



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #13-29-ELI (This Policy Directive Replaces PD #11-01-ELI)

### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) REQUEST FOR CONTACT/MISSED INTERVIEW (LDSS-4753)

<b>Date:</b> November 27, 2013	<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 Supplemental Nutrition Assistance Program (NCA SNAP) Center staff. They are informational for all others.

#### REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised to describe changes in the processing of case actions in the Paperless Office System (POS) regarding the:

- Completion and processing of the Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**) form for Cash Assistance (CA)/SNAP and NCA SNAP cases.
- Updating of the POS **Application Log** and **Recertification Log** in NCA SNAP Centers.
- NCA SNAP case registration filing dates of applicants ineligible for CA only.
- Recording of the appointment status via the Agile Communication Environment (ACE) system.
- Updating the SNAP POS **FTK SNAP Application Interview** activity.
- Code **N10** (Failure To Keep/Complete Eligibility Appointment) processing in the **Failed to Keep SNAP Application Interview** Activity.
- **SNAP Settle in Conference** Activity and the stopping of the reject (**RJ**) action.
- **Failed to Keep Recertification Interview Log** and **Y10** (Failure to Recertify) closings.

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

- Clarification on the usage of Closing codes **F10** (Failed To Keep Appointment For Eligibility Interview), **N10** and **Y10**.
- **SNAP Settle in Conference** and the **SNAP Recertification Interview** activities concerning **Y10** closing's clocking down.

This policy directive has also been revised to inform staff that:

- Participants, if found eligible, must be provided benefits for the entire month when they comply with a deferral (within ten (10) days) that extends beyond the end of a recertification period.
- JOS/Workers must manually complete and mail form **LDSS-4753** when POS is down.

The Paperless Office System (POS) Instructions for Processing Missed Application Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers (**Attachment A**) has been revised to include the updated information and screen examples.

**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/SNAP or NCA SNAP application/recertification forms.

CA/SNAP applicants must complete an application eligibility interview within seven calendar days of their application filing date. NCA SNAP applicants must complete an application 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 eligibility interview appointment be sent to all SNAP applicants/participants who have filed a:

- CA/SNAP NYS Application For: Temporary Assistance (TA) -Medical Assistance (MA) - Medicare Saving Program (MSP) - Supplemental Nutrition Assistance Program Benefits (SNAP) Services (S) (**LDSS-2921**);
- NYS Recertification Form For: Temporary Assistance (TA) - Medical Assistance (MA) - Medicare Saving Program (MSP) - Supplemental Nutrition Assistance Program Benefits (SNAP) - Services (S) (**LDSS-3174**); or
- Supplemental Nutrition Assistance Program (SNAP) Application/ Recertification (**LDSS-4826**).

Form **LDSS-4753** sent to CA/SNAP and NCA SNAP Applicants/ Participants for missed interviews

CA/SNAP and NCA SNAP applicants and participants are responsible for contacting the Center to reschedule a missed interview. This responsibility is also reinforced by the **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 (within 30 days of the application file date or by the last day of the recertification period) may result in the denial/closing of a CA/SNAP or NCA SNAP case.

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

Form **LDSS-4753** is sent to CA/SNAP and NCA/SNAP Participants in a Request For Contact During Recertification Periods

Request for Contact

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

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

**BACKGROUND**

**Job Centers**

CA/SNAP Applications

CA/SNAP 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/SNAP applicants who travel to the Job Center in-person (unless they cannot or do not want to stay to complete the process). The date that the CA/SNAP application is received by the Job 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/SNAP applications by mail or fax are given specific appointment dates and times for the application eligibility interviews. Applicants are responsible for contacting the Job Center to reschedule if they are unable to keep their appointments.

They are also responsible for providing information and documentation requested by the Job Center that are necessary to make an eligibility determination.

CA/SNAP Recertification

CA/SNAP participants who are able to travel to the Job Center must submit form [LDSS-3174](#) at the time of their in-person interview. CA/SNAP 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/SNAP participants are responsible for contacting the Job Center to reschedule if they are unable to keep their interview appointments.

They are also responsible for providing any information or documentation requested by the Job Center during their CA/SNAP recertification period(s).

**NCA SNAP Centers**NCA SNAP Applications and Recertifications

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

For example: An individual files a form **LDSS-4826** application in person on October 1st but is not able to be interviewed for SNAP eligibility that day. On October 1<sup>st</sup>, the applicant must leave the NCA SNAP 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 SNAP recertification period. NCA SNAP participants are responsible for contacting their SNAP Center and providing any information and/or documentation requested during a SNAP interview or any time during the SNAP certification period.

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

**REQUIRED  
ACTION****LDSS-4753** for Missed CA/SNAP and NCA SNAP Application/  
Recertification Appointments

Form **LDSS-4753** notifies applicants/participants who miss/fail to keep their scheduled application/recertification interviews of their responsibility to contact the Job Center or NCA SNAP Center and reschedule the appointment.

See [PB #10-100-SYS](#) for information on the submission of online SNAP applications.

The form contains the telephone number that applicants/participants must call in order to reschedule the application eligibility or recertification interview appointments.

CA/SNAP and NCA SNAP applicants/participants who respond to form **LDSS-4753** in a timely manner must be given a new appointment date. For CA/SNAP and NCA SNAP Centers, the rescheduled dates must adhere to the following timeframes:

- for application appointments, the rescheduled date must not go 30 days beyond the application file date.
- for recertification appointments, the rescheduled date must not go beyond the last day of the recertification month.

**Request for Contact after Missed Interviews - Application/Recertification Submitted**

Job Centers

When an individual who has filed a **LDSS-2921/LDSS-3174** fails to keep his/her application or recertification interview, the JOS/Worker must send him/her form **LDSS-4753**. Form **LDSS-4753** must be sent by the close of business on the day following the missed interview.

NCA SNAP Centers

New

When an individual who has filed a **LDSS-4826** (NCA SNAP) application/recertification form fails to keep his/her application or recertification interview, the SNAP Worker must update the appointment status in the **Application Log** or **Recertification Log** in SNAP POS on the day following the missed interview.

Revised

SNAP POS will electronically transmit form **LDSS-4753** to Management Information Systems (MIS) Mail Distribution on the next business day and send the applicant/ participant a **LDSS-4753** form for the missed interview.

New

Failed to Note  
Application Log

If the NCA SNAP Center does not annotate the failed to keep in the **Application Log** within five (5) days of the missed application interview, the Control Clerk must prepare the **LDSS-4753** to send to the applicant. The form will be printed and mailed by the Control Unit Supervisor.

New

Failed to Note  
Recertification Log

If the NCA SNAP Center does not annotate the failed to keep in the **Recertification Log** within five (5) days of the missed recertification interview and the participant submitted the signed application/recertification form (**LDSS-4826** or **LDSS-2921**), the Clerk must access the **SNAP Change Case Data** activity to generate the **LDSS-4753** for the applicant/participant.

### **Processing Missed Application Eligibility Interviews in Job Centers**

Missed Application  
eligibility interviews at  
the Job Center

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

JOS/Workers must reject the CA portion of the case on the POS TAD using WMS rejection code **F10** (Failed to keep appointment for eligibility interview). They must reject the SNAP portion of the case using WMS rejection code **N10**.

WMS rejection code **N10** allows the SNAP portion of the case to remain in **AP** status for 30 days since SNAP eligibility interviews must occur within 30 days of the application file date.

The JOS/Worker must access CNS and enter **F10** and **N10** in the case reasons section for CA and SNAP, 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 SNAP denial notices. The CA denial notice will be mailed to the applicant's home on the following day. The SNAP denial notice will only be sent to the applicant's home if he/she does not contact the Job Center and complete an eligibility interview within 30 days from the initial SNAP filing date.

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 SNAP portion of the case in **RJ** status (on the 31st day).

### Applicant Contacts the Job Center

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

- register the case under a new case number using the original SNAP filing date. The applicant will then have two cases in **AP** status (the initial case with the pending SNAP portion clocking down for **RJ** and the new CA/SNAP case with the original SNAP filing date).
- cancel the pending action (transaction cancellation) to stop the 30-day clock-down.
- process a new case action using WMS code **Y99** to reject the SNAP portion of the original application by the following day. This transaction will ensure that only the new CA/SNAP 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 SNAP, his/her SNAP 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/SNAP application has not been registered with the original SNAP filing date, it must be withdrawn and re-registered.

### Example:

Mary Jones is homebound and mails her CA/SNAP 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 Supplemental Nutrition Assistance Program (E-SNAP) benefits and deemed ineligible for E-SNAP. 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 must:

- send her form **LDSS-4753** on March 9;
- initiate 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 SNAP portion) in WMS;

Applicant contacts the Job Center after missed Eligibility interview

- if Ms. Jones contacts the Job Center and completes her CA/SNAP eligibility interview by April 2;
  - register the case under a new case number using March 3 as the SNAP filing date;
  - cancel the pending action to stop the 30-day clock down;
  - process a new action using code **Y99** to reject the SNAP portion of the original CA/SNAP application by the following day; and enter a comment in POS to explain that code **Y99** has been used to close the initial SNAP case because the case was placed in **AP** status under a new case number.

Revised

Applicant contacts Job Center Processed for SNAP only

If an applicant contacts the Job Center within 30 days and decides that he/she would like to be processed for SNAP only or is ineligible for CA on a CA/SNAP case, the JOS/Worker must:

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

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

**Processing Missed Recertification Interviews in the Job Center**

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

Missed recertification interviews at the Job Center

All CA/SNAP 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. JOS/Workers must send form **LDSS-4753** by the close of business on the day following the missed interview to individuals who file the **LDSS-3174** and fail to keep their recertification interview appointment.

Refer to [PB #13-85-OPE](#) Revised Temporary Home Visit Needed/ Homebound (HVN/HB) Status Request Process.

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 must be provided a recertification kit that contains the **LDSS-3174** at the home visit.



**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.

The **LDSS-3174** is to be completed by the CA/SNAP participant and submitted to the JOS/Worker, who after a home visit, will deliver it to the Center for processing.

If homebound participants are not at home for their scheduled recertification home visit, they must be sent form **LDSS-4753** before the close of business on the day following the missed interview.

JOS/Workers must enter WMS closing code **G10** (Failure to recertify on [date]) on the POS TAD to close the case of CA/SNAP participants who fail to keep their in-person recertification interview appointment. For homebound participants who are not at home on the date of their scheduled recertification interview appointment, WMS closing code **G20** (Failure to recertify—home visit) is entered on the POS TAD to close the case.

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 SNAP benefits until the end of his/her recertification period. Supervisors must ensure that the appropriate WMS closing codes are used.

The case of a CA/SNAP participant who missed his/her recertification interview will remain active if he/she contacts the Job Center and completes the recertification interview before the end of his/her recertification period and is still found eligible for CA/SNAP benefits. If the participant returns to the Job 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 interviews in Job Centers.

### **Processing Missed Application Eligibility Interviews (In-person and by Telephone) in NCA SNAP Centers**

Revised

Missed  
eligibility interviews

[LDSS-2921](#) may also  
be used to apply for  
SNAP only.

New

Refer to [PD #13-20-ELI](#)  
Revision to SNAP  
Telephone Initiative.

New

The NCA SNAP Worker must update the POS **Application Log** on the day following the missed interview for individuals who file NCA SNAP applications (**LDSS-4826**) by mail, fax, online, through an authorized representative, or in-person and fail to keep their application eligibility interview appointment.

Transmission of form **LDSS-4753** to MIS Mail Distribution is done electronically by POS on the next business day. MIS mails form **LDSS-4753** to the applicant.

**Note:** For application interviews by telephone, after two (2) unsuccessful contacts is recorded by the ACE system interfaced with SNAP POS, ACE will automatically update the appointment status in SNAP POS to “Failed to Keep”.

The Supervisor in the Control Unit must assign the SNAP POS **FTK SNAP Application Interview** activity to the Control Clerk via the **Failed to Keep Application Interview** window in the **Failed to Keep Application Interview Log** for processing of the rejection action.

The Control Clerk must complete the **FTK SNAP Application Interview** activity, 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 SNAP POS Turn-Around Document (TAD).

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

Once completed, the POS TAD must be approved then transmitted to the Welfare Management System (WMS) by the Control Unit Supervisor.

Closing Code **N10**

Code **N10** will allow NCA SNAP cases to remain in application (**AP**) status for 30 days from the initial application filing date.

New

Refer to [PB #13-60-SYS](#) SNAP POS  
Release Notes Version  
7.2.

Code **N10** must be used in the SNAP POS **Failed to Keep SNAP Application Interview** Activity. If the Worker is not in the **Failed to Keep SNAP Application Interview** Activity, SNAP POS will display the error message, “*Rejection Code N10 can only be used in the FTK SNAP Application Interview activity*”. The Worker must exit the current activity and access the **FTK SNAP Application Interview** Activity to process the rejection.

If the Worker double-clicks on the message, the following information will appear:

*“Rejection Code N10 (Failed to Keep SNAP Application Interview) can only be used in the FTK SNAP Application Interview activity. Please exit the current activity and access the FTK SNAP Application Interview to process the rejection.”*

If the applicant does not contact the NCA SNAP 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.

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.

Revised

If the applicant contacts the NCA SNAP Center and completes an eligibility interview by the 30th calendar day following the day of application, the NCA SNAP Worker must access the **SNAP Settle in Conference** activity in POS to transmit a transaction to stop the reject (**RJ**) action and no notice will be sent.

Refer to **Attachment A** for complete POS instructions on processing missed eligibility interview appointments in NCA SNAP Centers.

### **Instructions for Processing Missed In-person Recertification Interviews in NCA SNAP Centers**

The **LDSS-4826** is sent to NCA SNAP participants as part of the recertification packet approximately two weeks before the scheduled interview. NCA SNAP 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 SNAP Center. NCA SNAP participants recertify for benefits via telephone unless they request an in-person interview.

Revised  
 Missed in-person  
 recertification interviews

The NCA SNAP Worker must update the **Recertification Log** with an appointment status of “Failed to Keep” by the close of business on the day following the missed interview for NCA SNAP participants who file the **LDSS-4826**, but fail to complete the telephone interview or attend their in-person recertification interview. Transmission of form **LDSS-4753** to MIS Mail Distribution is done by POS on the next business day. MIS mails form **LDSS-4753** to the participant.

**Note:** For recertification interviews by telephone, the ACE Contact window automatically updates the appointment status to “Failed to Keep” after two (2) unsuccessful contacts.

Those participants 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**(Failure to Recertify).

New  
 Closing Code **Y10**  
 (Failure to Recertify)

Closing code **Y10** is no longer an immediate closing code and will clock down until the final day of the recertification period. **Y10** must be entered in the last month of the recertification period.

Refer to [PD #12-07-SYS](#) Revision to the WMS Software Release Version 2012.1.

The **Failed to Keep Recertification Interview Log** in SNAP POS was updated to allow the Supervisor to transmit **Y10** closings beginning on the first day of the final month of the recertification period. If code **Y10** is entered prior to the last month of the recertification period WMS will display the error message, “*Y10 not in Last Month Auth Period*”. If the last day of the SNAP Authorization Period is a holiday or a Sunday, the WMS closing will process on the next business day but still reflect the last day of the period.

**Note:** NCA SNAP participants have until the last business day of the recertification period to recertify and may not be closed for failure to interview until the recertification 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.

New  
 See [PB #12-15-SYS](#) SNAP POS Release Notes Version 6.1.

If the participant keeps the recertification interview while the **Y10** closing is clocking down, the Worker must use the **SNAP Settle in Conference** activity to cancel the closing transaction and start the **SNAP Recertification Interview** activity.

New

**W-113K** 10-Day  
Deferrals Extended  
Beyond Recertification  
Period

Refer to the SNAP  
Source Book.

Instructions on the  
processing of deferrals  
which extend beyond  
the recertification period  
will be published under  
separate cover.

Participants who keep the recertification interview (less than 10 days to the end of the recertification period) and complies within ten (10) days with a Documentation Requirements/Assessment Follow-Up form (**W-113K**) deferral that extends beyond the end of the recertification period, if deemed eligible for continued SNAP benefits, must be provided a full month's benefit (beginning from the day following the end of the recertification period [first day of new certification period]). This benefit must be provided within five (5) business days after the participant supplies the missing documentation. The **SNAP Recertification Interview** activity must be completed to process the case after the recertification period. Complete instructions on the processing of deferrals which extend beyond the recertification period will be published under separate cover.

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

### **Request for Information between Recertifications by NCA SNAP Centers**

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

**Note:** For Job Centers, JOS/Workers must send CA/SNAP participants form **M3g** to request missing information/documents between recertifications.

## **PROGRAM IMPLICATIONS**

Paperless Office  
System (POS)  
Implications

Revised

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

Supplemental Nutrition Assistance Program Implications      Households not eligible for CA may require a separate SNAP determination in accordance with current procedure.

Medicaid Implications      There are no Medicaid implications.

**LIMITED ENGLISH-PROFICIENT (LEP) AND HEARING-IMPAIRED IMPLICATIONS**

For Limited English Proficient (LEP) and hearing-impaired applicants/participants, staff must make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-OPE](#).

**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  
Supplemental  
Nutrition Assistance  
Program Centers

If an applicant/participant comes to the Supplemental Nutrition Assistance Program 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 SNAP 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 SNAP 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

[Supplemental Nutrition Assistance Program Source Book \(SNAPSB\)](#),  
 section 4, page 31-32  
 SNAPSB, section 6, pages 138-140

**RELATED ITEMS**

<p><a href="#">PB #10-100-SYS</a>  <a href="#">PB #12-15-SYS</a>  <a href="#">PB #13-60-SYS</a>  <a href="#">PB #13-85-OPE</a>   <a href="#">PD #12-07-SYS</a>  <a href="#">PD #13-20-ELI</a></p>	<p>Online Food Stamp Applications                  SNAP POS Release Notes Version 6.1                  SNAP POS Release Notes Version 7.2                  Revised Temporary Home Visit Needed/                  Homebound (HVN/HB) Status Request Process                  Revision to WMS Software Release Version 2012.1                  Revision to SNAP Telephone Recertification                  Initiative</p>
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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

<p><b>Attachment A</b></p>	<p>Paperless Office System (POS) Instructions for Processing Missed Application Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Supplemental Nutrition Assistance Program Centers</p>
<p><b>Attachment B</b></p>	<p>Paperless Office System (POS) Instructions for Processing Missed Application Eligibility and Recertification Interview Appointments in Job Centers</p>
<p><b>LDSS-4753</b></p>	<p>Supplemental Nutrition Assistance Program - Request For Contact/Missed Interview (Rev. 8/12)</p>
<p><b>LDSS-4753 (S)</b></p>	<p>Supplemental Nutrition Assistance Program - Request For Contact/Missed Interview (Spanish) (Rev. 8/12)</p>



## Attachment A

# Paperless Office System (POS) Instructions for Processing Missed Application Eligibility and In-person Recertification Interview Appointments in Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers

### POS Instructions for Processing Missed Application Eligibility Interview Appointments in NCA SNAP Centers

In order to process a missed application interview where the Supplemental Nutrition Assistance Program (SNAP) Application/ Recertification (**LDSS-4826**) form has been submitted, the Supervisor in the Control Unit must assign the SNAP POS **Failed To Keep SNAP 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 SNAP Application Interview Log window

Failed To Keep Interview Log  
Center ID : F40

Search By  
 Appointment Date  
 Yesterday  
 Past 14 Days  
 Date Range  
From:  To:

Case Number  
10010037850E  
 Last name of case head or payee

Center	Intake Date	Case Number	Case Name	Appt Date	Appt Time	Appt Status	CBO	Tel. Intv	Assigned To	Case Status	Orig Date
<input checked="" type="checkbox"/>	F40	08/14/2013		08/16/2013	08:00 AM	FAILED TO KEEP	No	No		APPLYING	08/16/2013

Total Failed To Keep Appointments : 1 Page : 1 of 1

Assign Rejection Assign Interview Reschedule Kept Appointment Hold Rejection Exit

Click  
**Assign  
Rejection**

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**.

# Attachment A

## Referral window

Click to select the Clerk's name.

Click OK.

The dialog box is titled "Assign Rejection Window" and has a subtitle "Failed To Keep Interview Log" and "Center ID : F40". It contains fields for "Case Number", "Case Name", "Casehead", "Casehead Name", "Center", and "Search Name". Below these is a "Refer Case To" section with a table containing a row for "SNAP CA". At the bottom, there is a text area for "Enter comments, if any" and two buttons: "OK" and "Cancel".

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

## Failed To Keep SNAP Application Interview window

Click to select the appropriate SNAP FTK Application Interview.

Click the **Start** button.

The window shows a menu bar (File, Edit, Tools, Window, Help) and a toolbar with icons. Below is a section for filters: "Unit Filter" (Worker, CMU, Uncovered), "Activity Type Filter" (Application Interview, ESNAP Issuance, Recert Interview, Change Case Data, Error Corrections, Other), "Activity Status Filter" (Suspended, Not Scheduled, Not Started, Removed, Completed), and "Activity Alert Filter" (Coming Due, Overdue). There are also "Activity Approve Filter" options. A table below displays a single row: "FTK SNAP Application Interview" with "Due Date", "Alert", "Case Name", "Case No", and "Surf Center" columns. At the bottom, there is a "Total: 1 Case" label and a row of buttons: Start, Assign, Remove, Schedule, Reopening, Update Disposition, WMS, View Your Schedule, Comment.

## 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

SNAP POS will preset the Turn-Around Document (TAD) with rejection code **N10** (Failure to Keep/Complete Eligibility Appointment) in the activity window to deny NCA SNAP cases in which the applicant failed to keep his/her application 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 application eligibility interview. This code allows the NCA SNAP 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.

New

MIS mails the Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**) form when the SNAP POS **Application Log** is updated within 5 days of the missed interview. If the status is not updated to 'failed to keep' within the 5 days, 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.

**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'/'No' buttons. The 'Request For Contact/ Missed Interview (LDSS-4753 Food Stamp)' row is highlighted in blue, and its 'Yes' button is circled. A callout box points to this button with the text 'Click the Yes button'. Another callout box points to the 'Next' button at the bottom of the window with the text 'Click Next.'.

	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"/>

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.

Response to Question window showing the **MISSED INTERVIEW - APPLICATION** check box selected and the **Scheduled Date** field filled with 10/22/2008. The **OK** button is circled, indicating it should be clicked.

Click **OK**.

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.

Close window showing the **Complete Activity** button circled, indicating it should be clicked.

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

## Attachment A

### Approval Assignment window

Click to Select a NCA SNAP Supervisor.

The **Approve FTK SNAP 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 SNAP Application Interview window

Select the appropriate interview to approve.

Click **Start**.

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

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

## Attachment A

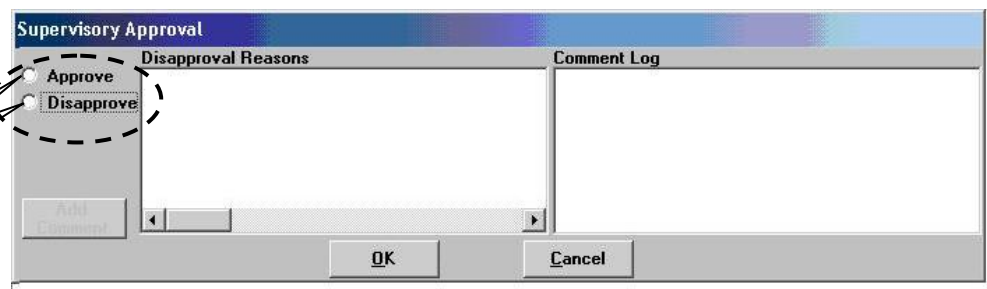
The Supervisor must click on **Window** (in the top left corner of the screen) and select **Approval** to view the **Supervisory Approval** window.



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.



### New

MIS mails form **LDSS-4753** when the SNAP POS **Application Log** is updated within 5 days of the missed interview. If the appointment status was not updated to "Failed to Keep" within the 5 day timeframe, the Supervisor must select form **LDSS-4753** from the **Print Forms** window and click the **Print** button. The Supervisor must then click **Next** and manually mail the **LDSS-4753** to the applicant.

## Attachment A

### 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		
<del>DSS3988</del>	<del>Food Stamp Application Expedited Processing Summary Sheet</del>		<del>e-form</del>
<b>DSS4753</b>	<b>Food Stamps - Request for Contact/Missed Interview</b>		<b>e-form</b>
EBT_23	Notice of Special Benefit		
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		
	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**.

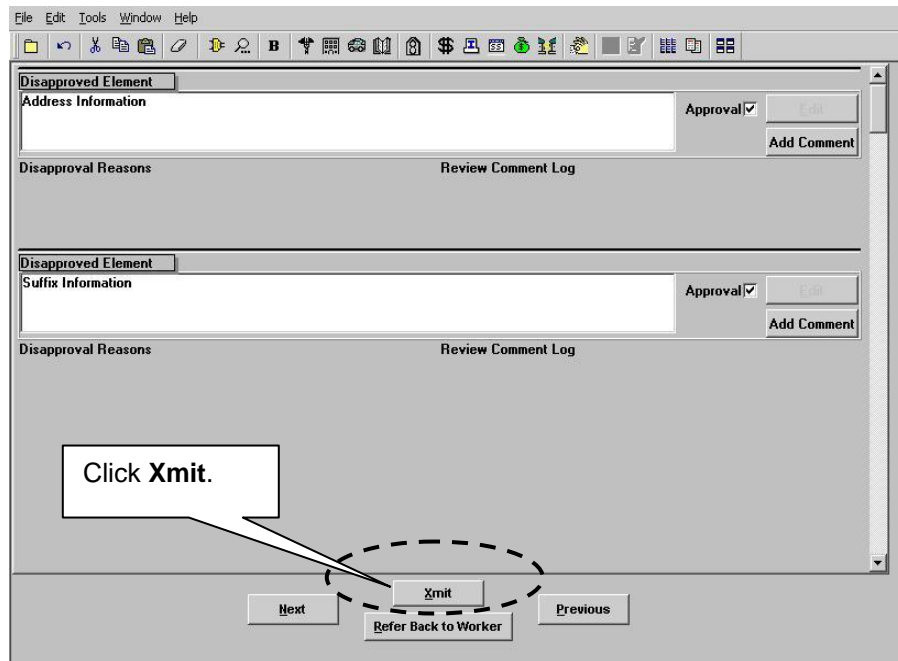
Disapproved Element	Approval	Action
Address Information	<input checked="" type="checkbox"/>	Edit
Disapproval Reasons		Review Comment Log
Add Comment		
Suffix Information	<input checked="" type="checkbox"/>	Edit
Disapproval Reasons		Review Comment Log
Add Comment		

Next Xmit Previous Refer Back to Worker

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.

## Attachment A

### Approval Elements window



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

On a daily basis, the Control Clerk must process the cases of individuals who failed to keep their in-person recertification interview appointments scheduled for the previous business day including cases in which the participant never submitted a signed and completed SNAP 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.

No LDSS-4826  
Submitted

SNAP participants who never submitted a signed and completed SNAP 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**.



## Attachment A

### Recertification Interview Log window

The screenshot shows the 'Recertification Interview Log' window for Center ID: F40. It features a search section with options for 'Appointment Date' (selected), 'Case Number', and 'Date Range'. The 'Appointment Date' is set to 08/09/2013. There are also 'Application Type Filter' and 'Appointment Status Filter' sections. The 'Appointment Status Filter' includes options for 'Kept Appointment', 'Failed to Keep Appointment', and 'None'. A 'Quick View' button is present. Below the filters is a table with columns: RA Type, Center ID, Case Number, Case Name, Spoken Lang., Interpreter, Appt. Date, Appt. Time, LDSS-4826 Received, and Appt. Status. The table content is redacted with a black box. At the bottom, there is a navigation bar with buttons: Assign, LDSS-4826 Received, Reschedule, Contact, Kept Appointment, Failed To Keep (circled in red), and Process Failed to Keep. A 'Page 1 / 10' indicator is also visible.

Search by Appointment Date or Specify Range.

The cases are listed here.

Click None.

Click Failed to Keep Appointment for each case on the list.

### LDSS-4826 Submitted

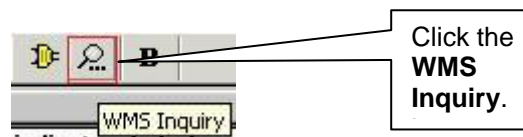
### Revised

For those cases that have returned a signed and completed **LDSS-4826** form, MIS will mail the **LDSS-4753** to those cases marked as **Failed to Keep Appointment** (in the SNAP POS **Recertification Log**) within five days of the appointment date. The **LDSS-4753** is mailed on the first business day following the day the case is marked as “failed to keep”.

If the case is marked as “failed to keep” more than five days after the appointment date, the clerk must prepare and mail the **LDSS-4753** notice 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. The **Inquiry Screens** window appears.

### WMS Inquiry icon



- select the **1. Case Composition - Suffix/Individual Summary** option on the **Case** tab;

## Attachment A

### Inquiry Screens window

Select option 1.

- minimize the **Inquiry Screens** window to view the data on the **Case Composition – Suffix/Individual Summary** screen
- annotate the **Date Next Recert** on the **FTK** printout for use on Form **LDSS-4753**.

### Case Composition – Suffix/Individual Summary screen

Annotate the Date Next Recert.

- click the **X** button to close the **Inquiry Screens** window and the **WMS Case Composition – Suffix/Individual Summary** screen and then click **Next**.
- access the **Changes to SNAP Case** window, select the **Prepare Forms** option, and click the **Next** button. The **Form Data Entry** window will then appear.
- 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

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

If the case is marked as “failed to keep” more than 5 days after the appointment date, the clerk must prepare and mail the **LDSS-4753** notice.

Click Next.

Click Yes.

## Attachment A

The **Response to Question** window will then appear.

- 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 SNAP 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 SNAP benefits will be discontinued is 12/31/08). After completing the screen, click the **OK** button.

### Response to Question window

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

- highlight the **LDSS4753** in the **Form No** column, click **Print**, then click **Next** from the **Print Forms** window.
- place the **LDSS-4753** in the appropriate Supervisor’s basket for mailing.

### 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
DSS393B	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>
EFT_22	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
W115	Eligibility Status and Suggested Documentation Guide		e-form
W129RR	Notice of Food Stamp Recertification Appointment		e-form

## Attachment A

NCA SNAP participants who do not respond to form **LDSS-4753** by the last calendar day of the month following the month of the missed recertification will have their cases closed using WMS closing code **Y10** (Failure to Recertify).

New

**Note:** The **Y10** closing must be entered in the last month of the certification period. Closing code **Y10** is no longer an immediate closing code and will clock down until the final day of the certification period.

To process a closing, the Supervisor must:

- first access the SNAP POS **Recertification Interview Log** window and click 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.

### Recertification Interview Log window

Recertification Interview Log  
Center ID : F40

Search By: Appointment Date (Selected Date: 08/09/2013), Case Number, Date Range (From: , To: ), Last Name of Casehead or Payee

Application Type Filter: Telephone Interview, In-Center Interview, Potential IVRS, No Change, Original Appointment Date, LDSS-4826 Received, Homebound, CBO, Auth. Rep.

Appointment Status Filter: Kept Appointment, Failed to Keep Appointment, None

RA Type	Center ID	Case Number	Case Name	Spoken Lang.	Interpreter A
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Navigation: Previous, Page: 1 / 10, Next

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

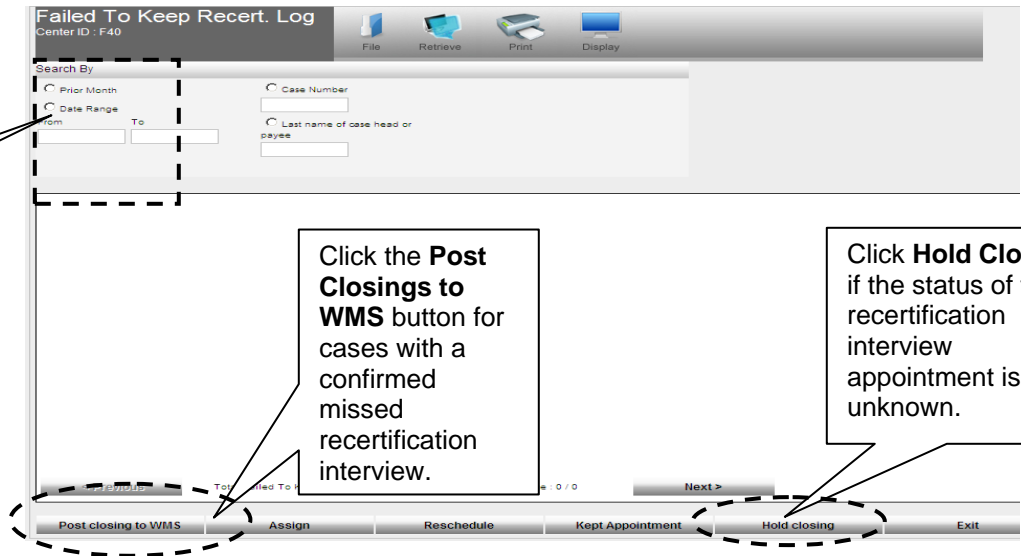
Callout: Click Process Failed to Keep Transaction.

- select the **Prior Month** option to display all cases of participants who failed to keep their scheduled recertification appointments in the previous month.
- select the case from the list and click the **Hold Closing** button if the status of the recertification interview is unknown and must be verified. 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.

## Attachment A

### Failed To Keep Recertification Interview Log window

Click **Prior Month**.



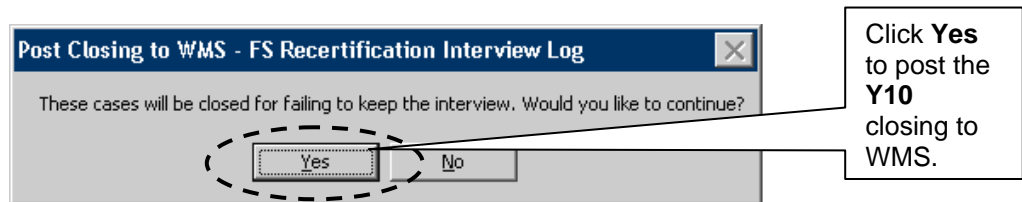
Click the **Post Closings to WMS** button for cases with a confirmed missed recertification interview.

Click **Hold Closing** if the status of the recertification interview appointment is unknown.

If the **Post Closings to WMS** button is clicked, the **Post Closings to WMS-SNAP Recertification Interview Log** window will appear.

- click **Yes** in that window to post the **Y10** closing transaction to WMS for the case.

### Post Closing to WMS-SNAP Recertification Interview Log window



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

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

## Attachment B

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

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

In order to process a missed application eligibility interview when an **LDSS-2921** was submitted to the 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 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

Case Name: [REDACTED] Case Number: [REDACTED] Suffix: 1

Scheduled Date: 10/23/2008 Scheduled Time: 10:00 AM

Did the applicant fail to return to complete the initial eligibility interview ?  Yes  No

Has the applicant made contact or attempted to reschedule the appointment ?  Yes  No

Comments:

[REDACTED]

Done Cancel

Select Yes.

Select No.

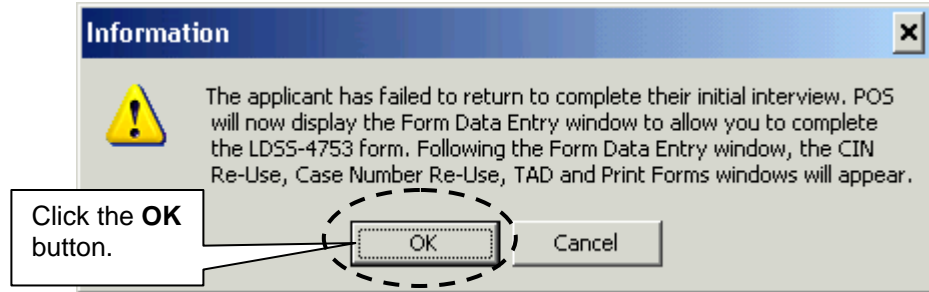
Answer the two questions above and click the Done button.

POS will display the **Information** window which allows the JOS/Worker to complete the Supplemental Nutrition Assistance Program - Request For Contact/Missed Interview (**LDSS-4753**) form.

**Note:** JOS/Workers are only required to send form **LDSS-4753** is only required for individuals who submitted a CA/SNAP **LDSS-2921** application form.

## Attachment B

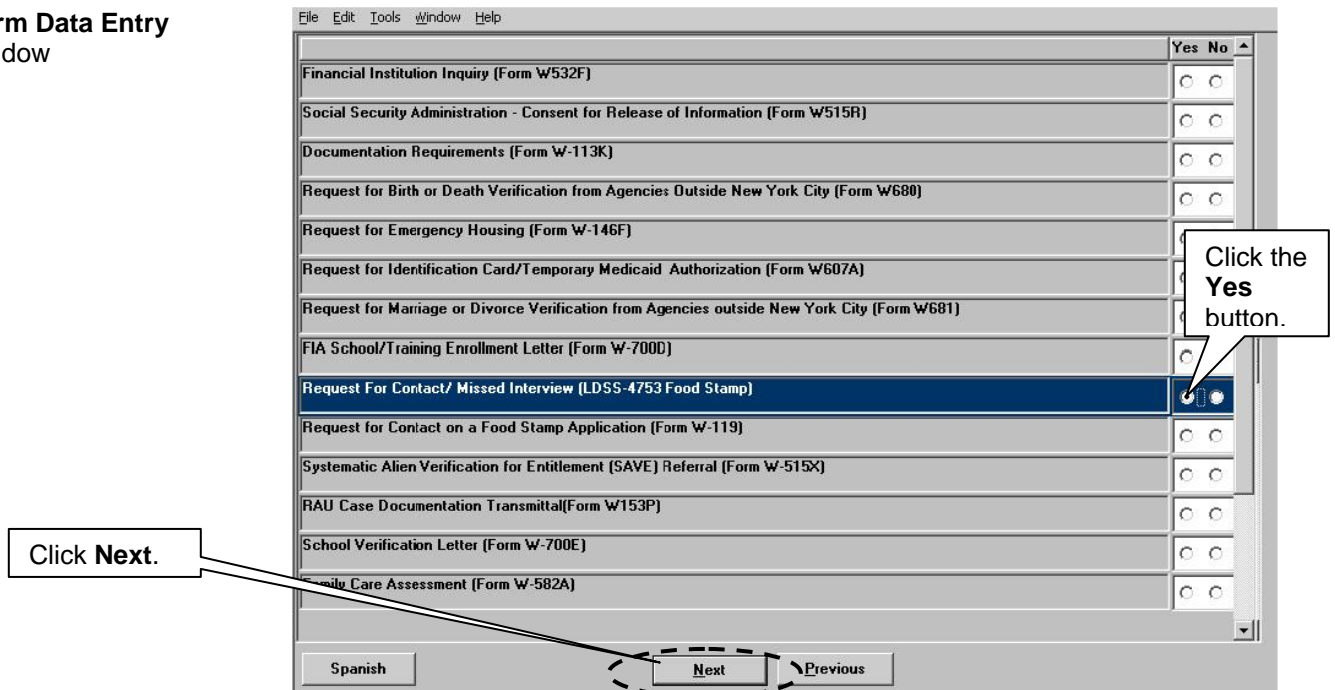
### Information window



The **Form Data Entry** window will open.

- click the **Yes** button next to form **LDSS-4753** to enable electronic data entry onto the form.
- click the **Next** button and the **Response to Question** window will appear.

### Form Data Entry window



- click the **MISSED INTERVIEW -APPLICATION** check box in the **Response to Question** window, enter the scheduled interview date, and click **OK**.

## Attachment B

### Response to Question window

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

Click **OK**.

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
- click **Print Forms** to access the **Print Forms** window. To print form **LDSS-4753**, 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>		e-form
EBT_23	Notice of Special Benefit		e-form
EXP_76R	Documentation Receipt		e-form
M3G	Notice to Report to Center		e-form
M3MM	Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance)		e-form
M40K	Notice of Denial of Expedited Food Stamp Processing or Inability to Issue Food Stamp Benefits		e-form
M42G	Referral for a Medicaid Eligibility Determination		e-form
SS5	Social Security Card Application		
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**.

- click the **Next** button, once the form is printed. The **Approval Elements** window will appear.
- click the **Next** button again. The **Close** window will appear.
- click the **Complete Activity** button on the **Close** window. The **Approval Assignment** window will then appear.
- select the appropriate **Supervisor** to send the case to and click **OK** in the **Approval Assignment** window.



## Attachment B

### Approval Assignment window

Click the appropriate Supervisor.

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.
- transmit the TAD to the Welfare Management System (WMS) using the **Xmit** button in the **Approval Elements** window.

### Supervisory Review

### Approval Elements window

**Note:** The CA portion of the case must be rejected using WMS rejection code **F10** (Failed to keep appointment for initial eligibility interview). The SNAP portion of the case is to be rejected using WMS rejection code **N10** (Failure to keep/complete eligibility appointment). WMS rejection code **N10** allows the SNAP 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/SNAP recertification appointment, the JOS/Worker must:

- access the **Recertification Interview** activity in his/her queue. The **FFR FTK** window will then appear.
- 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 question is not answered, an error message will be displayed indicating the incomplete entries.

FFR FTK window

The screenshot shows the FFR FTK window with the following details:

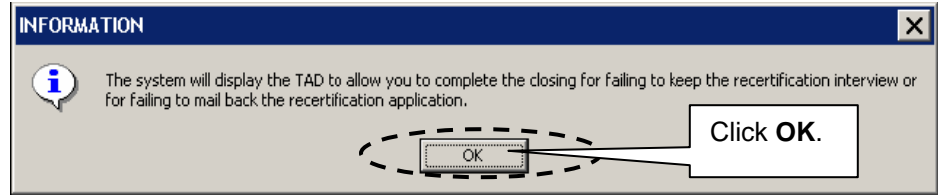
- Case Name:** PERKINS SAM
- Case Number:** 00007421939F
- Scheduled Date:** 5/15/2006 09:00:00
- Question 1:** "Is this a case where the client failed to keep the scheduled recertification interview or failed to mail back the recertification application (DSS-3174)?" with  Yes and  No. A callout bubble points to the Yes radio button with the text "Click Yes."
- Question 2:** "Has client made contact or attempted to re-schedule the re-certification appointment?" with  Yes and  No. A callout bubble points to the No radio button with the text "Click No."
- Comments:** A text box containing the entry: "Client failed to keep the scheduled recertification appointment on 05/15/2006 and failed to call make contact to re-schedule the appointment." A callout bubble points to this text with the text "Click Yes".
- Question 3:** "Is this the correct text for the case record entry?" with  Yes and  No.
- Done Button:** A button at the bottom right, circled with a dashed line, with a callout bubble pointing to it that says "Click Done."

The **Information** window will then appear

- 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



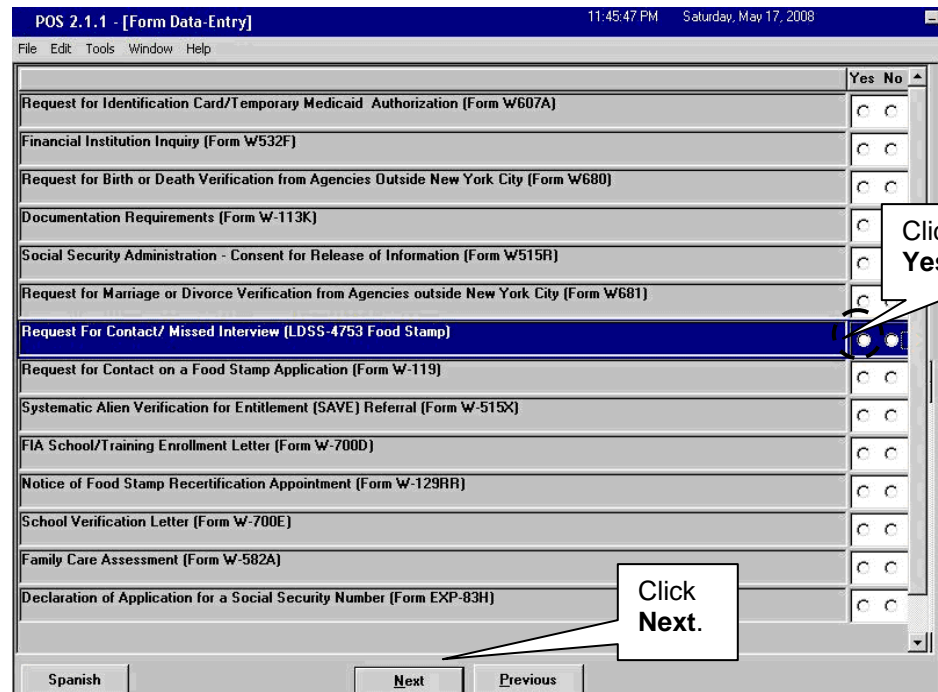
- click **Yes** on the **Success** message that appears after successfully running the business rules in the TAD window.
- click on the **Next** button until the **Print Forms** window appears.
- use the **Screen Picklist** to enable the **Prepare Forms** option from the **Action** window to enable access 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.

**Note:** JOS/Workers are only required to send form **LDSS-4753** to individuals who submitted an **LDSS-3174** recertification form.

### Revised

- click the **Next** button.

### Form Data Entry window



The **Response to Question** window will then appear.

## Attachment B

- click the **MISSED INTERVIEW -RECERTIFICATION** check box and enter the date the recertification interview was missed.
- click **OK** after completing the screen.

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

Click **OK**.

- use the **Screen Picklist** to access the **Print Forms** window.
- click **DSS4753** in the **Form No** column and click **Print**, and then click **Next**. Form **LDSS-4753** must be printed from the **Print Forms** window. The **Close** window will appear.
- click the **Complete Activity** button on the **Close** window. The **Approval Assignment** window will then appear.
- select the appropriate **Supervisor** and click **OK** to send the case to the Supervisor.
- place the printed **LDSS-4753** in the appropriate Supervisor's basket for mailing.

Approval Assignment window

Click the appropriate **Supervisor**.

Click **OK**.

## Supervisor's Approval

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.
- transmit the TAD to the WMS using the **Xmit** button in the

## Attachment B

### Approval Elements window

#### Approval Elements window.

The screenshot shows a software window titled "Approval Elements window." The window has a menu bar with "File", "Edit", "Tools", "Window", and "Help". Below the menu bar is a toolbar with various icons. The main content area is divided into two sections, each titled "Disapproved Element". The first section has a text input field for "Address Information" and a "Disapproval Reasons" section below it. The second section has a text input field for "Suffix Information" and a "Disapproval Reasons" section below it. Both sections have an "Approval" checkbox and an "Add Comment" button. At the bottom of the window, there are four buttons: "Next", "Xmit", "Previous", and "Refer Back to Worker". A callout box with a dashed line pointing to the "Xmit" button contains the text "Click Xmit."

**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 SNAP 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.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
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 _____ ----- OR Agency Conference _____  Record Access _____  Legal Assistance information _____		
CASE NAME (And C/O Name if Present) AND ADDRESS				
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 SNAP 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 SNAP benefits, we need the following:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SAMPLE

In order for us to make sure you can still get SNAP 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 SNAP benefits may be reduced or stopped.**

This decision is based on 18 NYCRR 387.17.

**2.  MISSED INTERVIEW - APPLICATION**

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

**You must be interviewed, or your SNAP 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 SNAP 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.

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
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 _____ ----- OR Agency Conference _____  Record Access _____  Legal Assistance information _____		
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OFFICE NO.	UNIT NO.	WORKER NO.	UNIT OR WORKER NAME	PHONE NO.

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SAMPLE

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

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

This decision is based on 18 NYCRR 387.7.

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**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)  
REQUEST FOR CONTACT/MISSED INTERVIEW**

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CASE NUMBER	CIN NUMBER	GENERAL PHONE NO. FOR QUESTIONS OR HELP _____ ----- OR Agency Conference _____  Record Access _____  Legal Assistance information _____		
CASE NAME (And C/O Name if Present) AND ADDRESS				
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 SNAP 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 SNAP benefits, we need the following:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SAMPLE

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**You must be interviewed, or your SNAP 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 SNAP 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.



**PROGRAMA DE ASISTENCIA NUTRICIONAL SUPLEMENTARIA (SNAP)  
PETICIÓN DE CONTACTO / FALTA DE PRESENTACIÓN A LA ENTREVISTA**

FECHA DE LA NOTIFICACIÓN:		NOMBRE Y DIRECCIÓN DE LA AGENCIA / CENTRO U OFICINA DEL DISTRITO		
NÚMERO DE CASO	NÚMERO DE CIN			
CASO A NOMBRE DE (y nombre de la persona a cargo, si está presente) Y DOMICILIO				
<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%; margin: auto;"></div> </div>		NO. DE TELÉFONO GENERAL PARA PREGUNTAS O AYUDA _____		
		Conferencia con la Agencia _____		
		Acceso a los Archivos _____		
		Información sobre Asistencia Legal _____		
Nº DE OFICINA	Nº DE UNIDAD	Nº DEL TRABAJADOR DE CASOS	NOMBRE DE LA UNIDAD O TRABAJADOR(A) DE CASOS	Nº DE TELÉFONO

Para que podamos tomar una decisión en cuanto a si usted puede recibir SNAP o continuar recibiendo SNAP, vea las casillas marcadas () a continuación:

**1.  PETICIÓN DE CONTACTO**

Recientemente recibimos información que indica que se ha dado un cambio en su grupo familiar. Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos lo siguiente:

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Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos que se comunique con nosotros para el \_\_\_\_\_ y nos suministre la documentación y datos citados anteriormente.

**Si no se comunica con nosotros para esa fecha, su subsidio SNAP se podrá reducir o suspender.**

Esta decisión se basa en 18 NYCRR 387.17.

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

Recientemente usted solicitó el subsidio SNAP. Para que podamos determinar si puede recibir el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o se le denegará el subsidio SNAP.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**3.  FALTA DE PRESENTACIÓN A LA ENTREVISTA – REVALIDACIÓN**

Recientemente le informamos que debe presentar una solicitud si desea continuar recibiendo el subsidio SNAP. Para que podamos determinar si puede continuar recibiendo el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o el subsidio SNAP se le suspenderá a partir del \_\_\_\_\_.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**NOTA:** usted tiene derecho a solicitar que no se lleve a cabo la entrevista de SNAP programada en una oficina debido a una dificultad extrema. Dificultad extrema podría ser, entre otras cosas: enfermedad, problemas de transporte, cuidado de un miembro del grupo familiar, residencia en zona rural, mal tiempo prolongado, o trabajo u horas de entrenamiento que le impidan asistir durante nuestro horario normal de atención.

**PROGRAMA DE ASISTENCIA NUTRICIONAL SUPLEMENTARIA (SNAP)  
PETICIÓN DE CONTACTO / FALTA DE PRESENTACIÓN A LA ENTREVISTA**

FECHA DE LA NOTIFICACIÓN:		NOMBRE Y DIRECCIÓN DE LA AGENCIA / CENTRO U OFICINA DEL DISTRITO		
NÚMERO DE CASO	NÚMERO DE CIN			
CASO A NOMBRE DE (y nombre de la persona a cargo, si está presente) Y DOMICILIO				
<div style="border: 1px solid black; width: 100%; height: 100%; margin: 0 auto;"></div>		NO. DE TELÉFONO GENERAL PARA PREGUNTAS O AYUDA _____		
		Conferencia con la Agencia _____		
		Acceso a los Archivos _____		
		Información sobre Asistencia Legal _____		
Nº DE OFICINA	Nº DE UNIDAD	Nº DEL TRABAJADOR DE CASOS	NOMBRE DE LA UNIDAD O TRABAJADOR(A) DE CASOS	Nº DE TELÉFONO

Para que podamos tomar una decisión en cuanto a si usted puede recibir SNAP o continuar recibiendo SNAP, vea las casillas marcadas (☑) a continuación:

**1.  PETICIÓN DE CONTACTO**

Recientemente recibimos información que indica que se ha dado un cambio en su grupo familiar. Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos lo siguiente:

SAMPLE

Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos que se comunique con nosotros para el \_\_\_\_\_ y nos suministre la documentación y datos citados anteriormente.

**Si no se comunica con nosotros para esa fecha, su subsidio SNAP se podrá reducir o suspender.**

Esta decisión se basa en 18 NYCRR 387.17.

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

Recientemente usted solicitó el subsidio SNAP. Para que podamos determinar si puede recibir el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o se le denegará el subsidio SNAP.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**3.  FALTA DE PRESENTACIÓN A LA ENTREVISTA – REVALIDACIÓN**

Recientemente le informamos que debe presentar una solicitud si desea continuar recibiendo el subsidio SNAP. Para que podamos determinar si puede continuar recibiendo el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o el subsidio SNAP se le suspenderá a partir del \_\_\_\_\_.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**NOTA:** usted tiene derecho a solicitar que no se lleve a cabo la entrevista de SNAP programada en una oficina debido a una dificultad extrema. Dificultad extrema podría ser, entre otras cosas: enfermedad, problemas de transporte, cuidado de un miembro del grupo familiar, residencia en zona rural, mal tiempo prolongado, o trabajo u horas de entrenamiento que le impidan asistir durante nuestro horario normal de atención.

**PROGRAMA DE ASISTENCIA NUTRICIONAL SUPLEMENTARIA (SNAP)  
PETICIÓN DE CONTACTO / FALTA DE PRESENTACIÓN A LA ENTREVISTA**

FECHA DE LA NOTIFICACIÓN:		NOMBRE Y DIRECCIÓN DE LA AGENCIA / CENTRO U OFICINA DEL DISTRITO		
NÚMERO DE CASO	NÚMERO DE CIN			
CASO A NOMBRE DE (y nombre de la persona a cargo, si está presente) Y DOMICILIO				
<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>		NO. DE TELÉFONO GENERAL PARA PREGUNTAS O AYUDA _____		
		O bien, Conferencia con la Agencia _____		
		Acceso a los Archivos _____		
		Información sobre Asistencia Legal _____		
Nº DE OFICINA	Nº DE UNIDAD	Nº DEL TRABAJADOR DE CASOS	NOMBRE DE LA UNIDAD O TRABAJADOR(A) DE CASOS	Nº DE TELÉFONO

Para que podamos tomar una decisión en cuanto a si usted puede recibir SNAP o continuar recibiendo SNAP, vea las casillas marcadas () a continuación:

**1.  PETICIÓN DE CONTACTO**

Recientemente recibimos información que indica que se ha dado un cambio en su grupo familiar. Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos lo siguiente:

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---

Con motivo de asegurarnos que usted puede todavía recibir el subsidio SNAP, necesitamos que se comunique con nosotros para el \_\_\_\_\_ y nos suministre la documentación y datos citados anteriormente.

**Si no se comunica con nosotros para esa fecha, su subsidio SNAP se podrá reducir o suspender.**

Esta decisión se basa en 18 NYCRR 387.17.

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

Recientemente usted solicitó el subsidio SNAP. Para que podamos determinar si puede recibir el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o se le denegará el subsidio SNAP.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**3.  FALTA DE PRESENTACIÓN A LA ENTREVISTA – REVALIDACIÓN**

Recientemente le informamos que debe presentar una solicitud si desea continuar recibiendo el subsidio SNAP. Para que podamos determinar si puede continuar recibiendo el subsidio SNAP, debemos entrevistarle. Se le programó una entrevista para el \_\_\_\_\_, pero usted no se presentó.

**Debemos entrevistarle o el subsidio SNAP se le suspenderá a partir del \_\_\_\_\_.**

Favor de llamarnos al \_\_\_\_\_ para concertar otra cita.

Esta decisión se basa en 18 NYCRR 387.7.

**NOTA:** usted tiene derecho a solicitar que no se lleve a cabo la entrevista de SNAP programada en una oficina debido a una dificultad extrema. Dificultad extrema podría ser, entre otras cosas: enfermedad, problemas de transporte, cuidado de un miembro del grupo familiar, residencia en zona rural, mal tiempo prolongado, o trabajo u horas de entrenamiento que le impidan asistir durante nuestro horario normal de atención.