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POLICY DIRECTIVE # 13-20-ELI
(This Policy Directive Replaces PD #11-25-ELI)

REVISION TO THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM TELEPHONE RECERTIFICATION INITIATIVE

Date: August 30, 2013	Subtopic(s): SNAP Recertification
AUDIENCE	The instructions in this policy directive are for Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff.
REVISION TO THE PRIOR DIRECTIVE	This policy directive has been revised to include the Centralized Recertification Mail Unit (CRMU) process.
POLICY See PB #13-66-OPE for information on home visit requests.	At recertification all NCA SNAP households must be interviewed to determine their eligibility for continued SNAP benefits. The recertification interview may be conducted through one of the following methods: • In-person; • Automated telephone response system (Interactive Voice Response System [IVRS]); • Telephone (person-to-person); • At a local community based organization (CBO); or • Home visit (if applicable). Only NCA SNAP unengageable participants who have no earned income and no changes to report are eligible to recertify via IVRS. Most other NCA SNAP participants are encouraged to recertify by telephone interview (person-to-person).

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* or fax to: *(917) 639-0298*

Distribution: X

BACKGROUND

The SNAP telephone recertification initiative was implemented to enable SNAP participants to more conveniently provide pertinent information concerning their recertification and to improve the NCA SNAP Centers' efficiency in completing and processing SNAP recertification cases.

The following forms are used in this initiative:

The Notice of Expiration/ Recertification for SNAP Benefits is system-generated by Codes **Z95**, **Z96**, and **Z99** in the Client Notices System (CNS).

- Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**);
- Notice of Expiration/Recertification for SNAP Benefits;
- Incomplete Supplemental Nutrition Assistance Program (SNAP) Recertification Form (**W-901F**); and
- Missed Interview Notice (**LDSS-4753**).

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

The Notice of Expiration/Recertification for SNAP Benefits provides a scheduled date and time with a four hour timeframe for the telephone recertification interview and the telephone number at which the participant will be contacted. The notice also provides the telephone number of the Centralized Recertification Mail Unit for the participant to call:

See the Participant Calls to the NCA SNAP Center section beginning on page 7 for more information on this process.

- If the scheduled date/time for the telephone recertification interview is not convenient for him/her;
- If the participant needs to add a telephone number;
- If the telephone number listed for the household is not correct;
- If the participant prefers to be contacted at another number; and
- If the participant prefers to be interviewed in-person.

Form **LDSS-4826** and the Notice of Expiration/Recertification for SNAP Benefits are part of the recertification packet sent to the participant at least two weeks before a scheduled recertification interview. The participant is instructed to complete, 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 SNAP Center.

Form **W-901F** serves as the cover letter when the **LDSS-4826** form is returned to the participant because he/she did not sign page 5 of the **LDSS-4826**.

The Supplemental Nutrition Assistance Program Telephone Recertification (**BRC-901D**) brochure is provided to NCA SNAP applicants at the initial application interview and is also sent to NCA SNAP participants two months before the recertification month. It provides information, questions and answers about the SNAP telephone recertification process.

SNAP Telephone Recertification Processing

SNAP telephone recertification cases are processed by the Centralized Recertification Mail Unit (CRMU) and by the Telephone Recertification Group in Telephone Interview Processing Services (TIPS).

The CRMU is responsible for:

See PD #10-36-OPE for the process for handling returned mail.

- Handling all SNAP recertification packets received from the post office including recertification packets returned as undeliverable by the U.S. Postal Service;
- Date stamping all completed SNAP recertification packets received and sorting them by borough;
- Determining if Form **LDSS-4826** has all of the required signatures;
- Scanning/Indexing the signed **LDSS-4826** and any supporting documents into the HRA One Viewer;
- Determining if a telephone number is missing or illegible;
- Receiving telephone calls from households regarding their SNAP telephone recertification interviews;
- Monitoring the return of additional/missing documentation or signatures required to complete the telephone recertification interview;
- Rescheduling of interviews upon the participant's request even if the appointment is in the past; and
- Updating telephone numbers in Welfare Management System (WMS) /Paperless Offices System (POS).

Telephone Interview Assignment is now done in an automated manner via Agile Communication Environment (ACE) auto assignment. See PB #12-45-SYS

The TIPS is responsible for the following case actions on households that opted for the telephone recertification interview:

- Processing case actions resulting from:

  - Missed telephone recertification appointments resulting in a case closing.
  - Unsuccessful attempts to contact households for the telephone interview.

- Conducting telephone recertification interviews;

- Approving telephone recertifications;
- Requesting additional/missing documentation/signatures; and
- Processing the failure to return additional/missing documentation.

REQUIRED ACTION

<u>SNAP Recertification Packets Received in the Centralized Recertification Mail Unit (CRMU)</u>

Upon receiving a recertification packet, the designated CRMU Worker will review Form **LDSS-4826** to confirm that the participant provided the required signature. Although Form **LDSS-4826** requests two signatures, <u>only the signature on page 5 is required to complete the recertification</u>. When a signature is missing the CRMU Worker must proceed as follows:

Signed and completed applications along with accompanying documents <u>must be scanned and indexed</u>.

- When there is no signature on page 1and 5, send the participant the application, accompanying documents, and Form **W-901F** advising him/her to sign page 5 of the application and return it and any accompanying documents in the enclosed postage-paid envelope.
- If the application has been signed on page 1 but the signature is missing on page 5, mail Form **W-901F** and a copy of the application to the participant advising him/her to sign page 5 and return the copy of the signed application in the enclosed postage-paid envelope. This will preserve the application filing date but the recertification process cannot be completed until the signature is received.
- Scan and index the **W-901F** into the electronic case record in POS.
- In all instances, annotate the Supplemental Nutrition Assistance Program (SNAP) Pending Applications Control (**W-706B**) form.

Note: When either the signature on page 5 or both signatures (page 1 and 5) on the **LDSS-4826** are missing do not scan and index the forms into the electronic case record until the required signatures are obtained.

If Form **LDSS-4826** is returned completed and signed, the CRMU's Control Worker must <u>scan and index</u> the application along with any accompanying documents into the electronic case record and execute the following actions in POS:

POS actions for the CRMU Control Worker

- Access the POS Portal;
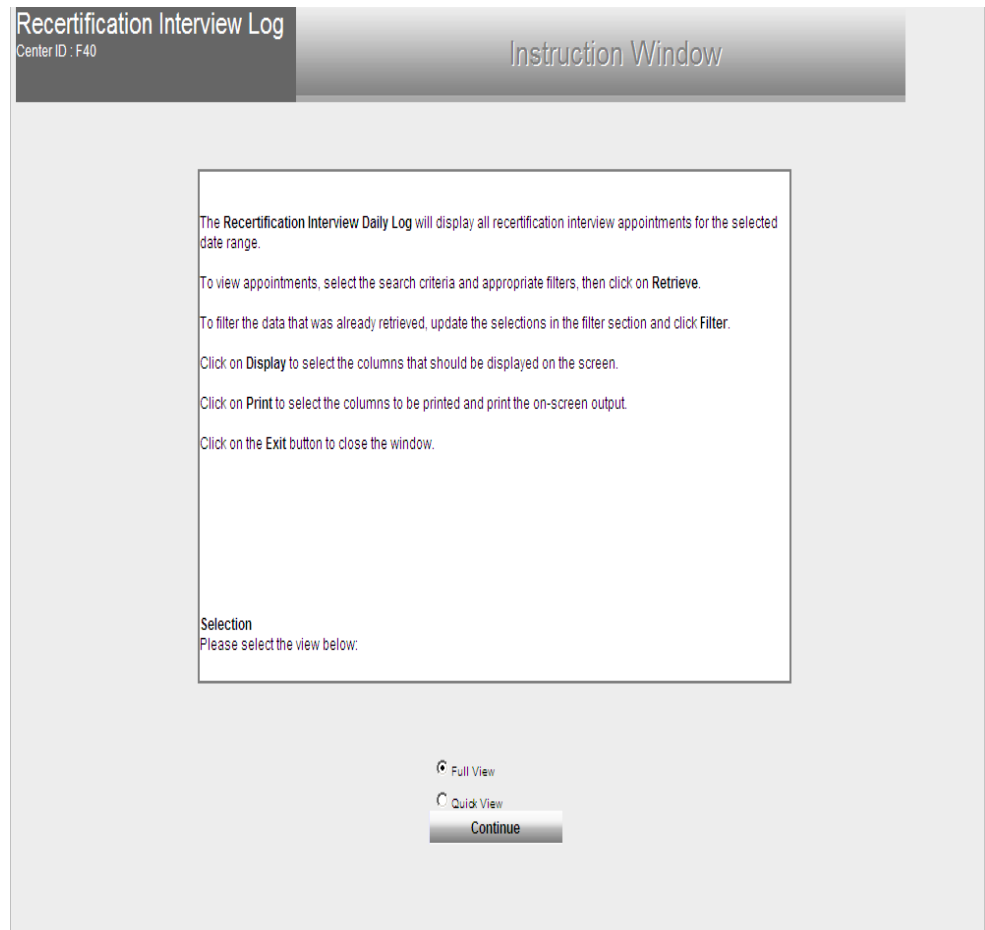- Click the **NCA SNAP Recertification Log** link;
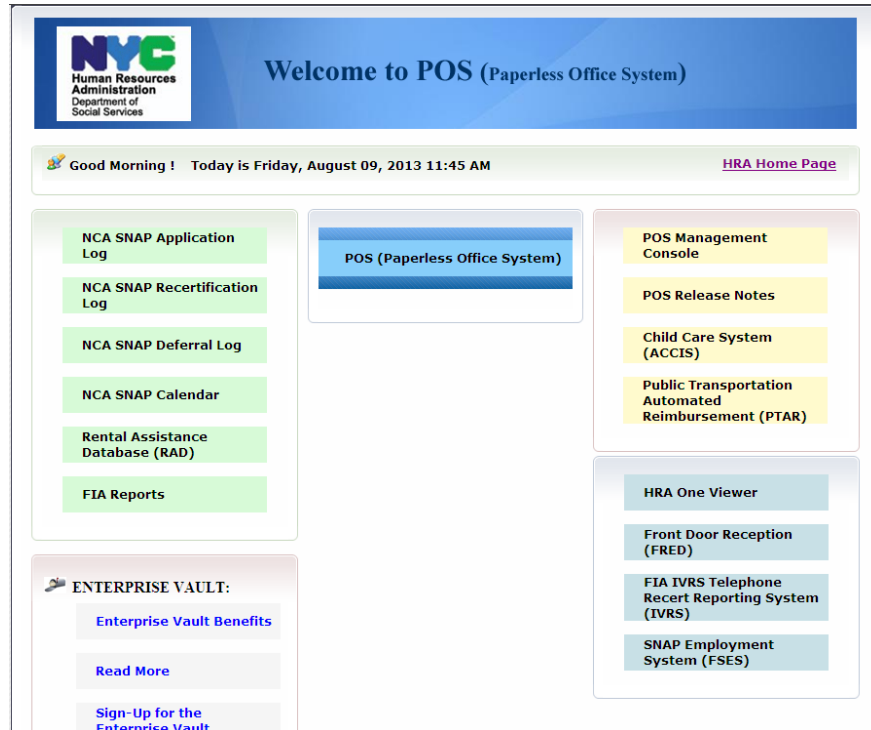
- Log into the **NCA SNAP Recertification Log** by entering their WMS ID, WMS password and selecting their location in the **SNAP Sites** menu:

- The **Instructions** window for the **Recertification Interview Log** appears. After reading the instructions, click the **Continue** button.

Instructions window

Recertification Interview Log
Center ID : F40

Instruction Window

The Recertification Interview Daily Log will display all recertification interview appointments for the selected date range.

To view appointments, select the search criteria and appropriate filters, then click on **Retrieve**.

To filter the data that was already retrieved, update the selections in the filter section and click **Filter**.

Click on **Display** to select the columns that should be displayed on the screen.

Click on **Print** to select the columns to be printed and print the on-screen output.

Click on the **Exit** button to close the window.

Selection
Please select the view below:

○ Full View
○ Quick View
[Continue]

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

- The **Recertification Interview Log** window will appear. Proceed as follows:

  - 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 at the top of the Recertification Interview Log screen. A listing of all cases that meet the search criteria will appear;
  - Highlight the appropriate case from the list;
  - Click the **LDSS-4826 Received** button on the bottom of the of the Recertification Interview Log screen.

Recertification Interview Log window

Click **Retrieve** option.

Use desired search criteria.

Select case from the list.

- The **LDSS-4826 Received** window will appear. Complete the following fields and click the **OK** button:

  - **Mail Returned or Undelivered?** (If **No** is selected the following fields will be enabled)
  - **Signed LDSS-4826 received?**
  - **Date LDSS-4826 Received**
  - **Envelope Post-Mark Date**
  - **Interview Type** (defaults to **Telephone**)
  - **Contact Number** and, if applicable, **Extension** (If the recertification interview date has past or is within the next 24 hours, call client and reschedule the interview).

CRMU must annotate information for Mail Returned/Undelivered mail on the **LDSS-4826 Received** window.

CRMU will select **Yes and** note date of returned or undelivered mail.

Select **No**

Complete fields

- **Mail Returned or Undelivered?** (If **YES** enter the date of returned or undelivered mail)
- Click **Ok**
- Turn the case over to TIPS for processing.

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

If the telephone number is missing or illegible on page 1 of Form **LDSS-4826** (i.e. missing a number) staff should check WMS in an attempt to obtain the telephone number already on file, otherwise the case must be flagged as an "in center" appointment. The CRMU Control Worker must mail out the Notice of SNAP Recertification Appointment **W-129RR** notice informing the participant that he/she must report to the Home Center for a recertification interview as follows:

- Click the **LDSS-4826 Received** button (in the **Recertification Interview Log** window, see screen shot on page 5), the **LDSS-4826** Received window will open;

  - Select **In-Center** as the **Interview Type** (leave the **Contact Number** field blank);and
  - Click the **OK** button;

- The **Recertification Interview Log** window reappears. 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. Selecting In-Center will generate the (**W-129RR**) form that must be mailed to the participant;
- Scan and index **LDSS 4826** and supporting document(s), then enter a comment into POS indicating that the disposition has been changed to an in-person interview due to a missing or illegible telephone number.

Interview Scheduler window
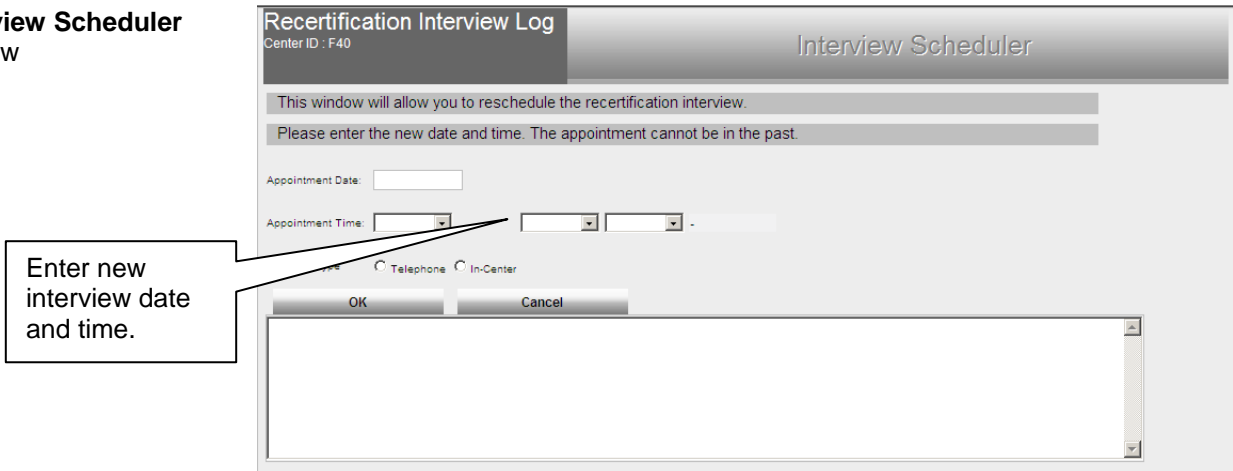
Participant Calls the NCA SNAP Center

- *Request for an In-Person Interview:*

  If the participant calls the NCA SNAP Center to request an in-person recertification interview instead of a telephone recertification interview, the Worker can update the type of appointment directly in POS as follows:

  - Access the **Recertification Interview Log** window;

Interview Scheduler window

The correct appointment type must be indicated. The interview type determines which notice gets generated.

Form **W-908F** is generated for telephone appointments.

Form **W-129RR** is generated for In-Center appointments.

Recertification Interview Log
Center ID : F40   Interview Scheduler

This window will allow you to reschedule the recertification interview.

Please enter the new date and time. The appointment cannot be in the past.

Appointment Date:

Appointment Time: -

Interview Type   Telephone   In-Center

OK   Cancel

- Select the **Reschedule** button to record the new date and time for the recertification interview. The **Interview Scheduler** window appears;
- Select the **In-Center** option in the **Interview Type** field;
- Select a new date and time for the recertification interview and click the **OK** button. Form **W-129RR** will be generated which must be mailed to the participant.

Interview Scheduler window

Recertification Interview Log
Center ID : F40   Interview Scheduler

This window will allow you to reschedule the recertification interview.

Please enter the new date and time. The appointment cannot be in the past.

Appointment Date:

Appointment Time: -

Interview Type   Telephone   In-Center

OK   Cancel

Enter new interview date and time.

- *Request to Reschedule the Telephone recertification Interview:*

  All appointments, including those of participants who contact the SNAP Center in the last month of their certification period to schedule/reschedule their recertification appointment, must be recorded on the **Recertification Interview Log** even if the appointment is in the future. When the appointment is recorded, ensure that the appropriate appointment type (in-center or telephone) is selected.

  If the participant wants to have a telephone recertification interview but calls the SNAP Center to reschedule the date/time of the interview, the CRMU Control Worker must do the following:
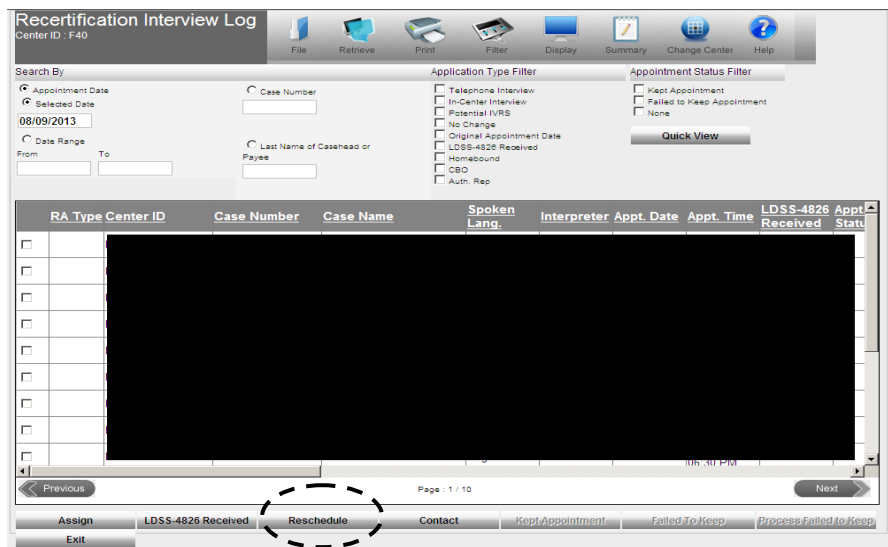
- ▪ Click the **Reschedule** button. The **Interview Scheduler** window will appear;

See PB #13-06-OPE for more information on Form **W-908F**.

- ▪ Select a new date and time for the interview and click the **OK** button. This will generate the Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview **W-908F** that must be mailed to the participant.

Enter new interview date and/or time
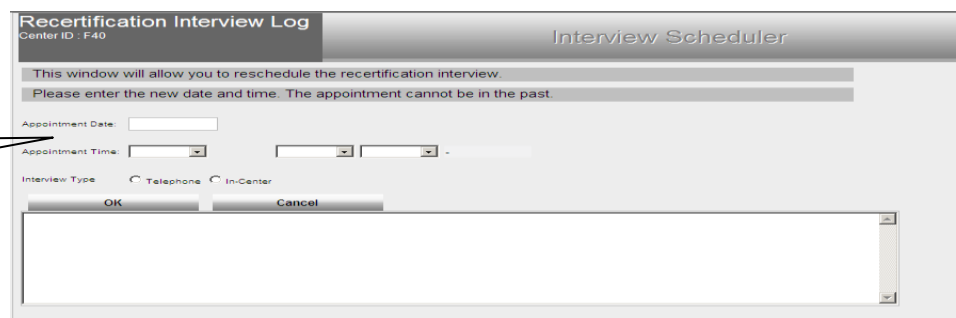
- *Reporting a New Contact Telephone Number:*

  If the participant wants to have a telephone recertification interview but calls the SNAP Center prior to the interview to change his/her telephone number, the CRMU Control Worker must do the following:

  - 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, entering the telephone number in the **Contact Number** field, and clicking the **OK** button.

Enter new contact number.

Telephone Interview Assignment is now done in an automated manner via Agile Communication Environment (ACE) auto assignment. See PB #12-45-SYS

Telephone Interview Assignment/Preparation

Case assignment is now handled in an automated manner via the Agile Communication Environment (ACE) system. The assignment will be made the night before the scheduled interview. The integration of POS and ACE allows for the recording and tracking of language services offered to applicants and participants. ACE will pull the preferred language to be spoken and for written notices from WMS and pre-fill the drop down boxes on the Telephone Contact and Tracking Language Access Indicators screen. The TIPS Supervisor may assign cases to the Worker the day before a recertification interview as follows:

- Access the **Recertification Interview Log** window;
- Select the case from the list and click the **Assign** button.

Recertification Interview Log window

Select the case to be forwarded to the ES/Worker.

The **Referral Action** window will appear;

- Select the Worker or designee to assign the case to and click the **OK** button.

Referral Action window (select SNAP Eligibility Specialist or designee)

Select the SNAP Worker or designee to receive the case

Recertification Worker

Upon receiving an assignment, the Worker must access the **Action** tab from the **Activities Management** window, select the **Review Case** activity, and execute the following actions:

Activities Management window

Select **Review Case** activity to enter case comments.

See PD #09-43-SYS for RFI, PD #11-11-EMP for TALX, and PB #13-42-SYS for SOLQ.
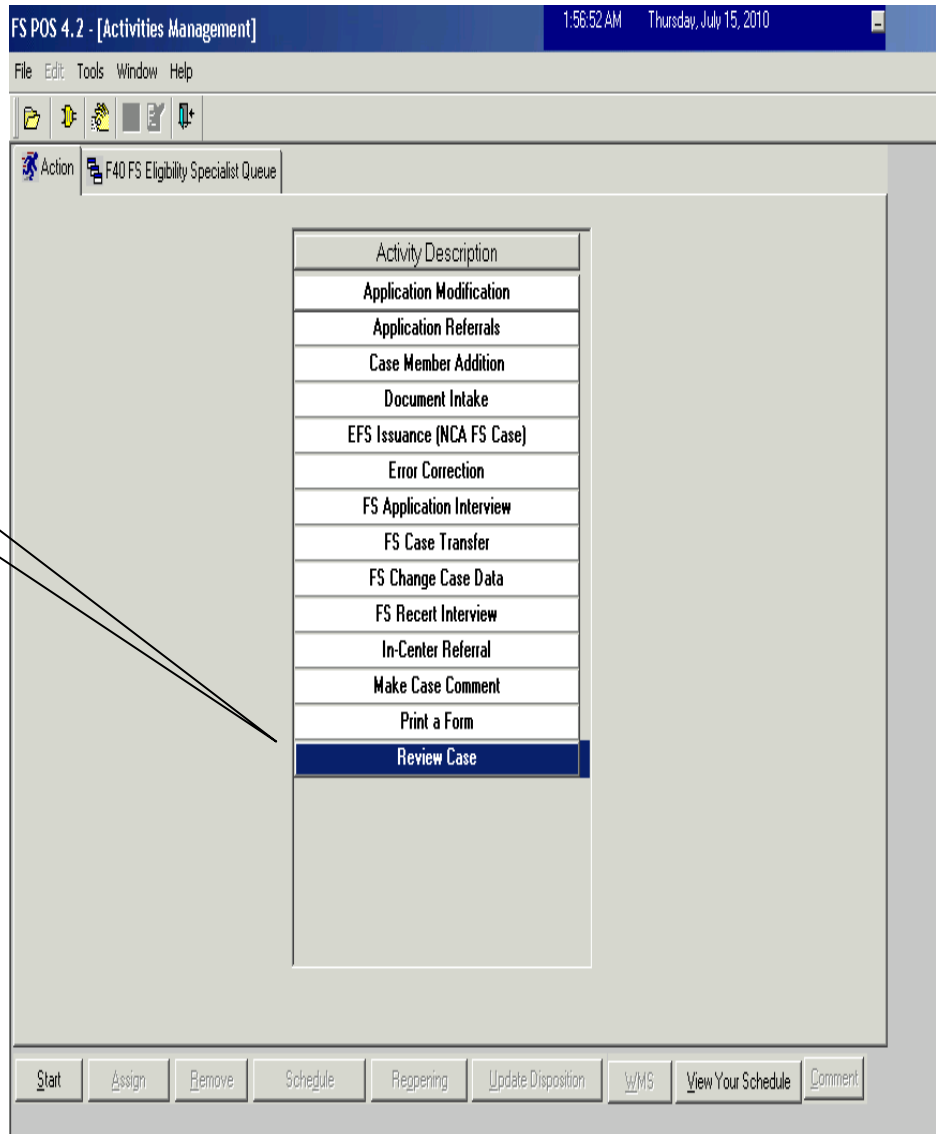
- Review the application and accompanying documents scanned in the HRA One Viewer. Determine if Form **LDSS-4826** has the required signature on page 5;
- Verify information with Resource File Integration (RFI), TALX/The Work Number Service, the State Online Query (SOLQ) System, and the Automated Child Care Information System (ACCIS) Child Care Provider match in POS;
- Compare information submitted with case information in WMS, POS, and the HRA One Viewer. If necessary, enter case comments using the **Make Case Comment** activity.

Accessing the Recertification Interview

The Worker must access their queue and select the SNAP Recertification Interview filter. The Worker then clicks on the **Scheduled For** column header to sort the activities in their queue and selects the next interview activity.
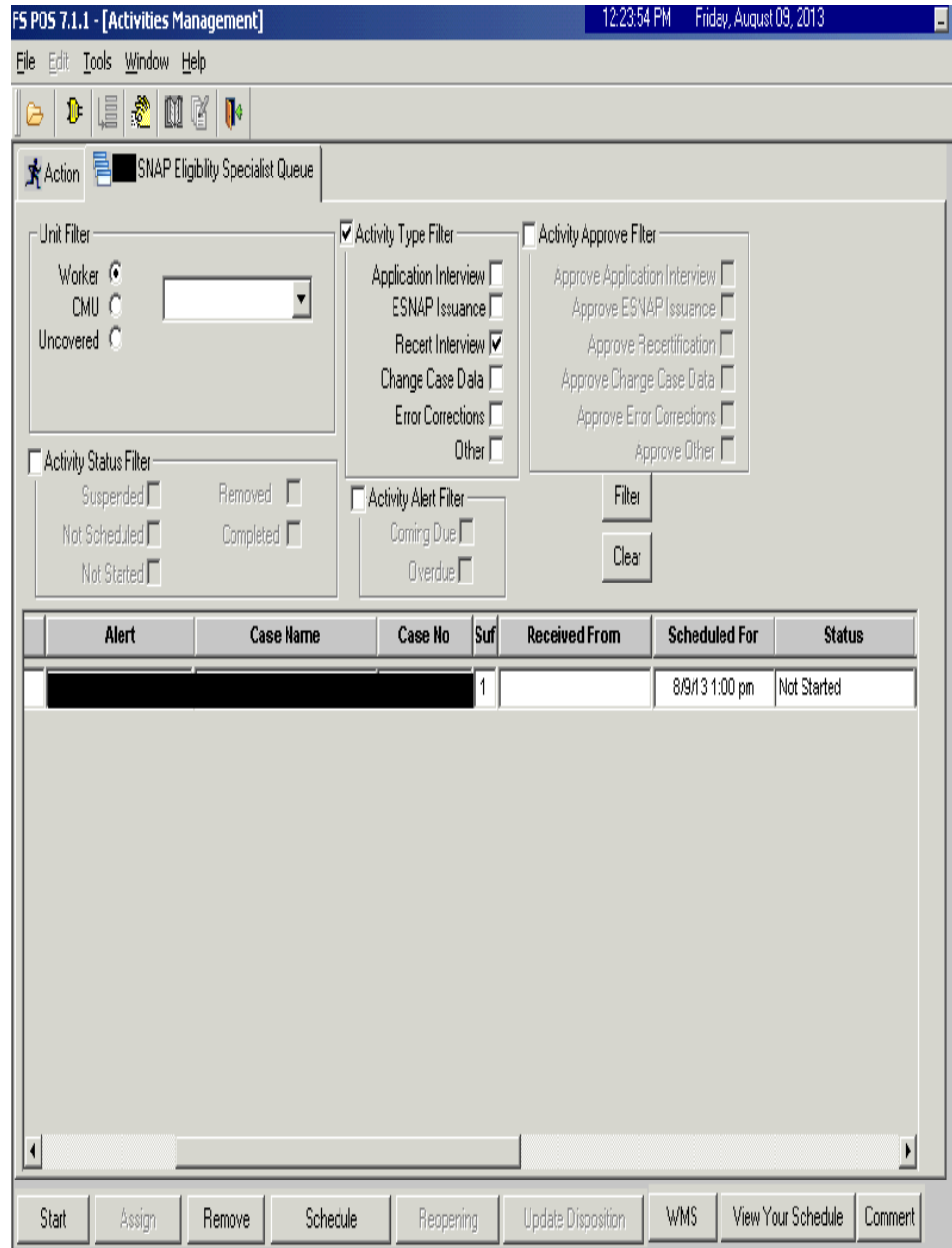
When the Worker selects the activity and clicks the **Start** button, the new Telephone Contact and Tracking Language Access Indicators window opens.

Telephone Contact and Tracking Language Access Indicators Window

POS will retrieve the following information from the Application Interview Log or Recertification Interview Log and the POS record:

- Applicant is
- Appointment Type
- Contact Attempt #
- Case Number
- Case Name
- Case head Name
- Contact Number / Extension
- Preferred Language for Speaking
- Preferred Language for Written Notices

The Worker clicks on the **Call** button to initiate the call. POS will connect to ACE and make the call using the contact number retrieved for the case. The Script window appears, guiding the Worker with the proper greetings and information upon reaching the participant, another individual or voicemail.

The Worker clicks **Close** to return to the Contact window and enters the **Call Outcome**. The following options will appear in the drop down menu:

- The applicant/participant answered and is available for the interview
- The applicant/participant answered and is not available (asks to reschedule appointment)
- The applicant/participant answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.
- Call went to voicemail or answering machine.
- The number you dialed is not in service.
- At the customer's request, this line is not accepting any incoming calls.
- The subscriber has not set up their voice mail.
- The voicemail is full and cannot take any messages.
- The number you dialed is incorrect, please check the number and dial again (Check **LDSS-4826/WMS** for contact number)
- Other (Comment Required)

See PB #12-45-SYS, and PB #13-06-OPE

Contact Attempts

On the assigned date of the telephone interview, the Worker must initiate the telephone interview process directly from their queue. The ACE system records all contact attempts and results.

If the contact number is either incorrect or unavailable, ACE instructs the Worker where to look to secure the contact number (i.e. the scanned application, WMS, etc.). ACE also allows for the recording of a new or modified contact telephone number.

Number Not in Service / Incorrect

If a message is received that the dialed number is incorrect or not in service, the Worker must check the **LDSS-4826** form and WMS to confirm the contact number. The Worker indicates whether the contact number matches.

If the number matches, the Worker must click **Yes** and **Continue** to exit the **Contact** window.

If the number does not match, the Worker records the new contact number and clicks **Call Again** to initiate a call to the corrected contact number. This number is saved to the Application Interview Log or the Recertification Interview Log when the **Contact** window is closed.

Call Outcome:	The number you dialed is incorrect, please check the number.	

Please check the LDSS-4826 application form and WMS to confirm the contact number.

Does the contact number match?	○ Yes	⦿ No	○ No Phone Number Found
New Contact Number: (212) 555-2345		Extension:	

Call Again   Call Time: 3/22/2012 11:45 AM

Call Outcome:	The client answers and is available for the interview.	

The Worker must record the outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Call Outcome of Other

If the call outcome selected is **Other (Comment Required)**, a comment text box opens and the Worker must enter a detailed case comment.

Unsuccessful Contact Attempt

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

- The call went to voicemail/answering machine
- The line is not accepting incoming calls
- Subscriber has not set up voicemail or the voice mailbox is full.

Second failed attempt

After waiting a short period of time (approximately 15 to 20 minutes) or following the next interview, the Worker must attempt to call the participant a second time.

The status of the interview will automatically be updated to **Fail** in the **Recertification Interview Log** window upon the second unsuccessful contact attempt. See page # 36-44 of this procedure on how to handle Cases that are Missed Telephone Recertification Interviews or failed to keep appointments.

<u>Successful Contact - New Contact Number Requested</u>

If the Worker is able to reach the participant, but they ask to be contacted at a different telephone number, the Worker must indicate whether the participant wants to reschedule the interview and must record the new contact number.

Request to Reschedule to a different phone number
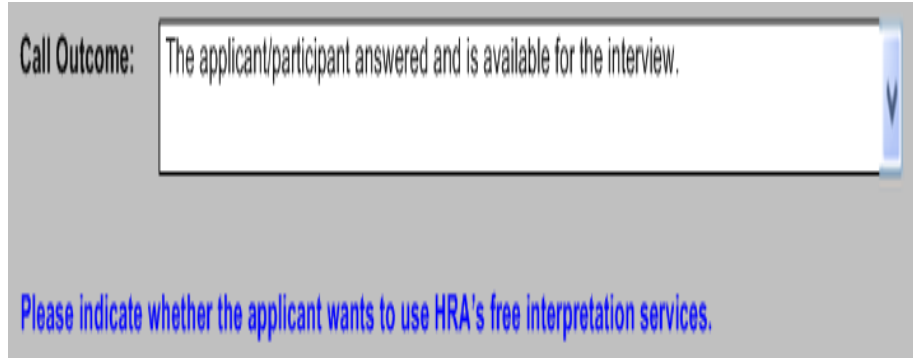
If the participant wants to reschedule the interview, the Worker clicks **Continue** after recording the new contact number and accesses the **Recertification Interview Log** to reschedule the interview.

Request immediate call back to a different phone number

If the participant does not want to reschedule the interview, a **Call Again** button appears to allow the Worker to call the participant at the new contact number. This number is saved to the Application Interview Log or the Recertification Interview Log when the **Contact** window is closed.

Call Outcome:	The applicant/participants answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.

Reschedule the interview? ○ Yes ◉ No

Please enter the new contact number and click the Call Again button.

New Contact Number: (212) 555-2345   Extension:

Call Again   Call Time: 3/22/2012 11:45 AM

Call Outcome: The client answers and is available for the interview.

The Worker must record the outcome of the new call. If the Worker indicates that the participant is available for the interview, they will be able to click **Continue** to start the interview.

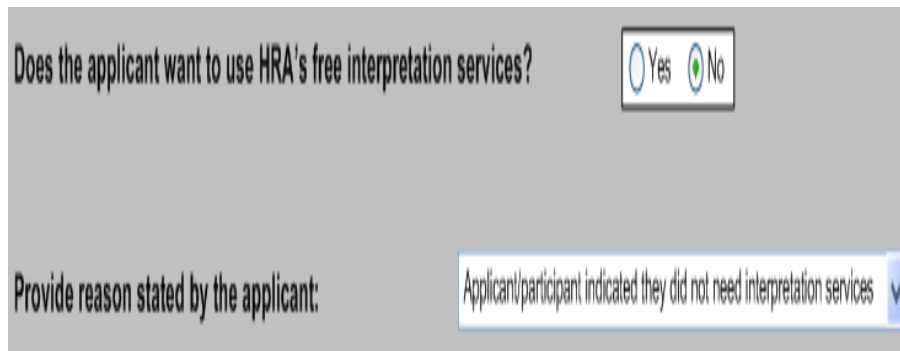Successful Contact / Interview conducted

If the participant's preferred language (to be spoken or for written notices) is not English, the following question appears in the **Contact** window: **Does the applicant want to use HRA's free interpretation services?**

If the participant does not want to use HRA's free interpretation services, the Worker must indicate the reason:

If the Worker indicates that the participant is available for the interview, they will be able to click **Continue** to start the interview. (See screen print on page 14.)

Once the interview has started, POS will update the appointment status to **Kept** on the **Recertification Interview Log** window. The Worker must enter all required information for each window in the **SNAP Recertification Interview** activity, per standard procedure for recertification in POS.

Note: Information obtained during the telephone recertification interview supersedes information previously provided on the paper application. Any discrepancies between information provided during the interview and the paper application should be recorded in POS by entering a case comment.

Activities Management window

Select **Make Case Comment** activity to enter case comments, if necessary.
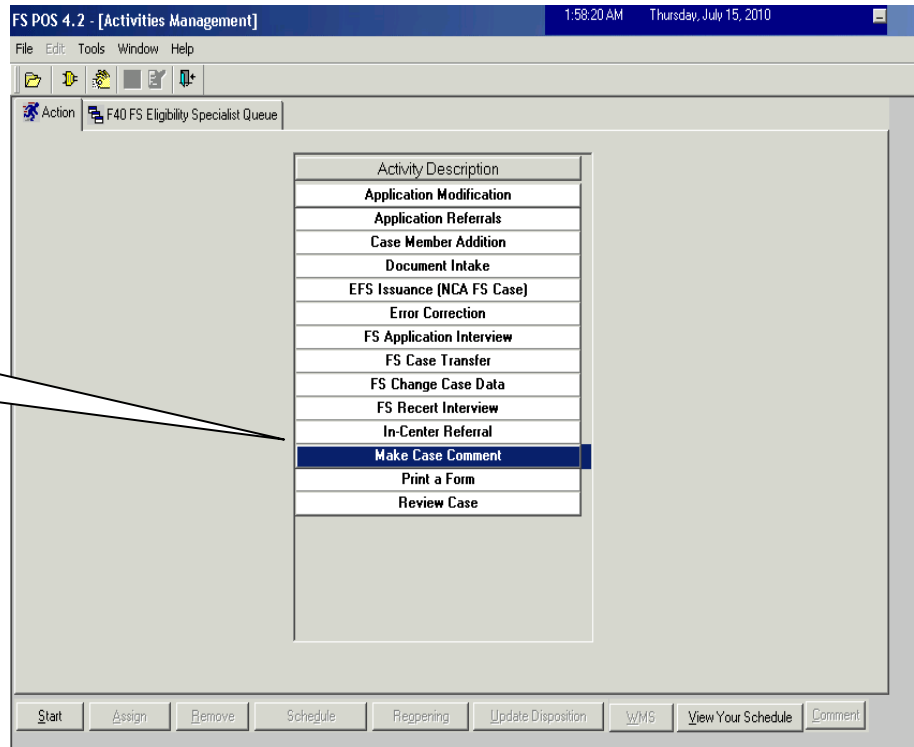
When the **LDSS-4826 Signature Capture** window appears during the **SNAP Recertification Interview** activity, the Worker must check the **Unable to Capture Signature** box.

LDSS-4826 Signature Capture window

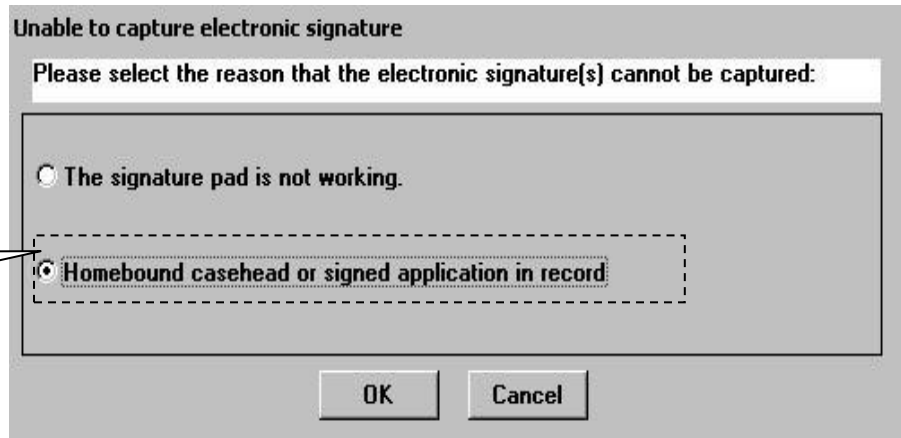Select **Unable to Capture Signatures** option.

Check that the signature is on page 5 of Form **LDSS-4826** before completing this step. Otherwise, see Missing Documentation and/or Signature section on page 23.
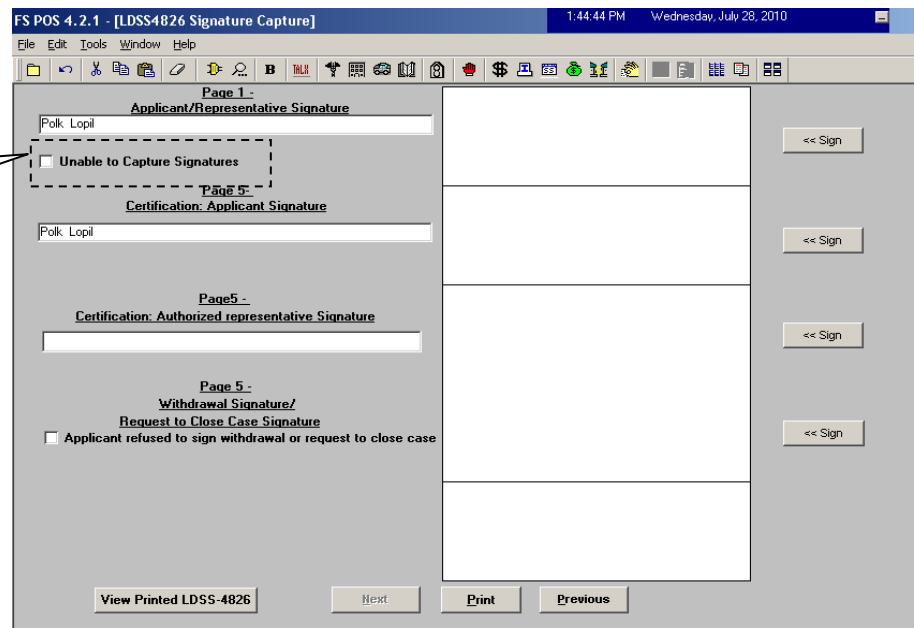
When the **Unable to Capture Electronic Signature** window appears, select the **Homebound case head or signed application in record** option and click the **OK** button.

Unable to capture electronic signature window

Unable to capture electronic signature

Please select the reason that the electronic signature(s) cannot be captured:

○ The signature pad is not working.

Select this option. ⟶ ⊙ Homebound casehead or signed application in record

OK   Cancel

Within the **SNAP 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**

After all required information has been entered in a window, proceed to the next window by clicking the **Next** button until the **SNAP Recertification Interview** activity has been completed.

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

If there are any changes to the case, the Worker must indicate these changes in a case comment.

When all interview windows have been completed, the **Approval Elements** window will appear. Send the case to the Supervisor for review and sign-off by executing the following actions:

- Click on the **Next** button on the **Approval Elements** window. The **Close** window will appear;
- Click the **Complete Activity** button. The **Approval Assignment** window appears;
- Select the appropriate Supervisor to receive the case. The designated Supervisor is highlighted by default. However, the worker may select a different Supervisor, if necessary;
- Enter a case comment (if necessary) and click the **OK** button.

POS moves the case with the **Approve SNAP Recertification** activity from the Worker's queue to the Supervisor's queue.

Ending a call

To end a call, the Worker will click on the new **End Call** icon in the POS tool bar or the **End Call** option in the Tools menu.
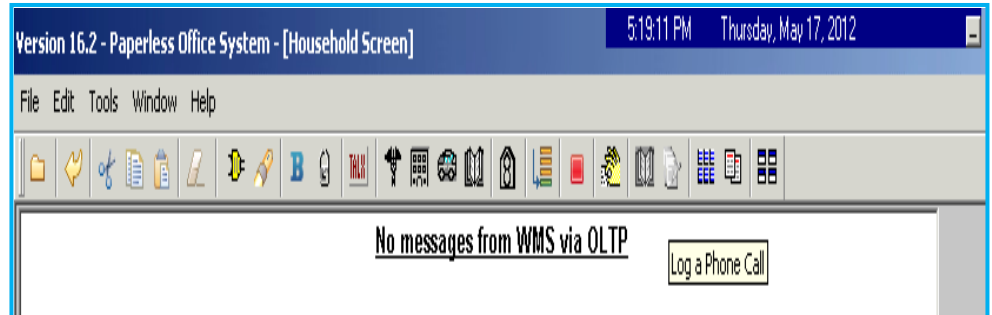
The **Contact** window appears and the Worker indicates whether the interview is completed and whether the activity should be suspended. The Worker must enter a case comment.

Resuming a call

If the Worker ends a call without completing the interview and returns to the SNAP Recertification Interview, the **Contact** window appears and allows the Worker to call the participant back and resume the interview.

The Worker must record the outcome of the new call. If the Worker indicates that the participant is available for the interview, they will be able to click **Continue** to start the interview.

Telephone Contact and Tracking Language Access Indicators

Please click the Call button to resume the interview.

Applicant is:	On the Phone
Appointment Type:	FS Application Interview
Case Number:	00012345678A
Case Name:	DOE JOHN
Casehead Name:	Doe, John
Contact Number:	(212) 555-1212

Contact Attempt #: 1

Extension:

Preferred Language for Speaking: Spanish   Preferred Language for Written Notices: Spanish

Call   Call Time: 3/22/2012 11:54 AM

Call Outcome: The applicant/participant answered and is available for the interview.

Comment: The call was dropped and the interview is now resumed.

Please indicate whether the applicant wants to use HRA's free interpretation services.

Does the applicant want to use HRA's free interpretation services?   ◯ Yes ⦿ No

Provide reason stated by the applicant: Applicant/participant indicated they did not need interpretation services

Cancel   Continue

Recertification Deferrals

Missing Documentation

If based on the telephone recertification interview the participant is required to provide additional documentation, the Worker will:

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

Forms Data Entry window

Click **Yes** to the **Documentation Requirements (Form W-113K)** option if missing documentation and/or signature.
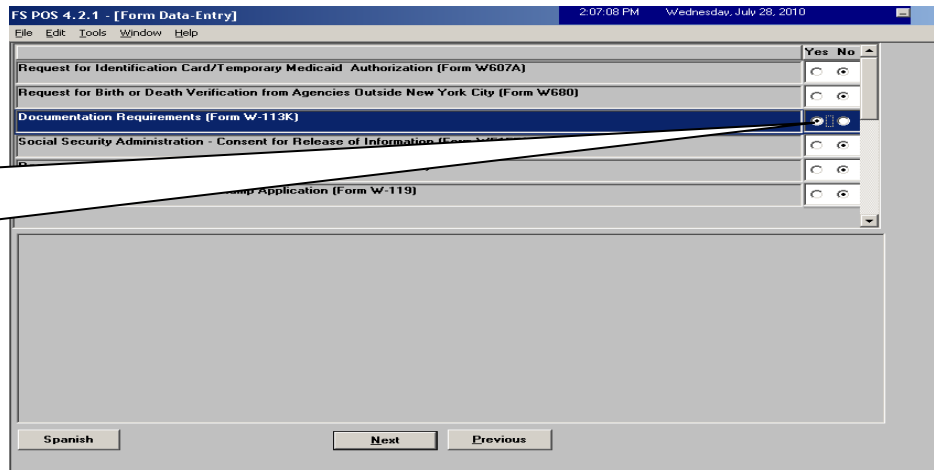
- Enter a due date of 10 calendar days from the present in the **Response to Question** window and click the **OK** button;

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

Enter a due date of 10 calendar days from the present.
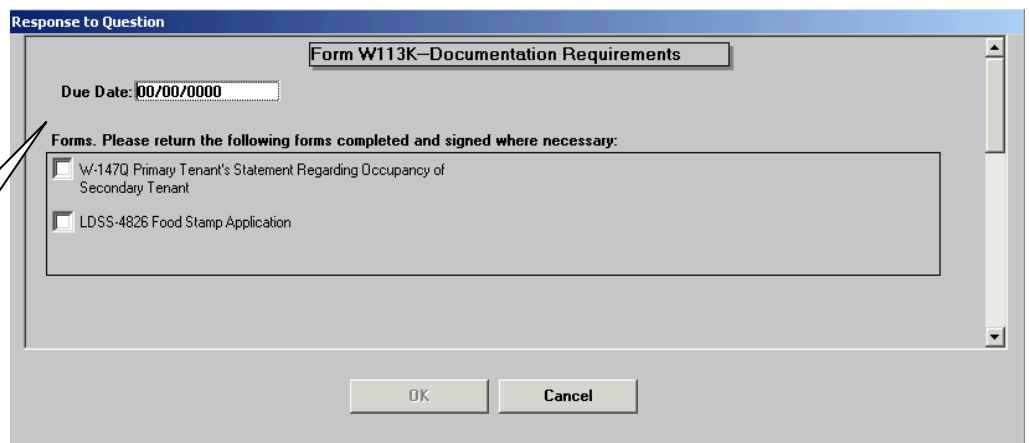
- Indicate the missing documentation. If the required signature on page 5 of Form **LDSS-4826** is missing, click the **LDSS-4826 SNAP Application** option;

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

Select the **LDSS-4826 SNAP Application** option if the required page 5 signature is missing.

- ▪ Click **OK** once the **Response to Question** window is complete.

Inform the participant that the **W-113K** form will be mailed to him/her along with a postage-paid return envelope. Advise the participant that the missing documentation and/or signature must be submitted within 10 calendar days in order to complete the recertification process, and that documentation can be returned by mail or fax (Worker must provide the TIPS fax number to the participant over the phone)

- • Select the **W-113K** and **W-119D** options and click **Print** to generate the notices;

Print Forms window

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

Select Forms **W-113K** and **W-119D**.

- • Click **Next** after the forms have printed. A message will appear:

"This case was deferred. The case must be sent to the Supervisor for review. Please select the Supervisor to whom the deferral approval activity will be assigned and click the **OK** button to continue."

The **Approval Assignment** window will appear;
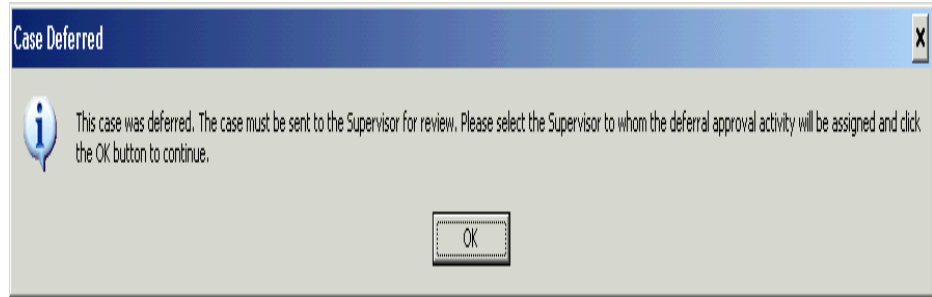
- Select the Supervisor to send the case to for review and approval, enter a comment (if appropriate), and click the **OK** button.

Approval Assignment window

Select the Supervisor; enter a comment (if applicable).

Deferral Disapproved by Supervisor

Returned Deferral –
Worker Instructions

If the deferral is disapproved after supervisory review, the **SNAP Recertification Interview** in the Worker's queue will be updated with a description of "SNAP Recertification Interview – Returned Deferral". The reason(s) for the deferral disapproval will determine the next action(s) to be taken.
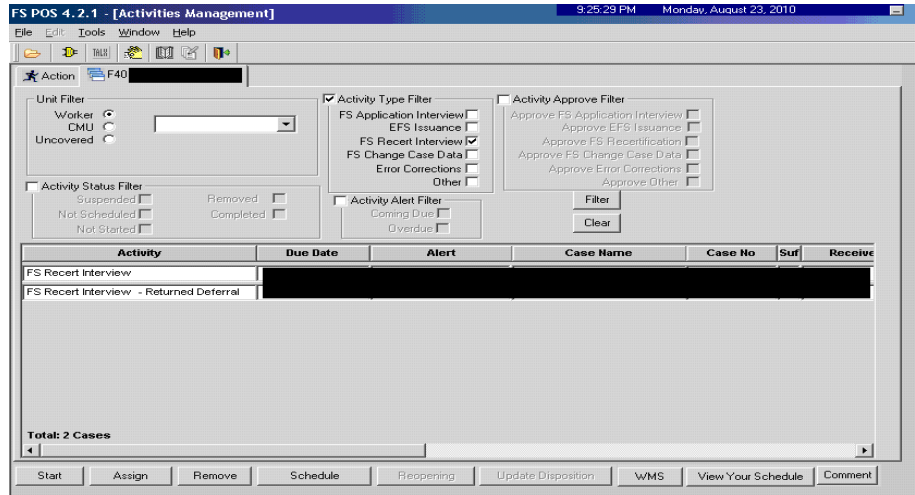
Returned Deferral –
Deferral not required

Deferral Returned - Not Required

If the deferral was returned because the Supervisor indicated that there should be no deferral, the Worker must continue processing the case for recertification.

Deferral Returned for Additional Documentation
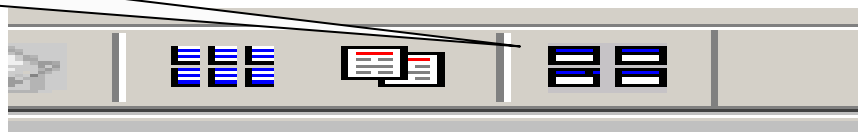
Returned Deferral –
Eligibility factor not
selected.

- If the deferral was returned because required documentation for an eligibility factor was not selected, the Worker must:

  - Go to the Window drop down from the tool bar, select **Screens** to access the **Screen Picklist**;
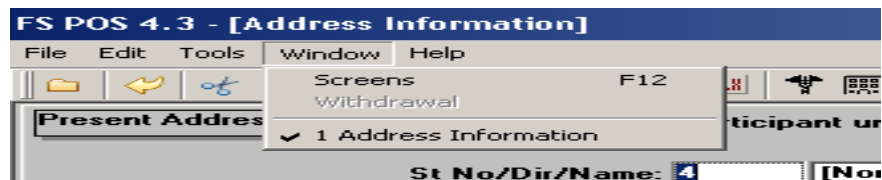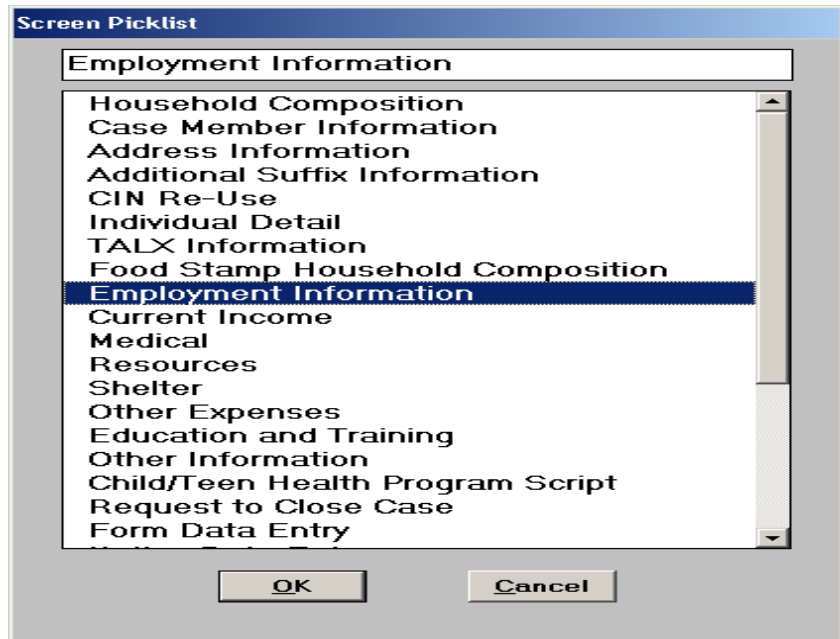

Select the
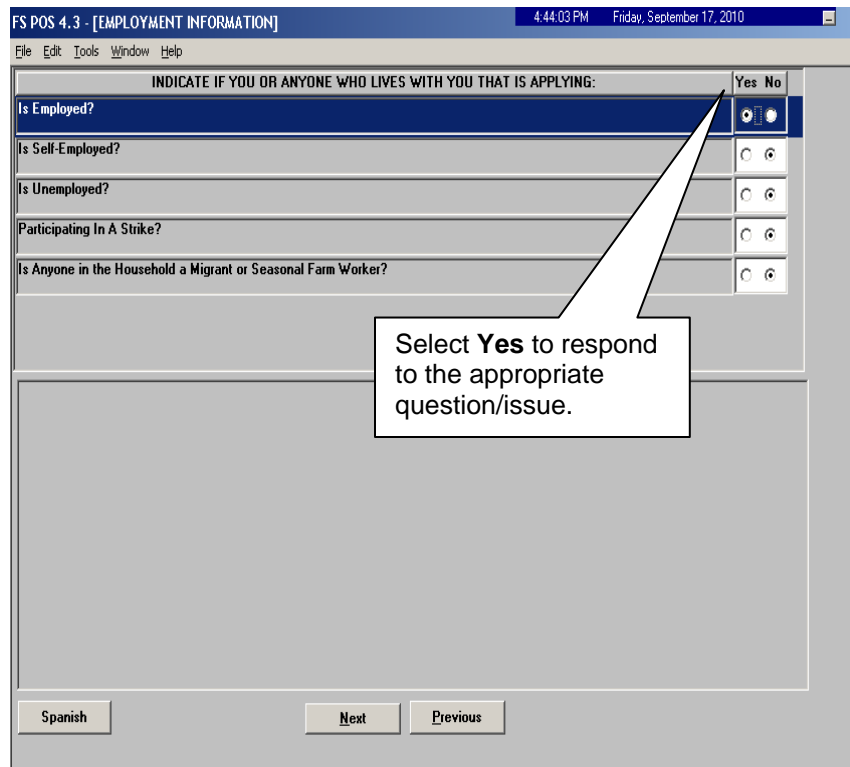**Screen Picklist**
Icon.

  - Or select **Screen Picklist** from the tool bar as follows;

- Select the **Eligibility** window for which document must be requested (Employment Information in this example);

- Click **Yes** for the appropriate question to access the **Response to Question** window;

Select **Yes** to respond to the appropriate question/issue.

▪ Click on the **Document** box;

Click the **Document** box.

▪ Select the appropriate document. Leave the **Scan** checkbox blank so that the eligibility factor will appear on the **W-113K** form. Click **OK** to save the entry;

Select the document.

Leave **Scan** checkbox blank.

▪ Access the **Form Data Entry** window and Select **Yes** to the **Documentation Requirements (Form W-113K)** option;

Select **Yes** to the **Documentation Requirements (Form W-113K)** option.

▪ Enter a new due date of 10 calendar days from the present for the **W-113K** form in the **Response to Question** window;

Enter new **Due Date**.
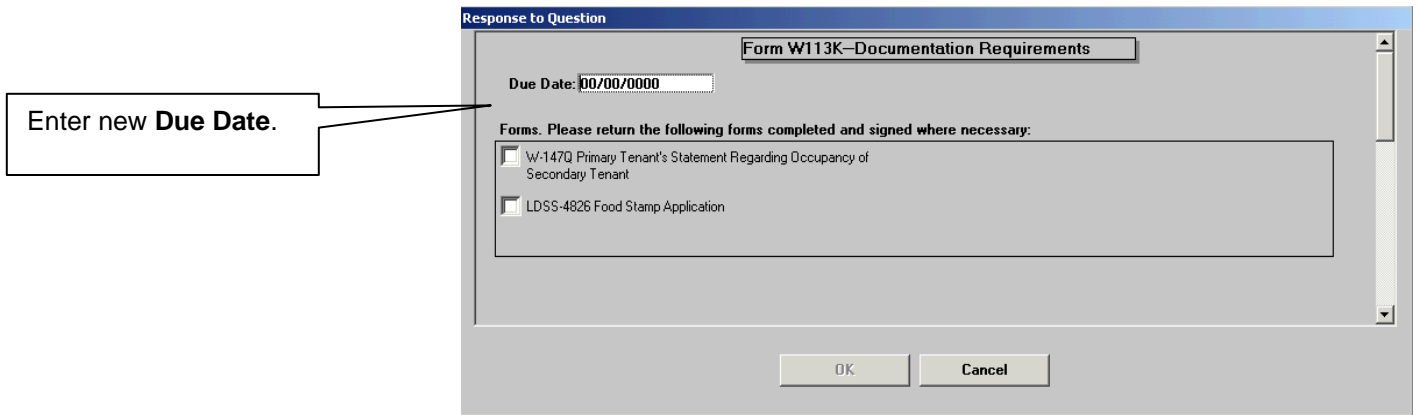
- Go to **Print Forms** to generate a new **W-113K** form. Click **Next** once the form is printed to re-send the **Deferral Approval** activity to the Supervisor.

Select Form **W-113K**.
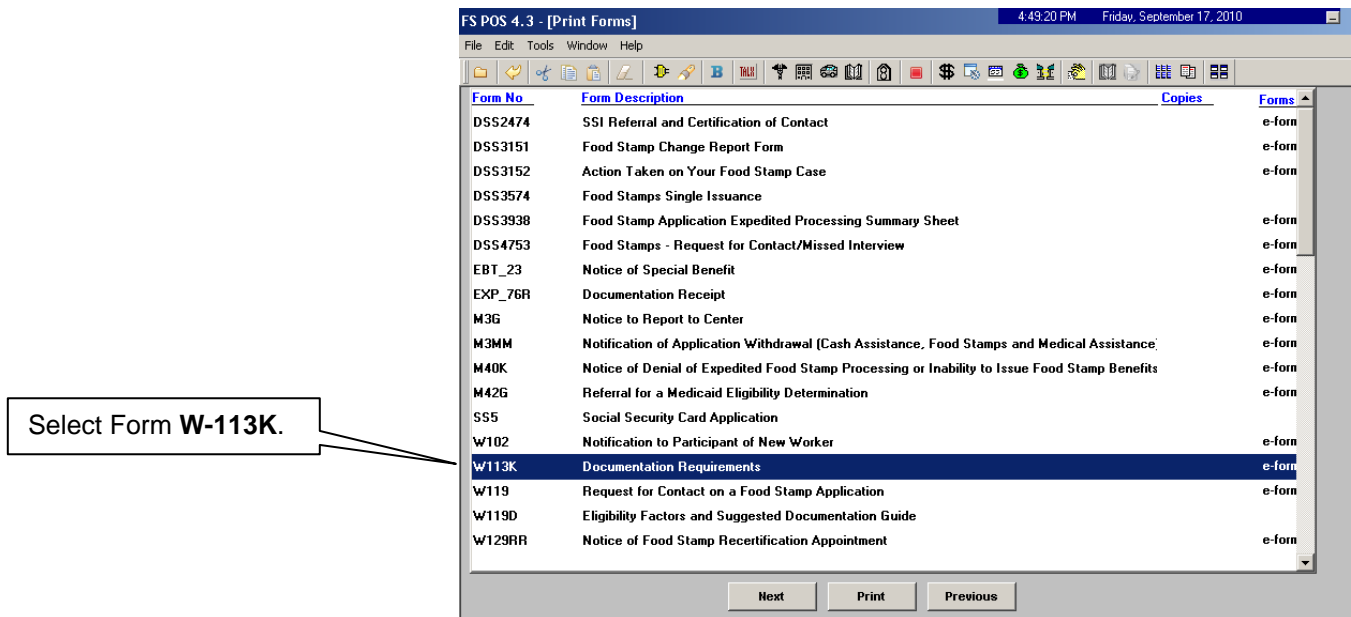
Deferral Approved

Upon notification by the Supervisor of the approved deferral, the Worker must mail the **W-113K** and **W-119D** forms including a postage-paid return envelope to the participant and ensure that he/she is aware of the missing documentation and/or signature requirements

Supervisory Review

Once the case is sent from the Worker to the Supervisor for review, an **Approve SNAP Recertification Deferral** activity will appear in the selected Supervisor's queue. The Supervisor must select the **Approve SNAP Recertification Deferral** activity and click the **Start** button;

Select **Approve SNAP Recert Deferral** activity.

Click **Start**
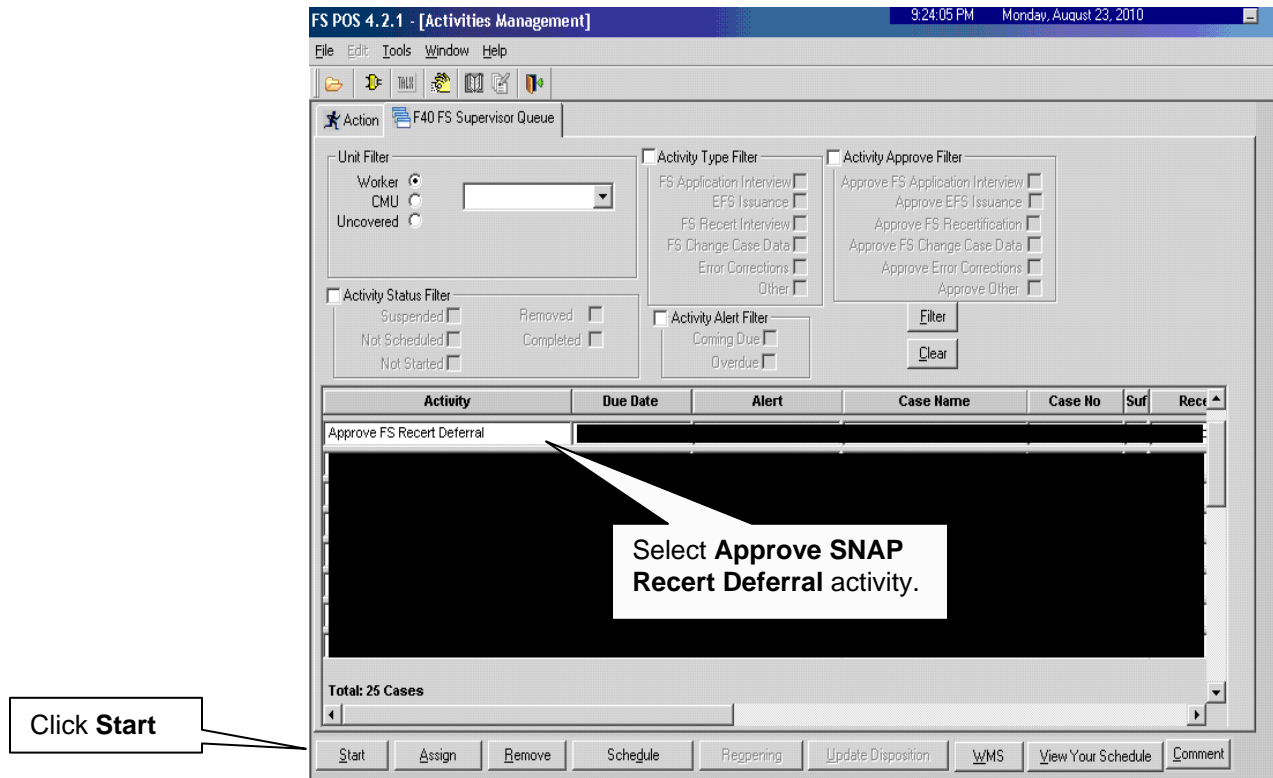
- The **Household Screen** will appear. The Supervisor must click **Next** to open the **Form W-113K Preview Window**;

Click **Next**.
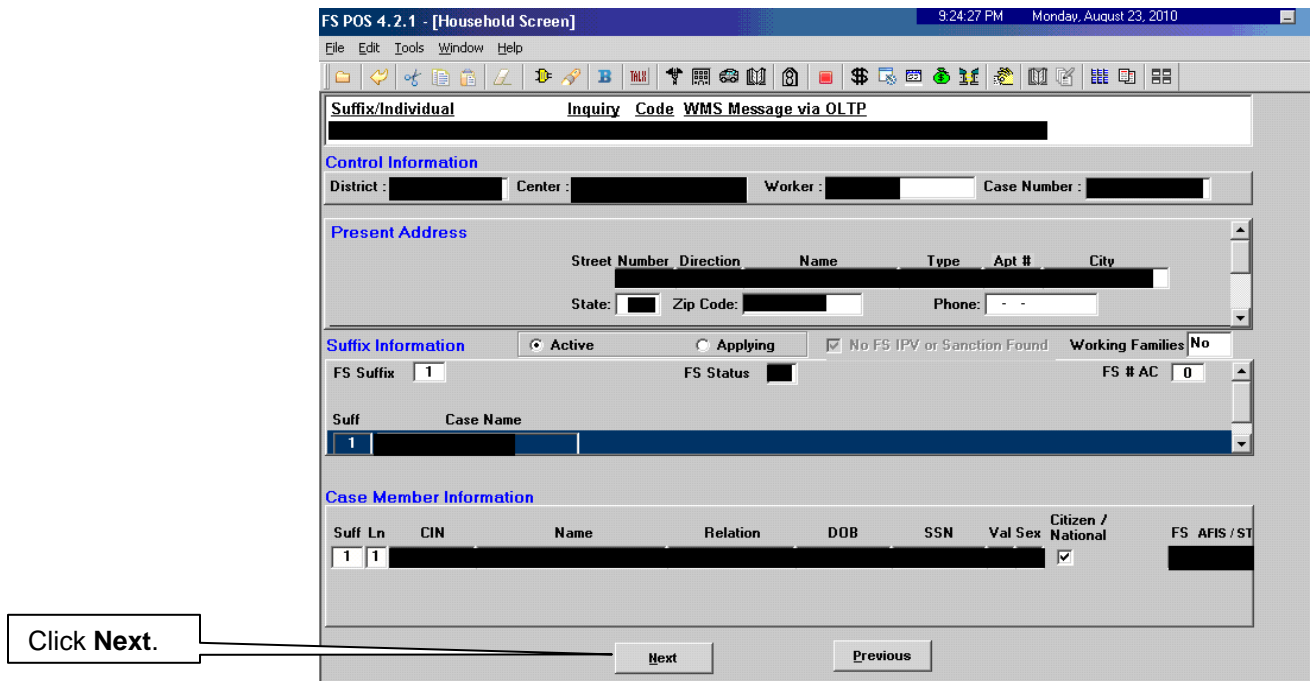
- In the **Form W-113K Preview Window**, the Supervisor must view the printed deferral form(s);

Click **View** to retrieve the form.
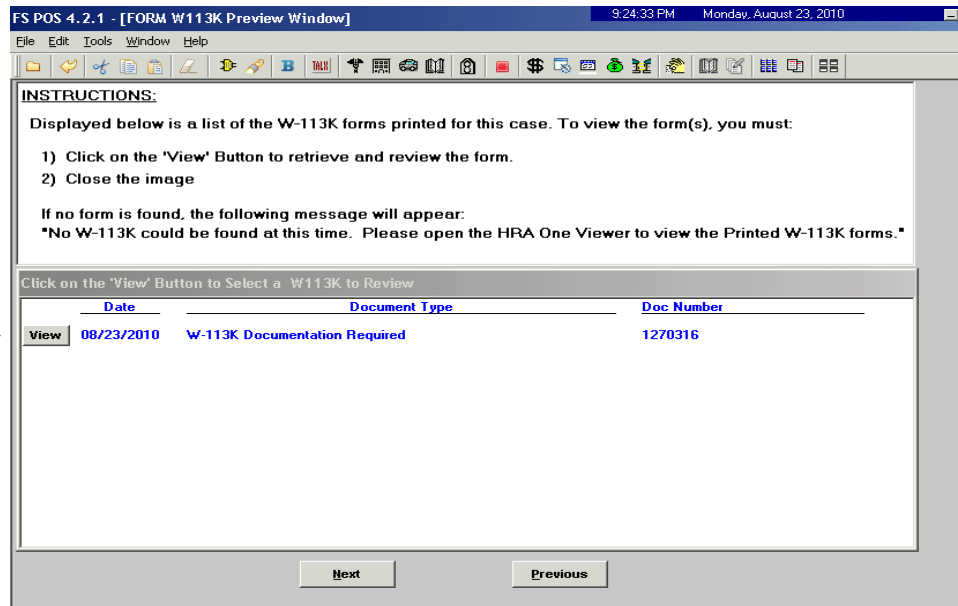
- The Supervisor must review the detailed eligibility factors. Check the **Approval** box for each satisfactory eligibility factor. Enter comments for each disapproved eligibility factor.

Supervisory Review – Deferral Not Approved

If the deferral is disapproved for any reason, it must be returned back to the Worker for follow-up. The reason(s) for the supervisor deferral disapproval will determine the next action(s) to be taken by the Worker.

- To disapprove a deferral, the Supervisor must click the **Refer Back to Worker** button;

If the deferral is disapproved, the Supervisor will select the **Refer Back to Worker** button.
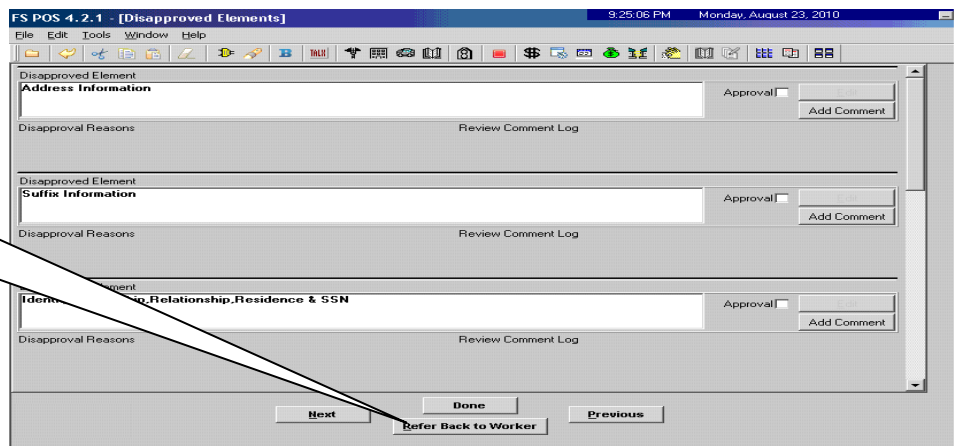
- The **Refer to Worker** window will appear. The Supervisor must select the Worker and click **OK**;

Select the ES/Worker.

The **SNAP Recertification Interview** activity in the Worker's queue will be updated with a description of "SNAP Recertification Interview – Returned Deferral". (See screen shot on page 26.)

Supervisory Review - Disapproved Deferral Corrected and Returned

Disapproved Deferral Corrected and Re-submitted.

If a previously disapproved deferral was corrected by the Worker and re-submitted for review, the Supervisor must make a new determination on the deferral. To determine if the re-sent deferral is ready to be approved, the Supervisor must review each previously disapproved element;

- if the deferred item is correct, click the **Approval** button;

If a previously disapproved element is now approved, click **Approval** for that item.

If all previously disapproved elements are now approved, click **Done**.

- If all previously disapproved elements are now approved, the Supervisor must click the **Done** button.

Deferral Approved

Only telephone interviewed cases are moved to the MPU Recertification Deferral Change queue.

If after the Supervisor has completed the review of the case deferral and has clicked the **Done** button, and all elements of the deferral have been approved, the case will be moved to the **MPU Recertification Deferral** queue to await submission of the requested documentation.

In-center cases are moved to the MPU Deferral Recertification Home queue.
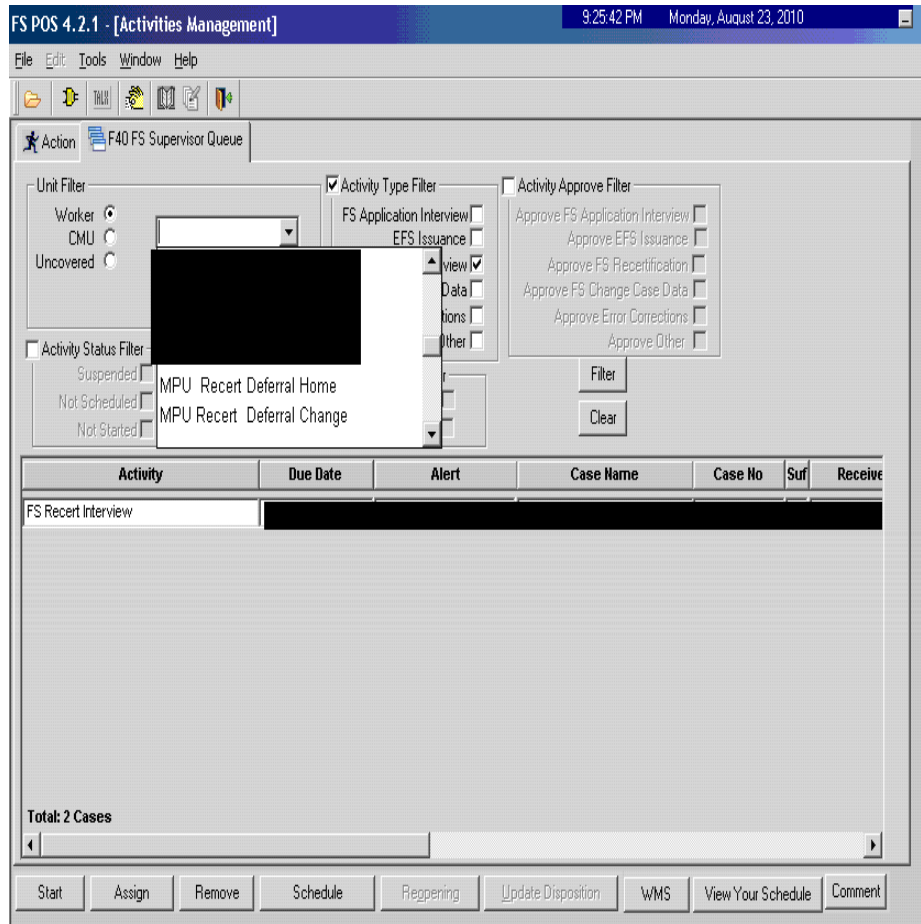
The Supervisor must verbally instruct the Worker to mail the **W-113K** and **W-119D** including a postage-paid return envelope to the participant and ensure that he/she is aware of the missing documentation and/or signature requirements.

Processing Documentation Returns

When the missing documentation and/or signature is received, the TIPS or Home Center staff must scan and index the documentation submitted into the case record via the **Document Intake** activity. POS will add a **Forwarded Document** activity to the Mail Processing Unit (MPU) TIPS Supervisor's **MPU Recertification** queue and highlight the **Recertification Interview** activity with a **Document** alert for the document received.

Activities Management
window

Alert to the MPU Supervisor that documentation and/or signature was received
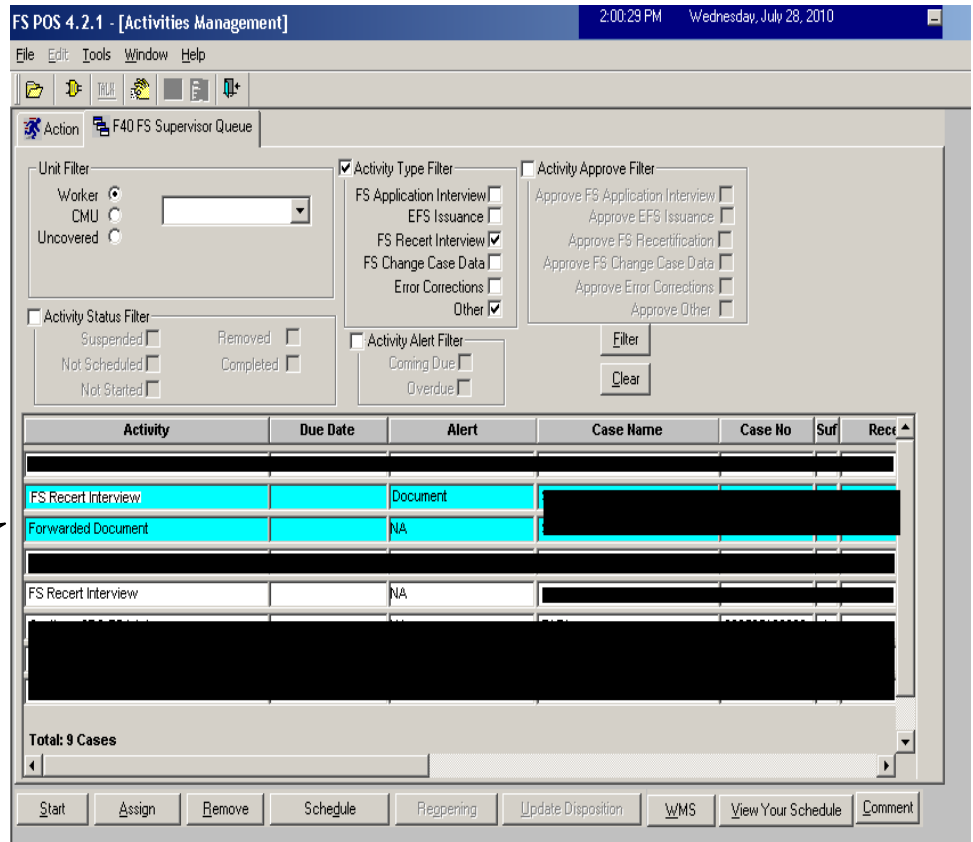
The TIPS Control Supervisor must monitor the **MPU Recertification Deferral Change** queue and assign the **Recertification Interview** activity with a **Forwarded Document** alert to a MPU TIPS Worker.

The MPU TIPS Worker must confirm that the requested documentation was received and then complete the recertification process.

Telephone Recertification Approvals

For completed recertification cases, the Supervisor must review the **Approve SNAP 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 in the HRA One Viewer to ensure that information was accurately recorded in POS as well as other pertinent documents in the HRA One Viewer, and that Form **LDSS-4826** has the required signature on page 5.

The Supervisor must approve the recertification using the **Approve SNAP Recertification** activity and transmit the approval to WMS in order to complete the processing of the telephone recertification interview.

Failure to Keep Appointment/Failure to Comply with Recertification

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

- Households that did not submit a signed and completed **LDSS-4826** will receive the Reminder Notice **Z96**.
- Households that submitted a signed and completed **LDSS-4826** will receive the Missed Appointment Notice **Z99**.

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.

Failure to Keep the Telephone Recertification Appointment

TIPS Control Clerk

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

Failed to Keep Appointment

- Could not be successfully contacted by telephone, or
- Never returned a signed and completed **LDSS-4826** form.

For each case, the Clerk must first confirm that an interview was not started or that an interview was not conducted on paper (outside of POS) by reconciling the log. For confirmed cases, the TIPS Control Clerk executes the following actions:

Z96 Reminder Notice generated

No **LDSS-4826** Submitted (to be completed by Home Center staff):

- For those cases that never returned a signed and completed **LDSS-4826** form, mark the case as **Failed to Keep Appointment** in POS (cases not successfully contacted by telephone are automatically marked **Failed to Keep Appointment** by 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 search data.

Select filter criteria.

Cases meeting filter criteria appear here.
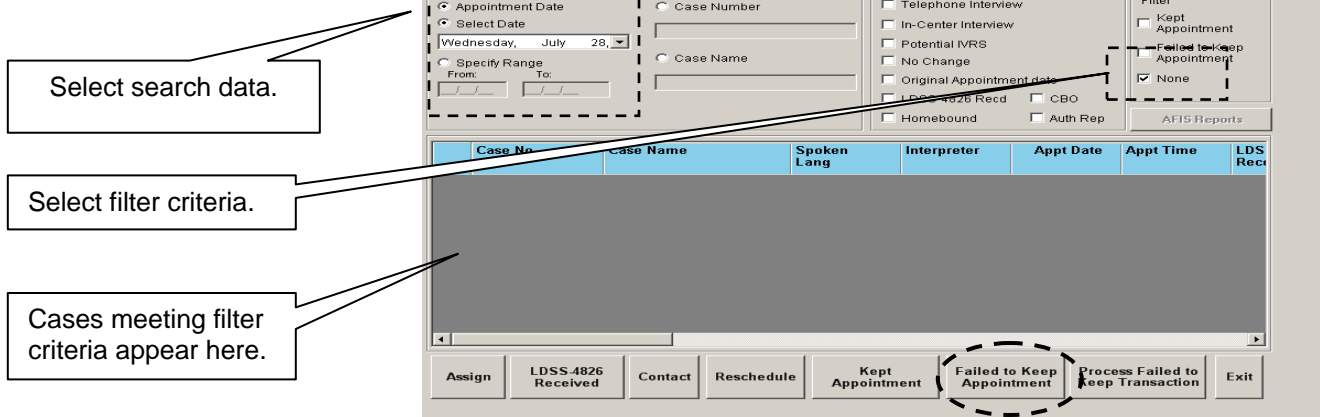
*Completed **LDSS-4826** Submitted:*

Z99 Missed Appointment Notice generated

- For those cases that have a returned, signed, and completed **LDSS-4826** form (cases not successfully contacted by telephone), and are marked as **Failed to Keep Appointment** in the Recertification Log within five days of the appointment date, MIS will mail the **LDSS-4753** on the business day after the appointment is marked as failed to keep.
- If the case is marked as failed to keep more than five days after the appointment date, the TIPS staff must prepare and mail the **LDSS-4753** notice.

- For each case that was marked as failed to keep more than 5 days after the appointment date, access WMS to obtain the date of the next recertification as follows:

  - Access **POS**;
  - The **Activities Management** window appears. Click the **Action** tab;
  - Select the **SNAP Change Case Data** option;
  - The **Household Screen** appears. Click the **WMS Inquiry** icon on the tool bar.

WMS Inquiry icon

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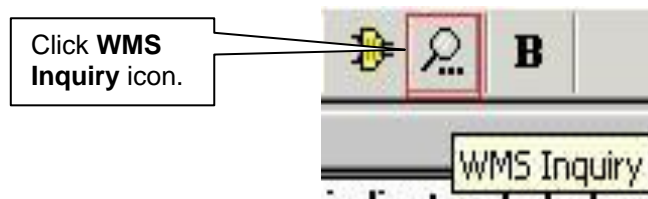
  - The **Inquiry Screens** window appears. Select the **1. Case Composition - Suffix/Individual Summary** option on the **Case** tab;

Inquiry Screens window

Select option **1**.
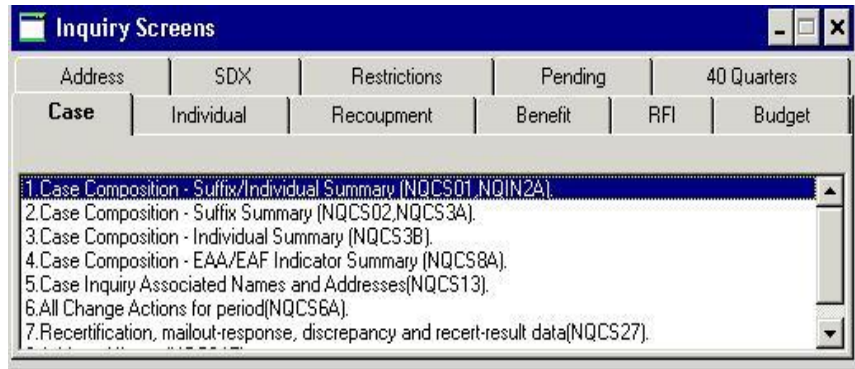
- Click the **X** button to close the **Inquiry Screens** window, and then WMS shows the date for next recertification on **Case Composition - Suffix/Individual Summary** screen;

Case Composition – Suffix/Individual Summary screen / WMS

Date Next Recertification
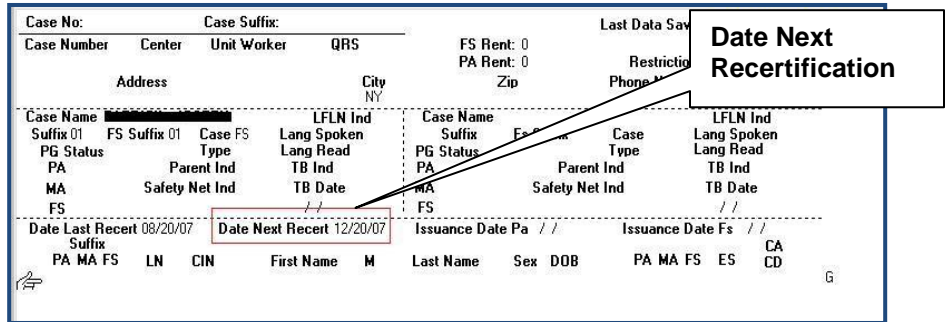
- Click the **Next** button.

Form Data Entry window

MIS will mail the LDSS-4753 if the appointment is marked as failed to keep within 5 days of the appointment date.

The **LDSS-4753** is only required to be sent by the TIPS staff to individuals who file an NCA SNAP application/recertification form (**LDSS-4826**) if the case was marked as failed more than 5 days after the appointment date.

See PD #11-01-ELI for information on the **LDSS-4753**

Click **Yes** to the **LDSS-4753** option if **LDSS-4826** was submitted.
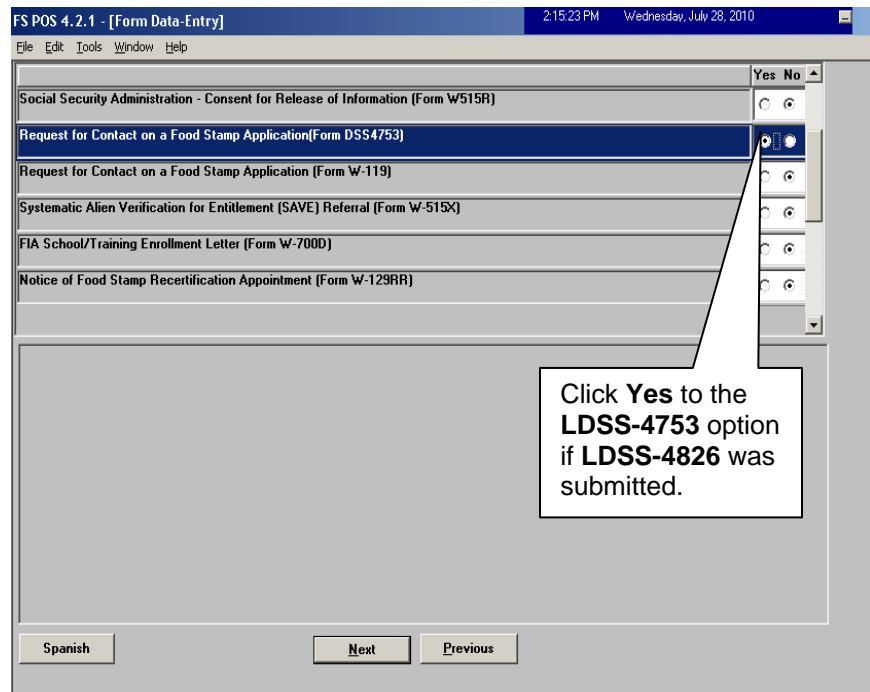
Response to Question window

Complete the **Missed Interview-Recertification** section.

Print Forms window

Select the **DSS4753** form.

Supervisory Role

The Control Home Center Supervisor will process the closing of cases for participants who failed to keep their recertification interview. The **Y10** closing will be pending until the last day of the month following the date of the originally scheduled recertification interview:

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

Recertification Interview Log window

Failed to Keep Recertification Interview Log window

Post Closing to WMS – SNAP 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;

  - 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 Closings to WMS** button;

Click **Prior Month** option.

Select case.

| Failed To Keep Recert. Log |
| Center ID : F40 |

File   Retrieve   Print   Display

Search By

○ Prior Month   ○ Case Number

○ Date Range

From   To   ○ Last name of case head or payee

< Previous   Total Failed To Keep Appointments :   0   Page : 0 / 0   Next >

| Post closing to WMS | Assign | Reschedule | Kept Appointment | Hold closing | Exit |
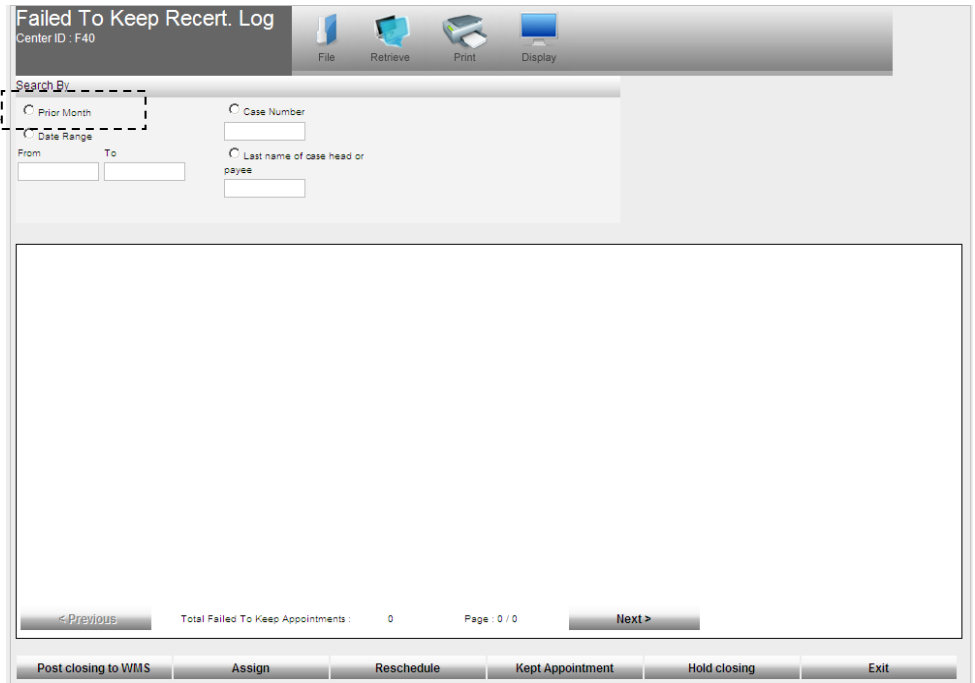
If the **Post Closings to WMS** button is clicked, the **Post Closing to WMS – SNAP Recertification Interview Log** window appears. If the **Yes** button is clicked, a transaction with closing code **Y10** (Failure to Recertify [No Notice Required]) will be posted to WMS for the case. POS will prevent 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.

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

Post Closing to WMS - FS Recertification Interview Log   ✕

These cases will be closed for failing to keep the interview. Would you like to continue?

Yes   No
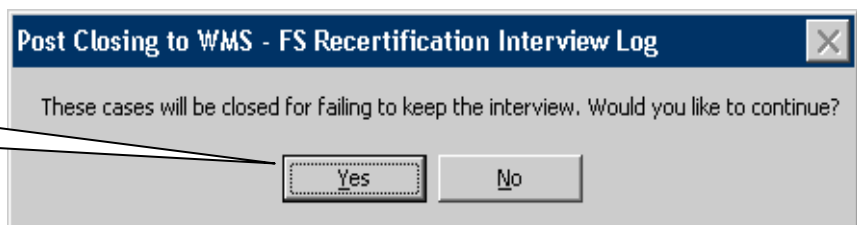
FTK a Deferral
Appointment

Failure to Keep (FTK) a Deferred Appointment to Submit Missing Documentation and/or Signature

TIPS Control Supervisory
Review and Assignment

Beginning on the first business day following the 25th calendar day of the month, the TIPS 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 Recertification Deferral Change** queue.

The TIPS Control Supervisor must review the case activity to confirm that the documentation and/or signature requested was not received. This is done 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 One Viewer 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 a signature have not been submitted, the TIPS Control Supervisor must:

- Indicate the missing document(s) and/or signature in the **Case Comments** section by selecting the pended **SNAP Recertification Interview** activity from the **MPU Recertification Deferral Change** queue and click the **Comment** button.
- Assign the activity to a TIPS Control Worker for a case closing by clicking the **Assign** button.

Activities Management
Window

**MPU Recertification
Deferral Change** Queue

Click **Assign** once
missing documents
and/or signature is
indicated in **Case
Comments** window.

Click to enter
comments.
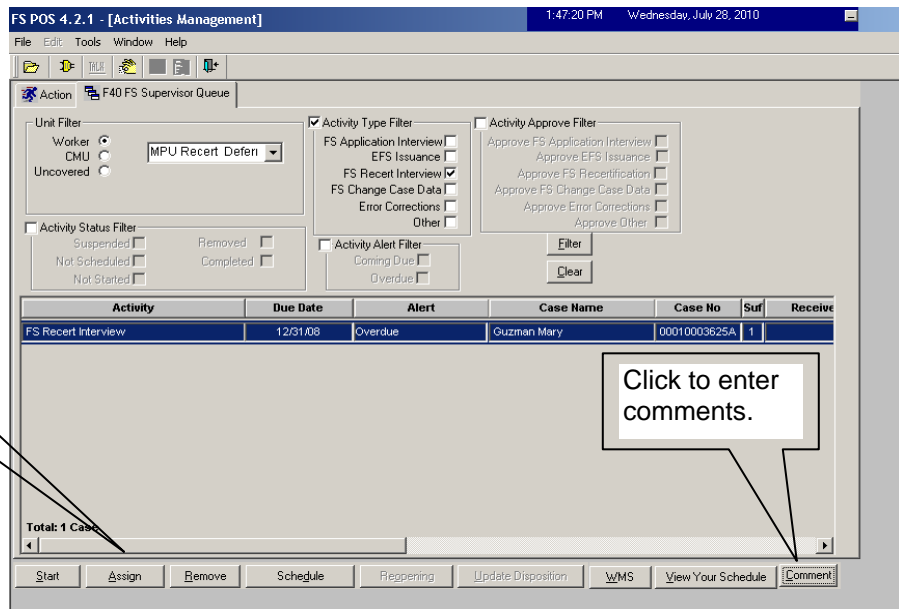
Indicate missing documents and/or signature.

TIPS Control Worker Case Processing

To process the case closing, the TIPS Control Worker must:

- Review the case comments to determine the missing documentation and/or signature requirement, as indicated by the Supervisor;
- Generate a Client Notices System (CNS) notice using SNAP Closing Code **V21** (Failure to Provide Verification);
- Indicate the missing documentation and/or signature requirement on the **Verification Selection Entry Screen** in CNS;
- Retain the CNS Supervisory Review printout containing the CNS notice number;
- Enter the CNS notice number into POS;
- Give the CNS Supervisory Review printout to the Supervisor when routing the case closing activity for approval;
- Select the **picklist** and choose the **TAD** option in POS. The **TAD** window will appear.
- Execute the following actions in the **TAD** window:

  - Enter the CNS notice number in the **Notice #** field include the alpha and <u>do not</u> cut and paste the number from CNS;
  - 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

Select **CLOSED-Compliance**

Enter the CNS Notice number (include the alpha and <u>do not</u> cut and paste the number from CNS into POS).

Select **V-21 Failure to Provide Verification**

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

Click **Yes** to 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;

Click **Complete Activity**

- Select the 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.

- Submit the CNS Supervisory Review printout to the Supervisor.

Upon receipt of the approval of the case closing activity, the TIPS Control 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.

PROGRAM IMPLICATIONS

Medical Assistance (MA) Implications

There are no MA implications.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Proficient (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #11-33-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 SNAP Center and requests a conference, the Receptionist must alert the Center Director'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 Director's designee. In Model Offices, the Receptionist at Main Reception will refer the applicant/participant to NCA General who will then issue a SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA SNAP Reception area. The NCA SNAP Receptionist will alert the Center Director once the applicant/participant is called to the NCA SNAP Reception desk.

The Center Director'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 Director's designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

The Center Director'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 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.

REFERENCES

01 ADM 8
GIS 08 TA/DC018
18NYCRR 387.7(i)
18NYCRR 387.17 (f)(3)

RELATED ITEMS

PD #09-43-SYS
PD #10-36-OPE
PD #11-01-ELI
PD #11-11-EMP
PB #12-45-SYS
PB #13-06-OPE
PB #13-66-OPE
PB #13-42-SYS

ATTACHMENTS

⌨ Please use Print on Demand to obtain copies of forms.

BRC-901D	Food Stamp Telephone Recertification (Rev. 11/14/08)
BRC-901D (S)	Food stamp Telephone Recertification (Spanish) (Rev. 11/14/08)
W-706B	Supplemental Nutrition Assistance Program (SNAP) Pending Applications Control (Rev. 8/21/12)
W-901F	Incomplete Supplemental Nutrition Assistance Program (SNAP) Recertification Form (Rev. 8/23/12)
W-901F (S)	Incomplete Supplemental Nutrition Assistance Program (SNAP) Recertification Form (Spanish) (Rev. 8/23/12)
W-908F	Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (Rev. 1/31/13)
W-908F (S)	Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (Spanish) (Rev. 1/31/13)

■ **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

NYC

Michael R. Bloomberg
Mayor

Human Resources Administration
Department of
Social Services

Robert Doar
Commissioner

FOOD STAMP TELEPHONE RECERTIFICATION

NYC Human Resources Administration
Department of Social Services

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).

TELEPHONE RECERTIFICATION: EASY, FAST, CONVENIENT

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

■ **MÁS FÁCIL:**
ya no tiene que tomar autobus-
es 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

NYC

Michael R. Bloomberg
Alcalde

**Administración de Recursos
Humanos**
Departmento de
Servicios Sociales

Robert Doar
Comisionado

PREGUNTAS & RESPUESTAS

RECERTIFICACIÓN POR TELÉFONO PARA CUPONES PARA ALIMENTOS

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

¿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 al 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

Form W-706B
Rev. 8/21/12

NYC **Human Resources Administration** | Family Independence Administration
Department of Social Services

Supplemental Nutrition Assistance Program (SNAP)
Pending Applications Control

"A" Group Number: _____

Group/Section: _____   Card Number: _____

NOTE: As of August 29, 2012, any reference to the Food Stamp Program in this notice shall mean the Supplemental Nutrition Assistance Program (SNAP), and any reference to Food Stamps shall mean SNAP benefits.

Date SNAP Appl. Filed	25th Day	Case Name	Case Number	Worker's Name	Interview	30th Day	SNAP Action Control							Mail/Fax		
							Expe-dited	Single Issue	Deferred	Accept	Reject	Appl. Returned No Signature	RFI Only	Date Rec'd	Due Date	Decision Comments

NYC | **Human Resources Administration** Department of Social Services | Family Independence Administration

Date: _____

Case Number: _____

Case Name: _____

NCA SNAP Center: _____

Incomplete Supplemental Nutrition Assistance Program (SNAP) Recertification Form

NOTE: As of August 29, 2012, any reference to the Food Stamp Program in this notice shall mean the Supplemental Nutrition Assistance Program (SNAP), and any reference to Food Stamps shall mean SNAP benefits.

On _____, you returned your recertification application and documents to conduct a telephone recertification interview. In order to accept and process your SNAP 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.

NYC Human Resources Administration | Family Independence
Department of | Administration
Social Services

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Centro de SNAP de Asistencia No en
Efectivo: _____

Formulario Incompleto para Recertificación del Programa de Asistencia de Nutrición Suplementaria (SNAP)

NOTA: A partir del 29 de agosto, toda referencia al Programa de Cupones para Alimentos en este aviso se denominará el Programa de Asistencia de Nutrición Suplementaria (SNAP), y toda referencia a Cupones para Alimentos se denominará beneficios de SNAP.

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 SNAP 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.

NYC **Human Resources Administration** Department of Social Services | Family Independence Administration

Date: _____

Case Number: _____

Participant Name: _____

Center: _____

Notice of Rescheduled
Supplemental Nutrition Assistance Program (SNAP)
Telephone Recertification Interview

As you requested, we have rescheduled a telephone recertification interview for you on the date and within the timeframe listed below. We have also listed the telephone number that we will contact you at.
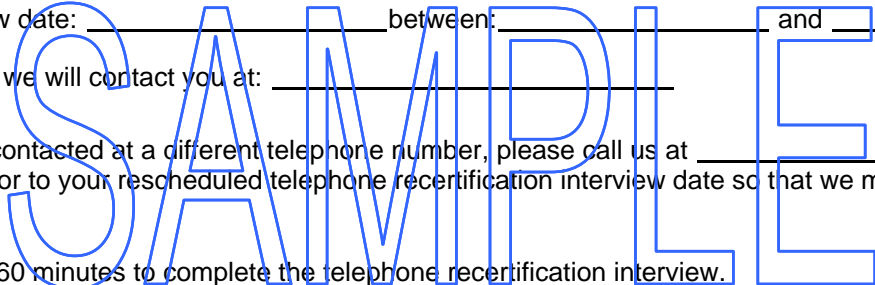
Telephone interview date: _____ between: _____ and _____

Telephone number we will contact you at: _____

If you prefer to be contacted at a different telephone number, please call us at _____ at least one day prior to your rescheduled telephone recertification interview date so that we may update our records.

Please allow up to 60 minutes to complete the telephone recertification interview.

Once you have completed your telephone recertification interview and you have been informed that you have been recertified, there is **NO** need for you to come in person to the SNAP Center.

NYC **Human Resources Administration** Department of Social Services | Family Independence Administration

Fecha: _____

Número del Caso: _____

Nombre del Participante: _____

Centro: _____

Aviso de Nueva Entrevista de Recertificación Telefónica
del Programa de Asistencia de Nutrición Suplementaria (SNAP)

A petición suya, hemos reprogramado una entrevista telefónica de recertificación para usted en la fecha y las horas a continuación. Además, hemos listado el número de teléfono al cual nos comunicaremos con usted.

Fecha de la entrevista telefónica: _____ entre _____ y: _____

Número de teléfono al cual nos comunicaremos con usted: _____ .

Si usted prefiere que se le llame a un número de teléfono distinto, favor de llamarnos al _____ por lo menos un día antes de la fecha de su entrevista telefónica reprogramada de certificación para que nosotros podamos actualizar nuestros expedientes.

Favor de calcular 60 minutos para llevar a cabo la entrevista por teléfono de recertificación.

Una vez que usted haya llevado a cabo la entrevista de recertificación y se le haya informado que ha sido recertificado(a), **NO** tiene que presentarse en persona al Centro del SNAP.