



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-61-OPE

(This Policy Bulletin replaces PB #11-62-OPE)

REVISION TO THE NEW YORK CITY CHILDREN'S SERVICES/ACS CASE REVIEW AND SUPPORT UNIT (FORMERLY CASP UNIT)

Date: June 20, 2013	Subtopic(s): Childcare, ACCIS, ACS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of this policy bulletin is to inform all staff involved in the processing of child care that the New York City Children's Services/ACS Cash Assistance Support and Policy Unit (CASP) has changed their name to the Case Review and Support Unit and has new contact information.</p> <p>The Case Review and Support (CRS) Unit, formerly known as CASP, assists HRA staff with processing child care by providing child care information, updates, and assistance. The CRS unit responds to child care questions by phone and email (see Attachment A for CRS contact information). The CRS Unit provides immediate assistance, whenever possible.</p> <p>The CRS unit provides the following information/assistance to HRA Staff:</p> <ul style="list-style-type: none"> • Perform child care agency transfers (change ACCIS care from ACS to HRA) • Provide pertinent child care information • Provide child care updates (fees, market rates, regulations, capacity, etc.) • Answer eligibility, enrollment, and policy questions • Assist with ACCIS transactions/requests <p><i>Effective Immediately</i></p> <p>Attachment:</p> <p>Attachment A Case Review and Support Unit Contact Information</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

Attachment A

**Case Review and Support Unit
Contact Information**

Contact information is for staff only. Parents and childcare providers/programs should not be given contact information for the Case Review and Support Unit.

TELEPHONE	EMAIL ADDRESS
BROOKLYN AND STATEN ISLAND JOB CENTERS/SITES	
212-393-5089	Jocelyne.Celestin@acs.nyc.gov
BRONX JOB CENTERS/SITES	
212-393-5087	Betty.Mitchell@acs.nyc.gov
212-393-5085	Betty.Ware@acs.nyc.gov
MANHATTAN JOB CENTERS/SITES	
212-393-5090	Beverly.Strong@acs.nyc.gov
QUEENS JOB CENTERS/SITES	
212-390-0586	Marie.Glemaud@acs.nyc.gov