



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY DIRECTIVE # 15-30-SYS

*(This Policy Directive Replaces PD #13-20-ELI)*

### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) ONLINE RECERTIFICATION APPLICATIONS (E-RECERTs) AND TELEPHONE RECERTIFICATION INTERVIEWS

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| <p><b>Date:</b><br/>December 2, 2015</p>       | <p><b>Subtopic(s):</b><br/>SNAP Recertification</p>  |
| <p><b>AUDIENCE</b></p>                         | <p>The instructions in this policy directive are for Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff. Starting on page 67, there is a Topic Index which outlines the topics discussed and the corresponding page numbers.</p>  |
| <p><b>REVISIONS TO THE PRIOR DIRECTIVE</b></p> | <p>This policy directive has been revised to:</p> <ul style="list-style-type: none"> <li>• Incorporate the online electronic recertification application (E-Recert) submission process into the telephone recertification process and discuss some of its features:             <ul style="list-style-type: none"> <li>▪ ACCESS NYC website</li> <li>▪ “Step-Up” process for users/participants</li> <li>▪ Information exchange between the E-Recert program and Paperless Office System (POS)</li> <li>▪ E-Recert submissions are <u>signed</u> recertification applications</li> <li>▪ SNAP Online Recertification Summary- a printable electronic file (pdf) which contains all of the information collected in the recertification application that is available to the participants. The SNAP Online Recertification Summary is also auto-indexed into the Human Resources Administration (HRA) One Viewer. (See <b>Attachment A</b> for a sample of this document)</li> <li>▪ Equivalence of the SNAP Application/Recertification (<b>LDSS-4826</b>) form and the E-Recert                 <ul style="list-style-type: none"> <li>▪ Automated updates of the SNAP Recertification Log</li> </ul> </li> </ul> </li> <li>• Detail the responsibilities of the Centralized Recertification Mail Unit (CRMU) in the E-Recert process.</li> <li>• Note revisions to the SNAP Recertification/Recertification Interview Log.</li> <li>• Include robo-calls for pending and/or missed recertification interviews</li> </ul> |

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

- Present updated POS screens in the SNAP POS Recertification Interview activity
- Modify the (1) Supplemental Nutrition Assistance Program (SNAP) Recertification Control (**W-708A**) form, (2) Incomplete Supplemental Nutrition Assistance Program (SNAP) Recertification Form (**W-901F**), and (3) Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (**W-129RR**) by removing the statement, “Note: As of August 29, 2012, any reference to the Food Stamp Program in this notice shall mean Supplemental Nutrition Assistance Program (SNAP), and any reference to Food Stamps shall mean SNAP benefits.”
- Further modify the **W-129RR** by
  - changing the listed enclosure, Eligibility Factors and Suggested Documentation (**W-119D**), to the Supplemental Nutrition Assistance Program (SNAP) Document Guide (**W-129G**)
  - updating language in the form to more closely reflect current practice
  - eliminating use of the accompanying Notice of Food Stamp Recertification Appointment (W-129RR) Insert Interview/Appointment Rights for Supplemental Nutrition Assistance Program (SNAP) Benefits (**W-129RR (Insert)**).
  - Eliminating classification of the form as a local equivalent of the Continuing Your Public Assistance and/or SNAP Benefits (**LDSS-2114**).
- Further modify the **W-901F** by updating language to more closely reflect current practice and to change the title to “Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form.”
- Obsolete the Notice of Food Stamp Recertification Appointment (**W-129RR**) Insert Interview/Appointment Rights for Supplemental Nutrition Assistance Program (SNAP) Benefits (**W-129RR (Insert)**) since it will no longer accompany the **W-129RR**.
- Modify the Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (**W-908F**) by changing the first sentence, “As you requested, we have rescheduled a telephone recertification interview for you on the date and within the timeframe listed below.”, to “Your SNAP telephone recertification interview has been rescheduled to the date and timeframe listed below.”

## POLICY

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:

See [PB #15-33-OPE](#) for information on IVRS recertification

See [PB #15-31-OPE](#) for information on home visit requests.

- Telephone (person-to-person);
- In person at an NCA SNAP Center;
- Automated telephone response system (Interactive Voice Response System [IVRS]);
- At a local community-based organization (CBO); or
- Home visit (if applicable).

Only NCA SNAP aged/disabled 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) but still have the option to complete the recertification interview in person at an NCA SNAP Home Center.

## BACKGROUND

### Key Recertification Forms

The following key forms are used in this initiative:

- Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**)
- How to Complete the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification and Applicant/Recipient Rights and Responsibilities for SNAP (**LDSS-4826A**);
- Notice of Expiration/Recertification for Supplemental Nutrition Assistance
- Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (**W-129RR**)
- Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form (**W-901F**);
- Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (**W-908F**)
- Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**).

**Note:** A participant must complete and sign either Form **LDSS-4826** or the equivalent online electronic recertification application (E-Recert) in order to apply for recertification of SNAP benefits.

### Notice of Expiration/Recertification

The Notice of Expiration/Recertification for Supplemental Nutrition Assistance is system-generated by Code **Z95** in the Client Notices System (CNS).

At least two weeks before the scheduled recertification interview, participants are sent a recertification packet which includes the Notice of Expiration/Recertification for Supplemental Nutrition Assistance and the **LDSS-4826** and **LDSS-4826A** forms. The participant is instructed to either complete the online recertification application, E-Recert, or to submit the enclosed **LDSS-4826** form by mail or by fax, before their scheduled recertification interview. Participants who submit via E-Recert will not need to submit the paper version of Form **LDSS-4826**.

Participants are also instructed, for either method of submission, to send copies of any required documentation by mail using the enclosed postage-paid envelope addressed to CRMU, by fax, in-person at his/her designated NCA SNAP Center or at a community-based organization (CBO) that partners with HRA for this purpose.

A list of CBOs that can assist participants in the submission of documents is available through the following **nyc.gov** link:

[http://www.nyc.gov/html/hra/html/services/CBO\\_partners.shtml](http://www.nyc.gov/html/hra/html/services/CBO_partners.shtml)

In addition to submission instructions, the Notice of Expiration/Recertification for Supplemental Nutrition Assistance 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 (CRMU) for the participant to call if the:

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

## **Online Electronic Recertification**

### Overview of Electronic Recertification

New Information

As part of HRA's Re-engineering initiatives, on April 8, 2015, the ACCESS NYC website re-launched with new features, including the ability for NCA SNAP participants to submit the recertification application online.

The SNAP online electronic recertification application (E-Recert) process is an expansion of the telephone recertification initiative whose objective is to make it easier and more convenient for SNAP participants to provide information concerning their recertification and to improve the efficiency of NCA SNAP Centers in processing SNAP recertifications.

The E-Recert process permits participants using an internet-enabled computer to visit ACCESS NYC, establish a user account, and to confirm and update information in the online recertification application.

### Step Up process

The E-Recert process starts by requiring the user to "Step-Up" their ACCESS NYC account by providing specific casehead or payee information in order to enter into the recertification application program. In

“Step Up” the participant must enter two of the following data points so that POS can match the account to the case:

- SNAP Case Number
- Social Security Number
- Date of Birth
- Client Identification Number (CIN)

The Step-Up process must be completed successfully before the participant can view and update case information. If the case match is made and the participant is eligible to submit an E-Recert, current case information in POS will be viewable to the participant. If the data entered is incorrect or the case is not eligible to submit an E-Recert, POS will return information indicating why the participant cannot complete an online recertification application and provide instructions on what to do next or how to seek assistance.

Period when participants can submit an E-Recert

E-Recerts can be submitted from the first day of the second to last month of the certification period until 5:00 PM of the last day of the certification period.

Electronic Signature

Upon finishing the E-Recert application questions, participants will be required to electronically sign the E-Recert before submission. Participants will complete the electronic signature by checking an on-screen box to certify the truthfulness of the information submitted and typing their initials in the space provided.

E-Recerts must be signed before completion by participant.

SNAP Online Recertification Summary Form

Immediately following submission of the completed E-Recert, participants will be able to view and print the **SNAP Online Recertification Summary** form (in PDF format), which provides the following information to the participant (see **Attachment A**):

- Submission Date and Time
- Confirmation Number
- “Next Steps”
- “Required Documents”
- Household, income, and expense information captured in the E-Recert.

Upon E-Recert submission, participants will view a printable **SNAP Online Recertification Summary**.

If a participant wants to view or print the **SNAP Online Recertification Summary** after exiting the ACCESS NYC website, s/he can do so by returning to the ACCESS NYC website, logging into his or her user account, and accessing the previously submitted online recertification application where the Summary is kept.

The **SNAP Online Recertification Summary** provides the exact time and date that the E-Recert was submitted and a confirmation number for reference purposes. In “Next Steps”, participants are given information and instructions about the next steps they need to take in order to complete the recertification process, including completion of the required eligibility interview, and, where necessary, the submission of verification documents. The instructions for the submission of verification documents are included in the “Required Documents” section, which lists eligibility criteria, based on information entered in the E-Recert, and some suggested documents to be submitted by the participant to prove or verify these criteria.

**Note:** Participants may be required to submit more verification documents than those listed in the Required Documents section of the **SNAP Online Recertification Summary** in order to complete the recertification process.

E-Recert information is viewable in POS and the HRA One Viewer

Information entered by the participant will be forwarded to POS and viewable by Telephone Interview Processing Services (TIPS) or other staff conducting the recertification interview. The electronic **SNAP Online Recertification Summary** will also be auto-indexed into the HRA One Viewer for use by the interviewer or other staff reviewing a case.

Automated Annotation of the NCA SNAP Recertification Log

Submission of the E-Recert will be automatically annotated in the NCA SNAP Recertification Log. In a seamless process, information from the E-Recert is utilized by the Agile Communication Environment (ACE) which processes auto-assignments for the telephone recertification interviews to be conducted by TIPS staff or other staff.

New information

**CRMU Responsibilities in the E-Recert process**

The E-Recert process does not include the processing of Form **LDSS-4826** submissions by CRMU staff, but requires the following CRMU staff responsibilities:

CRMU will scan and index supporting documentation received for E-Recerts.

- Scanning and indexing any supporting document submission which is mailed or faxed to CRMU;
- Receiving telephone calls from households regarding their SNAP telephone recertification interviews;
- Scheduling an in-Center recertification interview if there is no telephone contact information;
- Rescheduling of interviews at the participant’s request even if the appointment is in the past;
- Rescheduling of interviews for participants who have submitted the

online recertification application after the scheduled interview date has passed. These participants will be identified in the Late Submission Report issued by the Management Information Systems (MIS), and in the Recertification Interview Log.

- Updating telephone numbers in the Contact Attempted window (via the Recertification Interview Log).

### **CRMU Responsibilities for Form LDSS-4826 Submissions**

Submissions of Form **LDSS-4826** in the mail or Right-Fax are initially processed by the Centralized Recertification Mail Unit (CRMU).

The CRMU is responsible for:

- 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 missing documentation or signatures
- Rescheduling of interviews at the participant's request even if the appointment is in the past;
- Rescheduling of interviews for participants who have submitted the paper or faxed recertification application after the scheduled interview date has passed. These participants will be identified in the MIS-issued Late Submission Report, and in the Recertification Interview Log.
- Updating telephone numbers in the Contact Attempted window (via the Recertification Interview Log).

See [PD #10-36-OPE](#) for the process for handling returned mail.

### **The Telephone Recertification Interview**

Telephone Interview Assignment is done in an automated manner via Agile Communication Environment (ACE) auto assignment. See [PB #13-116-SYS](#)

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

- Conducting telephone recertification interviews;
- Making eligibility determinations on telephone recertifications;
- Requesting additional/missing documentation/signatures;
- Processing the failure to return additional/missing documentation.

The NCA SNAP Home Centers are responsible for the following case actions on households that opt for the telephone recertification interview:

- Processing case actions subsequent to missed telephone recertification appointments resulting in a case closing;
- Processing case actions from unsuccessful attempts to contact households for the telephone interview

## REQUIRED ACTION

### SNAP LDSS-4826 Forms received by CRMU

Upon receiving a recertification packet in the mail or by Right-Fax, the designated CRMU staff will review Form **LDSS-4826** to confirm that the participant provided the required signature. Although Form **LDSS-4826** requests two signatures, the signature on page 5 is required to complete the recertification. When a signature is missing the CRMU staff must proceed as follows:

- When there is no signature on both page 1 and 5, return the application, accompanying documents, and Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form (**W-901F**) to the participant advising him/her to sign page 1 and page 5 of the application and return the application and any accompanying documents in the enclosed postage-paid envelope. Staff must scan and index the Form **W-901F** sent, annotate the Supplemental Nutrition Assistance Program (SNAP) Recertification Control (**W-708A**) form, and enter a Case Comment into POS.
- 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 entire 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 recertification application filing date but the recertification process cannot be completed until the signature is received. Staff will scan and index the partially signed application, any accompanying documents, and the Form **W-901F** which was sent. Staff must also update the Supplemental Nutrition Assistance Program (SNAP) Recertification Control (**W-708A**) form and the enter Case Comments into POS.

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

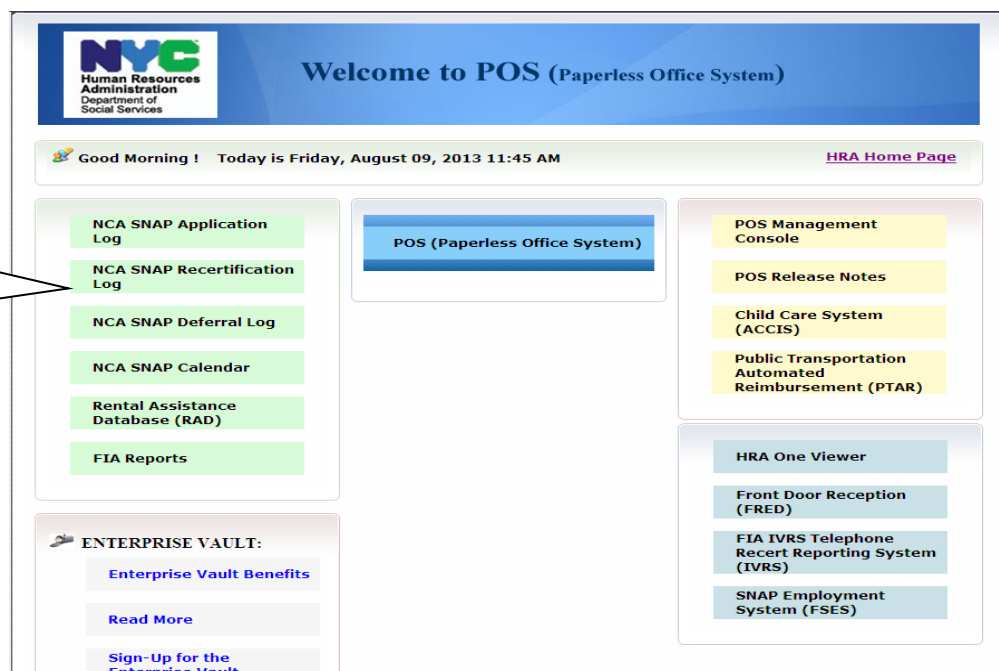
### Access the NCA SNAP Recertification Log

- Access the POS Portal;
- Click the **NCA SNAP Recertification Log** link;

Signed and completed applications along with accompanying documents must be scanned and indexed.



Click on **NCA SNAP Recertification Log** option.

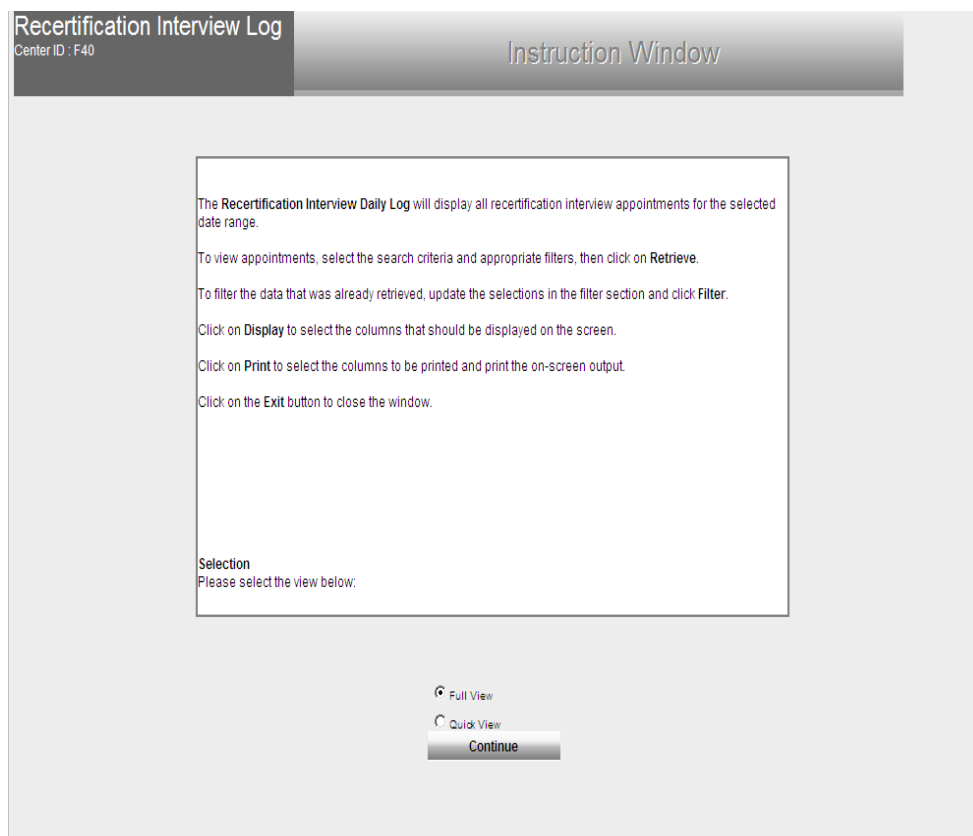


- Log into the **NCA SNAP Recertification Log** by entering their Welfare Management System (WMS) ID, WMS password and selecting their location in the **SNAP Sites** menu:



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

## Instructions window



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 Recertification Interview Log screen.

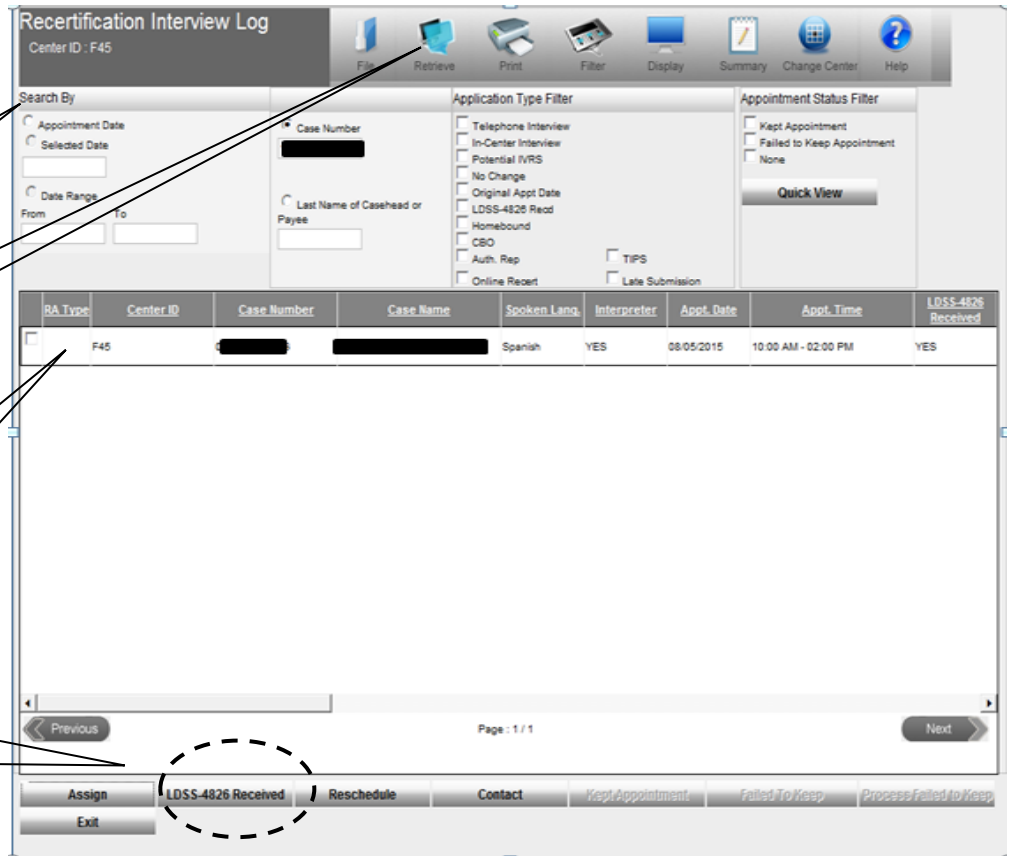
**Recertification Interview Log window**

Use desired search criteria.

Click **Retrieve** option.

Select case from the listing

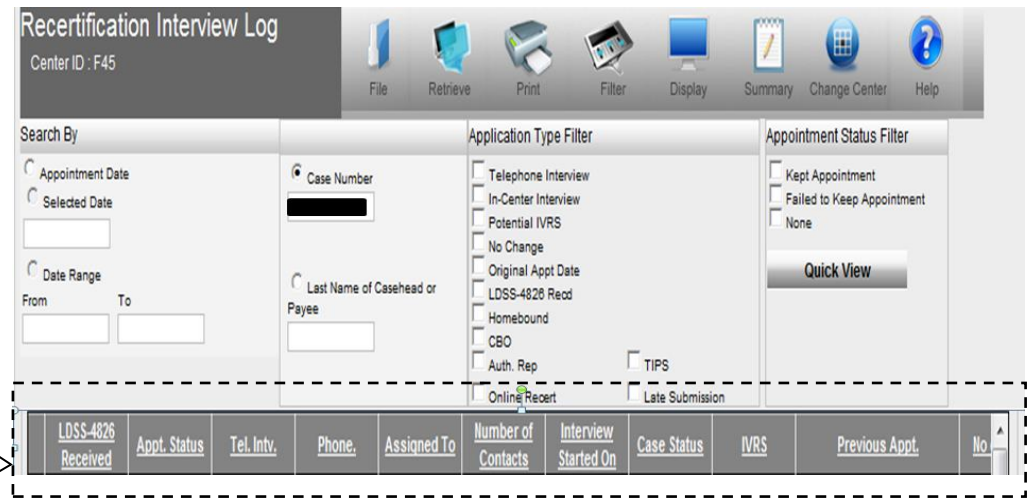
Click LDSS-4826 Received button.



The next three (3) partial screenshots below display the remainder of the column headings for the "Queue" section of the Recertification Interview Log. The column headings are viewable by using the horizontal scroll bar.

**Columns of the Recertification Interview Log for cases retrieved.**

Note column headings for the Queue section (not shown).



Recertification Interview Log  
Center ID : F45

File Retrieve Print Filter Display Summary Change Center Help

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

Application Type Filter: Telephone Interview, In-Center Interview, Potential IVRS, No Change, Original Appt Date, LDSS-4826 Recd, Homebound, CBO, Auth. Rep, TIPS, Online Recert, Late Submission

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

| No change | Requested Closing | Homebound | Next Recert Date | Orig. Date | Current center | CBO | Auth. Rep | Auth. Rep. Name |
|-----------|-------------------|-----------|------------------|------------|----------------|-----|-----------|-----------------|
|-----------|-------------------|-----------|------------------|------------|----------------|-----|-----------|-----------------|

Note column headings for the Queue section (not shown).

Recertification Interview Log  
Center ID : F45

File Retrieve Print Filter Display Summary Change Center Help

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

Application Type Filter: Telephone Interview, In-Center Interview, Potential IVRS, No Change, Original Appt Date, LDSS-4826 Recd, Homebound, CBO, Auth. Rep, TIPS, Online Recert, Late Submission

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

| t Date | Orig. Date | Current center | CBO | Auth. Rep | Auth. Rep. Name | Online Recert | LDSS date | WMS Phone |
|--------|------------|----------------|-----|-----------|-----------------|---------------|-----------|-----------|
|--------|------------|----------------|-----|-----------|-----------------|---------------|-----------|-----------|

Note column headings for the Queue section (not shown).

### Annotating the 'LDSS-4826 Received Window'

- After clicking the **LDSS-4826 Received** button on the bottom of the Recertification Interview Log screen, 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 passed, call client and reschedule the interview).

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

For more information about returned/undeliverable mail see [PD #10-36-OPE](#), Process for Returned Mail.

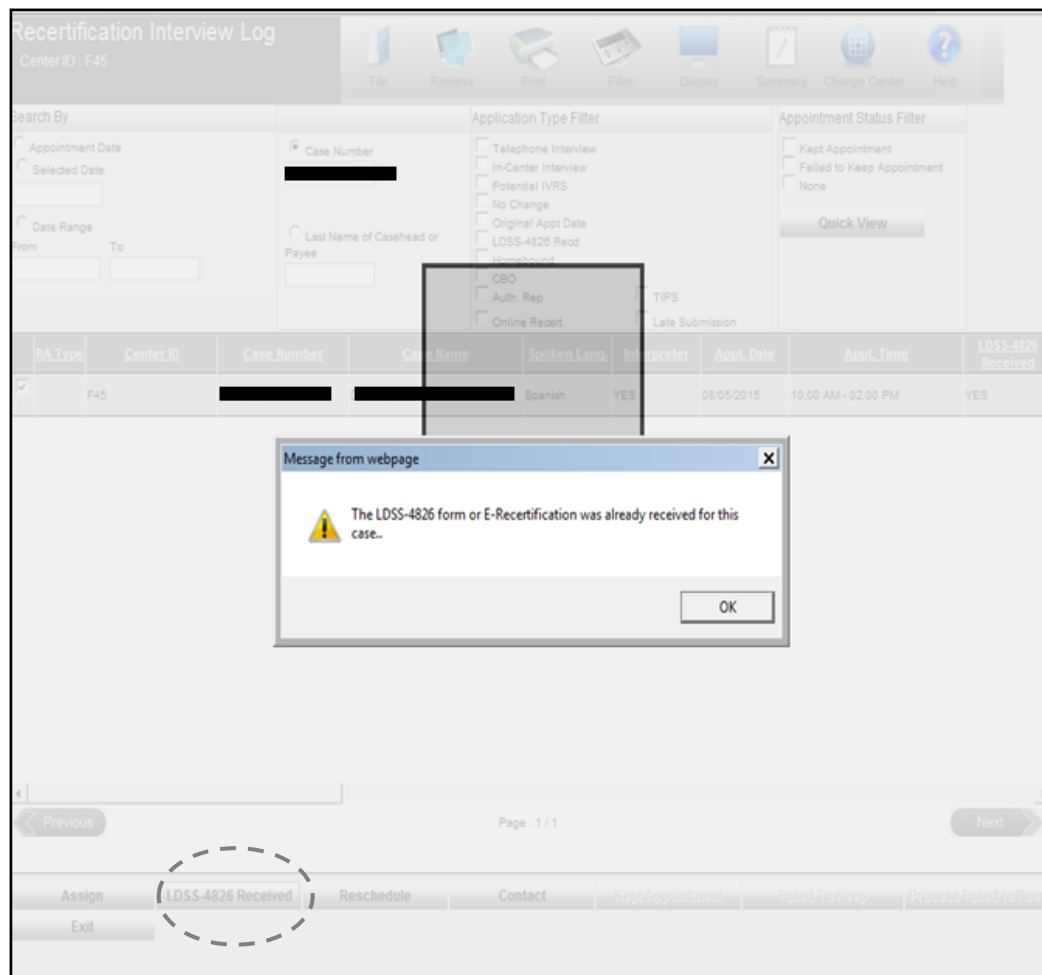
- **Mail Returned or Undelivered?** (If **Yes** enter the date of returned or undelivered mail)
- Click **OK**

Cases, once annotated in the Recertification Interview Log, will be assigned by the Agile Communication Environment (ACE) for processing by TIPS staff.

**‘LDSS-4826 Received’ Button Blocked When LDSS-4826 Is Already Received**

The SNAP Recertification Interview Log will prevent access to the **LDSS-4826 Received** button if an E-Recert was received or the **LDSS-4826** has already been marked as received for a case.

Message in the **Recertification Interview Log** indicating prior receipt of **LDSS-4862** or **E-Recert** when the **'LDSS-4862 Received'** button is pressed.



### Missing or Illegible Telephone Number on Form LDSS-4826 or the E-Recert

#### Mailed or Faxed LDSS-4826 Submissions

If the telephone number is missing or illegible on page 1 of Form **LDSS-4826**, staff should review the **WMS Phone** column in the Recertification Interview Log for the case or, if necessary, check WMS in an attempt to obtain the telephone number already on file. When no telephone number is available, the case must be flagged to have an In-Center appointment.

When the CRMU Worker receives the mailed or faxed **LDSS-4826** that has not been yet logged in the Recertification Interview Log and cannot locate a telephone number for the case, the Worker must generate the Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (**W-129RR**), which informs the participant that s/he must report to the NCA SNAP Home Center for a recertification interview. The Worker generates the **W-129RR** by taking the following steps:

- Access the **Recertification Interview Log** window;
- Click the **LDSS-4826 Received** button. 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** via MIS Print-to-Mail on the next business day;
- Ensure that the **LDSS-4826** and supporting document(s) are scanned and indexed and then enter a Case Comment into POS indicating that the disposition has been changed to an in-Center interview due to a missing or illegible telephone number.

In some instances, the CRMU Worker will follow up on a mailed or faxed **LDSS-4826** for which a telephone number cannot be located and the **LDSS-4826** submission has already been logged in the **LDSS-4826 Received** window. Since access to the **LDSS-Received** window will be blocked, the Worker must generate the **W-129RR** form, by taking the following steps:

- Access the **Recertification Interview Log** window;
- Click the **Reschedule** button;
- The **Interview Scheduler** window appears. Select the new date and time for the In-Center interview and select “In-Center” in the Interview Type field and click the **OK** button. Selecting “In-Center” will generate the **W-129RR** via MIS Print-to-Mail on the next business day;
- Enter a Case Comment into POS indicating that the disposition has been changed to an in-Center interview due to a missing or illegible telephone number.

### E-Recerts

If the telephone number is missing on a submitted E-Recert, the Worker should check to see if a number is listed on the **WMS Phone** column in the **Recertification Interview Log** window for the case or, if necessary, check WMS in an attempt to obtain the telephone number already on file. When no telephone number is available, the case must be flagged to have an In-Center appointment.

MIS reports will inform CRMU of E-Recert submissions that are missing telephone contacts.

When the CRMU Worker follows up on an E-Recert that is missing a telephone number and cannot locate a telephone number, the Worker must generate the **W-129RR** form, which informs the participant that he or she must report to the NCA SNAP Home Center for a recertification interview. The Worker generates the **W-129RR** by taking the following steps:

- Access the **Recertification Interview Log** window;
- Click the **Reschedule** button window;
- The **Interview Scheduler** window appears. Select the new date and time for the In-Center interview and select “In-Center” in the Interview Type field and click the **OK** button. Selecting “In-Center” will generate the **W-129RR** via MIS Print-to-Mail on the next business day;
- Enter a Case Comment into POS indicating that the disposition has been changed to an in-Center interview due to a missing telephone number.

**Interview Scheduler** window

Enter new interview date and time.

Make the correct entry in **Interview Type** in order to generate correct notice to the participant.

The screenshot shows a software window titled "Recertification Interview Log" with a subtitle "Interview Scheduler". The window contains the following elements:

- A header bar with "Recertification Interview Log" on the left and "Interview Scheduler" on the right.
- Below the header, it says "Center ID : F40".
- A message box: "This window will allow you to reschedule the recertification interview."
- Another message box: "Please enter the new date and time. The appointment cannot be in the past."
- Fields for "Appointment Date:" (a date picker) and "Appointment Time:" (a time picker).
- An "Interview Type" section with two radio buttons: "Telephone" and "In-Center".
- "OK" and "Cancel" buttons.
- A large empty text area at the bottom of the window.

**When the Participant Calls the NCA SNAP Center**

Request for an In-Center Interview

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

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



- Click the **Reschedule** button on the **Recertification Interview Log** (see page 18);

**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.

- The **Interview Scheduler** window appears. Select the new date and time for the recertification interview and select “In-Center” in the Interview Type field and click the **OK** button. Selecting “In-Center” will generate the **W-129RR** via MIS Print-to-Mail on the next business day;
- Enter a Case Comment into POS indicating that the disposition has been changed to an in-Center interview at the participant’s request.

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 or 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 Worker must do the following:

- Click the **Reschedule** button. The **Interview Scheduler** window will appear;
- 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**) via MIS Print-to-Mail (PTM) on the next business day.

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

**Recertification Interview Log**  
Center ID : F45

File Retrieve Print Filter Display Summary Change Center Help

Search By

Appointment Date  
Selected Date

Date Range  
From To

Case Number  
Last Name of Casehead or Payee

Application Type Filter

- Telephone Interview
- In-Center Interview
- Potential IVRS
- No Change
- Original Appt Date
- LDSS-4826 Recd
- Homebound
- CBO
- Auth. Rep
- Online Recert
- TIPS
- Late Submission

Appointment Status Filter

- Kept Appointment
- Failed to Keep Appointment
- None

Quick View

| RA Type | Center ID | Case Number | Case Name | Spoken Lang | Interpreter | Appt. Date | Appt. Time          | LDSS-4826 Received |
|---------|-----------|-------------|-----------|-------------|-------------|------------|---------------------|--------------------|
|         | F45       |             |           | Spanish     | YES         | 08/05/2015 | 10:00 AM - 02:00 PM | YES                |

Previous Page: 1 / 1 Next

Assign LDSS-4826 Received Reschedule Contact Kept Appointment Failed To Keep Process Failed To Keep

Exit

**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/or time

Make the correct entry in **Interview Type** in order to generate correct notice to participant.

## Report of 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 Worker must do the following:

- Record the new contact number on the **Contact Attempted** screen (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.

## **Recertification Applications Received After the Scheduled Recertification Interview**

Recertification applications submitted after the scheduled recertification interview will require rescheduling. Designated CRMU staff must review the daily MIS Late Submission Report which lists cases that have submitted recertification applications via E-Recert, mail, Right-Fax, or CBO, after the scheduled interview date. Additionally, cases included in the Late Submission Report can be viewed by retrieving cases in the Recertification Interview Log using the Late Submission filter (see previous page).

This information on late submissions will be used in the assignment of staff to reschedule the missed interviews. (See instructions beginning on page 17 concerning the rescheduling of recertification interviews).

For cases identified in the late submission report as having fifteen (15) or fewer days left in the certification period, CRMU staff must outreach to participants to reschedule the recertification interview, if possible, as an in-person appointment at an NCA SNAP Home Center. Cases that fail to complete the recertification interview before the end of the certification period are subject to closure and/or an interruption of benefits.

## Telephone Recertification Interviews

### Robo-calls

Reminder and Missed Interview Robo-calls

See [PB 15-62-OPE](#) ,  
Revision To Interview  
Reminder Robo-calls  
For SNAP Applicants/  
Participants.

A participant with a recertification interview on a scheduled date will receive a reminder robo-call to submit the **LDSS-4826** or E-Recert, if they have not done so, ten (10) calendar days before the scheduled interview. If the participant has not submitted either the **LDSS-4826** or E-Recert and the scheduled interview has passed, a reminder robo-call will be made five (5) calendar days after the missed appointment to remind the participant to make the needed submission.

An applicant for recertification who has submitted the **LDSS-4826** or the E-Recert will receive a reminder robo-call, when a contact telephone number is on record, one (1) calendar day before a scheduled telephone or In-Center recertification interview. If the applicant for recertification that has submitted the **LDSS-4826** or the E-Recert does not report for the scheduled interview or the telephone contact is unsuccessful, a missed interview robo-call will be made one (1) calendar day after. The missed interview robo-call message will also include the telephone number of CRMU for the participants to call in order to reschedule the interview.

Robo-calls can only be made when there is a telephone number on record.

### Telephone Interview Assignments

Telephone Interview Assignment is now done in an automated manner via Agile Communication Environment (ACE) auto assignment. See [PB #13-116-SYS](#).

Case assignment is handled in an automated manner via the Agile Communication Environment (ACE) system. Case 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.

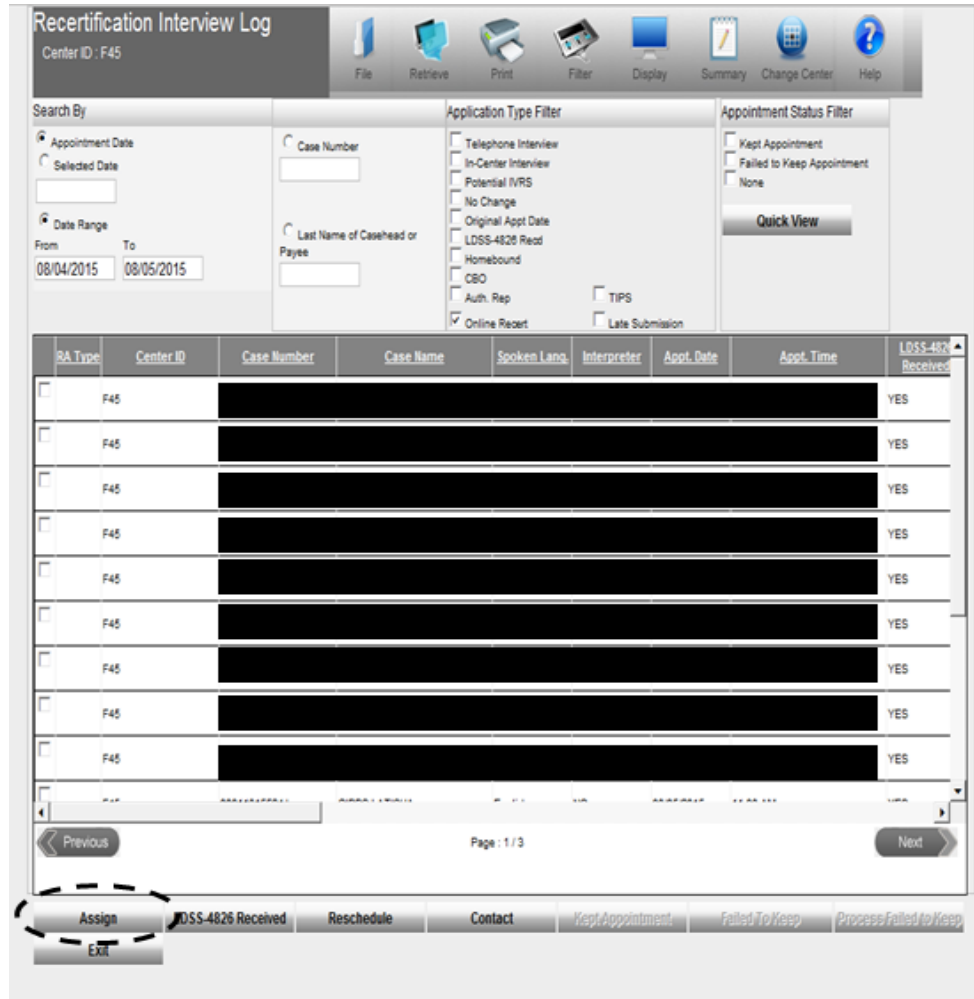
When the number of interviews to be conducted exceeds staff availability or resources, the excess interviews are placed in an “overflow” queue and will be manually assigned by supervisors throughout the day. Additionally, throughout the course of the day, assignments and adjustments may need to be made and these will also require manual assignment by Supervisors.

The TIPS Supervisor may assign cases to the Worker as follows:

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

**Recertification Interview Log** window

Select the case(s) to be forwarded to the ES/Worker.



The **Referral Action** window will appear;

- Select the Worker or designee to assign the case(s) 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

The image shows a software window titled "Recertification Interview Log" with a sub-header "Assign". The window contains several input fields: "Selected Case" with sub-fields for "Case Number", "Case Name", "Casehead", "Casehead Name", "Center", and "Search Name". Below these is a "Refer Case To" section with a table. The table has columns for "Title", "Unit", "Last Name", "First Name", "Phone Number", "Pers ID", and "TITLE". The table content is currently blank. At the bottom of the window, there is a text area labeled "Enter comments, if any" and two buttons: "Ok" and "Cancel".

Review Case Activity

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

The image shows a software window titled "FS POS 9.1.1 - [Activities Management]". 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 area of the window shows an "Action" menu with a list of activities. The activities listed are: "Application Modification", "Case Member Addition", "Document Intake", "Error Correction", "ESNAP Issuance (NCA SNAP Case)", "Finger Imaging (CA)/CIN-Case Reuse (NCA)", "FTK SNAP Application Interview", "In-Center Referral", "Make Case Comment", "Print a Form", "Review Case", "SNAP Application Interview", "SNAP Case Transfer", "SNAP Change Case Data", "SNAP Recert Interview", and "SNAP Settle in Conference". The "Review Case" activity is highlighted. At the bottom of the window, there is a row of buttons: "Start", "Assign", "Remove", "Schedule", "Reopening", "Update Disposition", "WMS", "View Your Schedule", and "Comment".

- Review the application and accompanying documents scanned in the HRA One Viewer. For E-Recert submissions, a **SNAP Online Recertification Summary** form is auto-indexed into the HRA One Viewer. For a Form **LDSS-4826** recertification application, the Worker must check to see if it has the required signature on page 5.

Note: There is no need to check an E-Recert submission for the required signature since E-Recerts are signed applications. (The **Household Screen** in POS includes an **E-Recertification** checkbox which is checked when the recertification application has been submitted via E-Recert.)

See [PD #09-43-SYS](#) for information on RFI, [PD #11-11-EMP](#) for TALX, [PB #14-133-SYS](#) for SOLQ and [PD #13-22-ELI](#) for ACCIS.

- 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. Carefully review documents to ensure that any changes reported (changes in income, rent, etc.) are acted upon. If necessary, enter case comments using the **Make Case Comment** activity.

#### Settle in Conference

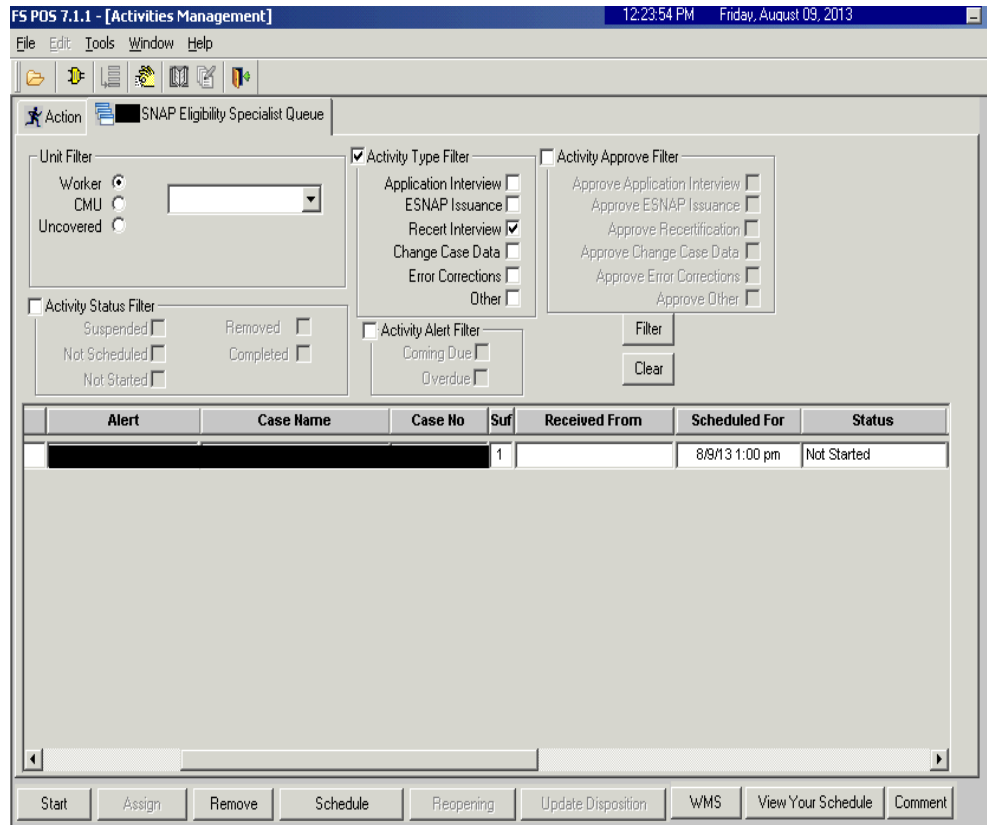
See [PB 12-15-SYS](#), SNAP POS Release Notes Version 6.1, for more information about the **SNAP Settle in Conference** activity.

When the recertification interview is conducted after the scheduled interview and there is a pending **Y10** (Failure to Recertify), the Worker must complete the **SNAP Settle in Conference** activity (SIC) prior to completing the recertification interview. Completion of the SIC activity will cancel the pending **Y10** closing that is “clocking down”.

#### Accessing the Recertification Interview

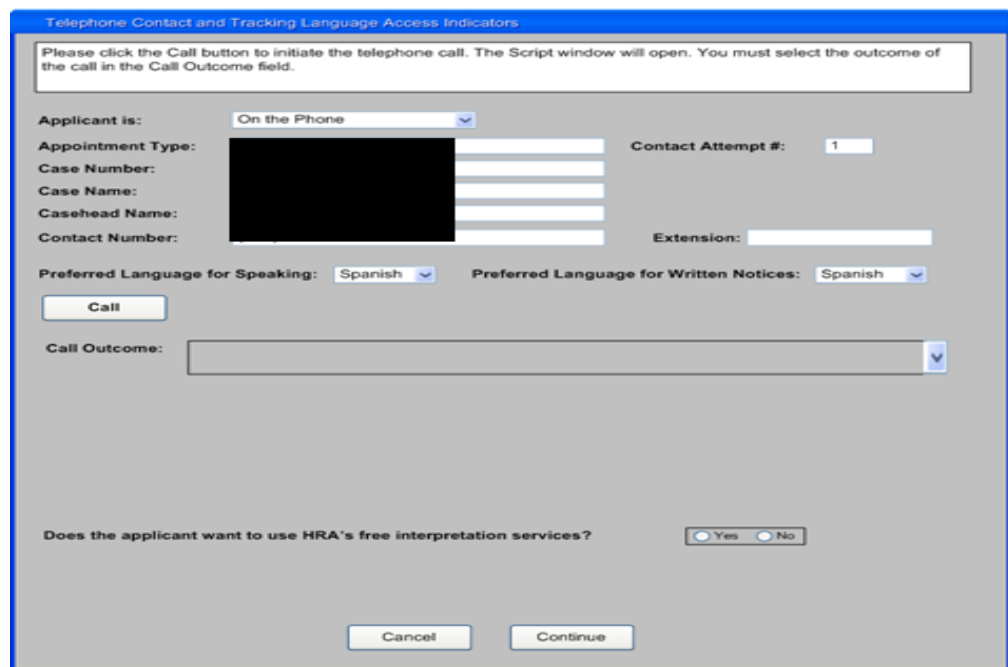
The Worker must access their queue and select the SNAP Recertification Interview filter. The Worker then clicks on the **Scheduled For** column header to sort the activities in their queue and selects the next interview activity.

**Activities Management window**



When the Worker selects the activity and clicks the **Start** button, the Telephone Contact and Tracking Language Access Indicators window opens.

Telephone Contact and Tracking Language Access Indicators Window

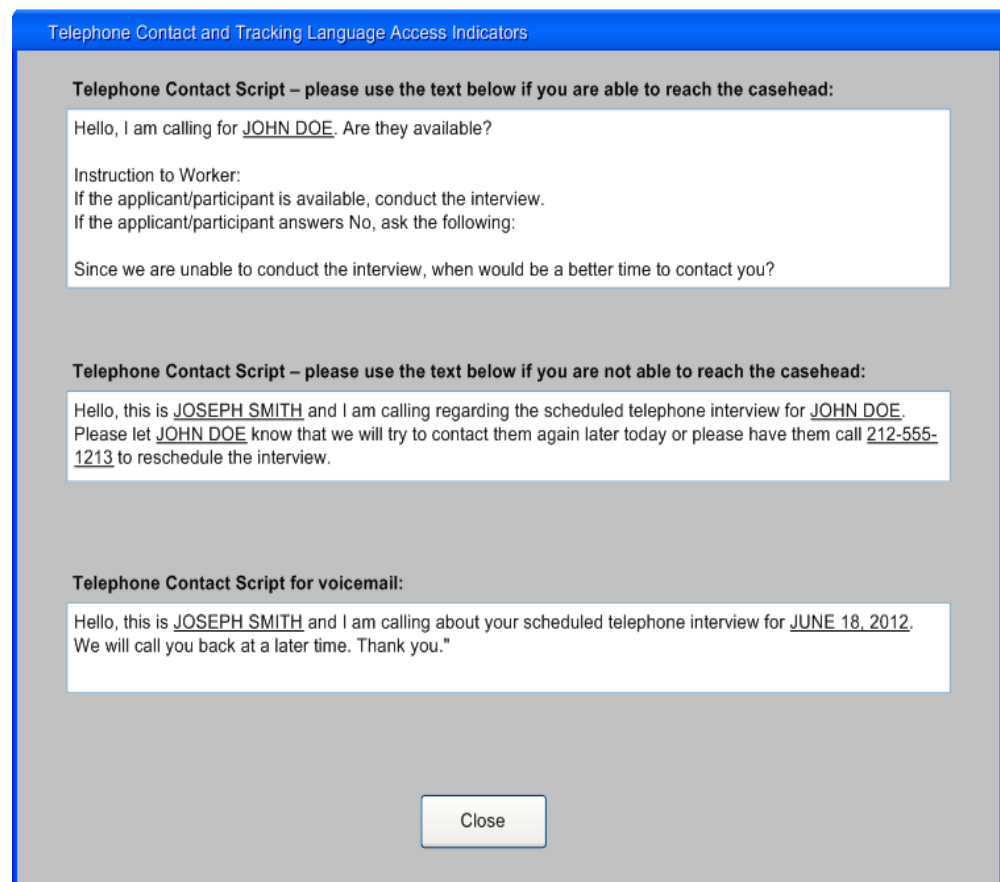




POS will retrieve the following information from the Recertification Interview Log and the POS record:

- 'Applicant is'
- Appointment Type
- Contact Attempt #
- Case Number
- Case Name
- Casehead 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 his/her 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 #13-116-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 or the SNAP Online Recertification Summary in the HRA One Viewer and WMS to confirm the contact number. A telephone number may also be listed in the Recertification Interview Log window for the case in the **WMS Phone** column. 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 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

The Worker may be unable to contact a participant for the telephone recertification interview on the first attempt because of the following possible reasons:

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

In any of these circumstances, the Worker must select **No** in response to the question, “**Did you successfully contact the client?**”, and enter the date and time of the unsuccessful attempt in the **Contact Attempt 1** section.

Second failed attempt

After waiting a short period of time (approximately 15 to 20 minutes) or following the next interview conducted, 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 information starting on page 54 on the handling of cases that have missed telephone recertification interviews or failed to keep appointments).

Successful Contact - New Contact Number Requested

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 Recertification Interview Log when the **Contact** window is closed.

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:

The screenshot shows a grey background with the text "Does the applicant want to use HRA's free interpretation services?" followed by two radio buttons labeled "Yes" and "No". The "No" button is selected. Below this, the text "Provide reason stated by the applicant:" is followed by a dropdown menu containing the text "Applicant/participant indicated they did not need interpretation services".

If the Worker indicates that the participant is available for the interview, they will be able to click **Continue** to start the interview.

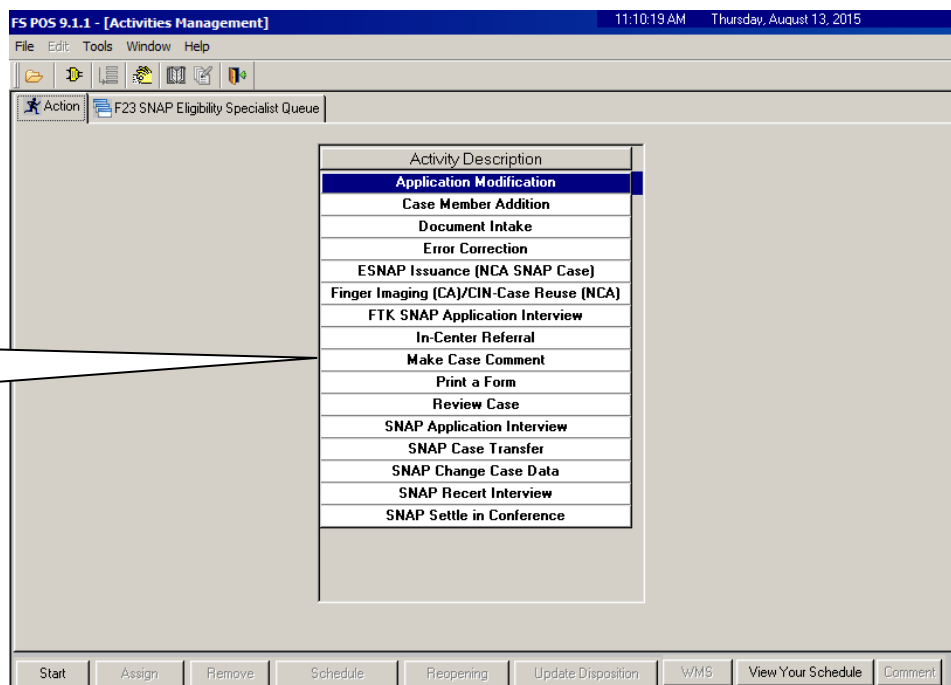
Once the interview has started, POS will update the appointment status to **Kept** on the **Recertification Interview Log** window. The Worker must enter all required information for each window in the **SNAP Recertification Interview** activity, per standard procedure for recertification in POS.

**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 recertification application should be recorded in POS by entering a Case Comment.

### Activities Management Window

Activities Management window

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



New information

### E-Recert: Updates to POS screens in the Recertification Interview activity

The following are changes made to certain POS screens in the **Recertification Interview** activity to incorporate and display data and information from the E-Recert submissions.

#### E-Recert: Updates to Household Screen

The **Household** Screen has been updated to add a new **E-Recertification** checkbox. The checkbox will already be selected when the Worker is in the **SNAP Recert Interview** activity and the recertification application was submitted via **E-Recert**.

Household Screen

E –Recertification checkbox

E-Recert: Updates to Case Member Information Window

The **Case Member Information** window has been updated to indicate whether the participant submitted a request to add or remove a household member with two new checkboxes:

- Individual/s moved OUT of the Household
- Individual/s moved IN the Household

If an individual moved into the household, their last name, first name, date of birth and social security number, when provided, will appear in a new section named **New Individual in the Household (E-Recert)**.

- The Worker must indicate **Yes** or **No** for the question **Individual Known to the Case**. The Worker must select **Yes** if the new individual appears on the case in Closed (**CL**), Rejected (**RJ**) or Applying (**AP**) status.

Case Member Information Screen

Worker will ask participant whether there is anyone living with him/her that is not listed in **Case Member Information** window.

Processing the addition or removal of a case member known to the case

After completion of the **Case Member Information** screen, POS will guide the Worker through other **SNAP Recertification Interview** activity screens to the **Individual Status Change** window where members known to the case can be added or removed.



*Individual Status Change Window*

| Select                              | Name | Current POS TAD Status | New POS TAD Status | New POS TAD Status Reason | Effective Date |
|-------------------------------------|------|------------------------|--------------------|---------------------------|----------------|
| <input type="checkbox"/>            |      |                        |                    |                           | 00/00/0000     |
| <input type="checkbox"/>            |      |                        |                    |                           | 00/00/0000     |
| <input checked="" type="checkbox"/> |      | ACTIVE                 | CL                 | F60-Left Household        | 03/30/2015     |
| <input type="checkbox"/>            |      |                        |                    |                           | 00/00/0000     |
| <input type="checkbox"/>            |      |                        |                    |                           |                |

Processing the addition of a case member not known to the case

After completion of the **Case Member Information** screen, POS will guide the Worker through additional screens to be completed in order to add the case member(s) that were submitted on the E-Recert. Upon accessing and completing the **Case Login** screen (see following screenshots), POS will transmit the case addition to WMS once the Worker presses the **Xmit** button. After the transmission to WMS, the Worker is returned to the **Case Login** screen where the worker can resume the interview activity by pressing the **Return to Interview** button.

The Worker will complete the POS interview screens until accessing the **Individual Status Change** screen (see previous screen) where the change of the status of the individual added can be recorded.

Case Login Window

The Worker can resume the **SNAP Recertification Interview** activity after transmitting a new case member (not known to the case) to WMS by pressing the **Return to Interview** button.

E-Recert: Staging and Use of Data

Data submitted with the E-Recert will not set the value of a “Yes/No” question in the POS interview. All “Yes/No” questions will remain unselected, and the **Yes** option must be selected in order to see the data that may have been entered online.

When **Yes** has been selected, the POS **Response to Question** window will appear. When data has been entered in the E-Recert for a POS **Response to Question** window, the window will be split into two sections and the **Copy Data** button will appear. To completely view E-Recert information and to update the POS **Response to Question** window, the

Worker must click on the **Copy Data** button. The data entered online will appear in the bottom section of the **Response to Question** window, and will replace POS data in the upper section of the **Response to Question** window thereby updating case information (see two screenshots which follow).

If data, either from the E-Recert or previously in POS, needs to be updated, the Worker can manually enter information into the fields.

*Example: Online data displayed and Copy Data button is available*

Any current information in POS will be viewable in the upper section of the **Response to Question** window.

The **Copy Data** button must be pressed to view all information entered in the E-Recert and to update case information in POS.

Information entered in the E-Recert is fully viewable in the lower section of the **Response to Question** window by pressing the **Copy Data** button.

**Response to Question**

Info from WRS

Who: [Dropdown] Start Date: 00/00/0000 Expected End Date: 00/00/0000

Employee: [Text Field]

Company Name:  Yes  No Gross Income: \$0 Frequency: [Dropdown] Taxes Withheld:  Yes  No Day Paid: [Dropdown]

Name: [Text Field]

Business Address: [Text Field] Different from Residence:  Yes...  No Gross Income: \$0 Hours Per Frequency: [Dropdown] Expenses: [Text Field] Monthly Net Income Amount: \$0.00

Business Type: [Dropdown] Business Tel #: [Text Field]

Street: [Text Field]

City: [Text Field]

Zip: [Text Field]

Wage: [Text Field] Year: [Text Field] Quarter: [Text Field]

Document... Scan Comment...

Copy data OK Cancel

---

Info from WRS

Who: [Dropdown] Start Date: 01/01/2012 Expected End Date: 00/00/0000

Employee: [Text Field]

Company Name:  Yes  No Gross Income: \$1083.33 Frequency: M Taxes Withheld:  Yes  No Day Paid: Friday

Name: [Text Field]

Business Address: [Text Field] Different from Residence:  Yes...  No Gross Income: \$0 Hours Per Frequency: [Dropdown] Expenses: [Text Field] Monthly Net Income Amount: \$1,083.33

Business Type: [Dropdown] Business Tel #: [Text Field]

Street: [Text Field]

City: [Text Field]

Zip: [Text Field]

Wage: [Text Field] Year: [Text Field] Quarter: [Text Field]

Document... Scan Comment...

Is Health Insurance Available to You (even if you are not participating)?  Yes...  No

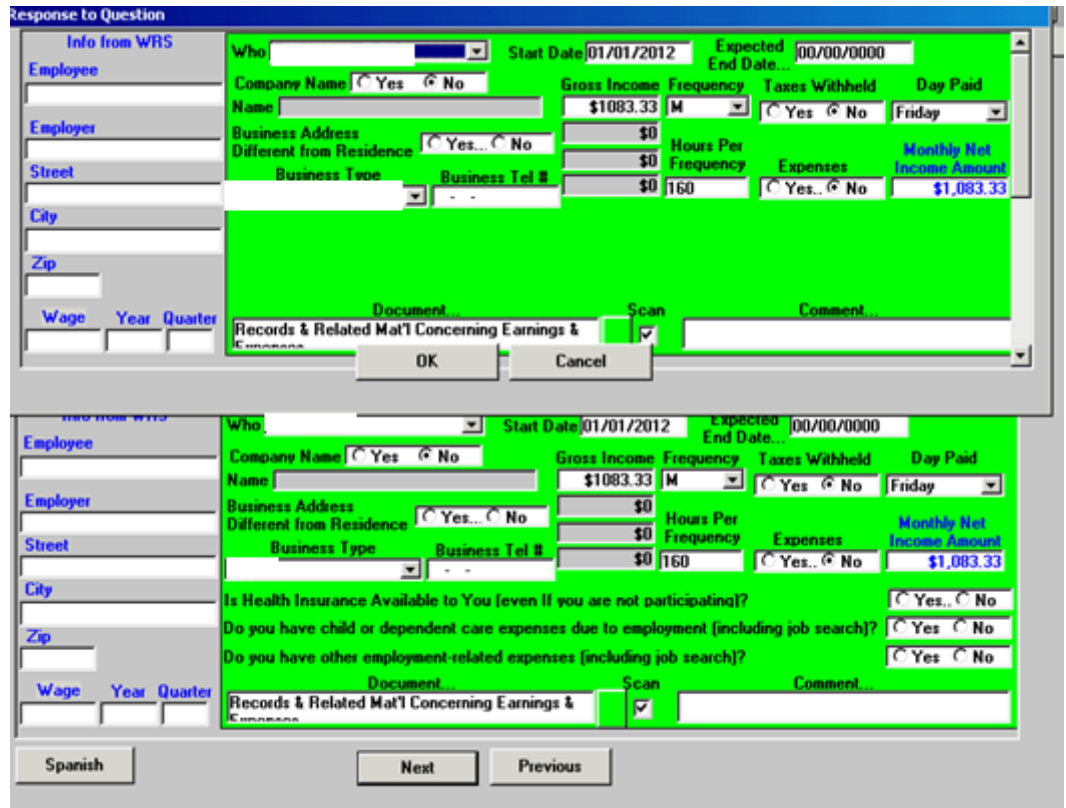
Do you have child or dependent care expenses due to employment (including job search)?  Yes  No

Do you have other employment-related expenses (including job search)?  Yes  No

Records & Related Mat'l Concerning Earnings & Expenses:

Spanish Next Previous Close

Example: Online data used by clicking on the Copy Data button



## Telephone Recertification Interviews (continued)

### Budget and Turn Around Document (TAD) actions

Within the **SNAP Recertification Interview** activity, the appropriate budget and TAD actions for the case must be processed by completing the following windows:

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

New Information

### E-Recert: Update to POS TAD

The **RCT-SRC** (Recertification Source) field will be pre-filled with a value of **N** (ACCESS NYC) for recertifications that were submitted via **E-Recert**. POS will transmit this value to WMS when the recertification information is submitted to WMS.

Completing the SNAP Recertification Interview Activity

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 that these changes were made 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:

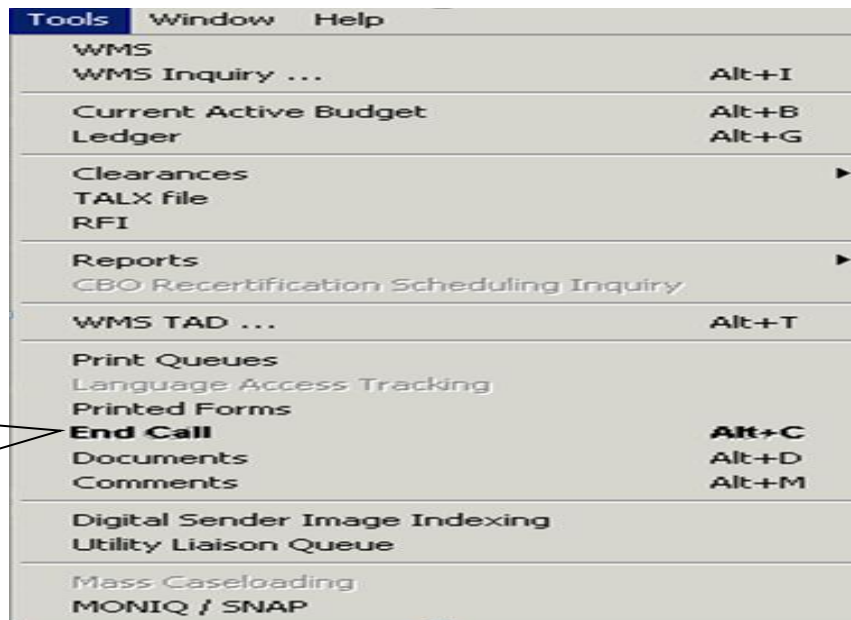
- Click on the **Next** button on the **Approval Elements** window. The **Close** window will appear;
- Click the **Complete Activity** button. The **Approval Assignment** window appears;
- Select the appropriate Supervisor to receive the case. The designated Supervisor is highlighted by default. However, 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 clicks on the **End Call** option in the Tools menu.

To end a call, click on the **End Call** option in the Tools menu.



Telephone Contact and Tracking Language Access Indicators

Please click the Cancel button to resume the interview. Please click End Call to end the call.

**Applicant is:** On the Phone

**Appointment Type:** FS Application Interview      **Contact Attempt #:** 1

**Case Number:** 00012345678A

**Case Name:** DOE JOHN

**Casehead Name:** Doe, John

**Contact Number:** (212) 555-1212      **Extension:**

**Was the interview completed?**     Yes     No

**Suspend the activity?**             Yes     No

**Comment:** The interview is complete.

Cancel
End Call

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:

Appointment Type:  Contact Attempt #:

Case Number:

Case Name:

Casehead Name:

Contact Number:  Extension:

Preferred Language for Speaking:  Preferred Language for Written Notices:

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

Call Outcome:

Comment:

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:

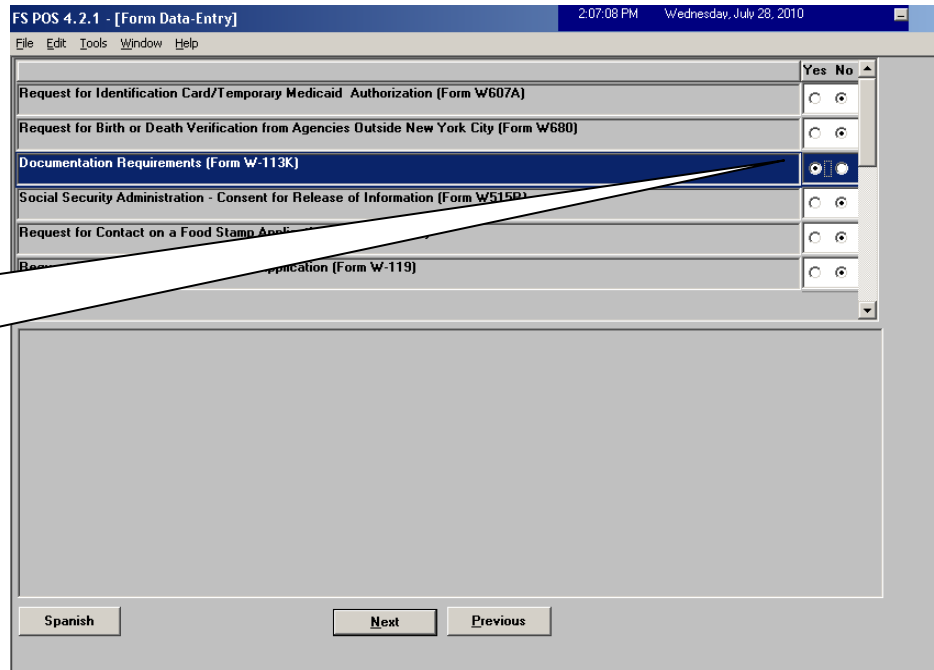
## Recertification Deferrals

### 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.

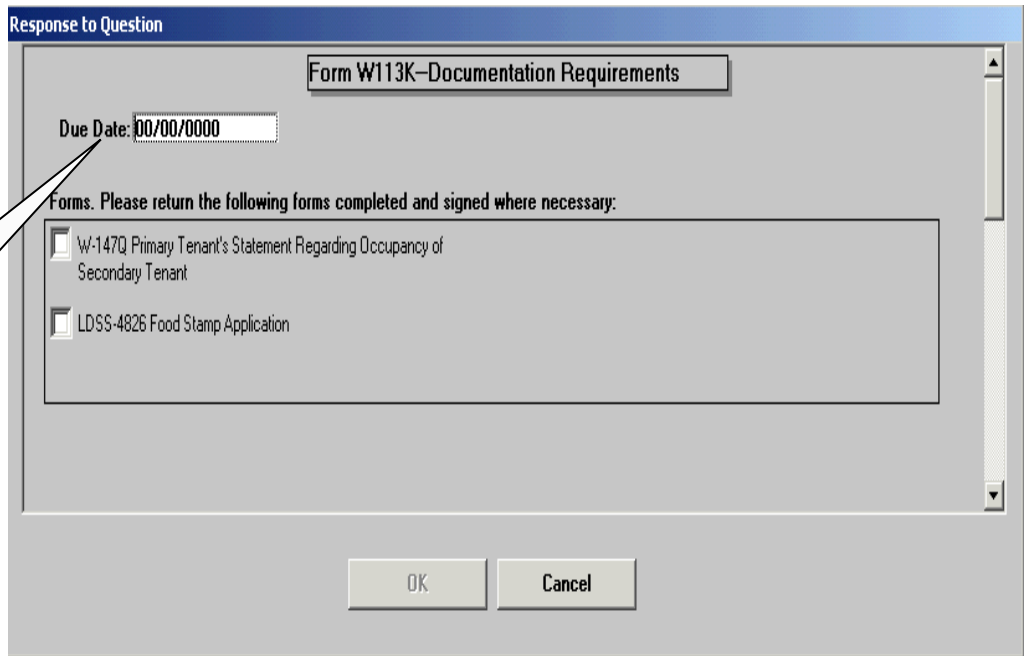
**Forms Data Entry window**



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

- Enter a due date of 10 calendar days (must not be less than 10 days according to state and federal regulations) 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 (this does not apply to E-Recerts, all of which have electronic signatures);



**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. (does not apply to E-Recerts)

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

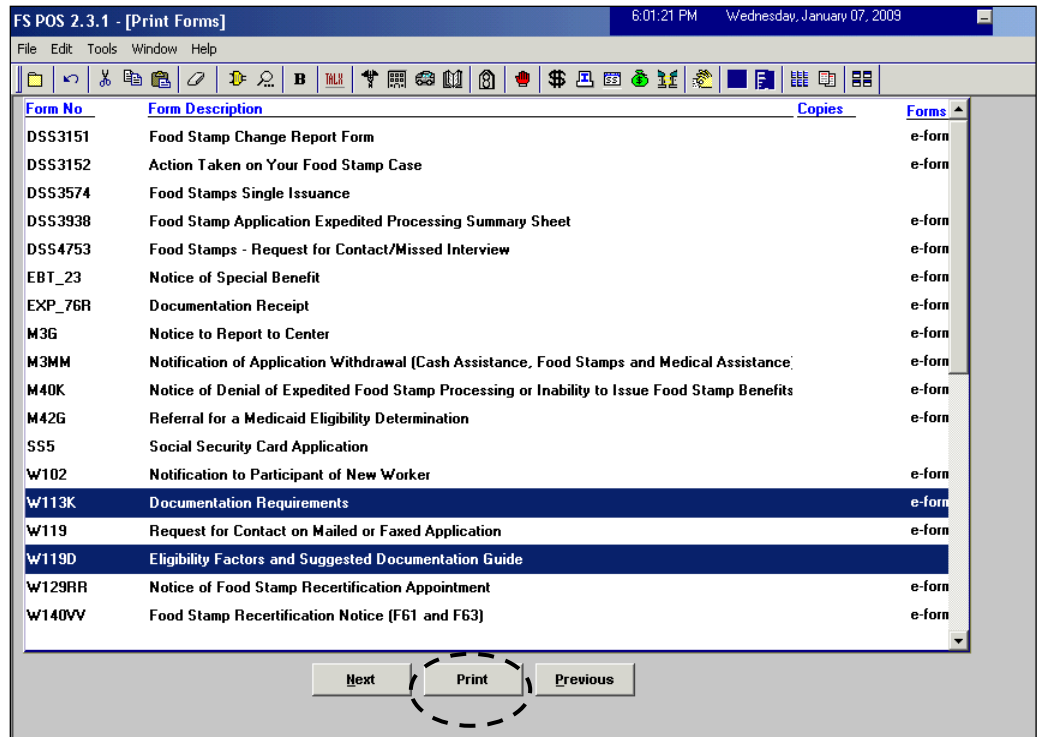
Inform the participant that the **W-113K** form will be mailed to him/her along with a postage-paid return envelope and discuss the documents listed on the **W-113K**. Advise the participant that the missing documentation and/or signature must be submitted within 10 calendar days (the date should be specified) in order to complete the recertification process, and that documentation can be returned by mail, Right-Fax, or at an NCA SNAP Center. The Right-Fax number must be mentioned to the participant and that the process will be expedited by returning the documents via Right-Fax. The **W-113K** issued to the participant will include the fax number of the appropriate TIPS or NCA SNAP Center to which documentation is to be returned. It is important to stress that each document should include last name, first name, and case number to ensure proper processing.

- 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.

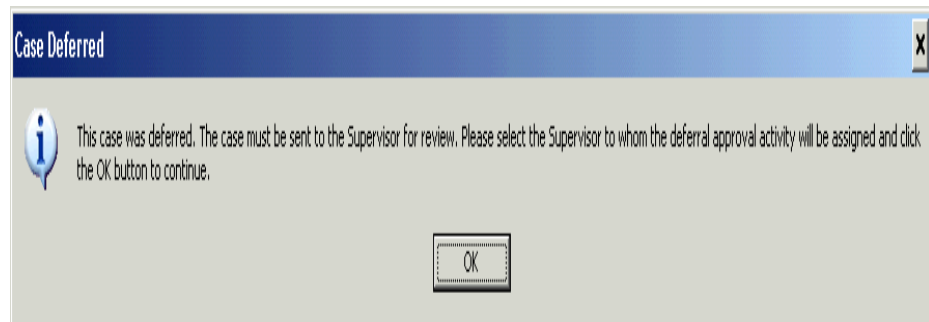
Select Forms **W-113K** and **W-119D**.



- 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 (see next page);



Deferrals Extending Beyond the Certification Period

See [PB #14-55-ELI](#) , SNAP Deferrals Extending Beyond the Certification Period.

When a SNAP participant is issued a Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form with less than 10 days remaining until the end of a certification period, a portion of the 10-Day deferral will extend beyond the end of the certification period. See Policy Bulletin #14-55-ELI, SNAP Deferrals Extending Beyond the Certification Period, for policy and procedure information concerning these deferrals.

Forwarding the Deferral for Supervisory Approval

- Select the Supervisor to send the case to for review and approval, enter a comment (if appropriate), and click the **OK** button.

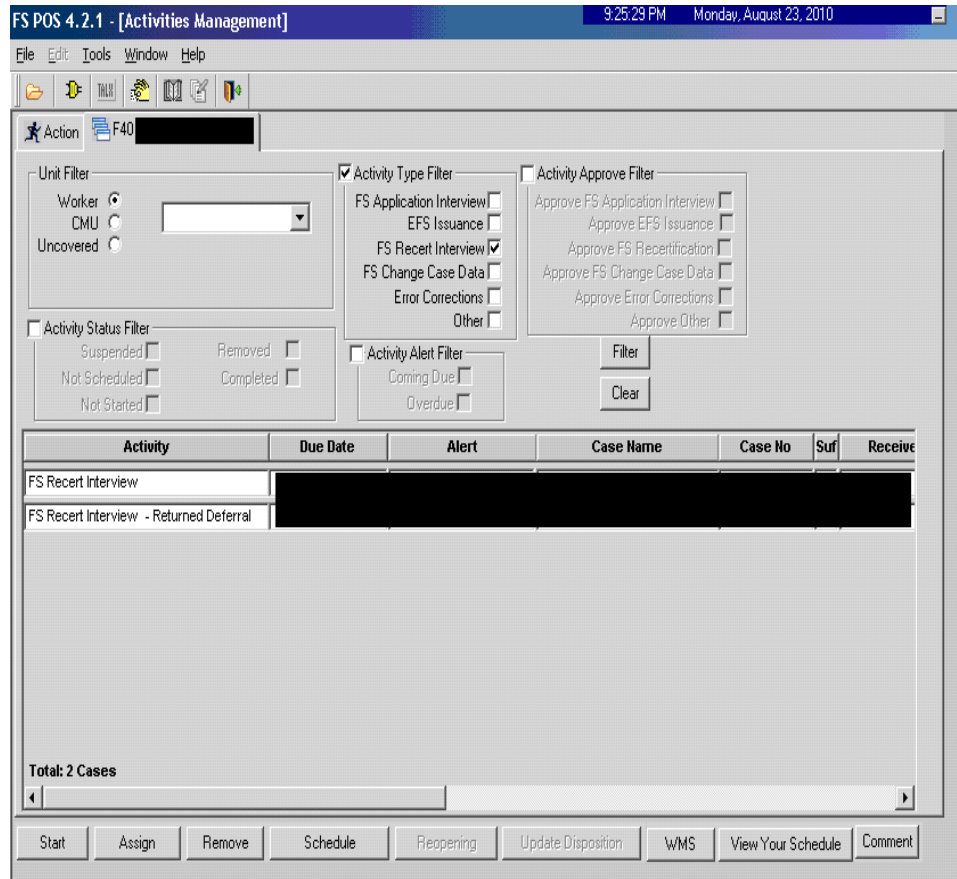
Approval Assignment window

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

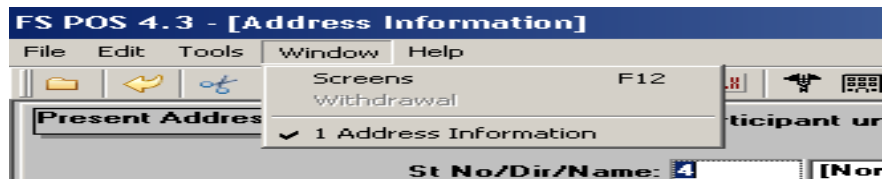
If the deferral was returned because the Supervisor indicated that there should be no deferral or that a collateral call should be made to obtain verification, the Worker must continue processing the case for recertification.

Deferral Returned for Additional Documentation

Returned Deferral –  
Eligibility factor not selected.

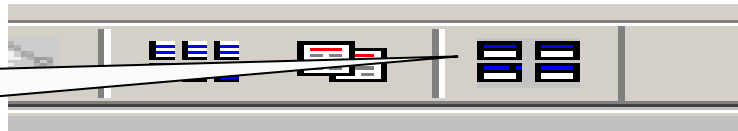
If the deferral was returned because required documentation for an eligibility factor was not selected, the Worker must:

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

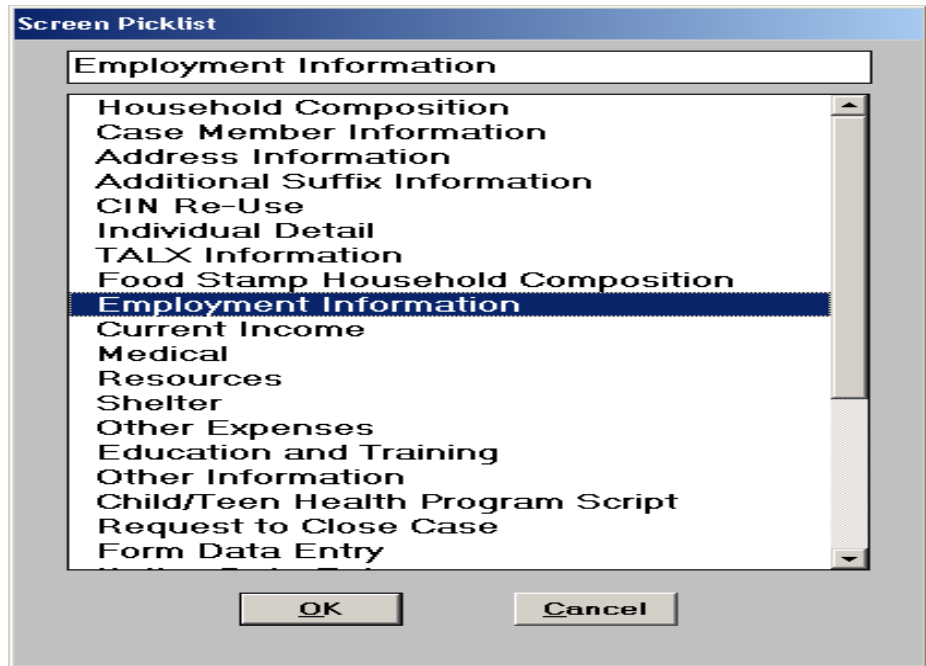


- Or select **Screen Picklist** from the tool bar as follows;

Select the **Screen Picklist** Icon.



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

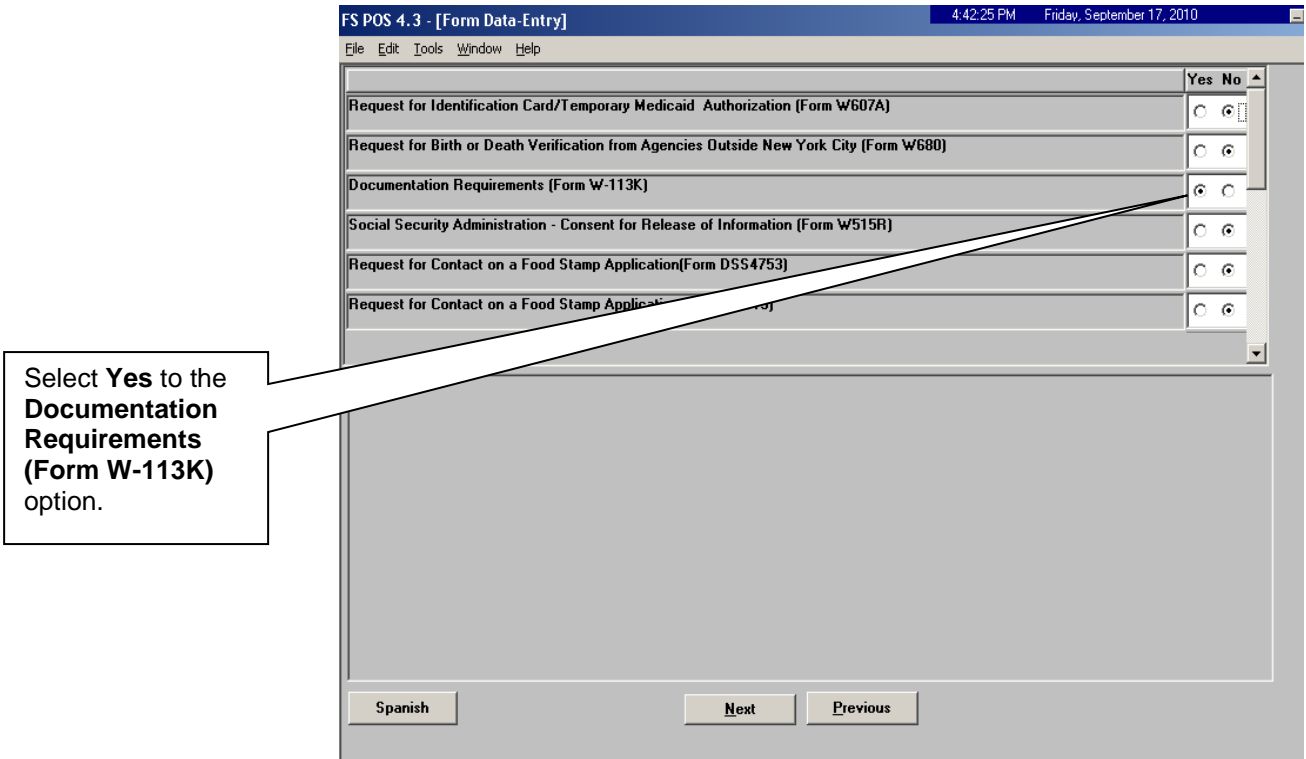


- Click **Yes** for the appropriate question to access the **Response to Question** window;

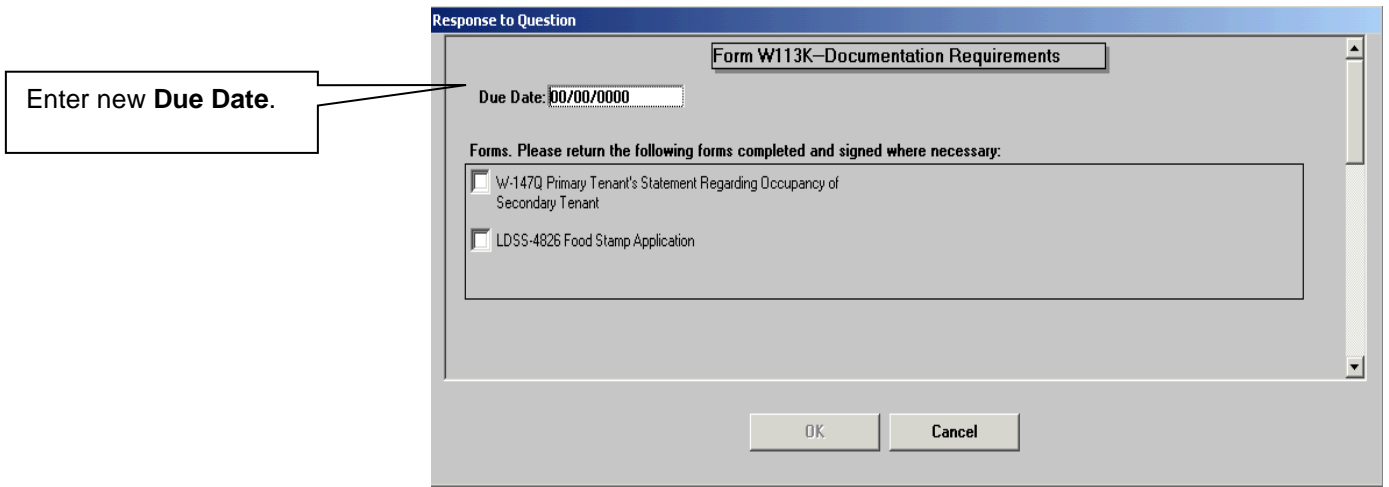
- Click on the **Document** box;

- 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;

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

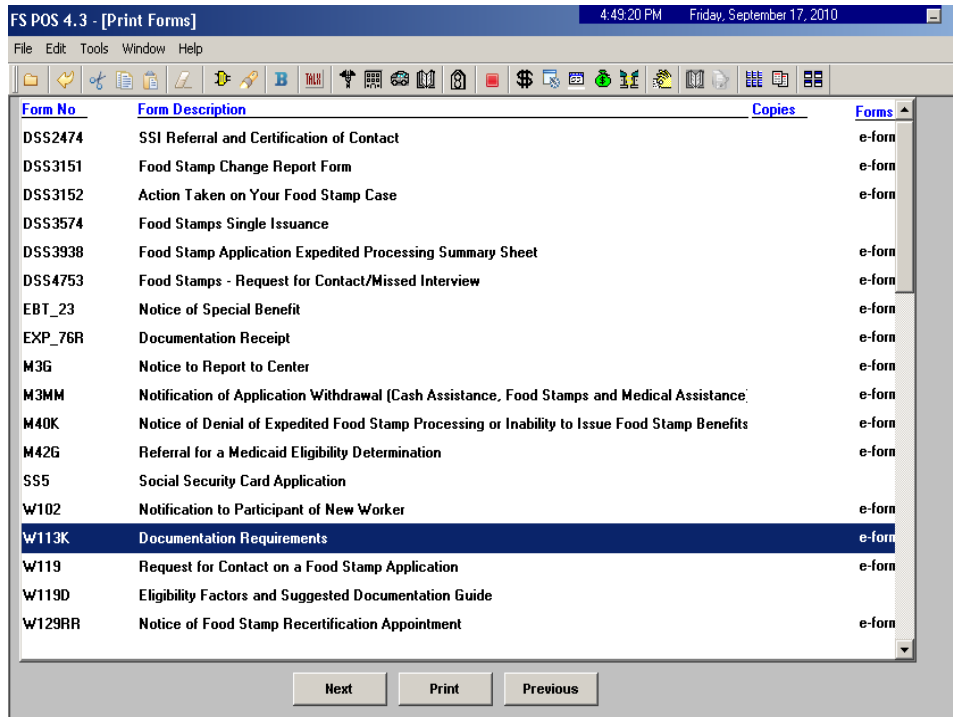


- Enter a new due date of 10 calendar days (cannot be less 10 days according to federal and state regulations) from the present for the **W-113K** form in the **Response to Question** window



- 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

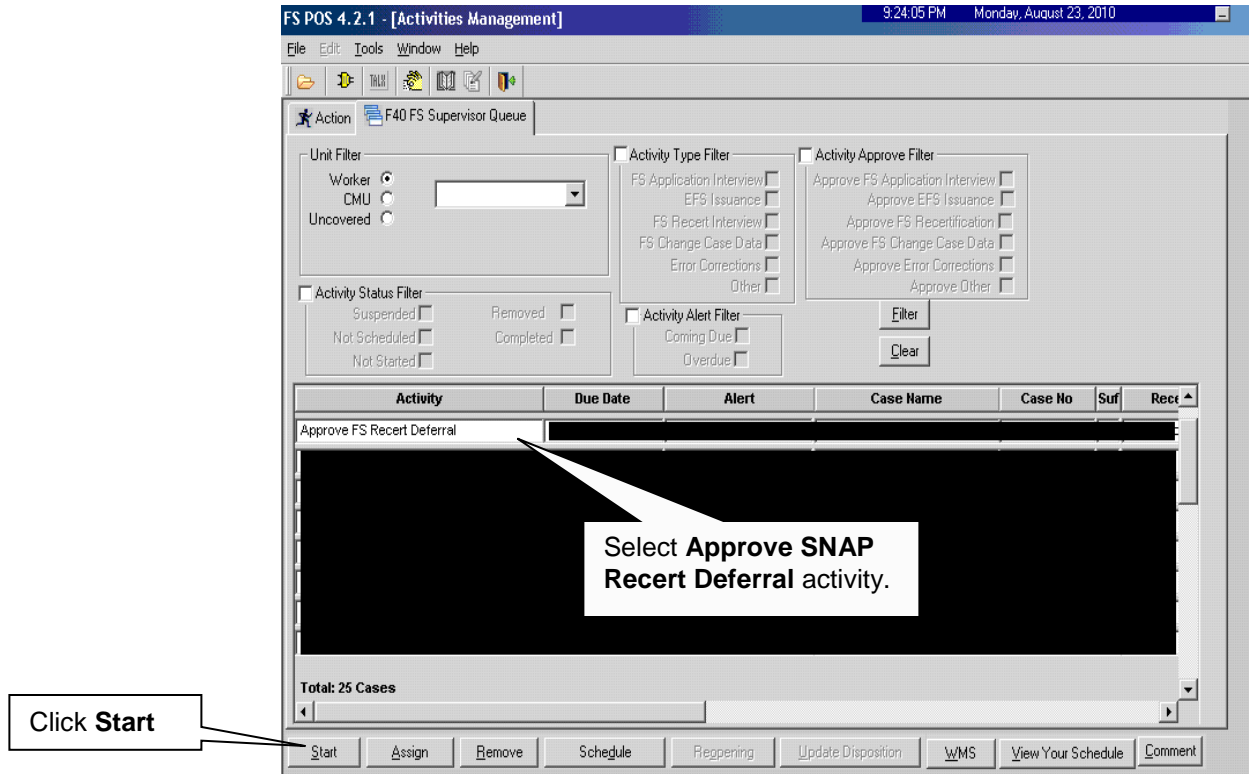
Upon notification by the Supervisor of the approved deferral, the Worker must mail, on the same day, the **W-113K** and **W-119D** forms including a postage-paid return envelope to the participant to ensure that s/he is informed of the missing documentation and/or signature requirements.

**Recertification Deferrals - Supervisory Review**

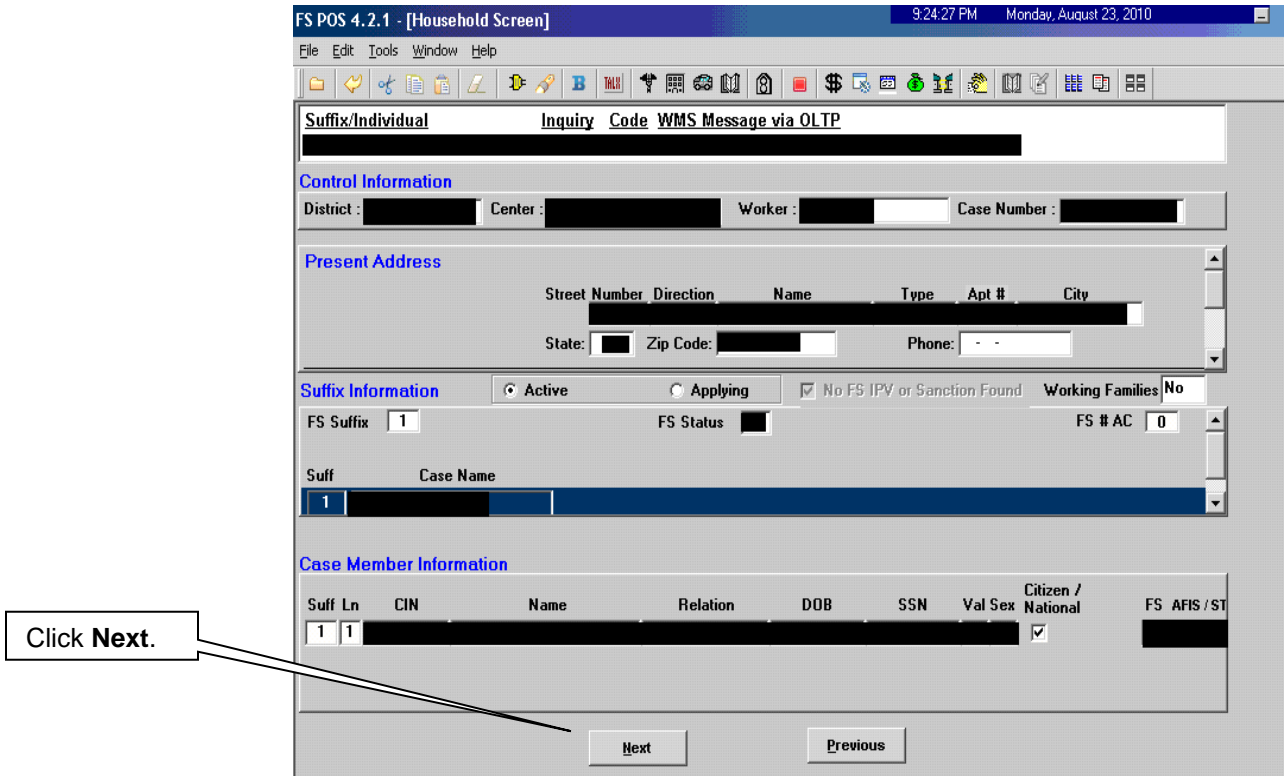
'Approve SNAP Recertification Deferral' Activity

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;



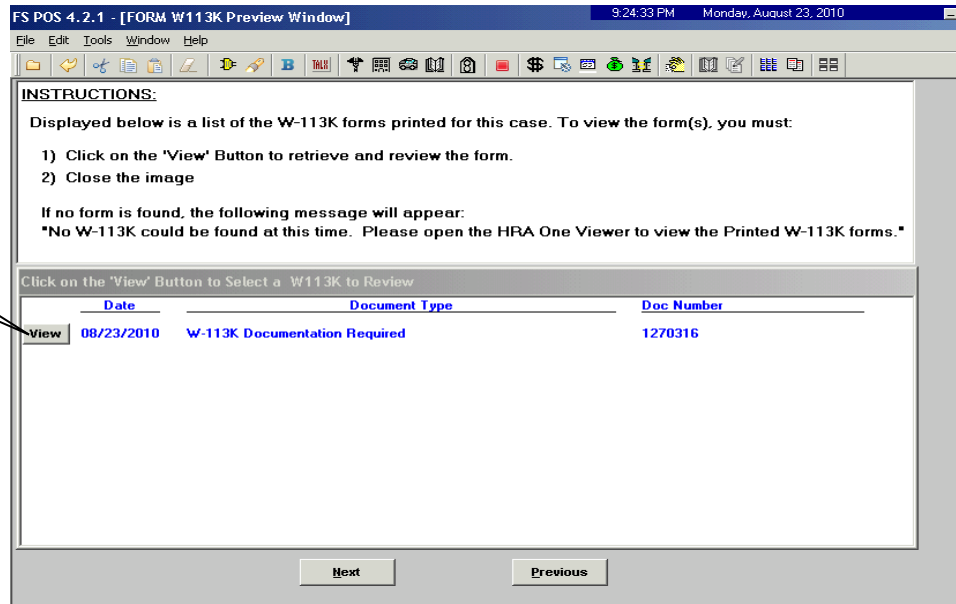


- The **Household Screen** will appear. The Supervisor must click **Next** to open the **Form W-113K Preview Window**;



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

Click **View** to retrieve the form.



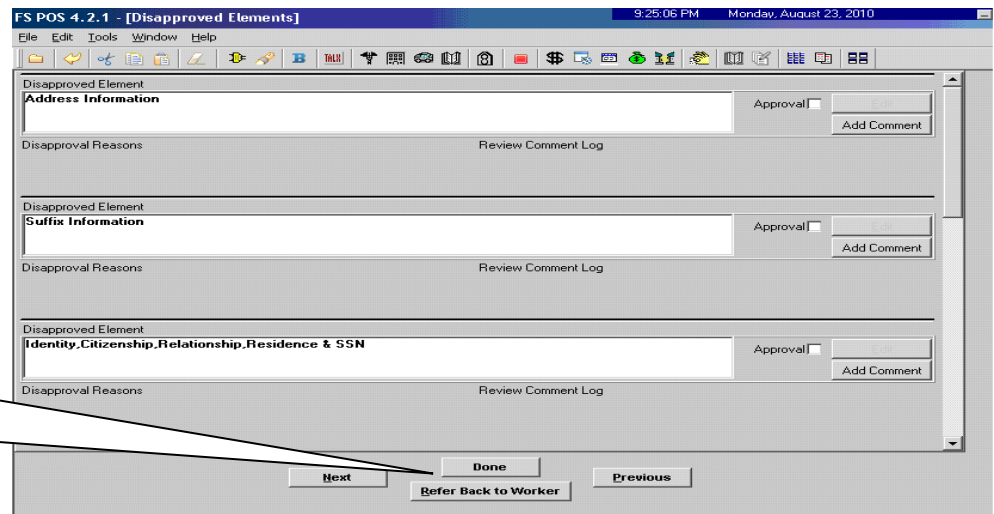
- The Supervisor must review the detailed eligibility factors. Check the **Approval** box for each satisfactory eligibility factor. Enter comments for each disapproved eligibility factor.

Supervisory Review – Deferral Not Approved

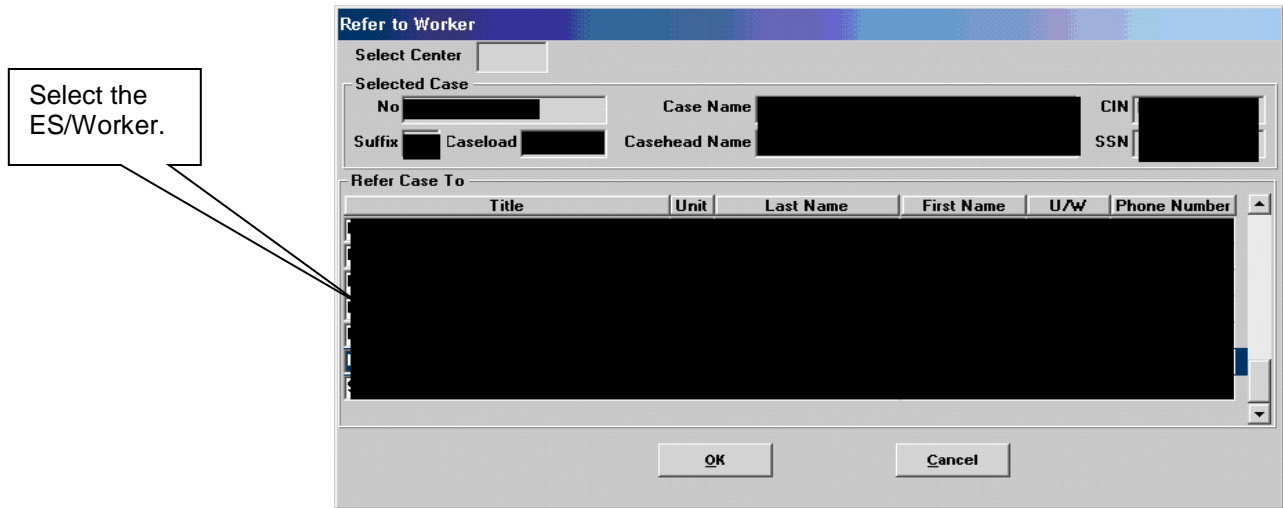
If the deferral is disapproved for any reason, it must be referred back to the Worker for follow-up. The reason(s) for the supervisor deferral disapproval will determine the next action(s) to be taken by the Worker.

- 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**;



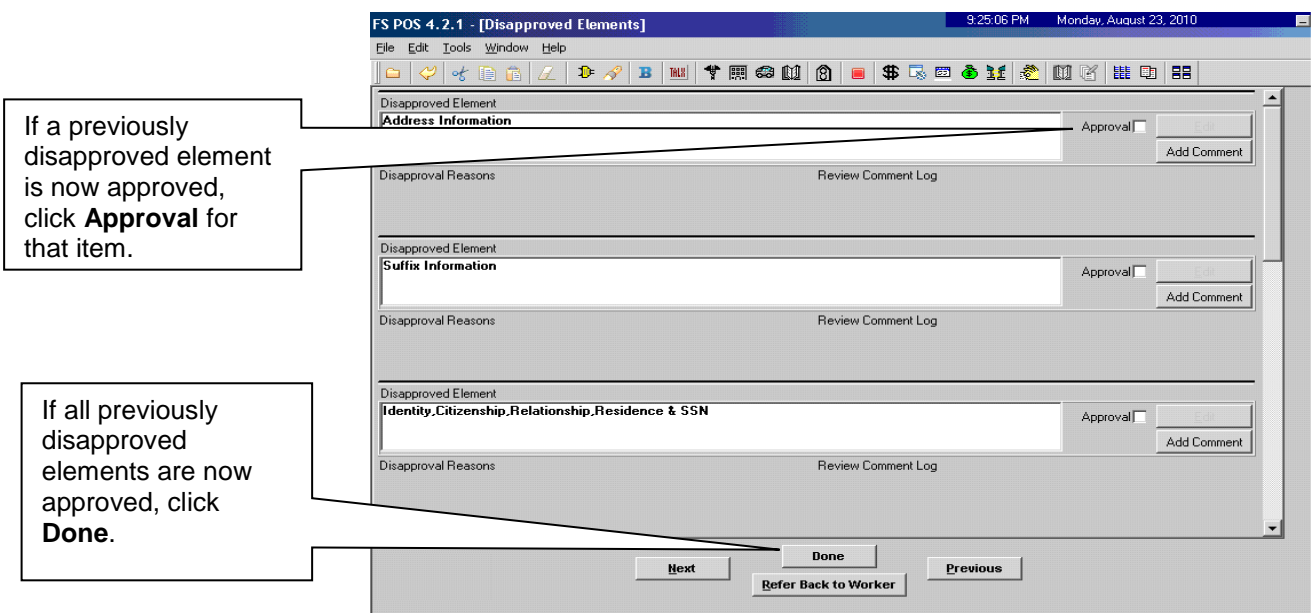
The **SNAP Recertification Interview** activity in the Worker’s queue will be updated with a description of “SNAP Recertification Interview – Returned Deferral”.

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;

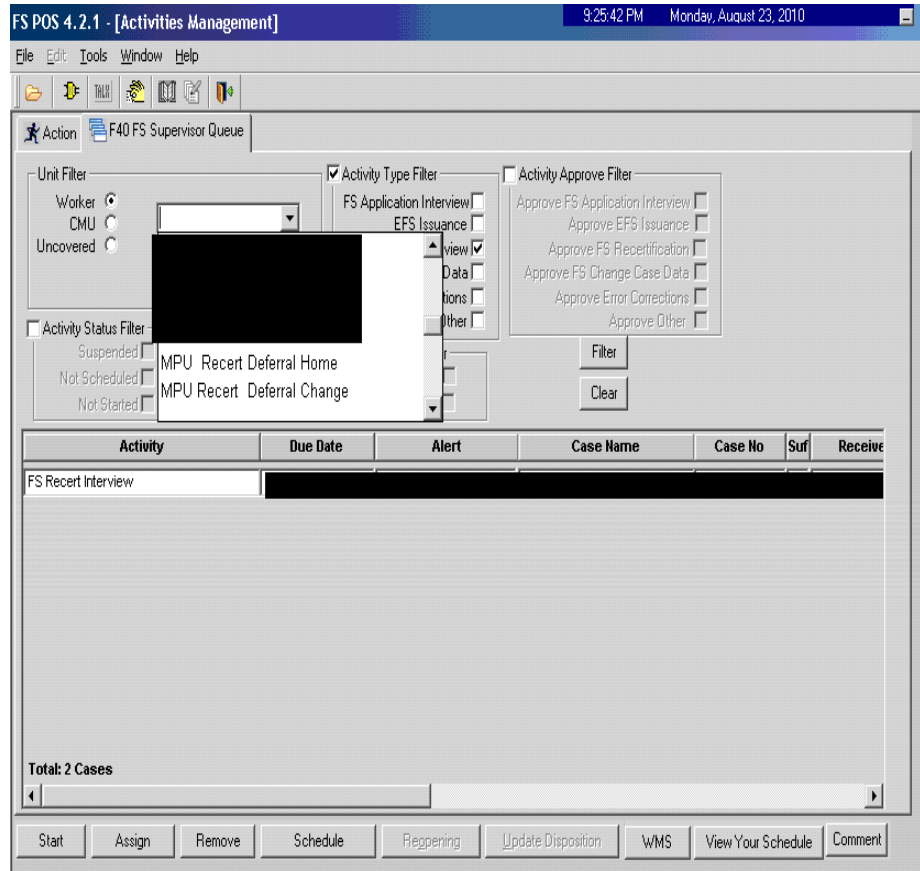


Supervisory Review- Deferral Approved

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.

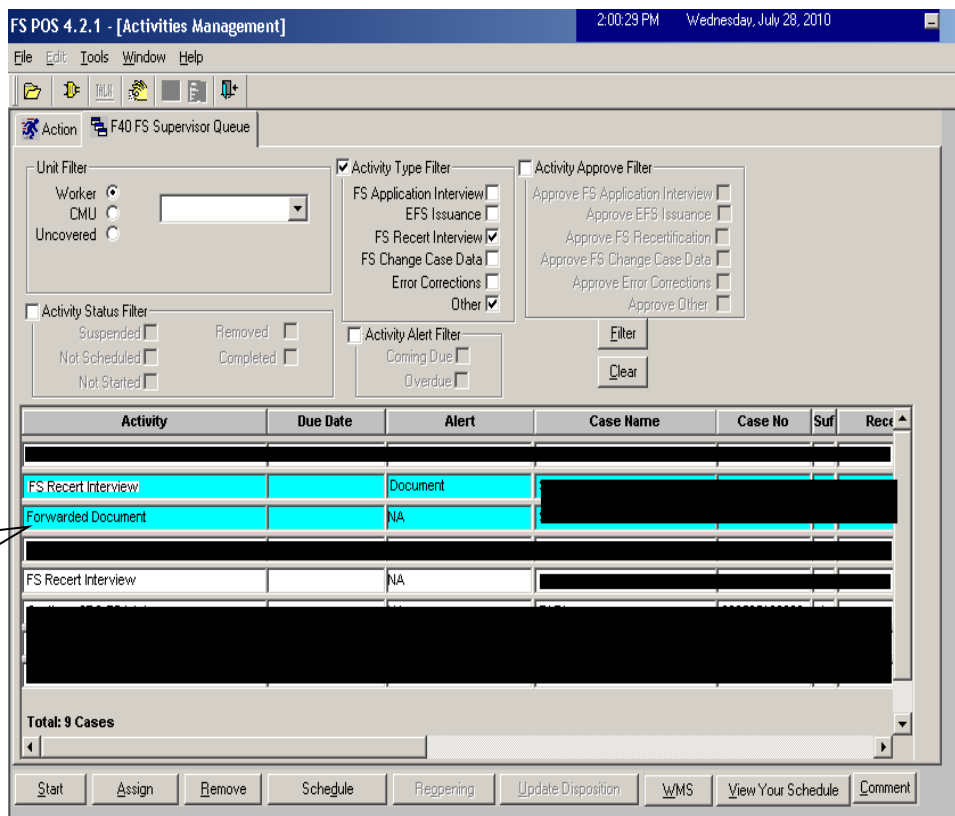


The Supervisor must verbally instruct the Worker to mail the **W-113K** and **W-119D**, on the same day, including a postage-paid return envelope to the participant to ensure that s/he is made aware of the missing documentation and/or signature requirements.

**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

MPU TIPS Worker-completes recertification process after the documents are received.

The TIPS 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. Additionally, the Supervisor must review other pertinent documents in the HRA One Viewer, and ensure that Form **LDSS-4826** submissions have the required signature on page 5. This signature check is not necessary for E-Recert submissions, all of which include an electronic signature.

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

### OTDA Notices

Households that fail 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** or E-Recert will receive the Reminder Notice **Z96**.
- Households that submitted a signed and completed **LDSS-4826** or E-Recert 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

Home Centers process all FTK appointment

On a daily basis, the Home Center Designee 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, or E-Recert, or that did not successfully recertify through the IVRS system.

For each case, the Home Center Designee 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 designated Home Center Designee executes the following actions:

**Recertification Interview Log window**

Select search data.

Select filter

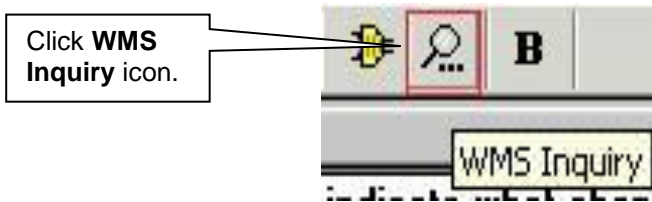
Cases meeting filter criteria appear here.

Completed LDSS-4826/ E-Recert Submitted:

**Z99** Missed Appointment Notice generated

- For those missed interview cases that have a signed, and completed **LDSS-4826** form or completed E-Recert 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 Appointment** more than five days after the appointment date, the Home Center 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.

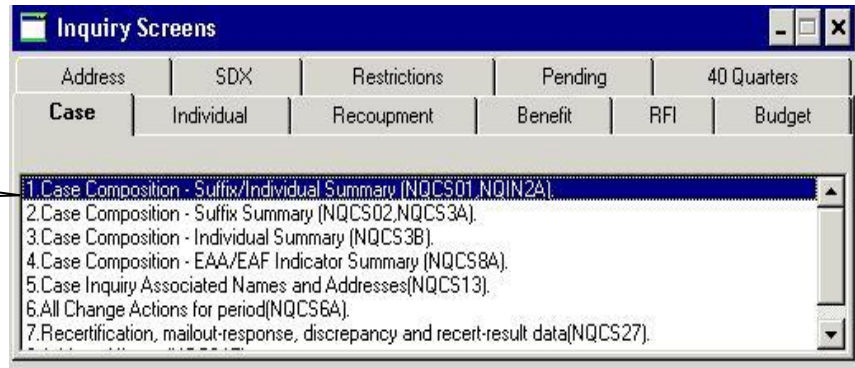
WMS Inquiry icon



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

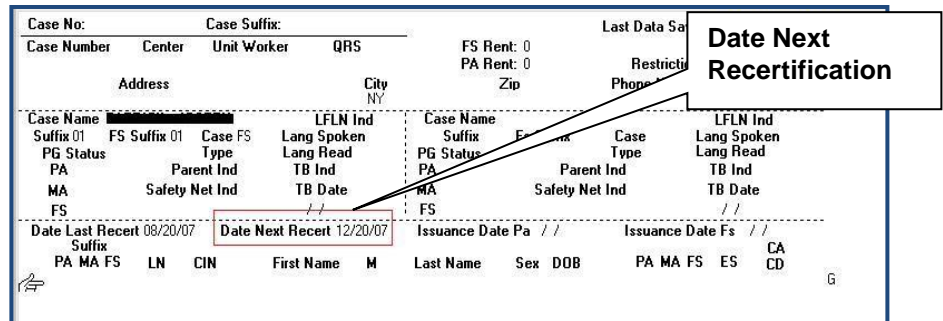
Inquiry Screens window

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



- Click the **Next** button.

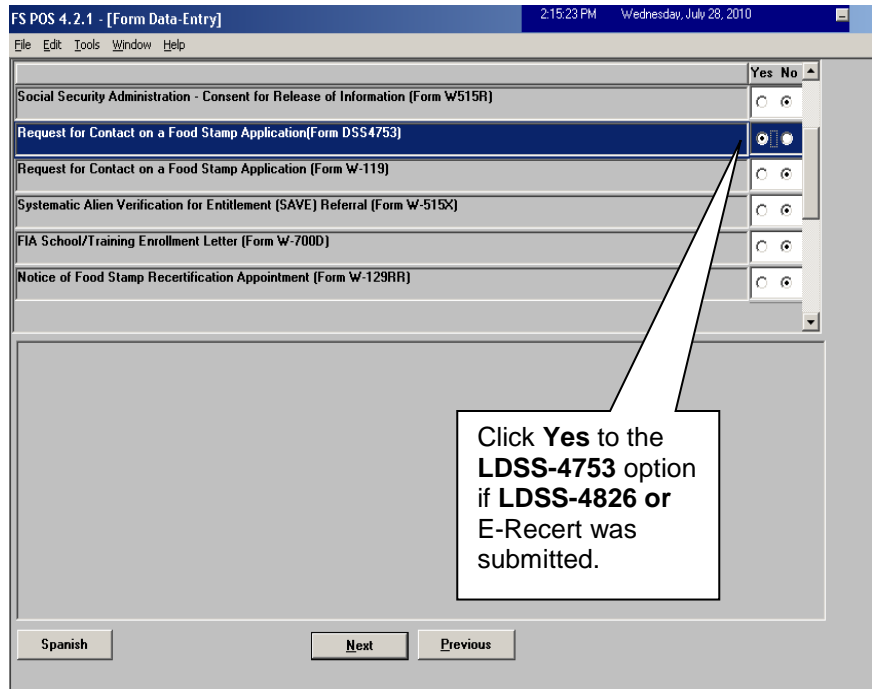


**Form Data Entry window**

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

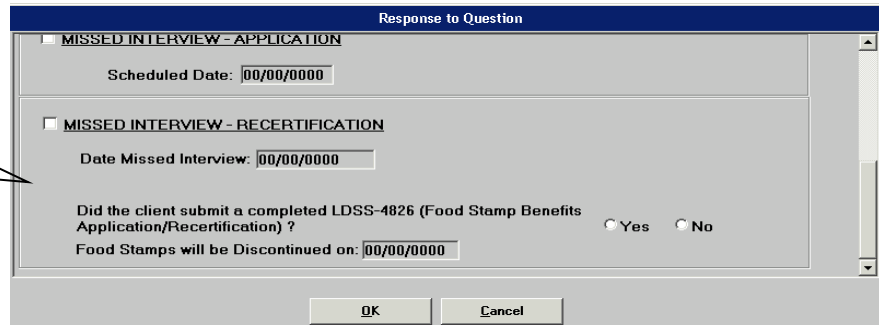
The **LDSS-4753** is only required to be sent by the Home Center staff to individuals who file a Form (**LDSS-4826**)/E-Recert, if the case was marked as Failed to Keep (FTK) more than 5 days after the appointment date.

See [PD #13-29-ELI](#) for information on the **LDSS-4753**.



**Response to Question window**

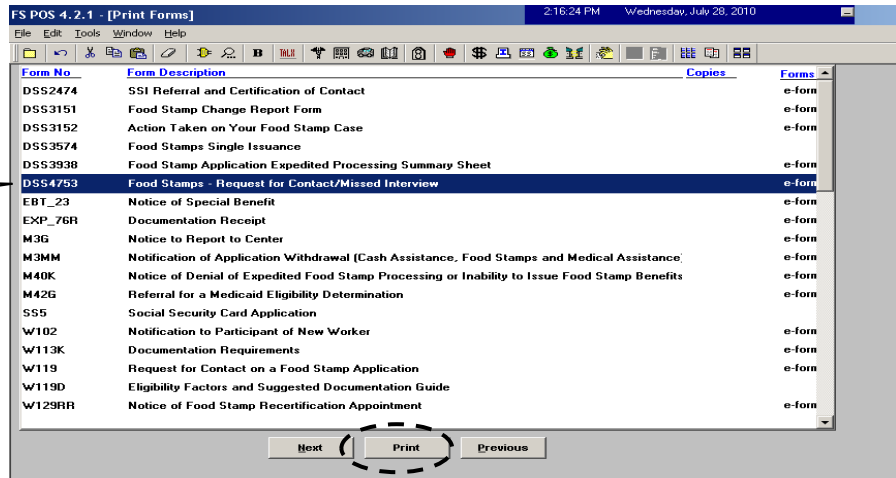
Complete the **Missed Interview-Recertification** section.



**Note:** Click **Yes** to the question, “Did the client submit a completed **LDSS-4826** (Food Stamp Benefits Application/Recertification)?”, if the participant filed a completed **LDSS-4826**/ E-Recert; and **No** if the client has not filed an **LDSS-4826**/E-Recert.

Print Forms window

Select the DSS4753 form.

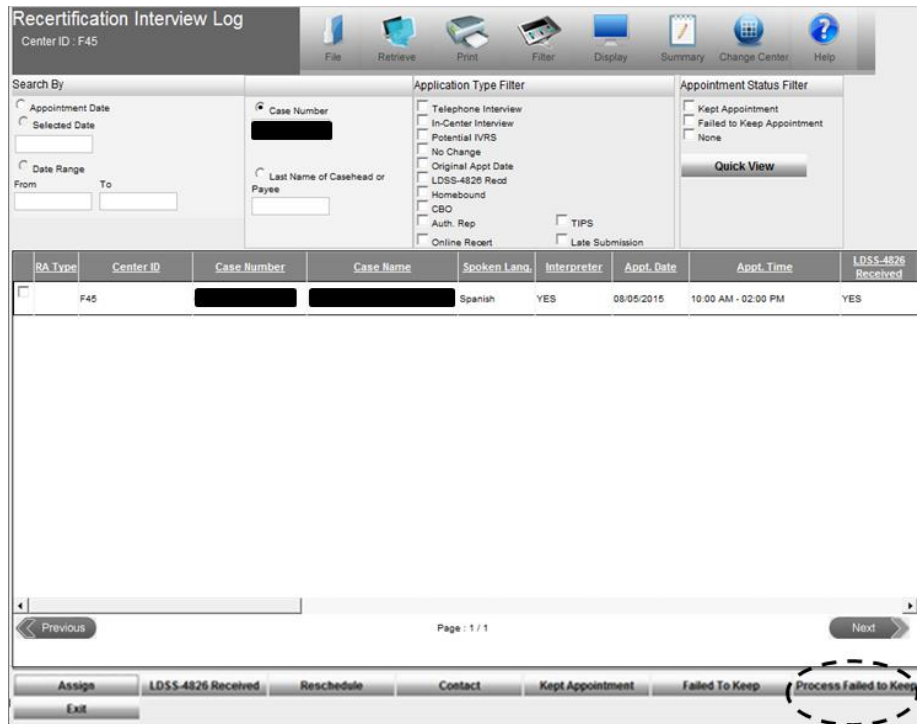


Supervisory Role

The 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

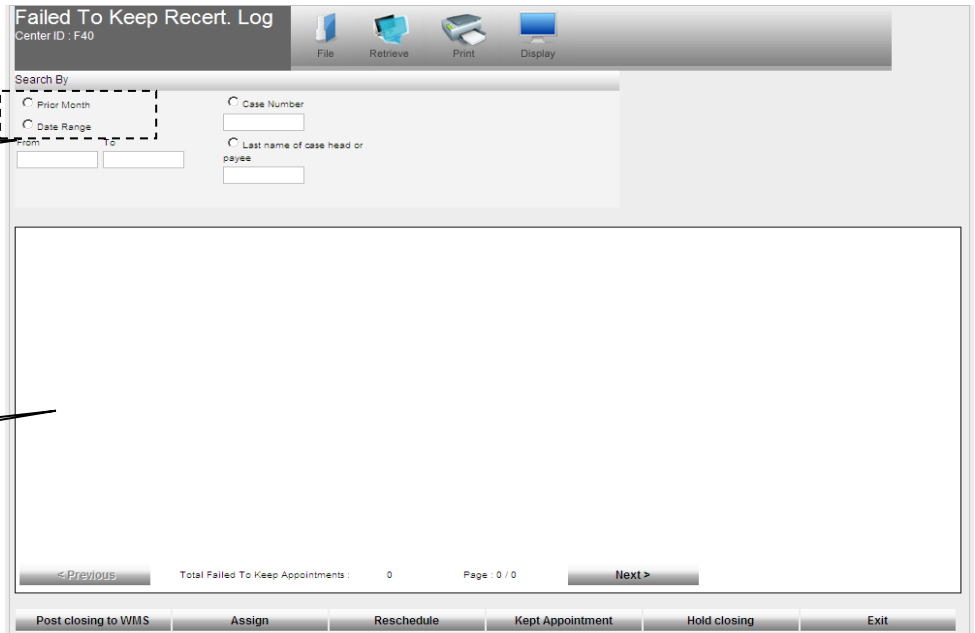
- The **Failed to Keep Recertification Interview Log** window appears. Select the **Prior Month** option in the **Search by** section and the **Retrieve** tool bar option to display all cases which failed to keep their recertification interview originally scheduled during the prior month;

- 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;

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

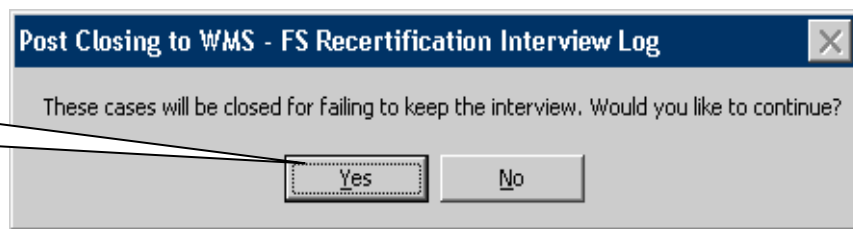
Click **Prior Month** option.

Select case.



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.



**FTK a Deferral Appointment**

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

**Supervisory Review and Assignment**

Beginning on the first business day following the 25th calendar day of the month, the Home Center Supervisor/TIPS 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 Supervisor, or assigned staff, 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 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 signature have not been submitted, the Supervisor or assigned staff must:

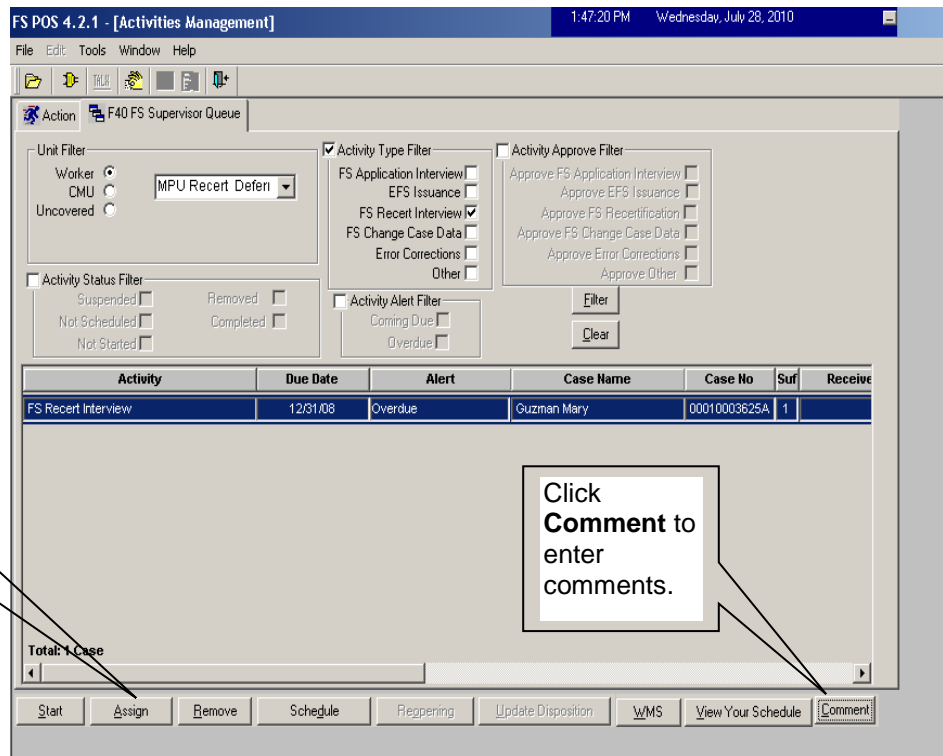
- Indicate the missing document(s) and/or signature in the **Case Comments** section by selecting the pended **SNAP Recertification Interview** activity from the **MPU Recertification Deferral Change** queue and click the **Comment** button.
- Assigned staff, who have reviewed the case, will process the case closing or otherwise evaluate if eligibility can be determined without documentation. The Supervisor may assign the activity to other staff for case closing or evaluation to see if eligibility can be determined without documentation 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 **Comment** to enter comments.



## Case Comments Window

Indicate missing documents and/or signature.

| Staff Member | Comment | Date Entered      |
|--------------|---------|-------------------|
| [Redacted]   |         | 12/18/09 09:38 AM |
| [Redacted]   |         | 02/11/10 10:21 AM |
| [Redacted]   |         | 04/15/10 08:15 AM |
| [Redacted]   |         | 07/28/10 01:46 PM |

## Processing the Case Closing

To process the case closing, the 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 do not 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.

**Note:** If the reason for the deferral is to verify expenses (medical, shelter, etc.) and the participant fails to verify those expenses, the SNAP case must not be closed until after the Worker evaluates or budgets the SNAP case without those expenses. In some instances, a case remains eligible for benefits, though possibly at reduced benefit levels, when the budget is evaluated without taking into account the expenses the participant failed to document.

**TAD Window**

The screenshot shows the 'Food Stamp Tad Window' in the FS POS 4.2.1 application. The window title is 'FS POS 4.2.1 - [UNDERCARE]'. The interface includes a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main area contains several data entry fields and a table. Callouts indicate the following actions:

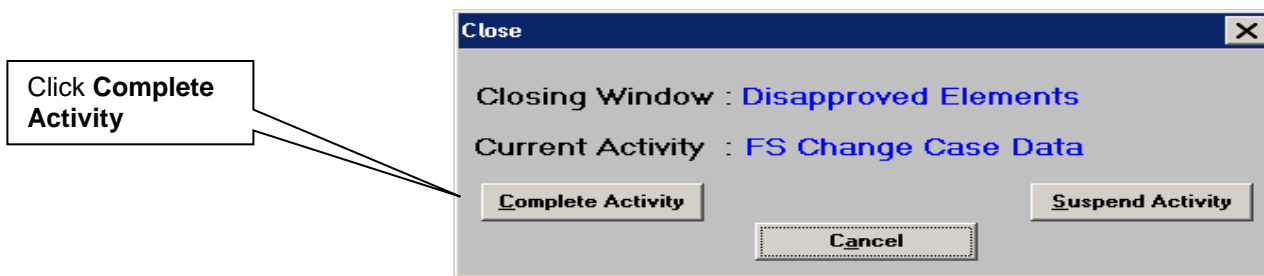
- Select CLOSED-Compliance:** A callout points to the 'Status' dropdown menu in the table, which is currently set to 'CLOSED-Compliance'.
- Select V-21 Failure to Provide Verification:** A callout points to the 'Status Reason' dropdown menu in the table, which is currently set to 'V21-Failure to Provide Verification (Adequate)'.
- Enter the CNS Notice number:** A callout box points to the 'Notice #' field, containing the instruction: 'Enter the CNS Notice number (include the alpha and do not cut and paste the number from CNS into POS)'.

At the bottom of the window, there are buttons for 'Next', 'Previous', 'Ignore Errors', 'Show Individual Data', and 'Run Rules'.

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

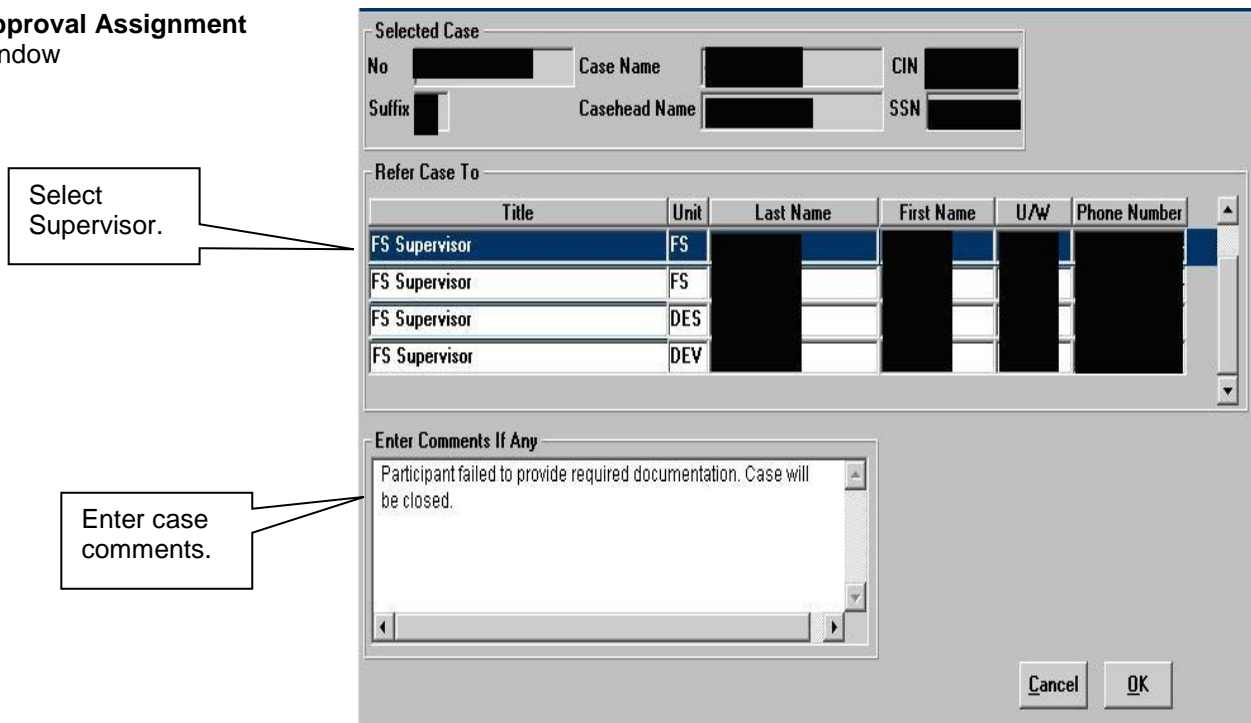
The screenshot shows a 'Success' dialog box with a question mark icon. The text inside reads: 'This case has passed all the Business Rules. Do you want to move on to the next window (select 'No' to remain in the TAD window)?'. There are 'Yes' and 'No' buttons at the bottom. A callout box points to the 'Yes' button with the instruction: '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;



- 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.
- Submit the CNS Supervisory Review printout to the Supervisor.

Approval Assignment window



Upon receipt of the approval of the case closing activity, the Home Center Supervisor/TIPS 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**

Paperless Office System (POS) implications are discussed in this document.

Paperless Office System (POS) Implications

Medical Assistance (MA) Implications

There are no MA implications.

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

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For Limited English Proficient (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #14-24-OPE](#) and [PD#14-18-OPE](#) .

**FAIR HEARING IMPLICATIONS**

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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.

Avoidance/Resolution

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.


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**REFERENCES**  
 01 ADM 8  
 GIS 08 TA/DC018  
 10 INF 14  
 18NYCRR 387.6 (a)  
 18NYCRR 387.7(i)  
 18NYCRR 387.17 (f)(3)

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**RELATED ITEMS**  
[PD #09-43-SYS](#)  
[PD #10-36-OPE](#)  
[PD #11-11-EMP](#)  
[PB 12-15-SYS](#)  
[PB #13-06-OPE](#)  
[PD #13-22-ELI](#)  
[PD #13-29-ELI](#)  
[PB #13-116-SYS](#)  
[PD#14-18-OPE](#)  
[PD #14-24-OPE](#)  
[PB 14-55-ELI](#)  
[PB #14-133-SYS](#)  
[PB #15-31-OPE](#)  
[PB #15-33-OPE](#)  
[PB 15-62-OPE](#)

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|   |                     |   |
|---|---------------------|---|
| <b>ATTACHMENTS</b>  | <b>Attachment A</b> | Supplemental Nutrition Assistance Program (SNAP) Online Recertification Summary                                   |
| <p> Please use Print on Demand to obtain copies of forms.</p> <p>(section to be completed)</p> | <b>W-129RR</b>      | Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (Rev. 12/02/15 )           |
|   | <b>W-129RR (S)</b>  | Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (Spanish) (Rev. 12/02/15 ) |

|                             |   |
|-----------------------------|---|
| <b>W-129RR (Insert)</b>     | Notice of Food Stamp Recertification Appointment (W-129RR) Insert Interview/Appointment Rights for Supplemental Nutrition Assistance Program (SNAP) Benefits(Obsolete)            |
| <b>W-129RR (Insert) (S)</b> | Notice of Food Stamp Recertification Appointment (W-129RR) Insert Interview/Appointment Rights for Supplemental Nutrition Assistance Program (SNAP) Benefits (Spanish) (Obsolete) |
| <b>W-708A</b>               | Supplemental Nutrition Assistance Program (SNAP) Recertification Control (Rev. 12/02/15)  |
| <b>W-901F</b>               | Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form (Rev. 12/02/15)   |
| <b>W-901F (S)</b>           | Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form (Spanish) (Rev. 12/02/15)   |
| <b>W-908F</b>               | Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (Rev. 12/02/15)  |
| <b>W-908F (S)</b>           | Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (Spanish) (Rev. 12/02/15)  |

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**The City of New York  
Human Resources Administration  
Supplemental Nutrition Assistance Program (SNAP) Online Recertification**

**Submission Date and Time: 04/10/2015 11:07 AM**

**Confirmation Number: 0000000**

**SNAP Case Number: 000000000A**

**Next Steps:**

**STEP 1: Complete the required interview.**

**Important!** Missing this interview may affect your eligibility for SNAP/Food Stamps.

- **Appointment Letter:** You should have already received a notice with the date and four-hour time window of your interview appointment. Most interviews are conducted over the telephone.
- **Telephone Interview Window:** A worker will call you during this four-hour window to complete your interview. Allow at least one hour to complete this call.
- **Languages:** Interpreters are available during the interview.
- **Other:** If you do not wish to have a telephone interview, you can request an in-person appointment at a local SNAP Center or by calling 718-557-1399.
- **Expiration of Benefits:** If you do not complete the interview by the last day of your certification period, your benefits will stop after this date
- **Missed interview:** If you need to reschedule or have missed your scheduled appointment, please call 718-557-1399 as soon as possible to schedule a new telephone interview. You will receive a notice in the mail if you miss the interview, requesting that you contact the agency.

**STEP 2: Submit documentation.**

**Important!** Your application is not complete without proof of the information in your recertification.

- Submit only copies of your documents, not originals.
- Include a cover sheet when returning documents.
- Return documents by fax, at your local SNAP center, at a community partner, or by mail. Instructions can be found on the Cover Sheet or here: SNAP FAQs.
- If further verification is requested during the interview, you will be sent a notice listing what is needed. You will have 10 days to provide this to HRA. If you need help getting this verification, please let your interviewer know.

**Required Documents:** Based on the information you have just entered for this application, you may be required to submit the following documents to HRA for verification. Please be aware that this list may not include all of the required documents, and you may be requested to submit additional documentation to complete your SNAP Recertification.

| Category                       | Household / Member(s)             | Most Common Verification Documents - only one required   |
|--------------------------------|-----------------------------------|--|
| Identity                       | John 019/01/2014, Jane 01/01/2009 | <ul style="list-style-type: none"> <li>■ Photo I.D. or Driver's License</li> <li>■ U.S. passport</li> <li>■ Birth Certificate</li> </ul>                                       |
| Household Composition          | John 09/01/2014, Jane 01/01/2009  | <ul style="list-style-type: none"> <li>■ Statement from Landlord (who is not a relative)</li> <li>■ School records</li> <li>■ Statement from Community Organization</li> </ul> |
| Age                            | John 09/01/2014, Jane 01/01/2009  | <ul style="list-style-type: none"> <li>■ Birth or baptismal certificate</li> <li>■ Identity document with date of birth</li> </ul>   |
| Social Security Number         | Jane 01/01/2009                   | <ul style="list-style-type: none"> <li>■ Social Security card</li> <li>■ Proof of application for a Social Security Number</li> </ul>  |
| Citizenship/Immigration Status | Jessica 0/01/1982                 | <ul style="list-style-type: none"> <li>■ Birth certificate</li> <li>■ U.S passport/Naturalization Certificate</li> <li>■ Green card, stamped VISA</li> </ul>                   |

|                                  |                              |  |
|----------------------------------|------------------------------|--|
| Income from Self-Employment      | Jessica 01/01/1982           | <input type="checkbox"/> Business records<br><input type="checkbox"/> Tax records or current income tax returns  |
| Child Support Income             | Jessica 09/13/1982           | <input type="checkbox"/> Statement from person paying support<br><input type="checkbox"/> Check stubs<br><input type="checkbox"/> Statement from Family Court or Office of Child Support Enforcement |
| <b>Category</b>                  | <b>Household / Member(s)</b> | <b>Most Common Verification Documents - only one required</b>  |
| Bank Accounts: Checking, Savings | Jessica 09/13/1982           | <input type="checkbox"/> Current bank record<br><input type="checkbox"/> Statement from financial institution  |
| School Attendance                | Jane 01/01/2009              | <input type="checkbox"/> Current report card<br><input type="checkbox"/> School records or letter  |

## Household Information

### Household Members

| First Name | Middle Initial | Last Name | Gender | Date of Birth | SSN         |
|------------|----------------|-----------|--------|---------------|-------------|
| Jessica    | Q              | Public    | Female | 09/13/1982    | 000-00-0000 |
| John       | Q              | Public    | Male   | 09/01/2014    | 000-00-0000 |
| Jane       | Q              | Public    | Female | 01/01/2009    |             |

### Removed Household Members

| First Name | Middle Initial | Last Name | Gender | Date of Birth | SSN | Date Left Case |
|------------|----------------|-----------|--------|---------------|-----|----------------|
| James      | I              | Public    | Male   | 08/01/2012    |     | 01/01/2015     |

### Other Name (Alias)

| Household Member | First Name | Middle Initial | Last Name | Type        |
|------------------|------------|----------------|-----------|-------------|
| Jessica Public   | Jennie     |                | Publique  | Maiden Name |

### Residence Address

| Address Changed? | Homeless? | Address  |
|------------------|-----------|--|
| No               | No        | XX BLEECKER STREET , Apt XYZ, RIDGEWOOD, NY 11385-0000 |

### Mailing Address

| Address Changed? | Address |
|------------------|---------|
| No               |         |

### Contact Information

| Primary Phone Number | Alternate Phone Number | Text Message Phone | Email Address |
|----------------------|------------------------|--------------------|---------------|
| 347-000-0000 x Home  |                        |                    |               |

### Interview

| Interview Phone | Interpreter Service? | Relay or TTY? | Preferred Spoken Language | Preferred Written Language |
|-----------------|----------------------|---------------|---------------------------|----------------------------|
|                 |                      |               | English                   | Spanish                    |

### Household Members Information

| Household Member | Date Joined Household | U.S Citizen | Sponsored Immigrant? | Veteran? | Marital Status       | Pregnant? |
|------------------|-----------------------|-------------|----------------------|----------|----------------------|-----------|
| Jessica Q Public |                       | No          | Yes                  | No       | Single/Never Married | No        |
| John Q Public    | 02/01/2015            | Yes         |                      |          |                      |           |
| Jane Q Public    | 02/01/2015            | Yes         |                      |          |                      | No        |

## SNAP Household

| Household Member | Relationship | Buy and Prepare Food? |
|------------------|--------------|-----------------------|
| John Q Public    | Nephew       | Yes                   |
| Jane Q Public    | Daughter     | Yes                   |

## Ethnicity

| Household Member | Native American/<br>Alaskan Native | Native Hawaiian/<br>Pacific Islander | Asian? | White? | Black/African<br>American | Hispanic Latino? |
|------------------|------------------------------------|--------------------------------------|--------|--------|---------------------------|------------------|
| John Q Public    |                                    |                                      |        | Yes    |                           | No               |
| Jane Q Public    |                                    |                                      |        | Yes    |                           |                  |

## Residence Information

| Resident of NYC? | Living Arrangement     |
|------------------|------------------------|
| Yes              | Rented Apartment/House |

## Health Information

| Household Member | Blind/Visually Impaired | Disabled/Unable to Work | Drug/Alcohol Treatment? | Hours/Week |
|------------------|-------------------------|-------------------------|-------------------------|------------|
| Jessica Q Public | No                      | No                      | No                      |            |
| John Q Public    | No                      | No                      | No                      |            |
| Jane Q Public    | No                      | No                      | No                      |            |

## School Information

| Household Member | Graduated High School? | In School?    | School Type       | DOE ID |
|------------------|------------------------|---------------|-------------------|--------|
| Jessica Q Public | No                     |               |                   |        |
| John Q Public    | No                     | Not in school |                   |        |
| Jane Q Public    | No                     | Full Time     | Elementary School |        |

## Migrant or Seasonal Farm Worker

| Household Member | Migrant/Seasonal Farm Worker | Job Recently End? | More than \$25 in next 10 Days? |
|------------------|------------------------------|-------------------|---------------------------------|
| Jessica Q Public | No                           |                   |                                 |
| John Q Public    | No                           |                   |                                 |
| Jane Q Public    | No                           |                   |                                 |

## General Household Information

| Homebound? | Other SNAP Benefits? | Probation/Parole? | Fleeing Felon? | Sanctions? |
|------------|----------------------|-------------------|----------------|------------|
| No         | No                   | No                | No             | No         |

## Income Information

### Current Self-Employment Income Employer Information

| Household Member | Name of Business/Self | Phone Number | Address |
|------------------|-----------------------|--------------|---------|
| Jessica Q Public | XYZ Company           |              |         |

### Current Self-Employment Income Job Information

| Household Member | Job Type                  | Hours/Week | Reporting Type    |
|------------------|---------------------------|------------|-------------------|
| Jessica Q Public | Car Repair or Restoration | 20         | Income Tax Method |

### Current Self-Employment Income and Expenses-Income Tax Method

| Household Member | Job Type                  | Schedule C Income | Business Expenses |
|------------------|---------------------------|-------------------|-------------------|
| Jessica Q Public | Car Repair or Restoration | \$20000.00        | \$10000.00        |

## Removed Self-Employment Income - Employer Information

| Household Member | Name of Business/<br>Self | Type                         | End Date   | Address |
|------------------|---------------------------|------------------------------|------------|---------|
| Jessica Q Public | ABC Company               | Car Repair or<br>Restoration | 03/01/2015 |         |

## Child Support Income

| Household Member | Start Date | Frequency       | Payment Amount |
|------------------|------------|-----------------|----------------|
| Jessica Q Public | 01/01/2015 | Every Two Weeks | \$50.00        |

## Other Income Detail

| Household Member | Type                | Start Date | How Often | Payment Amount |
|------------------|---------------------|------------|-----------|----------------|
| Jessica Q Public | Adoption Assistance | 02/01/2015 | Weekly    | \$35.00        |

## Total Calculated Income

| Total Calculated Employment Income | Total Calculated Unearned Income | Total Calculated Income |
|------------------------------------|----------------------------------|-------------------------|
| \$1666.67                          | \$260.00                         | \$1926.67               |

## Resources

| Cash    | Amount in Checking Accounts | Amount in Savings Accounts | Total One-Time Payments Reported |
|---------|-----------------------------|----------------------------|----------------------------------|
| \$75.00 | \$110.00                    | \$0.00                     | \$0.00                           |

## Expense Information

---

### Housing Bills

| Type | Payment Amount | How Often | Rent Paid to | Anyone outside household help pay bill? |
|------|----------------|-----------|--------------|---|
| Rent | \$2300.00      | Monthly   |              |   |

### Utility Bills

| Type          | Payment Amount | How Often | Separate Bills? | Anyone outside household help pay bill? |
|---------------|----------------|-----------|-----------------|---|
| Other Utility | \$15.00        | Monthly   | Yes             | No                                      |

### Child Support Bills

| Who Pays         | Child First Name | Child Last Name | Payment Amount | Frequency |
|------------------|------------------|-----------------|----------------|-----------|
| Jessica Q Public | James            | Public          | \$175.00       | Monthly   |



# NYS Agency-Based Voter Registration Form

ESTE FORMULARIO ESTÁ DISPONIBLE EN ESPAÑOL

本表格有中文文本



**VOTER REGISTRATION FORM**

"If you are not registered to vote where you live now, would you like to apply to register here today?"

**YES** (If you check yes, please complete VOTER REGISTRATION APPLICATION at bottom of page)

- NO because I choose not to register **OR**
- I am already registered at my current address **OR**
- I asked for and received a mail registration form.

**If you do not check any box, you will be considered to have decided not to register to vote at this time.**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_  
(Please Print Name)

## IMPORTANT!

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with:

*New York State Board of Elections, 40 Steuben Street,  
Albany, New York 12207-2109  
Telephone: 1-800-469-6872;  
TDD/TTY users contact the New York State Relay at 711;  
or visit our website - [www.elections.state.ny.us](http://www.elections.state.ny.us)*

Your decision to register will remain confidential and will be used only for voter registration purposes. Anyone not choosing to register to vote and/or information regarding the office to which the application was submitted will remain confidential, to be used only for voter registration purposes.

## Qualifications for Registration

### You Can Use This Form To:

- register to vote in New York State;
- change your name and/or address, if there is a change since you last voted;
- enroll in a political party or change your enrollment.

### To Register You Must:

- be a U.S. citizen;
- be 18 years old by December 31 of the year in which you file this form (note: You must be 18 years old by the date of the general, primary, or other election in which you want to vote.);
- be a resident of the County, or of the City of New York at least 30 days before an election;
- not be in jail or on parole for a felony conviction; and
- not claim the right to vote elsewhere.

## VOTER REGISTRATION APPLICATION (instructions on back)

NVRA-05 (01/07)

Yes, I need an application for an Absentee Ballot **Please print or type in blue or black ink**  Yes, I would like to be an Election Day worker

|  |  |  |
|--|--|--|
| <p><b>1</b> Are you a U.S. citizen?<br/>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If you answered NO, do not complete this form.</p>   | <p><b>2</b> Will you be 18 years old on or before election day?<br/>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If you answered NO, do not complete this form, unless you will be 18 by the end of the year.</p>   | <b>For Board use only!</b>   |
| <p><b>3</b> Last Name _____ First Name _____ Middle Initial _____ Suffix _____</p>   |  |  |
| <p><b>4</b> Address where you live (do not give P.O. address) _____ Apt. No. _____ City/Town/Village _____ Zip Code _____ County _____</p>   |  |  |
| <p><b>5</b> Address where you get your mail (if different from above) _____ P.O. box, star rte, etc. _____ Post Office _____ Zip Code _____</p>  |  |  |
| <p><b>6</b> Date of Birth _____ <b>7</b> Sex (circle) _____ <b>8</b> Home Tel. Number (optional) _____</p>   | <p><b>9</b> ID Number - Check the applicable box and provide your number</p> <p><input type="checkbox"/> New York DMV number _____</p> <p>If you do not have a New York DMV number, please provide:</p> <p><input type="checkbox"/> Last four digits of your _____ Social Security Number</p> <p><input type="checkbox"/> I do not have a New York Driver's license number or a Social Security Number</p> |  |
| <p><b>10</b> The last year you voted _____ Your Address was (give house number, street, and city) _____</p> <p>In county/state _____ Under the Name (if different from your name now) _____</p>  |  | <p><b>11</b> <b>Choose a Party</b> - Check one box only</p> <p><input type="checkbox"/> DEMOCRATIC PARTY</p> <p><input type="checkbox"/> REPUBLICAN PARTY</p> <p><input type="checkbox"/> INDEPENDENCE PARTY</p> <p><input type="checkbox"/> CONSERVATIVE PARTY</p> <p><input type="checkbox"/> WORKING FAMILIES PARTY</p> <p><input type="checkbox"/> OTHER (write in) _____</p> <p><input type="checkbox"/> I DO NOT WISH TO ENROLL IN A PARTY</p> |
| <p><b>12</b> <b>AFFIDAVIT:</b> I swear or affirm that</p> <ul style="list-style-type: none"> <li>• I am a citizen of the United States</li> <li>• I will have lived in the county, city, or village for at least 30 days before the election.</li> <li>• I meet all requirements to register to vote in New York State.</li> <li>• This is my signature or mark on the line below.</li> <li>• The above information is true. I understand that if it is not true I can be convicted and fined up to \$5,000 and/or jailed for up to four years.</li> </ul> <p>→ _____</p> <p style="text-align: center;">(Signature or Mark in Ink) (Date)</p> |  |  |

# IDENTIFICATION REQUIREMENTS

Your identity must be verified prior to election day, so that you will not have to provide identification when you vote. Your identity can be verified through your DMV number (driver's license number or non-driver ID number), or the last four digits of your social security number, as requested in Box 9 of this application.

If your identity is not verified before election day, you will be asked to provide identification when you vote for the first time. Samples of the identification you may provide include a valid photo ID, a current utility bill, bank statement, government check or some other government document that shows your name and address.

## TO COMPLETE THIS FORM:

*Box 1:* Must be completed. If you answer NO, do not complete this form

*Box 2:* Must be completed, however if you check NO, do not complete this form UNLESS you are a New York resident who will be 18 by the end of this year.

*Box 4:* Give your home address.

*Box 5:* Give your mailing address if it is different from your home address (post office box no., star route or rural route no., etc.)

*Box 8:* The completion of this box is optional.

*Box 9:* Must be completed. If you have a current New York driver's license, you must provide that number. If you do not have a current New York driver's license, you must provide the last four digits of your social security number.

*Box 10:* If you have never voted before, write "None." If you can't remember when you last voted, put a question mark (?). If you voted before under a different name, put down that name. If not, write "Same."

*Box 11:* In order to vote in a party primary, you must be enrolled in one of New York's 5 constituted parties. Check one box only.

*Box 12:* This application must be signed and dated in ink.

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

### Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment

Under SNAP rules, your benefits will end on \_\_\_\_\_. To continue receiving SNAP benefits, you must have a recertification interview by this date. We have scheduled an appointment for you on:

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Location Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

If you have any questions or need to change your appointment or if you are working and need a later time, you may call \_\_\_\_\_.

Please bring current documents that prove any of the following that apply to you.

- Employment or self-employment income for the past four (4) weeks
- Unearned income (income that is not earned in employment such as Social Security, pension, disability payments, etc.)
- Household size (how many are in the SNAP household - if there is a change)
- New Social Security Number for anyone in the household
- Date of birth and Social Security Number of any new household member
- Immigration status, if it has changed

You may, but are not required to, bring current proof of any of the following expenses. These may affect whether or not you qualify for SNAP benefits or how much in SNAP benefits you get:

- Shelter and utility expenses (for example, rent, mortgage, heating bills, etc.)
- Child care or dependent care costs
- Medical expenses for elderly or disabled household members

Please read the enclosed Supplemental Nutrition Assistance Program (SNAP) Document Guide (**W-129G**), for more information about acceptable documents or proof.

**If you do not keep the above appointment your SNAP benefits may be stopped. If you do not provide the necessary documents your SNAP benefits may be stopped or reduced.**

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_

### **Aviso de Cita para Recertificación del Programa de Asistencia de Nutrición Suplementaria (SNAP)**

Conforme a las reglas de SNAP, sus beneficios se vencerán el \_\_\_\_\_. Para seguir recibiendo beneficios de SNAP, usted debe realizar una entrevista de recertificación para esta fecha. Le hemos programado una cita para el:

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

Nombre del Local: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Si usted tiene cualquier pregunta, o si necesita cambiar su cita, o si trabaja y necesita una cita a una hora más tarde, puede llamar al \_\_\_\_\_.  
Por favor traiga documentación actual que compruebe cualquiera de lo siguiente que le corresponda a usted:

- Ingreso de empleo o de trabajo por cuenta propia de las últimas cuatro (4) semanas
- Ingreso no salarial (ingreso que no se gana mediante el trabajo tal como Seguro Social, pensión, pagos para discapacitados, etc.)
- Composición del hogar (cuántas personas residen en el hogar de SNAP - si ha habido un cambio)
- Nuevo número de Seguro Social de toda persona en el hogar
- Fecha de nacimiento y número de Seguro Social de todo nuevo miembro del hogar
- Estado de inmigración, si ha habido un cambio

Aunque no sea necesario, usted puede traer comprobante actual de cualquiera de los siguientes gastos. Éstos pueden afectar su elegibilidad para beneficios de SNAP, o la cuantía de los mismos que usted pueda obtener.

- Gastos de albergue y de servicios públicos (p. ej. alquiler, hipoteca, facturas de calefacción, etc.)
- Costos de cuidado infantil o de cuidado de dependientes
- Gastos médicos de ancianos o de personas discapacitadas de su hogar

Para más información sobre la documentación o pruebas admisibles, por favor consulte la adjunta Guía de Documentación del Programa de Asistencia de Nutrición Suplementaria (SNAP) (**W-129G [S]**).

**Si usted no cumple la cita antemencionada, se pueden discontinuar sus beneficios de SNAP. Más aún, si usted no proporciona la documentación necesaria, se pueden reducir o discontinuar sus beneficios de SNAP.**

## Notice of Food Stamp Recertification Appointment (W-129RR) Insert Interview/Application Rights for Supplemental Nutrition Assistance Program (SNAP) Benefits

**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.

You have a 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 during regular office hours.
- ask for an application for SNAP benefits. This Center must accept the application as long as it is signed and has a readable name (and address, if you have one).
- apply for SNAP benefits in person, by mail, by fax or through an authorized representative. An interview may be required.

If all members of your household are now receiving Supplemental Security Income (SSI) or plan to apply for SSI, you may apply for SNAP Benefits at the Social Security Office instead of turning in your recertification form at the SNAP Center. If you choose to do this, the Social Security Office must receive your application by your SNAP benefit expiration date, indicated on your Notice of SNAP Recertification Appointment (W-129RR). They will interview you and send your application and supporting documents to the SNAP benefits Center to see if you can still get SNAP benefits.

### What Happens If I Do Not Comply with the Interview Requirements?

If you submit your recertification application by \_\_\_\_\_ and are still eligible, you will receive  
Last Day of Certification Period

uninterrupted SNAP benefits. However, you will not get SNAP benefits after \_\_\_\_\_ unless you are  
Last Day of Certification Period  
recertified.

If you, a member of your household or your authorized representative do not turn in your recertification form, complete an interview and give any required documentation, you will not get SNAP benefits unless you apply again and are eligible. If any proof is still needed after the interview, you will be told what you need to bring, and you will have at least ten (10) days to submit it. This decision is based on 18 NYCRR § 387.17.

### Services and Other Information

- If you are getting Cash Assistance, Medical Assistance or SNAP benefits, you may be able to get a discount on your phone service. For information on LIFELINE, call Verizon toll-free at **(800) 555-5000**.
- Although you may no longer be eligible for cash assistance, SNAP Benefits or Medical Assistance, you still may be eligible for assistance with your heating costs by applying for the Home Energy Assistance Program (HEAP). Information on HEAP can be obtained by calling HEAP Central at **(800) 692-0557**.

**YOU HAVE THE RIGHT TO APPEAL THIS DECISION.  
BE SURE TO READ THE CONFERENCE AND FAIR HEARING INFORMATION  
SECTION OF THIS NOTICE FOR HOW TO APPEAL THIS DECISION.**

## Conference and Fair Hearing Information

### CONFERENCE

If you think our decision is wrong, or if you do not understand our decision, please call us to set up a conference (informal meeting with us). To do this, call or write to the Center that handles your case. Sometimes this is the fastest way to solve a problem you may have. We encourage you to do this even if you have asked for a Fair Hearing. If you ask for a conference, you are still entitled to a Fair Hearing.

### STATE FAIR HEARING

**How to Ask for a Fair Hearing:** If you believe the decision(s) we are making is/are wrong, you may request a State Fair Hearing by telephone, in writing, fax, in person or online.

- (1) **TELEPHONE:** Call **(800) 342-3334**. (Please have this notice in hand when you call.)
- (2) **WRITE:** Send a copy of the entire notice, with the "Fair Hearing Request" section completed, to:  
Office of Administrative Hearings  
New York State Office of Temporary and Disability Assistance  
**P.O. Box 1930, Albany, NY 12201**  
(Please keep a copy for yourself.)
- (3) **FAX:** Fax a copy of the entire notice, with the "Fair Hearing Request" section completed, to:  
**(518) 473-6735**.
- (4) **IN PERSON:** Bring a copy of the entire notice, with the "Fair Hearing Request" section completed, to the Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance at: **14 Boerum Place, Brooklyn, NY 11201**.
- (5) **ONLINE:** Complete an online request form at: <http://www.otda.ny.gov/bah/forms.asp>

**What to Expect at a Fair Hearing:** The State will send you a notice that tells you when and where the Fair Hearing will be held. At the hearing, you will have a chance to explain why you think our decision is wrong. To help explain your case, you can bring a lawyer and/or witnesses such as a relative or a friend to the hearing, and/or give the Hearing Officer any written documentation related to your case such as: pay stubs, leases, receipts, bills and/or doctor's statements, etc. If you cannot come yourself, you can send someone to represent you. If you are sending someone who is not a lawyer to the hearing instead of you, you must give that person a letter to show the Hearing Officer that you want that person to represent you. At the hearing, you, your lawyer or your representative can also ask questions of witnesses whom we bring, or you bring, to explain the case.

**If you have a disability, and cannot travel,** you may appear through a representative, either a friend, relative or lawyer. If your representative is not a lawyer, or an employee of a lawyer, your representative must bring the hearing officer a written letter, signed.

**LEGAL ASSISTANCE:** If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking the Yellow Pages under "Lawyers."

**ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS:** To help you get ready for the hearing, you have a right to look at your case files. If you call, write or fax us, we will send you free copies of the documents from your files, which we will give to the Hearing Officer at the Fair Hearing. Also, if you call, write or fax us, we will send you free copies of specific documents from your files which you think you may need to prepare for your Fair Hearing. To ask for documents or to find out how to look at your file, call **(718) 722-5012**, fax **(718) 722-5018** or write to **HRA Division of Fair Hearing, 14 Boerum Place, Brooklyn, New York 11201**. If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

**INFORMATION:** If you want more information about your case, how to ask for a Fair Hearing, how to see your file or how to get additional copies of documents, call or write to us at the phone number/address listed on **page 1** of this notice.

**FAIR HEARING REQUEST**

**Deadline:** If you want the State to review our decision, you must ask for a Fair Hearing within ninety (90) days from the date of the notice for SNAP issues.

If you lose the Fair Hearing, you will have to pay back any benefits you received, but should not have received, while you were waiting for the decision. If you do not want your benefits to stay the same until the decision is issued, you must tell the State when you call for a Fair Hearing or, if you send back this notice, check the box below:

**I do not want to keep my benefits the same until the Fair Hearing decision is issued.**

If you cannot reach the New York State Office of Temporary and Disability Assistance by phone, by fax, in person or online, please write to ask for a Fair Hearing before the deadline.

**I want a Fair Hearing. The Agency's decision is wrong because:**

OBSOLETE

Print Name: \_\_\_\_\_ Case Number: \_\_\_\_\_  
Name M.I. Last Name

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

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

## **Aviso de Cita de Recertificación del Programa de Asistencia de Nutrición Suplementaria (SNAP) (W-129RR) Insert (S) Derechos respecto a la Entrevista/Solicitud de 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.

Usted tiene el derecho de:

- solicitar que la entrevista de SNAP en el centro sea dispensada debido a dificultades. En general, se pueden citar algunas dificultades entre las cuales están incluidas, las enfermedades, el transporte, cuidar a un miembro del hogar, el residir en un área rural, mal tiempo prolongado, el trabajo u horas de capacitación que le impidan acudir durante un horario normal de oficina.
- pedir una solicitud de Beneficios de SNAP. Este centro debe aceptar la solicitud siempre y cuando esté firmada y tenga el nombre y (la dirección si la tiene) legible(s).
- solicitar Beneficios de SNAP en persona, por correo, por fax o a través de un representante autorizado, lo cual pueda requerir de una entrevista.

Si todos los miembros de su hogar actualmente reciben el Ingreso de Seguridad Suplementario (Supplemental Security Income – SSI) o tiene planes para solicitar SSI, usted puede solicitar Beneficios de SNAP en la oficina del Seguro Social en vez de presentar su formulario de recertificación en la oficina de SNAP. Si así decidiera hacerlo, el Centro del Seguro Social también debe recibir su solicitud para la fecha de vencimiento de sus Beneficios de SNAP, indicada en su aviso de Recertificación de SNAP (**W-129RR [S]**). Ellos le entrevistarán y enviarán su solicitud con los documentos correspondientes al centro de SNAP para averiguar si usted aún tiene derecho a Beneficios de SNAP.

OBSOLETE

### **¿Qué Pasaría Si No Cumpló el Requisito de Entrevista?**

Si usted no presenta su solicitud de recertificación para el \_\_\_\_\_ y aún es elegible, recibirá  
(Último Día del Período de Certificación)

Beneficios de SNAP ininterrumpidos. Sin embargo, usted no recibirá Beneficios de SNAP después del \_\_\_\_\_ menos

(Último Día del Período de Certificación)

que se haya recertificado. Si usted, un miembro de su hogar o su representante autorizado no devuelve(n) su formulario de recertificación, no se presenta(n) a una entrevista y proporciona(n) toda documentación solicitada, usted no recibirá Beneficios de SNAP, a menos que vuelva a solicitar y que tenga derecho a ello. Si se necesita alguna otra prueba después de la entrevista, se le informará respecto a los documentos precisos, y se le otorgará un plazo de diez días para presentar los documentos en cuestión. Esta decisión se toma conforme a 18 NYCRR § 387.17.

### **Servicios y Otras Informaciones**

- Si usted recibe asistencia en efectivo, asistencia médica o Beneficios de SNAP, tal vez pueda recibir un descuento en su servicio de teléfono. Para más información sobre LIFELINE, llame gratuitamente a Verizon al (800) 555-5000.
- Aunque ya no sea elegible para asistencia en efectivo, Beneficios de SNAP o asistencia médica, usted todavía puede ser elegible para asistencia con sus gastos de calefacción solicitando al Programa de Asistencia para Energía en el Hogar (Home Energy Assistance Program – HEAP). Información sobre HEAP se puede obtener llamando a la Central de HEAP al (800) 692-0557.

**USTED TIENE EL DERECHO DE APELAR CONTRA ESTA DECISIÓN.**

**ASEGÚRESE DE LEER LA SECCIÓN DE INFORMACIÓN SOBRE CONFERENCIAS Y AUDIENCIAS IMPARCIALES DE ESTE AVISO SOBRE CÓMO APELAR CONTRA ESTA DECISIÓN.**



## Información sobre Conferencias y Audiencias Imparciales

### CONFERENCIA

Si usted considera que nuestra decisión ha sido errónea, o si no la entiende, por favor llámenos para arreglar una conferencia (reunión informal con nosotros). Para ello, llame o escríbale al Centro que está encargado de su caso. A veces este resulta el modo más rápido de solucionar algún problema que pueda tener. Le recomendamos que así lo haga, aun si ha pedido una Audiencia Imparcial. En el caso de solicitar una conferencia, usted seguirá teniendo derecho a una Audiencia Imparcial.

### AUDIENCIA IMPARCIAL ESTATAL

**Cómo Solicitar una Audiencia Imparcial:** Si usted considera que la(s) decisión(es) que estamos tomando es/son errónea (s), puede solicitar una Audiencia Imparcial Estatal por teléfono, por escrito, por fax, en persona o por Internet.

- (1) POR TELÉFONO:** Llame al **(800) 342-3334**. (Favor de tener este aviso a la mano cuando llame.)
- (2) POR ESCRITO:** Envíe una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, a:  
Office of Administrative Hearings  
New York State Office of Temporary and Disability Assistance  
P.O. Box 1930, Albany, NY 12201  
(Favor de guardar una copia para usted.)
- (3) POR FAX:** Envíe una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, al:  
**(518) 473-6735**.
- (4) EN PERSONA:** Traiga una copia de todo el aviso, con la sección "Petición de Audiencia Imparcial" llenada, a la Oficina de Audiencias Administrativas, Oficina de Asistencia Temporal y Asistencia para Incapacitados del Estado de Nueva York (Office of Administrative Hearings, New York State Office of Temporary and Disability Assistance) a: **14 Boerum Place, Brooklyn, NY 11201**.
- (5) POR INTERNET:** Complete una solicitud de formulario electrónico conectándose a:  
<http://www.otda.ny.gov/oah/forms.asp>

**Qué Puede Esperar de la Audiencia Imparcial:** El Estado le enviará una notificación que le informará de cuándo y dónde se llevará a cabo la Audiencia Imparcial. En la audiencia, usted tendrá la oportunidad de explicar la razón por la que considera que nuestra decisión es errónea. Para ayudarle a presentar su caso, usted puede traer a la audiencia a un abogado y/o testigos como familiares o amigos, y/o entregarle al Funcionario de la Audiencia cualquier documento escrito relacionado con su caso tal como: talones de paga, contratos de arrendamiento, recibos, cuentas y/o declaraciones médicas, etc. Si no puede acudir a la audiencia, puede enviar a alguien que le represente. Si tal representante no es abogado, usted debe proporcionarle una carta para que el Funcionario de la Audiencia sepa que usted desea que tal persona le represente. Durante la audiencia, usted, su abogado o su representante también pueden interrogar a los testigos por parte nuestra o suya, para aclarar el caso.

**Si usted está incapacitado(a), y no puede transportarse,** puede comparecer mediante un representante, ya sea un amigo, pariente o abogado. Si su representante no es abogado, ni empleado(a) de abogado, su representante debe traer una carta firmada al oficial de Audiencias Imparciales.

**ASISTENCIA LEGAL:** Si necesita asistencia legal gratuita, podría obtener tal asistencia comunicándose con la Sociedad de Ayuda Legal (Legal Aid Society) de su localidad u otro grupo legal de abogacía. Usted puede localizar la Sociedad de Ayuda Legal o grupo de abogacía más cercano buscando en las Páginas Amarillas (Yellow Pages) bajo "lawyers" (abogados).

**ACCESO A SU ARCHIVO Y COPIAS DE DOCUMENTOS:** Para ayudarle a prepararse para la audiencia, usted tiene el derecho de revisar los archivos de su caso. Si usted nos llama, nos escribe o nos manda un facsímil, le proporcionaremos copias gratuitas de los documentos que se encuentran en su archivo, los mismos que se entregarán al Funcionario de Audiencias durante la Audiencia Imparcial. Además, si usted nos llama, nos escribe o nos manda su petición por facsímil, le enviaremos copias gratuitas de documentos específicos contenidos en su archivo y que usted considere necesarios para prepararse para la Audiencia Imparcial. Para pedir documentos o para averiguar cómo revisar su archivo, llámenos al **(718) 722-5012**, por facsímil al **(718) 722-5018** o escriba a: **HRA Division of Fair Hearing, 14 Boerum Place, Brooklyn, New York 11201**. Si desea copias de documentos contenidos en su archivo, debe pedirlos con anticipación. Éstas se le enviarán dentro de un plazo adecuado antes de la fecha de la audiencia. Los documentos serán enviados por correo sólo si lo solicita específicamente.

**INFORMACIÓN:** Si desea más información sobre su caso, cómo pedir una Audiencia Imparcial, cómo revisar su archivo o cómo obtener copias adicionales de documentos, llame o escribanos al número telefónico y/o dirección que aparecen en la **primera página** de este aviso.

**PETICIÓN DE AUDIENCIA IMPARCIAL**

**Fecha Límite:** Si usted desea que el Estado revise nuestra decisión, tiene que solicitar una Audiencia Imparcial dentro de noventa (90) días a partir de la fecha de este aviso para asuntos del SNAP.

Si usted pierde la Audiencia Imparcial, tendrá que reembolsar cualquier beneficio que haya recibido, sin tener derecho al mismo, mientras esperaba la decisión. Si usted no desea que sus beneficios se mantengan sin cambios hasta que se emita una decisión, debe informarle al Estado cuando llame para pedir una Audiencia Imparcial o, si envía este aviso de regreso, marque la casilla a continuación:

**No deseo que mis beneficios continúen sin cambios hasta que la decisión de la Audiencia Imparcial sea emitida.**

Si no logra comunicarse con la Oficina de Asistencia Temporal y de Asistencia para Incapacitados del Estado de Nueva York (New York State Office of Temporary and Disability Assistance) por teléfono, por fax, en persona o por Internet, favor de enviar por escrito su solicitud de Audiencia Imparcial antes de la fecha límite.

**Deseo una Audiencia Imparcial. La decisión de la Agencia es errónea porque:**

OBSOLETE

Nombre en  
Letras de  
Molde:

Nombre

I.

Apellido

Núm. del Caso:

Dirección:

Teléfono:

Ciudad:

Estado:

Código Postal:

Firma:

Fecha:

## Supplemental Nutrition Assistance Program (SNAP) Recertification Control

Group/Section: \_\_\_\_\_

Card No. \_\_\_\_\_

| Intv. Date | Recert. Month | Case Name<br>(Surname First) | Case Number | Worker Name | Required Activity |   |          | Mail Returned |     |           | Rep | DSS 3574 | Claims | Worker Int. | Comments |
|------------|---------------|------------------------------|-------------|-------------|-------------------|---|----------|---------------|-----|-----------|-----|----------|--------|-------------|----------|
|            |               |                              |             |             | R                 | D | CLD/CODE | Date          |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          | Ret'd         | Due | Completed |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |
|            |               |                              |             |             |                   |   |          |               |     |           |     |          |        |             |          |

SAMPLE

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
NCA SNAP Center: \_\_\_\_\_

### Missing Signature(s) on Supplemental Nutrition Assistance Program (SNAP) Recertification Form

On \_\_\_\_\_, you returned your recertification form and documents.

- There was no signature on **page 5** of your recertification form. We are returning a copy of your recertification form to you. Please sign **page 5** of the copy of your recertification form and immediately return it in the enclosed postage-paid envelope. We are retaining your original recertification form and accompanying documents on file so that we may prepare for and conduct your telephone recertification interview. The recertification process cannot be finished until we receive your signed recertification form and complete your interview.
  
- There were no signatures on any pages of your recertification form. We can only accept a signed recertification form and must have a signature on **page 5** in order to complete the recertification process. We are returning your original recertification form and the accompanying documents. Please sign **page 1** and **page 5** of your recertification form and immediately return it with the accompanying documents in the enclosed postage-paid envelope.

The signed recertification form is needed to proceed with your telephone recertification interview. The recertification process cannot be finished until we receive your signed recertification form and complete your interview.

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Centro de SNAP  
de Asistencia No en Efectivo: \_\_\_\_\_

### Firma(s) Ausente(s) en el Formulario de Recertificación del Programa de Asistencia de Nutrición Suplementaria (SNAP)

El \_\_\_\_\_, usted devolvió su solicitud y documentación de recertificación.

- No había firma en la **página 5** de su formulario de recertificación. Le estamos devolviendo a usted una copia de su formulario de recertificación. Favor de firmar la **página 5** de la copia de su formulario de recertificación y devolverla de inmediato en el adjunto sobre con franqueo pagado. Nosotros guardaremos su formulario de recertificación original y la documentación adjunta en nuestros archivos para que podamos preparar y realizar su entrevista telefónica de recertificación. El trámite de recertificación no se puede terminar hasta que recibamos su formulario de recertificación firmado y que lleve mos a cabo la entrevista.
- No había firmas en ninguna de las páginas de su formulario de recertificación. Sólo podemos aceptar un formulario de recertificación firmado, por lo que debemos obtener una firma en la **página 5** para llevar a cabo el trámite de recertificación. Le estamos devolviendo a usted su formulario de recertificación original y la documentación adjunta. Favor de firmar **la página 1 y la página 5** de su formulario de recertificación y devolverla de inmediato con la documentación adjunta en el sobre con franqueo pagado, también en adjunto.

Es necesario el formulario de recertificación firmado para llevar a cabo la entrevista telefónica de recertificación. No se puede terminar el trámite de recertificación hasta que recibamos su formulario de recertificación firmado y que llevemos a cabo la entrevista.

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Participant Name: \_\_\_\_\_  
Center: \_\_\_\_\_

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

Your SNAP telephone recertification interview has been rescheduled to the date and timeframe listed below. We have also listed the telephone number that we will contact you at.

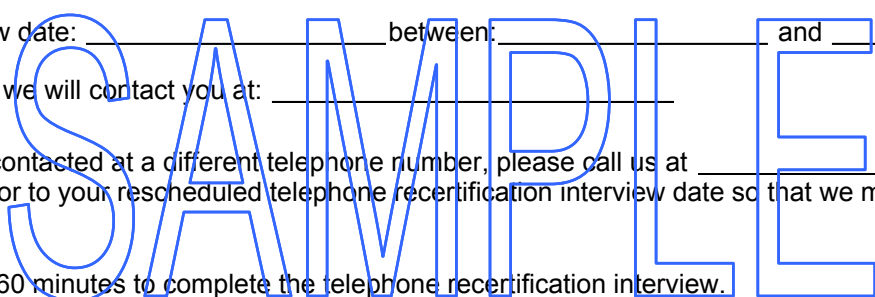
Telephone interview date: \_\_\_\_\_ between: \_\_\_\_\_ and \_\_\_\_\_

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.



Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Participante: \_\_\_\_\_  
Centro: \_\_\_\_\_

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

Su entrevista telefónica de recertificación de SNAP se ha reprogramado para 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 unos 60 minutos para llevar a cabo la entrevista telefónica de recertificación.

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