



## Office of Temporary and Disability Assistance

KATHY HOCHUL  
Governor

BARBARA C. GUINN  
Commissioner

RAJNI CHAWLA  
Executive Deputy Commissioner

### General Information System (GIS) Message

#### Section 1

<b>Transmittal:</b>	25DC057 Upstate and New York City
<b>Date:</b>	August 22, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	SNAP Directors; TA Directors; CAP Coordinators; Staff Development Coordinators; TOP Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	Implementing Automated SNAP Rights and Responsibilities Information
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	SNAP Policy Bureau at (518) 473-1469 or <a href="mailto:SNAPBureau@otda.ny.gov">SNAPBureau@otda.ny.gov</a>
<b>Attachments:</b>	<a href="#">Attachment 1: Applicant/Recipient Rights and Responsibilities for SNAP</a>

#### Section 2

The purpose of this GIS message is to provide guidance and information to social services districts (districts) about the requirements for providing information about Rights and Responsibilities for the Supplemental Nutrition Assistance Program (SNAP) to applicant and recipient households in an automated manner, using technology.

#### Section 3

For SNAP, federal regulation 7 CFR 272.5(b)(1) requires State agencies inform SNAP participant and applicant households of their Program rights and responsibilities through whatever means the State agencies deem appropriate. Additionally, 7 CFR 273.2(e)(1) requires, as part of the eligibility interview, the interviewer to advise households of their rights and responsibilities, including the appropriate application processing standards and the household's responsibility to report changes. The [LDSS-4826B Interview/Verification Guide For The LDSS-4826: Supplemental Nutrition Assistance Program \(SNAP\)](#)

[Application/Recertification](#) includes a summary of the Applicant/Recipient rights and responsibilities, and information about the various SNAP reporting requirements.

Districts are permitted to inform SNAP households of their rights and responsibilities through automated means, such as via a pre-recorded script, however all required information must be communicated to the household. To assist districts, OTDA has created a script of the rights and responsibilities information which outlines the information that districts are required to communicate to all SNAP households (ATTACHMENT 1). Districts must receive OTDA approval before implementing any processes automating the requirement to inform SNAP households of their rights and responsibilities. To receive approval, districts must email their SNAP liaison (copy the [SNAP mailbox](#)) the information that will be included in the pre-recorded script, when and how individuals will be referred to the recording, how the district will confirm an individual listened to the entire recording, and how they will allow individuals the opportunity to ask questions about the recorded information.

Districts are **not** permitted to advise households of their requirement to report changes through automated means because workers must first review the household's circumstances to determine the applicable reporting requirements in order to inform the household of its specific reporting requirements. Generic language explaining all reporting requirements does not replace the requirement to determine and inform a household of its requirement to report changes based on household circumstances. Automating the determination of a SNAP household's reporting requirements would require a novel demonstration project waiver and approval from the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). Any districts considering automating communicating reporting requirements to SNAP households must contact their SNAP liaison who will coordinate the preliminary discussions for moving forward.

Please note, automating communicating SNAP Rights and Responsibilities does not replace the requirement that districts make the [LDSS-4148A Book 1, What You Should Know About Your Rights and Responsibilities](#), available to SNAP households. Nor does it replace the district eligibility staff requirement to screen all SNAP applicants and recipients for exemptions from the general SNAP work rules and the ABAWD work rules. Households where at least one member is subject to a work requirement must be provided with a comprehensive oral explanation of their pertinent work requirements and the [LDSS-5193/LDSS-5193A](#) or an OTDA approved local equivalent at certification, recertification, and when a previously exempt household member or new household member becomes subject to work requirements. Districts must continue to follow their procedures to provide this information verbally and in writing as required. For guidance on the requirement to provide oral and written explanation of the SNAP work rules, please refer to [22-ADM-01 - Oral and Written Requirements to inform SNAP Applicants and Recipients of SNAP Work Rules](#). Per USDA direction, districts are not permitted to meet these requirements through automated means. Please reach out to your district's designated Employment Services Advisor, if you have questions on the work rules requirements.

Districts should contact their SNAP liaisons if they have any questions.