



# The Supplemental Nutrition Assistance Program (Food Stamps)

## Telephone Recertification



**Human Resources  
Administration**  
Department of  
Social Services





# The Supplemental Nutrition Assistance Program (Food Stamps) Telephone Recertification

Telephone recertification makes your SNAP Benefits easier and more convenient by scheduling a telephone interview instead of going to a SNAP Center.





- » **More Convenient:** You can recertify for the Supplemental Nutrition Assistance Program from home.
- » **Easier:** No more having to travel by bus or train to the SNAP Center for recertification.
- » **Save Time:** Without all that running around, you will have more time for work, family and other activities.

We will contact you through the telephone number you provide on your completed, signed application.

**\*** **Note:** Client's information booklets are available to provide you with information on what you should know about:

- 1** Your rights and responsibility when applying for or receiving benefits
- 2** Social services programs
- 3** If you have an emergency



To receive a client's information booklet call **718-557-1399** or **311**



# Frequently Asked Questions

## **What is Telephone Recertification?**

Your interview for the Supplemental Nutrition Assistance Program recertification is done over the telephone instead of your having to travel to the center.

## **How will I know if I can participate in Telephone Recertification?**

You will receive instructions and information in your next recertification packet, if eligible.

## **When will I be called?**

We will call you within the time frame recorded on your recertification appointment letter, but only if we have received your completed, signed application.

## **What if I need a different time or want to use a different telephone number?**

When you receive your recertification packet, there will be a telephone number provided to call and request a more convenient time and to provide the agency with a telephone number where you can easily be reached.

## **What if I miss the call?**

If we are unable to reach you beforehand, we will call you on the scheduled interview day within the time frame indicated on your Notice of Recertification. This call will only be made if you sent in the signed application.

For more information call **311**  
or visit [www.nyc.gov/hra](http://www.nyc.gov/hra)



**Bill de Blasio**  
Mayor

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**Human Resources  
Administration**  
Department of  
Social Services

**Steven Banks**  
Commissioner



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