



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-38-OPE

OBSOLETE PB #08-149-OPE (INFORMATION AT YOUR FINGER TIPS: HRA'S NEW AUTOMATED CUSTOMER INFORMATION STATION FLYER) and KIOSK FORMS (M-98e)

Date: May 7, 2012	Subtopic(s): Model Center
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff in the Model Centers that PB #08-149-OPE, Information At Your Finger Tips: HRA's New Automated Customer Information Station (FLYER 101) and (FLYER 101A) is now obsolete. Kiosk Forms (M-98e) which lists all the forms available in the Kiosk is also being obsoleted.</p> <p>The removal of the Kiosk system was announced in PB #12-08-OPE.</p> <p><i>Effective Immediately</i></p> <p>Model Center Directors must ensure that all versions of the Flyers and form is removed from circulation and recycled.</p> <p>Samples of the obsoleted Flyers and form is attached.</p> <p>Attachments:</p> <p>FLYER-101 Information At Your Finger Tips: HRA's New Automated Customer Information Station Flyer (Obsolete)</p> <p>FLYER-101 (S) Information At Your Finger Tips: HRA's New Automated Customer Information Station Flyer (Spanish) (Obsolete)</p> <p>FLYER-101A Information At Your Finger Tips: HRA's New Automated Customer Information Station Flyer (Obsolete)</p> <p>FLYER-101A (S) Information At Your Finger Tips: HRA's New Automated Customer Information Station Flyer (Spanish) (Obsolete)</p> <p>M-98e Kiosk Forms (Obsolete)</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

The background of the slide features a repeating pattern of stylized handprints in purple and white. The handprints are oriented in various directions, creating a sense of movement and connectivity. The central text is contained within a solid black rectangular box.

INFORMATION AT YOUR FINGERTIPS:

**HRA's new
Automated
Customer
Information
Station**

HRA now has Automated Customer Information Stations (Kiosks) in our Model Centers to help you get the following information:

- Employment listings and tips;
- Answers to frequently asked questions;
- Child support information;
- Childcare providers in your area;
- Estimates of cash assistance and food stamp benefits; and
- Other important information to assist you during your transition to self-sufficiency.

You can access the Kiosks without having to wait to see a worker. We hope that this new tool will go a long way in providing the information and services you require, more quickly and conveniently as you requested.

For more information on HRA and our services, call the HRA Infoline at 1-877-472-8411.



**Human Resources
Administration**
Department of
Social Services

Robert Doar
Commissioner

INFORMACIÓN AL ALCANCE DE SUS MANOS:

La nueva Estación
Automatizada de
la HRA para
Información al
Cliente

HRA ahora cuenta con estaciones automatizadas para información al cliente (puestos) en los Centros Modelo, donde podrá obtener la siguiente información:

- listas de empleo y recomendaciones;
- respuestas a preguntas frecuentes;
- información sobre manutención infantil;
- proveedores de cuidado de niños en su área;
- **cálculos de beneficios de asistencia en efectivo y cupones de alimentos; y**
- otra información importante para ayudarlo durante su transición a la autosuficiencia.

Puede acceder a los puestos sin tener que esperar que un trabajador de caso lo atienda. Esperamos que esta nueva herramienta le sea de gran utilidad y le proporcione la información y los servicios que necesita en forma más rápida y conveniente -- tal como usted solicitó.

Para obtener más información sobre HRA y nuestros servicios, llame a la InfoLine de HRA al 1-877-472-8411.



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- Child support information;
- Childcare providers in your area;
- Estimates of **cash assistance and food stamp** benefits; and
- Other important information to assist you during your transition to self-sufficiency.

In addition you can print information about your current **Cash Assistance and Food Stamp** budget. In order to do so, you must provide information about yourself at the Kiosk.

You can access the Kiosks without having to wait to see a worker. We hope that this new tool will go a long way in providing the information and services you require, more quickly and conveniently – as you requested.

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NYC[™] **Human Resources Administration**
Department of Social Services

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- proveedores de cuidado de niños en su área;
- cálculos de beneficios de asistencia **en efectivo y cupones de alimentos**; y
- otra información importante para ayudarlo durante su transición a la autosuficiencia.

Además, puede obtener información sobre su presupuesto actual de Asistencia en Efectivo y Cupones de Alimentos. Para hacerlo, tendrá que ingresar información personal en el puesto.

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Kiosk Forms

Forms	Item	Title	Form Number	Agency
Fillable	1	Food Stamp Benefits Application/Recertification	LDSS-4826	State Form
	2	Enrollment Form for Provider of Legally-Exempt Family Child Care and Legally-Exempt In-Home Child Care	OCFS-LDSS-4699	State Form
	3	Employment of Minors Form	OCFS-LDSS-4699.1	State Form
	4	Legally-Exempt In-Home Child Care Provider Agreement Form	OCFS-LDSS-4699.2	State Form
	5	Enrollment Form for Provider of Legally-Exempt Group Child Care	OCFS-LDSS-4700	State Form
	6	Recertification Absent Parent Questionnaire	M-384d	FIA
	7	Absent Parent Questionnaire	M-384k	FIA
	8	Application for Life Line Telephone Service	M-463	FIA
	9	Request for Emergency Assistance or Additional Allowance (For Participants Only)	W-137A	FIA
	10	Request to Pay Rent Arrears in Excess of Public Assistance Maximum Shelter Allowance	W-146E	FIA
	11	Request for Review of Underpayment	W-147B	FIA
	12	Primary Tenant's Statement Regarding Occupancy of Secondary Tenant	W-147Q	FIA

Kiosk Forms

Forms	Item	Title	Form Number	Agency
Informational	13	Health Care Programs for New Yorkers	LDSS-4807	State Form
	14	Employment of Minors, Information	OCFS-LDSS-4699.1A	State Form
	15	Parental Responsibilities When Employing a Legally-Exempt In-Home Child Care Provider	OCFS-LDSS-4699.2A	State Form
	16	EBT Pickup Schedule July–December 2006	EBT-52	FIA
	17	Eligibility Factors and Suggested Documentation Guide	W-119D	FIA
	18	Important: Using Common Benefit Identification Cards (CBIC) for Medical Services	W-126E	FIA
	19	Notice of Benefits and Services Available from the HIV/AIDS Services Administration (HASA)	W-139E	FIA
	20	Leaving Public Assistance and Keeping Your Job Quick Reference Guide Available Benefits and Services	W-203R	FIA
	21	Troubled? Frustrated? Angry? Don't Take It Out On Your Children!	W-273A	FIA
	22	CACFP Child and Adult Care Food Program	W-273R	HRA/CACP
	23	Public Assistance and Child Support: What Parents Need to Know	W-273KK	FIA
	24	Child Care Fact Sheet & Planner	W-574EE	FIA