	<input type="radio"/>
Financial Institution Inquiry (Form W532F)	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from Agencies Outside New York City (Form W680)	<input type="radio"/>	<input type="radio"/>
<b>Documentation Requirements (Form W-113K)</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Social Security Administration...	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from Agencies outside New York City (Form W681)	<input type="radio"/>	<input type="radio"/>
Request For Contact/ Missed Interview (LDSS-4753 Food Stamp)	<input type="radio"/>	<input type="radio"/>
Request for Contact on a Food Stamp Application (Form W-119)	<input type="radio"/>	<input type="radio"/>
Systematic Alien Verification for Entitlement (SAVE) Referral (Form W-515X)	<input type="radio"/>	<input type="radio"/>
FIA School/Training Enrollment Letter (Form W-700D)	<input type="radio"/>	<input type="radio"/>
School Verification Letter (Form W-700E)	<input type="radio"/>	<input type="radio"/>
Family Care Assessment (Form W-582A)	<input type="radio"/>	<input type="radio"/>
Declaration of Application for a Social Security Number (Form EXP-83H)	<input type="radio"/>	<input type="radio"/>
RAU Case Documentation Transmittal(Form W153P)	<input type="radio"/>	<input type="radio"/>

- Upon selecting **Yes** to the **Documentation Requirements (Form W-113K)** option, the **Response to Question** window appears.
- Indicate the missing documentation, if applicable. If the required signature on page 5 of form **LDSS-4826** is missing, click the **LDSS-4826 Food Stamp Application** option. Enter a due date of 10 calendar days and click the **OK** button.

**Response to Question window for Form W-113K – Documentation Requirements**

Select the **LDSS-4826 Food Stamp Application** option if signature is missing

**FORMS** Please return the following forms completed and signed where necessary:

- W-147Q Primary Tenant's Statement Regarding Occupancy of Secondary Tenant
- LDSS-4826 Food Stamp Application

Buttons: **OK** **Cancel**



**Response to Question window for Form W-113K – Documentation Requirements**

Enter a due date of 10 calendar days

- Inform the participant that he/she will receive this notice in the mail along with a postage-paid return envelope and that the missing documentation and/or signature must be submitted within 10 calendar days in order to complete the recertification process.
- When the **Print Forms** window appears during the activity, select the **W-113K** and **W-119D** options and click the **Print** button to generate the notices. Generate another copy or make a photocopy of form **W-113K** to give to the Supervisor for review. Mail the notices including a postage-paid return envelope to the participant and ensure that he/she is aware of the missing documentation and/or signature requirements.

Revised

**Print Forms window**

If no additional documents and forms are required, do not click the **Print** button.

Select forms **W-113K** and **W-119D**

Form No	Form Description	Copies	Forms
DSS3151	Food Stamp Change Report Form		e-form
DSS3152	Action Taken on Your Food Stamp Case		e-form
DSS3574	Food Stamps Single Issuance		e-form
DSS3938	Food Stamp Application Expedited Processing Summary Sheet		e-form
DSS4753	Food Stamps - Request for Contact/Missed Interview		e-form
EBT_23	Notice of Special Benefit		e-form
EXP_76R	Documentation Receipt		e-form
M3G	Notice to Report to Center		e-form
M3MM	Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance)		e-form
M40K	Notice of Denial of Expedited Food Stamp Processing or Inability to Issue Food Stamp Benefits		e-form
M42G	Referral for a Medicaid Eligibility Determination		e-form
SS5	Social Security Card Application		e-form
W102	Notification to Participant of New Worker		e-form
W113K	Documentation Requirements		e-form
W119	Request for Contact on Mailed or Faxed Application		e-form
W119D	Eligibility Factors and Suggested Documentation Guide		e-form
W129RR	Notice of Food Stamp Recertification Appointment		e-form
W140VV	Food Stamp Recertification Notice (F61 and F63)		e-form

- Suspend the recertification activity pending the receipt of the missing documentation and/or signature.

Revised

Upon receipt of form **W-113K** from the Worker, the Supervisor must review the case via the **Review a Case** activity to determine if the deferral is valid and complete.

- If the deferral is not valid, return form **W-113K** to the Worker and instruct him/her to continue processing the telephone recertification.
- If the deferral is incomplete and additional documentation and/or required signature (not indicated by the Worker) is needed, return form **W-113K** to the Worker and instruct him/her to prepare and mail another **W-113K** form including a postage-paid return envelope to the participant.

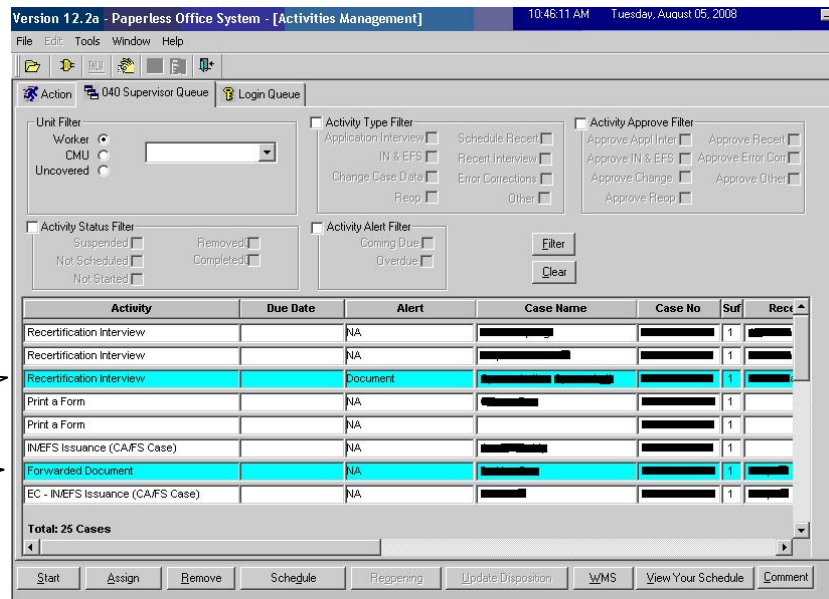
The deferred case will be automatically moved to the **MPU Deferred Recert** queue within 3 days following the printing of form **W-113K** if the recertification is still pending.

Documentation Returned

When the missing documentation and/or signature is received and scanned and indexed into the case record by MPU via the **Document Intake** activity, FS POS will add a new **Forwarded Document** activity to the MPU Supervisor’s **MPU Recertification** queue as well as highlight the **Recertification Interview** activity for which the document was received with a **Document** alert.

**Activities Management**  
window

Alert to the MPU Supervisor that documentation and/or signature was received



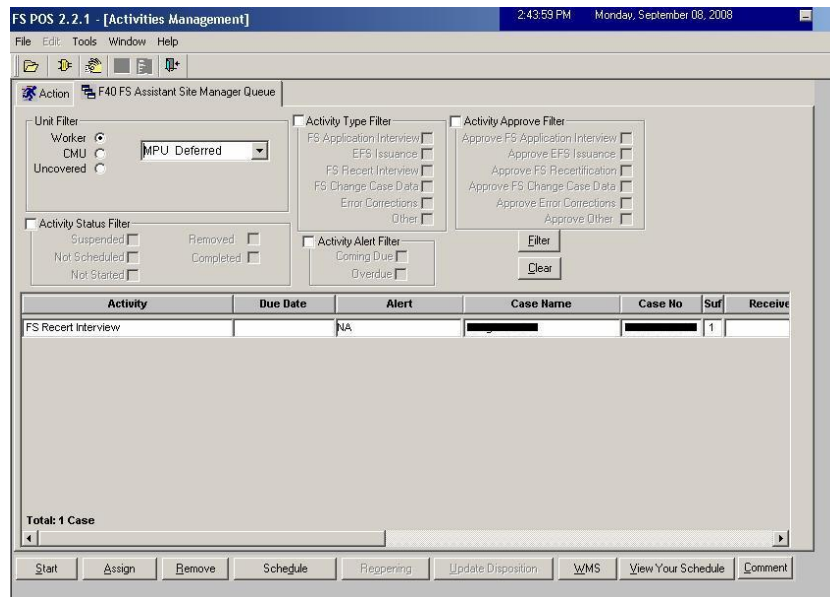
The MPU Supervisor must monitor the **MPU Recertification** queue and assign the **Recertification Interview** activity with a **Forwarded Document** alert to a MPU Worker. The MPU Worker must confirm that the requested documentation and/or signature was/were received and complete the recertification.

Processing Cases that Fail to Submit Missing Documentation and/or Signature

Starting the first business day following the 15th calendar day of the month, the Control Supervisor must identify cases with recertification appointments scheduled for the previous month that did not submit the requested documentation and/or signature. These cases will be found in the **MPU Deferred Recertifications** queue.

**Activities Management window**

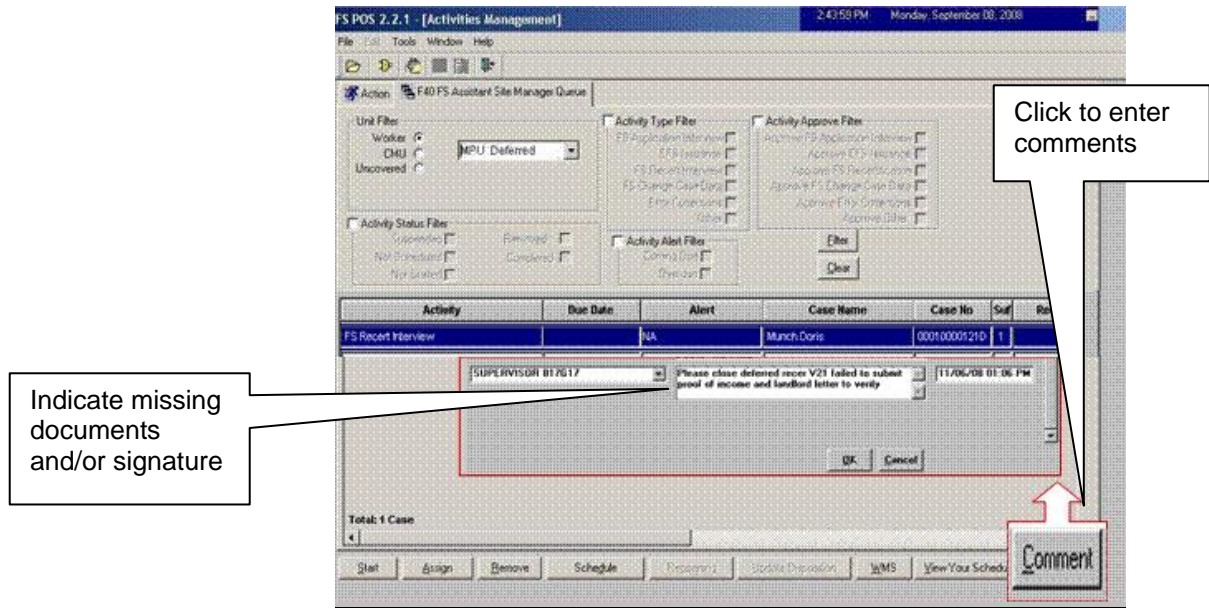
The **MPU Deferred Recertifications** queue lists all cases in which telephone recertifications were deferred due to lack of documentation and/or signature.



The Control Supervisor must review the case activity to confirm that the documentation and/or signature requested was not received by executing the following actions:

- From the **Review a Case** activity, review form **W-113K** in the case record to determine the document(s) and/or signature requested.
- Check the HRA OneViewer to confirm the requested document(s) is/are not present in the case record and/or the required signature is missing on page 5 of form **LDSS-4826**.

Upon confirming that documents and/or signature were (was) not submitted, the Control Supervisor must indicate the missing document(s) and/or signature in the **Case Comments** section by selecting the pended **FS Recert Interview** activity from the **MPU Deferred Recertifications** queue and click the **Comment** button. He/she must then assign the activity to a Control Worker for a case closing by clicking the **Assign** button.

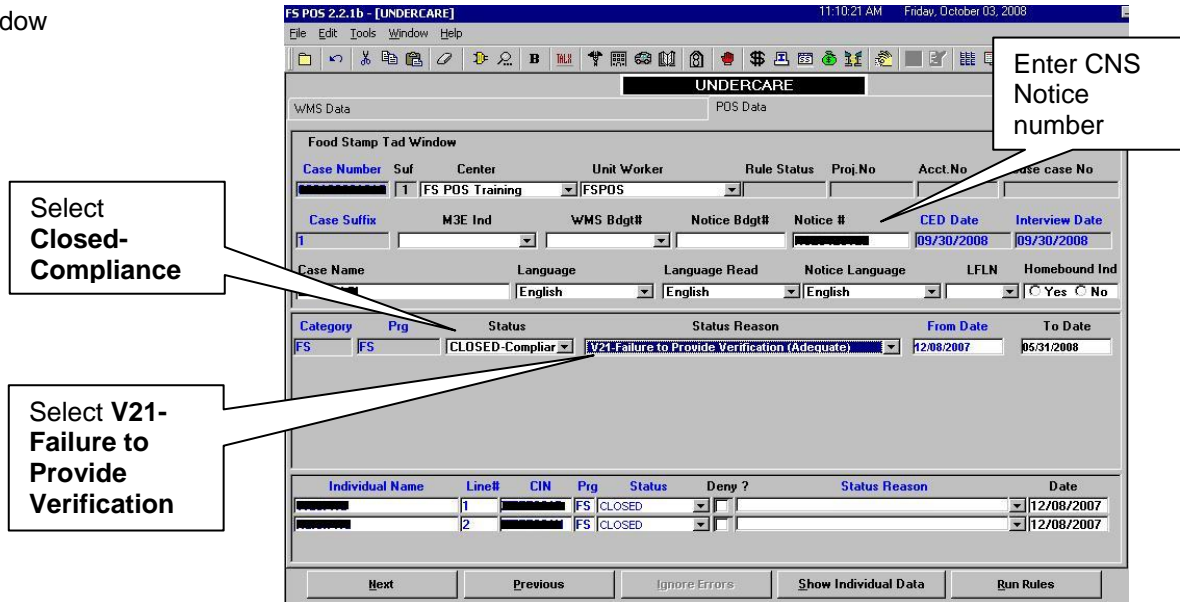


To perform the case closing, the Control Worker must:

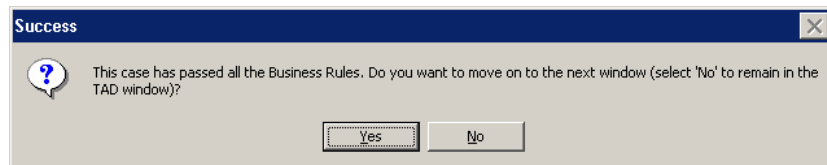
- in FS POS, review the case comments to determine the missing documentation and/or signature requirement, as indicated by his/her Supervisor;
- in CNS, indicate the missing documentation and/or signature requirement on the **Verification Selection Entry Screen** and generate a CNS notice using FS Closing Code **V21** (Failure to Provide Verification). Retain the CNS Supervisory Review printout containing the CNS notice number. The CNS notice number will be entered into FS POS (see next steps). The CNS Supervisory Review printout must be given to the Supervisor when routing the case closing activity for approval;

- in FS POS, select the **Picklist** and choose the **TAD** option. The **TAD** window appears. Execute the following actions:
  - enter the CNS notice number in the **Notice #** field.
  - select the **Closed-Compliance** option in the **Status** field.
  - select the **V21-Failure to Provide Verification** option in the **Status Reason** field.
  - click the **Next** button to run the business rules. A confirmation window appears.

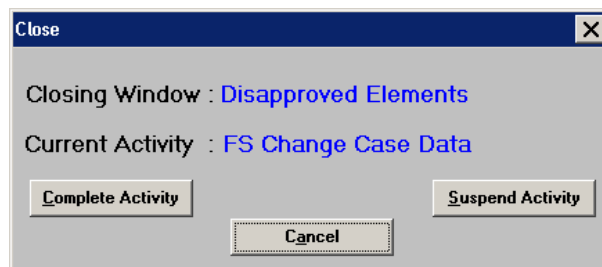
**TAD Window**



- click the **Yes** button to confirm and continue;



- click the **Next** button on the **Form Data Entry**, **Notice Data Entry**, **Print Forms** and **Approval Status** windows;
- click the **Complete Activity** button on the **Close** window;



- select the Control Supervisor on the **Approval Assignment** window, enter a case comment and click the **OK** button. The activity will be routed to the selected Supervisor for approval of the case closing;

**Approval Assignment**  
window

Select Supervisor

Enter case comments

Title	Unit	Last Name	First Name	U/W	Phone Number
FS Supervisor	FS				
FS Supervisor	FS				
FS Supervisor	DES				
FS Supervisor	DEV				

Enter Comments If Any

Participant failed to provide required documentation. Case will be closed.

Cancel OK

- submit the CNS Supervisory Review printout to the Control Supervisor.

Upon receipt of the approval activity, the Supervisor must execute the following actions:

- Access the **Recertification Interview** activity to approve the case closing.
- Review the **Household Screen** window and click the **Next** button.
- Review and approve the closing on the **TAD** window, verifying the CNS notice number from the CNS Supervisory Review print out. Click the **Next** button.
- Click the **Next** button on the **Print Forms** window.
- Click the **Xmit** button on the **Approval Status** window to transmit the closing to WMS.

### Unsuccessful Contact

If the Worker is unable to contact the participant for the telephone recertification interview on the first attempt, select **No** to the **Did you successfully contact the client?** question and enter the date and time of the unsuccessful contact in the **Contact Attempt 1** section.

Second Failed Attempt

Follow the steps in the Successful Contact section if contact is made.

After waiting a short period of time (approximately 15 to 20 minutes), the Worker will attempt to call the participant a second time. If the Worker is again unsuccessful, he/she will access the **Contact Attempted** window and select **No** to the **Did you successfully contact the client?** question and enter the date and time of the unsuccessful contact in the **Contact Attempt 2** section. The Worker must also enter comments regarding the unsuccessful attempts in the **Comments** box. The status of the interview will automatically be updated to **Fail** in the **Recertification Interview Log** window upon the second unsuccessful contact attempt.

**Note:** The **Contact Attempt 3** and **Contact Attempt 4** sections may be used under special circumstances based on the Worker's and/or Supervisor's discretion.

**Contact Attempted**  
window

Enter second contact attempt information here

The screenshot shows a software window titled "Contact Attempted" with the following fields and sections:

- Case Number: [Redacted]
- Case Name: [Redacted]
- Casehead Name: [Redacted]
- Contact Number: [Redacted] Extension: [Redacted]
- Requested call time: [Redacted]
- Contact Attempt 1**: Did you successfully contact the client?  Yes  No. Date: 05/12/2008, Time: 09:00 am.
- Contact Attempt 2**: Did you successfully contact the client?  Yes  No. Date: 05/12/2008, Time: 09:15 am.
- Contact Attempt 3**: Did you successfully contact the client?  Yes  No. Date: 05/17/2008, Time: [Empty].
- Contact Attempt 4**: Did you successfully contact the client?  Yes  No. Date: 05/17/2008, Time: [Empty].
- Comments**: Unsuccessful contact attempts were made to reach the client on 5/12/08. The appointment status will be marked as "failed to keep"
- Interview Type**:  Telephone  In-Center
- New Contact Number**:  Yes  No
- Contact Number: [Redacted] Extension: [Redacted]
- Buttons: OK, Cancel

Failure to Keep Appointment Processing

Control Clerk

On a daily basis, the Control Clerk must process all cases that failed to keep the telephone recertification interview scheduled for the previous business day. This includes cases that:

- could not be successfully contacted by telephone
- never returned a signed and completed **LDSS-4826** form

For each case, the Clerk must first confirm that an interview was not started or rescheduled for a future date. The Clerk must also confirm that an interview was not conducted on paper (outside of FS POS) by reconciling the log. For these confirmed cases, execute the following actions:



Failed to Keep Appointment

- For those cases that never returned a signed and completed **LDSS-4826** form, mark the case as **Failed to Keep Appointment** in FS POS (cases not successfully contacted by telephone are automatically marked **Failed to Keep Appointment** by FS POS), as follows:
  - Access the **Recertification Interview Log** window.
  - Select the **Appointment Date** option in the **Search by** box.
  - Select the **Select Date** option and indicate the date in the drop-down field (or select the **Specify Range** option and enter the specific dates, if necessary).
  - Select the **None** option in the **Appointment Status Filter** section.
  - Click the **Retrieve** option in the tool bar.
  - Select each case on the list and click the **Failed to Keep Appointment** button.

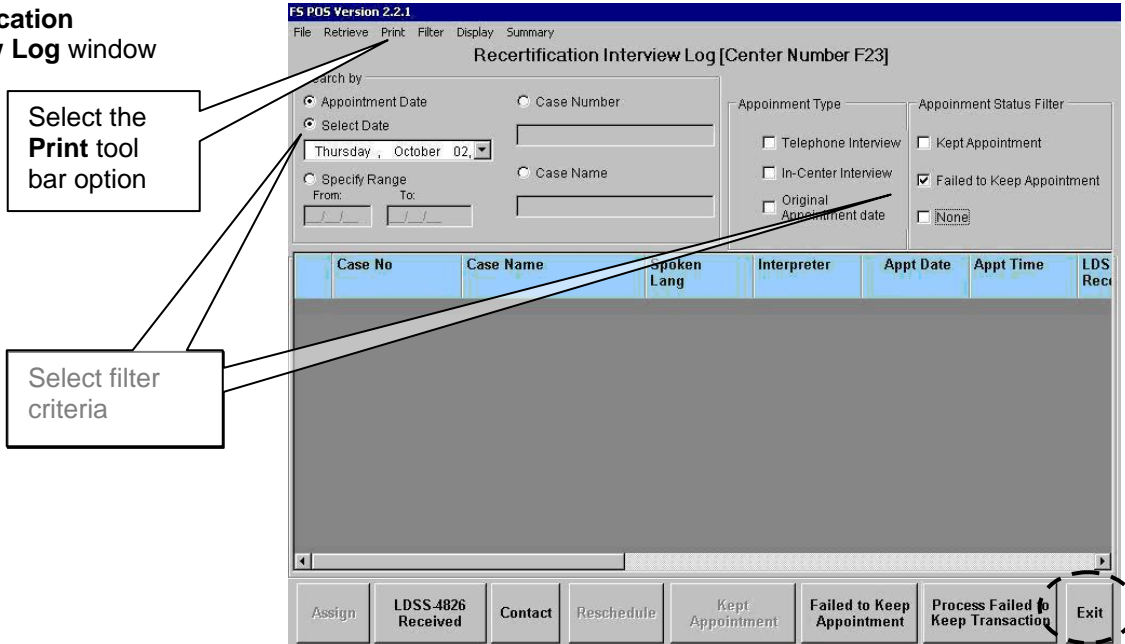
Recertification Interview Log window

Select filter criteria

Cases meeting filter criteria appear here

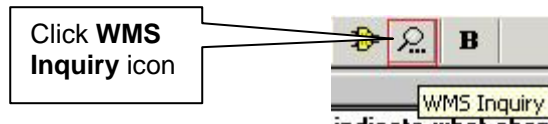
- Print the list of cases marked **Failed to Keep Appointment**, as follows:
  - Select the **Appointment Date** option in the **Search by** box.
  - Select the **Select Date** option and indicate the date in the drop-down field (or select the **Specify Range** option and enter the specific dates, if necessary).
  - Select the **Failed to Keep Appointment** option in the **Appointment Status Filter** box.
  - Click the **Retrieve** option from the tool bar.
  - Click the **Print** option from the tool bar (select desired columns in the **Columns to Print** window and click the **OK** button).
  - Click the **Exit** button.

**Recertification Interview Log window**



- For each case on the list, access WMS to obtain the date of the next recertification as follows:
  - From the **MONIQ/FS Reception** window, click the **Open POS** tool bar option.
  - The **Activities Management** window appears. Click the **Action** tab.
  - Select the **FS Change Case Data** option.
  - The **Household Screen** appears. Click the **WMS Inquiry** icon on the tool bar.

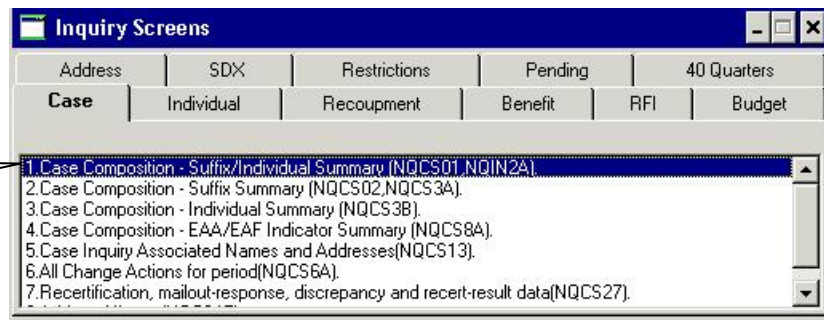
WMS Inquiry icon



- The **Inquiry Screens** window appears. Select the **1. Case Composition - Suffix/Individual Summary** option on the **Case** tab.

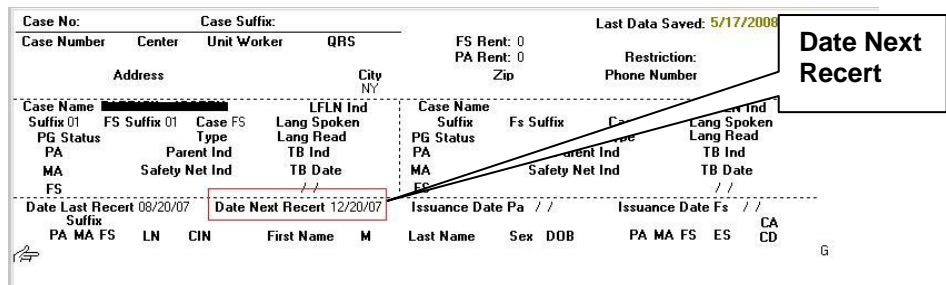
Inquiry Screens window

Select option 1



- The **WMS Case Composition - Suffix/Individual Summary** screen appears behind the **Inquiry Screens** window (minimize the **Inquiry Screens** window to view all the data, if necessary). Annotate the **Date Next Recert** on the list for use on the **Food Stamps - Request for Contact/Missed Interview (LDSS-4753)** form.

Case Composition – Suffix/Individual Summary screen



- Click the **X** button to close the **Inquiry Screens** window and **WMS Case Composition - Suffix/Individual Summary** screen. Click the **Next** button.

**LDSS-4753**

Form **LDSS-4753** is also sent to participants who fail to keep their in-person recertification interview. See PD #09-16-ELI for detailed instructions.

- Generate the Food Stamps - Request For Contact/Missed Interview (**LDSS-4753**) form in FS POS, as follows:
  - From the **Changes to FS Case** window, select **Phone** in the **Source of Change(s)** field, select the **Prepare Forms** option and click the **Next** button.
  - The **Form Data Entry** window appears. Click **Yes** to the **Food Stamps - Request For Contact/Missed Interview (LDSS-4753)** option.

**Forms Data Entry window**

Click **Yes** to the **LDSS-4753** option

	Yes	No
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	<input type="radio"/>	<input type="radio"/>
Financial Institution Inquiry (Form W532F)	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from Agencies Outside New York City (Form W680)	<input type="radio"/>	<input type="radio"/>
Documentation Requirements (Form W-113K)	<input type="radio"/>	<input type="radio"/>
Social Security Administration - Consent for Release of Information (Form W515R)	<input type="radio"/>	<input type="radio"/>
Request for Marriage or Divorce Verification from Agencies outside New York City (Form W681)	<input type="radio"/>	<input type="radio"/>
<b>Request For Contact/ Missed Interview (LDSS-4753 Food Stamp)</b>	<input checked="" type="radio"/>	<input type="radio"/>
Request for Contact/ Missed Interview (LDSS-4753 Food Stamp)	<input type="radio"/>	<input type="radio"/>
Systematic Alien Verification for Entitlement (SAVE) Referral (Form W-515X)	<input type="radio"/>	<input type="radio"/>
FIA School/Training Enrollment Letter (Form W-700D)	<input type="radio"/>	<input type="radio"/>
Notice of Food Stamp Recertification Appointment (Form W-129RR)	<input type="radio"/>	<input type="radio"/>
School Verification Letter (Form W-700E)	<input type="radio"/>	<input type="radio"/>
Family Care Assessment (Form W-582A)	<input type="radio"/>	<input type="radio"/>
Declaration of Application for a Social Security Number (Form EXP-83H)	<input type="radio"/>	<input type="radio"/>

Spanish      Next      Previous

- The **Response to Question** window appears. Execute the following actions:
  - Select the **Missed Interview – Recertification** check box.
  - Enter the date the recertification interview was missed.
  - Select **Yes** or **No** to the **Did the client submit a completed LDSS-4826 (Food Stamp Benefits Application/Recertification)?** question.
  - Enter the date the FS benefits will be discontinued. This is the last calendar day of the month following the month of the **Date Next Recert** (indicated on the **WMS Case Composition – Suffix/Individual Summary** screen e.g., if **Date Next Recert** is 2/26/09, then the date FS benefits will be discontinued is 3/31/09).
  - Click the **OK** button.

**Response to Question**  
window

Complete the **Missed Interview-Recertification** section

The screenshot shows a software window titled "Response to Question". It contains two sections: "MISSED INTERVIEW - APPLICATION" and "MISSED INTERVIEW - RECERTIFICATION". The "MISSED INTERVIEW - RECERTIFICATION" section is active and contains the following fields and options:

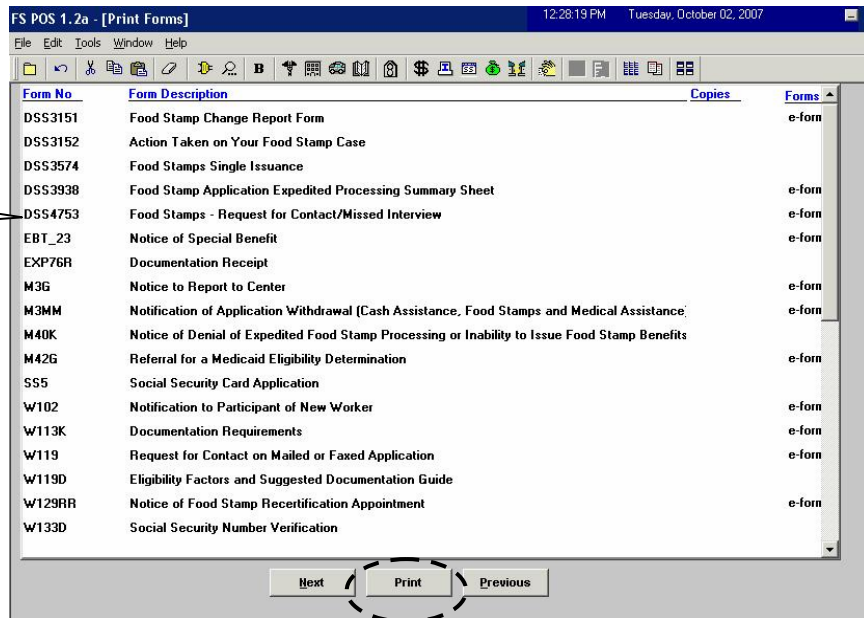
- MISSED INTERVIEW - RECERTIFICATION
- Scheduled Date:
- Date Missed Interview:
- Did the client submit a completed LDSS-4826 (Food Stamp Benefits Application/Recertification) ?  Yes  No
- Food Stamps will be Discontinued on:

At the bottom of the window are "OK" and "Cancel" buttons.

- Click **Next** on the **Form Data Entry** window. The **Print Forms** window appears.
- Select the **Food Stamps - Request for Contact/Missed Interview (LDSS-4753)** option and click the **Print** button.
- Click the **Next** button. The **Close** window appears. Click the **Complete Activity** button.

Print Forms window

Select the **DSS4753** form



- Give the completed **LDSS-4753** form to the Supervisor to mail to the participant.

Households who failed to keep their appointment will also receive a notice from the New York State (NYS) Office of Temporary and Disability Assistance (OTDA) the first week of the month following the month of the missed appointment, as follows:

The Missed Appointment Notice is system-generated with code **Z99** and the Reminder Notice with code **Z96** in CNS.

- Households that submitted a signed and completed **LDSS-4826** will receive the Missed Appointment Notice.
- Households that did not submit a signed and completed **LDSS-4826** will receive the Reminder Notice.

HRA's Management Information Systems (MIS) will send OTDA two files at the beginning of each month identifying the households that meet the respective criteria above.

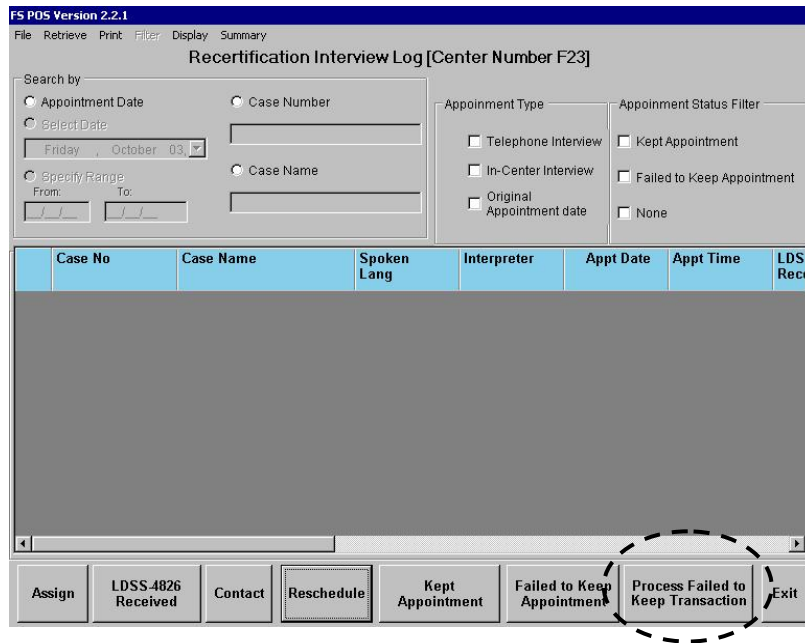
Processing Case Closings Due to Failure to Keep Recertification Interview

Failure to Keep Appointment

Beginning the first business day following the 15th calendar day of the month, the Control Supervisor will close cases that failed to keep their recertification interview originally scheduled during the prior month by performing the following:

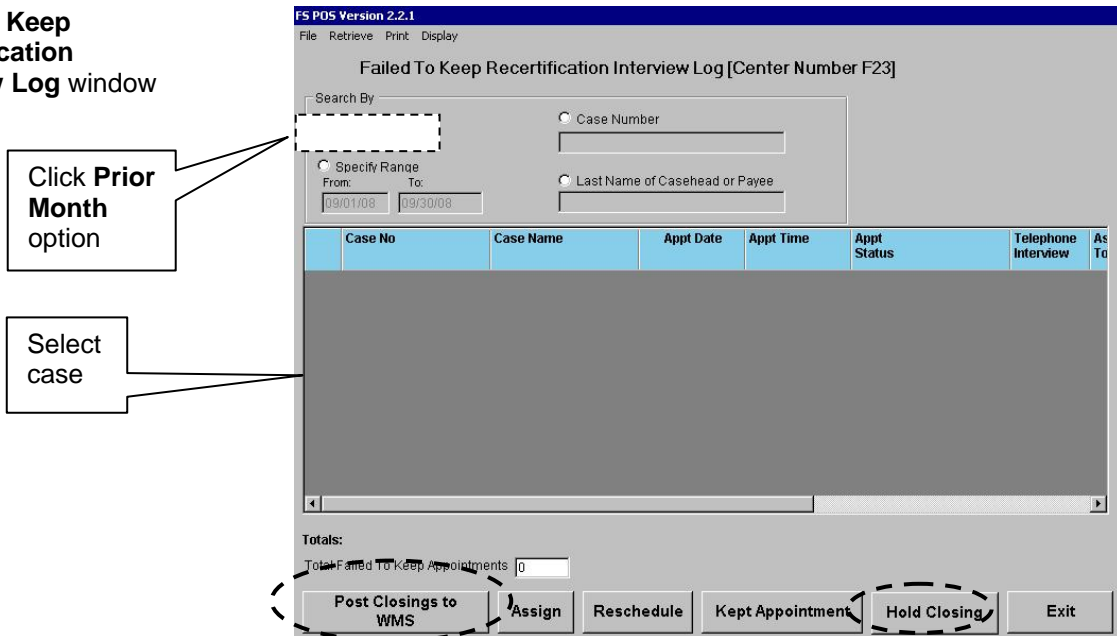
- Access the **Recertification Interview Log** window and click the **Process Failed to Keep Transaction** button.

**Recertification Interview Log** window



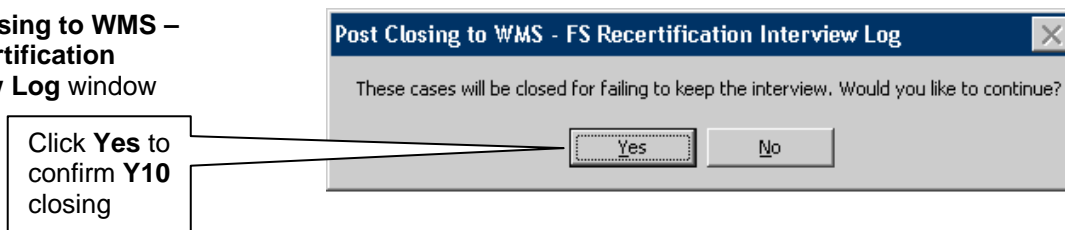
- The **Failed to Keep Recertification Interview Log** window appears. Select the **Prior Month** option in the **Search by** section and the **Retrieve** tool bar option to display all cases which failed to keep their recertification interview originally scheduled during the prior month.

**Failed to Keep Recertification Interview Log** window



- If the status of the interview is unknown and must be verified, select the case from the list and click the **Hold Closing** button.
- If the failure to keep the interview has been confirmed, select the case from the list and click the **Post Closing to WMS** button.
  - If the **Post Closings to WMS** button is clicked, the **Post Closing to WMS – FS Recertification Interview Log** window appears. If the **Yes** button is clicked, a transaction with closing code **Y10** (Failure to Recertify [No Notice Required]) is posted to WMS for the case.

**Post Closing to WMS – FS Recertification Interview Log** window





### Missing or Illegible Telephone Number on Form **LDSS-4826**

If the telephone number is missing or illegible on page 1 of form **LDSS-4826**, the Control Worker must execute the following actions:

- Access the **LDSS-4826 Received** window (from the **Recertification Interview Log** window via the **LDSS-4826 Received** button), select **In-Center** as the **Interview Type** (leave the **Contact Number** field blank), and click the **OK** button.
- The **Recertification Interview Log** window appears. Click the **Reschedule** button.
- The **Interview Scheduler** window appears. Select the new date and time for the In-Center interview and click the **OK** button. This automatically generates the Notice of Food Stamp Recertification Appointment (**W-129RR**) form that must be mailed to the participant.
- Place the recertification packet in the appropriate tickler file based on the interview date.

#### **Interview Scheduler** window

Enter new interview date and time

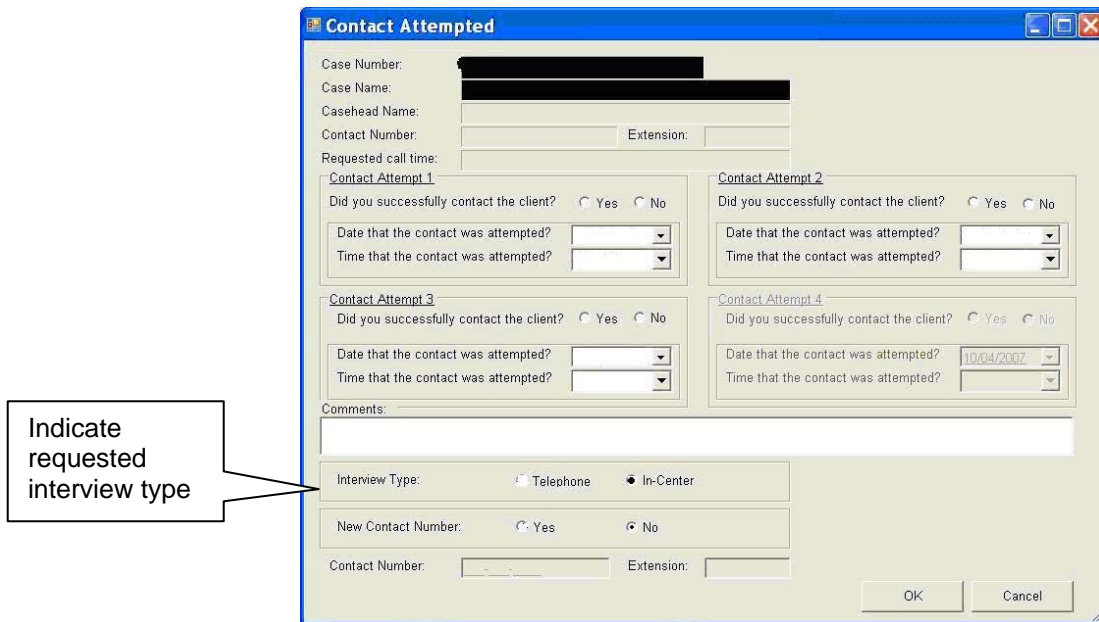
Telephone Calls to the NCA FS Center

If the participant calls the NCA FS Center:

- To request an in-person interview instead of a telephone interview:

The Control Worker must update the interview preference type in FS POS as follows:

- Access the **Recertification Interview Log** window.
- Select the case from the list using the applicable date filter(s) and click the **Contact** button.
- The **Contact Attempted** window appears. Select the **In-Center** option in the **Interview Type** field and click the **OK** button.



- The Worker is returned to the **Recertification Interview Log** window. He/she must click on the **Reschedule** button to record the new date and time for the interview.

- The **Interview Scheduler** window appears. The Worker must select a new date and time for the interview and click the **OK** button. This automatically generates form [W-129RR](#) that must be mailed to the participant.

**Interview Scheduler**  
window

Enter new interview date and time

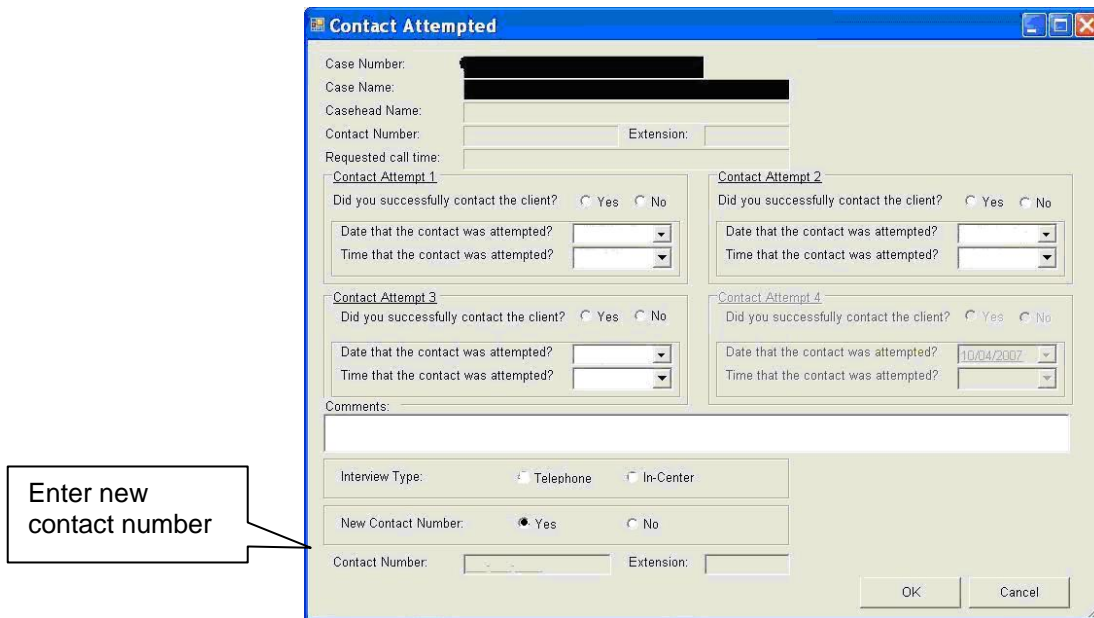
- To request a different date/time for the telephone interview instead of the date/time indicated on the recertification packet:

The Control Worker must record the requested date/time on the **LDSS-4826 Received** window (accessed from the **Recertification Interview Log** window via the **LDSS-4826 Received** button) by selecting **Yes** to the “**Did the applicant request a new call time?**” question and selecting the date and time in the corresponding drop-down fields.

Enter new interview date and time

- To report a different telephone number to call for the interview:

The Control Worker must record the new contact number on the **Contact Attempted** window (accessed from the **Recertification Interview Log** window via the **Contact** button) by selecting **Yes** to the **New Contact Number** field, enter the telephone number in the **Contact Number** field and **Extension** field (if applicable), and clicking the **OK** button.



**PROGRAM IMPLICATIONS**

Medical Assistance (MA) Implications

There are no MA implications.

**LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS**

For Limited English-Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #09-14-OPE](#) and [PD #08-20-OPE](#).

## FAIR HEARING IMPLICATIONS

### Avoidance/Resolution

To avoid inappropriate adverse actions, process all changes of address and address corrections immediately. Ensure that the address is complete, including any “in care of” designation and the apartment number. Prior to initiating a case closing for inability to locate, review the case record documentation and WMS to ensure that all information corresponds.

### Conferences

If an applicant/participant comes to the NCA FS Center and requests a conference, the Receptionist must alert the Center Manager’s designee that the applicant/participant is to be seen.

If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Center Manager’s designee. In Model Offices, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA FS Reception area and does not need to verbally alert the Center Manager. The NCA FS Receptionist will alert the Center Manager once the applicant/participant is called to the NCA FS Reception desk.

The Center Manager’s designee will listen to and evaluate the applicant’s/participant’s complaint regarding the case closing. The applicant/participant must provide current verification of address to resolve the issue. After reviewing the documentation, case record, and discussing the issue with the Group Supervisor/Eligibility Specialist, the Center Manager’s designee will make a decision. The Center Manager’s designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

The Center Manager’s designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

### Evidence Packets

All Evidence Packets must contain a detailed history (e.g., copies of FS POS “Case Comments” and/or NYCWAY “Case Notes” screens, History Sheet [\[W-25\]](#)), copies of relevant WMS screen printouts, notices sent, and other documentation relevant to the action taken.

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## REFERENCES


[01 ADM 9 at 4](#)  
[18 NYCRR 387.7\(i\)](#)  
[18 NYCRR 387.17\(f\)\(3\)](#)

**RELATED ITEMS**

[PD #09-03-EMP](#)  
[PD #09-16-ELI](#)

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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- BRC-901D** Food Stamp Telephone Recertification Brochure (Rev. 11/14/08)
- BRC-901D (S)** Food Stamp Telephone Recertification Brochure (Spanish) (Rev. 11/14/08)
- W-706B** Food Stamp Program Pending Applications Control (Rev. 11/14/08)
- W-901F** Incomplete Food Stamp Recertification Form (Rev. 4/3/09)
- W-901F (S)** Incomplete Food Stamp Recertification Form (Spanish) (Rev. 4/3/09)
- W-901AA** Food Stamp Telephone Recertification Insert (Rev. 4/3/09)
- W-901AA (S)** Food Stamp Telephone Recertification Insert (Spanish) (Rev. 4/3/09)

■ **MORE CONVENIENT:**

You can recertify for **FOOD STAMPS** from your own home.

■ **EASIER:**

No more having to travel by bus or train to the **FOOD STAMP CENTER** for recertification.

■ **SAVE TIME:**

Without all that running around, you will have more time for work, family and friends.

For more information contact the HRA Infoline: **1-877-472-8411**

Or

The City of New York Infoline: **311**

Or

visit our Website:  
<http://www.nyc.gov/hra>

# SAMPLE



**Michael R. Bloomberg**  
Mayor

**Human Resources Administration**  
Department of Social Services

**Robert Doar**  
Commissioner

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**QUESTIONS & ANSWERS**



**FOOD STAMP  
TELEPHONE  
RECERTIFICATION**

# FOOD STAMP TELEPHONE RECERTIFICATION

## WHY?

To make the **RECERTIFICATION** process for **FOOD STAMPS** easier and more convenient for you.

## WHEN?

Telephone interviews can be scheduled instead of your having to go to **THE FOOD STAMP CENTER** for the interview.

## WHERE?

We will call the telephone number that you provided to us.

### Rights and Responsibilities

By calling **877-472-8411** or **311** you may receive client informational booklets regarding:

- 1) What You Should Know About Your Rights and Responsibilities, when applying for or receiving benefits.
- 2) What You Should Know about Social Services Programs.
- 3) What You Should Know if You Have an Emergency.

Or visit our Website: <http://www.nyc.gov/hra>

## Frequently Asked Questions

### Question:

What is Telephone Recertification?

### Answer:

Your interview for Food Stamp recertification is done over the telephone instead of you having to travel to the Food Stamp Center.

### Question:

How will I know if I can participate in Telephone Recertification?

### Answer:

You will receive instructions and information in your next recertification packet.

### Question:

When will I be called?

### Answer:

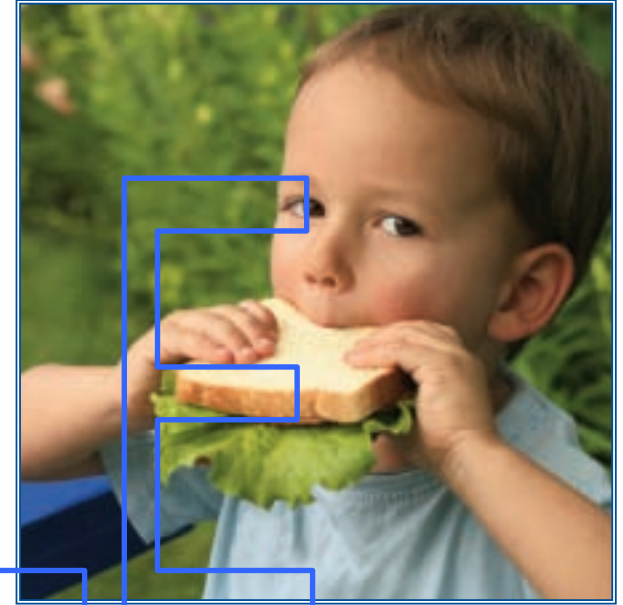
We will call you on the date and time recorded on your recertification appointment letter; but only if we've received your completed, signed application.

### Question:

What if I need a different time or want to use a different telephone number?

### Answer:

When you receive your recertification packet a telephone number will be provided to call and change the appointment date, time or contact telephone number.



### Question:

What if I miss the call?

### Answer:

You will be able to reschedule your appointment.

### Question:

What if I need to send in new documents like pay stubs or a birth certificate?

### Answer:

You will be asked to mail any necessary documents to your Food Stamp Center (copies, not originals).



■ **MÁS CONVENIENTE:**  
puede recertificar para  
**CUPONES PARA ALIMENTOS**  
desde su propio hogar.

■ **MÁS FÁCIL:**  
ya no tiene que tomar autobuses  
o trenes para ir al **CENTRO DE  
CUPONES PARA ALIMENTOS** para  
su **recertificación**.

■ **AHORRA TIEMPO:**  
con menos diligencias por  
hacer tendrá más tiempo para  
su trabajo, su familia y sus  
amistades.

Para más información comuníquese  
con la Línea Informativa (Infoline) de  
HRA: **877-472-8411**

O

con la Línea Informativa de la Ciudad  
de Nueva York (The City of New York  
Infoline): **311**

O

visite nuestra Página de Internet:  
**<http://www.nyc.gov/hra>**

# SAMPLE



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Alcalde

**Administración de Recursos  
Humanos**  
Departamento de  
Servicios Sociales

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Comisionado

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Humanos de la Ciudad de Nueva York.

**PREGUNTAS  
&  
RESPUESTAS**



**RECERTIFICACIÓN  
POR TELÉFONO  
PARA CUPONES  
PARA ALIMENTOS**



**Administración de Recursos  
Humanos**  
Departamento de  
Servicios Sociales

# RECERTIFICACIÓN POR TELÉFONO DE CUPONES PARA ALIMENTOS

## ¿POR QUÉ?

Para que el proceso de **RECERTIFICACIÓN de CUPONES PARA ALIMENTOS** sea más fácil y conveniente para usted.

## ¿CUÁNDO?

Las entrevistas telefónicas pueden ser programadas en vez de usted ir en persona al **CENTRO DE CUPONES PARA ALIMENTOS**.

## ¿DÓNDE?

Llamaremos al número de teléfono que usted nos proporcione en el **Formulario de Petición de Hora de Llamada (Call Time Request Form)**.

### Derechos y Responsabilidades

Si llama al 877-472-8411 o 311 puede recibir folletos de información al cliente sobre:

- 1) Lo Que Usted Debe Saber Sobre Sus Derechos y Responsabilidades, al solicitar o recibir beneficios.
- 2) Lo Que Usted Debe Saber Sobre Programas de Servicios Sociales.
- 3) Lo Que Usted Debe Saber en caso de Emergencia.

O visite nuestra Página de Internet:

Or visit our Website: <http://www.nyc.gov/hra>

## Preguntas Frecuentes

### Pregunta:

¿En qué consiste la Recertificación por Teléfono?

### Respuesta:

Su entrevista para recertificación de Cupones para Alimentos se realiza por teléfono en vez de usted tener que presentarse al Centro Oficina de Cupones para Alimentos.

### Pregunta:

¿Cómo sé si puedo participar en Recertificación por Teléfono?

### Respuesta:

Su Centro de Cupones para Alimentos ha sido seleccionado para este proyecto piloto. Usted recibirá instrucciones e información en su próximo paquete de recertificación.

### Pregunta:

¿Cuándo recibiré la llamada telefónica?

### Respuesta:

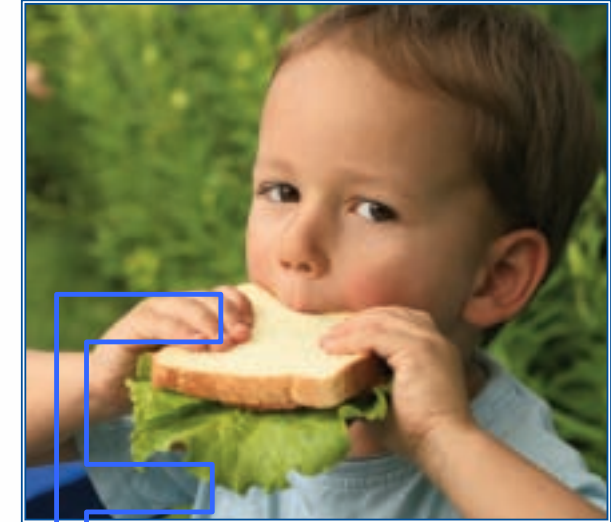
Le llamaremos cuando recibamos su **solicitud llenada y firmada**. Llamaremos además según la información proporcionada en el **Formulario de Petición de Hora de Llamada**. Este formulario se encuentra en la última página del **Aviso de Recertificación** que usted recibirá en breve por correo.

### Pregunta:

¿Qué tal si necesito una hora diferente o si deseo utilizar otro número de teléfono?

### Respuesta:

El paquete de recertificación que usted recibirá contendrá un formulario para solicitar una hora más conveniente y proporcionar un número de teléfono por el cual se le pueda conseguir



### Pregunta:

¿Qué tal si no estoy para contestar la llamada?

### Respuesta:

En caso de que no podamos comunicarnos con usted de antemano, le llamaremos en el día/hora programados según indique su Aviso de Recertificación. Dicha llamada sólo se realizará si usted envió la solicitud firmada.

### Pregunta:

¿Qué tal si tengo que enviar nuevos documentos tales como talones de paga o actas de nacimiento?

### Respuesta:

Le pediremos que envíe por correo a la Centro de Cupones para Alimentos cualquier documento necesario (no envíe documentos originales, sólo fotocopias).

SU RECERTIFICACIÓN FACILITADA: FÁCIL, RÁPIDA, CONVENIENTE



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

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

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

NCA Food Stamp Center: \_\_\_\_\_

### Incomplete Food Stamp Recertification Form

On \_\_\_\_\_, you returned your recertification application and documents to conduct a telephone recertification interview. In order to accept and process your Food Stamp Recertification, your signature is required on **page 5** of the application.

- There was no signature on **page 5** of your recertification application. We are returning a copy of your application to you. Please sign **page 5** of the copy of your application and immediately return it in the enclosed postage-paid envelope. We are retaining your original application on file so we may prepare for and conduct your telephone recertification eligibility interview. However, the recertification process will not be considered complete until we receive your required signature.
  
- There were no signatures on any pages of your application. We are returning your application and the accompanying documents. Please sign **page 5** of your application and immediately return it with the accompanying documents in the enclosed postage-paid envelope, so that we may conduct the telephone recertification interview.

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

Número del Caso: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

Centro de Cupones para Alimentos  
de No Asistencia en Efectivo: \_\_\_\_\_

### Formulario Incompleto para Recertificación de Cupones para Alimentos

El \_\_\_\_\_, usted devolvió su solicitud y documentos de recertificación para realizar una entrevista de recertificación por teléfono. Para poder aceptar y tramitar su formulario de Recertificación de Cupones para Alimentos se requiere su firma en la **página 5** de la solicitud.

- No había firma en la **página 5** de su solicitud. Le estamos devolviendo una copia de su solicitud. Favor de firmar la **página 5** de la copia de su solicitud y devolverla en el sobre adjunto prepagado de inmediato. Nosotros vamos a guardar su solicitud original en nuestros archivos para poder preparar y realizar su entrevista telefónica de recertificación para elegibilidad. Sin embargo, el trámite de recertificación no se considerará completo hasta que recibamos su firma como debido.
- No había firmas en ninguna de las páginas de su solicitud. Le estamos devolviendo su solicitud y documentación pertinente. Favor de firmar la **página 5** de su solicitud y devolverla de inmediato con los documentos pertinentes en el sobre adjunto prepagado, para que podamos realizar el trámite de la entrevista telefónica de recertificación.

Enclosed is a brochure to tell you about the Human Resources Administration's new telephone recertification process. The telephone recertification process will allow you to conduct your recertification interview over the telephone instead of in the Food Stamp Center. In order to do this, we must have a telephone number on file for you.

According to our records,

We have the following telephone number on file for you, \_\_\_\_\_.

We do not have a telephone number on file for you.

If you would like to be considered for a telephone recertification interview and the number we have on file is incorrect or we don't have a number on file, please call us at \_\_\_\_\_ to update our records.

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**If the telephone number we have on file is correct, when it is time for your recertification we will send you a recertification packet. The packet must be completed and returned in order to conduct the telephone recertification interview.**

Adjunto se encuentra un folleto que le informará sobre el nuevo proceso de recertificación por teléfono de la Administración de Recursos Humanos (Human Resources Administration). El proceso de recertificación le permitirá llevar a cabo su entrevista de recertificación por teléfono en vez de en el Centro de Cupones para Alimentos. Para poder hacer esto, necesitamos un número de teléfono suyo en nuestros archivos.

Según nuestros archivos,

Tenemos el siguiente número de teléfono suyo \_\_\_\_\_.

No tenemos un número de teléfono suyo.

Si usted desea que se le considere para la entrevista de recertificación por teléfono y o tenemos un número en nuestros archivos, o el que tenemos es incorrecto, favor de llamarnos al \_\_\_\_\_ para poner nuestros archivos al día.

**Si el número de teléfono en nuestros archivos es correcto, le enviaremos un paquete a la hora de su recertificación. El paquete tiene que llenarse y devolverse para poder llevar a cabo la entrevista de recertificación por teléfono.**