



Date: _____

Case Number: _____

Case Name: _____

Don't Risk Losing Your Benefits! Sanctions Are Coming Back!

Do not ignore a Conciliation / Reengagement appointment if you get one.

We must start sanctions for not complying with work-related appointments and assignments. If you do not have a good reason (also called good cause) and you did not comply on purpose (also known as willful) you may be sanctioned.

A "sanction" means that your Cash Assistance (CA), including certain housing subsidies, and/or Supplemental Nutrition Assistance Program (SNAP) benefits may be lowered or stopped if you do not comply with your work requirements. If you do not show up to your work appointment or assignment, we will mail you a letter about a Conciliation / Reengagement appointment.

What is a Conciliation / Reengagement appointment?

A Conciliation / Reengagement appointment is a meeting between you and an HRA employee. This appointment is a chance for you to:

- tell us how you complied,
- talk with us about why you did not meet your work requirements,
- tell us if you believe you cannot participate in your work requirements because of your health limitations, and/or,
- comply with your work requirements.

What should I do when I get my Conciliation / Reengagement letter?

Do not ignore a Conciliation / Reengagement appointment if you get one. If you do not respond to the letter, you may get a sanction. You should follow the instructions on the letter and take advantage of one of the options available to tell us why you did not keep your work-related appointment or assignment.

If you did comply, have a good reason for not complying, or if your failure to comply was not on purpose, we will not sanction you. Please give us any documents or proof explaining why you did not comply. Even if you do not have a good reason, you should still respond to the letter and we can give you another appointment/assignment to avoid a sanction.

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What if I am working now?

You need to let us know. Give us proof of your income, the number of hours you work, and the date when you started working. Proof can be pay stubs or a letter from your employer saying how much you make and how many hours you work. You can give us proof of work any time **before** the date on your Conciliation / Reengagement letter – you can upload on the ACCESS HRA mobile app, fax the proof or submit it in person at any Benefits Access Center. If you cannot get this proof after trying on your own, tell us. We may be able to help you get this proof.

What if I have a medical problem that makes it hard for me to work?

Tell the conciliation staff that you cannot work and we will help. We can help you apply for a reasonable accommodation. A “reasonable accommodation” is a way for HRA to help make it easier for you to meet HRA requirements. We can also schedule you for an appointment with a qualified health professional for an assessment to determine if you are able to work.

What if I do not go to the Conciliation / Reengagement appointment?

If you do not get in touch with us by the date on your letter, and nothing in our file shows that you are exempt or meeting the work rules, we will sanction you. This means that your Cash Assistance (CA), including certain housing subsidies, and/or Supplemental Nutrition Assistance Program (SNAP) benefits may be lowered or stopped. We will send you a letter before we lower or stop your benefits. You have a right to request a conference and/or fair hearing if you get a letter telling you that your benefits will be lowered or stopped because you did not meet your work requirements. Also, we may be able to stop the sanction if you contact us before the sanction starts.

What will happen to the child care or carfare I've been receiving?

If you have been getting these benefits, they will continue until at least the date on the Conciliation / Reengagement letter. After that date, if you have not contacted us, these benefits may also stop.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.