

UNDERSTANDING SNAP RECERTIFICATION OUTCOMES



Human Resources
Administration

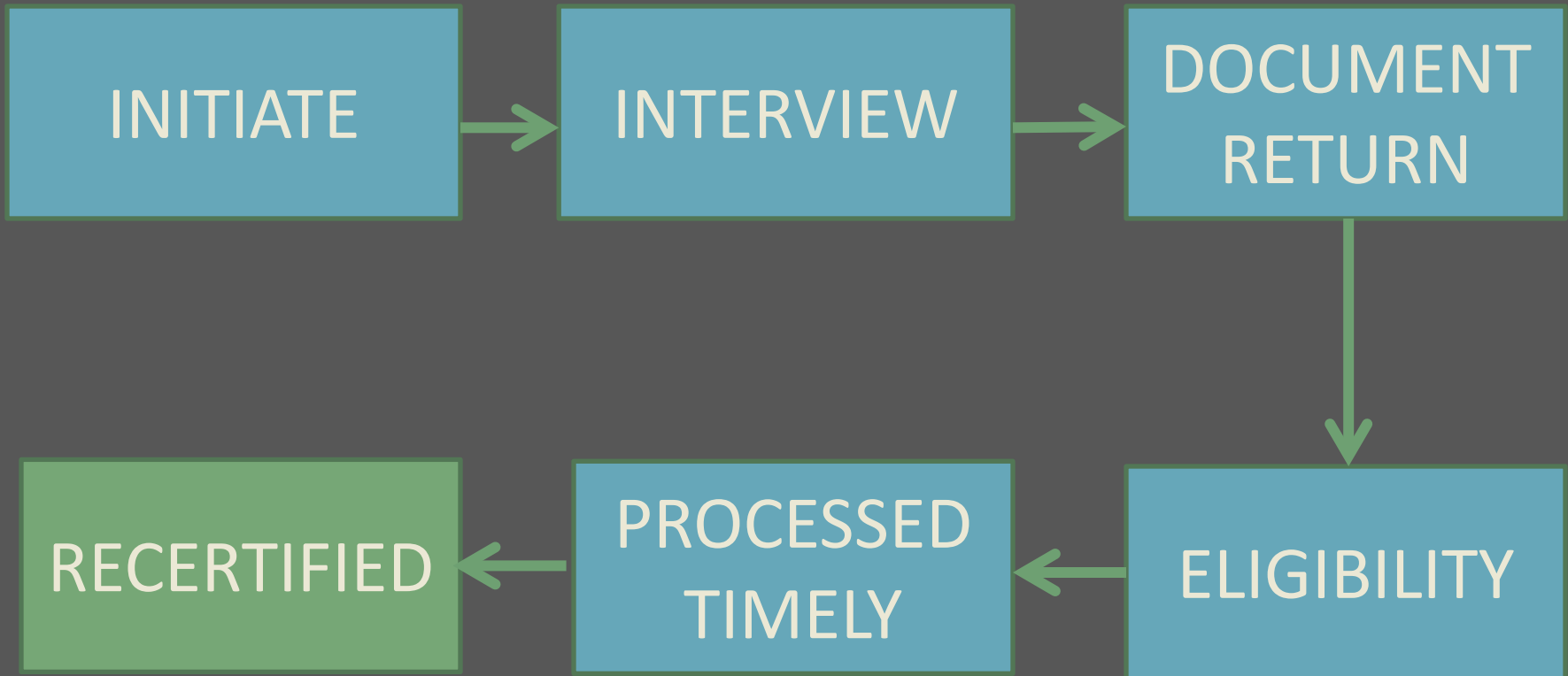
Department of
Homeless Services

Dory Thrasher, Ph.D.

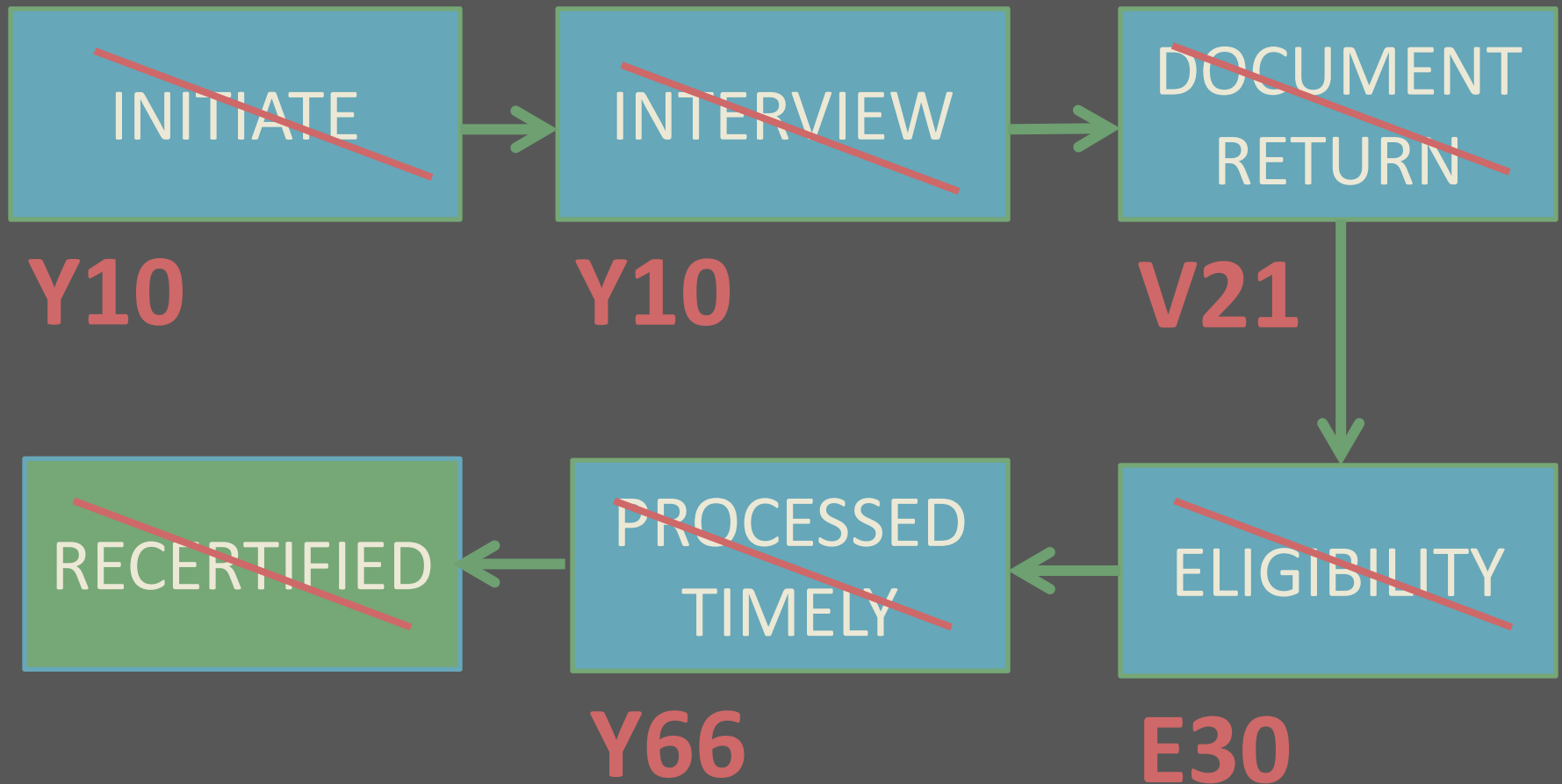
thrasherd@hra.nyc.gov

Office of Planning and Performance Management

SNAP RECERT PROCESS



SNAP RECERT CLOSING REASONS



SNAP DATA SOURCES

POS (Paperless Office System)

- Real-time case information
- Recert form submission
- E-recert flag
- Interview timing

WMS (Welfare Management System)

- Closing codes
- Issuance information (type, date)

SNAP DATA USED

3 Months after the last day of cert period:

- Date recert form submitted
- Date of recert interview
- Type of recert interview (in person, by phone)
- Closing code (if any)
- Issuance type and date for the *last two months* of the previous certification period and the *first 3 months* of the following cert period

SNAP DATA STRATEGY

- Exclude early closings (died, moved to CA SNAP) and special populations (SSI)
- Calculate a “pattern” variable based on issuance types
 - 3: Recurring benefit, full month regular schedule
 - 4: Non-recurring/pro-rated benefit
 - 0: No benefit

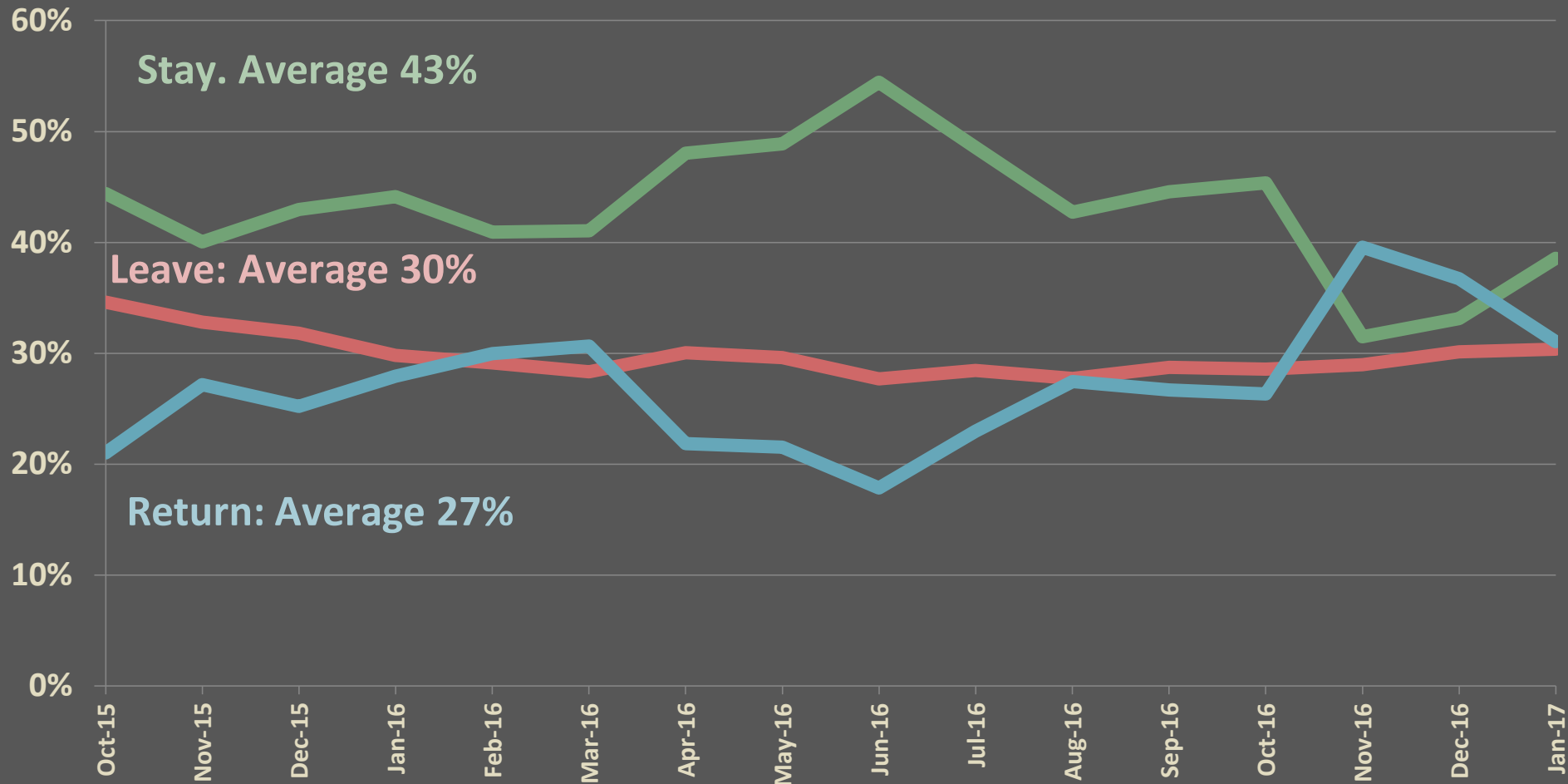
TYPICAL PATTERN VARIABLES

- 33333: No interruption in recurring benefits (STAY)
- 33000: Left the SNAP caseload at recert (LEAVE)
- 33033: Misses one benefit and returns to SNAP.
- 33003 misses two benefits and then returns.
- 33433: One month of non-recurring benefit, then returns to recurring
- 33043: Misses one month, gets one month non-recurring, then returns to recurring.
- All start with 33, which represents the last 2 months of the previous cert period.

STAY LEAVE RETURN

- **STAY:** No interruption in recurring benefits at recert.
- **LEAVE:** Closed at recert and remained off the caseload for at least 3 months.
- **RETURN:** Missed one or more benefits at recert, but then returns to recurring SNAP within 3 months.

METRIC ONE: HRA PROCESS

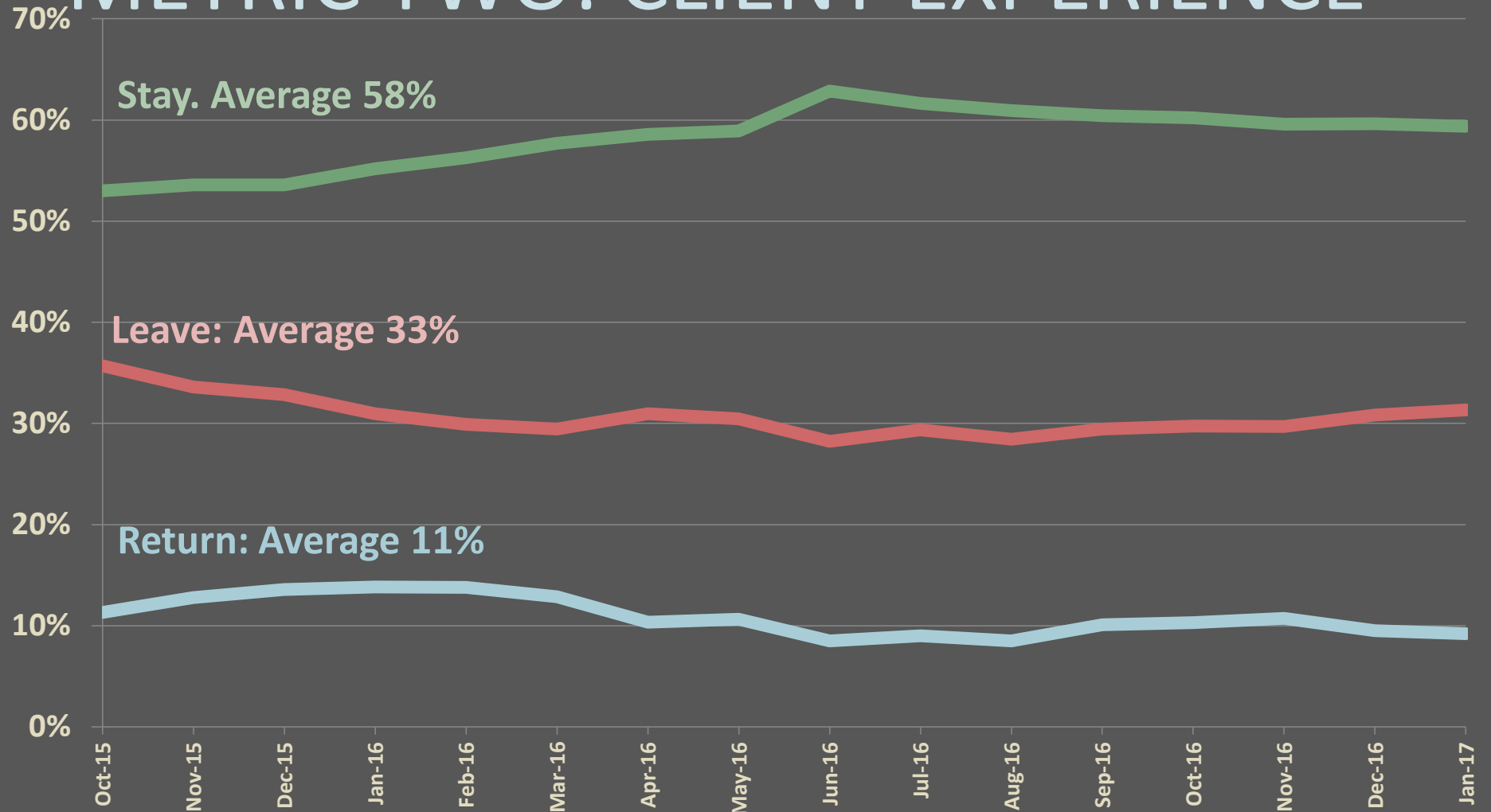


METRIC ONE: HRA PROCESS

INTERRUPTED RECURRING BENEFITS

- This metric helps us understand the interruptions in the process
- Actions like late submission of the recert form, late interviews, late but successful document return show up as leave-and-return cases, as manual benefits need to be issued when recert activities go past the end of the cert period
- Clients may not miss benefits with this measure – many get pro-rated or manually issued benefits that cover the entire month, but we see the client fall off their recurring issuance schedule.
- Manual benefits and reapplication take more work for the agency than smooth recertification.

METRIC TWO: CLIENT EXPERIENCE

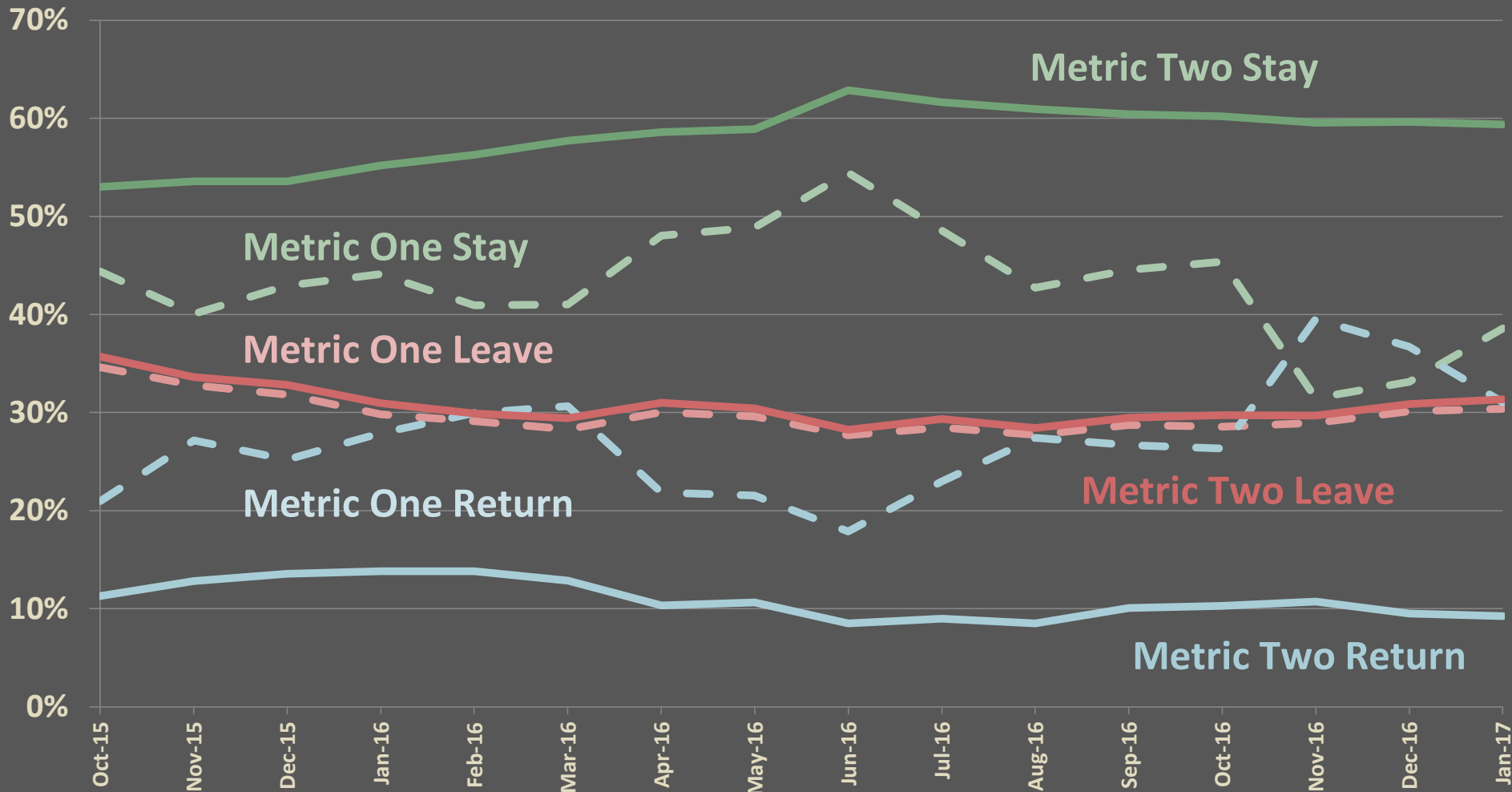


METRIC TWO: CLIENT EXPERIENCE

ANY INTERRUPTION IN BENEFITS

- This metric helps us understand the client experience
- When clients come right back, without even missing a full month of benefits, this metric considers that a successful recertification
- Many clients that submit their recert form late, interview late, or submit documents late quickly return to the caseload
- Client and agency actions combine to allow clients stay enrolled or to quickly return to the caseload but new initiatives are also aimed at reducing the points at which interruptions take place.

TWO METRICS COMPARED



NOTE: These are the same cases, with the same issuances. This graph shows how the two different metrics categorize cases differently. With the Client Experience (Metric Two), a greater share of cases are understood as **staying** on at recert with no interruption in benefits.

CLOSING REASONS

	Leavers	Returners
Did not initiate	60%	33%
Missed interview	14%	23%
Did not return docs	11%	18%
No closing code	1%	13%
Excess income	6%	3%
Overdue recert	4%	8%
All other	3%	1%

CAUSES OF PROCESS INTERRUPTIONS

- Leave-and-Return is *not* tied to variable eligibility
- Some cases do not return the recert form
- Some miss their interview
- Some fail to return documents on time or completely

- In most cases, clients continue to get benefits, but one or more months must be manually issued
- Despite process interruptions, clients return to the recurring caseload
- Program participation persistence

REDUCING PROCESS INTERRUPTIONS

Three main channels for reducing process interruptions that result in clients leaving-and-returning

- Clients who do not initiate the recert process (33% of returners)
- Clients who do not keep their recert interview (23%)
- Clients who do not submit timely or complete documentation (18%)

REDUCING PROCESS INTERRUPTIONS

INCREASING INITIATION RATES

- Alerting clients through text and email about recert
- AHRA case status
- Online recert submission


INCREASING KEPT INTERVIEW RATES

- Move to On-Demand recert interviews
- No more scheduling/rescheduling

INCREASING DOCUMENT SUBMISSION

- Mobile Doc upload
- AHRA accounts
- Notice redesign
- Reducing the need for document submission

- English
- Español
- العربية
- 中文
- Kreyòl Ayisyen
- 한국어
- русский

 **Apply Now**
Start New Application / Recertification

 **Log In**

Create Account



ACCESS HRA YOUR WAY

Welcome to HRA's new online portal. Just one of the ways HRA is changing for you!

Apply online for Supplemental Nutrition Assistance Program, Cash Assistance, Medicaid renewal.

Manage your benefits online. Read agency notices.

- ### Get Information
- HRA Office Locations
 - Log in to Print Medicaid Renewal Form
 - View and Print Forms
 - Information on How to Apply
 - Documents You Need to Apply
 - Check your eligibility for over 30 NYC programs
 - Live outside of NYC? Visit New York State My Benefits website
 - ACCESS HRA User Guide
 - Looking for the SCRIE or DRIE online application? Click here for more information on how to apply.

- ### What's New
- NEW!! Download HRA's Mobile app today! Click here or go to nyc.gov/accessshramobile
 - IDNYC is the new, free identification card for all New York City residents, which will give all of us the opportunity to show who we are—New Yorkers. To learn how to apply go here.
 - Know Your Rights: Do you receive housing assistance? Click here for more information.
 - What is the NYC Rent Freeze Program?
 - Important Information for Immigrants

Reminder Don't Lose Your SNAP Benefits!

Your SNAP benefits are about to expire. To avoid losing your SNAP benefits, you must submit a recertification form. There are different ways to submit your recertification form, but the *easiest* and *fastest* way is to submit it online – and you can do that **RIGHT NOW!**

First, Submit Your SNAP Recertification Form.



- 1 Go to www.nyc.gov/accessnyc
- 2 Log into your account (or set one up)
- 3 Click "Apply Now"
- 4 Click "I would like to recertify my active SNAP (Food Stamps) case"
- 5 Fill out your information and submit your form

If you have already submitted your recertification form, you can go right to the next step!

After Submitting Your Recertification Form, Call Us!

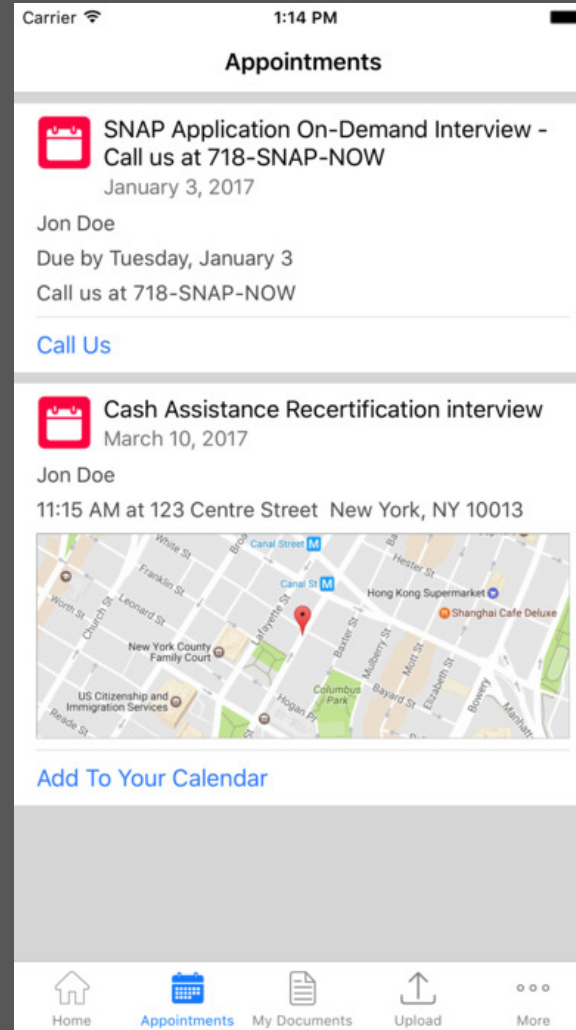
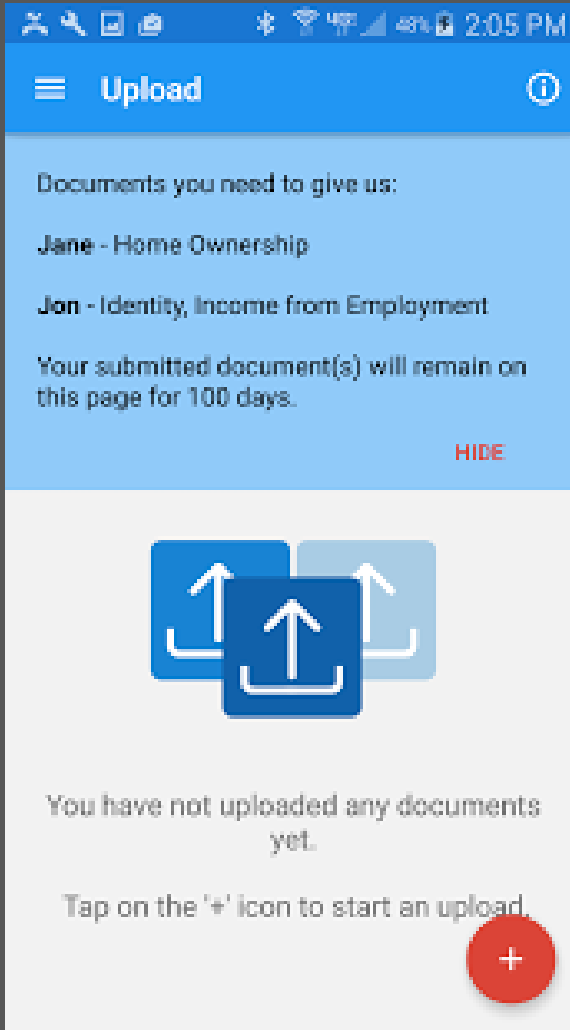


After you submit your recertification form, call us at
1-718-SNAP-NOW (1-718-762-7669)

Monday – Friday, 8:30am to 5:00pm to have your telephone interview.

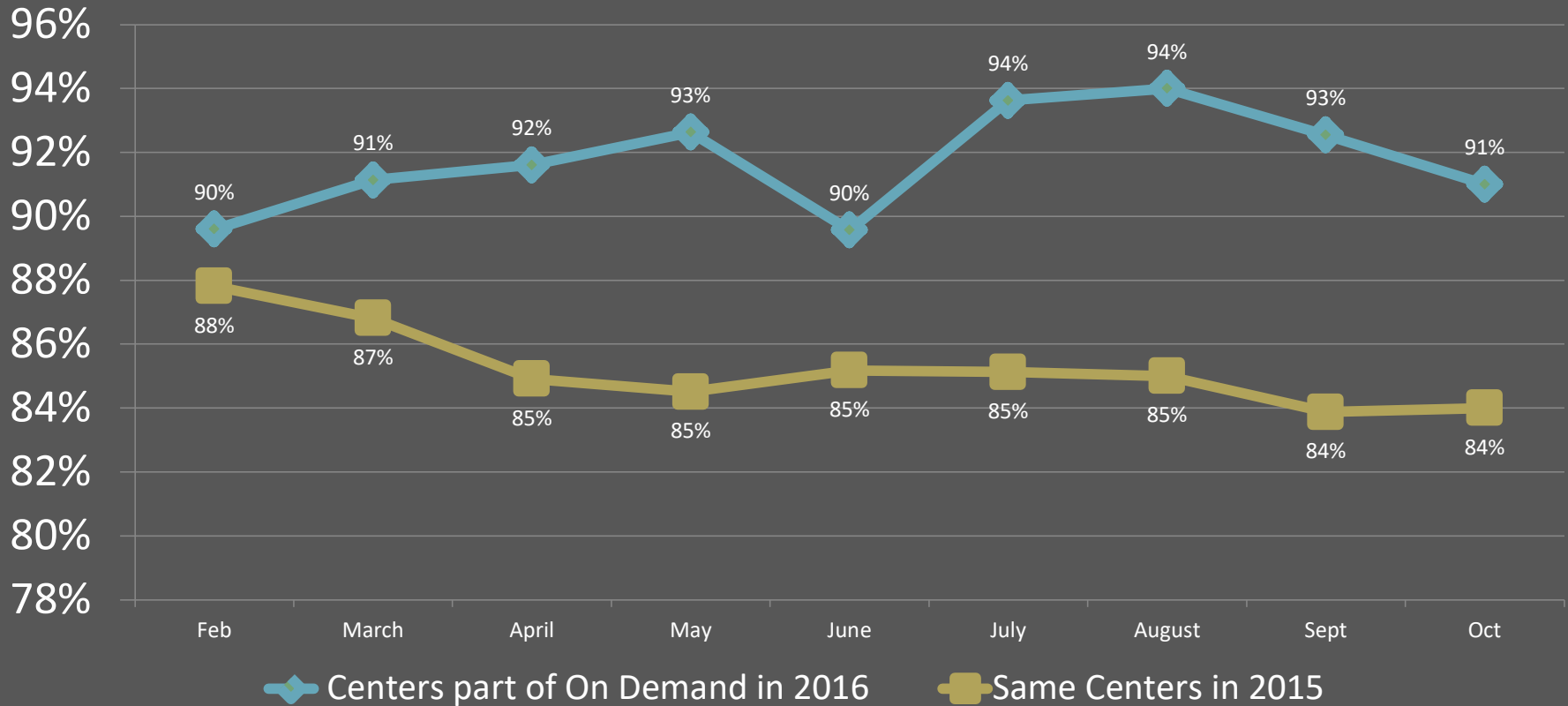
You must complete your interview by _____, or you may lose your benefits.

We no longer schedule your interview. This means you won't have to wait for us to call you. Just pick up the phone and call us at your convenience!



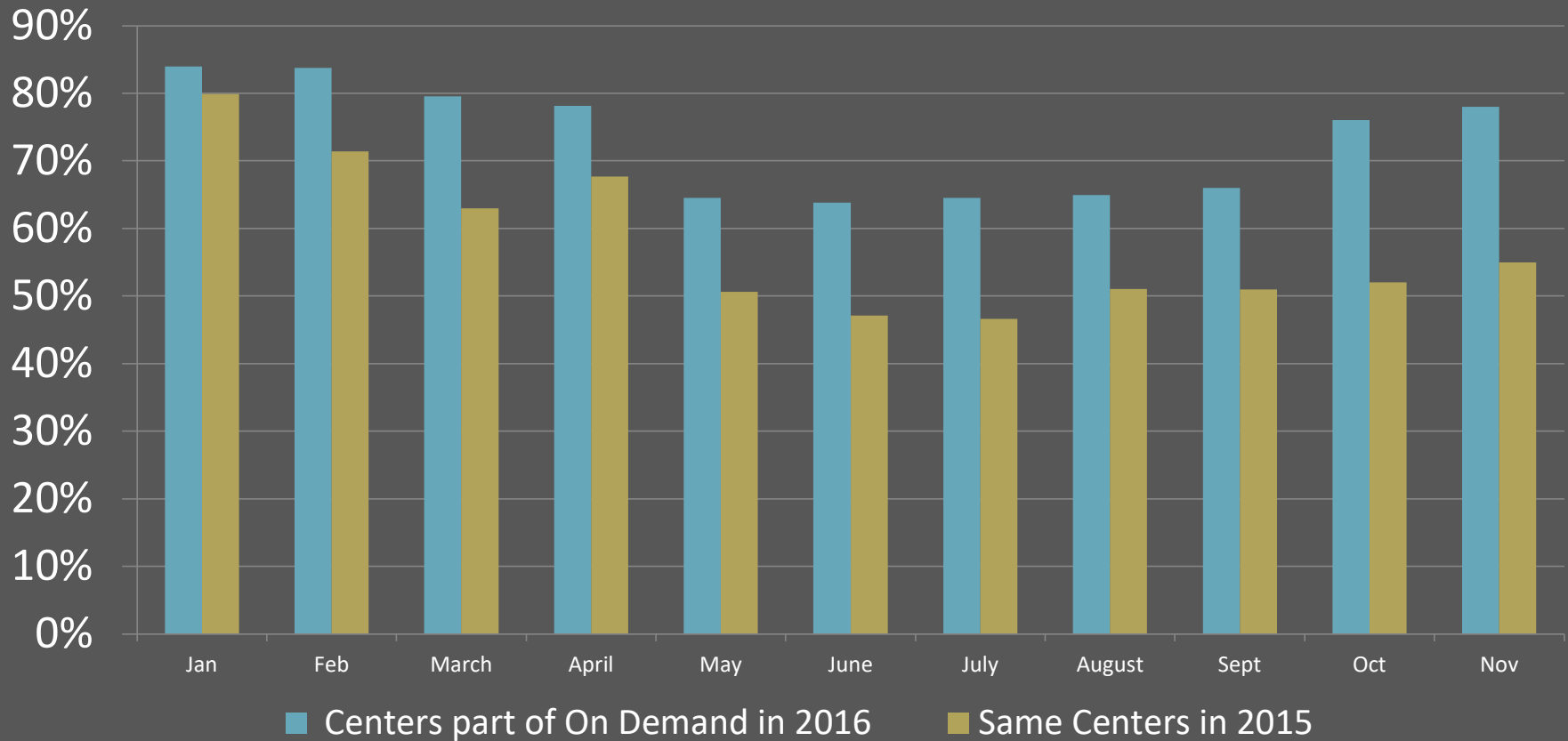
KEPT INTERVIEW RATE

BEFORE AND AFTER ON-DEMAND



INTERVIEWS HELD BY PHONE

BEFORE AND AFTER ON-DEMAND



The End



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Social Services**

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