



FAMILY INDEPENDENCE ADMINISTRATION


Matthew Brune, Executive Deputy Commissioner

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

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #13-58-OPE

RENAMING OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CHANGE CENTERS

Date: June 14, 2013	Subtopic(s): Supplemental Nutrition Assistance Program
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff about the renaming of Change Centers to Telephone Interview Processing Services (TIPS) and the announcement of a new TIPS location.</p> <p>Two Supplemental Nutrition Assistance Program "Change Centers" have been renamed "Telephone Interview Processing Services" – "TIPS". The new name reflects actual service activities. The name change applies to the Brooklyn Change Center – 24 and Long Island City Change Center – 43.</p> <p>Effective June 17, 2013, there will be a new Telephone Interview Processing Services "TIPS 11" location opening at 404 Pine Street – 3rd Floor, Brooklyn, NY 11208.</p> <p>TIPS 11 will handle telephone interviews for new applications and recertifications for the boroughs of Manhattan and Staten Island. The TIPS locations do not provide in-person services to clients. They conduct telephone-only interviews, and perform case processing.</p> <p>The 3 TIPS locations are as follows:</p> <p>Telephone Interview Processing Services - 11 404 Pine Street – 3rd Floor Brooklyn, NY 11208</p> <p>Telephone Interview Processing Services – 24 495 Clermont Avenue - 4th Floor Brooklyn, NY 11238</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

Telephone Interview Processing Services – 43
32-20 Northern Boulevard - 4th Floor
Long Island City, NY 11101

Note:

The name of the Special Projects Change Center – 25, at 250 Church Street - 8th Floor, New York, NY 10007 remains the same as its function is different than a TIPS location.

Effective Immediately