

FOOD STAMP

Telephone Recertification

WHY

To make the recertification process for Food Stamps easier and more convenient for you

WHEN

Telephone interviews will be scheduled instead of your having to go to the Food Stamp Center

WHERE

We will call the telephone number that you provided on your completed, signed application

HOW

By calling 718-557-1399 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.

MORE CONVENIENT: You can recertify for food stamps from 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 other activities.



Human Resources
Administration
Department of
Social Services

FREQUENTLY ASKED QUESTIONS

What is Telephone Recertification?

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



Michael R. Bloomberg
Mayor

**Human Resources
Administration**
Department of
Social Services

Robert Doar
Commissioner

 Follow us on Twitter
[@NYCHRA](https://twitter.com/NYCHRA)

 Watch us on YouTube
[@HRANYC](https://www.youtube.com/HRANYC)

BRC-901D(E)
Rev. 5/12

© Copyright 2012, The City of New York, Department of Social Services.
For permission to reproduce all or part of this material contact the New York City
Human Resources Administration.