

■ **MORE CONVENIENT:**

You can recertify for **FOOD STAMPS** from your own home.

■ **EASIER:**

No more having to travel by bus or train to the **FOOD STAMP CENTER** for recertification.

■ **SAVE TIME:**

Without all that running around, you will have more time for work, family and friends.

For more information contact the HRA Infoline:
1-877-472-8411

Or

The City of New York Infoline:
311

Or

visit our Website:
<http://www.nyc.gov/hra>



Michael R. Bloomberg
Mayor

**Human Resources
Administration**
Department of
Social Services

Robert Doar
Commissioner

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**QUESTIONS &
ANSWERS**



**FOOD STAMP
TELEPHONE
RECERTIFICATION**

NYC Human Resources
Administration
Department of
Social Services

BRC-901D LLF
Rev. 11/14/2008

FOOD STAMP TELEPHONE RECERTIFICATION

WHY?

To make the **RECERTIFICATION** process for **FOOD STAMPS** easier and more convenient for you.

WHEN?

Telephone interviews can be scheduled instead of your having to go to **THE FOOD STAMP CENTER** for the interview.

WHERE?

We will call the telephone number that you provided to us.

Rights and Responsibilities

By calling **877-472-8411** or **311** you may receive client informational booklets regarding:

- 1) What You Should Know About Your Rights and Responsibilities, when applying for or receiving benefits.
- 2) What You Should Know about Social Services Programs.
- 3) What You Should Know if You Have an Emergency.

Or visit our Website: <http://www.nyc.gov/hra>

Frequently Asked Questions

Question:

What is Telephone Recertification?

Answer:

Your interview for Food Stamp recertification is done over the telephone instead of you having to travel to the Food Stamp Center.

Question:

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

Answer:

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

Question:

When will I be called?

Answer:

We will call you on the date and time recorded on your recertification appointment letter; but only if we've received your completed, signed application.

Question:

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

Answer:

When you receive your recertification packet a telephone number will be provided to call and change the appointment date, time or contact telephone number.



Question:

What if I miss the call?

Answer:

You will be able to reschedule your appointment.

Question:

What if I need to send in new documents like pay stubs or a birth certificate?

Answer:

You will be asked to mail any necessary documents to your Food Stamp Center (copies, not originals).