



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-55-OPE

(This PB obsoletes PB #08-148-OPE, CD #07-19, CD #09-27 and CD #09-28)

OBSOLETE FORMS

<p>Date: July 19, 2012</p>	<p>Subtopic: Forms</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Note: Beginning August 29, 2012, any reference to the Food Stamp Program shall mean the Supplemental Nutrition Assistance Program (SNAP) and any reference to Food Stamp benefits or Food Stamps (FS) shall mean SNAP benefits.</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non-Cash Assistance Food Stamp (NCA-FS) Center staff that the following forms are now obsolete because they have either been replaced, outdated, and/or the information that they contain is no longer applicable:</p> <ul style="list-style-type: none"> • Important Notice Regarding Your Food Stamp Recertification (EXP-76BB) • Important Information About Changes in Your Job/Food Stamp Center (EXP- 84B) • Important Information About Changes in Your Food Stamp Center (EXP- 84VV) • Important Information About Changes in Your Food Stamp Center (EXP- 84Z) • Important Information About Changes in Your Family Services Call Center (EXP- 85) • Important Information About Changes in Your Food Stamp Center (EXP- 85T) • Your Local Food Stamp Center Will Remain Open to Serve the Community (EXP- 85U) • Important Information About Your Recertification (EXP- 85V) • Food Stamp/Medicaid Recertification Form (W-102C) • Worker’s Guide to the Completion of the “Food Stamp/Medicaid Recertification Form” [W-102C] (W-102D) <p>Job Center Directors must ensure that all previous versions of the forms and the multilingual equivalents are removed from circulation and recycled.</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


Samples of the obsolete forms are attached.

Effective Immediately

Related Items:

[PB #04-122-ELI](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

EXP-76BB	Important Notice Regarding Your Food Stamp Recertification (Obsolete)
EXP- 84B	Important Information About Changes in Your Job/Food Stamp Center (Obsolete)
EXP- 84VV	Important Information About Changes in Your Food Stamp Center (Obsolete)
EXP- 84Z	Important Information About Changes in Your Food Stamp Center (Obsolete)
EXP- 85	Important Information About Changes in Your Family Services Call Center (Obsolete)
EXP- 85T	Important Information About Changes in Your Food Stamp Center (Obsolete)
EXP- 85T (S)	Important Information About Changes in Your Food Stamp Center (Spanish) (Obsolete)
EXP- 85U	Your Local Food Stamp Center Will Remain Open to Serve the Community (Obsolete)
EXP- 85V	Important Information About Your Recertification (Obsolete)
W-102C	Food Stamp/Medicaid Recertification Form (Obsolete)
W-102D	Worker's Guide to the Completion of the "Food Stamp/Medicaid Recertification Form" (W-102C) (Obsolete)

Important Notice Regarding Your Food Stamp Recertification

This notice is to remind you that in order to continue to receive Food Stamp benefits your household must comply with recertification requirements. Failure to recertify will result in the termination of your Food Stamp benefits.

Recently, the Fort Greene Food Stamp Center (F20), which is responsible for the recertification of your Food Stamp case, was temporarily relocated to 3050 West 21st Street, 3rd Floor, Brooklyn, NY 11217. If you are not subject to finger imaging requirements and have been scheduled for a recertification interview, you may complete your recertification by telephone. This may be convenient if you find the Center's temporary location difficult to reach.

Your Recertification Appointment Notice provides instructions on how to complete your recertification interview over the telephone. If you decide to recertify by phone, please ensure that you follow the instructions on your notice.

If you have any questions or concerns, please contact the Fort Greene Food Stamp Center at (718) 333-3090.

OBSOLETE

REMEMBER TO SAFEGUARD YOUR ELECTRONIC BENEFIT TRANSFER (EBT) CARD AND PIN NUMBER AT ALL TIMES. **THE HUMAN RESOURCES ADMINISTRATION (HRA) WILL NEVER ASK YOU FOR YOUR PIN NUMBER.** YOU SHOULD NEVER GIVE OUT YOUR SOCIAL SECURITY NUMBER OR OTHER PERSONAL INFORMATION. IF YOUR CASH ASSISTANCE AND/OR FOOD STAMP BENEFITS HAVE BEEN STOLEN, PLEASE CONTACT THE BUREAU OF FRAUD INVESTIGATION AT (212) 274-5030.

(Vea al dorso)

Aviso Importante Acerca de su Recertificación de Cupones para Alimentos

Por el presente le recordamos que para poder seguir recibiendo beneficios de Cupones para Alimentos su hogar tiene que cumplir los requisitos de recertificación. El no recertificarse como debido resultará en la terminación de sus beneficios de Cupones para Alimentos.

Recientemente, el Centro de Cupones para Alimentos de Fort Greene (F20), el cual está encargado de la recertificación de su caso de Cupones para Alimentos, fue temporariamente reubicado al 3050 West 21st Street, 3er Piso, Brooklyn, NY 11217. Si a usted no se le requiere tomar imágenes digitales y se le ha programado una entrevista de recertificación, puede llevar a cabo su recertificación por teléfono. Esto puede ser conveniente si la ubicación temporaria del Centro le resulta de difícil acceso.

Su Aviso de Cita de Recertificación le proporciona instrucciones de como llevar a cabo su entrevista de recertificación por teléfono. Si usted decide recertificarse por teléfono, favor de asegurarse de seguir las instrucciones en su aviso.

Si tiene cualquier pregunta o duda, favor de comunicarse con el Centro de Cupones para Alimentos de Fort Greene al (718) 333-3090.

OBSOLETE

RECUERDE PROTEGER EN TODO MOMENTO SU TARJETA DE TRANSFERENCIA ELECTRÓNICA DE BENEFICIOS (EBT) Y SU NÚMERO DE INFORMACIÓN PERSONAL (PIN).

LA ADMINISTRACIÓN DE RECURSOS HUMANOS (HRA) NUNCA LE PEDIRÁ SU NÚMERO PIN.

USTED NUNCA DEBE DAR SU NÚMERO DE SEGURO SOCIAL U OTROS DATOS PERSONALES. SI SUS BENEFICIOS DE ASISTENCIA EN EFECTIVO Y/O CUPONES PARA ALIMENTOS HAN SIDO ROBADOS, FAVOR DE COMUNICARSE CON LA OFICINA DE INVESTIGACIÓN DE FRAUDE (BUREAU OF FRAUD INVESTIGATION – BFI) AL (212) 274-5030.

(See other side)



Important Information About Changes in Your Job/ Food Stamp Center

On November 13, 2007, the Dyckman Job Center and Washington Heights Food Stamp Center will relocate from 4660 Broadway, New York, NY 10040, to **4055 Tenth Avenue, New York, NY 10034**. We will also change the way we do business. The goal of these changes is to help us serve you better.

The first change you will see is a new main reception area. When you enter the Center, please go to the main reception desk, where you will be given a color-coded ticket and then 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 person will direct you to CSIC instead of to your worker. If you drop off documents, CSIC 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 Center now, you will also see new "Automated Customer Information Stations" (kiosks). These kiosks will enable you to obtain employment information, child care information and view HRA forms. You can also access a series of questions and answers about Cash Assistance, Food Stamps and Medicaid that may help you determine if you are eligible for those benefits. The kiosks are similar to an ATM where you simply touch the screen to get information you may need.

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

Please note the Dyckman Job Center's and Washington Heights Food Stamp Center's business hours are 8:30 AM to 5:00 PM Monday through Friday.

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/ Centro de Cupones para Alimentos

El 13 de noviembre del 2007, el Centro de Trabajo de Dyckman y el Centro de Cupones para Alimentos de Washington Heights se trasladarán del 4660 Broadway, New York, NY 10040, al **4055 Tenth Avenue, New York, NY 10034**. Además, cambiaremos nuestro modo de operar. El objeto de estos cambios es poder brindarle a usted un mejor servicio.

El primer cambio que notará será una nueva recepción principal. Al entrar al Centro, favor de presentarse a la recepción, donde se le dará un boleto de colores y luego se le dirigirá a la sala de espera de la unidad que le atenderá. Esperamos que este cambio reduzca la cantidad de tiempo que tendrá que esperar en fila.

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

Además, cuando entre al Centro ahora, podrá ver nuevas “Estaciones Automatizadas de Información para el Cliente” (Automated Customer Information Stations) o quioscos, los cuales le permitirán obtener datos sobre empleo y cuidado infantil, al igual que ver algunos formularios de HRA. Más aún, podrá conseguir acceso a una serie de preguntas y respuestas sobre Asistencia en Efectivo, Cupones para Alimentos y Medicaid, que pueden ayudarle a determinar si tiene derecho a dichos beneficios. Los quioscos son similares a un cajero automático donde con sólo tocar la pantalla puede conseguir cualquier información que necesite.

Para poder ofrecerle un más rápido servicio, el Centro de Trabajo Dyckman y el Centro de Cupones para Alimentos de Washington Heights limitarán la cantidad de personas admitidas. Si alguien le acompaña, por favor asegúrese de que la persona tenga identificación.

Favor de notar que las horas de trabajo del Centro de Trabajo de Dyckman y el Centro de Cupones para Alimentos de Washington Heights son de 8:30 AM a 5:00 PM de lunes a viernes.

Estimamos que estos cambios nos permitirán servirle más eficientemente. Aceptaremos con gusto sus comentarios y sugerencias.

Important Information About Changes in Your Food Stamp Center

On December 8, 2008, the Fort Greene Food Stamp Center, temporarily located at 3050 West 21st Street, Brooklyn, New York 11224, will return to the newly renovated Fort Greene Model Center at 275 Bergen Street, Brooklyn, New York 11217. We will also change the way we do business. The goal of these changes is to help us serve you better.

The first change you will see is a new main reception area. When you enter the Center, please go to the main reception desk, where you will be given a color-coded ticket and then be directed to the waiting area of the unit which will serve you. We hope this change will reduce the amount of time you spend waiting 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 person will direct you to CSIC. If you need to drop off documents, CSIC staff will ensure that you have submitted the documents requested. For documents which have been requested, you will be given a receipt to show that you have delivered the appropriate documentation.

Additionally, when you enter the Center, you will now see new "Automated Customer Information Stations" (Kiosks). These Kiosks will enable you to obtain employment information, child care information and view Human Resources Administration (HRA) forms. You can also access a series of questions and answers about Cash Assistance, Food Stamps, and Medicaid that may help you determine if you are eligible for those benefits. The Kiosks are similar to an Automated Teller Machine (ATM); simply touch the screen to get the information you may need.

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

Please note, the Fort Greene Model Center's business hours will be from 8:30 AM to 5:00 PM, Monday through Friday.

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

Should you need to contact the Fort Greene Food Stamp Center, please call (718) 473-8510.

Directions to the Fort Greene Model Center at 275 Bergen Street:

By Train: B, Q, 2, 3, 4 or 5 to Atlantic Avenue or
D, M, N, or R to Atlantic Avenue – Pacific Street.
Walk south on 4th Avenue to Bergen Street.
Turn right and walk 1 1/2 blocks to 275 Bergen Street.

By Bus: B37 or B103 to 3rd Avenue and Bergen Street or
B65 to Bergen Street and Nevins Street.

Información Importante Sobre Cambios en Su Centro de Cupones para Alimentos

El 8 de diciembre, 2008, el Centro de Cupones para Alimentos de Fort Greene, ubicado temporalmente en 3050 West 21st Street, Brooklyn, New York 11224 regresará al recién renovado Centro Modelo de Fort Greene en 275 Bergen Street, Brooklyn, New York 11217. Además, cambiaremos nuestro modo de operación. El propósito de estos cambios es poder brindarle un mejor servicio a usted.

El primer cambio que usted notará es una nueva área principal de recepción. Al entrar al Centro, favor de presentarse al puesto de la recepción principal, donde se le dará un boleto codificado con colores y luego se le dirigirá a la sala de espera de la unidad que le atenderá. Esperamos que este cambio reduzca el tiempo de espera en fila.

Otro cambio que usted notará es el nuevo Centro de Información y Atención al Cliente (Customer Service and Information Center – CSIC). El CSIC fue creado para brindarle a usted un servicio más rápido y eficiente. Por ejemplo, si usted sólo necesita información general sobre beneficios o servicios, o desea dejar un documento, un miembro del personal de la recepción principal le dirigirá al CSIC. Si usted necesita dejar documentos, el personal de CSIC se asegurará de que usted haya presentado los documentos apropiados. Para documentos que se hayan solicitado, usted recibirá un recibo como comprobante de que haya presentado la documentación apropiada.

Más aún, al usted entrar al Centro, notará nuevos "Puestos de Atención al Cliente Automatizados" (Customer Information Stations) (Quioscos). Estos quioscos le permitirán obtener información sobre empleo, cuidado infantil y revisar formularios de la Administración de Recursos Humanos (HRA). Usted también puede acceder una serie de preguntas y respuestas sobre Asistencia en Efectivo, Cupones para Alimentos, y Medicaid que le puede ayudar a determinar si es elegible para esos beneficios. Los quioscos son similares a un Cajero Automático (ATM); sencillamente toque la pantalla para obtener la información que necesite.

Para servirle más expeditivamente, el Centro Modelo de Fort Greene limitará el número de visitantes. Si usted opta por que alguien le acompañe, favor de asegurarse de que tengan identificación.

Tenga presente que las horas laborables del Centro Modelo de Fort Greene serán de 8:30 AM a 5:00 PM, de lunes a viernes.

Estimamos que estos cambios le permitirán a la HRA servirle a usted más eficientemente. Gustosamente aceptaremos sus comentarios y sugerencias.

En caso de que usted necesite comunicarse con el Centro de Fort Greene de Cupones para Alimentos, favor de llamar al (718) 473-8510.

Indicaciones de viaje al Centro Modelo de Fort Greene en 275 Bergen Street:

Por Tren: B, Q, 2, 3, 4 o 5 hasta Atlantic Avenue o
D, M, N o R hasta Atlantic Avenue – Pacific Street.
Camine en dirección sur en la 4th Avenue hasta Bergen Street.
Doble a la derecha y camine 1 1/2 cuadras hasta 275 Bergen Street.

Por Bus: B37 o B103 hasta 3rd Avenue y Bergen Street o
B65 hasta Bergen Street y Nevins Street.

Important Information About Changes in Your Job Center

Please be advised that the Hamilton Job Center will be closing effective November 28, 2008. As of November 28, 2008, your case will be transferred to a different Job Center within your zip code, as specified below:

Hamilton Job Center:

- If you reside within the 10027, 10030, or 10037 zip codes, starting November 28, 2008, your case will be handled by the East End Model Job Center, located at 2322 Third Avenue, New York, NY 10035.
- If you reside within the 10025 or 10031 zip codes, starting November 28, 2008, your case will be handled by the Dyckman Model Job Center, located at 4660 Broadway, New York, NY 10040.

Please note that your case is now being transferred to a **Model Center**. Model Centers serve to improve the physical environment of local service centers and increase the efficiency of customer service. As a result, you will notice some differences between the operation of your current center and your new Model Center.

The first change you will see is a new main reception area. When you enter the Center, please go to the main reception desk, where you will be given a color-coded ticket and then 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 person will direct you to CSIC instead of to your Worker. If you drop off documents, CSIC 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 Center, you will also see new "Automated Customer Information Stations" (kiosks). These kiosks will enable you to obtain employment or child care information and view HRA forms. You can also access a series of questions and answers about Cash Assistance, Food Stamps, and Medicaid that may help you determine if you are eligible for those benefits. The kiosks are similar to an ATM, where you simply touch the screen to get information you may need.

In order to serve you more expeditiously, the East End and Dyckman Model Job Centers will limit the number of visitors who are allowed inside. If you choose to have someone accompany you, please be sure that he or she has identification.

Please note that the business hours at the East End and Dyckman Model Job Centers are Monday through Friday, 8:30 AM to 5:00 PM.

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

Información Importante Sobre Cambios en Su Centro de Trabajo

Favor tenga presente que el Centro de Trabajo Hamilton se cerrará a partir del 28 de noviembre, 2008. A partir del 28 de noviembre del 2008, su caso será trasladado a un Centro de Trabajo diferente dentro de su código postal, como indicado más abajo:

Centro de Trabajo Hamilton:

- Si usted reside dentro de los códigos postales 10027, 10030, o 10037, a partir del 28 de noviembre del 2008 su caso será administrado por el Centro de Trabajo Modelo East End, ubicado en 2322 Third Avenue, New York, NY 10035.
- Si usted reside dentro de los códigos postales 10025 o 10031, a partir del 28 de noviembre del 2008 su caso será administrado por el Centro de Trabajo Modelo Dyckman, ubicado en 4660 Broadway, New York, NY 10040.

Favor de notar que su caso está siendo trasladado a un **Centro Modelo**. Los Centros Modelo han sido creados para mejorar el ambiente físico de los centros de servicios locales e incrementar la eficiencia del servicio al cliente. Como resultado, usted notará algunas diferencias entre el funcionamiento de su actual centro y su nuevo Centro Modelo.

El primer cambio que usted notará es una nueva área de recepción principal. Al usted entrar al Centro, favor de presentarse a la recepción principal, donde se le dará un boleto de color y se le enviará a la sala de espera de la unidad que le atenderá. Esperamos que este cambio reduzca la cantidad de tiempo que usted tenga que esperar en fila.

Otro cambio que notará es el nuevo Centro de Atención e Información al Cliente (Customer Service and Information Center – CSIC). El CSIC fue creado para proporcionar un servicio más rápido y eficiente. Por ejemplo, si usted sólo necesita información general sobre beneficios o servicios o desea dejarnos un documento, un miembro del personal de la recepción le dirigirá al CSIC en vez de a su trabajador. Si nos deja documentos, el personal del CSIC se asegurará de que usted haya presentado los documentos solicitados por su trabajador. Usted recibirá un recibo como comprobante de que ha entregado la documentación apropiada.

Además, cuando entre al Centro, podrá ver nuestras nuevas “Estaciones Automatizadas de Información al Cliente” o quioscos. Estos quioscos le permitirán obtener datos sobre empleo o cuidado infantil, al igual que ver algunos formularios de HRA. Más aún, podrá conseguir acceso a una serie de preguntas y respuestas sobre Asistencia en Efectivo, Cupones para Alimentos y Medicaid que podrían ayudarle a determinar si es elegible para dichos servicios. Los quioscos son similares a un cajero automático, que con sólo tocar la pantalla, puede conseguir información que usted pueda necesitar.

Para atenderle con mayor rapidez, los Centros de Trabajo Modelo de East End y Dyckman limitarán el número de personas dentro del Centro. Si decide traer a alguien que le acompañe, por favor asegúrese de que dicha persona tenga identificación.

Favor de notar que las horas laborables de los Centros de Trabajo Modelo de East End y Dyckman son de lunes a viernes de 8:30 AM a 5:00 PM.

Confiamos en que estos cambios nos permitirán servirle a usted de un modo más eficiente. Aceptaremos con gusto sus comentarios y sugerencias.

Important Information About Changes in Your Family Services Call Center

This is not an appointment notice.

On December 8, 2008, the Family Services Call Center (FSCC) Brooklyn Satellite Office, temporarily located at 98 Flatbush Avenue, Brooklyn, NY 11217, will return to the newly renovated Fort Greene Model Center at 275 Bergen Street, Brooklyn, NY 11217. We will also change the way we do business. The goal of those changes is to help us serve you better.

The first change you will see is a new main reception area. When you enter the Center, please go to the main reception desk, where you will be given a color-coded ticket and then be directed to the waiting area of the unit which will serve you. We hope this change will reduce the amount of time you spend waiting on line.

Additionally, when you enter the Center, you will now see new "Automated Customer Information Stations" (Kiosks). These Kiosks will enable you to obtain employment information, child care information and view Human Resources Administration (HRA) forms. You can also access a series of questions and answers about Cash Assistance, Food Stamps, and Medicaid that may help you determine if you are eligible for those benefits. The Kiosks are similar to an Automated Teller Machine (ATM); simply touch the screen to get the information you may need.

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

Please note, the Fort Greene Model Center's business hours will be from 8:30 AM to 5:00 PM, Monday through Friday.

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

Should you need to contact the FSCC Brooklyn Satellite Office, please call (718) 694-8647.

Directions to the FSCC Brooklyn Satellite Office at 275 Bergen Street:

By Train: B, Q, 2, 3, 4 or 5 to Atlantic Avenue or
D, M, N, or R to Atlantic Avenue – Pacific Street.
Walk south on 4th Avenue to Bergen Street.
Turn right and walk 1½ blocks to 275 Bergen Street.

By Bus: B37 or B103 to 3rd Avenue and Bergen Street or
B65 to Bergen Street and Nevins Street.

Información Importante Sobre Cambios en Su Centro de Llamadas de Servicios a la Familia

El presente no es un aviso de cita.

A partir del 8 de diciembre del 2008, la oficina Satélite de Brooklyn del Centro de Llamadas de Servicios a la Familia (Family Services Call Center – FSCC) que está temporariamente ubicado en 98 Flatbush Avenue, Brooklyn, NY 11217, regresará al recién renovado Centro Modelo de Fort Greene en 275 Bergen Street, Brooklyn, NY 11217. También cambiaremos nuestro modo de operación. El propósito de estos cambios es poder servirle mejor a usted.

El primer cambio que usted notará es una nueva área principal de recepción. Al entrar al Centro, favor de presentarse al puesto de la recepción principal, donde se le dará un boleto codificado con colores y luego se le dirigirá a la sala de espera de la unidad que le atenderá. Esperamos que este cambio reduzca el tiempo de espera en fila.

Más aún, al usted entrar al Centro, notará nuevos "Puestos de Atención al Cliente Automatizados" (Customer Information Stations) (Quioscos). Estos quioscos le permitirán obtener información sobre empleo, cuidado infantil y revisar formularios de la Administración de Recursos Humanos (HRA). Usted también puede acceder una serie de preguntas y respuestas sobre Asistencia en Efectivo, Cupones para Alimentos, y Medicaid que le puede ayudar a determinar si es elegible para esos beneficios. Los quioscos son similares a un Cajero Automático (ATM); sencillamente toque la pantalla para obtener la información que necesite.

Para servirle más expeditivamente, el Centro Modelo de Fort Greene limitará el número de visitantes. Si usted opta por que alguien le acompañe, favor de asegurarse de que tengan identificación.

Tenga presente que las horas laborables del Centro Modelo de Fort Greene serán de 8:30 AM a 5:00 PM, de lunes a viernes.

Estimamos que estos cambios le permitirán a la HRA servirle a usted más eficientemente. Gustosamente aceptaremos sus comentarios y sugerencias.

En caso de que usted necesite comunicarse con la oficina Satélite de Brooklyn del Centro de Llamadas de Servicios a la Familia, favor de llamar al (718) 694-8647.

Indicaciones de viaje a la oficina Satélite de Brooklyn del Centro de Llamadas de Servicios a la Familia en 275 Bergen Street:

Por Tren: B, Q, 2, 3, 4 o 5 hasta Atlantic Avenue o
D, M, N, o R hasta Atlantic Avenue – Pacific Street.
Camine en dirección sur en la 4th Avenue hasta Bergen Street.
Doble a la derecha y camine 1 1/2 cuerdas hasta 275 Bergen Street.

Por Bus: B37 o B103 hasta 3rd Avenue y Bergen Street o
B65 hasta Bergen Street y Nevins Street.

Important Information About Changes in Your Food Stamp Center

You were recently mailed the Notice of Change of Center (**Form M-55**) that informed you that upon receipt of that notice your case will be serviced by the Brighton Food Stamp Center located at 2865 West 8th Street, Brooklyn, New York 11224. Please disregard the information on that notice.

Your case will actually be transferred to a new Food Stamp Center that will open on **October 19, 2009**. The new Center will be named the East New York Food Stamp Center (**F28**) and will be located on the first floor of **404 Pine Street, Brooklyn, New York 11208**.

Your case will continue to be serviced by your current Food Stamp Center until the East New York Food Stamp Center opens on October 19, 2009. Should you have any questions about your case before October 19, 2009, please contact your current Food Stamp Center.

The East New York Food Stamp Center's business hours will be from **8:30 AM to 5:00 PM**, Monday through Friday.

If you need to contact the East New York Food Stamp Center, you may call (718) 827-3961 starting on October 19, 2009.

Please call HRA Infoline at (877) 472-8411 if you have any questions about the East New York Food Stamp Center.

If you have a physical or mental condition that makes it difficult to travel to your new Center, please call (718) 827-3961 starting on October 19, 2009.

We apologize for any inconvenience that may have been caused by the incorrect notice that we sent to you.

For travel information, call the MTA numbers below

Travel Information Center (Daily, 6:00 AM – 10:00 PM): (718) 330-1234

Travel Information for Non English Speakers (Daily, 6:00 AM – 10:00 PM):
(718) 596-8585, (TTY) (718) 596-8273

Elevator/Escalator Hotline (all times): (800) 734-6772, (TTY) (718) 596-8273

Información Importante Sobre Cambios En Su Centro de Cupones para Alimentos

Recientemente, le enviamos por correo el Aviso de Cambio de Centro (**Form M-55**) que le informaba de que al usted recibir dicho aviso su caso sería atendido por el Centro de Cupones para Alimentos de Brighton, ubicado en 2865 West 8th Street, Brooklyn, New York 11224. Favor de hacer caso omiso a la información en dicho aviso.

De hecho, su caso será trasladado a un nuevo Centro de Cupones para Alimentos que se abrirá el **19 de octubre, 2009**. El nuevo Centro se llamará el Centro de Cupones para Alimentos de East New York (**F28**) y estará ubicado en el primer piso de **404 Pine Street, Brooklyn, New York 11208**.

Su caso seguirá siendo atendido por su actual Centro de Cupones para Alimentos hasta que el Centro de Cupones para Alimentos de East New York se abra el 19 de octubre, 2009. Ante cualquier duda sobre su caso antes del 19 de octubre, 2009, favor de comunicarse con su actual Centro de Cupones para Alimentos.

Las horas laborables del Centro de Cupones para Alimentos de East New York serán de **8:30 AM a 5:00 PM**, de lunes a viernes.

Si usted necesita comunicarse con el Centro de Cupones para Alimentos de East New York, puede llamar al (718) 827-3961 a partir del 19 de octubre, 2009.

Favor de llamar a la Línea Informativa de la HRA (HRA Infoline) al (877) 472-8411 ante cualquier duda sobre el Centro de Cupones para Alimentos de East New York.

Si usted tiene un problema físico o mental que le dificulte trasladarse a su nuevo Centro, favor de llamar al (718) 827-3961 a partir del 19 de octubre, 2009.

Disculpe cualquier inconveniente que le pueda haber causado el aviso incorrecto que le enviamos.

Para Indicaciones de viaje, llame a los números de la MTA a continuación

Centro de Indicaciones de Viaje (Travel Information Center) (A diario, 6:00 AM – 10:00 PM):
(718) 330-1234

Indicaciones de Viaje para las Personas Que No Hablen Inglés (Travel Information for Non English Speakers) (A diario, 6:00 AM – 10:00 PM): (718) 596-8585, (TTY) (718) 596-8273

Línea Informativa sobre Ascensores/Escaleras Automáticas (Elevator/Escalator Hotline) (a todas horas); (800) 734-6772, (TTY) (718) 596-8273

Your Local Food Stamp Center Will Remain Open to Serve the Community

You were recently mailed the Notice of Change of Center (**M-55**) informing you that your Food Stamp case was transferred from the Brighton Food Stamp Center (F28) at 2865 West 8th Street, Brooklyn, New York 11224 to either the Fort Greene Food Stamp Center (F20) at 275 Bergen Street, Brooklyn, New York 11217 or to the Boro Hall Food Stamp Center (F23) at 45 Hoyt Street, Brooklyn, New York 11201.

This is to inform you that the Food Stamp Center at 2865 West 8th Street, Brooklyn, New York 11224 will remain open. The Food Stamp Center has been renamed the Coney Island Food Stamp Center and has a new center number F22. Since your case will now be serviced by the Coney Island Food Stamp Center, we ask that you disregard the notice of transfer we sent to you.

If you need to contact the Coney Island Food Stamp Center, please call (718) 265-5621. The Coney Island Food Stamp Center's business hours will be from 8:30 AM to 5:00 PM, Monday through Friday.

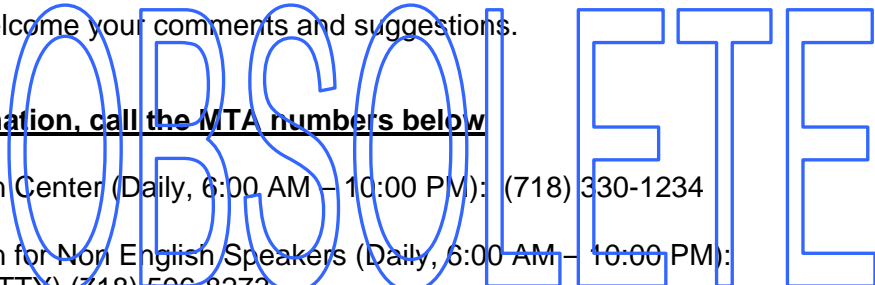
As always, we welcome your comments and suggestions.

For travel information, call the MTA numbers below

Travel Information Center (Daily, 6:00 AM – 10:00 PM): (718) 330-1234

Travel Information for Non English Speakers (Daily, 6:00 AM – 10:00 PM):
(718) 596-8585, (TTY) (718) 596-8273

Elevator/Escalator Hotline (all times); (800) 734-6772, (TTY) (718) 596-8273



(Vea al dorso)

Su Centro Local de Cupones para Alimentos Permanecerá Abierto Para Atender a la Comunidad

Recientemente, le enviamos por correo el Aviso de Cambio de Centro (Formulario **M-55**) informándole de que su caso de Cupones para Alimentos fue trasladado del Centro de Cupones para Alimentos de Brighton (F28) ubicado en 2865 West 8th Street, Brooklyn, New York 11224 a uno de los dos siguientes Centros de Cupones para Alimentos—al de Fort Greene (F20), ubicado en 275 Bergen Street, Brooklyn, New York 11217, o al de Boro Hall (F23), ubicado en 45 Hoyt Street, Brooklyn, New York 11201.

Por el presente le informamos de que el Centro de Cupones ubicado en 2865 West 8th Street, Brooklyn, New York 11224 permanecerá abierto. Al Centro de Cupones para Alimentos se le ha asignado el nuevo nombre de Centro de Cupones de Coney Island y el número de centro F-22. Puesto que de ahora en adelante su caso será atendido por el Centro de Cupones para Alimentos de Coney Island, favor de hacer caso omiso del aviso de traslado que le enviamos.

Si usted necesita comunicarse con el Centro de Cupones para Alimentos de Coney Island, favor de llamar al (718) 265-5621. Las horas laborables del Centro de Cupones para Alimentos de Coney Island serán de 8:30 AM a 5:00 PM, de lunes a viernes.

Como siempre agradecemos sus sugerencias y comentarios.

OBSOLETE

Para Indicaciones de Viaje, llame a los números de la MTA a continuación

Centro de Indicaciones de Viaje (Travel Information Center)
(6:00 AM – 10:00 PM, a diario): (718) 330-1234

Indicaciones de Viaje para las Personas Que No Hablen Inglés
(Travel Information for Non English Speakers) (6:00 AM – 10:00 PM, a diario):
(718) 596-8585, (TTY) (718) 596-8273

Línea Informativa sobre Ascensores/Escaleras Automáticas (Elevator/Escalator Hotline)
(a todas horas); (800) 734-6772, (TTY) (718) 596-8273

(See the reverse)

Case Number: _____

Important Information About Your Recertification

You were recently mailed a recertification packet which included the Food Stamp Benefits Application/Recertification (**LDSS-4826**) and a business reply envelope.

Telephone Recertification:

If you would like to continue to receive Food Stamp benefits, please complete the recertification application and mail it to us in the envelope that was included in your recertification packet. Even though your case has been transferred back to the Coney Island Food Stamp Center (F22) at 2865 West 8th Street, Brooklyn, New York 11224, you may still mail your completed forms using the envelope we sent to you.

Please review the telephone contact number listed on the recertification notice you were sent. If your contact number is incorrect, or if we do not have any number on file for you, or if you would like us to contact you at a different number for your telephone recertification, please call the Coney Island Food Stamp Center at (718) 265-5621.

Face-to-Face Recertification:

We encourage you to recertify by telephone; however, if you would like to continue to receive Food Stamp benefits and wish to have a face-to-face interview, you can do that at the Coney Island Food Stamp Center (F22) at 2865 West 8th Street, Brooklyn, New York 11224. To schedule a face-to-face interview, please call us at (718) 265-5621.

The Coney Island Food Stamp Center's business hours are from 8:30 AM to 5:00 PM, Monday through Friday.

(Vea al dorso)

Número del Caso: _____

Información Importante Sobre Su Recertificación

Recientemente le enviamos por correo el paquete de recertificación que incluía la Solicitud/ Recertificación para los Beneficios de Cupones para Alimentos (**LDSS-4826**) y un sobre de retorno.

Recertificación por Teléfono:

Si desea continuar recibiendo los beneficios de los Cupones para Alimentos, por favor llene la solicitud de recertificación y envíenla por correo en el sobre que estaba incluido en su paquete de recertificación. Aunque su caso ha sido transferido al Centro de Cupones para Alimentos de Coney Island (F22), ubicado en 2865 West 8th Street, Brooklyn, New York 11224, aún puede enviar por correo sus formularios llenados usando el sobre que le enviamos.

Por favor cerciórese de que el teléfono de contacto proporcionado por usted en el aviso de la recertificación que le enviaron esté correcto. Si su número de contacto está incorrecto, o si no tenemos en nuestros archivos un número de contacto suyo, o si le gustaría que nos comuniquemos con usted a un número diferente para su recertificación por teléfono, por favor llame al Centro de Cupones para Alimentos de Coney Island al (718) 265-5621.

Recertificación Cara a Cara:

Le sugerimos que realice la recertificación por teléfono, sin embargo, si desea continuar recibiendo los beneficios de los Cupones para Alimentos, y desea una entrevista cara a cara, puede arreglarla en el Centro de Cupones para Alimentos de Coney Island (F22), ubicado en 2865 West 8th Street, Brooklyn, New York 11224. Para programar una cita cara a cara, por favor llámenos al (718) 265-5621.

Las horas laborales del Centro de Cupones para Alimentos de Coney Island son de 8:30 AM a 5:00 PM, de lunes a viernes.

(See the reverse)

VI. Current Shelter Expenses
Gastos Actuales de Albergue

Shelter Type <i>Tipo de Albergue</i>	Name of Person Who Pays Shelter Expenses <i>Nombre de la persona que paga gastos de albergue</i>	Monthly Amount <i>Cantidad Mensual</i>	ES Initials
		\$	
		\$	
		\$	

VII. Name of Insurance Company:
Nombre de Compañía de Seguros: _____

Monthly Premium <i>Prima Mensual</i>	Policy Number <i>Número de Póliza</i>	Group Number <i>Número de Grupo</i>	Insurance Code <i>Código de Seguro</i>	HMO Indicator <i>Indicador de HMO</i>	Effective Date <i>Fecha de Vigencia</i>
Names of Persons Covered <i>Nombre de las Personas Cubiertas</i>					
1)			2)		
3)			4)		

VIII. Confirmation of Pregnancy
Confirmación de Embarazo

Name:
Nombre: _____

ES Initials: _____

Expected Day of Confinement:
Fecha Anticipada de Hospitalización: _____

Medical Verification Attached:
Verificación Médica Adjunta: _____

IX. Confirmation of Disability
Confirmación de Incapacidad

Name:
Nombre: _____

ES Initials: _____

Describe Disability:
Describe la Incapacidad: _____

OBSOLETE

Participant Permission
Permiso del Participante

The information on this form is accurate and I request my case be evaluated for continued Medicaid.
La información en este formulario es exacta y solicito que mi caso sea evaluado para continuar recibiendo Medicaid.

Participant/Authorized Representative Signature:
Firma del Participante Representante Autorizado: _____

Date:
Fecha: _____

Print Name:
Escriba Nombre en Letras de Molde: _____

Home Telephone:
Número de Teléfono: _____

FS Representative Signature:
Firma del Representante de FS: _____

Date:
Fecha: _____

Print Name:
Escriba Nombre en Letra de Molde: _____

Date:
Fecha: _____

----- **For Office Use Only** -----

Food Stamp Eligibility Decision
Decisión del Especialista de Elegibilidad de Cupones para Alimentos

This food stamp case is eligible for continued food stamp benefits.
Este caso de cupones para alimentos es elegible para beneficios continuos de cupones para alimentos.

This food stamp case is NOT eligible for continued food stamp benefits.
Este caso de cupones para alimentos NO es elegible para beneficios continuos de cupones para alimentos.

This food stamp participant failed to report for an interview and his/her case has been closed.
Este participante de cupones para alimentos no se presentó para una entrevista y su caso ha sido cerrado.

Food Stamp Supervisor Review
Revisión del Supervisor de cupones para alimentos

I agree with the above food stamp eligibility determination.
Yo estoy de acuerdo con la determinación del Especialista de Elegibilidad de cupones para alimentos.

FS Supervisor Signature:
Firma del Supervisor de FS: _____

Date:
Fecha: _____

Print Name:

Telephone Number:



Worker's Guide to the Completion of the "Food Stamp/Medicaid Recertification Form" (W-102C)

- Initial each entry you make in the space provided (Sections I through IX).
- Monitor the MA Authorization "To Date."
- Check the box if the participant does NOT want his/her case recertified for Medicaid at this time. (Have the participant print and sign his/her name.)

I (a). Individuals on Medical Assistance

Confirm that individuals listed in this section are active on Medicaid by reviewing the attached WMS screen prints. Also confirm each person's date of birth, Social Security number and sex. If the participant's data has changed, cross out the old and write in the new.

- You may find active MA individuals who are not listed on the FS case (or are not in "active status" on the FS case). Regardless of their FS status, all active MA individuals on one MA case must be listed on the Food Stamp/Medicaid Recertification Form.
- One food stamp Household may consist of individuals who are on different Medicaid cases. In this situation, complete one Food Stamp/Medicaid Recertification Form for each Medicaid case.

I (b). Additional Family Members Actions

Ask the participant if he/she wants to add (or remove) an immediate family member (e.g., a spouse or a child) to (or from) his/her active Medicaid case. If yes, annotate this form with his/her name. *Note:* only immediate family members who are

active on food stamps qualify to be added to an active Medicaid Case.

II. Current Home Address

Verify the participant's current address and enter the following information:

- Street Name and House Number; Apartment Number; City, State & Zip Code.

III. Current Monthly Income per Household Member (Earned & Unearned)

List all earned and unearned income sources along with gross monthly amounts. Attribute each income source to a specific participant.

- If one individual has multiple earned and unearned income sources, then list each source (and the corresponding gross monthly amount) separately.

IV. Resources

List all resource types along with gross monthly amounts. Attribute each resource to a specific participant.

- If any participant has more than one resource, list each resource type (and the corresponding gross monthly amount) separately.

V. Current Child/Dependent Care Expenses

List all child/dependent care types (e.g., daycare, home attendant) along with monthly expense amounts. Each Child/Dependent Care expense must be attributed to a specific participant.

VI. Current Shelter Expenses

List the shelter type (e.g., rent, room and board, homeless shelter), the monthly shelter expense, and the name of the person who is actually paying this shelter expense. The person actually paying the shelter expense does not have to be a member of the food stamp household.

VII. Information on Private Health Insurance (Do NOT include Medicaid information)

Enter all available health insurance information. If the participant does not have this information but does have a copy of his/her health insurance benefit card, attach a photocopy of the participant's health insurance benefit card to the W-102C. If the participant does not have the proper documentation or the benefit card, inform the participant that they have five business days to return with the documentation. Forward the W-102C form to Medicaid with a note that indicates that the participant has been instructed to return with the appropriate documentation.

VIII. Confirmation of Pregnancy

Enter the name and the Expected Date of Confinement (EDC) of anyone listed in Section I who is pregnant. Attach a photocopy of documentation verifying the pregnancy and the EDC. If the participant does not have the proper EDC documentation, instruct them to return within five business days with the documentation. Forward the W-102C to Medicaid with a note that indicates that the participant has been instructed to return with the appropriate documentation.

IX. Confirmation of Disability

Enter the name (and a short description of the disability) in Section I of any participant who is claiming a medical disability.

- If the participant is currently receiving SSI, Social Security Disability or other disability payments, note their disability status in the space provided.

Participant Permission

- Check the appropriate box:
 - Confirming the accuracy of case information and the participant's request to have his/her case evaluated for continued eligibility.
- Ensure the participant signs and prints his/her name along with the current date and home telephone number.

Food Stamp Eligibility Decision

- Check the appropriate box:
 - Indicating that you find the food stamp case eligible for continued benefits.
 - Indicating that you do not find the food stamp case eligible for continued benefits.
- Sign and print your name with the current date.
- Forward all completed forms to your Group Supervisor on a daily basis.

Food Stamp Supervisor Review

- The Food Stamp Supervisor will:
 - Check a box indicating that he/she agrees with the FS Eligibility Specialist's (ES) decision.
 - Sign and print his/her name along with the current date.
 - Provide his/her telephone number.

Food Stamp Deferral Situations

- Inform the participant why his/her case is being deferred in accordance with current procedures.
- Hold the case record for 30 days in accordance with current procedures.
- Hold the W-102C for 30 days with the case record.
- If the participant returns with his/her documentation within 30 days, the ES completes the eligibility determination and forwards the completed case record and the W-102C to the Supervisor for review and signoff.
- If the participant does not return with his/her documentation within 30 days, the ES takes action to close the case and forwards the completed "closed" case record and the W-102C (indicating the case is closing) to the FS Supervisor for review and signoff.

Participant Fail to Report (FTR) Situations

- Hold the case record until the 15th of the following month.
- If the participant reports for his/her interview on or before the 15th of the following month, reception will forward this case (and the accompanying W-102C) to the food stamp ES for a recertification interview.
- If the participant does not report for his/her interview by the 15th of the following month, reception will check the box on the W-102C indicating:
 - That the participant failed to keep his/her appointment and their case has been closed.
- FTR W-102Cs will be picked up by a Medicaid worker and tracked along with all eligibility decisions.