BUREAU OF ELIGIBILITY VERIFICATION INTERVIEWS
FREQUENTLY ASKED QUESTIONS

How can I reschedule my appointment?
BEV Telephone agents will reschedule appointments for non-shelter applicants three times within a two day period after the original appointment date. Applicants residing in shelters can reschedule up to five business days from their original appointment date.

What is the latest time that I can be interviewed?
Applicants are expected to appear at the time of their scheduled appointments. Applicants may enter the building until 5pm each business day.

Why do I have to bring my spouse, who is also applying for assistance, with me?
Both spouses are part of the application package and must be available at the BEV office interview.

I am a victim of Domestic Violence; Brooklyn is not safe for me. Can I go to another borough for my interview?
Yes, BEV will conduct interviews at other BEV locations throughout the five boroughs.

I am having trouble contacting my JOS Center; do you have a telephone number for them?
Yes, the agents have a directory of all JOS Center locations and telephone numbers. Please call our office to find the number of your JOS center.

How can I check the status of my case?
You must contact the JOS worker who conducted your application interview.

I received checks from the center; do I still have to come to BEV?
Yes, the checks issued while the application is pending are usually for emergency situations but the BEV interview is still a requirement.

I don't have all my documents; will I still be interviewed?
Yes, however, you may be asked to return with the documents.

What documents do I need to bring?
The required documents generally are birth certificates, leases, unemployment benefit letters, social security award letters, if applicable. The BEV appointment letter lists the required documents.

Why do I have to come to BEV?
A BEV interview is required for some cash assistance applicants as part of the application process. It does not imply wrongdoing or any issues.