

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	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:
See PB #11-45-OPE for information on home visit requests.	 in-person automated telephone response system (Interactive Voice Response System [IVRS]) telephone (person-to-person) at a local community based organization (CBO) or home visit (if applicable). Only NCA 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.

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:

- 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:

- 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 postagepaid 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.

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

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

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

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

Home Center Control Worker

Signed and completed

applications along with accompanying documents must be scanned and indexed.

FS POS actions for the **Control Worker**

FS Recertification Packets Forwarded from the Home Center MPU

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:

- 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:

- 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	Instructions
	The Recertification Interview Daily Log will display all recertification interview appointments for the selected date range. To view appointments, select the search criteria and appropriate filters, then click on Retrieve. To filter the data that was already retrieved, update the selections in the filter section and click Filter. Click on Display to select the columns that should be displayed on the screen. Click on Print to select the columns to be printed and print the on-screen output. To assign the failed to keep transactions, click on the Process Failed to Keep Transactions button. Click on the Exit button to close the window.
	Close

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

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- 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.



The LDSS-4826 Received window will appear. The Control ٠ 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

Select No Case Number: Case Name: Case Name: Case Name: Case Name: Case Addressed Huma: Case Name: Case of returned or Undelivered mail: Saturday: Date of returned or undelivered mail: Saturday: Signed LDSS-4826 received? Yes Date LDSS-4826 received? Yes Date LDSS-4826 Received: Saturday: Envelope Post-Mark Date: Saturday: Interview Type: Telephone Contact Number: Extension: Did the applicant request a new call Yes Under No Date: Saturday: May Interview Type: Extension: Did the applicant request a new call Yes No Date: Saturday: May Time:	mail on the LDSS-4826 Received window.	LDSS-4826 Received
Mail Returned or Undelivered? Yes No Date of returned or undelivered mail: Saturday: May 17,2008 MPU will select Yes; note date of returned or undelivered Date LDSS-4826 received: Saturday May 17,2008 Meutodate of returned or undelivered Date LDSS-4826 received: Saturday May 17,2008 Meutodate of returned or undelivered Interview Type: Telephone In-Center In-Center Indelivered Did the applicant request a new call time? Yes No Interview Date Saturday May 17,2008 Time:	Select No	Case Number: Case Name: Casehead Name:
Date LDSS-4826 Received: Saturday, May 17, 2008 Y Envelope Post-Mark Date: Saturday, May 17, 2008 Y Interview Type: Telephone Contact Number: Extension: Did the applicant request a new call Yes Did the applicant request a new call Yes Date: Saturday, May 17, 2008 Y		Mail Returned or Undelivered? Yes C No Date of returned or undelivered mail: Saturday May 47, 2008 MPU will Signed LDSS-4826 received? C Yes C No Select Yes;
Contact Number: Did the applicant request a new call C Yes Did the applicant request a new call C Yes Date: Saturday May 17, 2008	Complete fields	Date LDSS-4826 Received: Saturday , May 17, 2008 returned or undelivered or undelivered mail. Envelope Post-Mark Date: Saturday , May 17, 2008 returned or undelivered mail. Interview Type: © Telephone
OK Cancel		Contact Number: Extension: Extension: Did the applicant request a new call C Yes ON Date: Saturday, May 17, 2008 Y Time: Y

MPU must annotate information for Mail Detune e d'Ille de l'une e d

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 D	isplay Summary Recertification Inter	view Log [Cer	nter Number F4	10]		
	Search by C Appointment Date Select Date Wednesday, July 1: Specify Range From: To:	C Case Number	Ap	poinment Type Telephone Interview In-Center Interview Potential IVRS No Change Original Appointme LDSS-4826 Recd Homebound	w nt date ☐ CBO ☐ Auth Rep	Appoinment Filter Kept Appointment Failed to F Appointment None	Status
	Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	R
			Spanish	Yes	07/14/2010	03:00 PM	NC
Coloct cope to forward			English	No	07/14/2010	04:00 PM	NC
to ESAVerker			English	No	07/14/2010	04:00 PM	NC
			English	No	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 ▶
	Assign LDSS-4826 Received	Contact Reschedul	e Kept Appointm	Failed to Appoint	Keep ment Keep	ess Failed to Transaction	Exit

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



Recertification Worker

See PD #09-43-SYS for

RFI, PD #11-11-EMP for

for SOLQ.

TALX, and PB #11-50-SYS

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:



- 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.



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 .og window	FS POS Version 4.2 File Retrieve Print Filter Search by C Appointment Date Select Date Wednesday, July C Specify Range From: To: 	Display Summary Recertification In Case Number 14. Case Name	terview Log [Center Number F Appoinment Type Telephone Interview Potential IVRS No Change Original Appointm LDSS-4826 Recd Homebound	40] w rent date CB0 Auth Rep	Appoinmen Filter Kept Appointr Failed to Appointr None	t Status
	Case No	Case Name	Spoken Lang	Interpreter	Appt Date	Appt Time	R.
			Spanish	Yes	07/14/2010	03:00 PM	Nt
Call participant			English	No	07/14/2010	04:00 PM	NC
on indicated			English	No	07/14/2010	04:00 PM	NC
date/time.				blo.	07/14/2010	04:00 PM	No
			Spanish	No	07/14/2010	04:00 PM	NC
			English	No	07/14/2010	04:00 PM	Ye 🚽
	•						
	Assign LDSS-48 Receive	26 d Contact Rescho	edule H Appo	iept Failed t intment Appoin	o Keep tment Keep	ess Failed to Transaction	Exit

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	III Contact Attempted	
window	Case Number. Case Name: Casehead Name:	
Enter first contact attempt information here.	Contact Number Requested call time: <u>Contact Attempt 1</u> Did you successfully contact the client? ◆ Yes ↑ No Date that the contact was attempted? Time that the contact was attempted? 10:00 AM ▼	Contact Attempt 2 Did you successfully contact the client? C Yes C No Date that the contact was attempted? Time that the contact was attempted?
This window must be completed each time an attempt to contact the participant is made.	Contact Attempt 3 Did you successfully contact the client? Yes No Date that the contact was attempted? Time that the contact was attempted? Comments: Interview Type: Interview Type: Telephone Interview Type: Telephone New Contact Number: Yes No Contact Number: Extension:	Contact Attempt 4 Did you successfully contact the client? C Yes Date that the contact was attempted? Time that the contact was attempted? IO(04/2002 × Image: State of the contact was attempted? Image: State of the contact was attempted?

- 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.



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	FS POS 4.2.1 - [LDSS4826 Signature Capture]		1:44:44 PM	Wednesday, July 28, 2010 📃
Capture window	<u>Eile Edit Iools Window H</u> elp			
Capture window	🛅 🗠 👗 🖻 🛍 🧷 🕩 있 🖪 👑 🌹 📰 🍩 🛍 🔞	🜻 💲 🗷 🛙	3 🕭 11 🝭	
Select Unable to Capture Signatures option.	Page 1. Applicant/Representative Signature Polk Lopi Unable to Capture Signatures Certification: Applicant Signature Polk Lopi			<< Sign << Sign
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.	Page5 - Certification: Authorized representative Signature Page 5 - Withdrawal Signature/ Reguest to Close Case Signature Applicant refused to sign withdrawal or request to close case View Printed LDSS-4826	Print	Previous	<< Sign

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



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 <u>case comment</u>.

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.

PD #11-25-ELI

Contact Attempted window	Case Number: Case Name: Casehead Name: Contact Number: Contac
Enter second contact attempt information here.	Requested call time: Contact Attempt 1 Did you successfully contact the client? Yes No Did you successfully contact the client? Yes No Date that the contact was attempted? 05/12/2008 Y Time that the contact was attempted? 05/12/2008 Y Did you successfully contact the client? Yes No Date that the contact was attempted? Contact Attempt 3 Contact Attempt 4 Did you successfully contact the client? Yes No Date that the contact was attempted? Date that the contact was attempted? 05/12/2008 Y Time that the contact was attempted? 05/12/2008 Y Did you successfully contact the client? Yes No Date that the contact was attempted? Date that the contact was attempted? 05/17/2008 Y Time that the contact was attempted? 05/17/2008 Y Time that the contact was attempted? 05/17/2008 Y 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: Image: Telephone Image: Image: Telephone New Contact Number: Image: Telephone Image: No Contact Number: Image: Telephone Image: Telephone Contact Number: Image: Telephone Image: Telephone Image: Telephone Imag

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.



- 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	Response to Question
window for Form	Form W113K-Documentation Requirements
W-113K -	Due Date: 00/00/0000
Documentation	RETURN APPOINTMENTS FOR ADULTS
Requirements	Must return in person
Enter a due date of 10 calendar days from the present.	To be Finger Imaged Must return in person For an employability assessment
	OK <u>C</u> ancel

 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 –	EURMS Please return the following forms completed and signed where necessary:	4
Documentation Requirements	W-1470 Primary Tenant's Statement Regarding Occupancy of Secondary Tenant	
Select the LDSS-4826 Food Stamp Application option if the required page 5 signature is missing.	LDSS-4826 Food Stamp Application	•

- 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;



 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";



Print Forms window

documents and forms are

required, do not click the

If no additional

Print button.

Select Forms

W-113K and W-119D.

New window

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

	Approval Assignment
	Selected Case No Suf Caseloac Casehead Suf
Select the Supervisor; enter a comment (if applicable).	Refer Case To Title Unit Last Name First Name U/W Phone Number FS Supervisor FS Supervisor FS Supervisor FS Supervisor FS Supervisor FS Supervisor FS Supervisor FS Supervisor
	Enter Comments If Any
	Cancel OK

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.

Edit Tools Window H	s Management] Help			9:25:29	PM Mond	ay, August 23,	2010	8:
Action = F40								
nit Filter Worker © CMU C ncovered C		FS Appli FS Appli FS Cha E	ype Filter cation Interview EFS Issuance lecert Interview nge Case Data rror Corrections	Activity Approve Fitt Approve FS Applicat Approve E Approve FS Ri Approve FS Ri Approve FS Chang Approve Erro	er ion Interview F FS Issuance F ecertification F e Case Data F r Corrections F			
Activity Status Filter Suspended Not Scheduled Not Started	Removed 🗖 Completed 🗖	Co	Other v Alert Filter ming Due Overdue	Ap Filter Clear	prove Other 「	1		
	D:#	Date	ñlert	Caee Nar	ne	Caee No.	Surf	Deceine
Activity Recent Interview	Due		HIGH			C03C 110		Receive
Activity Recert Interview Recert Interview - Return	ned Deferral			, , , , , , , , , , , , , , , , , , ,				
Activity Recert Interview Recert Interview - Return	ned Deferral							

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;

		FS P	OS 4	.3 - [A	ddress l	nformati	on]	
		File	Edit	Tools	Window	Help		
			$\langle \mathcal{A} \rangle$	ot	Screer Withdr	n s rawal	F12	* 🕈 🏢
		Pre	esent .	Addres	🗸 1 Addr	ess Inform	ation	ticipant ur
						St No/D	ir/Name: 🚺	[Nor
Select the Screen Picklist Icon.]					3		

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



• Click Yes to access the Response to Question window;

FS POS 4.3 - [EMPLOYMENT INFORMATION]	4:44:03 PM Friday, September 17, 2010	
<u>File Edit T</u> ools <u>W</u> indow <u>H</u> elp		
INDICATE IF YOU OR ANYONE WHO LIVES WITH Y	YOU THAT IS APPLYING: Ye	s No
Is Employed?	•	
Is Self-Employed?		0
Is Unemployed?		0
Participating In A Strike?		0
Is Anyone in the Household a Migrant or Seasonal Farm Worker?		0
	Select Yes to respond to the appropriate question/issue.	
Spanish <u>N</u> ext <u>P</u> re	evious	

• Click on the **Document** button;

Response to Question							
Info from WRS Employee Employer	Who Smith John Type of Work Beauty Culture Employer Mici Cultural	▼ Start 01/15/2010 ■ Gross \$900.00 \$. Frequency Hours/Freq Taxe	Expected 00/00/0000 A End Date 00 \$.00 \$.00 s Withheld Day Paid				
Street City	Street 123 Main Street City Queens State NY Zip 11438- Contact Mici Contact Title Administrator	M M 73 (0)	Click the Document				
Zip Wage Year Quarter	Phone 718-555-1212 Document	Scar	button.				
	<u>0</u> K	<u>C</u> ancel	_				

 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;

	Accepted Document	Scan NewDoc
	Pay Stubs	
	Job Letter	
	Tax Return	
Select the document.	Quarterly Estimated Tax	Leave Scan checkbox blank.
	<u>O</u> K <u>C</u> ancel	

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

Ele Edit Tools Window Help Yes No Request for Identification Card/Temporary Medicaid Authorization (Form W607A) © @ [] Request for Birth or Death Verification from Agencies Dutside New York City (Form W680) © @ [] Documentation Requirements (Form W-113K) © @ [] Social Security Administration - Consent for Release of Information (Form W515R) © @ [] Request for Contact on a Food Stamp Application(Form W-119) © @ [] Select Yes to the Documentation Requirements (Form W-113K) option.	ES POS 4.3 - [Enrm Data-Entry]	4:42:25 PM Friday, September 17, 20	10 -
Yes No Request for Identification Card/Temporary Medicaid Authorization (Form W607A) Request for Birth or Death Verification from Agencies Outside New York City (Form W600) Documentation Requirements (Form W-113K) Social Security Administration - Consent for Release of Information (Form W515R) Request for Contact on a Food Stamp Application (Form W-119) Select Yes to the Documentation Requirements (Form W-119) Select Yes to the Documentation (Form W-119)	File Edit Tools Window Help		
Request for Identification Card/Temporary Medicaid Authorization (Form W607A) c <lic< li=""> c c</lic<>			Yes No 🔺
Request for Birth or Death Verification from Agencies Dutside New York City (Form W680) Documentation Requirements (Form W-113K) Social Security Administration - Consent for Release of Information (Form W515R) Request for Contact on a Food Stamp Application(Form D554753) Request for Contact on a Food Stamp Application (Form W-119) Select Yes to the Documentation Requirements (Form W-113K) option.	Request for Identification Card/Temporary Medicaid Authorization (Form W607A)		0 00
Documentation Requirements (Form W-113K) Social Security Administration - Consent for Release of Information (Form W515R) Request for Contact on a Food Stamp Application (Form W-119) Select Yes to the Documentation Requirements (Form W-113K) option.	Request for Birth or Death Verification from Agencies Outside New York City (Form Wi	680)	00
Social Security Administration - Consent for Release of Information (Form W515R)	Documentation Requirements (Form W-113K)		00
Request for Contact on a Food Stamp Application (Form W-119) Select Yes to the Documentation Requirements (Form W-113K) option.	Social Security Administration - Consent for Release of Information (Form W515R)		$\circ \circ$
Request for Contact on a Food Stamp Application (Form W-119) Select Yes to the Documentation Requirements (Form W-113K) option.	Request for Contact on a Food Stamp Application(Form DSS4753)	//	00
Select Yes to the Documentation Requirements (Form W-113K) option.	Request for Contact on a Food Stamp Application (Form W-119)		00
Select Yes to the Documentation Requirements (Form W-113K) option.			
Documentation Requirements (Form W-113K) option.		Select Yes to the	
Requirements (Form W-113K) option.		Documentation	
(Form W-113K) option.		Documentation	
(Form W-113K) option.		Requirements	
option.		(Form W-113K)	
		ontion	
		option.	
Spanish Next Previous	Spanish Next Previous		

 Enter the new due date for the W-113K form in the Response to Question window;

	Response to Question					
Enter new Due Date .	Form W113K-Documentation Requirements					
	- Due Date: 09/28/2010					
	RETURN APPOINTMENTS FOR ADULTS					
	To be Finger Imaged					
	Smith John 🔽 Must return in person 🔲 For an employability assessment					
	To be Finger Imaged					
	Must return in person 🔽 For an employability assessment					
	Must return in or Decent					

 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;

	FS POS 4.3 - [Form Data-Entry] 4:42:25 F	M Friday, September 17, 2010 📃
	<u>File Edit Iools Window H</u> elp	
		Yes No 🔺
	Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	0 0
	Request for Birth or Death Verification from Agencies Outside New York City (Form \680)	0.0
	Documentation Requirements (Form W-113K)	<u>् ०</u>
	Social Security Administration - Consent for Release of Information (Form W515R)	4
	Request for Contact on a Food Stamp Application(Form DSS4753)	
	Request for Contact on a Food Stamp Application (Form W-119)	
		Select Yes for the Documentation Requirements (Form W-113K) option.
	Spanish <u>N</u> ext <u>Previous</u>	
Select the name of the individual who must be deferred for finger imaging.	The Response to Question window will a of the individual who must be deferred for the " To be Finger Imaged " checkbox;	ppear. Select the name inger imaging. Check
	Response to Question	Check the " To be
	Form W113K-Documentation Requirements Due Date:09/28/2010 RETURN APPOINTMENTS FOR ADULTS	Finger Imaged" checkbox.
	Smith John Must return in person For an employability assessment	
	Must return in person For an employability assessment	
	Must return in <u>QK</u> Cancel	

 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.

	FS POS 4.3 - [Pr	int Forms] 4:49.20 PM Friday, September 17, 2010	
	File Edit Tools '	Window Help	
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	Form No	Form Description Copies	Forms 🔺
	DSS2474	SSI Referral and Certification of Contact	e-forn
	DSS3151	Food Stamp Change Report Form	e-forn
	D\$\$3152	Action Taken on Your Food Stamp Case	e-forn
	D\$\$3574	Food Stamps Single Issuance	
	DSS3938	Food Stamp Application Expedited Processing Summary Sheet	e-forn
	DSS4753 Food Stamps - Request for Contact/Missed Interview		
	EBT_23	Notice of Special Benefit	e-forn
	EXP_76R	Documentation Receipt	e-forn
	M3G	Notice to Report to Center	e-forn
	мзмм	Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance	e-forn
	м40к	Notice of Denial of Expedited Food Stamp Processing or Inability to Issue Food Stamp Benefits	e-forn
Select Form W-113K.	M42G	Referral for a Medicaid Eligibility Determination	e-forn
	\$\$5	Social Security Card Application	
	W102	Notification to Participant of New Worker	e-forn
	W113K	Documentation Requirements	e-form
	W119	Request for Contact on a Food Stamp Application	e-forn
	W119D	Eligibility Factors and Suggested Documentation Guide	
	₩129RR	Notice of Food Stamp Recertification Appointment	e-forn
			-
		Next Print Previous	

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;

	FS POS 4.2.1 - [Activities Management]		9:24:05 PM Mono	day, August 23, 2010	8::
	<u>File Edit Iools Window H</u> elp				
	🕞 🕨 🔢 🐔 🛄 🖌 🕩				
	🖈 Action 🗧 F40 FS Supervisor Queue				
Select Approve FS	Unit Filter Worker C CMU C Uncovered C Activity Status Filter Suspended Removed Not Scheduled Completed Not Scheduled Completed	Activity Type Filter FS Application Interview FS Application Interview FS Pacet Interview FS Change Case Data Error Corrections Other Activity Alet Filter Coming Due Corrections Corrections Corrections Corrections	Activity Approve Filter Approve FS Application Interview Approve EFS Issuance Approve FS Recetification Approve FS Change Case Data Approve Error Corrections Approve Other Eilter Liter		
Recert Deferral activity.	Activity [Due Date Alert	Case Name	Case No Suf	Rect
	Approve FS Recert Deferral				
Click Start	Total: 25 Cases				

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

	FS POS 4.2.1 - [Household S	creen]			3:24:27 PM M	onday, August 23, 201	0 🖃
	<u>File Edit Tools Window H</u> elp						
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	Suffix/Individual	<u>Inquiry</u> <u>Code</u> V	VMS Message via	OLTP			
]						
	Control Information					_	
	District :	enter :	Worker		Case Nur	nber :	
	Present Address						-
		Street <u>Number_D</u> i	irection Na	me Ty	pe Apt #	City	
		State: Zip	Code:	Р	hone:		-
	Suffix Information	Active	C Applying	☑ No FS IPV or	Sanction Found	Working Famil	es No
	FS Suffix 1	F	S Status 📕			FS # AC	
	Suff Case Name						
	1						-
	Case Member Information					Citizen /	1
Click Next.	Suff Ln CIN	Name	Relation	DOB SS	N Val Sex	National	FS AFIS/ST
		<u> </u>					
		<u>N</u> ext		Previous			

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



• 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;

	FS POS 4.2.1 - [Disapproved Elements]	9:25:06 PM Monday, August 23, 2010 _
	Eile Edit Iools Window Help	
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[Disapproved Element	<u> </u>
If the deferral is to be approved, check the	Address Information	Approval Add Comment
Approval checkbox.	Revie	w Comment Log
	Disapproved Element	
	Suffix Information	Approval Edit
		Add Comment
	Disapproval Reasons Revie	w Comment Log
	Disapproved Element	
	Identity, Citizenship, Relationship, Residence & SSN	Approval Edit
If the deferral is to be		Add Comment
disapproved, the Supervisor will select	Disapproval Reasons Revie	w Comment Log
Worker button.	Next Done Refer Back to	Worker Previous

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

	Refer to Worker		
	Select Center		
	No Suffix Caseload	Case Name Casehead Name	
	Refer Case To		
Select the ES/Worker.		Unit Last Name	First Name U/W Phone Number
		Ōĸ	

 The FS Recert Interview activity in the ES/Worker's queue will be updated with a description of "FS Recert Interview – Returned Deferral".

	E				
Unit Filter	Activit	y Type Filter	Activity Approve Filter	_	
CMU C	→ F5 Ap	EFS Issuance	Approve F5 Application Intervie		
Uncovered C	E	5 Recert Interview	Approve FS Recertificatio	n 🗖	
	FS 0	Change Case Data 🗖	Approve FS Change Case Dat	a 🗖	
		Error Corrections	Approve Error Correction		
Activity Status Filter		Uther I	Approve Uthe	r I	
Suspended Hemove		Forming Due	Filter		
Not Started		Overdue	Clear		
				(
Activity	Due Date	Alert	Case Name	Case No Suf	Receiv
EC Deserved between deserved					
rs recent interview					
FS Recert Interview - Returned Deferral	Ť.		,		
FS Recert Interview - Returned Deferral	Ť		,	,	
r S Recert Interview - Returned Deferral	Ť.				
rs recert interview	Ť		,	,	
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r > recert interview - Returned Deferral	Ť				
r > recert interview - Returned Deferral	Ť.				
rs recert interview - Returned Deferral	T				
rs recert interview - Returned Deferral FS Recert Interview - Returned Deferral Total: 2 Cases	T				



 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.

	FS POS 4.2.1 - [Disapproved Elements]		9:25:06 PM	Monday, August 23	3, 2010 📃
	Eile Edit Tools Window Help				
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If the Supervisor decides	Disapproved Element				
	Address Information			Approval	Edit
to approve a previously					Add Comment
disapproved element	Disapproval Reasons	Review Comment Log			
uisappioved element					
he/she will click					
Annroval for that item	Disapproved Element				
	Suffix Information			Approval	Edit
	1				Add Comment
	Disapproval Reasons	Review Comment Log			
	Disapproved Element				
	Identity, Citizenship, Relationship, Residenc	e & SSN		Approval	Edit
					Add Comment
	Disapproval Reasons	Review Comment Log			
	7				
If the Supervisor decides					
lo approve all previously		Next Done	Previous		
disapproved elements		Refer Back to Worker			
ho/sho will aliak Dana					
THE/STHE WILL CHICK 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.

D 191.8 🔊 🔟 🖂 📭				
Action 🗧 F40 FS Supervisor Queu	e			
nit Filter OMU C Incovered C Activity Status Filter Suspended MPU Recer	Activity Type Filter FS Application Interview FFS Issuence Aview View View View View topferral Home	Activity Approve Filter Approve FS Application Intervie Approve FS Change Case Data Approve FS Change Case Data Approve Fro Corrector Approve Othe		
MPU Recert	Deferral Change	Liear		
Not Started MPU Recert	Due Date Alert	Case Name	Case No Suf	Receiv
Not Scheduled MPU Recert Not Stated MPU Recert Activity Recert Interview	Deferral Change Due Date Alert	Case Name	Case No Suf	Receiv

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	FS POS 4.2.1 - [Activities Management] File Edit Tools Window Help P D M & Comparison During Action B F40 FS Supervisor During	2:00.29 PM Wee	inesday, July 28, 2010 🗖
	Votini Biter Votker C DMU C Uncovered C Activity Status Filter Suspended Removed Not Schedule Completed Not Schedule Completed	Activity Type Filter FS Application Interview EFS Issuance FS Recet Interview FS Change Case Data Error Corrections Other Approve FS Change Case Data Approve Filter Corrections Other Enter Corrections Other Overdue	
Alert to the MPU Supervisor that	Activity Du	ue Date Alert Case Name	Case No Suf Rect
documentation and/or signature	FS Recert Interview Forwarded Document	Document NA	
was received	FS Recert Interview	NA T	
	Total: 9 Cases	checkle Respering Undate Disposition VAUS	View Your Schedule Comment

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.

100 1.2.1 - [ACUV	ities Manageme	nt]		1:46:00 PM W	ednesday, July 28, 2010	
e <u>E</u> dit <u>T</u> ools <u>W</u> indo	w <u>H</u> elp					
🔁 🕩 💷	🔲 🗊 📭					
Action 🖼 F40 FS S	Supervisor Queue					
Unit Filter MU C Uncovered Activity Status Filter Suspended Not Scheduled Not Stated	MPU Change (MPU Change (MPU Home Ce MPU Home Ce MPU Home Cte MPU Recert D	Center AP Center SI Inter AP Seferral Home eferral Change	y Type Filter plication Interview EFS Issuance Data tions Uther r	Activity Approve Filter Approve FS Application Intervity Approve FS Issuen Approve FS Recettificatu Approve FS Change Case De Approve Different Approve Different Elter Clear		
Activit	tv .	Due Date	Alert	Case Name	Case No Suf	Receive
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Activi	<u>v</u>	Due Date	Alert	Case Name	Case No Sur 00010006858E 1	Receive
Activi S Recert Interview otal: 1 Case	y	Due Date	Alert	Case Name	Case No Sur 00010006858E 1	Receive

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 pended **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.

	FS POS 4.2.1 - [Activities Management] 1:47:20 PM Wee	dnesday, July 28, 2010 🗖
	File Edit Tools Window Help	
	涿 Action	
	Unit Filter Worker CMU MPU Recert Defer. Uncovered MPU Recert Defer. Sectivity Status Filter Approve F5 Issuance FS Application Interview FS Application Interview FS Application Interview FS Approve F5 Application FS Recert Interview FS Recert Interview Control Interview FS Recert Interview	Click to enter comments.
[Activity Due Date Alert Case Name	Case No Suf Receive
Click Assign once missing documents and/or signature is indicated in Case Comments window.	FS Recert Interview 12/31/03 Overdue Guzman Mary Totmut Char	
	Start Assign Bemove Schedule Repending Update Disposition WMS	View Your Schedule

	Case Comments	×
	Selected Case No Control of the selected Case Case Name GUZMAN MARY CIN TA34545U Suffix 1 Casehead Name Mary Guzman SSN 160-19-1616	
	Staff Member Comment Date	Entered
	Romano Margarita 12/18/0	9 09:38 AM
	Romano Margarita	0 10:21 AM
	Romano Marcarite	0 08:15 AM
Indicate missing	Bieton Jose	0 01:46 PM
documents and/or signature.		
	<u>DK</u>	

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.



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

Click Yes to	7	Success 🛛
continue		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)?

- 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;

	Close X
Click Complete Activity	Closing Window : Disapproved Elements Current Activity : FS Change Case Data
	Complete Activity Suspend Activity

- 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 window	Assignment	Selected Case	Case Name Casehead Nam	e		CIN SSN			
		Refer Case To							
1		Title	U1	nit Last	Name	First Name	U/W	Phone Number	
	Select	FS Supervisor	FS						
	Supervisor	FS Supervisor	FS						
	Ouperviser.	FS Supervisor	DI	S					
I		FS Supervisor	DE	V					
	Enter case	Enter Comments If Any – Participant failed to provi be closed.	de required docume	ntation. Case	will				
	comments.	1			¥ •		Canc	el <u>D</u> K	

• 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	FS POS Version 4.2 File Retrieve Print Filter Display Summary Seatch by C Appointment Date C Case Number Select Date Wednesday, July 28, C Case Name From: To:	Center Number F40] Appoinment Type Telephone Interview Telephone Interview In-Center Interview Potential NRS No Change Original Appointment date In-DSS-4826 Recd
Select filter criteria. Cases meeting filter criteria appear here.	Case No Case Name Spoken Lang Loss A826 Contact Reschedule App	Homebound Auth Rep AFIS Reports Interpreter Appt Date Appt Time LDS Rec Rec Rec Rec Kept Failed to Keep Process Failed to Log Exit

- 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 dropdown 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	FS POS Version 4.2
L og window	File Retrieve Print Filter Display Summary
	Appoinment Type Appoinment Status Filter Filter
Select the	Appointment Date Case Number Freeprone interview Kept
Print tool	Select Date Appointment Appointment
bar option	Vednesday, July 28
bai option.	C Specify Range Case Wallie No Change Appointment
	Territoria Contraction Contrac
	LDSS-4826 Recd CBO
	□ Homebound □ Auth Rep AFIS Reports
Select search data.	
	Case No Lase Name Spoken Interpreter Appt Date Appt Time LDS Lang Reci
Select filter	
oritorio	
Cillena	
	Assign LDSS-4826 Contact Reschedule Appointment Failed to Keep Process Failed to Exit
	Appointment Appointment Reep Transaction
•	For each case on the list, access WMS to obtain the date of the
	reportification on followor

- 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.



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

Inquiry Screens window	Inquiry Screens					
	Address	SDX	Restrictions	Pending	40	Quarters
	Case	Individual	Recoupment	Benefit	BFI	Budget
Select option 1. 1 Case Composition - Suffix/Individual Summary (NQCS01 NQIN2A). 2 Case Composition - Suffix Summary (NQCS02,NQCS3A). 3 Case Composition - Individual Summary (NQCS3B).						
	4.Case Compos 5.Case Inquiry A 6.All Change Ac 7.Recertification	sition - EAA/EAF In Associated Names ctions for period(N(n, mailout-response	dicator Summary (NQCS and Addresses(NQCS1; QCS6A). e, discrepancy and recer	i8A). 3). it-result data(NQCS	S27).	-

 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);



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

'S POS 4.2.1 - [Form Data-Entry]	2:15:23 PM Wednesday, July 28, 2010 =
ijle <u>E</u> dit <u>I</u> ools <u>Wi</u> ndow <u>H</u> elp	
	Yes No 🔺
Social Security Administration - Consent for Release of Information (Form \\$15R)	00
Request for Contact on a Food Stamp Application(Form DSS4753)	
Request for Contact on a Food Stamp Application (Form W-119)	<u> </u>
systematic Alien Verification for Entitlement (SAVE) Referral (Form W-515X)	
IA School/Training Enrollment Letter (Form W-700D)	•
lotice of Food Stamp Recertification Appointment (Form W-129RR)	
	Click Yes to the
	LDSS-4753 option.
Spanish <u>N</u> ext <u>P</u> revious	

Case Composition – Suffix/Individual Summary screen

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 inperson interview. See PD #11-01-ELI for detailed instructions.

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.



- 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;



 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 <u>only</u> required to be sent to individuals who <u>file</u> 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:

- 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.

The Missed Appointment Notice is systemgenerated with code **Z99** and the Reminder Notice with code **Z96** in CNS. 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;

/iew	FS POS Version 4.2
	File Retrieve Print Filter Display Summary
	Recertification Interview Log [Center Number F40]
	Search by Appointment Type Appointment Type Appointment Status C Appointment Date C Case Number Telephone Interview Filter C Select Date In-Center Interview Potential IVRS Falled to Keep Wednesday, July 28. C Case Name Original Appointment date None From: To: In-Center Interview None July 28. C Base Name Original Appointment date None July 19. July 28. C Case Name Original Appointment date None July 27. July 28. Mappintment Case None Appointment
	Case No Case Name Spoken Interpreter Appt Date Appt Time LDS Lang Interpreter Appt Date Appt Time Rect
	Assign LDSS 4826 Contact Reschedule Kept Appointment Failed to Keep Transaction Exit

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;

Fa Re Lo	ailed to Keep ecertification Interview og window Click Prior	FS POS Version 4.2 File Retrieve Print Display Failed To Keep Search By Prior Month C Specify Range From: To:	Recertification Ini	terview Log [C nber e of Casehead or	Center Numb	per F40]		
	option.	Case No	Case Name	Appt Date	Appt Time	Appt Status	Telephone Interview	As To
	Select case.	≺ Totals: ∓etarFall®0 T0 RegnAppointm Post Closings to WMS	hents o Assign Resc	hedule Ke	pt Appointmen	nt (Hold Clos	ing Exit	×
		 If the Post Closing to appears. It code Y10 posted to Y the Y10 cluthe user a transmissi 	t Closings b WMS – F f the Yes b (Failure to WMS for th osing if the bout pendir on of the Y	to WMS S Rece utton is Recertif e case. case is ng TAD 10 closi	S buttor rtificati clicked y [No N FS PO not in a transac ng.	n is clicke ion Inter , a transa lotice Re S will pre active (A ctions in '	ed, the Po view Log action with quired]) w event the p C) status a WMS prior	st window closing vill be posting c and wan r to the
Po FS In	ost Closing to WMS – S Recertification terview Log window	Post Closing These cases w	to ₩MS - FS Re vill be closed for fail	certificatio ing to keep th	o n Intervi e ne interview.	ew Log . Would you like	× to continue?	
	Click Yes to confirm Y10 closing.			<u>(es</u>	No			

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	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.
Enter new interview date and time.	Appointment Date : Menday May 19,2006 V Appointment Time : 09 V : 00 V III V
	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;

	Contact Attempted
	Case Number: Case Name: Casehead Name: Casehead Name: Contact Number: Requested call time: Contact Attempt 1 Did you successfully contact the client? ^ Yes ^ No Date that the contact was attempted? Time that the contact was attempted? Contact Attempt 2 Did you successfully contact the client? ^ Yes ^ No Date that the contact was attempted? Time that the contact was attempted? Did you successfully contact the client? ^ Yes ^ No Date that the contact was attempted? Time that the contact was attempted?
Indicate requested interview type.	Comments:
	OK Cancel

 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.



- 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;

	LDSS-4826 Received
	Case Number: 00010002869F Case Name: ISSUANCE EFS Casehead Name: Efs Issuance
	Mail Returned or Undelivered?
	Date of returned or undelivered mail:
	Date LDSS-4826 Received:
Enter new interview date and time.	Envelope Post-Mark Date:
	Contact Number:
	Did the applicant request a new call C Yes C No
	Uate:

 Access the Recertification Interview Log. 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 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 <u>telephone</u> appointments. Form **W-129RR** will automatically generate for <u>In-Center</u> appointments. Workers must ensure that the correct appointment type is indicated on the **Contact Attempted** window.

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

 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.

	Contact Attempted	
	Case Number: Case Name:	L
	Contact Number: Extension: Requested call time:	
	Contact Attempt 1 Did you successfully contact the client? C Yes C No	Contact Attempt 2 Did you successfully contact the client? C Yes C No
	Date that the contact was attempted?	Date that the contact was attempted?
	Contact Attempt 3 Did you successfully contact the client? C Yes C No	Contact Attempt 4 Did you successfully contact the client? C Yes C No
	Date that the contact was attempted? Time that the contact was attempted?	Date that the contact was attempted? 10/04/2007 Time that the contact was attempted? Image: Contact was attempted?
	Comments:	
Enter new	Interview Type: Telephone 🗇 In-Center	
contact number.	New Contact Number: • Yes • No	
	·	OK Cancel

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

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

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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



Michael R. Bloomberg Mayor

Human Resources Administration Department of Social Services

Robert Doar Commissioner

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Human Resources Administration Department of Social Services BRC-901D LLF

Rev. 11/14/2008

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 ravel to the Food Stamp Center.

Ouestion:

How will I know if I can participate in Telephone Recert fication?

Answei:

Answer

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

Question: When will be called?

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

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 diligendias por hacer tendrá más tiempo para su trabajo, su familia y sus

amistades.

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

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

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

Michael R. Bloomberg Alcalde

Administración de Recursos Humanos Departmento de Servicios Sociales

Robert Doar Comisionado

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Administración de Recursos Humanos Departamento de Servicios Sociales

BRC-901D (s) LLF Rev. 11/14/2008

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 Tirne 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 Teléforio?

Respuesta:

Su Centro de Cupones/pero Alimentos ha sido seleccionado para este provecto piloto. Usred recibirá instrucciones e información en su próximo paquete de recettificación.

Pregunta:

¿Cuándo recibiré la llamoda telefónica?

Respuesta:

Le llamare mos cuando recibamos su solicitud llenada y firmada Llamaremos además según la información proporcionada en <u>el</u> 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 Ilamada?

Respuesta:

En baso de que ho podamos comunicarnos con usted de antemano, le llamaremos en al día/hora programados según indique su Aviso de Recertificación. Dicha llamada sólo se realizará si usted envió la solicitud firmada.

Pregunta:

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

Respuesta:

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



Food Stamp Program Pending Applications Control

"A" Group Number: _____

Card Number: _____

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

Group/Section: _____



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 telércho. 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 devolveria 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 recibainos 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.

Form W-908F LLF 9/7/10



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 ______.
If you prefer to be contacted at a/different 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 starnp 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 telefórica reprogramada de certificación para que
nosotros podamos actualizar nuestros expedientes.
Se necesita cierta cantidad de tiempo para levar 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 levado a cabo la entrevista de recertificación y se le haya informado que ha sido
recerimendo(a), no nene que presentarse en persona a la onema de cupones para alimentos.