



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-23-OPE (This Policy Bulletin Obsoletes PB #11-46-OPE)

REVISION TO THE MODEL CENTER DESK GUIDE (W-205MM)

Date: March 23, 2015	Subtopic(s): Forms
<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 Job Center and Supplemental Nutrition Assistance Program (SNAP) Center staff that the Model Center Desk Guide (W-205MM) has been revised as follows:</p> <ul style="list-style-type: none"> • Queues have been updated within each section. • The ACS Queue has been removed. • The language has been changed from Food Stamp to Supplemental Nutritional Assistance Program (SNAP). • Two footnotes have been added. <p>Center Directors must ensure that all previous versions of the (W-205MM) are removed from circulation and recycled.</p> <p>A sample of the above mentioned form is attached.</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>W-205MM Model Center Desk Guide (Rev. 3/23/15)</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

Model Center Desk Guide

CA Case Management Unit				
Can Call Tickets in These Queues*		Can Route Customers to These Queues		
CA Appl Interview	CA MDR	CA Application/Addn	CA MDR**	D&C In-House
CA Appl Interview HC	CA Missed Appt	CA Appointment**	CA Missed Appt**	Enrollment Agency
CA Appointment	CA Other	CA Conciliation**	CA PreCon Outreach	FH&C Conference
CA Conciliation	CA PreCon Outreach	CA Info Verification**	CA Recertification**	HDU General
CA In-House	CA Recertification		CA Special Call-In**	NCA Intake
CA Info Verification	CA Special Call-In		CSIC Child Care	

CA Customer Service				
Can Call Tickets in These Queues	Can Route Customers to These Queues			
CSIC Child Care	CA Application/Addn	CA MDR**	CSIC Child Care	FH&C Conference
CSIC Document Rtn	CA Appointment**	CA Missed Appt**	CSIC General	HDU General
CSIC General	CA Conciliation**	CA Recertification**	CSIC Supervisor	NCA Intake
CSIC Supervisor	CA Info Verification**	CA Special Call-In**	D&C In-House	
		CA Other†	Enrollment Agency	

CA Reception	D&C	Enrollment Agency	SNAP (NCA)	NCA Customer Service
Can Call	Can Call	Can Call	Can Call	Can Call
CA Application/Addn	D&C D&C In-House	Enrollment Agency	NCA Appl Interview NCA Conf/Appt/Problem NCA Intake NCA Recertification	CSIC NCA CBIC CSIC NCA Document Rtn CSIC NCA General
Can Route To	Can Route To	Can Route To	Can Route To	Can Route To
CA Appl Interview CA Info Verification** CSIC General D&C In-House FH&C Conference HDU General NCA Intake	CA Application/Addn CA Info Verification** CSIC Child Care CSIC General D&C In-House NCA Intake	CSIC Child Care D&C In-House	CA Application/Addn CSIC NCA CBIC CSIC NCA General NCA Intake	CA Application/Addn CSIC General NCA Appl Interview** NCA Conf/Appt/Problem NCA Intake NCA Recertification**

* At some Centers, a limited number of CMU staff are able to call CA Application/Addn tickets.

** The customer's appointment must be verified, or arrangements made with the destination unit, before the customer can be routed to this queue.

† CA Other tickets can only be issued to CA applicants who have an emergency.

Note: This document only lists regular queues. In addition, FDR can route to center-specific counter-queues.

Model Center Desk Guide

Fair Hearing & Compliance (FH&C)	Homelessness Diversion Unit (HDU)
Can Call Tickets in This Queue	Can Call Tickets in These Queues
FH&C Conference	HDU General, Document Rtn, Interview
Can Route Customers to These Queues	Can Route Customers to These Queues
CA Application/Addn CA Appointment** CA Conciliation** CA In-House CA Info Verification** CA MDR** CA Missed Appt** CA Recertification** CSIC Child Care CSIC General D&C In-House Enrollment Agency NCA Intake	CA Application/Addn CA Appointment** CA Conciliation** CA Document Return CA In-House CA Info Verification** CA Interview CA MDR** CA Missed Appt** CA Recertification** CSIC Child Care CSIC General D&C In-House Enrollment Agency FH&C Conference NCA Intake

SAMPLE

Front Door Reception (FDR) – Can Route Customers to These Queues				
CA Appl Interview HC	CA MDR**	CSIC Document Rtn	D&C	NCA Intake
CA Application/Addn	CA Missed Appt**	CSIC General	Enrollment Agency	NCA Recertification**
CA Appointment**	CA PreCon Outreach	CSIC NCA CBIC	FH&C Conference	
CA Conciliation**	CA Recertification**	CSIC NCA Document Rtn	HDU General	
CA Info Verification**	CA Special Call-In**	CSIC NCA General	NCA Appl Interview**	
	CSIC Childcare			

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