Welcome to the Webex presentation: Connecting People to Services Using myBenefits.NY.GOV as a Resource

We will begin shortly!

Presenter Information

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Learning, Engagement and Development Services (LEADS)
Please hold all questions until the end
myBenefits

OBJECTIVES

- Answer Questions
- Discuss Advantages
- Recognize Resources

Agenda

1. myB Background
2. myB Overview
3. Review
Question

What is your experience with myBenefits?

a. I’m a pro
b. I have used it a few times
c. I have seen the website
d. What is myBenefits?

myBenefits

What is myBenefits?

myBenefits provides New York residents (except NYC), access to prescreen and/or apply for a number of NYS assistance programs.
How to access myBenefits

www.mybenefits.ny.gov

myBenefits Homepage

For Training Purposes Only
In NYS there were **51,119** submissions for 2018-2019 HEAP season.

Electronic Application
Steps to apply

1. Log in or create a myBenefits account
2. Complete a myBenefits application
3. Submit the application
4. Upload any necessary documents

myBenefits Advantages
Eight languages available

English, Spanish, Arabic, Chinese, Russian, Haitian-Creole, Korean, and Italian

Prescreening for Potential Eligibility

Welcome to myBenefits. This website is a prescreening tool which provides a quick and easy way for people who live in New York State to find out if they might be able to receive:

- Help with buying food
- Temporary Assistance (TA)
- Special tax credits
- Home Energy Assistance
- Weatherization Assistance Program (WAP)
- Various Health Insurance programs for individuals, families, children, and sole proprietors
- WIC - Women, Infants and Children
- HIV Uninsured Care Program
- A wide variety of services for older New Yorkers, including:
  - Health insurance information, counseling and assistance (HICAP)
  - NY Connects-Information on long term care services and supports and assistance in linking to these services
  - Legal assistance
  - Nutritional services
  - Help with the purchase of prescription drugs

This website will take you about 10 minutes to use. We'll ask you to tell us about the people in your home, the money you get from a job or other places, your housing costs and a few other things. What you tell us will stay private and secure. Some advantages of using myBenefits include:

- The privacy of working at home, the ability to use any internet connected computer anytime or anywhere, the flexibility to work at your own pace and easily accommodate your busy schedule.

When you're finished, we'll tell you if you might be able to receive help through programs such as Supplemental Nutrition Assistance Program.
Submit HEAP Early Outreach

November 2019

Avoid long lines

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myBenefits

Upload documentation with your myBenefits Application

Select a Document

To upload a document as proof of identity, select a document type from the dropdown then click the Browse button to choose a file.

Document Type

- Adoption Papers
- Birth Certificate
- Baptismal Certificate
- Driver's License
- Naturalization Certificate
- Photo ID
- Statement from Another Person
- U.S. Passport

The Ohio Department of Job and Family Services (ODJFS) is committed to protecting your personal and confidential information (such as your name, address, social security number, and date of birth) against unauthorized access, use and disclosure. ODJFS’s website myBenefits is designed to provide secure services to protect against the loss, misuse, alteration or destruction of personal, private, sensitive information in the agency’s custody. ODJFS cannot assure the extent to which your personal information may be protected from unauthorized use, access, or disclosure where such information resides upon your own personal computer, a publicly-accessed computer, or one owned by a third party organization that is assisting you in filing your application. Please note that you can always complete and submit your application in person at a social services district office, or by mail. Should you choose to apply online using either your own personal computer, a publicly-accessed computer, or one owned by a third party organization assisting you with the filing of your application, ODJFS strongly encourages you to make sure the computer being used has an up-to-date internet browser and anti-virus/anti-malware software available. ODJFS is not

Help Feature

More About Other Types of Income

We’re asking this question to find out how much money the people in your household receive from places other than a job. If you don’t know the exact amount to these money questions, give the best answer you can. Keep in mind that by giving an exact amount, we can give you a more accurate answer. To answer the question, please type in the amount each person in your household receives from any of these sources.

The most important thing to keep in mind is that we do not need to know the amount each person receives before any taxes or other deductions are taken out. Any amount is called “gross amount.”

Supplemental Security Income (SSI) - SSI is a monthly payment for people with very low incomes who are at least 65 or blind or disabled. SSI is not a retirement benefit and it is not the same as Social Security.

Social Security - By Social Security, we mean retirement payments and some disability payments. Don’t include SSI income in this box.

Child Support - Child support is the money that you or your children receive from a parent who is not living in your home.

Unemployment payments - Unemployment payments are payments you may receive from the state if you have recently lost your job.

Other sources -

- Disability: Some examples are workers' compensation, veterans' benefits, pensions, any regular money given to you by a government program, or any other type of disability income.
- Foster care: Some examples are money from a government program, or any regular money given to you by a government program.
- Other types of income: Some examples are money from a government program, or any regular money given to you by a government program. Even if you receive a type of income that isn’t listed here, it’s a good idea to ask your caseworker about it when you apply for benefits.

Close Window
myBenefits – The Website

myBenefits Homepage

Instructions Using myBenefits

About myBenefits

myBenefits is an online tool for New York State residents. Users can check possible eligibility for multiple human services benefit programs, apply online for the Supplemental Nutrition Assistance Program (SNAP) and the Home Energy Assistance Program (HEAP), recently for SNAP or Temporary Assistance, Report Changes and View Case Details.

Prescreen Eligibility

To get a quick idea of what programs you may be eligible for, click on "Prescreen Eligibility."

Instructions:
- Answer a series of basic questions about you and your household.
- The questions will take about 10 minutes to answer.
- Your personal information is not saved after you leave the website.
- myBenefits will tell you if you may be able to get help with the following programs:
  - SNAP (Supplemental Nutrition Assistance Program)
  - Temporary Assistance (TA)
  - HEAP (Home Energy Assistance Program)
  - Weatherization Assistance Program
  - Special Tax Credits

For Training Purposes Only
myBenefits Overview

• Prescreening Tool
Welcome

Welcome to myBenefits. This website is a prescreening tool which provides a quick and easy way for people who live in New York State to find out if they might be able to receive:

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- Special tax credits
- Home Energy Assistance
- Weatherization Assistance Program (WAP)
- Various Health insurance programs for individuals, families, children, and sole proprietors
- WIC - Women, Infants and Children
- HIV Uninsured Care Program
- A wide variety of services for older New Yorkers, including:
  - Health insurance information, counseling and assistance (HICAP)
  - NY Connects—Information on long term care services and supports and assistance in linking to these services
  - Legal assistance
  - Nutritional services
  - Help with the purchase of prescription drugs

This website will take you about 15 minutes to use. We'll ask you to tell us about the people in your home, the money you get from a job or other places, your housing costs and a few other bills. What you tell us will stay private and secure. Some advantages of using myBenefits include: the privacy of working at home; the ability to use any internet connected computer anytime or anywhere; the flexibility to work at your own pace and easily accommodate your busy schedule.
myBenefits – prescreening summary of entries

What You Told Us
Please take a look at what you told us about your family. The rest of the questions will use this information.

- If the information looks right, click the Next button to keep going.
- If you need to change one of your answers, click the button labeled with the level of information you need to change. This will take you back to the previous summary screen.
- If you want to go back and change your answers, you may click the Previous button to return to the previous answer screen.
- If you want to start over, click the Exit button to clear your answers and go back to the first page.

Income
Jan Simon earns $365.00 each month.
Anthony earns $250.00 each month.
Lisa earns $400.00 each month.

Child Expenses
Your household pays $0.00 each month for Jan Simon’s child support.
Your household pays $100.00 each month for Anthony’s child support.

Renter’s
Your household has $100.00 in resources.

Housing Expenses
Your household pays $50.00 each month for housing.

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myBenefits – prescreening eligible programs

Your Results
We looked at what you told us today to see if you were eligible to get help with buying food and other needs. You’ll have to apply for these programs to get a final decision about benefits. We’ll let you know how to do that. Keep in mind that you only have the right to apply for these benefits, so ensure that this website only helps you.

It looks like you may be able to get these programs.

Home Energy Assistance Program

- It looks as if your household may be able to receive help with paying your energy bills through the Home Energy Assistance Program (HEAP). Your local Social Services District may also be able to help you with an energy-related emergency (such as a gas or electric shut off or have less than a quarter of a tank of fuel) and with services such as fixing or replacing a non-working furnace.

- HEAP is a seasonal program. Certain HEAP benefits are only available during specific time periods. Please check here for this season’s data.

- Keep in mind that only U.S. citizens and qualified non-citizens are able to get help from HEAP.

To learn more about HEAP, click the Next button at the bottom of the page.

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myBenefits – prescreening – ineligible programs

It looks like you may not be able to get some programs or we may not be able to determine your eligibility.

HIV Uninsured Care Programs

- Based on what you told us today, it looks like no one in your home is HIV positive, therefore it appears that no one is eligible for the HIV Uninsured Care Program.
- To be eligible, you must be a resident of New York state (U.S. citizenship is not required), be HIV positive, and meet specific income and asset requirements.
- If you have questions concerning eligibility for the HIV Uninsured Care Program, call the following toll-free number: 1-800-242-243. Monday through Friday 8:30 AM to 8:00 PM.

Office of Victims Services

- Based on what you have told us today, we are unable to determine eligibility for reimbursement of expenses incurred as a result of a crime.
- For more information about OVS Office of Victims Services compensation and eligibility requirements, please visit the website at ovs.ny.gov.

Tax Credits

- Based on what you told us today, it looks like people in your home may have too much income or do not meet other requirements necessary to qualify for the New York State Earned Income Credit.

WIC

- Based on what you told us today, it looks like she is not a pregnant woman, new mother, or child under age 5 in your home right now. This means that no one in your home will be eligible for WIC.
- Keep in mind that a relative or child in your home is enrolled in SNAP, Medicaid, Head Start, Temporary Assistance for Needy Families (TANF), or if children receive free or reduced-price school meals, they may be eligible for WIC.
- Please call the Growing Up Healthy Hotline at 1-800-322-0006 to find out more.

myBenefits – Self Sufficiency Calculator

The Self-Sufficiency Calculator helps you find out how much money your family needs to qualify for benefits and how to maximize your benefits.

Benefit Maximization

This graph was designed to compare your household’s current financial situation to one that includes benefits the program said you might be able to receive. The left column of the graph shows the income you reported to us. The right column has your reported income plus any benefits the program said you might be able to receive. The benefits amounts used in this graph are estimates based on the information you provided to us as the program said they might be able to be determined until you apply.
myBenefits Overview

• EBT Balance

myBenefits – EBT Balance

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myBenefits Overview

• Returning User

myBenefits – Returning User

- MY INCOME
  - Check Your EITC Balance
  - Check Your EITC History
  - Check Your EITC Change

- MY BALANCE
  - Check Your EBT Balance
  - Check Your EBT History
  - Check Your EBT Change

- NEW USER
  - Apply for SNAP
  - Report Changes

- RETURNING USER
  - Apply for SNAP
  - Continue Application
  - Track Application
  - Report Changes
  - Submit Verification Documents

> LOG INTO YOUR ACCOUNT
myBenefits – HEAP Specific Questions

Filing a Home Energy Assistance Program (HEAP) Application

Please submit only one (1) application per HEAP. If you need to make changes to a previously filed HEAP application, you should provide the information on the back of their original, not a new one. If you submit any more than one applications, only the first application will be counted and the remaining applications will be rejected.

If you are seeking employment, the Temporary Assistance for Needy Families (TANF) or Temporary Assistance for Needy Families (SNAP) program, HEAP will be taken into consideration. If you receive TANF or SNAP HEAP, you are eligible for HEAP benefits and you may apply for HEAP. Otherwise, you will not be considered for HEAP benefits.

Did you receive a HEAP benefit in the past?

Yes

No

NOTE: HEAP applications are not limited to water, but not all households that received a HEAP benefit the previous year.

If you applied for and received a HEAP benefit from last August?

Energy Emergency

This application is for a regular HEAP benefit only. HEAP assistance rules allow 30 days to make a determination on this application. If your utilities are scheduled to be shut off or have been shut off, if you have less than a quarter (1/4) tank of fuel, less than a 10 day supply of fuel, have no heating fuel or if you own your home and your primary heating equipment is inoperable or unsafe and is in need of repair or replacement, you must call your Local Department of Social Services for further assistance.

Does the head of household or primary applicant have a Social Security Number?

Yes

No

Social Security Number:

Energy Emergency

This application is for a regular HEAP benefit only. HEAP assistance rules allow 30 days to make a determination on this application. If your utilities are scheduled to be shut off or have been shut off, if you have less than a quarter (1/4) tank of fuel, less than a 10 day supply of fuel, have no heating fuel or if you own your home and your primary heating equipment is inoperable or unsafe and is in need of repair or replacement, you must call your Local Department of Social Services for further assistance.

myBenefits – Entering Applicant Information

Application Number: 28B08655346

Getting Started

Let us help you get started! First, please give us some basic information about you.

Information Sheet - Yes

If a Yes, then

First Name:

Last Name:

E-Mail:

Gender:

Date of Birth:

Has a disability?

If yes, please provide additional information.

Have you applied for benefits, such as unemployment insurance, or food stamps?

If yes, please provide additional information.

Have you been denied a basic needs assistance? If yes, please provide additional information.

Your monthly income:

Your monthly expenses:

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myBenefits – Selecting the Main Source of Heat

Main Source of Heat

What is your main source of heat? Do main source of heat, we mean what you are primarily to heat your home or apartment. Example: If you have a home in the desert and you heated using electric, your main source of heat would be electric.

- Fuel Oil
- Gas or Propane
- Electricity
- Natural Gas
- Wood
- Liquid Propane Gas
- Wood / Wood Pellets
- Other (Specify):

Heating Oil

Do you pay a separate bill for your heating oil?

- Yes
- No

myBenefits – Entering Specific Information for Main Source of Heat

Fuel Oil Bill Details

Does your household receive a bill for Fuel Oil?

- Yes
- No

Whose name is the bill to?

-乙

Fuel Oil / Company Name

A Oil Company

Account Number:

9676543210

Address:

1 Oil Court

City:

Albany

State:

New York

Zip Code:

12222
Summary of myBenefits system

https://mybenefits.ny.gov

Addendum
NYDocSubmit is an app created by NYS that is available from the Apple and Google store. Users take pictures of their documents and users can submit documents via their mobile device.

The app is available in the following districts:

- Livingston
- Chemung
- Broome
- St. Lawrence
- Clinton

Please Note: It is anticipated that more districts will be added in the near future.