



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #15-51-OPE

### CONTACTING THE FIA CALL CENTER

*(This Policy Bulletin Replaces PB #10-04-OPE)*

<p><b>Date:</b> June 2, 2015</p>	<p><b>Subtopic(s):</b> Call Center</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>See <a href="#">PB #13-101-OPE</a> for the submission of the <b>W-200B</b>.</p>	<p>The purpose of this policy bulletin is to advise staff of the procedure to follow when contacting the FIA Call Center.</p> <p>The FIA Call Center responds to questions received from Family Independence Administration (FIA) staff. The questions must come from FIA training staff or FIA supervisory level staff or higher. FIA line level workers must first discuss his/her questions/issues with their trainer or supervisor. If the discussion does not provide an answer to the worker's question or if further clarification is needed, the request to the FIA Call Center must be made by the trainer or the supervisory level staff or higher.</p> <p>Staff should use the HRA eDocs search engine on the HRA Intranet to locate procedures that may provide answers to their questions.</p> <p>Requests to the FIA Call Center to update alien information on the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal Form (<b>W-200B</b>) must be reviewed, approved, and submitted by the Job Center AJOS II Immigrant Liaison or by the NCA SNAP Center's Supervisor/Director's Designee.</p> <p><b>Note:</b> When submitting a <b>W-200B</b> to change alien information in WMS, staff must always use the most current version of the form and must submit legible documentation to support the change.</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 FIA Call Center does not respond to personnel questions.

See [PB #15-07-SYS](#) for reporting system outages and broken machinery.

The preferred way to contact the FIA Call Center is by email.

The FIA Call Center does not respond to questions from:

- Applicants or participants
- Individuals not employed by FIA
- Advocates/attorneys (that do not work for FIA), etc.

The FIA Call Center responds to questions related to published FIA procedures and Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) policy.

The FIA Call Center can be contacted by telephone at **718-557-1313**, then press **3** at the prompt followed by **1**; by email at FIA Call Center Fax, or by facsimile at **917-639-0298** (use fax for Date of Status, Date of Entry, or Alien Citizenship Indicator changes only).

When contacting the FIA Call Center, staff should provide the following information:

- first and last name;
- Windows login ID;
- telephone number;
- Center name and number;
- Supervisor's name (questions submitted by training staff do not require the Supervisor's name);
- subject matter of the question ( i.e., CA, SNAP, employment, housing, etc.);
- background information including policies/manuals that have already been searched for an answer to the question; and
- the question requiring a response.

A problem ticket is created and emailed to the requestor even if the question came in by telephone or fax.

Upon receipt of this information, the question will be logged into Support Magic and a problem ticket will be created and emailed to the requestor (see example below).

From: mishelpsql@hra.nyc.gov or MISHELP

DO NOT SEND AN EMAIL REPLY TO THIS EMAIL NOTIFICATION

NOTICE OF A POLICY CALL CENTER (PCC) HELP DESK INCIDENT REPORT

This notification is to confirm the receipt of an incident reported to the POLICY CALL CENTER (PCC) Help Desk.

On: 5/6/2015 3:33:54 PM

Incident Number:

The Incident Number is the Problem Ticket Number

Incident With:

The Incident With is the category of the question (e.g. CA, SNAP, Childcare)

Incident Description:

The question to be answered will appear here.

If the incident described is not correct, please feel free to call the POLICY CALL CENTER (PCC) Help Desk at 718 557-1313 with the Assigned Incident Number # and the reason for your concern.

Thank You,  
POLICY CALL CENTER (PCC) Help Desk

Responses to all questions will come via email.

FIA Call Center staff will research the question and provide a response by email. The requestor will receive an email from: mishelpsql@hra.nyc.gov or MISHELP (see example below).

**DO NOT SEND AN EMAIL REPLY TO THIS EMAIL NOTIFICATION**

To check the status of your problem ticket at our Self Service Help Desk, please follow the Login instructions at the bottom of this E-Mail.

**NOTICE OF A PCC HELP DESK PROBLEM RESOLUTION**

This notification is to confirm the resolution of a problem reported to the PCC Help Desk;

On Problem Ticket Number

Assigned Problem Number: Problem Ticket Number

Problem With: Category of the question

Problem Description: The question to be answered

Resolution Date: The response to the question will appear here.

Resolution: The response to the question will appear here.

If this problem is not resolved, then please feel free to call the PCC Help Desk at 1(929) 221-7311 with the Assigned Problem Number 331328 and the reason for your concern.

Thank You,

PCC Help Desk

**\*\*Self Service Help Desk Log-in instructions:**

Log-in instructions for Support Magic's Self Service Help Desk

1. Click on the following link:  
<http://magic109e16sshd/helpdesk>
  - a. This will open an Internet Explorer session for you.
2. At the log in Screen for "Client ID" type your Windows or LAN ID.
3. For your password type in the word "magic" (Lower Case).
4. Once logged in to the HRA Self Service Help Desk, there will be a "How To" instructional document that will explain how to use available functions.

*Effective Immediately*

**Related Items:**

[PB #15-07-SYS](#)

Reporting System Outages and Broken Machinery

[PB #13-101-OPE](#)

Revisions to the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal (**W-200B**)