



HRA Launches Self Service Model at Washington Heights Supplemental Nutrition Assistance Program Center

On Tuesday, June 18, Commissioner Doar announced the opening of HRA's new Self Service model at the Washington Heights Supplemental Nutrition Assistance Program (SNAP) Center in Manhattan. The Self-Service model features banks of computer terminals which HRA clients may use to apply for Supplemental Nutrition Assistance Program benefits online and schedule an interview either in person or over the phone. This gives New Yorkers in need a fast, efficient way to apply, improves Center wait times, and means clients who are already employed will need to take less time off work to apply for essential work supports.



HRA Senior Staff and Washington Heights SNAP Center Staff at the Self-Service Model roll-out

“HRA is embracing new and efficient ways of doing business,” said Commissioner Doar. “Our staff will be ready to help our clients make the best use of this technology to get the assistance they need, and to make sure the integrity of the program is maintained.”

“This new initiative depends on the entire Agency’s efforts, in processing applications, maintaining program integrity, and supporting front-line staff,” said First Deputy Commissioner Patricia M. Smith. “We are changing the way we operate to better serve New Yorkers in need.”

“This new option for HRA clients is part of a new approach to how we interact with the public,” said Assistant Deputy Commissioner of SNAP Services Gary Jenkins. “By reducing the amount of time clients spend in centers, we help empower them to find and keep employment and work toward self-sufficiency.”

HRA will continue to roll out Self-Service stations in Supplemental Nutrition Assistance Program centers throughout the city over the summer. HRA staff will be available to assist clients in completing their applications. It is also possible to apply for Supplemental Nutrition Assistance Program benefits online from a home or library computer, by mail, or through several community-based organizations located in all five boroughs.