

## HRA Makes Managing Your SNAP Benefits Easier Than Ever

As of December 1, if you receive Supplemental Nutrition Assistance Program (SNAP) benefits, you can now call to complete the interview portion of your SNAP recertification anytime during business hours. These “on-demand” phone interviews are now available in all five boroughs, making recertifying SNAP benefits easier than ever. In addition, the new *My Cases* and *My Documents* tools on ACCESS NYC, the city’s online benefits portal, make it simple and convenient to keep track of your application and manage your case.

With these new features, along with online applications, and the NYC HRA Document Upload app for submitting required documents with a smartphone, it’s never been more convenient to recertify your SNAP benefits:

- First, you can complete your recertification form online at [ACCESS NYC](#), at a participating Community Based Organization, or at an HRA Center.
- Second, you can call **718-SNAP-NOW (718-762-7669)** during normal business hours for an on-demand interview (you can still make an appointment for an in-person interview if desired).
- Third, if you need to submit documents, you can use the NYC HRA Document Upload app for smartphones and tablets, available in the iOS and Android app stores, the Easy Access document scanners available in HRA Centers, drop off documents at a participating [Community Based Organization](#), or mail or fax documents to HRA.

You can track your application and manage your SNAP case with ACCESS NYC’s new *My Cases* and *My Documents* features. You can check your EBT balance, request a budget letter, check what documents HRA requires for your application, sign up to receive email or text alerts about your case, and more.

On-demand interviews make it much easier for clients to complete the recertification process without having to worry about scheduling an interview or missing a connection. If clients are qualified for SNAP but don’t renew their benefits in time, they miss out on the vital support the program provides, and both clients and HRA staff will have to do more work when the client reapplies. On demand interviews also take the burden of scheduling and rescheduling interview times off of HRA staff. Starting in 2017, HRA will begin rolling out “on-demand” phone interviews for new SNAP applicants as well.

HRA is committed to making vital benefits like SNAP accessible to all qualified New Yorkers. We will be making even more improvements in the coming year to make the process of applying for, receiving, and recertifying benefits as easy as possible.