



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Stephen Fisher, Acting Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #11-01-ELI (This Policy Directive Replaces PD #09-16-ELI)

### FOOD STAMP NOTICE OF MISSED INTERVIEW/REQUEST FOR CONTACT (LDSS-4753)

<b>Date:</b> January 6, 2011	<b>Subtopic(s):</b> Forms
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**AUDIENCE** The instructions in this policy directive are for all Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff. They are informational for all others.

#### REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised to include information that the Food Stamps – Request For Contact/Missed Interview (**LDSS-4753**) is only to be sent to individuals who submit a Cash Assistance (CA)/Food Stamp (FS) or NCA FS application/recertification form. This information appears on the:

- Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Food Stamp (NCA FS) Centers (see **Attachment A**, pp. 3,9).
- Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and Recertification Interview Appointments in Job Centers (see **Attachment B**, pp. 1,6).

This policy directive also has been revised to include information that:

- NCA FS participants have until the last business day of the certification period to file for recertification (see p. 6).
- NCA FS participants who do not respond to Form **LDSS-4753** by the last calendar day of the month following the month of the missed recertification are to have their cases closed using WMS closing code **Y10** (Failure to Recertify) (see **Attachment A**, p. 13).

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

- FS POS will prevent the posting of the **Y10** closing if the case is not in active (**AC**) status and warn the user about pending TAD transactions in WMS prior to the transmission of the **Y10** closing (see **Attachment A**, p. 15).

## POLICY

The Human Resources Administration (HRA) must schedule an eligibility interview appointment for all applicants/participants who are not interviewed on the same day they file their CA/FS or NCA FS application/recertification forms. CA/FS applicants must complete an initial eligibility interview within seven calendar days of their application filing date. NCA FS applicants must complete an initial eligibility interview within 30 calendar days of their application filing date.

### Missed Interviews

Federal and New York State (NYS) regulations require that notification of a missed interview be sent to all FS applicants/participants who have filed a:

- CA/FS NYS Application For: Temporary Assistance (TA) – Medical Assistance (MA) – Medicare Saving Program (MSP) Food Stamp Benefits (FS) – Services (S) (**LDSS-2921**);
- NYS Recertification Form For: Temporary Assistance (TA) – Medical Assistance (MA) – Medicare Saving Program (MSP) Food Stamp Benefits (FS) – Services (S) (**LDSS-3174**); or
- NCA FS Food Stamp Benefits Application/Recertification (**LDSS-4826**) and have failed to keep their eligibility interview appointment.

### Form **LDSS-4753**

CA/FS and NCA FS applicants and participants are responsible for contacting the Center to reschedule a missed interview. This responsibility will also be reinforced by the required missed interview notice Request For Contact/Missed Interview (**LDSS-4753**) form sent to persons who fail for whatever reason to be interviewed on their scheduled interview date and time. Failure to contact the Center and complete an eligibility interview in a timely manner may result in the denial/closing of a CA/FS or NCA FS case.

**Note:** FS cases are not to be denied for failure to keep an initial interview prior to the 30th calendar day following the day the application was filed.

### Request for Contact

CA/FS and NCA FS participants must also be sent a notice requesting them to contact the Center and submit any outstanding information and/or documentation during their certification periods.

They must be allowed at least ten business days from the request to submit the required information and/or documentation.

**BACKGROUND**

## NCA FS Centers

NCA FS application and  
recertification

NCA FS applicants/participants can file an **LDSS-4826** form by mail, facsimile (fax), electronically, through an authorized representative, or in-person. These applicants/participants are given specific appointment dates and times for their application/recertification interviews. NCA FS applicants/participants are responsible for contacting the Center to reschedule if they are unable to keep their appointments.

For example: An individual files a Form **LDSS-4826** application in person on October 1st but is not able to be interviewed that day. The applicant must leave the office with a specific date, time, and location (in office or by telephone) of the scheduled interview. Information and/or documentation may be requested from the applicant/participant during the application/recertification interview. Additional information and/or documentation may be requested during a FS certification period. NCA FS participants are responsible for contacting their Center and providing any information and/or documentation requested during a FS interview or certification period.

**Note:** The **LDSS-2921** may also be filed at an NCA FS Office to apply for FS only.

## Job Centers

## CA/FS application

Cash Assistance Rules  
require a face to face  
interview with all adults  
18 years of age or older.

CA/FS applicants can file Form **LDSS-2921** applications in-person, through an authorized representative, by mail, and/or by fax. Same-day interviews are given to CA/FS applicants who travel to the Center in-person (unless they cannot or do not want to stay to complete the process). The date that the CA/FS application is received by the Center is considered the application filing date. Individuals who do not stay for a same-day, in-person interview appointment or who choose to file their CA/FS applications by mail or fax are given specific appointment dates and times for initial eligibility interviews. Applicants are responsible for contacting the Center to reschedule if they are unable to keep their appointments. They are also responsible for providing information and documentation requested by their Center for eligibility determination.

## CA/FS recertification

CA/FS participants who are able to travel to the Job Center must submit Form **LDSS-3174** during their in-person interview. CA/FS participants who are homebound and other persons who are not able to travel to the Center due to a hardship must complete and submit the **LDSS 3174** during a home visit. CA/FS participants are responsible for contacting the Center to reschedule if they are unable to keep their interview appointments. They are also responsible for providing any information or documentation requested by their Center during a CA/FS certification period.

**REQUIRED ACTION**

Job Centers and  
NCA FS Centers

Request for contact after an Application/Recertification is submitted

When an individual who has filed a **LDSS 2921/LDSS 3174** (Job Centers) or **LDSS 4826** (NCA FS) application/recertification form fails to keep his/her application or recertification interview appointment, the Clerical Associate III (Clerk) in the NCA FS Center or Job Opportunity Specialist (JOS) in the Job Center must send him/her a **LDSS-4753** form. Form **LDSS-4753** must be sent by the close of business on the day following the missed interview.

Form **LDSS-4753** notifies applicants/participants who miss application/recertification interviews of their responsibility to contact their Center and reschedule the appointment. The form contains the telephone number that applicants/participants must call in order to reschedule initial eligibility or recertification interview appointments. CA/FS and NCA FS applicants/participants who respond to Form **LDSS-4753** in a timely manner must be given new application/recertification interview appointments.

Request for information between recertifications

JOS/Workers must send CA/FS participants Form **M3g** to request missing information/documents between recertifications.

Form **LDSS-4753** is also used anytime between recertifications to request that NCA FS participants contact the Center and provide any necessary information and/or documentation. When a NCA FS participant is missing information and/or documentation related to FS eligibility, the Clerk must send him/her Form **LDSS-4753**.

**Note:** Clerks and JOS/Workers are only required to send Form **LDSS-4753** to individuals who file a CA/FS or NCA FS application/recertification form and miss their application/recertification interview.

NCA FS Centers

Instructions for processing missed initial eligibility interviews (in-person and by telephone) in NCA FS Centers

Missed initial  
eligibility interviews

**LDSS-2921** may also be used to apply for FS only.

The control worker must send Form **LDSS-4753** by the close of business on the day following the missed interview to individuals who file NCA FS applications (**LDSS 4826**) by mail, fax, electronically, through an authorized representative, or in-person and fail to keep their initial eligibility interview appointment. Transmission of Form **LDSS-4753** is to be done through the Paperless Office System (POS).

In addition to sending the applicant Form **LDSS-4753**, the Control Clerk must access the Client Notices System (CNS), enter the date of the missed interview, follow the prompts to generate a notice number, and then enter the CNS notice number on the FS POS Turn-Around Document (TAD).

The POS TAD will be preset with FS rejection code **N10** (Failure to keep/complete eligibility appointment) to reject FS cases in which the applicant failed to keep his/her initial eligibility interview appointment.

Code **N10** allows NCA FS cases to remain in application (**AP**) status for 30 days from the initial application filing date. Once completed, the POS TAD must be transmitted to the Welfare Management System (WMS).

If the applicant does not contact the Center and complete an eligibility interview by the 30th calendar day following the day of application, a CNS notice will be sent to the applicant stating that his/her application is being denied due to a failure to keep/complete an eligibility interview. If the applicant contacts the Center and completes an eligibility interview by the 30th calendar day following the day of application, the system will automatically stop clocking down to reject (**RJ**) status and no notice will be sent. For applicants who do not complete an eligibility interview within 30 days, WMS will automatically place their cases in **RJ** status on the 31st day. Refer to **Attachment A** for complete POS instructions on processing missed initial eligibility interview appointments in NCA FS Centers.

Instructions for processing missed in-person recertification interviews in NCA FS Centers

Form **LDSS-4826** and the Notice of Decision on Your Food Stamps are part of the recertification packet sent to NCA FS participants approximately two weeks before the scheduled interview. NCA FS participants are required to complete and submit 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.

NCA FS participants recertify for benefits via telephone unless they request an in-person interview or if they have a household member who is subject to finger imaging requirements and has not been imaged.

The control worker must send Form **LDSS-4753** by the close of business on the day following the missed interview to NCA FS participants who file the **LDSS 4826**, but fail to complete the telephone interview or attend their in-person recertification interview.

Those who do not respond to Form **LDSS-4753** by the last business day of the month following the month of the missed recertification are to have their cases closed using WMS closing code **Y10**.

[PD #09-17-ELI](#) Revision to the FS Telephone Recertification Initiative will be revised under separate cover.

Missed in-person recertification interviews

New

**Note:** NCA FS participants have until the last business day of the certification period to file for recertification and may not be closed for failure to interview until the certification period expires. If at any time in the last month a household contacts the Center, the staff is to engage in efforts to re-schedule an interview on a timely basis to continue benefits without a break in participation.

Refer to **Attachment A** for complete POS instructions on processing missed in-person recertification interview appointments in NCA FS Centers.

Job Centers

Instructions for processing missed initial eligibility interviews in Job Centers

Missed initial eligibility interviews

JOS/Workers must send Form **LDSS-4753** by the close of business on the day following the missed interview to individuals who file CA/FS applications **LDSS-2921** by mail, fax, through an authorized representative, or in-person and fail to keep their initial eligibility interview appointment.

JOS/Workers must reject the CA portion of the case using WMS rejection code **F10** (Failed to keep appointment for initial eligibility interview) on the POS TAD. They must reject the FS portion of the case using WMS rejection code **N10**. WMS rejection code **N10** allows the FS portion of the case to remain in **AP** status for 30 days.

The JOS/Worker must access CNS and enter **F10** and **N10** in the case reasons section for CA and FS, respectively, then follow the prompts to generate a denial notice number. The JOS/Worker must then enter the denial notice number on the POS TAD and click transmit; this action will generate the CA and FS denial notices. The CA denial notice will be mailed to the applicant's home on the following day. The FS denial notice will only be sent to the applicant's home if he/she does not contact the Center and complete an eligibility interview within 30 days from the initial FS filing date.

If the applicant contacts the Job Center and completes the CA/FS eligibility interview by the 30th day, the JOS/Worker must:

- register the case under a new case number using the original FS filing date. The applicant will then have two cases in **AP** status (the initial case with the pending FS portion clocking down for **RJ** and the new CA/FS case with the original FS filing date).
- cancel the pending action (transaction cancellation) to stop the 30-day clock.

- process a new case action using WMS code **Y99** to reject the FS portion of the original application by the following day. This transaction will ensure that only the new CA/FS case remains in **AP** status. The JOS/Worker must also enter a comment in POS explaining that code **Y99** was used to close the case because it has been placed in **AP** status under a new case number. If the individual is eligible for both CA and FS, his/her FS benefits will be retroactively issued from the initial filing date of application and his/her CA benefits will be issued beginning from the date he/she complies with all eligibility requirements.

**Note:** If the new CA/FS application has not been registered with the original FS filing date, it must be withdrawn and re-registered.

If there is no action to indicate that the applicant has complied with Form **LDSS-4753** by the 30th day from the application filing date, the system will automatically place the FS portion of the case in **RJ** status (on the 31st day).

Example:

Mary Jones is homebound and mails her CA/FS application to the Job Center. Her application is received by the Job Center on March 3. She is registered and screened for eligibility for Expedited Food Stamp (EFS) benefits and found ineligible. She is then notified and scheduled for her homebound interview on March 8.

On March 8, Ms. Jones is not home to complete her homebound interview. She does not contact the Job Center by the close of business on March 8 to reschedule the visit. The JOS/Worker sends her Form **LDSS-4753** on March 9.

The JOS/Worker also begins action to deny the case by entering codes **F10** (to reject the CA portion) and **N10** (to initiate a 30-day **RJ** clock down on the FS portion) in WMS.

If Ms. Jones contacts the Center and completes her CA/FS eligibility interview by April 2, the JOS/Worker must:

- register the case under a new case number using March 3 as the FS filing date;
- cancel the pending action to stop the 30-day clock down;
- process a new action using code **Y99** to reject the FS portion of the original CA/FS application by the following day; and enter a comment in POS to explain that code **Y99** has been used to close the initial FS case because the case was placed in **AP** status under a new case number.

If an applicant contacts the Center within 30 days and decides that he/she would like to be processed for FS only, the JOS/Worker must:

- register the case as an NCA FS case using the FS Center number associated with that Job Center. The applicant will then have two cases in **AP** status (the initial CA/FS case with the FS portion clocking down for **RJ** and the new NCA FS case).
- cancel the pending action to stop the 30-day clock.
- process a new action using code **Y99** to reject the FS portion of the original application by the following day. This transaction will ensure that only the new NCA FS case remains in **AP** status.

Refer to **Attachment B** for complete POS instructions on processing missed initial eligibility interview appointments in Job Centers.

Instructions for processing missed recertification interviews in the Job Center

CA/FS participants must complete and submit Form **LDSS-3174** for recertification processing during their in-person interview or home visit.

Missed recertification interviews

All CA/FS participants, with the exception of homebound persons and others who are unable to travel due to a non work-related hardship, are required to appear at the Job Center in-person to recertify for benefits.

Individuals who are homebound and other persons with non work-related hardships who are unable to travel to the Job Center for an in-person recertification interview are to be sent a recertification kit that contains the Recertification Form For: Temporary Assistance (TA) – Medical Assistance (MA) – Medicare Savings Program (MSP) – Food Stamp Benefits (FS) (**LDSS-3174**). This form is to be completed and submitted to the JOS/Worker who after a home visit, will deliver it to the Center for processing.

**Note:** Hardship situations generally include, but are not limited to, illness, transportation difficulties, care of a household member, prolonged severe weather, and work/training hours that prevent an individual from visiting the Center during normal business hours.

Homebound participants and others unable to travel to the Job Center who submit Form **LDSS-3174** and are not present for their recertification home visit, must be sent Form [LDSS-4753](#) before the close of business on the day following the missed interview.



Supervisors must ensure that WMS closing code **G10** (Failure to recertify on [date]) is entered on the POS TAD to close the case of CA/FS participants who fail to keep their in-person recertification interview appointment. They must ensure that WMS closing code **G20** (Failure to recertify—home visit) is entered on the POS TAD to close the case of homebound CA/FS participants who are not at home on the date of their scheduled recertification interview appointment. The case closing will clock down in WMS for at least 10 business days. The CA portion of the case will remain in **AC** status during this time. The participant will continue receiving FS benefits until the end of his/her certification period.

The case of a CA/FS participant who missed his/her recertification interview will remain active if he/she contacts the Center and completes the recertification interview before the end of his/her certification period and is still found eligible for CA/FS benefits. If the participant returns to the Center while the case closing is clocking down and complies with the recertification requirement, the JOS/Worker must settle the case in conference to cancel the pending closing transaction and complete the **Recertification Interview** in POS. Refer to **Attachment B** for complete POS instructions on processing missed recertification interview appointments in Job Centers.

**PROGRAM  
IMPLICATIONS**

Paperless Office System (POS) Implications

When an application/recertification form is submitted and the applicant/recipient fails to keep the associated interview, the JOS/Worker or Clerk must manually complete and mail Form **LDSS-4753** when POS is down. When POS becomes available the JOS/Worker or Clerk must scan and index Form **LDSS-4753** and enter the case in the electronic file.

Food Stamp Implications

Households not eligible for CA may require a separate FS determination in accordance with current procedure.

Medicaid Implications

There are no Medicaid implications.

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

For Limited English-Speaking Ability (LESA) and hearing-impaired participants, make sure to obtain appropriate interpreter services in accordance with [PD #10-12-OPE](#) and [PD #08-20-OPE](#).

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**FAIR HEARING IMPLICATIONS**

Avoidance/  
Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences at  
Job Centers

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the applicant/participant is waiting to be seen. In Model Centers, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will Settle in Conference (SIC), enter detailed case notes in the New York City Work, Accountability and You (NYCWAY) system and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)), change the **02** to **01** if the case has been granted Aid to Continue (ATC), or prepare and submit a CA Recoupment Data Entry Form – WMS ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)) form.

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency’s action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete Form [M-186a](#).

Conferences at Food Stamp Centers

If an applicant/participant comes to the Food Stamp 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 Centers, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the Non Cash Assistance (NCA) Reception area and does not need to verbally alert the Center Manager. The NCA Receptionist will alert the Center Manager once the applicant/participant is called to the NCA 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.

Telephone Conferences for the Homebound

Individuals who submit satisfactory documentation demonstrating their homebound status may request that a Fair Hearing be conducted over the telephone. In this instance the process is the same as a conference held at a Job Center or NCA FS Center, but documents are faxed to the FH&C Unit or brought to the Center by someone representing the individual.

Evidence Packets

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY “Case Notes” screens.

**REFERENCES**

7 CFR § 273.2  
 7 CFR § 273.14  
[GIS 08 TA/DC018](#)  
[01 ADM 8](#)  
[03 INF 13](#)  
 18 NYCRR 358.2  
 18 NYCRR 387.17(f)  
 18 NYCRR 387.7  
[Food Stamp Source Book \(FSSB\)](#), section 4, page 31-32  
 FSSB, section 6, pages 138-140


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**RELATED ITEM**

[PD #09-17-ELI](#)

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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A** Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Food Stamp Centers
- Attachment B** Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and Recertification Interview Appointments in Job Centers
- LDSS-4753** Food Stamps - Request For Contact/Missed Interview (Rev. 1/03)
- LDSS-4753 (S)** Food Stamps - Request For Contact/Missed Interview (Spanish) (Rev. 1/03)

# Attachment A

## Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Food Stamp (NCA FS) Centers

### POS Instructions for Processing Missed Initial Eligibility Interview Appointments in NCA FS Centers

In order to process a missed initial eligibility interview where Form **LDSS-4826** has been submitted, the Supervisor in the Control unit must assign the Food Stamp (FS) **POS Failed To Keep FS Application Interview** activity to the Clerk. This is done by clicking the **Assign Rejection** button in the **Failed To Keep Application Interview Log** window.

### Failed To Keep FS Application Interview Log window

FS POS Version 4.2  
File Retrieve Print Display

Failed To Keep Application Interview Log [ Center Number: F40 ]

Search By

Appointment Date       Case Number

Yesterday  
 Past 14 Days  
 Specify Range

From:      To:       Last name of Casehead or Payee

Intake Date	Case No	Case Name	Appt Date	Appt Time	Appt Status	CBO	Tel Intv	Assigned To
			07/26/2010	08:15 AM	FAILED TO KEEP	Yes	No	

Totals:  
Total Failed To Keep Appointments: 0

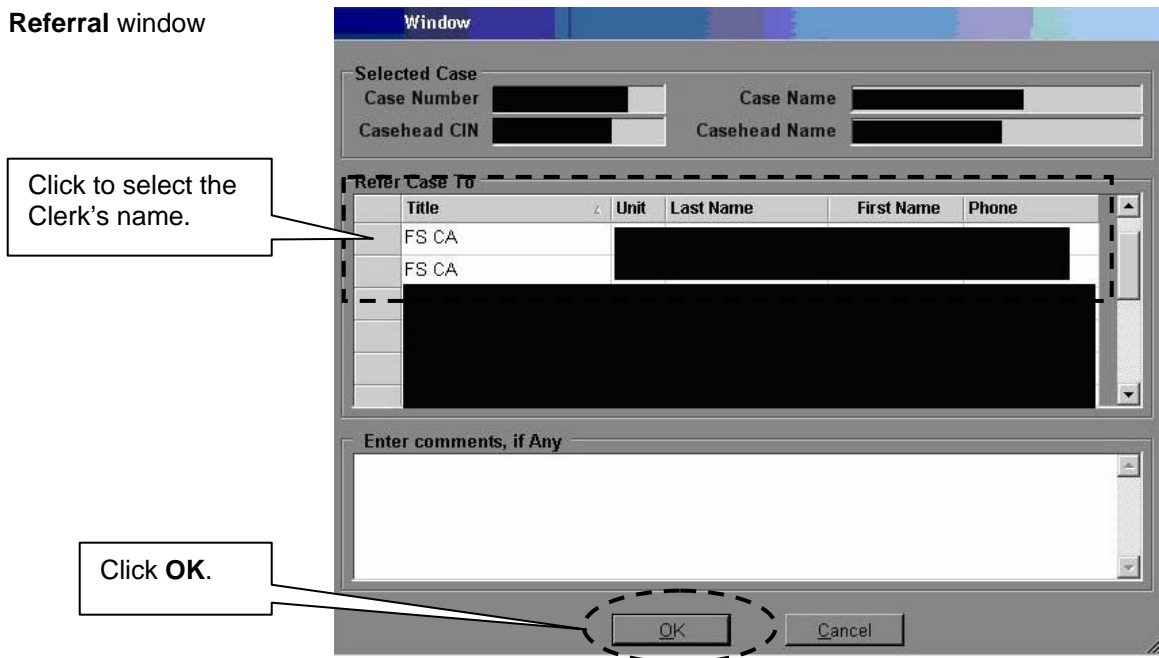
**Assign Rejection**    **Assign Interview**    **Reschedule**    **Kept Appointment**    **Hold Rejection**    **Exit**

Click **Assign Rejection**

## Attachment A

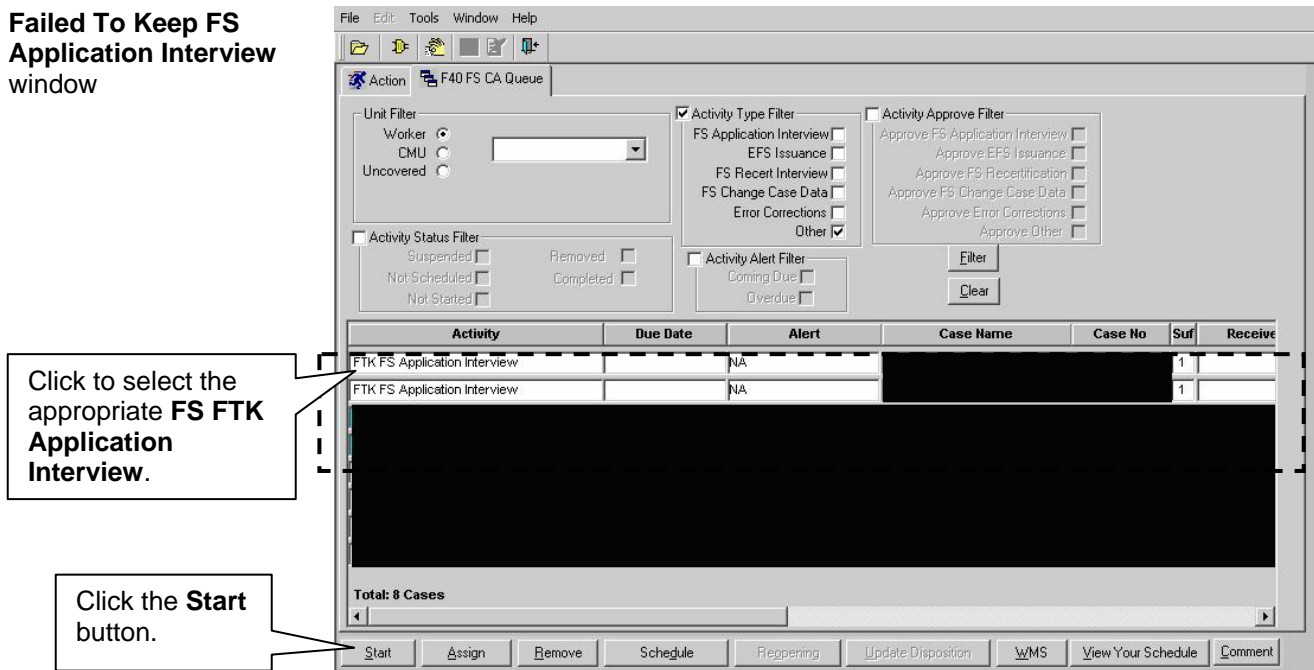
The **Referral** window will then appear. In the **Referral** window, the Supervisor must click the box next to the name of the Clerk who will be processing the action and then click **OK**.

### Referral window



The **Failed To Keep FS Application Interview** window will then appear in the Clerk's queue. The Clerk must click the appropriate **FS FTK Application Interview** and click the **Start** button.

### Failed To Keep FS Application Interview window



## Attachment A

The next activity that will appear contains the following windows:

- Household Screen
- Address
- Client Identification Number (CIN) Re-Use
- Case Number Re-Use
- Turn-Around Document (TAD)
- Form Data Entry

POS will preset the FS TAD with FS rejection code **N10** (Failure to keep/complete eligibility appointment) in the activity window to deny FS cases in which the applicant failed to keep his/her initial eligibility interview appointment. Transmission of rejection code **N10** to the Welfare Management System (WMS) will generate a Client Notices System (CNS) notice informing the applicant that his/her application is being denied due to a failure to keep/complete an eligibility interview. This code allows the FS case to remain in application (**AP**) status until the 30th day of application. The system will automatically place the case in reject (**RJ**) status on the 31st day.

The Clerk must prepare Form **LDSS-4753** by clicking **Yes** next to this form in the **Form Data Entry** window and then clicking the **Next** button.

Revised

**Note:** Clerks are only required to send Form **LDSS-4753** to individuals who file a NCA FS application/recertification form.

### Form Data Entry window

The screenshot shows a software window titled "Form Data Entry" with a menu bar (File, Edit, Tools, Window, Help). The main area is a table with columns for form names and "Yes" and "No" buttons. The "Request For Contact/ Missed Interview (LDSS-4753 Food Stamp)" row is selected, and its "Yes" button is highlighted. A callout box points to the "Next" button at the bottom of the window.

	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 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"/>
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"/>

Buttons at the bottom: Spanish, Next, Previous

## Attachment A

The **Response to Question** window will appear next. If the case was scheduled through POS, the date of the missed application interview will be pre-filled. If the case was not scheduled through POS, the Clerk must select the **MISSED INTERVIEW - APPLICATION** check box and enter the scheduled date of the interview.

Response to Question window for **Missed Interview - Application**

Click the **MISSED INTERVIEW - APPLICATION** check box and enter the scheduled interview date.

Once the data entry on Form **LDSS-4753** is completed, the Clerk must click the **OK** button and then click the **Next** button to continue. The **Close** window will appear. The Clerk must click the **Complete Activity** button on the **Close** window.

Close window

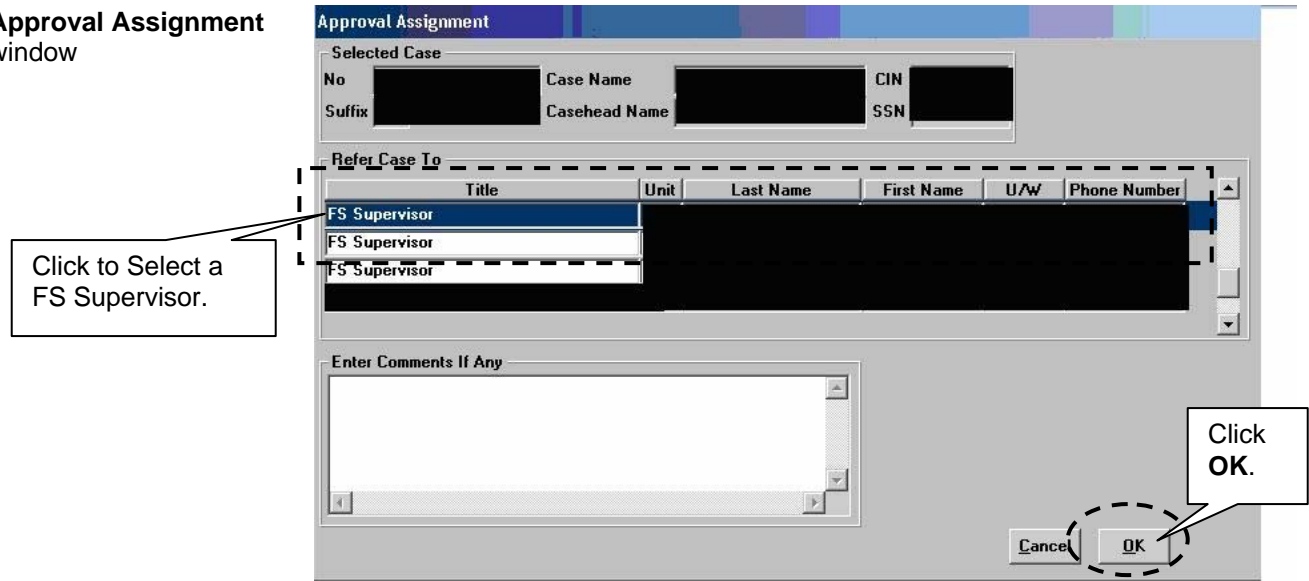
Click the **Complete Activity** button.



## Attachment A

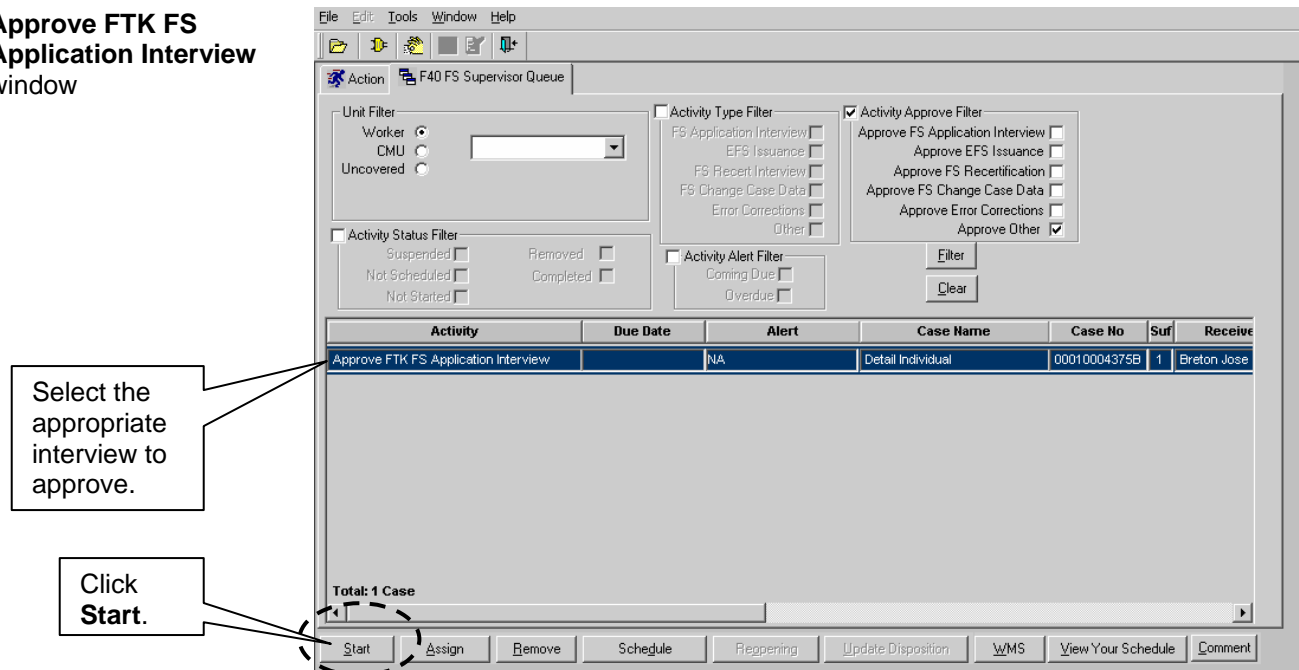
The **Approval Assignment** window will then open. The Clerk must select the appropriate FS Supervisor and click **OK** to proceed.

### Approval Assignment window



The **Approve FTK FS Application Interview** activity window will appear in the Supervisor's queue. The Supervisor must select the appropriate interview and click the **Start** button.

### Approve FTK FS Application Interview window

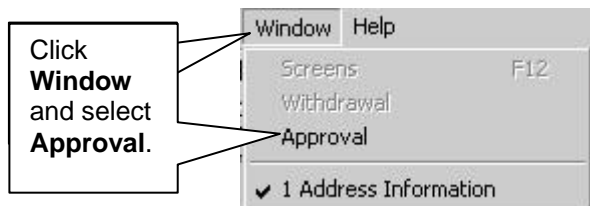


## Attachment A

The activity that appears after the **Approve FTK FS Application Interview** window includes the following screens:

- Household Screen
- Address
- CIN Re-Use
- Case Number Re-Use
- TAD
- Print Forms
- Approval Elements

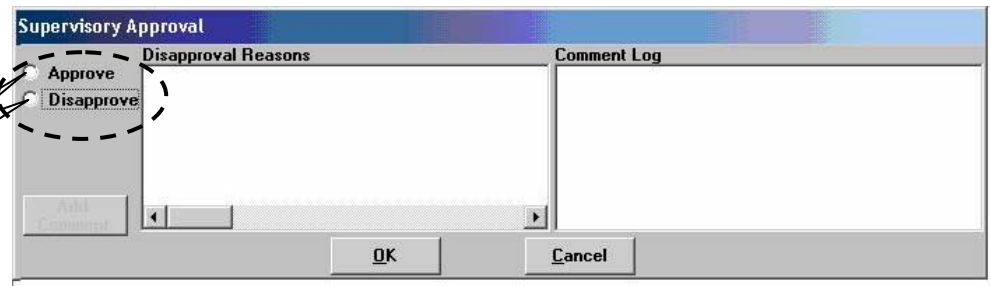
The Supervisor must click on **Window** (in the top left corner of the screen) and select **Approval** to view the **Supervisory Approval** window.



The Supervisor must then review each screen and approve or disapprove the action by clicking on the **Approve** or **Disapprove** option on the **Supervisory Approval** window.

**Supervisory Approval** window

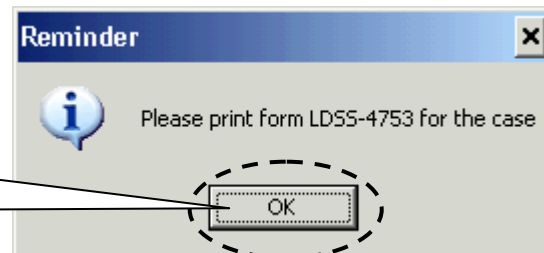
Click **Approve** or **Disapprove**.



If the case actions are approved, the Supervisor must click **OK** in the **Reminder** window and proceed to the **Print Forms** window.

**Reminder** window

Click **OK** and proceed to the **Print Forms** window.



## Attachment A

The Supervisor must select form **DSS4753** from the **Print Forms** window and click the **Print** button to print Form **LDSS-4753**. The Supervisor must then click **Next**.

### Print Forms window

Select **DSS4753** to print form **LDSS-4753**.

Click **Print** then click **Next**.

Form No	Form Description	Copies	Forms
DOH4220	Access NY Health Care		e-form
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
DSS3998	Food Stamp Application Expedited Processing Summary Sheet		e-form
<b>DSS4753</b>	<b>Food Stamps - Request for Contact/Missed Interview</b>		<b>e-form</b>
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
	Notice of Food Stamp Recertification Appointment		e-form

Next Print Previous

If the Supervisor disapproves the case actions performed by the Clerk, that case must be returned to the Clerk for correction. This is done by clicking the **Refer Back to Worker** button in the **Approval Elements** window.

### Approval Elements window

Click **Refer Back to Worker**.

Disapproved Element: Address Information

Approval  Add Comment

Disapproval Reasons: Review Comment Log

Disapproved Element: Suffix Information

Approval  Add Comment

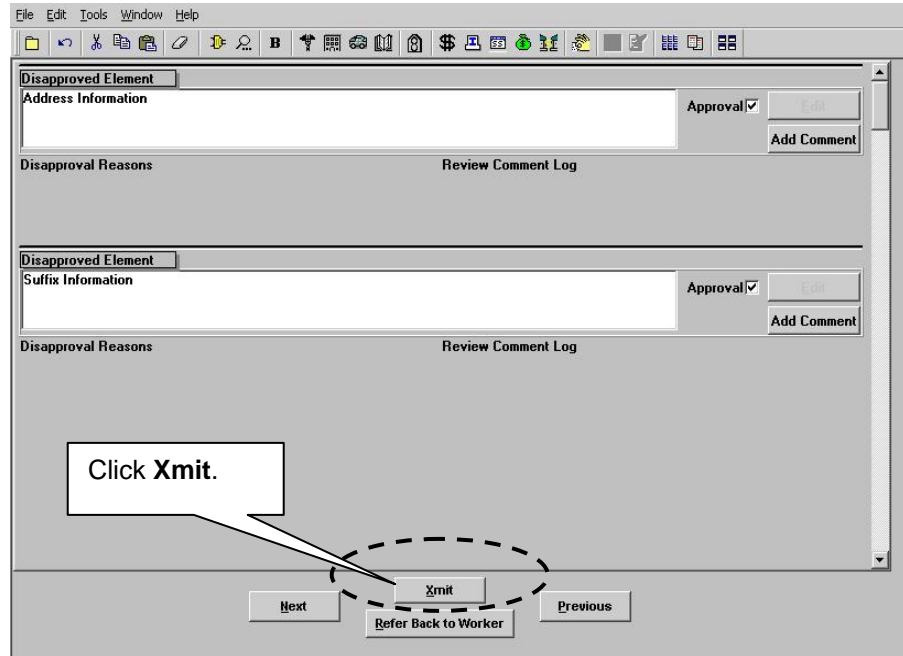
Disapproval Reasons: Review Comment Log

Next Xmit Previous Refer Back to Worker

## Attachment A

If the Supervisor approves the case actions performed by the Clerk, he/she must click the **Xmit** button to transmit the TAD to the WMS.

### Approval Elements window



## Attachment A

### POS Instructions for Processing Missed In-Person Recertification Interview Appointments in NCA FS Centers

On a daily basis, the Control Clerk must process all cases of individuals who failed to keep their in-person recertification interview appointments scheduled for the previous business day. The Clerk must process all missed interviews including cases in which the participant never submitted a signed and completed FS recertification form. The Clerk must examine each case and confirm that an interview was neither begun nor rescheduled to a future date. The Clerk must also compare the POS interview log to paper files to confirm that the interview was not conducted on paper.

Revised

**Note:** Clerks are only required to send Form **LDSS-4753** to individuals who file a NCA FS application/recertification form.

FS participants who never submitted a signed and completed FS recertification form must have their cases marked as **Failed to Keep Appointment** in POS. This action is executed by accessing the **Recertification Interview Log** window in POS. The Clerk must then:

- click the **Appointment Date** option in the **Search by** box.
- click **Select Date** or **Specify Range**. This allows POS to identify cases that have missed their recertification appointment on a specific date or within a range of dates.
- click the **None** option in the **Appointment Status Filter** section.
- select each case on the list and click **Failed to Keep Appointment**.

#### Recertification Interview Log window

The screenshot shows the 'Recertification Interview Log' window for Center Number F40. The window includes a search section with 'Appointment Date' selected, a date dropdown set to 'Wednesday, July 28', and 'Specify Range' options. The 'Appointment Status Filter' section has 'None' selected. Below the filters is a table with columns: Case No, Case Name, Spoken Lang, Interpreter, Appt Date, Appt Time, and LDS Recd. A callout points to the table with the text 'The cases are listed here.' At the bottom, a button labeled 'Failed to Keep Appointment' is circled, with a callout stating 'Click Failed to Keep Appointment for each case on the list.' Another callout points to the 'None' option in the filter section with the text 'Click None.'

Search by

- Appointment Date
- Select Date
- Specify Range

Wednesday, July 28, [dropdown]

From: [ ] To: [ ]

Appointment Type

- Telephone Interview
- In-Center Interview
- Potential IVRS
- No Change
- Original Appointment date
- LDSS-4826 Recd
- CBO
- Homebound
- Auth Rep

Appointment Status Filter

- Kept Appointment
- Failed to Keep Appointment
- None

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	LDS Recd
[Empty table body]						

Assign LDSS-4826 Received Contact Reschedule Kept Appointment **Failed to Keep Appointment** Process Failed to Keep Transaction Exit

## Attachment A

For those cases that have returned a signed and completed **LDSS-4826** form the Clerk must print the list of all cases marked **Failed to Keep Appointment**. To print the cases, the Clerk must:

- click the **Appointment Date** option in the **Search by** box.
- click **Select Date** or **Specify Range**.
- click **Failed to Keep Appointment** in the **Appointment Status Filter**.
- click the **Retrieve** option on the toolbar.
- click **Print** (select desired columns in the **Columns to Print** window) and click **OK**. Once this action has been completed, the Clerk must click **Exit**.

### Recertification Interview Log window

Click **Select Date** or **Specify Range**.

Click **Retrieve** then click **Print**.

Click **Exit**.

For each case on the printout, the Clerk must access WMS to obtain the date of the next recertification as follows:

- click the **Open POS** tool bar option on the **MONIQ/FS Reception** window. The **Activities Management** window will then appear.
- click the **Action** tab on the **Activities Management** window and select the **FS Change Case Data** option. The **Household** screen will then appear.
- click the **WMS Inquiry** icon on the tool bar.

### WMS Inquiry icon



## Attachment A

The **Inquiry Screens** window will appear next and the Clerk must select option 1 from the list.

Inquiry Screens window

Select option 1.

Case	Individual	Recoupment	Benefit	RFI	Budget
Address   SDX   Restrictions   Pending   40 Quarters					
1. Case Composition - Suffix/Individual Summary (NQCS01,NQIN2A)					
2. Case Composition - Suffix Summary (NQCS02,NQCS3A).					
3. Case Composition - Individual Summary (NQCS3B).					
4. Case Composition - EAA/EAF Indicator Summary (NQCS8A).					
5. Case Inquiry Associated Names and Addresses(NQCS13).					
6. All Change Actions for period(NQCS6A).					
7. Recertification, mailout-response, discrepancy and recert-result data(NQCS27).					

The **WMS Case Composition – Suffix/Individual Summary** screen appears behind the **Inquiry Screens** window. To view the data on the **Case Composition – Suffix/Individual Summary** screen, the Clerk must minimize the **Inquiry Screens** window. The Clerk must then annotate the **Date Next Recert** on the **FTK** printout for use on Form **LDSS-4753**.

Case Composition – Suffix/Individual Summary screen

Case No:	Case Suffix:	FS Rent: 0		Last Data Saved: 5/17/2008 23:53:41	
Case Number	Center	Unit	Worker	QRS	PA Rent: 0
Address			City	NY	Restriction:
			Zip	Phone Number	
Case Name		LFLN Ind	Case Name	LFLN Ind	
Suffix 01	FS Suffix 01	Case FS	Suffix	Fs Suffix	Case Type
PG Status	Parent Ind	Lang Spoken	PG Status	Parent Ind	Lang Spoken
PA	Safety Net Ind	TB Ind	MA	MA	TB Date
MA		TB Date	FS		
FS					
Date Last Recert	08/20/07	Date Next Recert	12/20/07	Issuance Date Pa	Issuance Date Fs
Suffix	LN	CIN	First Name	M	Last Name
PA	MA	FS	Sex	DOB	PA
					MA
					FS
					ES
					CA
					CD

Annotate the Date Next Recert.

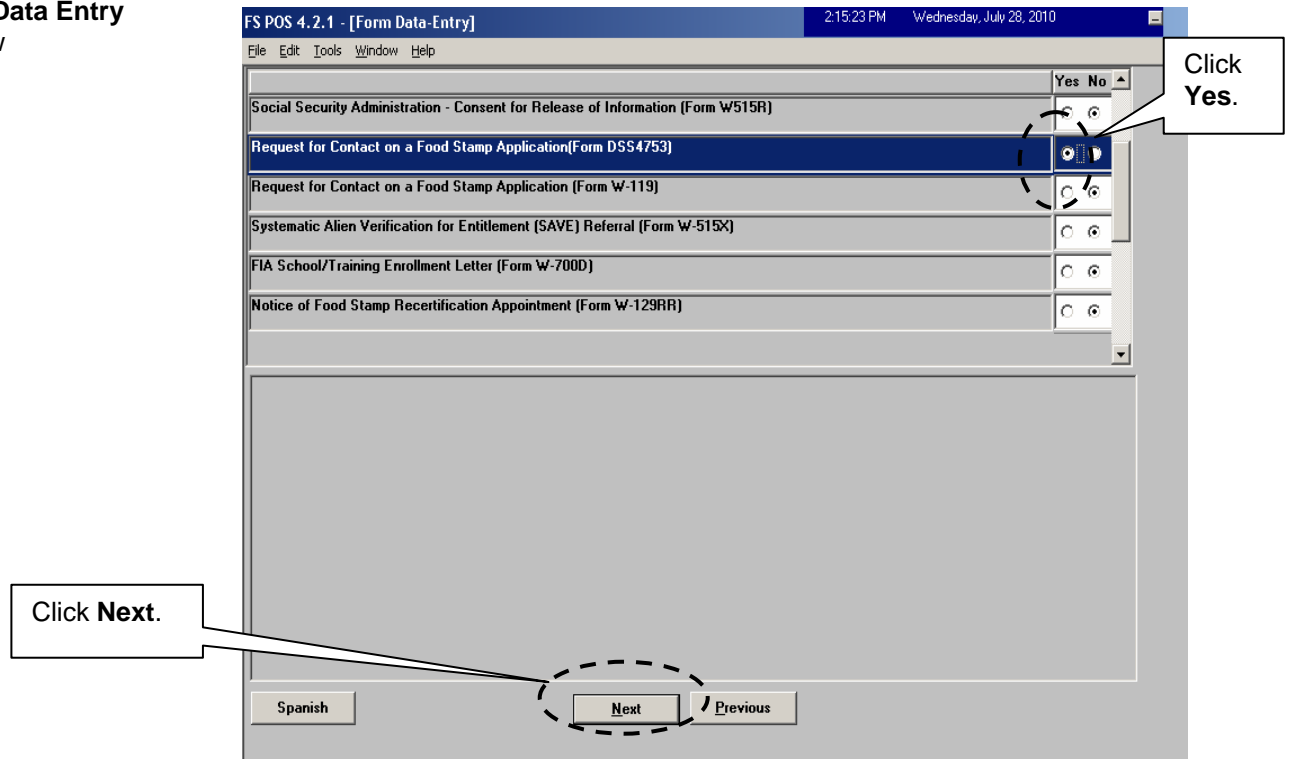
The Clerk must click the **X** button to close the **Inquiry Screens** window and **WMS Case Composition – Suffix/Individual Summary** screen and then click **Next**.

After closing the screens and clicking **Next**, the Clerk must access the **Changes to FS Case** window, select the **Prepare Forms** option, and click the **Next** button.

## Attachment A

The **Form Data Entry** window will then appear. The Clerk must click the **Yes** button next to the **Request For Contact on a Food Stamp Application (DSS-4753)** and then click the **Next** button.

### Form Data Entry window



The **Response to Question** window will then appear. The Clerk must:

- click in the **Missed Interview - Recertification** check box and enter the date the recertification interview was missed.
- answer the question, “**Did the client submit a completed LDSS-4826 (Food Stamp Benefits Application/Recertification)?**” by clicking **Yes** or **No**. The date that the FS benefits will be discontinued must be entered on this screen as well. The date entered must be the last calendar day of the month following the month of the **Date Next Recert** (as found on the **WMS Case Composition – Suffix/Individual Summary** screen; e.g., if **Date Next Recert** is 11/25/08, then the date the FS benefits will be discontinued is 12/31/08). After completing the screen, the Clerk must click the **OK** button.



## Attachment A

### Response to Question window

Click the **Missed Interview - Recertification** checkbox and complete the section below it.

Click **OK**.

Form **LDSS-4753** must be printed from the **Print Forms** window and placed in the appropriate Supervisor's basket for mailing. To print the form the Clerk must click **DSS4753** in the **Form No** column and click **Print**. The Clerk must then click **Next**.

### Print Forms window

Click **DSS4753** to select Form **LDSS-4753**.

Click **Print**, then click **Next**.

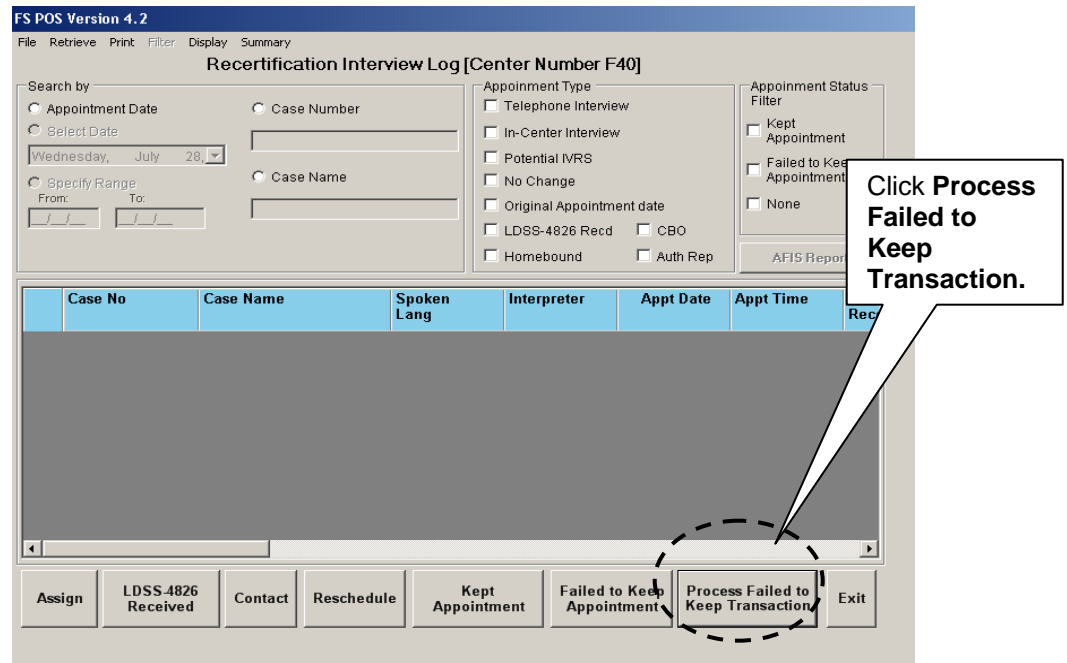
Form No	Form Description	Copies	Forms
DSS2474	SSI Referral and Certification of Contact		e-form
DSS3151	Food Stamp Change Report Form		e-form
DSS3152	Action Taken on Your Food Stamp Case		e-form
DSS3574	Food Stamps Single Issuance		e-form
DSS3938	Food Stamp Application Expedited Processing Summary Sheet		e-form
<b>DSS4753</b>	<b>Food Stamps - Request for Contact/Missed Interview</b>		<b>e-form</b>
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
W115	Request for Contact on a Food Stamp Application		e-form
W115B	Eligibility Status and Suggested Documentation Guide		e-form
W129RR	Notice of Food Stamp Recertification Appointment		e-form

Revised

NCA FS participants who do not respond to Form **LDSS-4753** by the last calendar day of the month following the month of the missed recertification are to have their cases closed using WMS closing code **Y10**. To process a closing, the Supervisor must first access the **Recertification Interview Log** window and click the **Process Failed to Keep Transaction** button.

# Attachment A

## Recertification Interview Log window

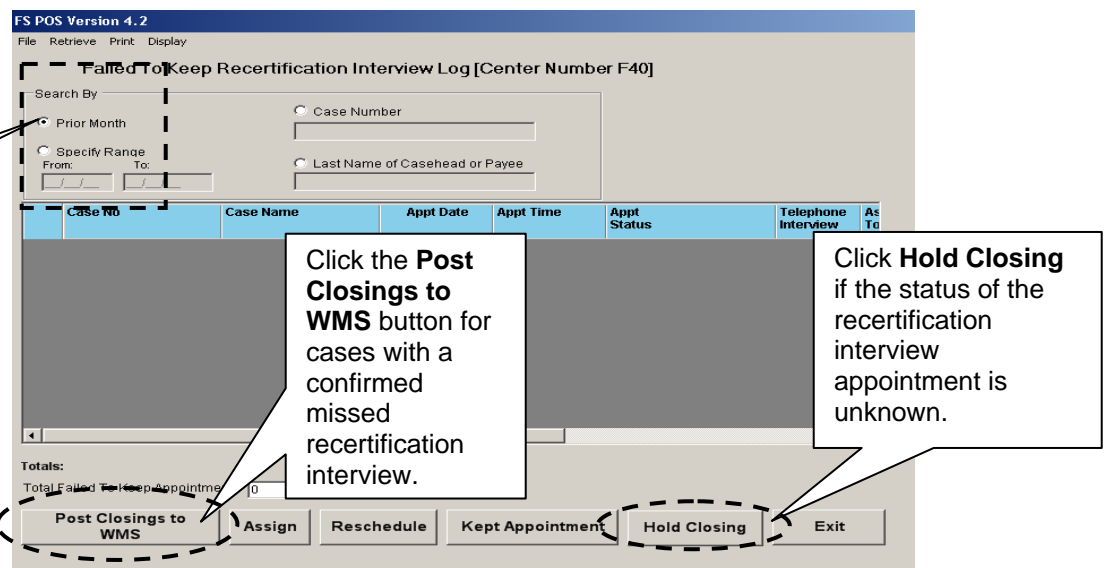


After clicking the **Process Failed to Keep Transaction** button, the **Failed To Keep Recertification Interview Log** window will appear. The **Failed To Keep Recertification Interview Log** window allows the Supervisor to post the closing to WMS. The Supervisor must select the **Prior Month** option to display all cases of participants who failed to keep their scheduled recertification appointments in the previous month.

If the status of the recertification interview is unknown and must be verified, select the case from the list and click the **Hold Closing** button. If it is confirmed that the participant failed to keep his/her recertification appointment, select the case from the list and click the **Post Closings to WMS** button.

## Failed To Keep Recertification Interview Log window

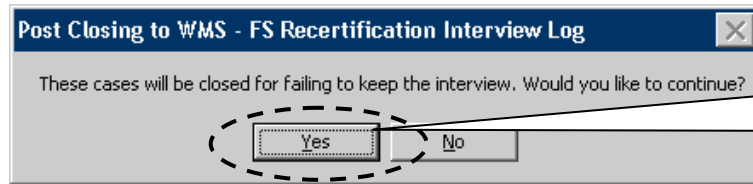
Click **Prior Month**.



## Attachment A

If the **Post Closings to WMS** button is clicked, the **Post Closings to WMS-FS Recertification Interview Log** window will appear. If the Supervisor clicks **Yes** in that window, a transaction with closing code **Y10** will be posted to WMS for the case.

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



Click **Yes** to post the **Y10** closing to WMS.

New

**Note:** FS POS will prevent the posting of the **Y10** closing if the case is not in active (**AC**) status and warn the user about pending TAD transactions in WMS prior to the transmission of the **Y10** closing.

## Attachment B

### Paperless Office System (POS) Instructions for Processing Missed Initial Eligibility and Recertification Interview Appointments in Job Centers

#### POS Instructions for Processing Missed Initial Eligibility Interview Appointments in Job Centers

In order to process a missed initial eligibility interview (**LDSS-2921** submitted) in Job Centers, the JOS/Worker must access the **Application Interview** activity pending in his/her queue. The **Failed To Keep (FTK)** window will then appear. The JOS/Worker must:

- select **Yes** for the question “Did the applicant fail to return to complete the initial eligibility interview?”.
- select **No** for the question “Has the applicant made contact or attempted to reschedule the appointment?” A case comment will be automatically recorded in the comments by POS to indicate that the applicant has failed to keep his/her interview and that the case will be rejected.
- click the **Done** button.

FTK window

The screenshot shows a software window titled "FTK window" with the following fields and controls:

- Case Name: [Redacted]
- Case Number: [Redacted]
- Suffix: 1
- Scheduled Date: 10/23/2008
- Scheduled Time: 10:00 AM
- Question 1: "Did the applicant fail to return to complete the initial eligibility interview ?" with radio buttons for Yes and No. A callout points to the Yes button with the text "Select Yes."
- Question 2: "Has the applicant made contact or attempted to reschedule the appointment ?" with radio buttons for Yes and No. A callout points to the No button with the text "Select No."
- Comments: [Empty text area]
- Buttons: Done (circled with a dashed line and a callout saying "Answer the two questions above and click the Done button.") and Cancel.

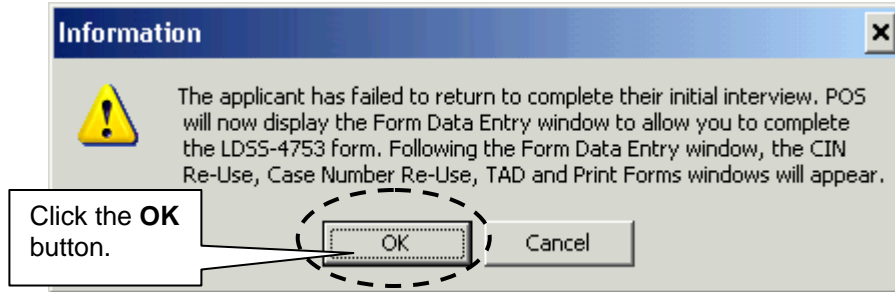
POS will then display the **Information** window, which allows the JOS/Worker to complete the Food Stamps - Request For Contact/Missed Interview (**LDSS-4753**) form.

Revised

**Note:** Clerks and JOS/Workers are only required to send Form **LDSS-4753** to individuals who submit a CA/FS **LDSS-2921** application form.

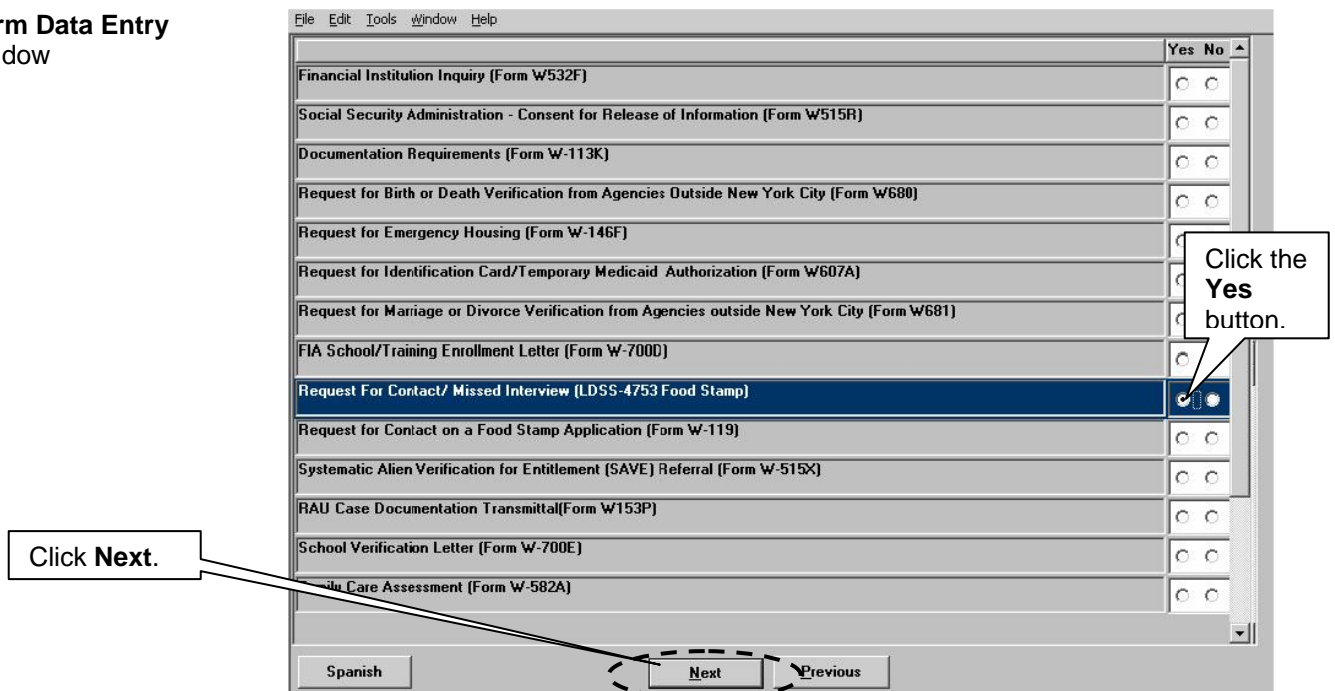
## Attachment B

### Information window



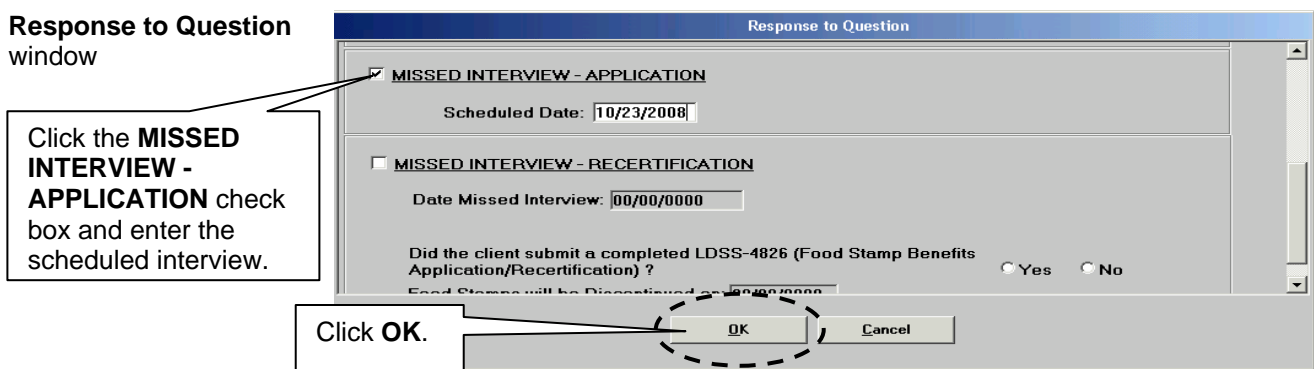
The **Form Data Entry** window will open. The JOS/Worker must click the **Yes** button next to Form **LDSS-4753** to enable electronic data entry onto the form. The JOS/Worker must then click **Next** and the **Response to Question** window will appear.

### Form Data Entry window



The JOS/Worker must then click the **MISSED INTERVIEW - APPLICATION** check box in the **Response to Question** window, enter the scheduled interview date, and click **OK**.

### Response to Question window



## Attachment B

The following five windows will then appear after the **Response to Question** window:

- Client Identification Number (CIN) Re-Use
- Case Number Re-Use
- Turn-Around Document (TAD)
- Print Forms
- Approval Elements

The JOS/Worker must then click **Print Forms** to access the **Print Forms** window. To print Form **LDSS-4753**, the JOS/Worker must select **DSS4753** and click **Print**.

Print Forms window

Select **DSS4753** to print Form **LDSS-4753**.

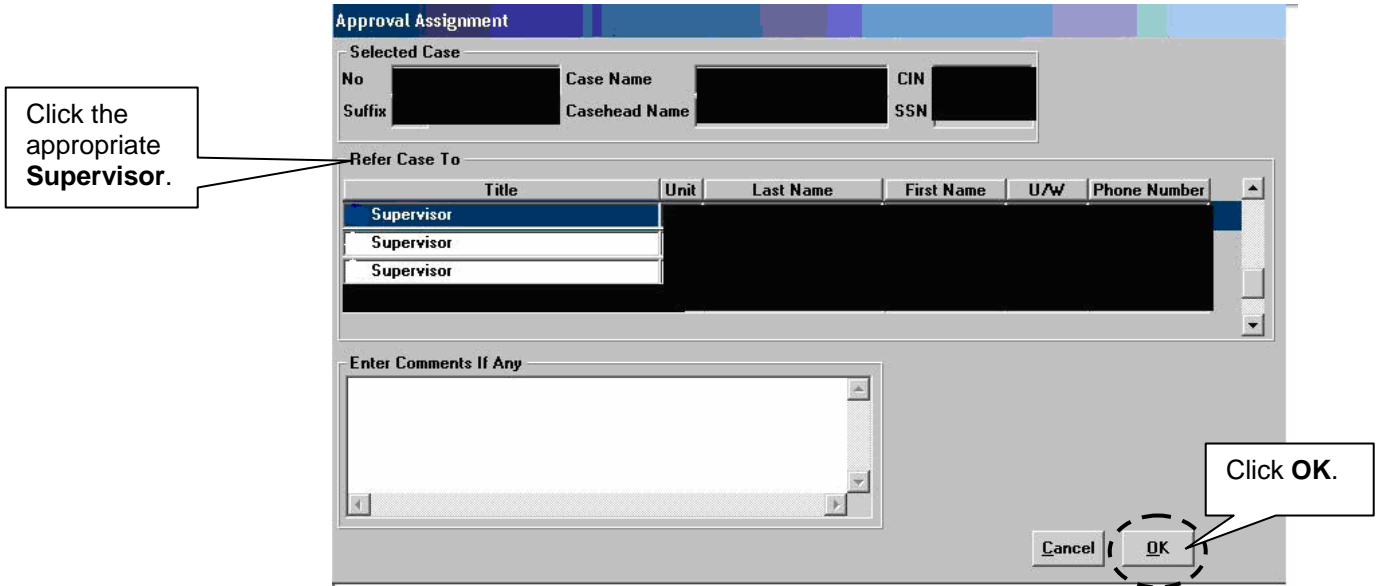
Form No	Form Description	Copies	Forms
DOH4220	Access NY Health Care		e-form
DSS3151	Food Stamp Change Report Form		e-form
DSS3152	Action Taken on Your Food Stamp Case		e-form
DSS3574	Food Stamps Single Issuance		
DSS3938	Food Stamp Application Expedited Processing Summary Sheet		e-form
<b>DSS4753</b>	<b>Food Stamps - Request for Contact/Missed Interview</b>		<b>e-form</b>
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		
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		
W129RR	Notice of Food Stamp Recertification Appointment		e-form

Click **Next**.

Once the form is printed, the JOS/Worker must click the **Next** button. The **Approval Elements** window will appear and the JOS/Worker must click the **Next** button. The **Close** window will appear. The JOS/Worker must click the **Complete Activity** button on the **Close** window. The **Approval Assignment** window will then appear. The JOS/Worker must then send the case to the Supervisor by selecting the appropriate **Supervisor** and clicking **OK** in the **Approval Assignment** window.

Approval Assignment window

## Attachment B

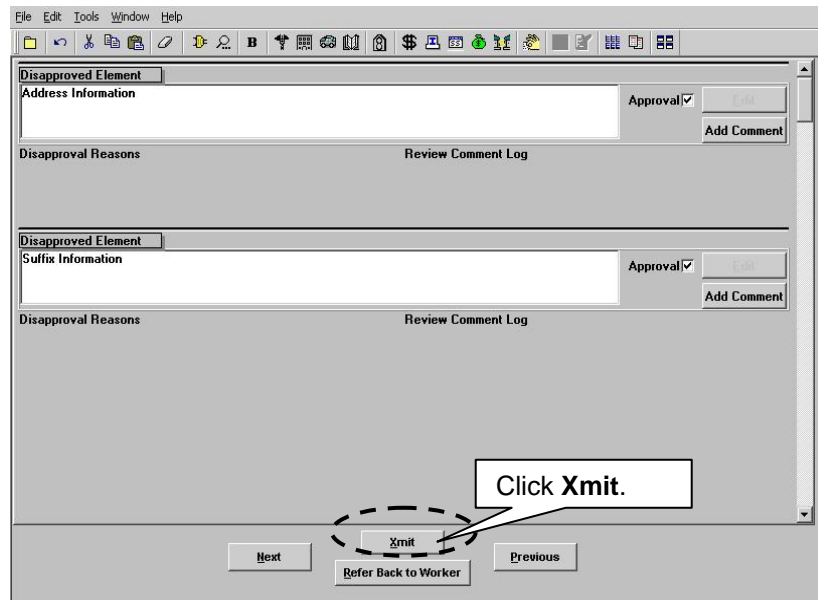


Click the appropriate Supervisor.

Click OK.

The case will appear in the Supervisor's queue as **Approve Eligibility Decision**. The Supervisor must review and approve the case in order to post the rejection. Once the case is approved, the Supervisor must transmit the TAD to the Welfare Management System (WMS) using the **Xmit** button in the **Approval Elements** window.

## Approval Elements window



Click Xmit.

**Note:** The CA portion of the case is to be rejected using WMS rejection code **F10** (Failed to keep appointment for initial eligibility interview) on the POS TAD. The Food Stamp (FS) portion of the case is to be rejected using WMS rejection code **N10** on the POS TAD. WMS rejection code **N10** allows the FS portion of the case to remain in Application (**AP**) status for 30 days.

## Attachment B

### POS Instructions for Processing Missed Recertification Interview Appointments in Job Centers

To process a closing on the day after a missed CA/FS recertification appointment, the JOS/Worker must access the **Recertification Interview** activity in his/her queue. The **FFR FTK** window will then appear. JOS/Worker must then:

- click **Yes** next to the question “Is this a case where the client failed to keep the scheduled recertification interview or failed to mail back the recertification application (DSS-3174)?”.
- click **No** next to the question “Has the client made contact or attempted to re-schedule the recertification appointment?”.
- click either **Yes** or **No** next to the question “Is this the correct text for the case record entry?”. If **Yes** is clicked, the system entry will be saved as a case comment. If **No** is clicked, the **Comments** box will be cleared and the JOS/Worker must make a manual entry.
- click the **Done** button.

**Note:** If any of the required questions is not answered, an error message will be displayed indicating the incomplete entries.

FFR FTK window

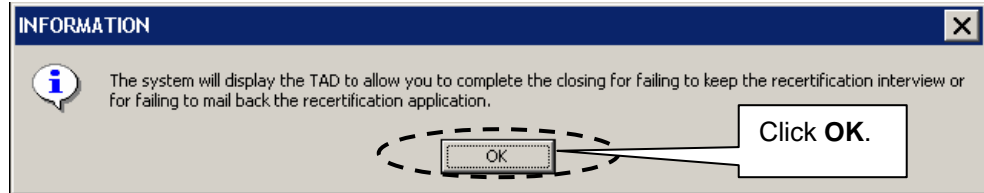
The image shows a screenshot of the 'FFR FTK' window. At the top, it displays 'Case Name: PERKINS SAM' and 'Case Number: 00007421939F'. Below this is a 'Scheduled Date' field with the value '5/15/2006 09:00:00'. The first question is 'Is this a case where the client failed to keep the scheduled recertification interview or failed to mail back the recertification application (DSS-3174)?' with radio buttons for 'Yes' (selected) and 'No'. The second question is 'Has client made contact or attempted to re-schedule the re-certification appointment?' with radio buttons for 'Yes' and 'No' (selected). A 'Comments' box contains the text: 'Client failed to keep the scheduled recertification appointment on 05/15/2006 and failed to call or make contact to re-schedule the appointment.' Below the comments is a third question: 'Is this the correct text for the case record entry?' with radio buttons for 'Yes' (selected) and 'No'. At the bottom right is a 'Done' button. Four callout boxes point to these elements: 'Click Yes.' points to the first question's 'Yes' button; 'Click No.' points to the second question's 'No' button; 'Click Yes' points to the third question's 'Yes' button; and 'Click Done.' points to the 'Done' button.

The **Information** window will then appear. The JOS/Worker must click **OK** in the **Information** window to allow the system to display the POS TAD. Complete the closing using code **G10** (Failure to recertify on [date]) or **G20** (Failure to recertify—home visit).



## Attachment B

### Information window



After successfully running the business rules in the TAD window, the JOS/Worker must click **Yes** on the **Success** message. The JOS/Worker must then click on the **Next** button until the **Print Forms** window appears.

The JOS/Worker must then:

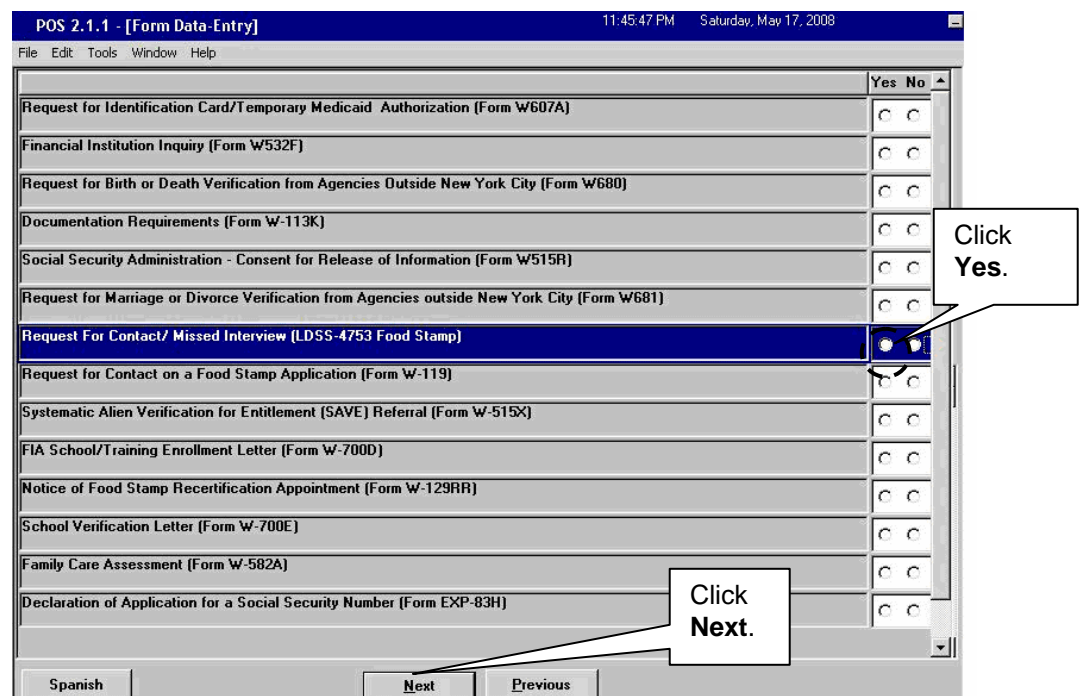
- use the **Screen Picklist** to enable the **Prepare Forms** option from the **Action** window to enable access to the **Form Data Entry** window.
- click the **Yes** button next to the **Request For Contact/ Missed Interview (LDSS-4753 Food Stamp)** if the participant submitted the **LDSS-3174** but did not keep the face to face recertification interview.

Revised

**Note:** Clerks and JOS/Workers are only required to send Form **LDSS-4753** to individuals who submit a **LDSS-3174** recertification form.

- click the **Next** button.

### Form Data Entry window



## Attachment B

The **Response to Question** window will then appear. The JOS/Worker must click the **MISSED INTERVIEW - RECERTIFICATION** check box and enter the date the recertification interview was missed. After completing the screen, the JOS/Worker must click **OK**.

Click the **Missed Interview - Recertification** checkbox.

Click **OK**.

The JOS/Worker must then use the **Screen Picklist** to access the **Print Forms** window. Form **LDSS-4753** must be printed from the **Print Forms** window and placed in the appropriate Supervisor's basket for mailing. To print the form the JOS/Worker must click **DSS4753** in the **Form No** column and click **Print**. The JOS/Worker must then click **Next**.

The **Close** window will appear. The JOS/Worker must click the **Complete Activity** button on the **Close** window. The **Approval Assignment** window will then appear. The JOS/Worker must then send the case to the Supervisor by selecting the appropriate **Supervisor** and clicking **OK** in the **Approval Assignment** window.

### Approval Assignment window

Click the appropriate **Supervisor**.

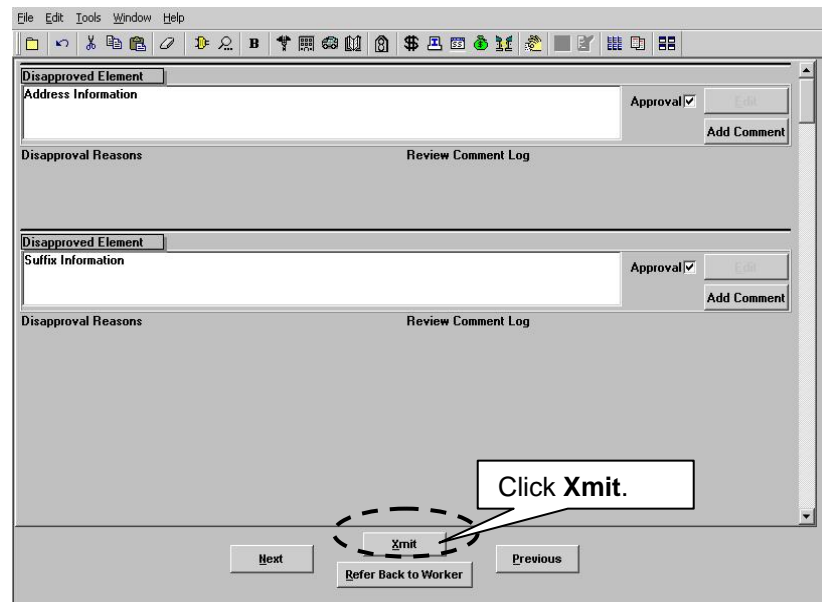
Title	Unit	Last Name	First Name	U/W	Phone Number
Supervisor					
Supervisor					
Supervisor					

Click **OK**.

## Attachment B

The case will appear in the Supervisor's queue as **Approve FTK/FFR Closing**. The Supervisor must review and approve the case in order to post the closing. Once the case is approved, the Supervisor must transmit the TAD to the Welfare Management System (WMS) using the **Xmit** button in the **Approval Elements** window.

### Approval Elements window



**Note:** The case closing will clock down in WMS for at least 10 business days. The CA portion of the case will remain in Active (**AC**) status during this time. The participant will continue receiving FS benefits until the end of his/her certification period. If the participant returns while the case closing is clocking down and complies with the recertification requirement, the JOS/Worker must access the **Settle in Conference** activity in the **Action** menu to cancel the pended closing transaction and complete the **Recertification Interview** in POS.

**FOOD STAMPS - REQUEST FOR CONTACT/MISSED INTERVIEW**

NOTICE DATE:		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE		
CASE NUMBER	CIN NUMBER	GENERAL PHONE NO. FOR QUESTIONS OR HELP _____		
CASE NAME (And C/O Name if Present) AND ADDRESS				
		OR Agency Conference _____		
		Record Access _____		
		Legal Assistance information _____		
OFFICE NO.	UNIT NO.	WORKER NO.	UNIT OR WORKER NAME	PHONE NO.

In order for us to see if you can get or continue to get food stamp benefits, please see the checked (☑) box below:

1.  **REQUEST FOR CONTACT**

We recently received information about a change in your household. In order for us to make sure you can still get food stamp benefits, we need the following:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

In order for us to make sure you can still get food stamp benefits, we need you to contact us by \_\_\_\_\_ to provide the information/documentation requested above.

**If you do not contact us by this date, your food stamp benefits may be reduced or stopped.**

This decision is based on 18 NYCRR 387.17.

2.  **MISSED INTERVIEW - APPLICATION**

You recently applied for food stamp benefits. In order for us to see if you can get food stamp benefits, you must be interviewed. You were scheduled for an interview on \_\_\_\_\_, but you missed that interview.

**You must be interviewed, or you will be denied food stamp benefits.**

Please call us at \_\_\_\_\_ to set up another interview.

This decision is based on 18 NYCRR 387.7.

3.  **MISSED INTERVIEW - RECERTIFICATION**

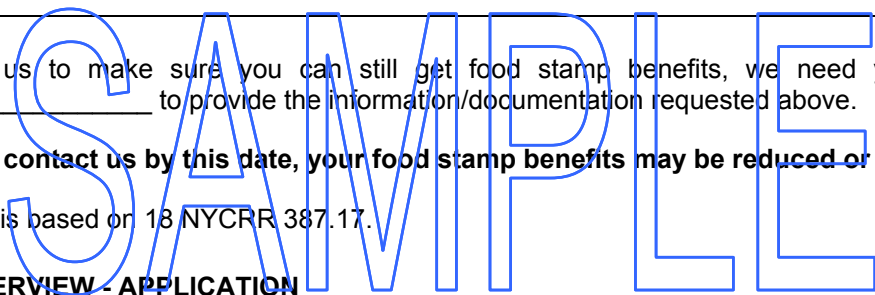
We recently told you that you must apply if you want continued food stamp benefits. In order for us to see if you can continue to get food stamp benefits, you must be interviewed. You were scheduled for an interview on \_\_\_\_\_, but you missed that interview.

**You must be interviewed, or your food stamp benefits will be discontinued as of \_\_\_\_\_.**

Please call us at \_\_\_\_\_ to set up another interview.

This decision is based on 18 NYCRR 387.7.

**NOTE:** You have the right to request that the Food Stamp in-office interview be waived in hardship situations. Hardship generally includes, but is not limited to, illness, transportation difficulties, care of a household member, hardship due to residency in a rural area, prolonged severe weather, or work or training hours that prevent you from coming in during regular office hours.



**FOOD STAMPS - REQUEST FOR CONTACT/MISSED INTERVIEW**

NOTICE DATE:		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE		
CASE NUMBER	CIN NUMBER			
CASE NAME (And C/O Name if Present) AND ADDRESS				
<div style="border: 1px solid black; height: 80px; width: 100%;"></div>		GENERAL PHONE NO. FOR QUESTIONS OR HELP _____		
		OR Agency Conference _____		
		Record Access _____		
		Legal Assistance information _____		
OFFICE NO.	UNIT NO.	WORKER NO.	UNIT OR WORKER NAME	PHONE NO.

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CASE NUMBER	CIN NUMBER				
CASE NAME (And C/O Name if Present) AND ADDRESS					
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>		GENERAL PHONE NO. FOR QUESTIONS OR HELP _____			
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OFFICE NO.	UNIT NO.	WORKER NO.	UNIT OR WORKER NAME	PHONE NO.	

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**CUPONES DE ALIMENTOS – PETICIÓN DE CONTACTO / FALTA DE PRESENTACIÓN A LA ENTREVISTA**

FECHA DEL AVISO:		NOMBRE Y DIRECCIÓN DE LA AGENCIA / CENTRO U OFICINA DE DISTRITO		
NÚMERO DE CASO	NÚMERO DE CIN			
NOMBRE DEL CASO (A LA ATENCIÓN DE si está presente) Y DIRECCIÓN				
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid black; width: 80%; height: 80%;"></div> </div>		NÚMERO DE TELÉFONO GENERAL PARA HACER PREGUNTAS O PEDIR AYUDA _____		
		<input type="checkbox"/> PARA CONFERENCIA CON LA AGENCIA _____		
		Acceso a récords/archivos _____  Información sobre asistencia legal _____		
NO. DE OFICINA	NO. DE UNIDAD	NO. DEL TRABAJADOR(A)	NOMBRE DEL TRABAJADOR(A) O DE LA UNIDAD	NO. DE TELÉFONO

Para que podamos determinar si usted puede recibir o puede continuar recibiendo cupones de alimentos, favor de leer la casilla marcada abajo (☑):

1.  **PETICIÓN DE CONTACTO**

Hemos recibido información recientemente indicando que ha ocurrido un cambio en su hogar. Para asegurarnos que usted puede todavía continuar recibiendo beneficios de cupones de alimentos, necesitamos lo siguiente:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Para asegurarnos que usted todavía puede recibir beneficios de cupones de alimentos, necesitamos que se comunique con nosotros para el \_\_\_\_\_ para proporcionarnos la información / documentación requerida arriba.

**Si usted no se comunica con nosotros para esta fecha, sus beneficios de cupones de alimentos podrían reducirse o ser interrumpidos.**

Esta decisión se basa en las regulaciones 18 NYCRR 387.17.

2.  **FALTA DE PRESENTACIÓN A LA ENTREVISTA - SOLICITUD**

Usted solicitó recientemente beneficios de cupones de alimentos. Para que nosotros podamos determinar si usted puede recibir beneficios de cupones de alimentos, usted debe ser entrevistado(a). Usted tenía una entrevista programada para el \_\_\_\_\_, pero usted no se presentó a esa entrevista.

**Usted tiene que ser entrevistado(a) o se le negarán los beneficios de cupones de alimentos.**

Favor de llamarnos al \_\_\_\_\_ para programarle otra entrevista.

Esta decisión se basa en las regulaciones 18 NYCRR 387. 7.

3.  **FALTA DE PRESENTACIÓN A LA ENTREVISTA - RECERTIFICACIÓN**

Recientemente le informamos que usted debe presentar una solicitud si quiere que continúen sus beneficios de cupones de alimentos. Para que podamos determinar si usted puede continuar recibiendo los beneficios de cupones de alimentos, debe de ser entrevistado(a). Usted tenía una entrevista programada para el \_\_\_\_\_, pero usted no se presentó a esa entrevista.

**Usted debe ser entrevistado(a) o se le descontinuarán los beneficios de cupones de alimentos a partir del \_\_\_\_\_.**

Favor de llamarnos al \_\_\_\_\_ para programarle otra entrevista.

Esta decisión se basa en las regulaciones 18 NYCRR 387. 7.

**NOTE:** Cuando existen situaciones difíciles, usted tiene derecho a solicitar que lo eximan de presentarse a la entrevista en la oficina. Dificultades normalmente incluyen, pero no se limitan a enfermedad, dificultades con el transporte, cuidado de un miembro de la familia, dificultad debido a que se vive en una área rural, prolongado estado del tiempo inclemente, horas de trabajo o entrenamiento que no le permiten presentarse durante las horas laborales de oficina.