



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner  
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #06-92-OPE

### SPECIAL MAILING TO HSP PARTICIPANTS – IMPORTANT INFORMATION ABOUT CHANGES IN YOUR JOB CENTER (FORM EXP-80K)

<b>Date:</b> July 12, 2006	<b>Subtopic(s):</b> Forms
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform all staff of a special mailing to HSP participants that announced the relocation of the Housing Stability Plus (HSP) program from the fourth floor of 1951 Park Avenue, New York, NY 10037 to its new address at the Riverview Annex Job Center (18), located on the second floor of 132 West 125th Street, New York, NY 10027. The Riverview Annex Job Center (18) will service HSP program participants.</p> <p>The Important Information About Changes In Your Job Center notice (<b>EXP-80K</b>) informs HSP participants of additional services available at the new location, such as:</p> <ul style="list-style-type: none"> <li>• A Customer Service and Information Center (CSIC), designed to provide faster and more efficient service; the CSIC main reception desk provides general information about benefits and services, accepts documents that have been requested by Workers and provides a document receipt to verify documents submitted.</li> <li>• Automated Customer Information Stations that enable customers to obtain employment information, child care information and some HRA forms; a series of questions and answers about public assistance, food stamps and Medicaid can also be accessed at these stations to help individuals determine their potential eligibility for those benefits.</li> </ul> <p>The mailing to inform participants of these changes was conducted on July 5, 2006, by Management Information Systems (MIS).</p> <p>Samples of the form are attached.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

*Effective Immediately*

**Related Item:**

[PD #05-43-ELI](#)

**Attachments:**

**EXP-80K** Important Information About Changes in Your Job Center

**EXP-80K (S)** Important Information About Changes in Your Job Center (Spanish)

☞ Please use Print on Demand to obtain copies of forms.



## Important Information About Changes in Your Job Center

The Housing Stability Plus (HSP) program is changing its location and the way it currently does business. The goal of these changes is to help us serve you better.

HSP is relocating from the fourth floor of 1951 Park Avenue to its new address on the **second floor of 132 West 125th Street, New York, NY 10027**. The Riverview Annex Job Center (#18), located on the second floor of 132 West 125th Street, will service participants of the HSP Program. When you enter the Riverview Annex, please go to the main reception desk on the second floor, where you will be given a color-coded ticket and directed to the waiting area of the unit which will serve you. We hope this change will reduce the amount of time you must spend standing on line.

Another change you will see is the new Customer Service and Information Center (CSIC). The CSIC is designed to provide faster and more efficient service. For example, if you are just looking for general information about benefits or services or wish to drop off a document, the main reception staff will ensure that you have submitted the documents requested by your Worker. You will be given a receipt to show that you have delivered the appropriate documentation.

Additionally, when you enter the Job Center now, you will also see new Automated Customer Information Stations. These stations will enable you to obtain employment information, child care information and some HRA forms. You can also access a series of questions and answers about public assistance, food stamps and Medicaid, which may help you determine if you are eligible for those benefits. The stations are similar to ATMs, where you simply touch the screen to get information or print any forms you may need. For example, if you have lost your child care provider enrollment form, you can come in to the Center and print out the form at the station.

In order to more expeditiously serve you, the Riverview Annex Job Center will limit the number of visitors who are allowed inside. If you choose to have someone accompany you to the Job Center, please be sure that they have identification.

Please note: the Riverview Annex Job Center business hours are 8:30 AM to 5:00 PM, Monday through Friday. This location may be reached by taking 2 or 3 train to 125th Street and walking two blocks west. If you have any questions regarding the information on this notice, you may call (212) 666-5678 or (212) 666-5538.

We believe these changes will help us serve you more efficiently. We welcome your comments and suggestions.



## Información Importante Sobre Cambios en Su Centro de Trabajo

El programa de Estabilidad Habitacional Plus (Housing Stability Plus – HSP) está cambiando de local y de modo de trabajo. El propósito de estos cambios es servirle a usted mejor.

HSP se está mudando del cuarto piso de 1951 Park Avenue al **segundo piso de 132 West 125th Street, New York, NY 10027**. El Centro de Trabajo (#18) del Anexo de Riverview (Riverview Annex Job Center #18), ubicado en el segundo piso de 132 West 125th Street, brindará servicio a los participantes del programa HSP. Al entrar al Anexo de Riverview, favor de presentarse al mostrador de la recepción principal en el segundo piso donde se le dará un boleto de color y se le dirigirá a la sala de espera del departamento que le atenderá. Esperamos que este cambio reduzca la cantidad de tiempo que tenga que esperar en fila.

Otro cambio que podrá notar será el nuevo Centro de Información y Atención al Cliente (Customer Service and Information Center – CSIC), que ha sido ideado para servirle más rápida y eficientemente. Por ejemplo, si sólo desea información general acerca de beneficios o servicios, o dejarnos un documento, el personal de la recepción principal se asegurará de que usted haya presentado los documentos solicitados por su Trabajador. Se le dará un recibo como comprobante de que usted ha entregado la documentación apropiada.

Además, al presentarse al Centro de Trabajo, podrá apreciar nuevos Puestos Automatizados de Información al Cliente (Automated Customer Information Stations), que le permitirán obtener datos sobre empleo y cuidado infantil, al igual que algunos formularios de la HRA. Más aún, tendrá acceso a una serie de preguntas y respuestas sobre asistencia pública, cupones para alimentos y Medicaid, para ayudarle a determinar si tiene derecho a dichos servicios. Los puestos son similares a un cajero automático donde, con sólo tocar la pantalla, se puede conseguir información e imprimir formularios que necesite. Por ejemplo, si se le ha perdido el formulario de inscripción del proveedor de cuidado infantil, puede venir al centro para imprimir los formularios en el puesto.

A fin de servirle más expeditivamente, el Centro de Trabajo del Anexo de Riverview limitará el número de visitantes a ser admitidos. Si alguien le acompañará al Centro de Trabajo, favor de asegurarse de que sus acompañantes traigan identificación.

Tenga presente que las horas laborables del Centro de Trabajo del Anexo de Riverview son de 8:30 AM a 5:00 PM de lunes a viernes. Se puede llegar al local en el tren 2 o 3 hasta 125th Street y caminar dos cuadras en dirección oeste. Si tiene alguna pregunta respecto a la información en el presente aviso, puede llamar a (212) 666-5678 o (212) 666-5538.

Creemos que estos cambios nos permitirán servirle a usted más eficientemente y aceptaremos con gusto sus comentarios y sugerencias.