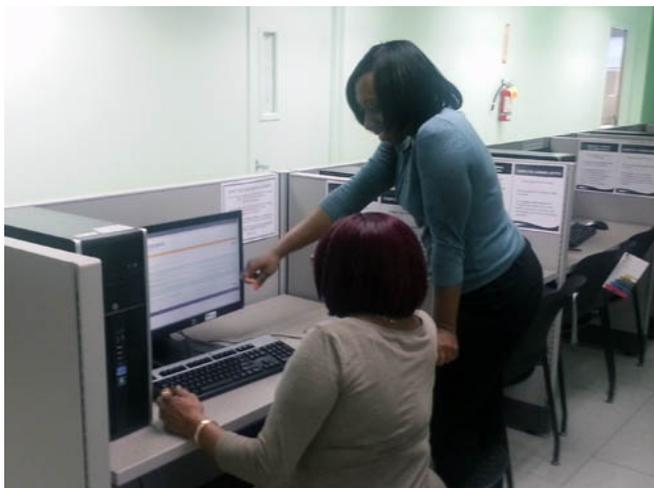


## More Self Service Computer Banks Open in HRA SNAP Centers

In February, 2014, HRA opened two new self-service PC banks in Queens and St. Nicholas Supplemental Nutrition Assistance Program (SNAP) centers. These PC banks allow SNAP applicants to apply for benefits online without waiting to speak to an HRA employee. After they complete their applications, applicants can submit copies of required documents in secure drop-boxes, and schedule an in-person or telephone interview to complete the application process. Self-service PC banks are now available at twelve SNAP Centers citywide, with plans to have PC banks at all SNAP centers in the near future.



*An HRA employee helps an applicant through the SNAP application process*

“When we make the SNAP application process more convenient and efficient, clients have more choices,” said Assistant Deputy Commissioner of SNAP Services Gary Jenkins. “Spending less time in an HRA Center means more time to keep important appointments or care for your family.”

The self-service PC banks are part of a broad re-engineering effort from HRA, focused on giving clients more options in how they apply and interact with programs, improving customer service, embracing new technology and saving taxpayer money. Online applications for SNAP benefits have been available since 2010 through ACCESS NYC, the City’s online social services portal. HRA receives a significant percentage of SNAP applications online, and that number is growing every day.

HRA is also working with community-based organizations to help make the application process more convenient. In addition to the hands-on assistance available at HRA’s SNAP centers, applicants can go to participating organizations in their own communities for help applying for SNAP online.

Self-service PC banks in SNAP centers across the city and increased partnership with community-based organizations to better serve our clients are just the first steps in HRA’s exciting re-engineering project, which will serve clients more efficiently in the ways we’ve all come to expect from online banking and other services. Look for more news on HRA’s re-engineering progress coming soon.