



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-36-OPE (This Policy Bulletin Replaces PB #09-122-OPE)

AUTOMATED FINGER IMAGING SYSTEM (AFIS) FREEDOM

Date: April 8, 2010	Subtopic(s): Finger Imaging
<p>  This procedure can now be accessed on the FIAweb. </p> <p>See PB #10-06-OPE for further information on the closing of FS Center F23.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to indicate that the following changes have been made to the Automated Finger Imaging System Directory (W-519N):</p> <ul style="list-style-type: none"> • The East End (F02) Food Stamp (FS) Center listing has been amended to indicate that the Automated Finger Imaging System (AFIS) workstation is located on the third floor. • The Washington Heights (F13) FS Center listing has been amended to indicate that the AFIS workstation is located on the lower level. • The St. Nicholas (F14) FS Center listing has been amended to indicate that the AFIS workstation is located on the third floor. • The Waverly (F19) FS Center listing has been amended to indicate that the AFIS workstation is located on the fourth floor. The F19 FS Center listing was also amended to indicate that AFIS is available Monday through Friday from 9:00AM to 6:00PM and on Saturdays from 9:00AM to 5:00PM. • The Fort Greene (F20) FS Center listing was amended to indicate that AFIS is available Monday through Friday from 9:00AM to 6:00PM and on Saturdays from 9:00AM to 5:00PM. • The Williamsburg (F21) FS Center listing has been amended to indicate that AFIS workstations are located on the first and fourth floors. • The Boro Hall (F23) FS Center has been removed. FS Center F23 closed on February 26, 2010.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

See [CD #10-07](#) for further information on the closing of FS Center **F38** and the opening of FS Center **F45**.

- The North Brooklyn (**F26**) FS Center listing has been amended to indicate that the AFIS workstation is located on the second floor.
- An asterisk has been added to the Rider (**F38**) FS Center listing to indicate that this site will close on April 23, 2010.
- The Long Island City (**F43**) FS Center listing has been removed. FS Center **F43** is a Change Center and it does not have an AFIS workstation.
- The Fordham (**F44**) FS Center listing has been amended to indicate that the AFIS workstation is located on the second floor.
- The Concourse (**F45**) FS Center, located at 1375 Jerome Avenue, 2nd floor, Bronx, NY 10452, which will open on April 26, 2010, has been added.
- The Queens (**F53**) FS Center listing has been amended to indicate that the AFIS workstation is located on the second floor.
- The Jamaica (**F54**) FS Center listing has been amended to indicate that the AFIS workstation is located on the fourth floor. The **F54** listing was also amended to indicate that AFIS is available Monday through Friday from 9:00AM to 6:00PM and on Saturdays from 9:00AM to 5:00PM.

Purpose:

The purpose of this policy bulletin is to inform Non Cash Assistance Food Stamp (NCA FS) Center Receptionists, Front Door Reception (FDR) staff in Model Centers, Bureau of Fraud Investigation (BFI), and Infoline staff about AFIS Freedom, a finger imaging policy available to all NCA FS applicants who are eligible for a telephone interview.

Under the AFIS Freedom initiative, NCA FS applicants who are eligible to have a telephone interview and their adult household members can visit any NCA FS AFIS location citywide to comply with finger imaging requirements.

The following NCA FS applicants are eligible to have a telephone application interview:

- all working individuals (regardless of hours worked);
- all individuals age 60 and over;
- all disabled individuals; and
- all individuals with a travel or child care hardship.

Note: When a Worker selects the “telephone interview” option, the Paperless Office System (POS) will not allow the Finger Imaging Notice (**W-519**) to be printed. In these instances, POS will transmit the applicant’s demographic record to a centralized database. The AFIS operator must utilize this database to confirm that an applicant has been referred for finger imaging.

Once the telephone interview is completed, the Worker must mail the applicant a copy of Form **W-519N**. Form **W-519N** lists all NCA FS locations throughout the city that have an AFIS workstation. These applicants and their adult household members may be finger imaged at any of the locations listed on Form **W-519N**. Applicants who are unable to be finger imaged during normal business hours may contact the Human Resources Administration’s (HRA) Infoline at the telephone number listed at the bottom of Form **W-519N** to schedule an after hours appointment at a BFI location.

Note: Form **W-519N** should only be sent to applicants who are required to be finger imaged.

When an applicant visits an NCA FS Center and requests to be finger imaged under AFIS Freedom, the Receptionist must send him/her directly to the NCA FS AFIS station within the Center.

When a NCA FS applicant visits a Model Center and requests to be finger imaged under AFIS Freedom, the FDR must send the applicant directly to the AFIS workstation within the Center by issuing him/her an AFIS ticket utilizing “Other Routing Options.”

NCA FS Managers must ensure that all previous versions of Form **W-519N** are removed from circulation and recycled.

Samples of the form are attached.


Effective Immediately

Related Items:

[CD #10-07](#)
[PB #10-06-OPE](#)

Attachments:

W-519N	Automated Finger Imaging System Directory (Rev. 4/8/10)
W-519N (S)	Automated Finger Imaging System Directory (Spanish) (Rev. 4/8/10)

 Please use Print on Demand to obtain copies of forms.



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Automated Finger Imaging System

DIRECTORY

Finger Imaging Directory for Non Cash Assistance Food Stamp Centers

Please report to the floor listed below and the Receptionist will direct you to the Finger Imaging Station.

MANHATTAN

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
East End – F02	2322 3rd Avenue	3rd Floor	Monday through Friday 9:00 AM to 5:00 PM
Washington Heights – F13	4055 10th Avenue	Lower Level	Monday through Friday 9:00 AM to 5:00 PM
St. Nicholas – F14	132 West 125th Street	3rd Floor	Monday through Friday 9:00 AM to 5:00 PM
Waverly – F19	12 West 14th Street	4th Floor	Monday through Friday 9:00 AM to 6:00 PM Saturday 9:00 AM to 5:00 PM

BRONX

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Rider – F38 *	305 Rider Avenue	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
Melrose – F40	260 East 161st Street	3rd Floor	Monday through Friday 9:00 AM to 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	2nd Floor	Monday through Friday 9:00 AM to 6:00 PM Saturday 9:00 AM to 5:00 PM
Concourse – F45 **	1375 Jerome Avenue	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
Crotona – F46	1910 Monterey Avenue	5th Floor	Monday through Friday 9:00 AM to 5:00 PM

* This location will close on April 23, 2010.

** This location will open on April 26, 2010.

If you are unavailable to be finger imaged during the business hours of the locations above, you may call the HRA Infoline at 877-472-8411 for additional hours of operation.

Finger Imaging Directory for Non Cash Assistance Food Stamp Centers

Please report to the floor listed below and the Receptionist will direct you to the Finger Imaging Station.

BROOKLYN

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Fort Greene – F20	275 Bergen Street	1st Floor	Monday through Friday 9:00 AM to 6:00PM Saturday 9:00 AM to 5:00 PM
Williamsburg – F21	30 Thornton Street	1st and 4th Floor	Monday through Friday 9:00 AM to 5:00 PM
Coney Island – F22	2865 West 8th Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
North Brooklyn – F26	500 DeKalb Avenue	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
East New York – F28	404 Pine Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM

If you are unavailable to be finger imaged during the business hours of the locations above, you may call the HRA Infoline at 877-472-8411 for additional hours of operation.

Finger Imaging Directory for Non Cash Assistance Food Stamp Centers

Please report to the floor listed below and the Receptionist will direct you to the Finger Imaging Station.

QUEENS

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Queens – F53	32-20 Northern Boulevard	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
Jamaica – F54	165-08 88th Avenue	4th Floor	Monday through Friday 9:00 AM to 6:00 PM Saturday 9:00 AM to 5:00 PM
Rockaway – F79	219 Beach 59th Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM

STATEN ISLAND

Non Cash Assistance Food Stamp Center	Address	Floor	Hours
Richmond – F99	201 Bay Street	1st Floor	Monday through Friday 9:00 AM to 6:00 PM Saturday 9:00 AM to 5:00 PM

If you are unavailable to be finger imaged during the business hours of the locations above, you may call the HRA Infoline at 877-472-8411 for additional hours of operation.



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**Sistema Automatizado de Imágenes Digitales
(Automated Finger Imaging System – AFIS)**

SAMPLES

DIRECTORIO

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo

Favor de presentarse al piso indicado abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

MANHATTAN

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
East End – F02	2322 3rd Avenue	3er Piso	Lunes a viernes 9:00 AM a 5:00 PM
Washington Heights – F13	4055 10th Avenue	Planta Baja	Lunes a viernes 9:00 AM a 5:00 PM
St. Nicholas – F14	132 West 125th Street	3er Piso	Lunes a viernes 9:00 AM a 5:00 PM
Waverly – F19	12 West 14th Street	4to Piso	Lunes a viernes 9:00 AM a 6:00 PM Sábado 9:00 AM a 5:00 PM

BRONX

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Rider – F38 *	305 Rider Avenue	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
Melrose – F40	260 East 161st Street	3er Piso	Lunes a viernes 9:00 AM a 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	2do Piso	Lunes a viernes 9:00 AM a 6:00 PM Sábado 9:00 AM a 5:00 PM
Concourse – F45 **	1375 Jerome Avenue	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
Crotona – F46	1910 Monterey Avenue	5to Piso	Lunes a viernes 9:00 AM a 5:00 PM

* Este local cerrará el 23 de abril, 2010.

** Este local abrirá el 26 de abril, 2010.

Si usted no está disponible para que se le tomen las imágenes digitales durante las horas laborables de los locales listados arriba, puede llamar a la Línea de Información (Infoline) al 877-472-8411 para horas laborables adicionales.

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo
Favor de presentarse al piso indicado abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

BROOKLYN

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Fort Greene – F20	275 Bergen Street	1er Piso	Lunes a viernes 9:00 AM a 6:00 PM Sábado 9:00 AM a 5:00 PM
Williamsburg – F21	30 Thornton Street	1er y 4to Piso	Lunes a viernes 9:00 AM a 5:00 PM
Coney Island – F22	2865 West 8th Street	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM
North Brooklyn – F26	500 DeKalb Avenue	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
East New York – F28	404 Pine Street	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM

Si usted no está disponible para que se le tomen las imágenes digitales durante las horas laborables de los locales listados arriba, puede llamar a la Línea de Información (Infoline) al 877-472-8411 para horas laborables adicionales.

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo

Favor de presentarse al piso indicado abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

QUEENS

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Queens – F53	32-20 Northern Boulevard	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
Jamaica – F54	165-08 88th Avenue	4to Piso	Lunes a viernes 9:00 AM a 6:00 PM Sábado 9:00 AM a 5:00 PM
Rockaway – F79	219 Beach 59th Street	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM

STATEN ISLAND

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Richmond – F99	201 Bay Street	1er Piso	Lunes a viernes 9:00 AM a 6:00 PM Sábado 9:00 AM a 5:00 PM

Si usted no está disponible para que se le tomen las imágenes digitales durante las horas laborables de los locales listados arriba, puede llamar a la Línea de Información (Infoline) al 877-472-8411 para horas laborables adicionales.