



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #18-11-OPE

RECERTIFICATION IMPROVEMENT PROJECT (RIP)

Date: June 4, 2018	Subtopic(s): SNAP Recertification, Eligibility Interviews, Community-Based Organizations
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AUDIENCE The instructions in this policy directive are for Recertification Improvement Project (RIP) staff at Supplemental Nutrition Assistance Program (SNAP) Telephone Interview Processing Services (TIPS) Centers and are informational for all others.

POLICY At recertification, all Non Cash Assistance (NCA) SNAP households must submit an application for recertification and be interviewed for their eligibility to be determined for continued SNAP benefits. Authorized local Community-Based Organizations (CBOs) can assist participants to complete and electronically submit the application for recertification to the Human Resources Administration (HRA) and represent them, with their consent, in the recertification interview to be conducted by HRA.

BACKGROUND The SNAP Recertification Improvement Project (RIP) was initiated with a 2009 United States Department of Agriculture (USDA) Supplemental Nutrition Assistance Program (SNAP) Participant Grant awarded to the New York City Human Resources Administration (HRA)/ Department of Social Services (DSS). The Grant supported the retention of SNAP benefits for eligible households with the development of a new recertification process that made it easier and more convenient for participants to recertify.

USDA SNAP
Participation Grant

The RIP recertification process gives participants the option to fulfill recertification requirements in person at authorized local neighborhood CBOs, as an alternative to HRA Non Cash Assistance (NCA) SNAP Centers. RIP CBO sites have been outfitted with Paperless Office System (POS) technology by Information Technology Services (ITS) to enable the recertification processes carried out at these sites to be fully integrated with central HRA operations. The addition of RIP CBO sites increases the number of locations where participants can take part in the recertification process and helps to decrease client traffic and wait times at NCA SNAP Centers.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

The Help is in Your Neighborhood (FLY-86) Flyer

See [PB #13-72-OPE](#) for more information about **FLY-86**.

SNAP participants are informed of the Recertification Improvement Project in the Help is in Your Neighborhood (**FLY-86**) flyer, which is mailed by Information Technology Services (ITS) to NCA SNAP households that are scheduled for recertification. The **FLY-86** lets SNAP households know that they may be able to recertify their SNAP case at a CBO close to where they live. The **FLY-86** includes a listing of CBOs and the zip codes they provide services in.

The CBO Recertification Submission

See [PD #15-30-SYS](#) for more information about the SNAP recertification process.

Recertification Improvement Project CBOs assist participants to complete the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**) form, a recertification requirement and pre-requisite for the recertification interview. The RIP participants complete a computerized equivalent of the **LDSS-4826** with staff at the CBO site. The RIP CBOs also help participants gather documents needed to verify information provided in the **LDSS-4826** and will scan and index the documents in the HRA One Viewer.

See [PB #17-09-OPE](#) for more information about authorized representatives and the **LDSS-4942**.

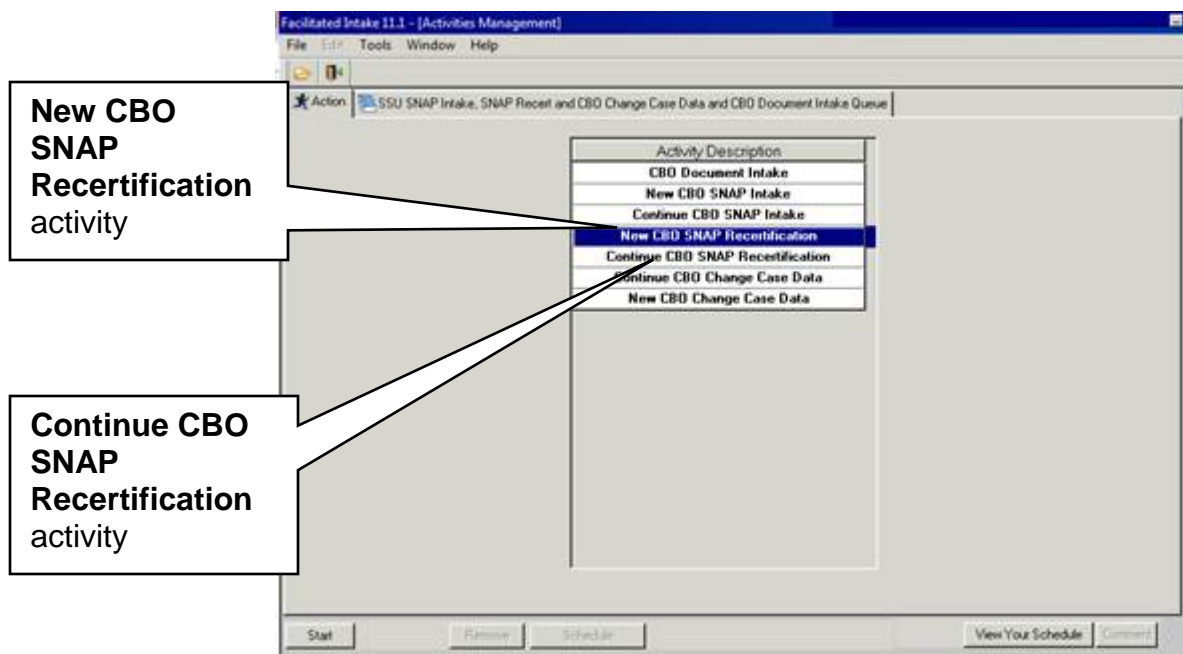
Before filing the SNAP Application/Recertification, CBOs are required to obtain the SNAP household's written consent to share information related to the application for recertification with HRA and the New York State Office of Temporary and Disability Assistance (OTDA). The household must also provide its written consent if it wishes a member of the CBO staff to act as its authorized representative and complete the recertification interview on its behalf. The recommended – but not mandatory - form for this purpose is the Supplemental Nutrition Assistance Program (SNAP) Authorized Representative Request Form (**LDSS-4942**).

CBOs can print a completed **LDSS-4826** from POS.

To complete the SNAP Application/Recertification in POS, designated RIP CBO staff will access the POS **New CBO SNAP Recertification** activity in the Activity Management screen (see Screenshot #1 on the following page) and record the responses given by participants to standardized questions that appear on the POS screens. The POS screens will be pre-populated with the most recent data entered for the case. When CBOs have suspended the case in POS and want to resume the recertification activity, they will access the **Continue CBO SNAP Recertification** activity in POS (see Screenshot #1). For the purpose of simplicity, both the **New CBO SNAP Recertification** and the **Continue CBO SNAP Recertification** activities will be referred to as the **CBO SNAP Recertification** activity in this document. Once the responses to the entire POS recertification question set have been entered, CBOs print a completed **LDSS-4826** equivalent from POS that is ready for signature. If the CBO uses a signature pad, the client can sign a paperless **LDSS-4826** which is auto-indexed in the One Viewer. When the

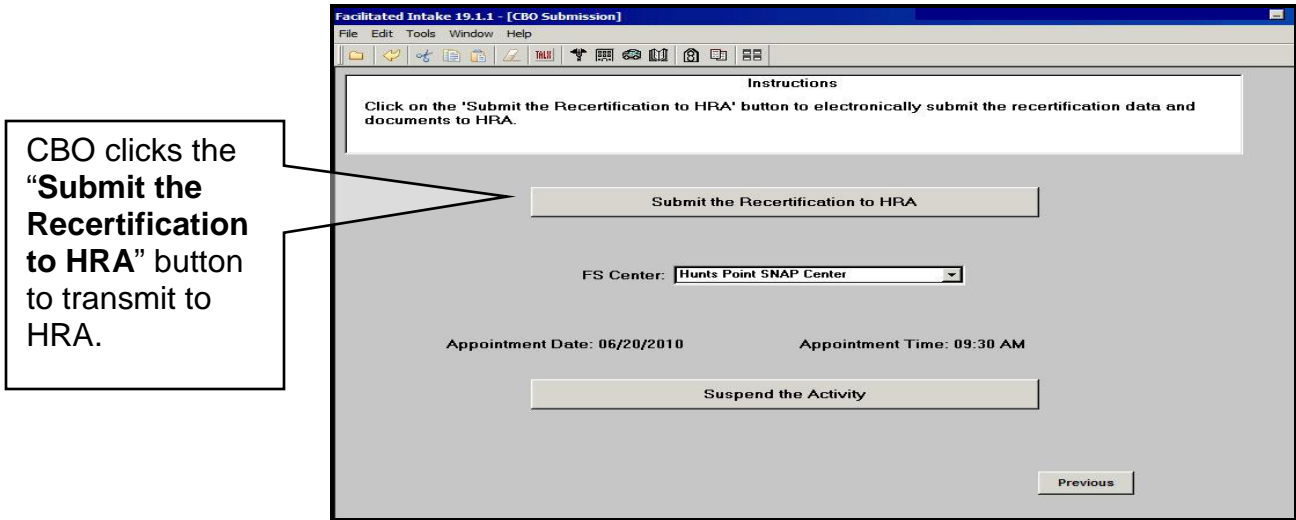
CBO does not have a signature pad, the **LDSS-4826** must be printed out on paper for the participant to sign. The signed form is then scanned and indexed in the One Viewer.

Screenshot #1 Activities Management/Activity Descriptions

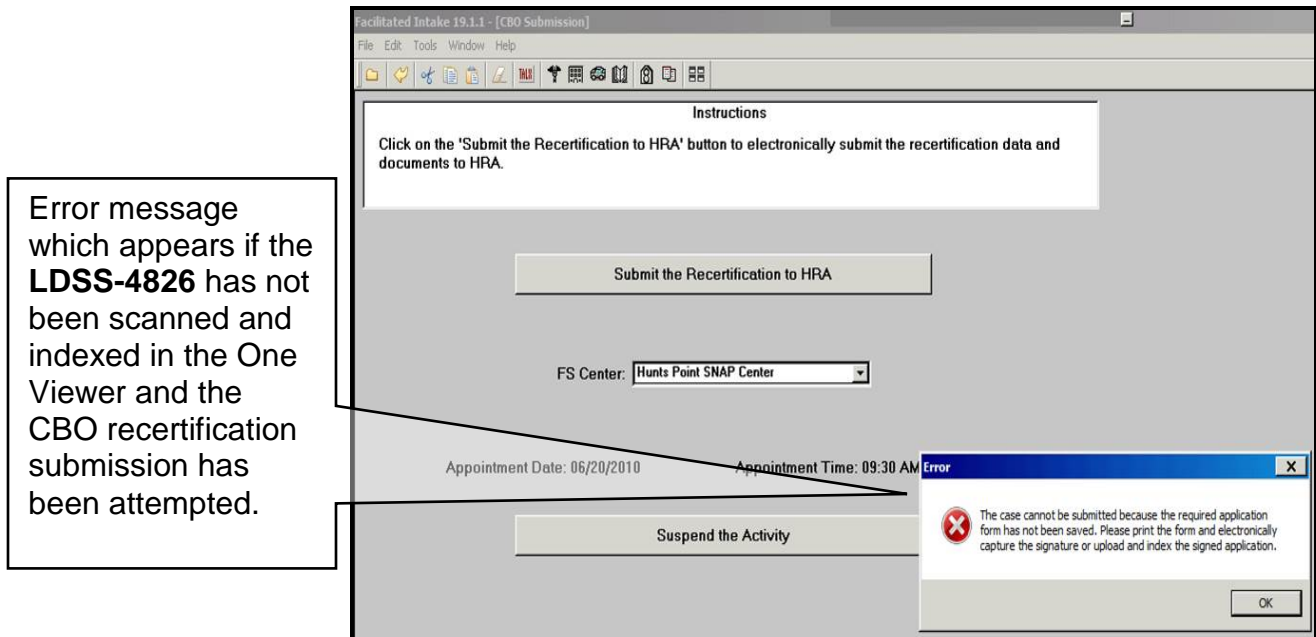


At the end of the **CBO SNAP Recertification** activity, the CBO transmits the updated information to HRA by clicking on the “Submit the Recertification to HRA” button in the CBO Submission screen (see Screenshot #2 on next page). If a CBO attempts to transmit the recertification case to HRA but the **LDSS-4826** has not been indexed in the One Viewer, the transmission is blocked and a pop-up error screen appears and informs the user that the **LDSS-4826** is missing (see Screenshot #3).

Screenshot #2
CBO Submission Screen



Screenshot #3
CBO Submission Screen (with Error Pop-up)



After the data in the **CBO SNAP Recertification** activity for a case is transmitted to HRA, the recertification interview between the CBO Authorized Representative and the RIP Liaison (Eligibility Specialist) can take place.

It should be noted that once the recertification is transmitted to HRA, the CBO no longer can access the **CBO SNAP Recertification** activity in POS to view or make revisions to the recertification submission for the case.

When the POS **CBO SNAP Recertification** can be submitted

The POS **CBO SNAP Recertification** activity is not accessible during the last 2 days of the certification period.

The timeframe, within which POS **CBO SNAP Recertification** submissions can be made, starts on the first day of the next-to-last month of the certification period and ends two (2) days before the end of the certification period. For example, if the certification period for a case ends on June 30, the **CBO SNAP Recertification** can be submitted from May 1 up to June 28.

See [PD #15-30-SYS](#) for more information about E-Recerts and the recertification process.

When CBOs try to access the **CBO SNAP Recertification** activity in POS during the last two (2) days of the certification period, the system will block their access to the POS activity. Users will see a screen message instructing them to submit an **E-Recert** or the **LDSS-4826** at a SNAP Center.

The **E-Recert** or online SNAP recertification application can be completed at the ACCESS HRA website at <http://www.nyc.gov/accesshra>.

The SNAP RIP CBO Submission Form

FIA-1194

The CBO will provide written notification to HRA of the cases it has transmitted through the **CBO SNAP Recertification** activity. To do this, the CBO will send the Supplemental Nutrition Assistance Program (SNAP) Recertification Improvement Project (RIP) Community-Based Organization (CBO) Submission Form (**FIA-1194**) by e-mail to the HRA RIP Supervisor and the Section Supervisor. HRA will provide CBOs with an updated list of Supervisor names.

The completed **FIA-1194** will list the recertification cases submitted and identifying case information. It will also include the dates and times the CBO Authorized Representative will be available to be contacted by the HRA RIP Liaison (Eligibility Specialist) for the recertification interviews.

RIP Supervision will use the **FIA-1194** forwarded by the CBO to assign cases to the RIP Liaisons. The **FIA-1194** will also be used by the RIP Supervisor in an e-mail forwarded to the CBO to acknowledge receipt of the CBO SNAP Recertification cases and to confirm the RIP Liaison case assignments as well as the interview appointment times.

RIP recertification interviews

The RIP recertification interview provides an opportunity for the RIP Liaison to examine and discuss the **CBO SNAP Recertification** submission with the CBO Authorized Representative. Prior to the interview, the Liaison will perform a 'read-only' **Review Case** activity in POS to preview the accuracy and completeness of the recertification information submitted by the CBO.

After performing the **Review Case** activity, the RIP Liaison will contact the CBO Authorized Representative by telephone to conduct the recertification interview, at the agreed upon time. The Liaison will access each case in the POS **SNAP Recertification Interview** activity and discuss the recertification questions with the CBO Authorized Representative. The RIP Liaison and the CBO Authorized Representative must address any corrections or follow-up that is needed. The Liaison will also inform the CBO Authorized Representative when cases are complete and have met all requirements.

After the recertification interview, the RIP Liaison will process the interview. Interview processing includes budgeting, eligibility determination, benefit issuance and the generation of Client Notice System (CNS) notices.

When RIP recertification interviews can be conducted

The recertification interview between the RIP Liaison and the CBO Authorized Representative can be conducted from the first day of the second-to-last month of the certification period until ten (10) days before the end of the certification period. For example, for a case with a certification period that ends on June 30, the RIP recertification interview can be conducted from May 1 to June 20.

Recertification interviews between CBO and the RIP Liaison are not to take place in the last 10 days of the certification period.

In the last ten (10) days of the certification period (June 21 – June 30 in our sample case), CBO Authorized Representatives will not be contacted by a RIP Liaison to conduct the recertification interview. Instead, the CBO Authorized Representative or the participant will telephone the On Demand Call Center at 718-SNAP-NOW (718-762-7669), at any time between 8:30 am and 5:00 pm, to complete the interview. CBO Authorized Representatives or participants also have the option to complete the interview in person at a SNAP Center.

There is a prompt in POS to advise the user of the above-mentioned interview requirements. When CBO staff accesses the **CBO SNAP Recertification** activity in POS, in the period from ten (10) days to two (2) days before the end of the certification period, a message will appear on the POS screen:

“Upon completing the CBO recertification submission the client must be interviewed via On-Demand by calling 718-SNAP-NOW. Please select OK to proceed with the CBO SNAP Recertification activity.”

Recertification interviews must be completed by the last day of the certification period.

As mentioned previously, during the last 2 days of the certification period, the CBO will be blocked from accessing the **CBO SNAP Recertification** activity in POS. CBOs Authorized Representatives or the participants will have the option to file the online **E-Recert** in ACCESS HRA or to submit the **LDSS-4826** at an NCA SNAP Center.

Recertification interviews must be completed by the last day of the certification period to avoid case closure and the interruption of benefits.

Key dates in the RIP program

The calendar below includes key dates for the RIP submissions and interviews based on the certification period of a hypothetical case:

Sample Key Dates for the Recertification Improvement Project (RIP) *(For hypothetical case with certification period ending June 30)*

- **May 1** – a) POS **CBO SNAP Recertification** submissions and b) CBO/RIP Liaison recertification interviews start on the first day of the next-to-last month of the certification period.
- **June 20** – Last day for CBO/RIP Liaison recertification interviews. During the last ten (10) days of the certification period, CBOs or participants must complete interviews via On Demand or a SNAP Center.
- **June 28** – Last day for POS **CBO SNAP Recertification** submissions. After this date, recertification applications must be submitted online by the CBOs or participants at ACCESS HRA or at a SNAP Center.
- **June 30** – Last day of the certification period. Recertification interviews must be completed by this date.

Mediation Process

RIP CBOs can participate in a mediation process that is managed by the nonprofit organization, Food Bank For New York City, to address participant complaints or disputes concerning case actions by HRA. To participate in the mediation process, the CBOs first receive training in the mediation process.

This mediation process does not impair a participant's right to a Conference at a SNAP Center or a Fair Hearing.

**REQUIRED
ACTION**RIP Liaison Assignments and Confirmation E-mails to CBOs

The HRA RIP Supervisor will use the Supplemental Nutrition Assistance Program (SNAP) Recertification Improvement Project (RIP) Community-Based Organization (CBO) Submission Form (**FIA-1194**) forwarded by the CBO to assign the CBO recertification cases to the HRA RIP Liaisons, who are Eligibility Specialists. The **FIA-1194** is forwarded by the CBOs to provide to HRA notification of the recertification cases submitted.

The **FIA-1194** received by HRA Supervision should have the following fields completed for each recertification case submitted by the CBO:

- Case Name
- Case Number
- Client Phone Number
- Recertification Month (the next-to-last month of the certification period for a case)
- CBO SNAP Recertification Submission Date (date in which the POS recertification data was transmitted to HRA)
- Assigned SNAP Center Number of a case.

Additionally, the **FIA-1194** should include the name and telephone number of the CBO Authorized Representative for the case(s) as well as the available dates and times the Authorized Representative will be available to be contacted by an HRA RIP Liaison to conduct the recertification interview. The form also provides space where additional comments can be made by the CBO.

The **FIA-1194** form has the following fields designated to the HRA Supervisor to complete:

- (POS) CBO SNAP Recertification Received? (“Yes” or “No” responses indicate whether or not the CBO SNAP Recertification was received in POS by HRA.)
- Assigned Liaisons (Initials). (The initials of the assigned RIP Liaison are entered next to each recertification case submitted.)
- Assigned Liaison Name.
- Supervisor Name.
- Date Assigned. (The date entered is the date when the cases were assigned to the Liaisons.)
- Comments.

A copy of the **FIA-1194** is then forwarded to the RIP Liaisons with the case assignments. The RIP Liaisons will provide the Supervisor with the date(s) and time(s) that s/he will be telephoning the CBO Authorized Representative to conduct the assigned recertification interviews.

The **FIA-1194**, fully updated by the Supervisor, will be sent in an e-mail to the CBO, with a copy to the RIP Liaison, to confirm receipt of the recertification submissions and the assignment of cases. The confirmation e-mail will specify the date(s) and time(s) the RIP Liaison will call the CBO Authorized Representative to conduct the recertification interviews.

If the **CBO SNAP Recertification** submissions are received in the last ten (10) days of the certification period, the Supervisor must inform the CBO Authorized Representative that the recertification interview cannot be conducted with the RIP Liaison. Instead, the CBO Authorized Representative must complete the recertification interview by calling the On Demand Call Center at 718-SNAP-NOW (718-762-7669) or visiting an NCA SNAP Center before the end of the certification period. The recertification interview must take place by the end of the certification period to avoid case closure and the interruption of benefits.

Case Review Prior to the RIP Recertification Interview

Before contacting the CBO Authorized Representative for the RIP recertification interview, the RIP Liaison must review each assigned CBO recertification case submitted in the POS **Review Case** activity. The cases can be accessed using the Case Name or Case Number listed in the **FIA-1194**.

The RIP Liaison must ensure that for each reviewed case all POS recertification questions have been answered completely and any required verification documents have been scanned and indexed in the HRA One Viewer. The following screens and any related “drill-down” screens must be reviewed:

- Household Screen
- Address Information
- Individual Detail
- Employment Information
- Current Income
- Medical
- Resources
- (Shelter Housing) Expenses
- Education/Training
- Other Information

Additionally, the RIP Liaison must check that the following are scanned and indexed in the HRA One Viewer:

- The completed Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**) form with participant signature on Page 8;
- Written authorization, signed by the participant, given to the

appropriate CBO staff member to act as authorized representative for the household. The **LDSS-4942** is the recommended, but not mandatory, form for this purpose.

- An Authorization and Consent to Release Information, signed by the participant which gives permission to the CBO to share information with HRA and OTDA related to the SNAP application for recertification.

Note: To view all the documents in the HRA One Viewer, the RIP Liaison must access the One Viewer, while in POS. If the One Viewer is accessed outside of POS some of the documents may not be viewable or may be omitted.

The Recertification Interview

After performing the POS **Review Case** activity for a case, the RIP Liaison will call the CBO Authorized Representative, at the mutually agreed upon time, to conduct the recertification interview.

While on the telephone with the CBO, the HRA RIP Liaison will access each submitted case in the POS **SNAP Recert Interview** activity. The RIP Liaison will review the POS interview questions with the CBO Authorized Representative in all the POS screens up to and including the **Print Forms** window. Any problems or issues that were detected in the **Review Case** activity or that surface while jointly reviewing the case should be discussed. In concluding the review of each case, the RIP Liaison should clearly inform the CBO Authorized Representative that the submission has met all requirements or, if not, the specific follow-up that is required.

Deferrals

For information about the **FIA-1146**, read [PB #16-28-OPE](#).

If it becomes apparent during the **Review Case** activity or the recertification interview that there are missing verification documents, the case needs to be deferred by the RIP Liaison. During the recertification interview, the RIP Liaison must discuss the missing documents with the CBO Authorized Representative and then issue the “Action is Required! You Must Submit Documents For Your SNAP Case” (**FIA-1146**) form to the SNAP household from the **Print Forms** window in POS. The **FIA-1146** is automatically generated and mailed to the SNAP household via the Print to Mail function of mail distribution. The **FIA-1146** will specify the due date that the requested documents must be returned. This date must be at least 10 calendar days from the notice issuance date.

CBOs will assist the household with obtaining and sending the missing verification documents to HRA. CBOs have the option to scan and index the documents directly into the case record using the **CBO Document Intake**

activity in POS. CBOs also have the option to send the required documents by mail, fax, or in person at an NCA SNAP Center (Home Center). Upon submission of the documents, CBOs will send an e-mail to the RIP Liaison with a copy to the RIP Supervisor and the Section Supervisor detailing the documents and date sent.

See [PD #09-43-SYS](#) for information about RFI matches.

See [PD #10-30-OPE](#) for more information about computer matches.

The HRA RIP Liaison will also work with the CBO to address any unresolved computer matches, including the Resource File Integration (RFI) match. Staff will be alerted to an unresolved RFI match with a message on the POS **Household** screen. See PD #09-43-SYS for information about RFI matches and PD #10-30-OPE for more information about computer matches.

Timeframes for processing the recertification interview

In cases where the CBO recertification submission is accurate, complete and fully documented, the RIP Liaison will process the recertification interview in accordance with established procedure within five (5) business days of the recertification interview with the CBO Authorized Representative.

Deferred cases should be processed within five (5) business days of receipt of the verification documents requested in the **FIA-1146** notice issued to the household.

Update of the Recertification Log

Upon the submission of the **CBO SNAP Recertification** activity, the “LDSS-4826 Received” column of the POS Recertification Interview Log is updated to “Yes” (see Screenshot 4.2 on Page 13).

The status of the recertification interview in the POS Recertification Interview Log will be automatically updated to “Appointment Kept” upon completion of the interview portion of the POS **SNAP Recertification Interview** activity. (See Screenshot #4.1 and #4.2 below to see the annotations in the Recertification Interview Log of kept interviews.) To ensure the updating of interview status in the Recertification Log as well as the entering of complete information in POS, the RIP Liaison must ensure that all POS **SNAP Recertification Interview** questions are answered and that every POS screen is completed and the “Next” or “OK” button is clicked on for each screen. The recertification interview will entail review of all the POS interview screens up to, and including, the **Print Forms** window.

Screenshot #4.1 (see notes below)
Recertification Interview Log (Part I)

Case Number/
Case Name

Center ID	Case Number	Case Name	Spoken Lang.	Interpreter	Appt. Date	Appt. Time	Number of Reschedules
F22			English	NO	03/12/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/02/2018	09:00 AM - 01:00 PM	0
F22			Spanish	YES	03/09/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/02/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/01/2018	09:00 AM - 01:00 PM	0
F22			Spanish	YES	03/08/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/07/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/14/2018	09:00 AM - 01:00 PM	0
F22			Chinese-Cantonese	YES	03/14/2018	09:00 AM - 01:00 PM	0
F22			Chinese-Cantonese	YES	03/14/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/14/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/13/2018	09:00 AM - 01:00 PM	0
F22			Spanish	YES	03/13/2018	09:00 AM - 01:00 PM	0
F22			Chinese-Cantonese	YES	03/02/2018	09:00 AM - 01:00 PM	0
F22			English	NO	03/08/2018	09:00 AM - 01:00 PM	0

Note: Two screenshots (4.1 and 4.2) are used to display case information in the POS Recertification Log because each row does not fit into one screenshot.

Note: Staff can disregard “Appt. Date” and “Appt. Time” displayed on the Recertification Interview Log for the CBO submissions since the dates and times entered in these columns are randomly or automatically assigned and are used by ITS to trigger automatic written and telephonic reminders to participants.

Screenshot #4.2
Recertification Interview Log (Part II)

LDSS-4826 Received	Appt. Status	Tel. Intv.	Phone	Assigned To	Number of Contacts	Interview Started On	Case Status
YES	KEPT APPT	YES			0	4/3/2018 7:05:53 PM	AC
YES	KEPT APPT	YES			0	3/29/2018 8:36:27 AM	AC
YES	KEPT APPT	YES			0	3/22/2018 10:24:27 AM	AC
YES	KEPT APPT	YES			0	3/15/2018 8:34:57 AM	AC
YES	KEPT APPT	YES			0	3/21/2018 10:04:04 AM	AC
YES	KEPT APPT	YES			0	3/26/2018 4:52:09 PM	AC
YES	KEPT APPT	YES			0	3/19/2018 4:14:25 PM	AC
YES	KEPT APPT	YES			0	3/19/2018 8:37:32 AM	AC
YES	KEPT APPT	YES			0	4/6/2018 2:37:35 PM	AC
YES	KEPT APPT	YES			0	3/27/2018 9:17:43 AM	AC
YES	KEPT APPT	YES			0	3/16/2018 8:42:06 AM	AC
YES	KEPT APPT	YES			0	3/29/2018 3:33:06 PM	AC
YES	KEPT APPT	YES			0	3/10/2018 2:11:49 PM	AC
YES	KEPT APPT	YES			0	4/4/2018 3:09:28 PM	AC
YES	KEPT APPT	YES		SNAP On-Demand Recert Deferred	0	4/3/2018 9:13:09 AM	AC
YES	KEPT APPT	YES			0	3/13/2018 8:55:11 AM	AC

Display of Status of Receipt of the LDSS-4826: YES

Display of Appointment Status: Kept Appointment

Display of Date & Time of SNAP Recertification Interview

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

Paperless Office System (POS) implications are discussed throughout this policy directive.

Medicaid Implications

There are no Medicaid implications.

**LIMITED
ENGLISH
PROFICIENT
(LEP) AND
DEAF/ HARD-
OF- HEARING
IMPLICATIONS**

Staff must obtain appropriate interpretation services for individuals who are Limited English Proficient (LEP) and deaf or hard-of-hearing. Please refer to with [PD #18-10-OPE](#) and [PD #17-19-OPE](#) for detailed instructions.

**FAIR HEARING
IMPLICATIONS**

Avoidance/
Resolution

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

Conferences

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

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

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

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


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

Mediation The procedure briefly discusses a mediation process for CBOs that is managed by the Food Bank for New York City for resolving problems or disputes with HRA. This mediation process does not restrict any rights that a participant has to a Conference and/or a Fair Hearing.

REFERENCES
 18 NYCRR 387.5
 18 NYCRR 387.7
 18 NYCRR 387.17
 7 CFR 273.2
 7 CFR 273.14

RELATED ITEMS
[PD #09-43-SYS](#)
[PD #10-30-OPE](#)
[PB #13-72-OPE](#)
[PD #15-30-SYS](#)
[PB #16-28-OPE](#)
[PB #17-09-OPE](#)
[PD #17-19-OPE](#)
[PD #18-10-OPE](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

FIA-1194 Supplemental Nutrition Assistance Program (SNAP) Recertification Improvement Project (RIP) Community-Based Organization (CBO) Submission Form (Rev. 6/4/18)

Supplemental Nutrition Assistance Program (SNAP) Recertification Improvement Project (RIP) Community-Based Organization (CBO) Submission Form

CBO Name: _____

Date (MM/DD/YY): _____

Case Name	Case Number	Client Phone Number	Recertification Month (11 th /23 rd Month) (MM/YYYY)	CBO SNAP Recertification Submission Date (MM/DD/YY)	Assigned SNAP Center Number	(HRA completes)	
						(POS) CBO SNAP Recertification Received?	Assigned Liaisons (Initials)
SAMPLE							

Comments: _____

CBO Authorized Representative Name: _____ CBO Authorized Representative Phone Number: _____

Available Date(s)/Time(s) for CBO/RIP Liaison Interview: _____

NOTE: Interviews with RIP Liaisons will not take place in the last 10 days of the certification period; instead, CBOs **must** call On Demand (718-SNAP-NOW/718-762-7669) or visit a SNAP Center for the interview.

(HRA Completes)

Assigned Liaison Name: _____ Assigned Liaison Name: _____

Supervisor Name: _____ Date Assigned (MM/DD/YY): _____

Comments: _____