

**Attendance and Minutes of  
The SNAP Task Force Meeting of May 18<sup>th</sup>, 2017**

**ATTENDANCE SHEET**

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|---|---|
| 1) Sherry Moss - NYC HRA-FIA  | 24) Jenna Winstars – Met Council                      |
| 2) Derek Singh – NYC HRA-FIA  | 25) Yoon Ji Kim – Minkwon Center                      |
| 3) Nadia Dejesús-Hernandez - HRA<br>Benefits Reengineering                | 26) Marta Mychak – New York Legal<br>Assistance Group |
| 4) Damaris Sorrentini - HRA SNAP<br>Outreach Services                     | 27) Juana Almonte – Part of the Solution<br>(POTS)    |
| 5) Ilana Yamin – HRA  | 28) Ailin Liu - Public Health Solutions               |
| 6) Chris Anna Nisbet – USDA FNS ( <i>via<br/>teleconference</i> )         | 29) Veronica Solano – RBSCC                           |
| 7) Dawn Secor – Hunger Solutions NY                                       | 30) Elisa Borjas – Single Stop                        |
| 8) Bridget Gibbons – Benefits Data Trust                                  | 31) Vanessa Mendez – Single Stop                      |
| 9) Kiana Davis – Bronx Defenders  | 32) Hersh Posner – Together We Are                    |
| 10) Shani Hernandez – Bronxworks  | 33) Joel Rosenfeld – Together We Are                  |
| 11) Annelise Macleod – Central Queens Y                                   | 34) Ariel Savransky – UJA-Federation                  |
| 12) Gia Mui – Chinese-American Planning<br>Council (CPC)                  | 35) Adriana Mendoza – Urban Justice<br>Center         |
| 13) Suyin Mui – CPC   | 36) Merble Reagon – WCECA                             |
| 14) Sandra Figueroa – Community Health<br>Action of Staten Island (CHASI) | 37) Emanuel Negrón – FBNYC                            |
| 15) Sharon Jensen – CHASI   | 38) Anaeltzin Sarabia – FBNYC                         |
| 16) Jacqueline Martinez – CUCS  | 39) Mark Herreros – FBNYC                             |
| 17) Nicholas Posada – Fortune Society                                     |   |
| 18) John Rivera – Fortune Society   |   |
| 19) Michelle Zambrano – Health Leads NY                                   |   |
| 20) Miguelina Diaz - Hunger Free NYC                                      |   |
| 21) Long Ho – LiveOn NY   |   |
| 22) Tom Furstenberg-Carroll – Met Council                                 |   |
| 23) Langina Pena – Met Council  |   |

## **The meeting began at 1:10PM**

Emanuel Negrón (Food Bank For NYC) opened the meeting by welcoming the participants and introducing all attendees. After giving an overview of the meeting's agenda, Emanuel introduced Chris Anna Nisbet from the USDA Food and Nutrition Service to present updates from the agency:

### *I.. United States Department of Agriculture (USDA).*

Chris Anna Nisbet presented the following policy items released by USDA FNS. Full summaries of each of these items are available on page 3 of the May 2017 Research Packet (RP).

- Questions and Answers Concerning SNAP: Eligibility, Certification, and Employment and Training Provisions
- FY 2017 SNAP Process and Technology Improvement Grants

### *II.. Office of Temporary and Disability Assistance (OTDA).*

Mark Herreros (FBNYC) presented the following directives released by the Office of Temporary and Disability Assistance (OTDA). Full summaries of each of these items are available on page 6 of the May 2017 RP.

- General Information System 17 TA/DC018: Redesigned I-551 Permanent Resident Green Card and I-766 Employment Authorization Document (EAD)
- Press Release: Governor Cuomo Announces \$3 Million in Federal Funding Available to New Yorkers To Receive Cooling Assistance

### *III.. Presentation by HRA Benefits Reengineering – ACCESS HRA Mobile App.*

Emanuel Negrón introduced Nadia Dejesús-Hernández (HRA Benefits Reengineering Division) to present a new mobile app<sup>1</sup> released by the agency. The ACCESS HRA Mobile app interfaces with the ACCESS HRA website to enable clients to review case details, upcoming appointments, pending documents, and recent EBT payments/balances. Periodic alerts will inform clients when they submit an application, or they have an upcoming recertification. Appointment dates can link directly with the calendar app on a user's mobile device. In addition, clients can use the Help section to access an FAQ and tour of the new functionalities offered in the app. A support email address is included for any troubleshooting questions or feedback.

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<sup>1</sup> The ACCESS HRA Mobile App can be accessed at <http://www1.nyc.gov/site/hra/help/accesshramobile.page>

The app also provides an updated platform to submit and upload documents. Upon submission, HRA will review the documents and added to the electronic case file. Once the documents have been added to the case file, clients can use the app to view documents HRA has on file. Nadia announced that the app will include even more features this summer, including a user profile feature and push notifications for appointments, documents, e-notices, budget letters, and register to vote messages.

Jacqueline Martinez (CUCS) asked how long it takes for clients to be able to view their documents. Nadia responded that the documents should be available to view within 3 to 5 days.

Nicholas Posada (Fortune Society) said that his staff would like to assist clients using tablets via ACCESS HRA. He asked if a tablet could be linked with multiple user accounts. Nadia explained that there is no front-end option at this time for providers to use the app for multiple users. The app was designed to be used by clients on their personal devices.

Gia Mui (CPC) asked if the provider option will be enabled in future updates. Nadia said that a provider portal is in development, and the hope is to launch by Winter 2017. Until then, a provider could use the app, but when disconnecting from the account all the account options will be wiped out.

Hersh Posner (Together We Are) asked if the provider portal will enable providers to see case information for all the clients they serve via ACCESS NYC. Nadia responded affirmatively, reminding Task Force members that providers need to be appointed as the authorized representative.

#### IV. Mediation

##### Mediation Analysis Report for April 2017

Anaeltzin Sarabia (FBNYC) reviewed highlights<sup>2</sup> from the April 2017 Mediation Analysis Report. The report is based on a total of 160 mediation requests submitted by Mediation Model participants in the month of April 2017. Ana thanked the organizations represented in the report for submitting their issue logs. She reminded everyone that the Mediation Model liaison list has been updated, and advised mediation participants to contact her or Mark Herreros for updates.

Emanuel Negrón (FBNYC) added that the procedure has changed for POS recertification issues where a provider served as the authorized representative. He thanked HRA for restructuring the Model to better address recertification issues.

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<sup>2</sup> See pg. 3, April '17 Mediation Analysis Report, for full highlights

Although the April Mediation analysis report showed a sharp increase in recertification issues, Emanuel expressed confidence that the changes would help resolve these issues in the months ahead.

Jacqueline Martinez (CUCS) commented that the new procedure for recertification is working well. She added that the wait times On-Demand have significantly dropped to about 5-7 minutes per call.

Kiana Davis (Bronx Defenders) said that her team has also noticed improvements in the recertification process. However, she mentioned that some of the mediation liaisons advised her not to send email attachments because the files are too large for HRA's servers to handle. Derek Singh (HRA) said that the issue is ongoing. Sherry Moss (HRA) said HRA is working on the back-end to improve the servers, adding that partners should be able to submit attachments as part of their mediation requests.

Michelle Zambrano (Health Leads) said that her ACCESS HRA submissions have not been updating to show that the case was approved. She reported that upon logging into a client's account, ACCESS HRA will say the case was rejected, but clients will report they received benefits. Emanuel asked Michelle to share case names with him to forward to the ACCESS HRA team for review. Sherry and Derek also advised Michelle to share the relevant case(s).

Joel Rosenfeld (Together We Are) asked if the recertification liaisons were only available for organizations using POS. Emanuel responded affirmatively, adding that POS enables community-based organizations to serve as an authorized representative.

Jacqueline Martinez said that some of her clients whom she has assisted through POS sometimes get an FIA-1146 requesting documents already submitted through POS. Emanuel Negrón noted that this has been an ongoing issue. Derek Singh (HRA) advised Task Force members to note ongoing issues with excessive documentation requests, as it may be an issue with a single Center or worker.

Nicholas Posada asked if it would make a difference from a documentation standpoint if the client is scheduled for a next-day telephone interview. Derek said he did not think this was the issue, but encouraged Task Force members to share relevant case numbers.

#### *V. Human Resources Administration (HRA)*

Mark Herreros (FBNYC) presented the following updates released by the New York City Human Resources Administration (HRA). Full summaries of each of these items are available on page 8 of the May 2017 RP.

- Policy Directive #17-09-OPE: Requests for Replacement of Stolen SNAP Benefits and/or Cash Assistance
- Policy Bulletin #17-44-OPE: Protecting Common Benefit Identification Card (CBIC) Information
- Policy Bulletin #17-46-OPE: Revisions to the Fair Hearing Resolution Notice

#### VI. National Updates

Ellen Vollinger (Food Research and Action Center) was unavailable to speak at the June 2017 Task Force meeting. Emanuel summarized an article published by the Huffington Post titled “Key Trump Official Signals Strong Support For Food Stamps”. The full article is available at the following link:

<[http://www.huffingtonpost.com/entry/trump-food-stamps\\_us\\_591c9aece4b094cdba50b033](http://www.huffingtonpost.com/entry/trump-food-stamps_us_591c9aece4b094cdba50b033)>

***The Meeting Adjourned at 2:08PM***