



FAMILY INDEPENDENCE ADMINISTRATION

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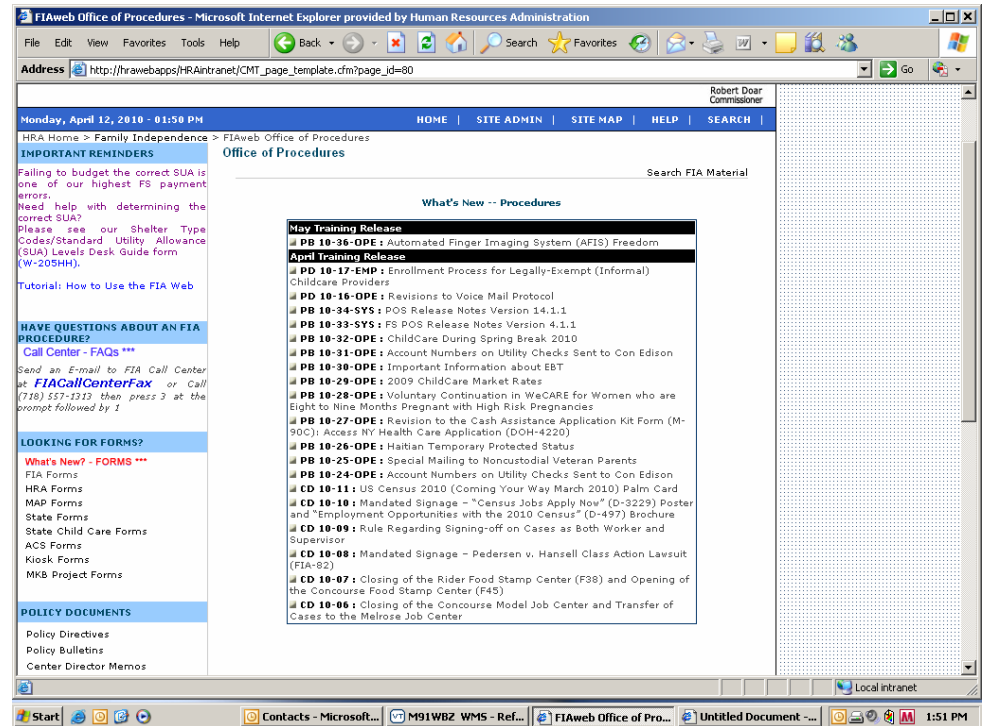
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Office of Procedures

POLICY BULLETIN #10-39-OPE

NEW FEATURE ON THE FIA WEB

Date: April 19, 2010	Subtopic: Call Center
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Family Independence Administration (FIA) staff of a new feature on the FIAweb: The FIA Call Center Frequently Asked Questions (FAQ).</p> <p>The FIA Call Center FAQ will list questions and answers on FIA policies and procedures and will become available on the FIAweb in April 2010. The first phase of the FAQ will be a listing of questions received and answered by the FIA Call Center.</p> <p>The FAQ will list the questions and answers in the following categories:</p> <ul style="list-style-type: none"> • Cash Assistance • Food Stamps • Housing • Systems • Employment <p>The FAQ link can be found on the FIA Office of Procedures homepage, on the left-side column under the heading, "Have Questions About an FIA Procedure?" (See screenshot on next page.)</p>

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



Double click on the Call Center – FAQs link to be directed to the FAQ page:



Click on the subject area that best represents the broad topical category of your inquiry and check the list of questions and answers to see if any of these provide a resolution to your issue.

Each month a new series of questions and answers will be posted to the FIA Call Center FAQ link. Staff having questions on FIA policies and procedures should check the FAQ first to see if the issue has been previously addressed and resolved.

If the question is not addressed and resolved in the FAQ, staff may then contact the FIA Call Center by clicking on the [FIACallCenterFax](#) link located beneath the FAQ link on the FIA Office of Procedures homepage, or by following the instructions outlined in PB #10-04-OPE.

See [PB #10-04-OPE](#) for information on how to contact the Call Center.

Effective Immediately

Related Item:

[PB #10-04-OPE](#)