



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #11-25-ELI *(This Policy Directive Replaces PD #11-19-ELI)*

REVISION TO THE FOOD STAMP TELEPHONE RECERTIFICATION INITIATIVE

Date: July 21, 2011	Subtopic(s): Food Stamp Recertification
AUDIENCE	The instructions in this policy directive are for Non Cash Assistance Food Stamp (NCA FS) Center staff.
REVISION TO THE PRIOR DIRECTIVE	This policy directive has been revised to delete the marginal comment which stated "NCA FS participants always have the option to walk into any Food Stamp Center to conduct a recertification interview during the certification period".
POLICY	<p>At recertification all NCA FS households must be interviewed to determine their eligibility for continued FS benefits. The recertification interview may be conducted through one of the following methods:</p> <ul style="list-style-type: none"> • in-person • automated telephone response system (Interactive Voice Response System [IVRS]) • telephone (person-to-person) • at a local community based organization (CBO) or • home visit (if applicable). <p>Only NCA FS unengageable participants who have no earned income and no changes to report are eligible to recertify via IVRS. Most other NCA FS participants are strongly encouraged to recertify by telephone interview (person-to-person). Exceptions to the telephone interview option include households that have an individual requiring finger imaging and households that request an in-person interview.</p>

See PB #11-45-OPE for information on home visit requests.

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

BACKGROUND

The FS telephone recertification initiative was implemented to enable FS participants to more conveniently provide pertinent information concerning their recertification and to improve the NCA FS Centers' efficiency in completing and processing FS recertifications. All households except those that have individuals requiring finger imaging have been included in this initiative.

The following forms are used in this initiative:

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

- Food Stamp Benefits Application/Recertification (**LDSS-4826**);
- Notice of Decision on Your Food Stamps; and
- Incomplete Food Stamp Recertification Form (**W-901F**).

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

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

See the Participant Telephone Calls to the NCA FS Center section beginning on page 39 for more information on this process.

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

Form **LDSS-4826** and the Notice of Decision on Your Food Stamps are part of the recertification packet sent to the participant at least two weeks before a scheduled interview. The participant is instructed to complete, sign, and return Form **LDSS-4826** along with copies of any required documentation either by mail using the enclosed postage-paid envelope or in-person at his/her designated NCA FS Center.

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

The **BRC-901D** brochure is provided to NCA FS applicants at the initial application interview and is sent two months before the recertification month.

FS Telephone Recertification Processing

FS telephone recertifications are processed by the Control Section in Home Centers and by the Telephone Recertification Group in Change Centers.

The Control Section in Home Centers is responsible for handling:

- FS recertification packets forwarded from the Mail Processing Unit (MPU);
 - the Home Center MPU date stamps all completed FS recertification packets received at the NCA FS Centers and forwards them to the Home Center Control Section for processing
 - recertification packets returned as undeliverable by the U.S. Postal Service will be processed by MPU
- the processing of missed telephone recertification appointments;
- case closings for missed telephone recertification appointments;
- cases that have missing or illegible telephone numbers on Form **LDSS-4826**; and
- telephone calls from households regarding FS telephone recertification.

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

The Telephone Recertification Group in Change Centers is responsible for handling:

- telephone interview assignment and preparation;
- telephone interview contact attempts;
- successful telephone contacts and interviews;
- unsuccessful attempts to make telephone contact;
- telephone recertification approvals;
- requests for additional/missing documentation/signatures for telephone interviews;
- the return of additional/missing documentation/signatures for telephone interviews; and
- the failure to return additional/missing documentation/signatures for telephone interviews.

REQUIRED ACTION

FS Recertification Packets Forwarded from the Home Center MPU

Home Center Control Worker

Upon receiving a recertification packet from the Home Center MPU, the designated Control Worker will review Form **LDSS-4826** to confirm that the participant provided the required signature. Although Form **LDSS-4826** requests two signatures, only the signature on page 5 is required to complete the recertification. If the signature on page 5 or both signatures are missing, the Control Worker must:

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

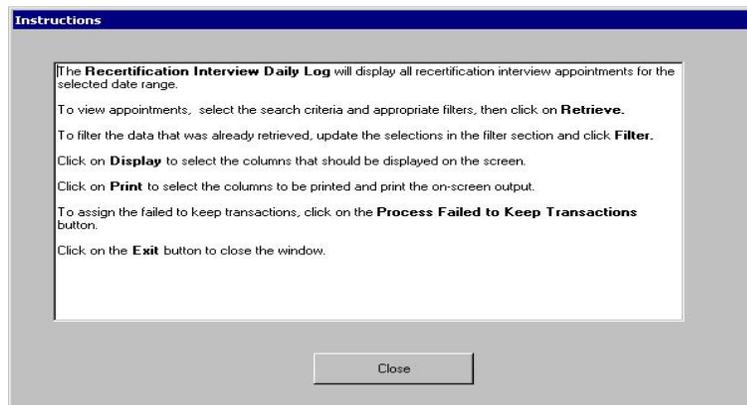
- If no signature at all is provided, send the participant the application, accompanying documents, and Form **W-901F** advising him/her to sign page 5 of the application and return it and any accompanying documents in the enclosed postage-paid envelope. Annotate the Food Stamp Program Pending Applications Control (**W-706B**) form.
- If the application has only been signed on page 1, mail Form **W-901F** and a copy of the application to the participant advising him/her to sign page 5 and return the copy of the signed application in the enclosed postage-paid envelope.
 - If the signature is on page 1 but not on page 5, the application filing date is preserved but the recertification process cannot be completed.

If Form **LDSS-4826** is returned signed and completed, the Control Worker must scan and index the application along with any accompanying documents (including Form **W-901F** if sent to the participant) into the electronic case record and execute the following actions in FS POS:

FS POS actions for the Control Worker

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

Instructions window



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

- The **Recertification Interview Log** window will appear. Execute the following actions:
 - Use the desired case search criteria in the **Search by** box, such as:
 - Appointment Date (select date or specify date range)
 - Case Number
 - Case Name
 - Click the **Retrieve** option from the tool bar;
 - A listing of all cases that meet the search criteria will appear. Select a case from the list and the case will be highlighted
 - Click the **LDSS-4826 Received** button.

Recertification Interview Log window

Click **Retrieve** option.

Use desired search criteria.

Select case from the list.

The screenshot shows the 'Recertification Interview Log' window for Center Number F40. The search criteria are set to 'Appointment Date' with the date 'Wednesday, July 14'. The table below shows a list of appointments:

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	LR
[Redacted]	[Redacted]	Spanish	Yes	07/14/2010	03:00 PM	No
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	No
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	No
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	No
[Redacted]	[Redacted]	Spanish	No	07/14/2010	04:00 PM	No
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	No

The toolbar at the bottom includes buttons for Assign, LDSS-4826 Received (circled), Contact, Reschedule, Kept Appointment, Failed to Keep Appointment, Process Failed to Keep Transaction, and Exit.

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

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

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

- Case Number:** [Redacted]
- Case Name:** [Redacted]
- Caseload Name:** [Redacted]
- Mail Returned or Undelivered?** Yes No (Callout: Select No)
- Date of returned or undelivered mail:** Saturday, May 17, 2008 (Callout: MPU will select Yes; note date of returned or undelivered mail.)
- Signed LDSS-4826 received?** Yes No (Callout: Complete fields)
- Date LDSS-4826 Received:** Saturday, May 17, 2008 (Callout: Complete fields)
- Envelope Post-Mark Date:** Saturday, May 17, 2008 (Callout: Complete fields)
- Interview Type:** Telephone In-Center
- Contact Number:** [Redacted] **Extension:** [Redacted]
- Did the applicant request a new call time?** Yes No
- Date:** Saturday, May 17, 2008 **Time:** [Redacted]

Telephone Interview Assignment/Preparation

The Change Center Control Supervisor must assign cases to the ES/Worker the day before an interview by executing the following actions:

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

Recertification Interview Log window

FS POS Version 4.2
File Retrieve Print Filter Display Summary

Recertification Interview Log [Center Number F40]

Search by
 Appointment Date
 Case Number
 Case Name

Select Date
 Wednesday, July 14, 2010

Specify Range
 From: To:

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

Appointment Status Filter
 Kept Appointment
 Failed to Keep Appointment
 None

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	L	R
[Redacted]	[Redacted]	Spanish	Yes	07/14/2010	03:00 PM	N	
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	N	
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	N	
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	N	
[Redacted]	[Redacted]	Spanish	No	07/14/2010	04:00 PM	N	
[Redacted]	[Redacted]	English	No	07/14/2010	04:00 PM	Y	

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

Select case to forward to ES/Worker.

- The **Referral Action** window will appear. Select the ES/Worker or designee to forward the case to and click the **OK** button.

Referral Action window (select FS Eligibility Specialist or designee)

Referral Action

Selected Case
 Case Number: [Redacted] Case Name: [Redacted]
 Casehead CIN: [Redacted] Casehead Name: [Redacted]

Center: F40

Title	Unit	Last Name	First Name	Phone
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]
FS Eligibility Specialist	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Enter comments, if Any

Buttons: OK, Cancel

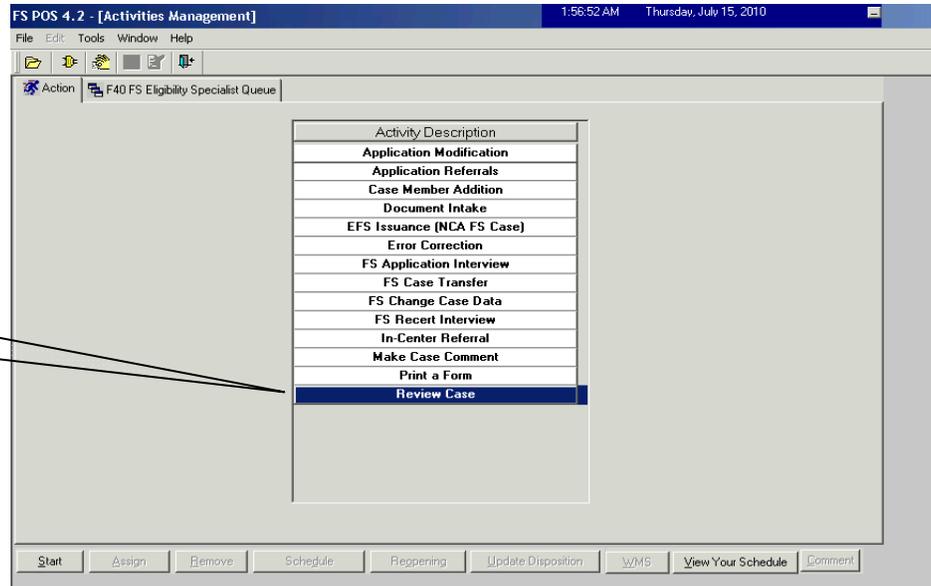
Select FS ES/Worker or designee.

Recertification Worker

Upon receiving an assignment, the ES/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.

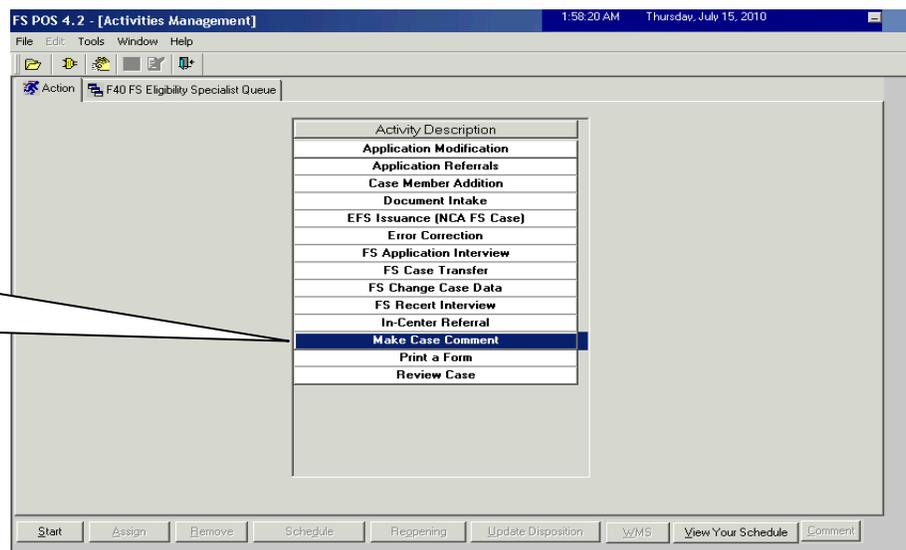


See PD #09-43-SYS for RFI, PD #11-11-EMP for TALX, and PB #11-50-SYS for SOLQ.

- Review the application and accompanying documents scanned in the HRA OneViewer. Determine if Form **LDSS-4826** has the required signature on page 5;
- Verify information with Resource File Integration (RFI), TALX/The Work Number Service, State Online Query (SOLQ) System, and the Automated Finger Imaging System (AFIS) where applicable;
- Compare information submitted with case information in WMS, POS, and the HRA OneViewer. Enter case comments using the **Make Case Comment** activity if a signature is missing or any discrepancies arise.

Activities Management window

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



Contact Attempt

On the date and time indicated on the **Recertification Interview Log** window (**Appt Date** and **Appt Time** columns), the Change Center ES/Worker must attempt to call the participant to conduct the interview. This first attempt (and every subsequent attempt) must be recorded on the **Contact Attempted** window, which is accessed via the **Contact** button from the **Recertification Interview Log** window.

Recertification Interview Log window

Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	LI
		Spanish	Yes	07/14/2010	03:00 PM	Nc
		English	No	07/14/2010	04:00 PM	Nc
		English	No	07/14/2010	04:00 PM	Nc
				07/14/2010	04:00 PM	Nc
		Spanish	No	07/14/2010	04:00 PM	Nc
		English	No	07/14/2010	04:00 PM	Ye

Successful Contact

Unsuccessful Attempt to Contact section beginning on page 12.

If the ES/Worker contacts the participant for the telephone recertification interview, he/she must:

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

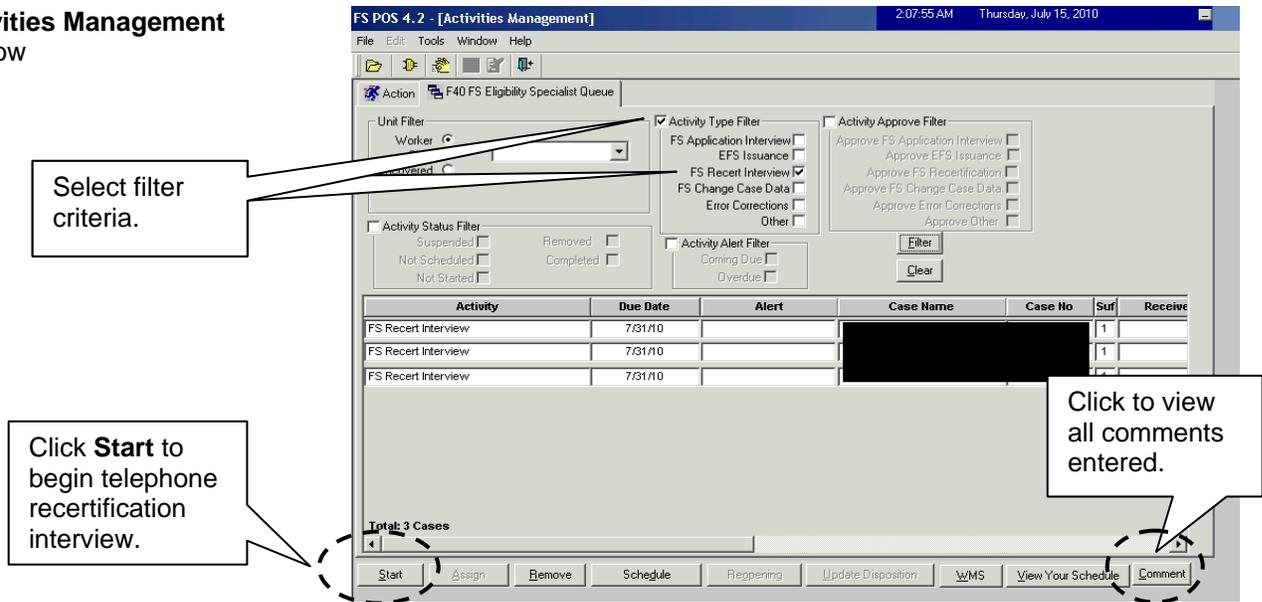
Contact Attempted window

Enter first contact attempt information here.

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

- click the **OK** button to return to the **Recertification Interview Log** window;
- click the **Exit** button on the **Recertification Interview Log** window;
- click the **Open POS** button from the **MONIQ/FS Reception** window;
- check the **Activity Type Filter** box and the **FS Recert Interview** box;
- select the case and click the **Comment** button to review all comments entered during the recertification interview preparation step; and
- click the **Start** button to begin the telephone recertification interview.

Activities Management
window



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

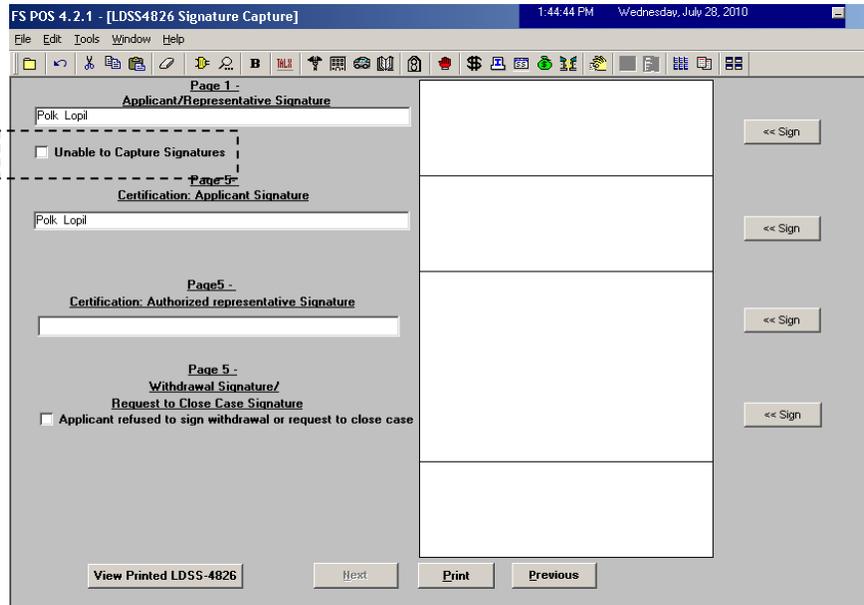
Note: Information obtained during the telephone recertification interview supersedes information previously provided on the paper application.

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

LDSS-4826 Signature Capture window

Select **Unable to Capture Signatures** option.

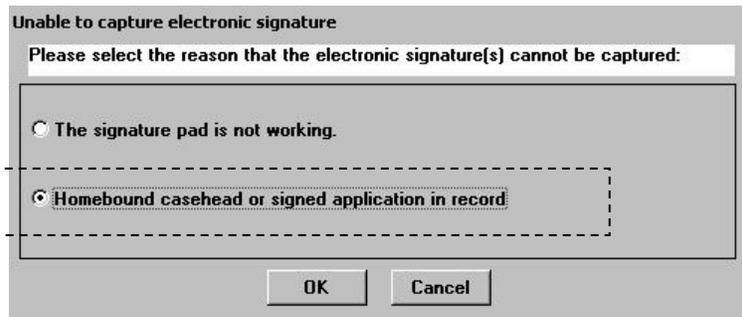
Ensure the required signature on page 5 of Form **LDSS-4826** was provided before completing this step. Otherwise, see the Missing Documentation and/or Signature section beginning on page 13.



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

Unable to capture electronic signature window

Select option.



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

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

After all required information has been entered on a window, proceed to the next window by clicking the **Next** button until the **FS 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 ES/Worker must indicate the change made in a case comment.

When all interview windows have been completed, the **Disapproved 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 **Disapproved 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.

Note: The ES/Worker's designated Supervisor is highlighted by default. However, he/she may select a different Supervisor, if necessary.

- Enter a case comment (if necessary) and click the **OK** button.

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

Unsuccessful Attempt to Contact

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

Second failed attempt

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

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

Contact Attempted window

Enter second contact attempt information here.

The screenshot shows a 'Contact Attempted' window with the following fields and options:

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

Telephone Recertification Approvals

For completed recertifications, the Supervisor must review the **Approve FS Recertification** activity and place a check mark in the box for each window to indicate approval/disapproval.

The Supervisor must also review the recertification packet in the HRA OneViewer to ensure that information was accurately recorded in FS POS and that Form **LDSS-4826** has the required signature on page 5.

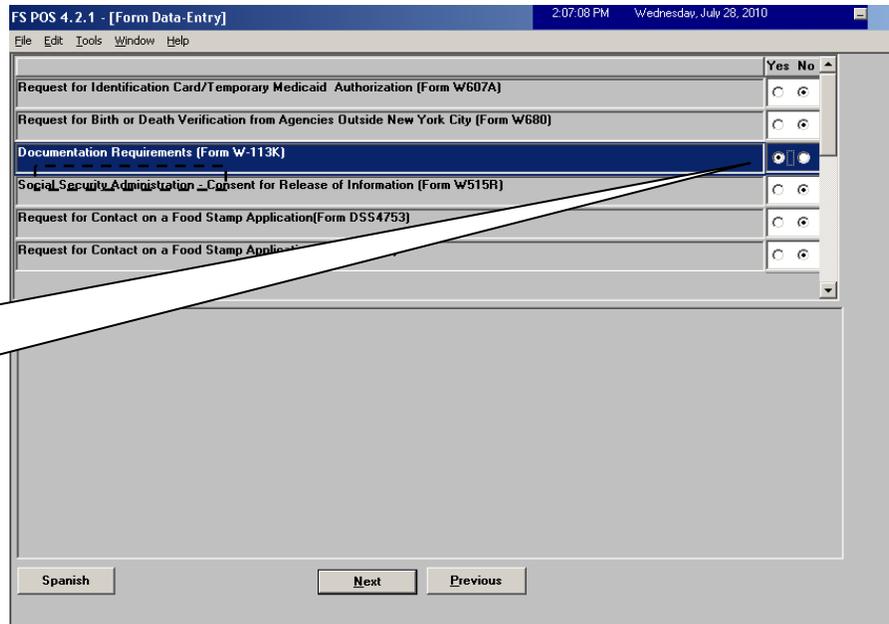
The Supervisor must approve the recertification using the **Approve FS Recertification** activity and transmit the approval to WMS in order to complete the processing of the telephone recertification interview.

Missing Documentation and/or Signature

If it is discovered during the telephone interview that the participant is required to provide additional documentation and/or has not signed page 5 of Form **LDSS-4826**, the ES/Worker must:

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

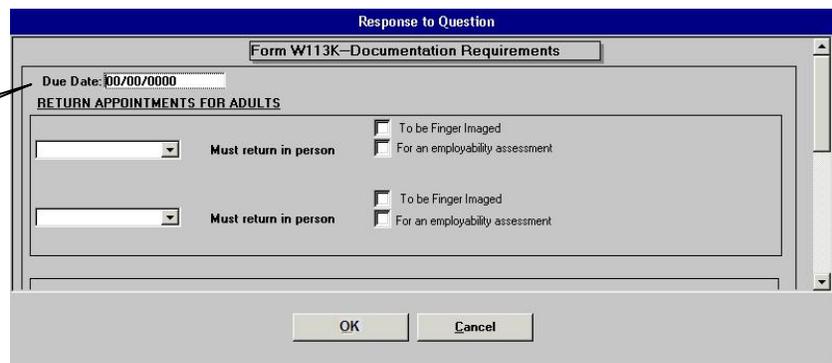
Forms Data Entry window



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

- Upon selecting **Yes** to the **Documentation Requirements (Form W-113K)** option, the **Response to Question** window will appear. In the **Response to Question** window the ES/Worker must:
 - Enter a due date of 10 calendar days from the present and click the **OK** button;

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

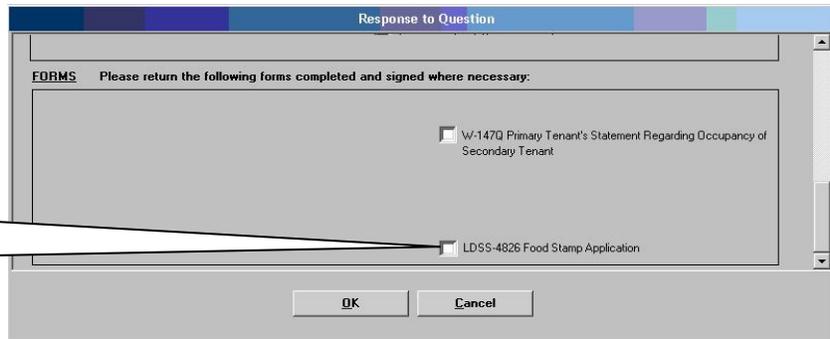


Enter a due date of 10 calendar days from the present.

- Indicate the missing documentation. If the required signature on page 5 of Form **LDSS-4826** is missing, click the **LDSS-4826 Food Stamp Application** option;

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

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



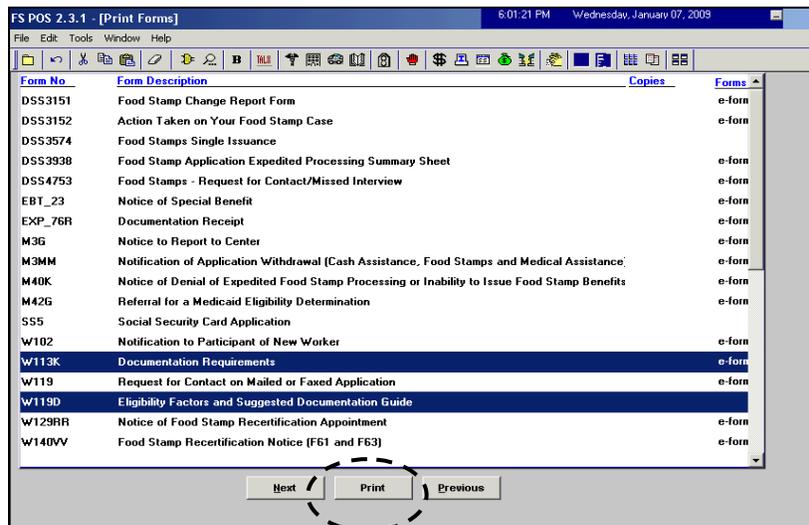
- Click **OK** once the **Response to Question** window is completed.

- Inform the participant that the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form will be mailed to him/her along with a postage-paid return envelope. Advise the participant that the missing documentation and/or signature must be submitted within 10 calendar days in order to complete the recertification process;
- When the **Print Forms** window appears during the activity, 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**.



- Once the forms have printed, click **Next**. 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”;



New window

- The **Approval Assignment** window will appear. Select the Supervisor, enter a comment (if appropriate), and click the **OK** button.

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

Returned Deferral – ES/Worker Instructions

If the deferral is disapproved after supervisory review, the **FS Recert Interview** in the Worker’s queue will be updated with a description of “FS Recert Interview – Returned Deferral”. The reason(s) for the deferral disapproval will determine the next action(s) taken by the ES/Worker.

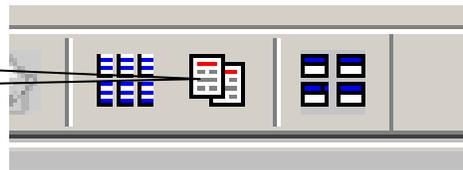
Deferral for Documentation

Returned Deferral – Eligibility factor not selected.

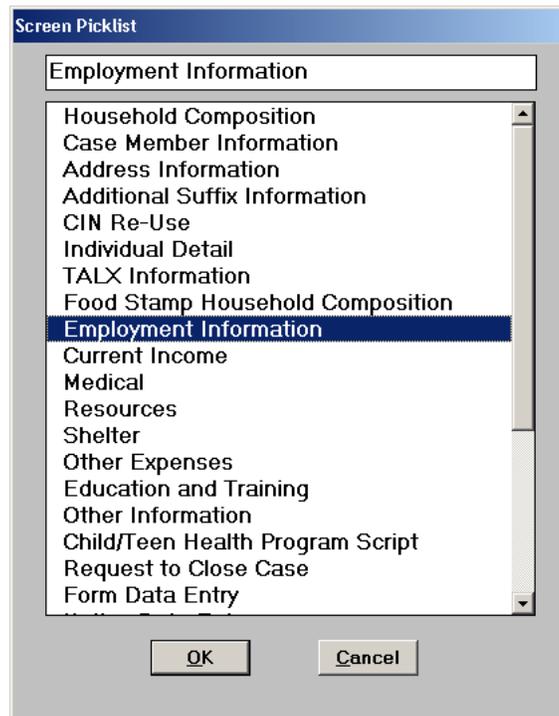
- If the deferral was returned because the required documentation for an eligibility factor was not selected, the ES/Worker must:
 - Go to the **Address Information** window and access **Screen Picklist** through the window menu or through the Tool Bar icon;



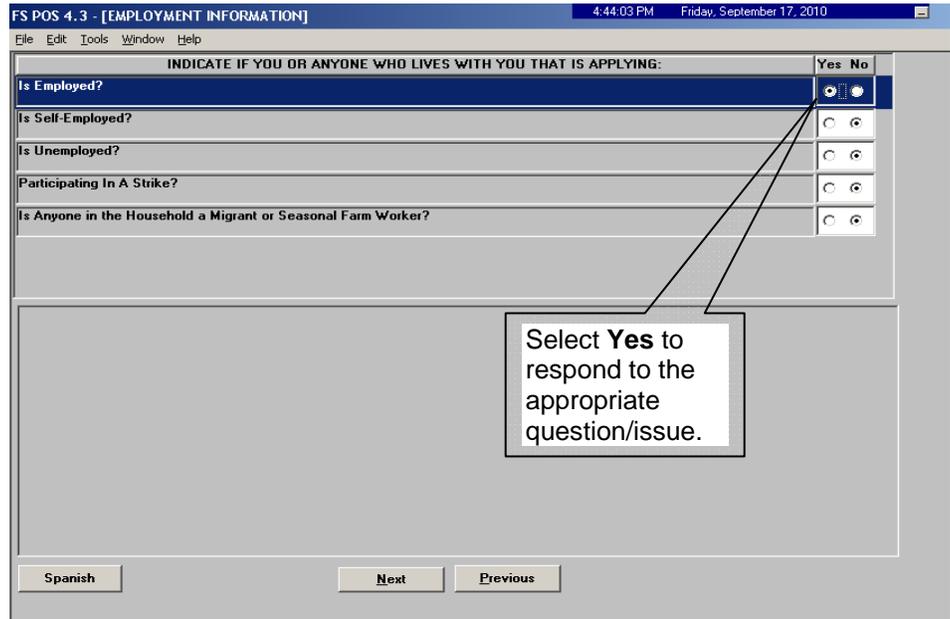
Select the **Screen Picklist** Icon.



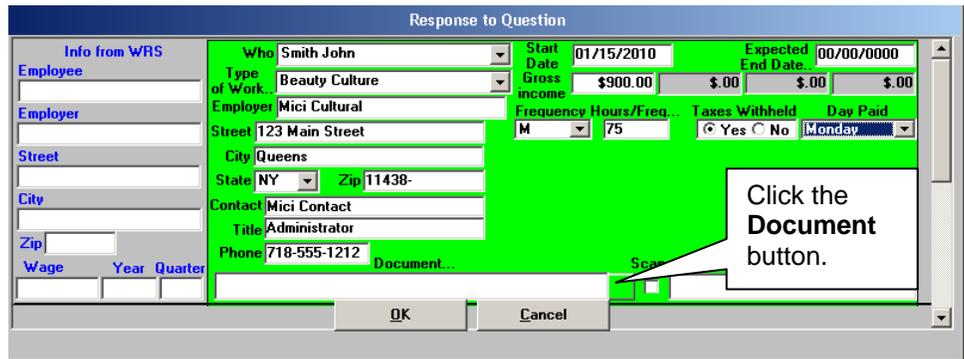
- Select the **Eligibility** window for which document must be requested (Employment Information in this example);



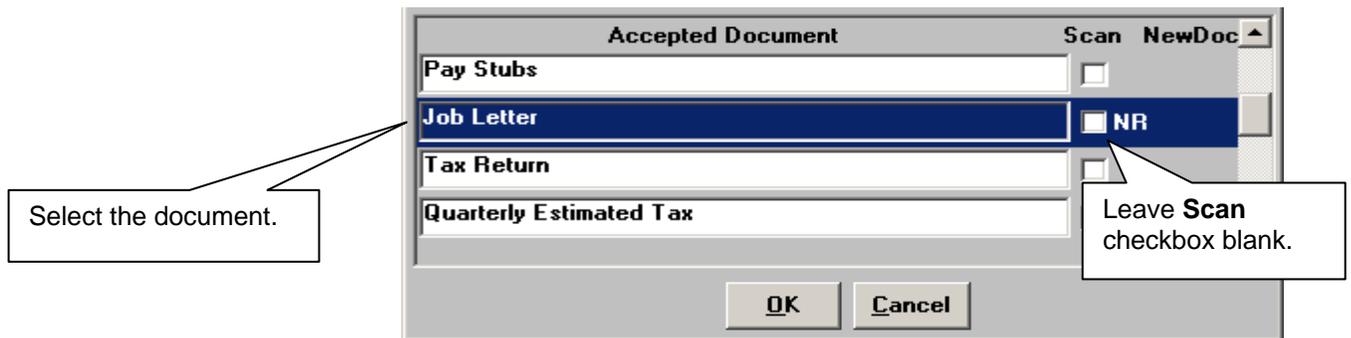
- Click **Yes** to access the **Response to Question** window;



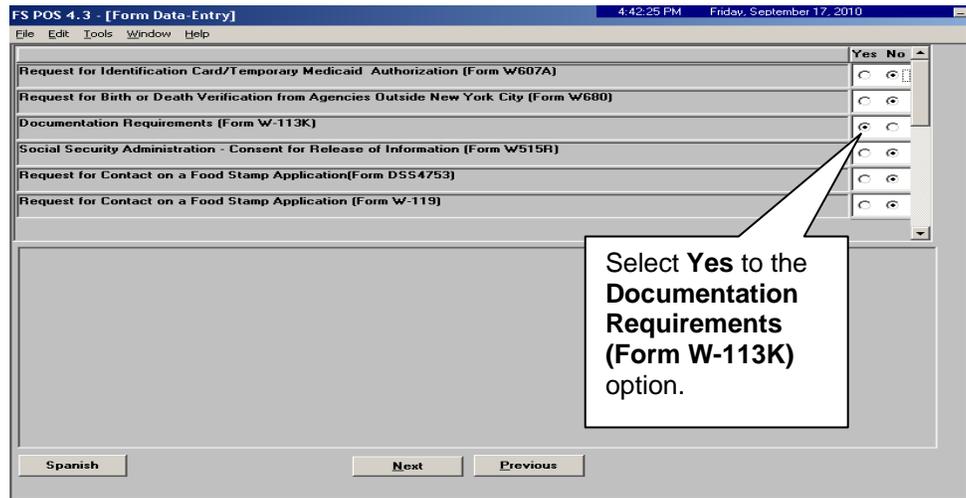
- Click on the **Document** button;



- 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;



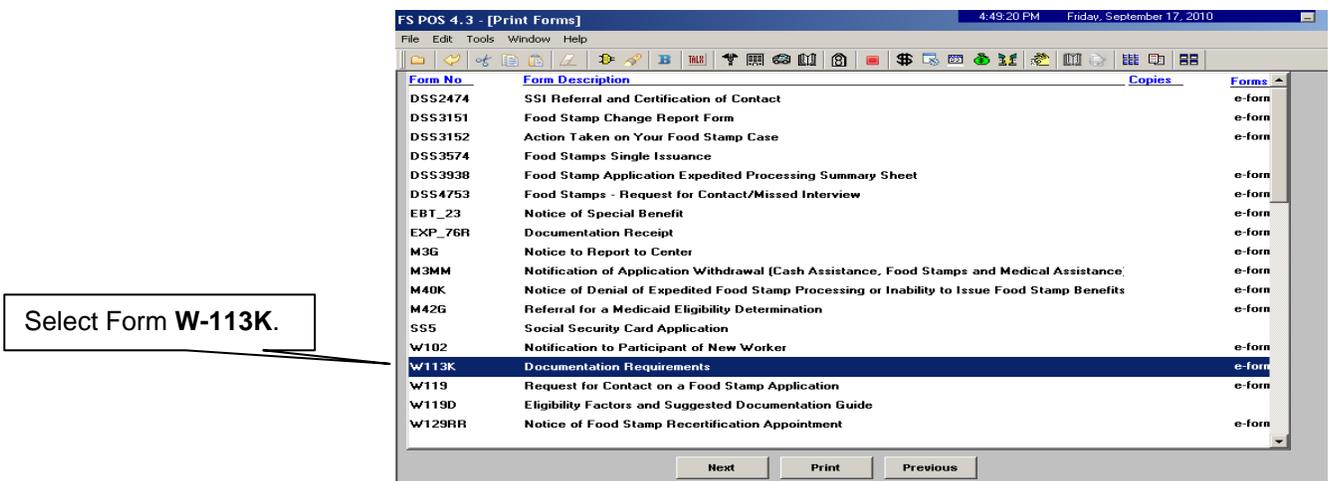
- Access the **Form Data Entry** window and Select **Yes** to the **Documentation Requirements (Form W-113K)** option;



- Enter the new due date 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.

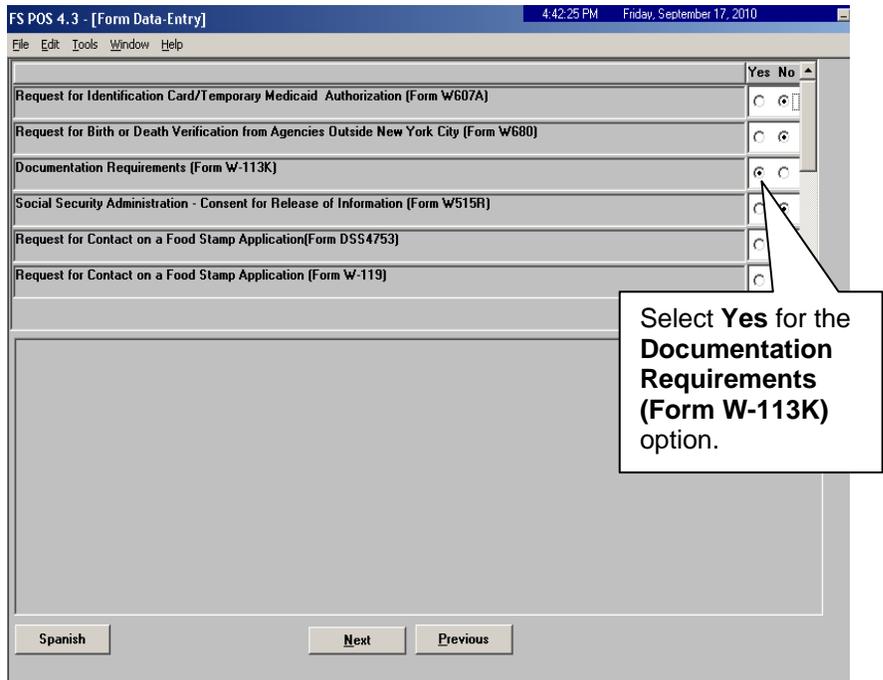


Deferral for Finger Imaging

Returned Deferral –
Finger Imaging

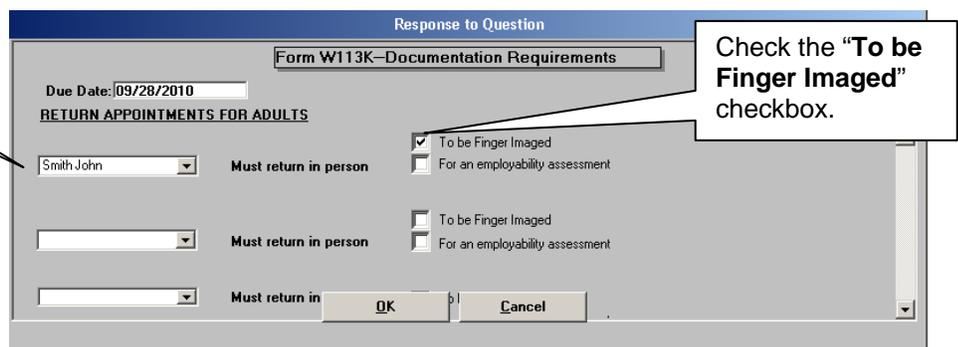
If the deferral was returned because an individual must be deferred for finger imaging, the ES/Worker must:

- Access the **Form Data Entry** window using the **Screen Picklist**. Click **Yes** for the **Documentation Requirements (Form W-113K)** option;



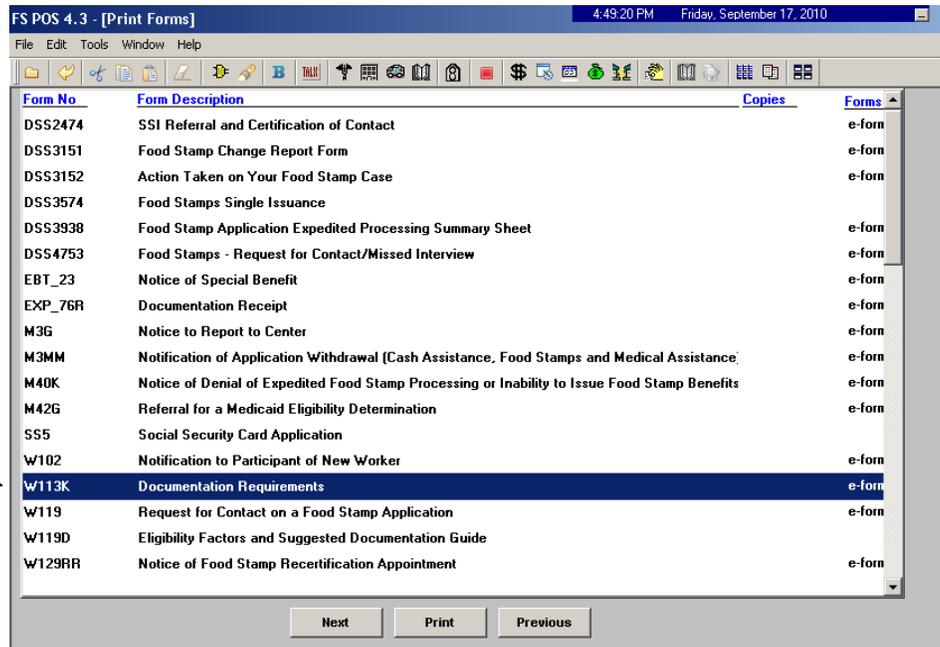
- The **Response to Question** window will appear. Select the name of the individual who must be deferred for finger imaging. Check the **“To be Finger Imaged”** checkbox;

Select the name of the individual who must be deferred for finger imaging.



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

Select Form **W-113K**.



Deferral Disapproved or Not Required

Returned Deferral –
Deferral not required

If the deferral was returned because the Supervisor indicated that there should be no deferral, the ES/Worker must continue processing the case for recertification. If the deferral was disapproved for any other reason, it will be returned back to the ES/Worker for follow-up. The reason(s) for the supervisor deferral disapproval will determine the next action(s) taken by the ES/Worker. If a deferral is disapproved, the Supervisor must click the **Refer Back to Worker** button in FS POS.

Deferral Approved

The Supervisor must execute the following actions in FS POS to approve a deferral:

- If the deferral is approved after supervisory review, the case will be moved to the **MPU Deferral Recert Change** queue to await submission of the requested documentation. The ES/Worker must mail the **W-113K** and **W-119D** forms including a postage-paid return envelope to the participant and ensure that he/she is aware of the missing documentation and/or signature requirements.
- Once the case is sent from the ES/Worker to the Supervisor for review, an **Approve FS Recert Deferral** activity will appear in the selected Supervisor’s queue. The Supervisor will select the **Approve FS Recert Deferral** activity and click the **Start** button;

Select **Approve FS Recert Deferral** activity.

Click **Start**

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

Click **Next**.

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

INSTRUCTIONS:
 Displayed below is a list of the W-113K forms printed for this case. To view the form(s), you must:

- 1) Click on the 'View' Button to retrieve and review the form.
- 2) Close the image

If no form is found, the following message will appear:
 "No W-113K could be found at this time. Please open the HRA One Viewer to view the Printed W-113K forms."

Click on the 'View' Button to Select a W113K to Review

	Date	Document Type	Doc Number
View	08/23/2010	W-113K Documentation Required	1270316

Next Previous

Click **View** to retrieve the form.

- The Supervisor will then review the detailed eligibility factors. Check the **Approval** box for each satisfactory eligibility factor. Enter comments for each disapproved eligibility factor. If a deferral is disapproved, the Supervisor must click the **Refer Back to Worker** button;

Disapproved Element
Address Information Approval Add Comment

Disapproval Reasons Review Comment Log

Disapproved Element
Suffix Information Approval Add Comment

Disapproval Reasons Review Comment Log

Disapproved Element
Identity, Citizenship, Relationship, Residence & SSN Approval Add Comment

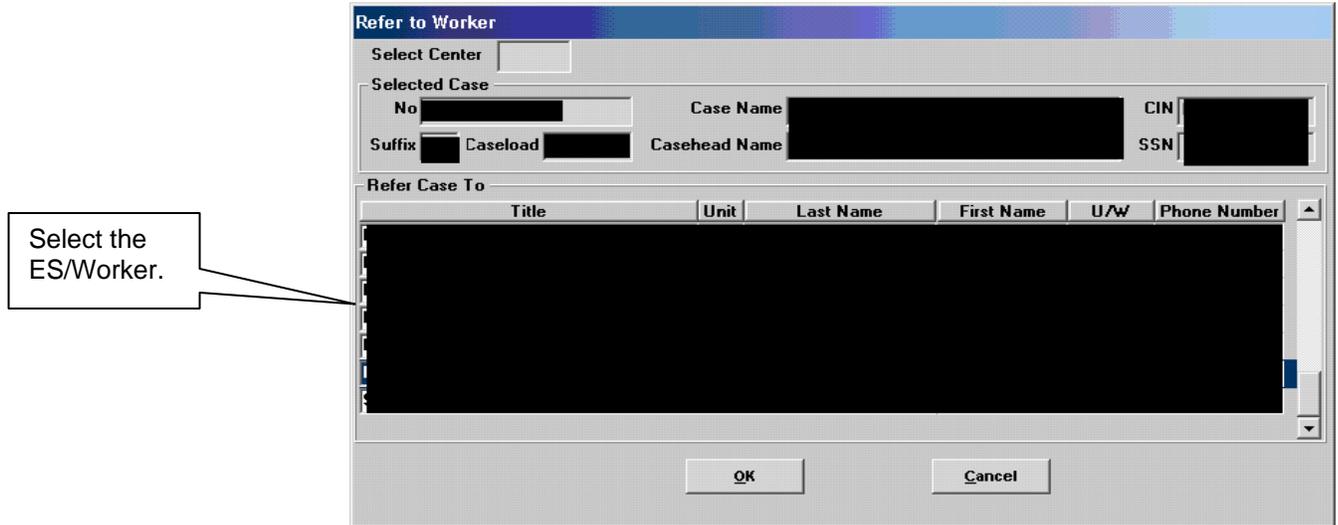
Disapproval Reasons Review Comment Log

Next Done Previous
Refer Back to Worker

If the deferral is to be approved, check the **Approval** checkbox.

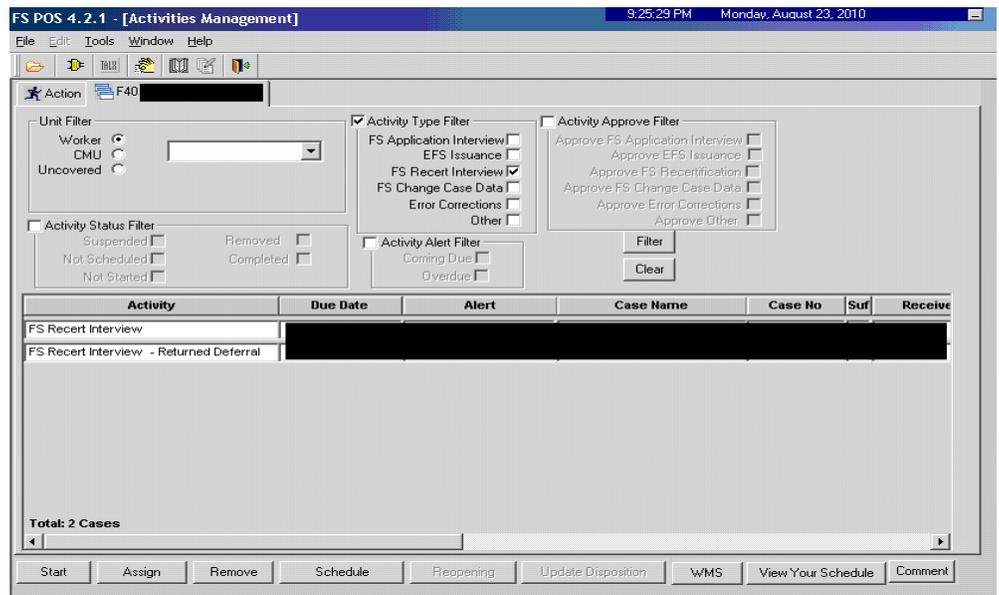
If the deferral is to be disapproved, the Supervisor will select the **Refer Back to Worker** button.

- The **Refer to Worker** window will appear. The Supervisor must select the ES/Worker and click **OK**;



- The **FS Recert Interview** activity in the ES/Worker’s queue will be updated with a description of “FS Recert Interview – Returned Deferral”.

Worker’s queue
Returned Deferral

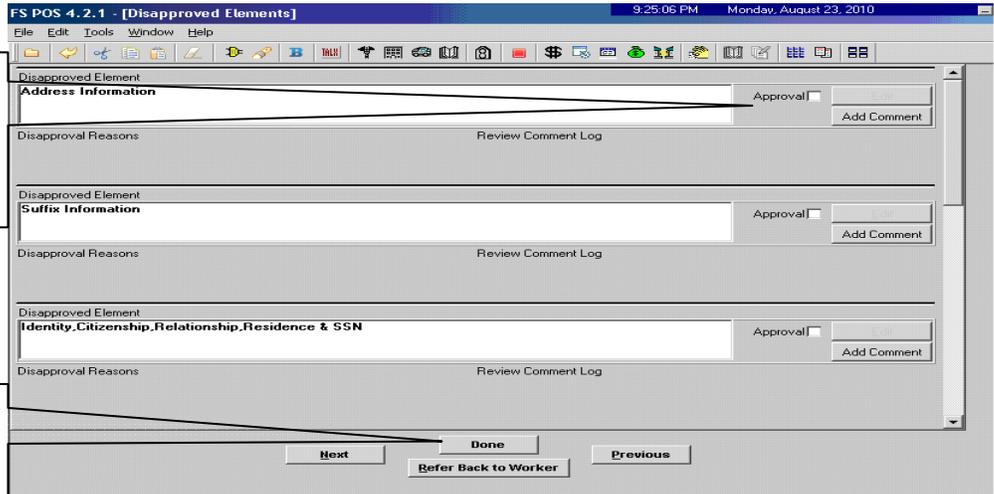


Deferral Approval

- If a previously disapproved deferral was corrected by the ES/Worker and resent to the Supervisor, the Supervisor must make a new determination on the resent deferral. If the Supervisor determines that the resent deferral is to be approved, he/she must click the **Approval** button for that previously disapproved element. If all previously disapproved elements are to be approved, the Supervisor must click the **Done** button.

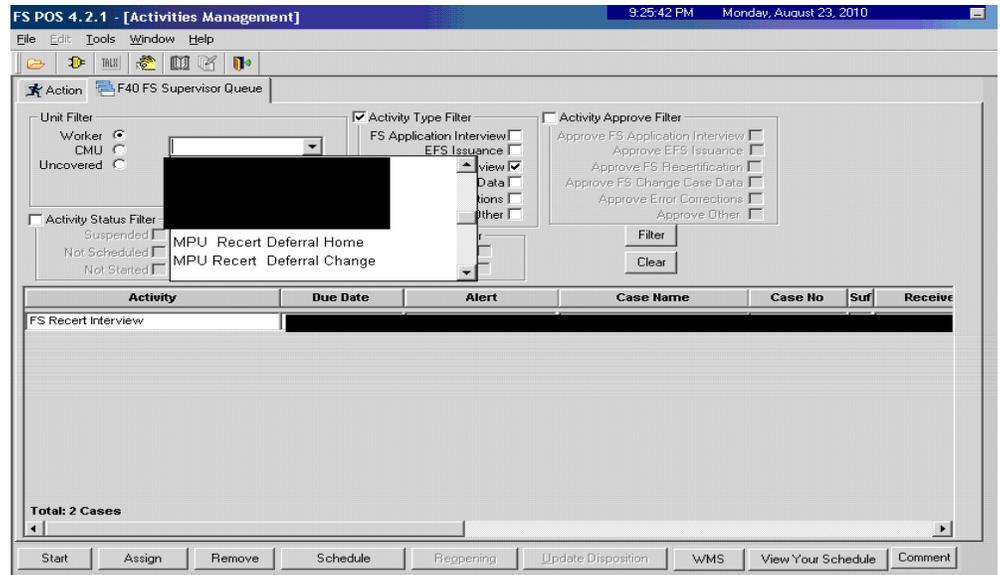
If the Supervisor decides to approve a previously disapproved element he/she will click **Approval** for that item.

If the Supervisor decides to approve all previously disapproved elements he/she will click **Done**.



- If the Supervisor has approved the deferral, the case will be moved to the **MPU Recert Deferral** queue. The Supervisor must verbally instruct the ES/Worker to mail the **W-113K** and **W-119D** including a postage-paid return envelope to the participant and ensure that he/she is aware of the missing documentation and/or signature requirements.

Telephone cases will be moved to the MPU Deferral Recert Change queue. In-center cases will be moved to the MPU Deferral Recert Home queue.

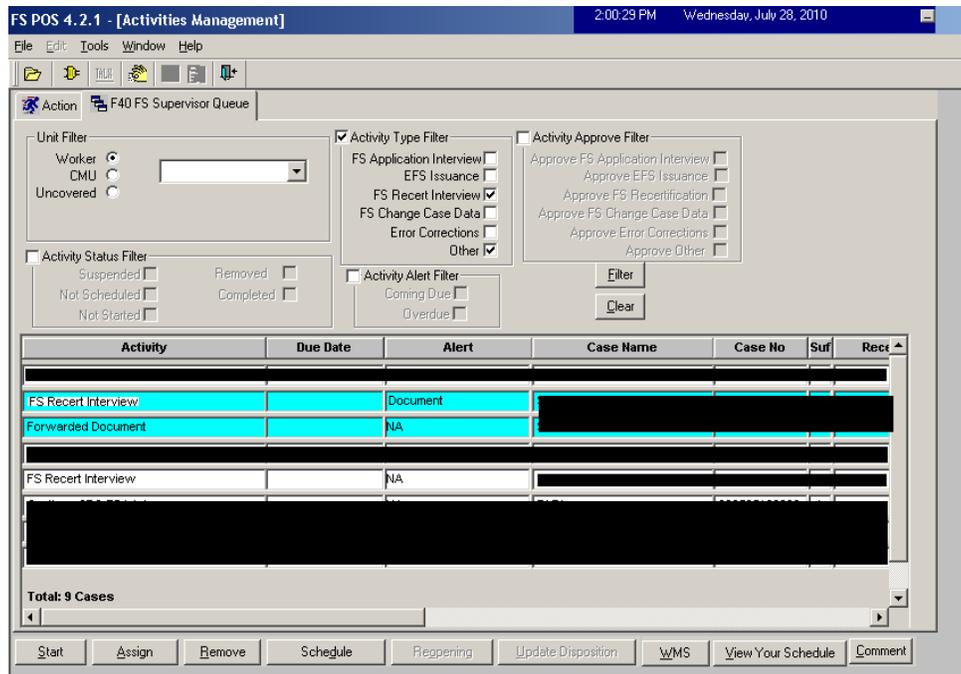


Documentation Returned

When the missing documentation and/or signature is received, the Change Center MPU must scan and index it into the case record via the **Document Intake** activity. FS POS will add a new **Forwarded Document** activity to the MPU Supervisor’s **MPU Recertification** queue and highlight the **Recertification Interview** activity for which the document was received with a **Document** alert.

Activities Management
window

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



The MPU Supervisor must monitor the **MPU Recert Deferral Change** queue and assign the **Recertification Interview** activity with a **Forwarded Document** alert to a MPU Worker.

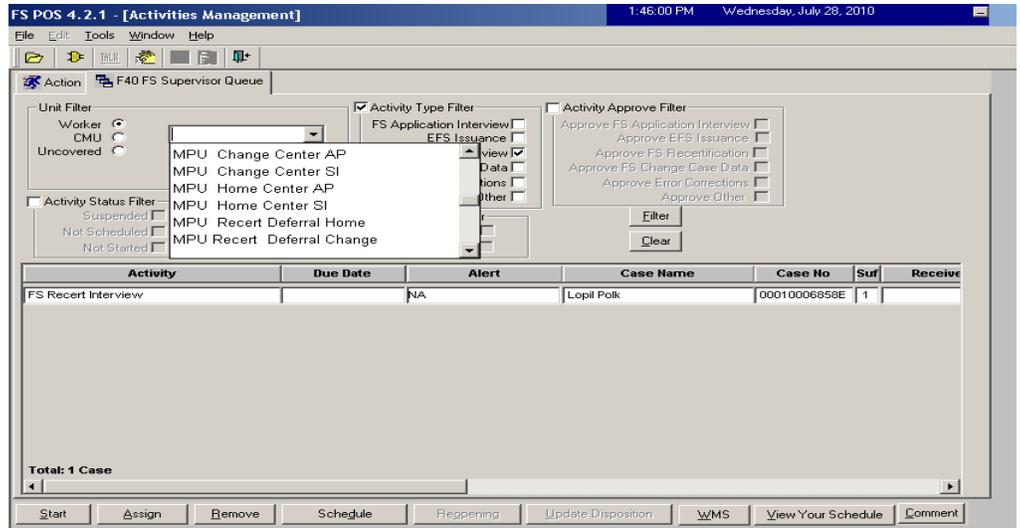
The MPU Worker must confirm that the requested documentation and/or signature are received and complete the recertification.

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

Beginning on the first business day following the 25th calendar day of the month, the Home Center Control Supervisor must identify cases with recertification appointments scheduled for the previous month that did not submit the requested documentation and/or signature. These cases will be found in the **MPU Recert Deferral Change** queue.

Activities Management window

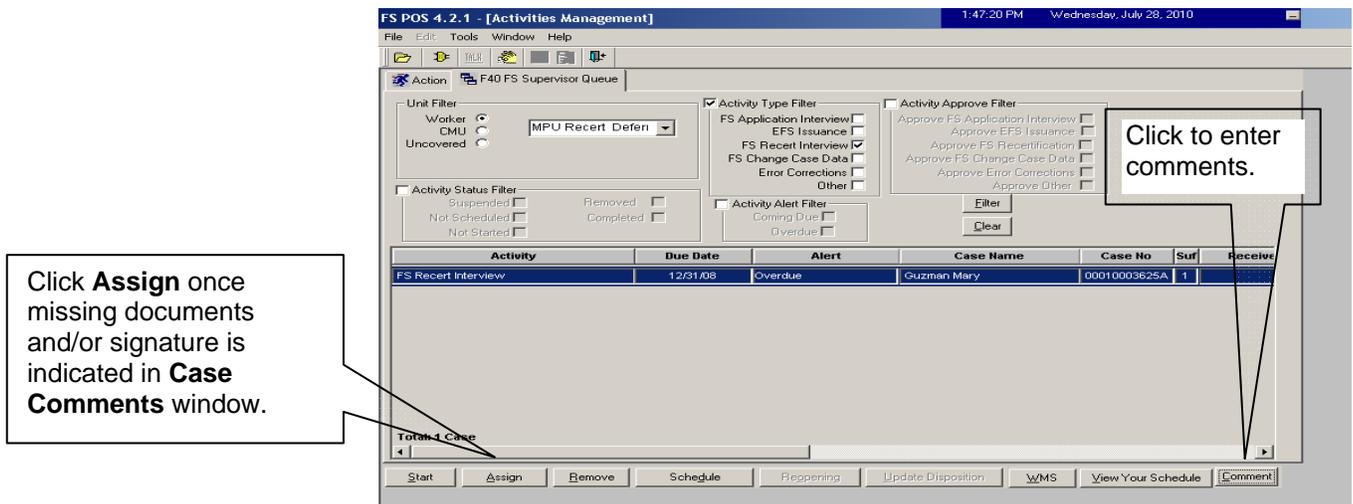
The **MPU Recert Deferral Change** queue lists all cases in which telephone recertifications were deferred due to lack of documentation and/or signature.

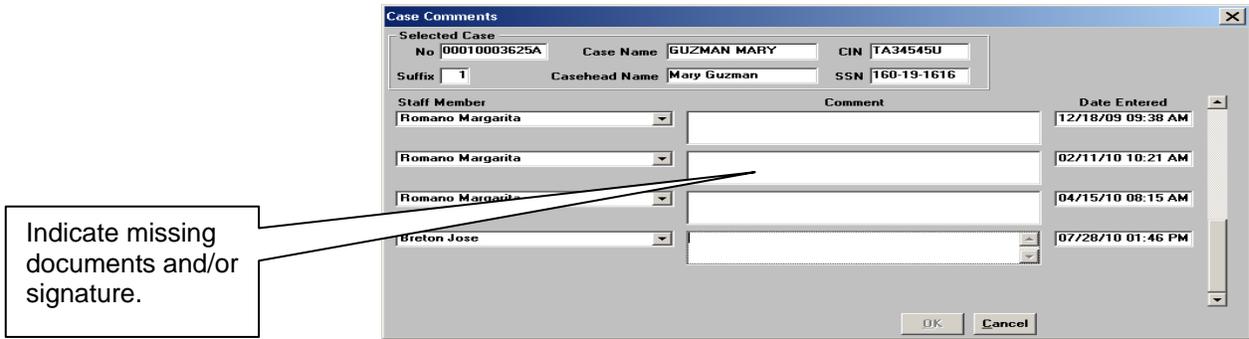


The Home Center Control Supervisor must review the case activity to confirm that the documentation and/or signature requested was not received. This is done by executing the following actions:

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

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



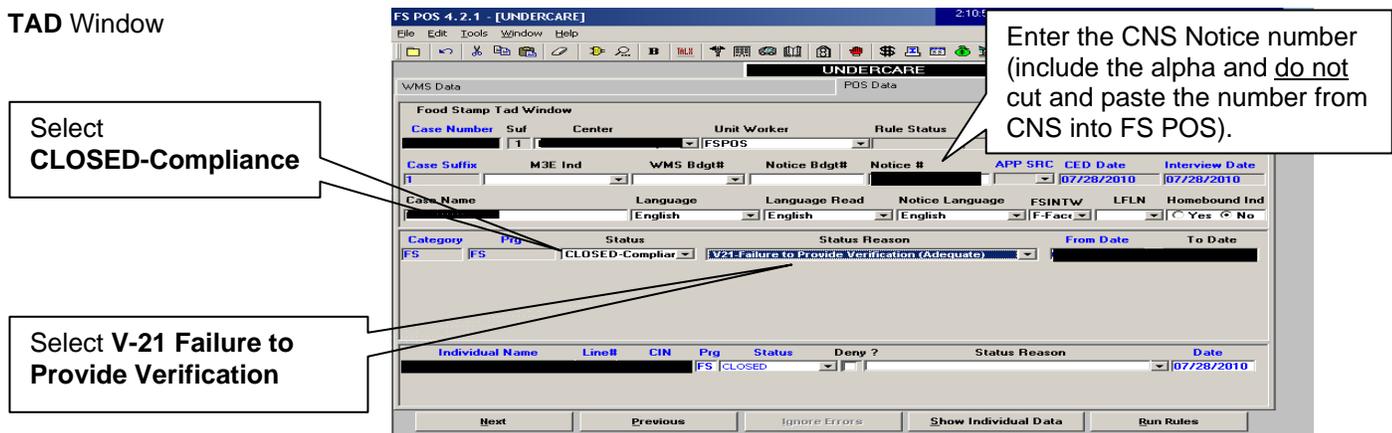


Closing a Case for Missing Documentation and/or Signature

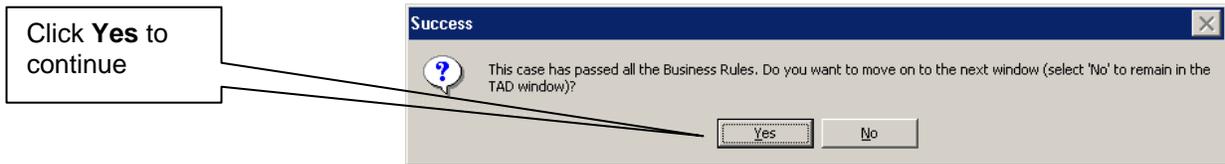
To perform the case closing, the Control Worker must:

- review the case comments to determine the missing documentation and/or signature requirement, as indicated by his/her Supervisor;
- indicate the missing documentation and/or signature requirement on the **Verification Selection Entry Screen** in CNS;
- generate a CNS notice using FS Closing Code **V21** (Failure to Provide Verification);
- retain the CNS Supervisory Review printout containing the CNS notice number;
- enter the CNS notice number into FS 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 FS POS. The **TAD** window will appear. Execute the following actions:
 - Enter the CNS notice number in the **Notice #** field;
 - Select the **Closed-Compliance** option in the **Status** field;
 - Select the **V21-Failure to Provide Verification** option in the **Status Reason** field;
 - Click the **Next** button to run the business rules. A confirmation window appears.

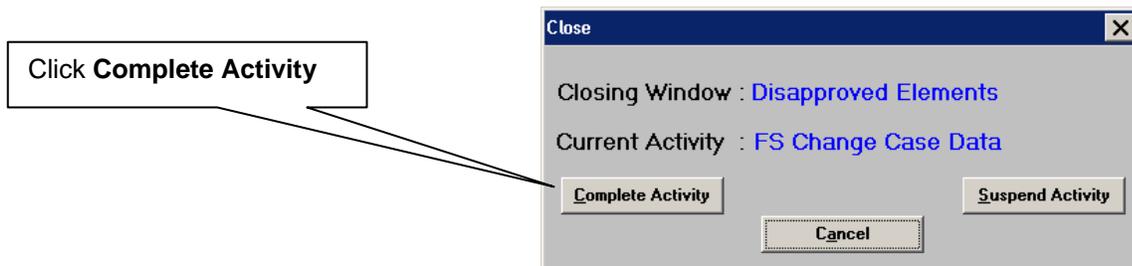
TAD Window



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

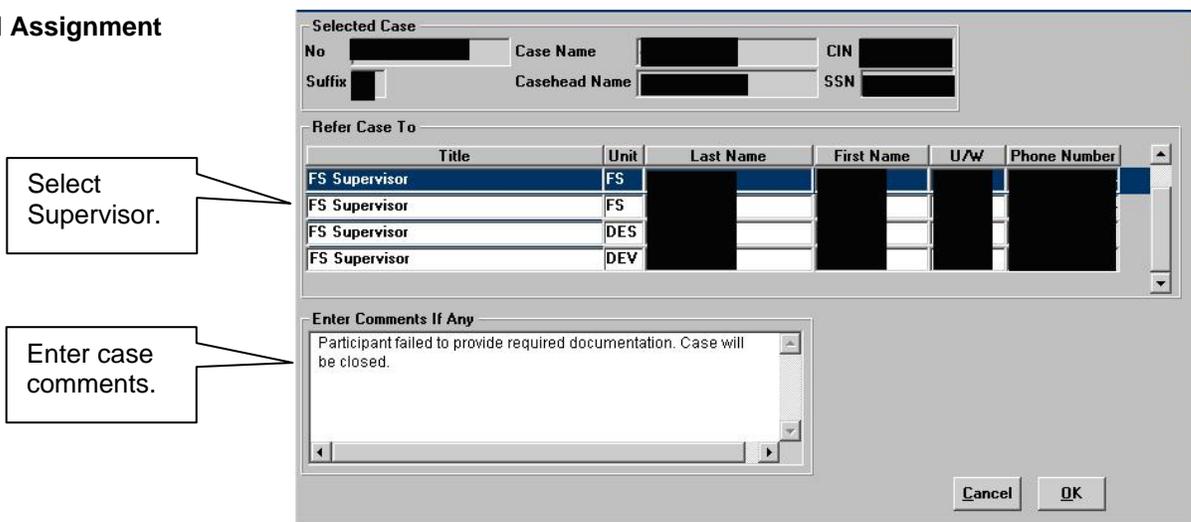


- click the **Next** button on the **Form Data Entry**, **Notice Data Entry**, **Print Forms**, and **Approval Status** windows;
- click the **Complete Activity** button on the **Close** window;



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

Approval Assignment window



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

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

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

Failure to Keep Appointment Processing

Home Center Control Clerk

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

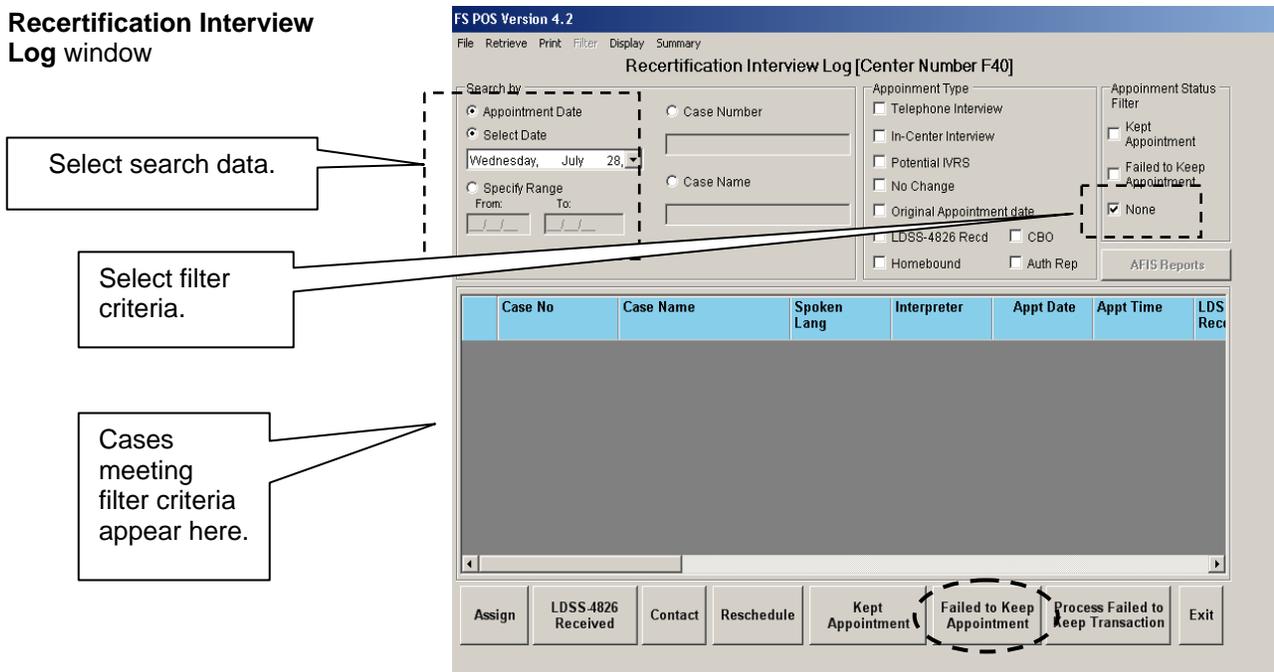
- could not be successfully contacted by telephone, or
- never returned a signed and completed **LDSS-4826** form.

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

Failed to Keep Appointment

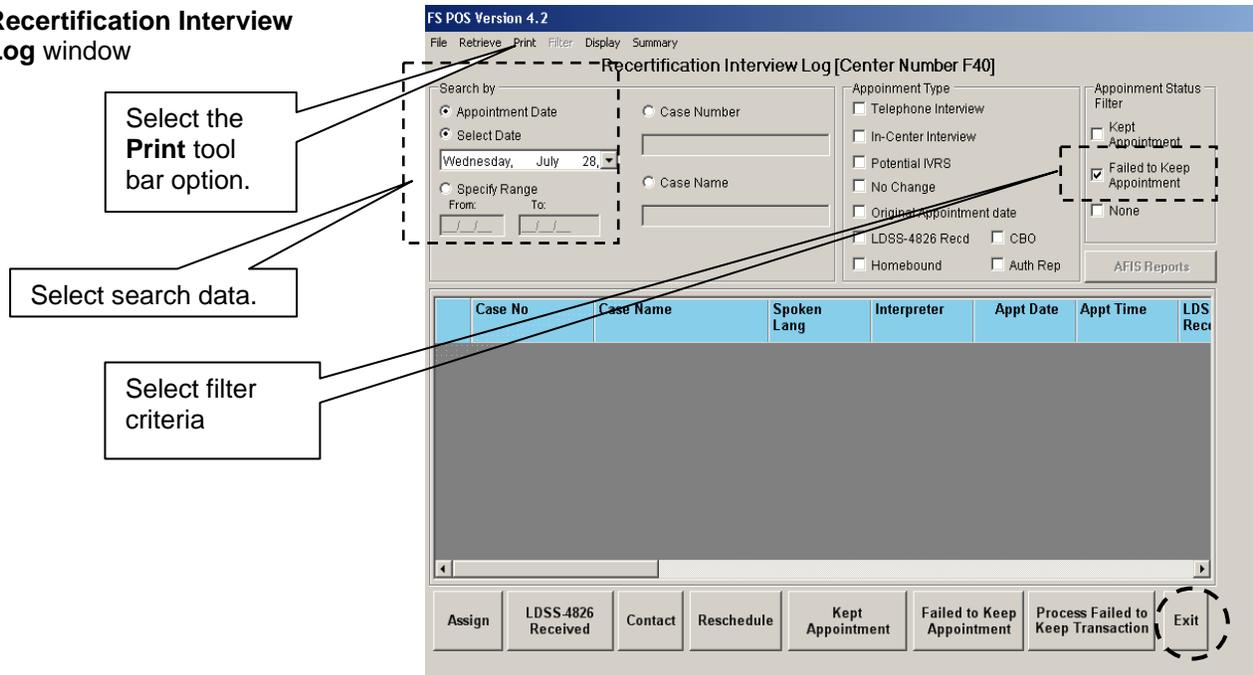
- For those cases that never returned a signed and completed **LDSS-4826** form, mark the case as **Failed to Keep Appointment** in FS POS (cases not successfully contacted by telephone are automatically marked **Failed to Keep Appointment** by FS POS), as follows:
 - Access the **Recertification Interview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

Recertification Interview Log window



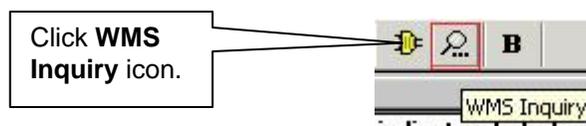
- For those cases that have a returned, signed, and completed **LDSS-4826** form (cases not successfully contacted by telephone), print the list of cases marked **Failed to Keep Appointment** as follows:
 - Select the **Appointment Date** option in the **Search by** box;
 - Select the **Select Date** option and indicate the date in the drop-down field (or select the **Specify Range** option and enter the specific dates, if necessary);
 - Select the **Failed to Keep Appointment** option in the **Appointment Status Filter** box;
 - Click the **Retrieve** option from the tool bar;
 - Click the **Print** option from the tool bar (select desired columns in the **Columns to Print** window and click the **OK** button);
 - Click the **Exit** button.

Recertification Interview Log window



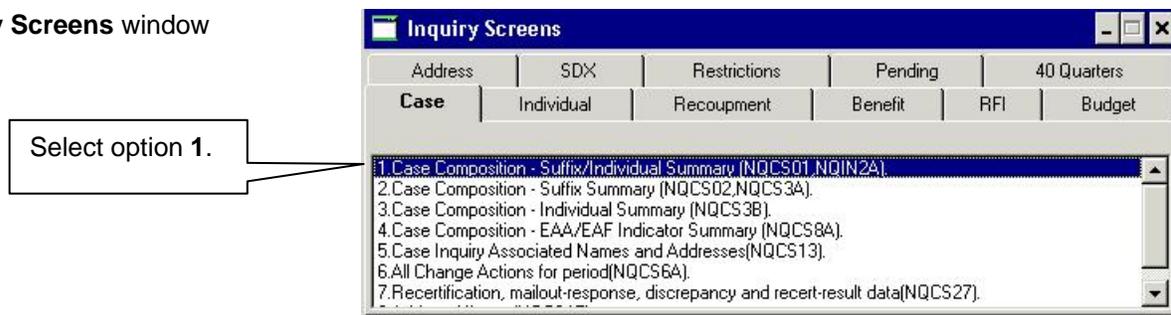
- For each case on the list, access WMS to obtain the date of the next recertification as follows:
 - From the **MONIQ/FS Reception** window, click the **Open POS** tool bar option;
 - The **Activities Management** window appears. Click the **Action** tab;
 - Select the **FS Change Case Data** option;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

WMS Inquiry icon



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

Inquiry Screens window



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

Case Composition – Suffix/Individual Summary screen

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

LDSS-4753

The **LDSS-4753** must be mailed to anyone who has filed an **LDSS-4826** and fails to keep their recertification interview even if the household has been scheduled for an in-person interview. See PD #11-01-ELI for detailed instructions.

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

Form Data Entry window

- The **Response to Question** window will appear. Execute the following actions:
 - Select the **Missed Interview – Recertification** checkbox;
 - Enter the date the recertification interview was missed;
 - Select **Yes** to the **Did the client submit a completed LDSS-4826 (Food Stamp Benefits Application/Recertification)?** question;
 - Enter the date the FS benefits will be discontinued. This is the last calendar day of the month following the month of the **Date Next Recert** (indicated on the WMS **Case Composition – Suffix/Individual Summary** screen e.g., if **Date Next Recert** is 2/26/09, then the date FS benefits will be discontinued is 3/31/09);
 - Click the **OK** button.

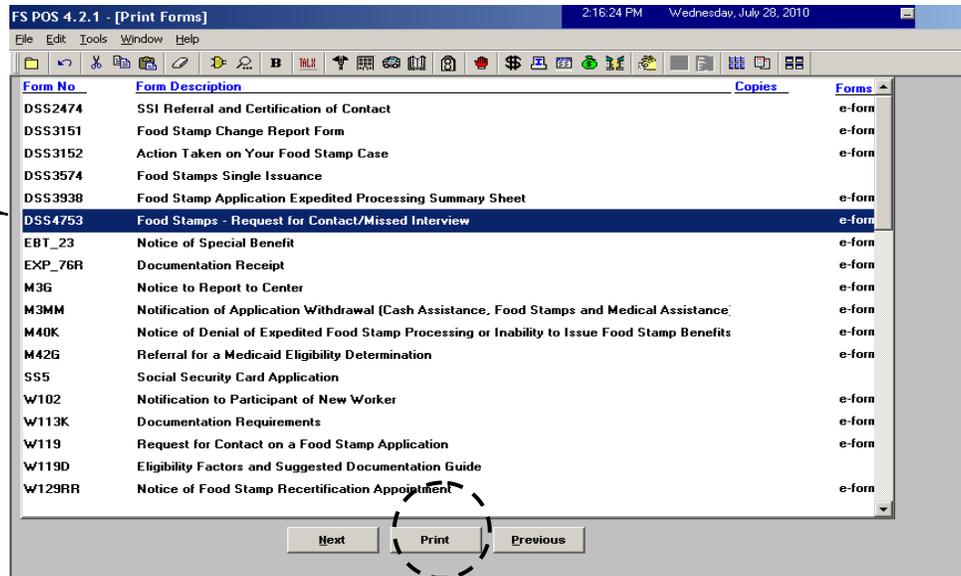
Response to Question window

Complete the Missed Interview-Recertification section.

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

Print Forms window

Select the **DSS4753** form.



- Give the completed **LDSS-4753** form to the Supervisor to arrange for the mailing of the form to the participant.

Note: The **LDSS-4753** is only required to be sent to individuals who file an NCA FS application/recertification form.

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

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

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

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

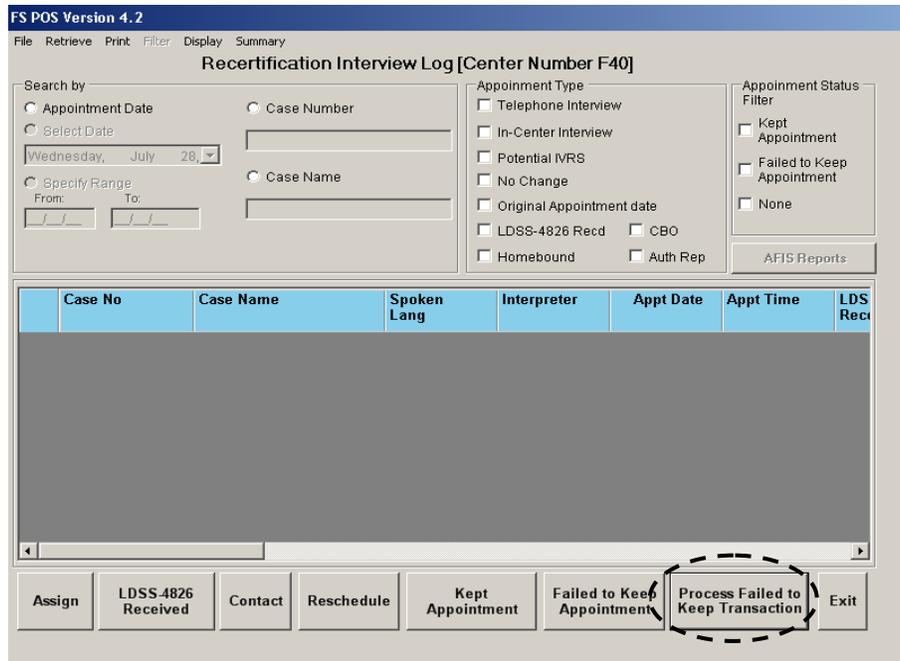
Failure to Keep Appointment

Case Closings For Missed Telephone Recertification Interviews

The Control Supervisor will close cases of participants who failed to keep their recertification interview by performing the following process by the last calendar day of the month following the date of the originally scheduled recertification interview:

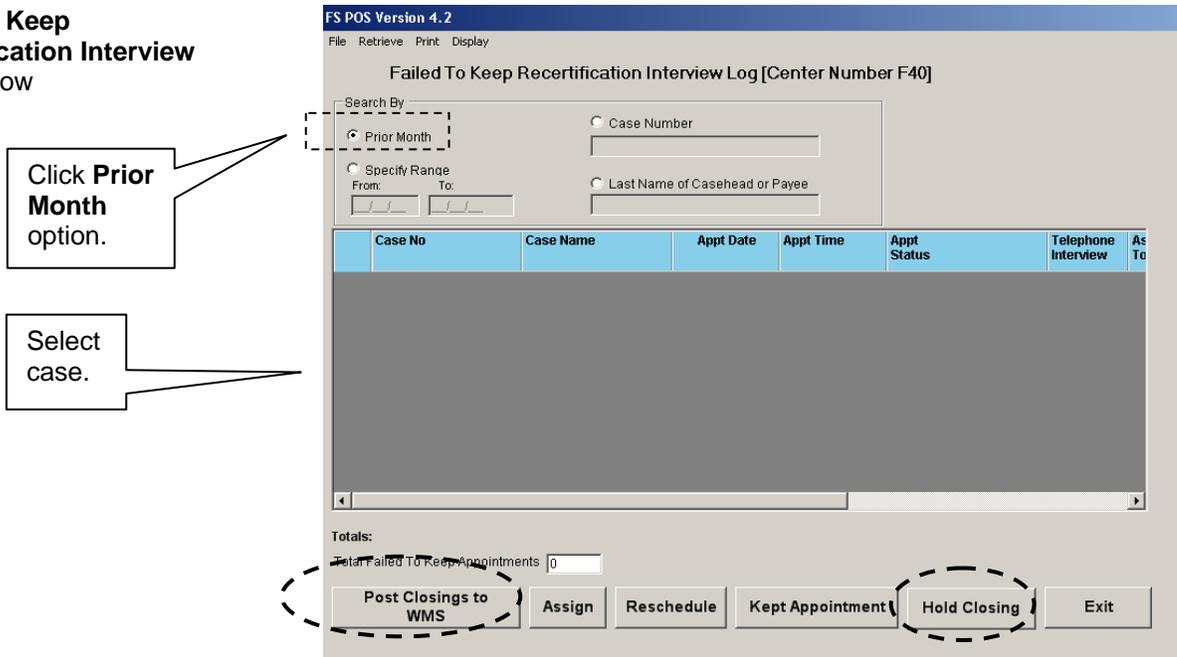
- Access the **Recertification Interview Log** window and click the **Process Failed to Keep Transaction** button;

Recertification Interview Log window



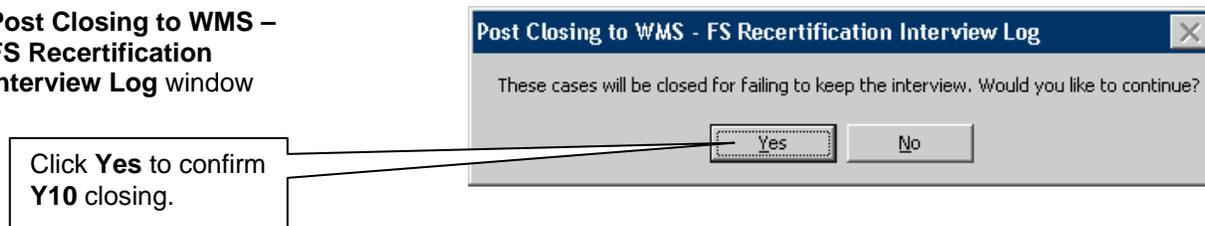
- The **Failed to Keep Recertification Interview Log** window appears. Select the **Prior Month** option in the **Search by** section and the **Retrieve** tool bar option to display all cases which failed to keep their recertification interview originally scheduled during the prior month;
 - If the status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

Failed to Keep Recertification Interview Log window



- If the **Post Closings to WMS** button is clicked, the **Post Closing to WMS – FS Recertification Interview Log** window appears. If the **Yes** button is clicked, a transaction with closing code **Y10** (Failure to Recertify [No Notice Required]) will be posted to WMS for the case. FS POS will prevent the posting of the **Y10** closing if the case is not in active (AC) status and warn the user about pending TAD transactions in WMS prior to the transmission of the **Y10** closing.

Post Closing to WMS – FS Recertification Interview Log window



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

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

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

Interview Scheduler window

Enter new
interview date
and time.

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 : Monday, May 19, 2008

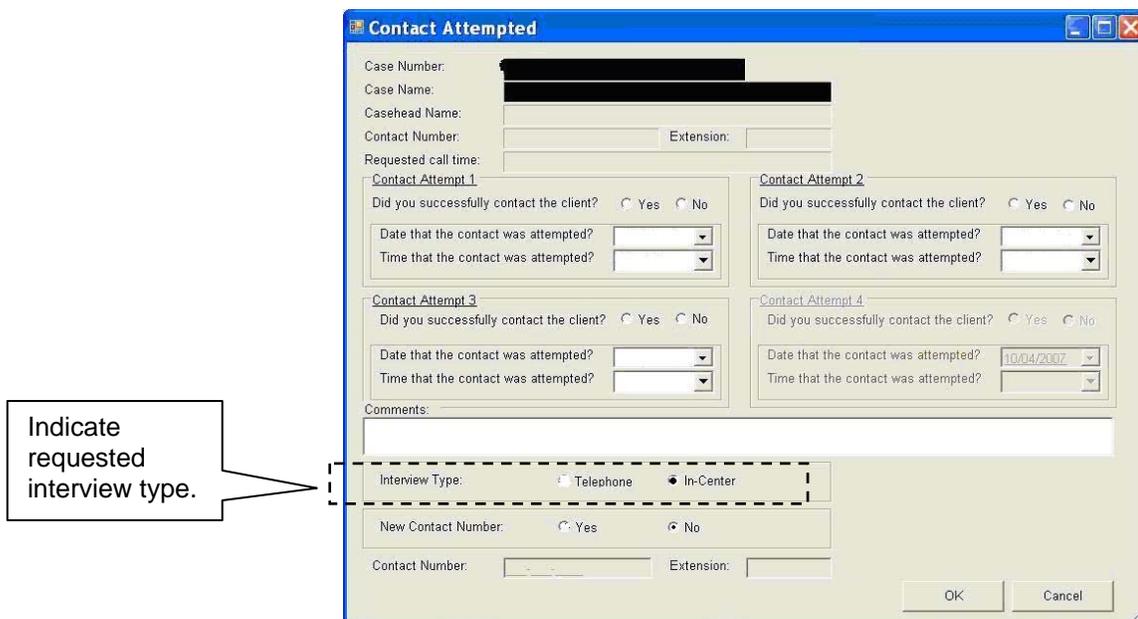
Appointment Time : 09 : 00 AM

OK Cancel

Participant Telephone Calls to the NCA FS Center

If the participant calls the NCA FS Center to request an in-person interview instead of a telephone interview, the Control Worker must update the interview preference type in FS POS as follows:

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



- The **Recertification Interview Log** window reappears. Select the **Reschedule** button to record the new date and time for the interview;

- The **Interview Scheduler** window appears. The Worker must select a new date and time for the interview and click the **OK** button. This automatically generates Form **W-129RR** that must be mailed to the participant. The recertification interview can be rescheduled even if the participant did not submit the **LDSS-4826**.

Interview Scheduler
window

Enter new interview date and time.

- to request a different date/time for the telephone interview instead of the date/time indicated on the recertification packet the Control Worker must do the following:
 - Record the requested date/time on the **LDSS-4826 Received** window (accessed from the **Recertification Interview Log** window via the **LDSS-4826 Received** button) by selecting **Yes** to the “**Did the applicant request a new call time?**” question and selecting the date and time in the corresponding drop-down fields;

Enter new interview date and time.

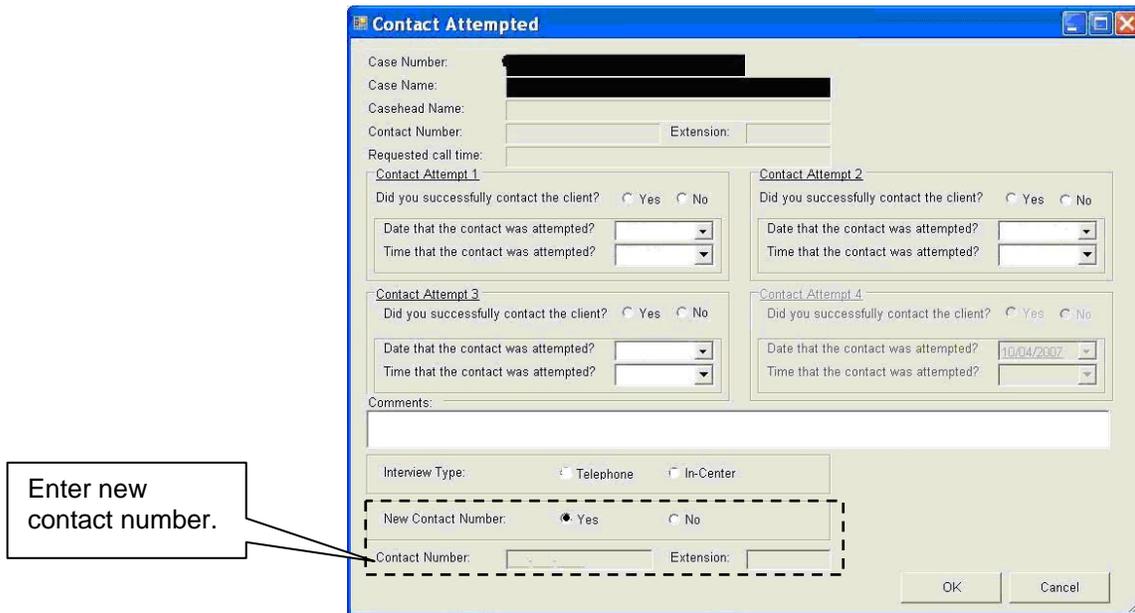
- Access the **Recertification Interview Log**. Click the **Reschedule** button;

See PB #10-95-OPE for more information on Form **W-908F**.

- The **Interview Scheduler** window will appear. Select a new date and time for the interview and click the **OK** button. This automatically generates the Notice of Rescheduled Food Stamp Telephone Recertification Interview (**W-908F**) that must be mailed to the participant.

Note: Form **W-908F** will automatically generate for telephone appointments. Form **W-129RR** will automatically generate for In-Center appointments. Workers must ensure that the correct appointment type is indicated on the **Contact Attempted** window.

- to report a different telephone number to call for the interview the Control Worker must record the new contact number on the **Contact Attempted** window (accessed from the **Recertification Interview Log** window via the **Contact** button) by selecting **Yes** to the **New Contact Number** field, entering the telephone number in the **Contact Number** field, and clicking the **OK** button.



Participants contacting the Center to schedule an appointment during the last month of the certification period must be accommodated. Same day walk in appointments must be recorded on the Recertification Interview log. Appointments scheduled for the future must also be scheduled on the log. Eligibility Specialists must ensure that the correct Appointment Type, Telephone or In-center, is recorded on the log.

PROGRAM IMPLICATIONS

Medical Assistance (MA) Implications

There are no MA implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS

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

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

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

Conferences

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

If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Center Manager’s designee. In Model Offices, the Receptionist at Main Reception will refer the applicant/participant to NCA General who will then issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA FS Reception area. The NCA FS Receptionist will alert the Center Manager once the applicant/participant is called to the NCA FS Reception desk.

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

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

Evidence Packets

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

REFERENCES

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

RELATED ITEMS

PD #09-43-SYS
 PB #10-95-OPE
 PD #10-36-OPE
 PD #11-11-EMP
 PD #11-01-ELI
 PB #11-45-OPE
 PB #11-50-SYS

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

BRC-901D Food Stamp Telephone Recertification (Rev. 11/14/08)
BRC-901D (S) Food Stamp Telephone Recertification (Spanish) (Rev. 11/14/08)
W-706B Food Stamp Program Pending Applications Control (Rev. 11/14/08)
W-901F Incomplete Food Stamp Recertification Form (Rev. 4/3/09)
W-901F (S) Incomplete Food Stamp Recertification Form (Spanish) (Rev. 4/3/09)
W-908F Notice of Rescheduled Food Stamp Telephone Recertification Interview (9/7/10)
W-908F (S) Notice of Rescheduled Food Stamp Telephone Recertification Interview (Spanish) (9/7/10)

■ **MORE CONVENIENT:**

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

■ **EASIER:**

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

■ **SAVE TIME:**

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

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

Or

The City of New York Infoline: 311

Or

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

SAMPLE



Michael R. Bloomberg
Mayor

Human Resources Administration
Department of Social Services

Robert Doar
Commissioner

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QUESTIONS & ANSWERS



**FOOD STAMP
TELEPHONE
RECERTIFICATION**

FOOD STAMP TELEPHONE RECERTIFICATION

WHY?

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

WHEN?

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

WHERE?

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

Rights and Responsibilities

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

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

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

Frequently Asked Questions

Question:

What is Telephone Recertification?

Answer:

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

Question:

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

Answer:

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

Question:

When will I be called?

Answer:

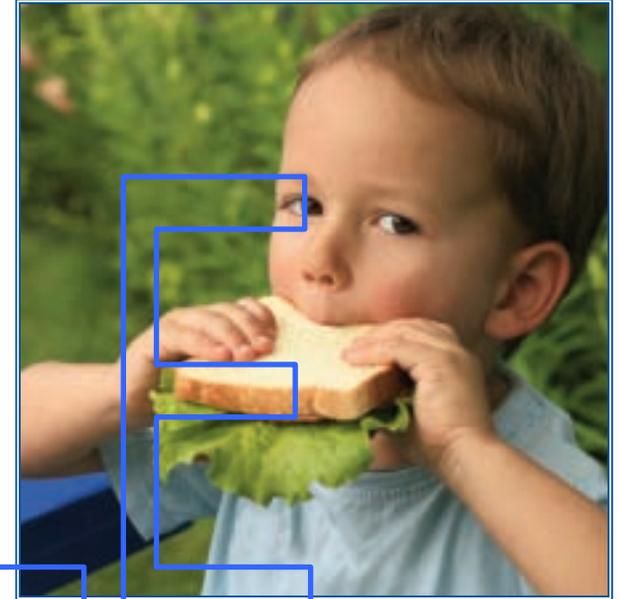
We will call you on the date and time recorded on your recertification appointment letter; but only if we've received your completed, signed application.

Question:

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

Answer:

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



Question:

What if I miss the call?

Answer:

You will be able to reschedule your appointment.

Question:

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

Answer:

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

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

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

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

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

O

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

O

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

SAMPLE



Michael R. Bloomberg
Alcalde

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

Robert Doar
Comisionado

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Humanos de la Ciudad de Nueva York.

**PREGUNTAS
&
RESPUESTAS**



**RECERTIFICACIÓN
POR TELÉFONO
PARA CUPONES
PARA ALIMENTOS**



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

RECERTIFICACIÓN POR TELÉFONO DE CUPONES PARA ALIMENTOS

¿POR QUÉ?

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

¿CUÁNDO?

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

¿DÓNDE?

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

Derechos y Responsabilidades

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

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

O visite nuestra Página de Internet:

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

Preguntas Frecuentes

Pregunta:

¿En qué consiste la Recertificación por Teléfono?

Respuesta:

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

Pregunta:

¿Cómo sé si puedo participar en Recertificación por Teléfono?

Respuesta:

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

Pregunta:

¿Cuándo recibiré la llamada telefónica?

Respuesta:

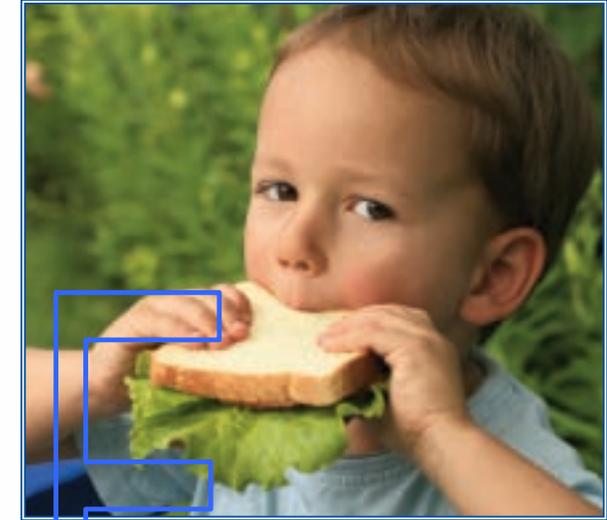
Le llamaremos cuando recibamos su **solicitud llenada y firmada**. Llamaremos además según la información proporcionada en el **Formulario de Petición de Hora de Llamada**. Este formulario se encuentra en la última página del **Aviso de Recertificación** que usted recibirá en breve por correo.

Pregunta:

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

Respuesta:

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



Pregunta:

¿Qué tal si no estoy para contestar la llamada?

Respuesta:

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

Pregunta:

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

Respuesta:

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

SU RECERTIFICACIÓN FACILITADA: FÁCIL, RÁPIDA, CONVENIENTE

Date: _____

Case Number: _____

Case Name: _____

NCA Food Stamp Center: _____

Incomplete Food Stamp Recertification Form

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

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

- There were no signatures on any pages of your application. We are returning your application and the accompanying documents. Please sign **page 5** of your application and immediately return it with the accompanying documents in the enclosed postage-paid envelope, so that we may conduct the telephone recertification interview.

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Centro de Cupones para Alimentos
de No Asistencia en Efectivo: _____

Formulario Incompleto para Recertificación de Cupones para Alimentos

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

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

Date: _____
Case Number: _____
Participant Name: _____
Center: _____

Notice of Rescheduled Food Stamp Telephone Recertification Interview

As you requested, we have rescheduled a telephone recertification interview for you on the date and time listed below. We have also listed the telephone number that we will contact you at.

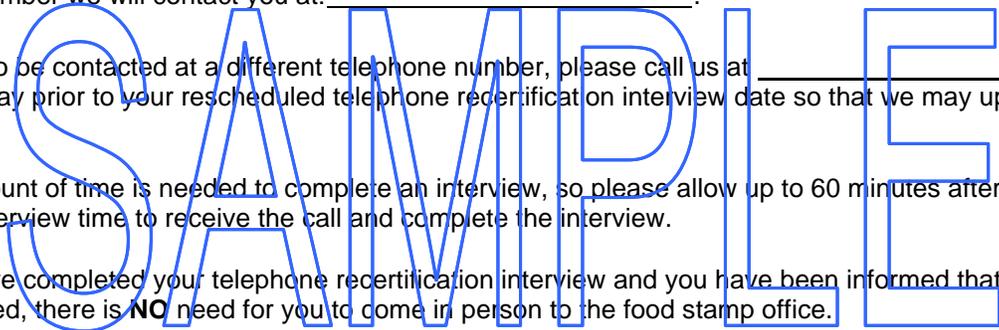
Telephone interview date: _____ Time: _____

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.

A certain amount of time is needed to complete an interview, so please allow up to 60 minutes after your scheduled interview time to receive the call and complete the 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 food stamp office.



Fecha: _____
Número del Caso: _____
Nombre del Participante: _____
Centro: _____

Aviso de Nueva Entrevista de Recertificación Telefónica de Cupones para Alimentos

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

Fecha de la entrevista telefónica: _____ Hora: _____

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.

Se necesita cierta cantidad de tiempo para llevar a cabo una entrevista, de manera que por favor calcule hasta 60 minutos después de la hora de su entrevista programada para recibir la llamada y realizar la entrevista.

Una vez que usted haya llevado a cabo la entrevista de recertificación y se le haya informado que ha sido recertificado(a), **NO** tiene que presentarse en persona a la oficina de cupones para alimentos.

