



# SNAP Automated Phone Recertification for Seniors & People with Disabilities



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## What to Expect

Seniors and people with disabilities who do not receive earned income and have no changes to their income or household size can recertify for Supplemental Nutrition Assistance Program (SNAP) benefits using a simple, automated system over the phone.

### If you are eligible to recertify this way, or you are helping a family member through the process, here's what to expect:

- ✓ If you are eligible, you will receive a packet in the mail with your recertification deadline and the phone number to call to complete the process.
  - The number uses an Interactive Voice Response System (IVRS) – an automated system that will ask you questions to complete your recertification.
  - You can speak your answers over the phone or press buttons on your phone in response.
- ✓ Once you have completed your recertification via this automated process, you will get a confirmation number over the phone and a letter in the mail to confirm your case is recertified.



Recertifying through the IVRS is the fastest and easiest way to recertify if you qualify for this process.

## Here are some of the things you will be asked about on the call:

- ✓ Confirmation that your address, income, and household size have not changed.  
**Note:** if they have changed, you will have to go through the regular recertification process.
- ✓ You will also be asked if your current rent or mortgage has changed and if it has, you will be asked to enter the new amount rounded to the nearest dollar.
  - If your rent or mortgage has increased by a significant amount you will need to submit proof of your new rent.
  - If you own your own home, and the mortgage amount does not include maintenance fees, homeowner's insurance, and taxes, you will be asked to submit them separately.
  - We will provide instructions on how to submit required documentation after the call.
- ✓ Depending on your housing, you may be asked about what type of utilities you pay for (e.g., what type of heat you have).
- ✓ You may also be asked about your housing situation.
  - If you have a lease, you should have it with you during the call to help you answer questions about your housing.
  - If you live in public housing, you will be asked what type of public housing you are in (e.g., NYCHA, or non-NYCHA section 8).

You can reach the SNAP IVRS system at **(866) 761-8357** (toll free) 24 hours a day 7 days a week.

If you have any additional questions about SNAP benefits, recertification, or other available benefits, go to the HRA website at [www.nyc.gov/hra](http://www.nyc.gov/hra) or call HRA Infoline at **718-557-1399**.

