



Save time by filing **online**

Many Temporary Assistance customers will soon be able to **complete their recertification application online** using Reach Westchester. Just go to one of the user-friendly kiosks in your local district office and follow the step-by-step instructions.

The new process is
easier and more
convenient.



REACH WESTCHESTER

...making it easier for you

How will this benefit you?

- Improved customer service, saving time and providing faster service
- A user-friendly computer system with touch screens means easier customer use
- Safe, secure and convenient online access
- No waiting. Simply check in, log on, complete an electronic application and drop off documents
- Faster processing time
- Online application in both English and Spanish

What's next?

This online recertification system will be expanded to other programs such as Temporary Assistance to families with children and Medicaid.

For some programs the system will eventually allow access from any computer -- at home, the local library or a community agency.

Soon you will be able to recertify within a specified period when its most convenient for you.

For more information, contact
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RECERTIFYING FOR TEMPORARY ASSISTANCE: **It Just Got Easier**



Westchester
gov.com

Robert P. Astorino
Westchester County Executive



It's gotten easier: *complete your recertification online!*

Who is able to complete their recertification online?

Single adults and childless couples receiving Temporary Assistance will soon be able to participate in the first pilot phase of the program at the White Plains district office. The service will eventually be expanded to the Peekskill, Yonkers and Mount Vernon offices and also made available to families.

How will I know when I can complete my recertification online?

You will be contacted in the same manner as you are now. You will receive an appointment notice in the mail requesting that you appear in your local district office to complete your recertification online.

How is this process simpler?

You can complete your recertification in less time using this easy-to-follow online process. The online recertification application replaces the traditional paper application and much of the information required for the automated system is already filled in. You just need to verify it or make changes where appropriate.

What do I do when I come to the office to complete my recertification?

You will be asked to go to a special room equipped with computers. You will sign on using an individual password and be prompted to answer a series of recertification questions specifically tailored to your case. The new system will guide you through an automated step-by-step recertification interview and at the end of your appointment you'll receive a confirmation receipt.

Is it safe to put my personal information into a computer?

Yes. The automated recertification system is secure and will not reveal any of your personal or confidential information.

What if I have an emergency and need to speak with my worker?

Emergencies will continue to be handled by your case manager. The automated system is solely for the purpose of completing your recertification. Customers may continue to call or come into the office for any emergency services they may need.

What if I'm having difficulties using the computer?

A staff member is on site and available to answer questions. You can also call a customer service line and speak with a case manager if additional assistance is needed.

What do I do if I have to drop off or return documents for my worker?

You can make copies and leave the documents at or in the office. You can also mail or e-mail your documents to your caseworker.

How will I be notified that my case has been recertified?

You will receive a written notification in the mail informing you that your case has been recertified and/or if any changes have been made to your case. If additional documentation is needed, you will receive a documentation request letter from your worker.