FAX FLASH #20-04

DATE: April 23, 2020

TO: Family Independence Administration (FIA) Senior Staff
CA/SNAP Executive /Regional Managers
CA Job Center/SNAP Center Directors
Job Center Directors
Ancillary Site Directors

FROM: Augustine Ojogwu, Director
Office of Systems Operations
Information Technology Services
Per: Hollice Garraway

SUBJECT: **Discontinue use of WMS RJ Code H12 During COVID-19 Emergency**

The purpose of this fax flash is to alert staff that they **must not** use Welfare Management System (WMS) reason code **H12** (Failure to Keep/Complete Initial Eligibility On-Demand Interview) to reject Supplemental Nutrition Assistance Program (SNAP) applications.

On SNAP applications where an interview is required, if the agency is unable to reach the applicant after the 2nd attempt, the case must be denied using WMS reason code E10 (Failure to Keep/Complete Interview: No Schedule Appointment).

Please refer to PB #20-18-ELI for additional information on SNAP application processing as well as the attached Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic (**FIA-1227b**).

Attachment:
FIA-1227b

To report any issues or if you have any questions regarding this change, please contact the POS Help Desk via e-mail at helpdesk-pos@hra.nyc.gov or by phone at 718-510-0551.

Department of Social Services
Human Resources Administration
Department of Homeless Services | Family Independence Administration

Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide During the COVID-19 Pandemic

Screening for Expedited SNAP (ESNAP) processing	All SNAP applications must be screened for Expedited SNAP Processing (ESNAP). ACCESS HRA uses the information on the application to screen initially for ESNAP processing.
ESNAP processing criteria	To qualify for ESNAP processing, the SNAP household must meet at least one of the criteria listed below: • have monthly gross income under $150 and liquid resources not exceeding $100 in the month of application; • consist of a destitute migrant and/or seasonal farm worker whose liquid resources do not exceed $100; • in the month of application, have combined monthly gross income and liquid resources that are less than the sum of the household's monthly shelter costs (shelter costs include rent or mortgage plus the Standard Utility Allowance [SUA] applicable for the household).
Assignment of Cases	Application cases will be held for 3 days to allow for the Resource File Integration (RFI)I clearances come back. The cases will then be placed in the Apps (CTR) Assign queue to be distributed to interviewing staff.
Interviewer	The scenarios below provide the steps the Interviewers will take based on the case situation and the documents submitted with the application
	Identity Verified, all Mandatory* Verification Provided, and Eligible for ESNAP
	• No Interview is required • Staff will process the case to active status (AC) through the ESNAP activity including the benefit issuance • ESNAP activity is sent to designated supervisor for approval • Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from the date of application submission
	Identity Verified, Not All Mandatory* Verification is Provided, and Eligible for ESNAP

	• No interview is required
	• Staff will process the case to Single Issue (SI) status through ESNAP Activity
	• Generate the "Action Is Required! You Must Submit Documents For Your SNAP Case" (**FIA-1146**)
	• Issue the expedited benefit
	• ESNAP activity is sent to designated supervisor for approval
	• Interview Activity moves to the Deferral Queue
	    ▪ When case is due for processing – if all mandatory documents provided case will move to AC
	    ▪ When case is due for processing – if all mandatory documents are <u>not</u> provided case will be closed with reason code Y29
	• Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from date of application submission

* **Mandatory verification includes: Identity, Social Security Number, Residency, Gross Non-Exempt Income, Disability, and Immigration Status (Refer to Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19) [FIA-1227a]).**

Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide
During the COVID-19 Pandemic *(continued)*

Interviewer *(continued)*	**Identity Not Verified, Not All Mandatory* Verification is Provided and is Eligible for ESNAP**
	• Interview is required within 4-7 days of application file date. Refer to Script #2 on page three for a good way to start the interview.
	• If attempted contact is successful and the applicant establishes identity, the case should be processed for expedited benefits in the ESNAP activity and issued an FIA-1146 for the remaining documentation. Case is moved to the Deferral Queue.
	• If the attempted contact is successful and the applicant does not establish identity, the case should be processed as ineligible for an ESNAP benefit through the ESNAP activity and issued an FIA-1146 for the remaining documentation. Case is moved to the Deferral Queue.
	• If the attempted contact is unsuccessful, staff must leave a voicemail using the Script #1 found on page three of this desk guide. The case will be moved to the new Interview Attempted AP queue after generating the FIA-1146 and the revised "Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview" (**FIA-1152d**) will be mailed to the household
	▪ 2nd contact attempt must be made within 7 days of initial attempt. If successful, follow steps above. If unsuccessful, reject application **E10** (Failure to Keep/Complete Interview: No Schedule Appointment)
	Identity Verified, all Mandatory* Verification Provided, and Ineligible for ESNAP
	• No interview is required
	• Staff will process case through ESNAP activity showing ineligible for ESNAP and complete activity
	• Staff will start application interview activity to continue processing case to AC status
	• Issue regular SNAP benefit
	• Interview activity is sent to designated supervisor for approval
	▪ Regular center monitoring tools and reports are to be utilized to ensure cases are processed timely from the date of application submission
	Identity Not Verified, Not All Mandatory* Verification is Provided and is Ineligible for ESNAP
	• Interview is required within 4-7 days of application file date. Refer to Script #2 on page three for a good way to start the interview.
	• If attempted contact is successful, staff will conduct interview and issue an FIA-1146 for documentation needed to make an eligibility determination. Case is moved to the Deferral Queue
	• If attempted contact is unsuccessful, staff must leave a voicemail using Script #1 found on page three of this desk guide. The case will be moved to the new Interview Attempted AP queue after generating the FIA-1146, and the **FIA-1152d** will be mailed to the household
	▪ 2nd contact attempt must be made within 7 days of initial attempt. If successful, follow steps above. If unsuccessful, reject application **E10.**

* Mandatory verification includes: Identity, Social Security Number, Residency, Gross Non-Exempt Income, Disability, and Immigration Status (Refer to Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (COVID-19) [FIA-1227a]).

Expedited Supplemental Nutrition Assistance Program (SNAP) Interview and Processing Desk Guide
During the COVID-19 Pandemic *(continued)*

INTERVIEW CALL SCRIPTS

■ **Script #1 – Voicemail message to leave if applicant doesn't pick up**

Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant name]'s application and are calling to conduct an interview. It typically only takes about 20 minutes to complete the interview.

We will call you again in the next few days. The call may come from an unidentified number. Please expect our call and answer it so we can proceed with your phone interview. Thank you!

■ **Script #2 – Intro statement to gain client's trust for transaction**

Hello, this is [staff member's first name] calling from the City of New York Human Resources Administration (HRA). I'm calling to conduct [applicant name]'s eligibility interview. Is this [applicant name?]

- [If applicant confirms:]

  Great. We received your application for SNAP benefits, and this interview will help us determine whether you are eligible. It should take about 20 minutes. As part of the interview, I'm going to be asking you for some personal information. I'll start by verifying some of the information on your application. [verify information]

- [Once staff member has verified information] Great. Let's proceed with the interview.

- [At the end of the interview, make sure you give them a clear sense of any further action needed like a reminder to give us any documents we need in the next 10 days. Ask if they have any questions.]

■ **If the wrong person answers the phone and the correct person is not available**

Please let [applicant name] know that a representative from the Human Resources Administration called and must speak to them on the phone. We will call them at this number again in the next few days That call may come from an unidentified number. Please tell them to expect our call and answer it. Thank you!