The Research Packet For

THE SNAP TASK FORCE

Meeting of February, 2018

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I. UNITED STATES DEPARTMENT OF AGRICULTURE

1. PRESS RELEASE:

- PERDUE ANNOUNCES USDA’S FARM BILL AND LEGISLATIVE PRINCIPLES FOR 2018, JANUARY 24, 2018

U.S. Secretary of Agriculture Sonny Perdue today announced the Farm Bill and Legislative Principles for 2018 during a town hall at Reinford Farms in Mifflintown, Pennsylvania.

“Since my first day as the Secretary of Agriculture, I’ve traveled all 30 states, listening to the people of American agriculture about what is working and what is not. The conversations we had and the people of American agriculture about what is working and what is not. The conversations we had and the people we came across helped us craft the USDA’s Farm Bill and Legislative Principles for 2018,” said Perdue. “These principles will be used as a road map – they are our way of letting Congress know what we’ve heard from the hard working men and women of American agriculture. While we understand it’s the legislature’s job to write the Farm Bill, USDA will be right there providing whatever counsel Congress may request or require.”

Food, Nutrition, and Consumer Services Principles:

- Harness America’s agricultural abundance to support nutrition assistance for those truly in need.
- Support work as the pathway to self-sufficient, well-being, and economic mobility for individuals and families receiving supplemental nutrition assistance.
- Strengthen the integrity and efficiency of food and nutrition programs to better serve our participants and protect American taxpayers by reducing waste, fraud and abuse through shared data, innovations, and technology modernization.
- Encourage states and local innovation in training, case management, and program design that promote self-sufficiency and achieve long-term, stability in employment.
- Assure the scientific integrity of the Dietary Guidelines for American process through greater transparency and reliance on the most robust body of scientific evidence.
Support nutrition policies and program that are science based and data driven with clear and measurable outcomes for policies and programs.

2. **COMMENT REQUEST – SNAP WAIVERS UNDER SECTION 6 (O) OF THE FOOD AND NUTRITION ACT JANUARY 24, 2018**

<https://www.fns.usda.gov/snap/fr-012418>

USDA FNS is seeking comment from the public regarding Section 6(o) of the Food and Nutrition Act that establishes a time limit of the recipient of benefits under the SNAP for abled-bodied adults who are not working. The provisions authorizes the Secretary of Agriculture upon a State agency’s request to waive the provisions for any group of individuals if the Secretary determinates that the area in which the individual resides has an unemployment rate over 10% or does not have a sufficient number of jobs to provide employment. Comments are due by March 26, 2018.

3. **USDA ECONOMIC RESEARCH SERVICE: DESIGN ISSUES IN USDA’S SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM: LOOKING AHEAD BY LOOKING BACK, JANUARY 25, 2018**


Research shows revisions to SNAP in response to changes in the economy as well as in the political and budgetary landscape have often involved tradeoffs—enhancing one program goal at the expense of another.

**Issues Examined in the report include:**

- **Block granting SNAP:** Block granting SNAP would represent a fundamental change in the program and may end its entitlement-like characteristics. If funding is fixed, the program may no longer respond to increase in need. Not having national eligibility standards may cause two people with identical circumstances to receive different treatment simply because they reside in different states.
- **Limiting the types of food participants can purchase:** Restrictions could potentially improve participants’ nutrition but diminish consumer choice and possible reduce SNAP participation.
- **Store Eligibility requirements:** Stricter standards regarding the variety and types of foods offered can enhance the nutrition content of foods in those stores that meet the requirements. On the other hand, stricter standards can reduce the number of stores that are authorized, restricting participant’s access and potentially diminishing participation.
- **Adequacy of SNAP benefits:** Several reports have raised concerns that benefits are too low because they do not take account the geographic variation of food prices and cost of time spent in food preparation. Raising benefits levels also raises program cost.
- **Program access:** SNAP broad-based categorical eligibility (BBCE) allows for states to align the SNAP asset test or gross income eligibility thresholds with
certain other means tested programs. BBCE promotes access and reduces administrative cost. Some argue the BBCE has allowed higher income people to participate and raised overall program costs.

- Work requirements: Although work requirements can increase earnings and trainings, the associated termination of SNAP benefits may affect those who are unable to find work.

II. NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

1. PRESS RELEASE: BILLIONS IN VALUABLE TAX CREDITS AVAILABLE TO NEW YORKERS, JANUARY 26, 2018

The New York State Department of Taxation, Finance, and OTDA reminded taxpayer to check their eligibility for the earned income tax credit (EITC).

EITC can reduce the amount of taxes owed or provide a substantial tax refund, potentially worth several thousand dollars for lower-income workers. For tax year 2017, the maximum total of EITC credits is $8,529 for a family of three. See 2017 income criteria below:

<table>
<thead>
<tr>
<th>Number of Children</th>
<th>Maximum Income (Single or Head of Household)</th>
<th>Maximum Income (Married Filing Jointly)</th>
<th>Maximum Combined Credits*</th>
</tr>
</thead>
<tbody>
<tr>
<td>3+</td>
<td>$48,340</td>
<td>$53,930</td>
<td>$8,529</td>
</tr>
<tr>
<td>2</td>
<td>$45,007</td>
<td>$50,597</td>
<td>$7,582</td>
</tr>
<tr>
<td>1</td>
<td>$39,617</td>
<td>$45,207</td>
<td>$4,590</td>
</tr>
<tr>
<td>0</td>
<td>$15,010</td>
<td>$20,600</td>
<td>$689</td>
</tr>
</tbody>
</table>

* NYS, Federal, and NYC Earned Income Tax Credits combined.

Taxpayers have, as the credit’s name implies, earned this benefit, so we urge all New Yorkers to check their eligibility and claim what they are due, “said New York State Acting Commissioner of Taxation and Finance Nonie Manio. “Earned income tax credits are a financial lifeline for many, providing money to pay rent, groceries, energy bills, and other daily expenses.”

For more information:

- Federal Earned Income Tax Credit
- New York State Earned Income Tax Credit
Recordkeeping suggestions for self-employment person
Contact a NYS Tax Department representative at (518) 457-5181

1. **NEW YORK STATE SNAP PARTICIPATION AND BENEFIT VALUE IN DECEMBER 2017.**
<https://otda.ny.gov/resources/caseload/>

According to the latest data from OTDA, SNAP participation across New York State decreased slightly from November 2017 to December 2017. Benefits also saw a slight dip during this time-period. In New York City, 1,636,635 individuals received $238,213,698 in SNAP benefits. The average SNAP benefit received by NYC households was $256.

<table>
<thead>
<tr>
<th></th>
<th>PERSONS</th>
<th></th>
<th>HOUSEHOLDS</th>
<th></th>
<th>BENEFITS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New York State</td>
<td>2,834,579</td>
<td>2,833,768</td>
<td>-0.03%</td>
<td>1,577,635</td>
<td>1,578,862</td>
<td>0.08%</td>
</tr>
<tr>
<td>New York City</td>
<td>1,640,403</td>
<td>1,636,635</td>
<td>-0.23%</td>
<td>932,072</td>
<td>931,216</td>
<td>-0.09%</td>
</tr>
<tr>
<td>Rest of State</td>
<td>1,194,176</td>
<td>1,198,133</td>
<td>0.33%</td>
<td>645,563</td>
<td>647,646</td>
<td>0.32%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AVERAGE HOUSEHOLD SIZE</th>
<th>AVERAGE BENEFITS PER HOUSEHOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOVEMBER 2017</td>
<td>DECEMBR 2017</td>
</tr>
<tr>
<td>New York State</td>
<td>1.797</td>
</tr>
<tr>
<td>New York City</td>
<td>1.760</td>
</tr>
<tr>
<td>Rest of State</td>
<td>1.850</td>
</tr>
</tbody>
</table>

**III. NEW YORK CITY HUMAN RESOURCES ADMINISTRATION**

1. **POLICY BULLETINS AND DIRECTIVES**
   - **POLICY BULLETIN #18-02-OPE: INTRODUCTION OF THE DESK GUIDE FOR INDEXING DOCUMENTS BY DOCUMENT SUBMISSIONS, January 19, 2018**

   This policy informs HRA staff of the Centralized Indexing Unit (CIU) “Desk Guide for Document Indexing Based on Submission Method and Scenario" (FIA-1139c) which
provides instructions on how to handle the image(s) of received documents depending on the:

- Submission method
- Results of the case number search, and
- Exact type of the document

See Appendix A for a sample of the Desk Guide for Document Indexing Based on Submission Method and Scenario FIA-1139c.

➤ POLICY BULLETIN #18-03-OPE: PROMOTING THE USE OF THE ACCESS HRA WEBSITE AND MOBILE APP, January 26, 2018

This policy informs HRA staff of the new marketing project that developed with collaboration the Office of External Affairs and Family Independence Administration (FIA) to encourage applicants/participants to use the Access HRA website and mobile app.

During interaction with an applicant/participant HRA, staff should explain that the Access HRA website and mobile app are easy to use once they have an account. To create an account:

- Visit the nyc.gov/accesshra website.
- The free mobile app can be downloaded from App store or Google play or the nyc.gov/accesshramobile on mobile browser.
- The username and password are the same for both website and mobile app.

HRA staff should emphasize the usefulness of the Access HRA website and mobile app to clients explaining that they will have quick access to their benefits information at any time to do the following:

- Check application status and view scheduled appointments including eligibility interviews.
- Read e-notices online or sign up to Go Paperless to receive notices electronically.
- Get notification related to their case (i.e. appointment reminders and messages directly on a mobile phone.
- Go to “My Cases” to see pending documents required.
- Go to “My Documents Cases” to see which documents have been received by HRA.

Those who are blind can use the Access HRA website using screen reader software and clients with low vision can use tools that they already have on their computer to help them to read notices and case information.
1. Submit documents requested by taking picture with their smart-pone for uploading to their account.
2. View case details in “My Cases”.
3. View EBT balance and payments.
4. Request a budget letter,
5. Update contact information, such as mailing address, phone number or email address.

The following Access HRA marketing materials are to be displayed and hand distributed at SNAP center (Appendix B – H):

- Access HRA Brochure (BRC-989) Appendix B
- Access HRA Flyer (Flyer-984) Appendix C
- Access HRA Palm Card (PALM-6) Appendix D
- Access HRA Folding Palm Card (Palm-10) Appendix E
- Access HRA Table Tents Card (Multi Languages) Appendix F
- Access HRA Posters (Multi Languages) Appendix G
- Access HRA Notepads Appendix H

III. Reports and Notable Items from Other Sources

1. REPORTS FROM FOOD RESEARCH AND ACTION CENTER (FRAC):

   - ANNUAL SCOREBOARD REVEALS MORE LOW-INCOME CHILDREN START THEIR DAY WITH A HEALTHY SCHOOL BREAKFAST: TOO MANY STILL MISSING OUT, FEBRUARY 13, 2018
   
   According to the Food Research and Action Center (FRAC) annual School Breakfast Scorecard, more low-income children across the country are getting the nutrition they need to learn and thrive by participating in the School Breakfast Program. On an average school day during 2016-2017 school year, nearly 12.2 million low-income students participated in the national School Breakfast Program. After year-to-year growth in participation, the rate of growth has slowed from averaging of 390,000 additional students in each of the four preceding years to nearly 70,000 additional students in 2016-2017.

   The Scorecard ranks states based on participation of low-income children in the School Breakfast Program. West Virginia topped the list, with New Mexico and the District of Colombia coming in second and third. West Virginia and New Mexico also exceeded FRAC goal for states of reaching 70 low-income children with school breakfast for every 100 who are school lunch. Nevada experienced the biggest
increase in participation, from 25th to seventh place among the states due to state legislation enacted in 2015-2016 that mandated high-poverty schools serve breakfast after the bell.

2. SNAP IS LINKED WITH IMPROVING NUTRITIONAL OUTCOMES AND LOWER HEALTH CARE COSTS, JANUARY 17, 2018

New research has linked SNAP with improving health outcomes and lower health care costs. SNAP helped about 42 million low-income participants afford a nutritious diet. Research emerging in the last ten years suggest that SNAP may affect household well-being in ways that extend beyond its intended aim to improve food security and nutrition. Evidence suggest that SNAP is at least associated with and may promote better health and lower health care costs. In addition, to the extent this connection exists, it is plausible that policies that limit program eligibility and cut benefits would harm health and raise health care cost. Substantial research on SNAP related areas has shown:

- **Food insecurity increases the risk of adverse health outcomes, complicates the ability to manage illness, and is linked to higher care cost.** Households lacking consistent access to adequate food at some point during the year due to limited resources spend roughly 45 percent more on medical care in a year ($6,100) than people in food-secure households ($4,200).

- **SNAP improves food security, offers benefits that enable families to purchase healthier diets, and frees up resources that can be used for health-promoting activities and needed medical care.** The benefit reduces the overall prevalence of food insecurity by as much as 30 percent, and is even more effective among the most vulnerable, such as children and those with “very low food security”. Food insecurity among children fell by roughly a third after families receive SNAP benefits for six months.

- **SNAP is associated with improving current and long-term health.** Early access to SNAP among pregnant mothers and in early-childhood improved birth outcomes and long-term health as adults. Elderly participants are less likely in comparison to similar non-participants to forgo their full-prescribed dosage of medicine due to cost.

- **SNAP is linked with reduced health care cost.** On average low income, adults participating in SNAP incur about $1,400, or nearly 25 percent, less in medical care cost in a year compared to low-income non-participants. Those with hypertension (nearly $2,700 less) and coronary heart disease (over $4,100) less.
IV. Hunger and Poverty in the Media

1. NATIONAL

- “TRUMP ADMINISTRATION MAY TARGET IMMIGRANTS WHO USE FOOD AID, OTHER BENEFITS, FEBRUARY 8, 2018

Leaked draft would include SNAP as a public charge for the first time as a consideration if immigrants will “become a burden.” This would allow Department of Homeland security and immigration officers to look at a new slate of government assistance programs in determining if immigrants applying for permanent residency or their children are causing a burden on the American taxpayer. Other government programs included in the draft: CHIP, Head Start, WIC, any subsidies for ACA. A 2017 report by the National Academies of Sciences, Engineering and Medicine found that 5.5 percent of immigrant households with children received cash assistance, compared to 6.3 percent of non-immigrant households. Four percent of immigrant households used housing assistance, compared to five percent of non-immigrant households. In addition, about 46 percent of immigrant households used Medicaid, compared to 34 percent of non-immigrant households.

- “WHITE HOUSE WANTS TO DELIVER FOOD TO THE POOR, BLUE APRON-STYLE, FEBRUARY 12, 2018
The Budget Director Mick Mulvaney described the Trump administration’s proposal to replace nearly half of poor Americans’ monthly cash benefits with a box of food as, “Think of it as Blue Apron for food stamp recipients”. Instead of receiving all of their SNAP benefits, households would get a box of food that the government describes as nutritious and 100% grown and produced in the U.S.

The USDA America’s Harvest Box would contain items such as shelf-stable milk, juice, grains, cereals, pasta, peanut butter, beans, canned meat, poultry or fish, and canned fruits and vegetables. The box would be valued at about half of the SNAP recipient’s monthly benefit. The remaining monthly benefit would be issued via electronic benefit card. The administration did not detail exactly how families would receive the food boxes, saying states would distribute them through existing infrastructure, partnerships or directly to residences through delivery service.

Consumer advocates questioned whether the federal government could save that much money by purchasing and distributing food on its own. In addition, there are concerns that families would not know what food they will receive nor have any choice regarding what they receive.


The president’s fiscal year 2019 budget eviscerates one of the nation’s most successful programs. The hundreds of billions of dollars’ worth of cuts and ill-conceived programmatic distortion if adopted will mean more hunger and poverty, worsened health, decreased ability of children to do well in school, and lower productivity for America.

President’s budget proposes to:

- Reduce SNAP spending by an astronomical $213.5 billion over 10 years, which can only be accomplished by cutting out of the program entirely or reduce assistance sharply for tens of millions of seniors, children, disabled, working families, unemployed and veterans.
- Replace a part of the EBT cards system with food boxes that will be administratively costly, inefficient, stigmatizing, and prone to failure.
- Impose a federal rule cutting off eligible low-income working families to whom states have chosen to extend SNAP.
- Penalize large families by imposing an arbitrary cap that cuts off benefits for household of greater than six.
- Eliminate the minimum benefits for low-income seniors and disabled.
# Appendix A

## Desk Guide for Document Indexing Based on Submission Method and Scenario

<table>
<thead>
<tr>
<th>SCENARIO</th>
<th>RIGHT FAX</th>
<th>NYC HRA Document Upload or Access HRA</th>
<th>MAIL</th>
<th>CSIC</th>
<th>Self-Service Scanning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Case CANNOT be identified and image(s) is/are a non...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Illegible document</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Na</td>
<td>Na</td>
</tr>
<tr>
<td>B. Invalid submission * with a name, address, or telephone number</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Na</td>
<td>Na</td>
</tr>
<tr>
<td>C. Invalid submission * without a name, address, or telephone number</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Na</td>
<td>Na</td>
</tr>
<tr>
<td>D. Legible document with a name, address and/or telephone number</td>
<td>Worker Action: generate Cover letter</td>
<td>Worker Action: generate Cover letter</td>
<td>Worker Action: Outreach (by phone, then by mail)</td>
<td>Na</td>
<td>Na</td>
</tr>
<tr>
<td>E. Legible document without an address or telephone number</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Designee Action: Request that MS move the image(s) to the Storage Folder</td>
<td>Worker Action: Scan submissions(s) and notify Supervior.</td>
<td>Na</td>
<td>Na</td>
</tr>
<tr>
<td>F. Non-Client document received (proof of rent, office supplies, etc.)</td>
<td>Designee Action: Request that MS delete the image(s)</td>
<td>Designee Action: Request that MS delete the image(s)</td>
<td></td>
<td>Na</td>
<td>Na</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCENARIO (after a thorough case search has been performed)</th>
<th>IMAGE SUBMISSION SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RIGHT FAX</td>
</tr>
<tr>
<td>2. Case identified and image(s) is/are alan...</td>
<td></td>
</tr>
<tr>
<td>A. Invalid submission *</td>
<td></td>
</tr>
<tr>
<td>Indexing System: Web Image Indexing</td>
<td>Na</td>
</tr>
<tr>
<td>Worker Action: Index images</td>
<td></td>
</tr>
<tr>
<td>Document Type: Miscellaneous</td>
<td></td>
</tr>
<tr>
<td>Document Description: Invalid Submission of a CA form;</td>
<td></td>
</tr>
<tr>
<td>Invalid Submission of a SNAP form; Send an alert to the</td>
<td></td>
</tr>
<tr>
<td>Supervisor and the Designee that images of an invalid</td>
<td></td>
</tr>
<tr>
<td>submission were received.</td>
<td></td>
</tr>
<tr>
<td>Supervisor Action generate an Invalid Task Reference</td>
<td></td>
</tr>
<tr>
<td>Document Type: Correspondence Notice</td>
<td></td>
</tr>
<tr>
<td>Document Description: FAX-1138a</td>
<td></td>
</tr>
<tr>
<td>Document Upload (CAN)</td>
<td></td>
</tr>
<tr>
<td>FAX-1138a Invalid Submission Using NYC HRA Document Upload</td>
<td></td>
</tr>
<tr>
<td>FAX-1138b Invalid Submission Using NYC HRA Document</td>
<td></td>
</tr>
<tr>
<td>Upload (SNAP)</td>
<td></td>
</tr>
<tr>
<td>B. Illegible document</td>
<td></td>
</tr>
<tr>
<td>Indexing System: Web Image Indexing</td>
<td></td>
</tr>
<tr>
<td>Worker Action: Outreach (call and/or send Cover letter)</td>
<td></td>
</tr>
<tr>
<td>Worker Action: Index images</td>
<td></td>
</tr>
<tr>
<td>Document Type: Miscellaneous</td>
<td></td>
</tr>
<tr>
<td>Document Description: Unusable Self Service Scanned</td>
<td></td>
</tr>
<tr>
<td>Document</td>
<td></td>
</tr>
<tr>
<td>C. Non-Client document (newsletters, menu, office supplies</td>
<td></td>
</tr>
<tr>
<td>Document Type: Miscellaneous</td>
<td></td>
</tr>
<tr>
<td>Document Description: Unusable Self Service Scanned</td>
<td></td>
</tr>
<tr>
<td>Document</td>
<td></td>
</tr>
</tbody>
</table>

*The term “Invalid submission” (in scenarios 1B, 1C, and 2A) refers to the receipt of applications, recertifications, and periodic reports for SNAP ([LDSS-4020], [LDSS-4030] NYC, [LDSS-4100], [LDSS-4110A], and [LDSS-9150]) and for CA ([LDSS-9291], [LDSS-9174], and [M-377]) via HRA Document Upload.*
### 3. Wrong case number associated to the UNINDEXED image(s) and the image(s) is/are alra...

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Image Submission Source</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Right Fax</td>
</tr>
<tr>
<td>A. Legible document</td>
<td></td>
</tr>
<tr>
<td>Indexing System: Digital Sender Imaging Indexing</td>
<td>Worker Action: Assign the correct case number and index the images.</td>
</tr>
<tr>
<td>B. Illegible document</td>
<td></td>
</tr>
<tr>
<td>Indexing System: Digital Sender Imaging Indexing</td>
<td>Worker Action: Assign the correct case number and index the images.</td>
</tr>
</tbody>
</table>
**APPENDIX B**

**ACCESS HRA WEBSITE & MOBILE APP!**

**CONNECT WITH HRA YOUR WAY!**
**MANAGING YOUR CASE HAS NEVER BEEN EASIER. GO ONLINE TODAY!**

**ACCESS HRA WEBSITE:**
- Go online to nyc.gov/accesshr and log in or create an account.
- On the ACCESS HRA website, you can:
  - Submit an online application for SNAP benefits.
  - Submit a recertification application for SNAP or Cash Assistance.
  - Submit an online periodic report for SNAP benefits.
  - Print a pre-filled Matchload renewal.

**ACCESS HRA MOBILE APP:**
- Download the free ACCESS HRA mobile app in the Apple App Store or Google Play Store, or go to nyc.gov/accesshrmobile on your mobile browser.
- Use the same username and password as your account on the ACCESS HRA website. If you don’t have an account, create one.
- Use the mobile app to submit documents requested by HRA for your SNAP or Cash Assistance case.
- Get notifications related to your case, like appointment reminders and messages, directly on your mobile phone.
- You can do much more online and on the go with ACCESS HRA! Here’s what you can do on both the website and mobile app:
  - Check your application status and view scheduled appointments, including the eligibility interview.
  - Read e-notices online, or sign up to Go Paperless to receive notices electronically.
  - Go to “My Cases” to see what documents HRA still needs you to submit.
  - Go to “My Documents” to see which documents HRA has received from you.

**If your case is active:**
- Go to “My Account” on the ACCESS HRA website to connect to your case. This will let you view your case details in “My Cases” on the website and mobile app.
- View your EBT balance and payments to you, your landlord, or utility company.
- Update your contact information, such as your mailing address, phone number, email address.
- Sign up for text alerts, such as upcoming appointments and recertification deadlines.

**ACCESS HRA website:** Go to ACCESS HRA at nyc.gov/accesshr

**ACCESS HRA mobile app:** Download the free mobile app from the Apple App Store or Google Play Store, or type nyc.gov/accesshrmobile in your device.
ACCESS HRA WEBSITE & MOBILE APP!

CONNECT WITH HRA, YOUR WAY!
MANAGING YOUR BENEFIT CASE HAS NEVER BEEN EASIER. GO ONLINE TODAY!

ACCESS HRA WEBSITE:
The ACCESS HRA website, nyc.gov/accesshra, allows you to manage your SNAP and/or Cash Assistance case.

On ACCESS HRA, you can:
- Apply for SNAP, and submit a recertification for SNAP and/or Cash Assistance
- View payments, EBT balances, appointments, documents requested, and request a budget letter
- View your notices, documents received by HRA, and go paperless
- Update contact information, such as your mailing address
- Check your application and case status
- Sign up for free text messages, email alerts and more!

ACCESS HRA MOBILE APP:
The ACCESS HRA mobile app allows you to view your SNAP and Cash Assistance case, and upload documents.

On ACCESS HRA mobile, you can:
- View and upload requested documents
- View payments, EBT balances and appointments
- View your notices, documents received by HRA, and go paperless
- Update your contact information, such as mailing address
- Check your application and case status
- Sign up for text messages, email alerts and more!

THE MOBILE APP ALSO GIVES YOU THE CONVENIENCE OF RECEIVING APPOINTMENT REMINDERS AND UPDATES AS PUSH NOTIFICATIONS ON YOUR PHONE.

REMEMBER: to use the same ACCESS HRA username and password on both, the website, and mobile app.

With ACCESS HRA online and on the go, phone interviews, and self-service at HRA centers, you can connect with #HRAYourWay!

The ACCESS HRA mobile app is available free in the Apple App Store and Google Play store, or type nyc.gov/accessshramobile on your mobile browser.
APPENDIX D

NYC ACCESS HRA Mobile App!

Manage your SNAP or Cash Assistance case, receive important updates, and upload documents on the go!

1. Download
2. Log in
3. Connect
4. Manage

Download ‘NYC ACCESS HRA’ for free on iOS or Android devices!
APPENDIX E

By creating an account on the ACCESS HRA website and following the "My Account" link, you can connect directly to your HRA case. You can check:
- Your application status
- Notices
- EBT balances
- Upcoming appointments
- and much more!

Go to nyc.gov/accesshra or download the mobile app to create an account or log in. Use the same ACCESS HRA username and password for both the website and mobile app.

Username: ____________________________
Password: ____________________________

Keep your username and password secure and confidential.

The ACCESS HRA mobile app is available free in the Apple App store and Google Play store, or type nyc.gov/accesshramobile on your mobile browser.
APPENDIX F

By creating an account on the ACCESS HRA website and following the “My Account” link, you can connect directly to your HRA case. You can check:

- Your application status
- EBT balances
- Notices
- Upcoming appointments
  and much more!

Go to nyc.gov/accesshra or download the mobile app to create an account or log in. Use the same ACCESS HRA username and password for both the website and mobile app.

Username: __________________________

Password: __________________________

Keep your username and password secure and confidential.

The ACCESS HRA mobile app is available free in the Apple App store and Google Play store, or type nyc.gov/accesshramobile on your mobile browser.
Appendix H