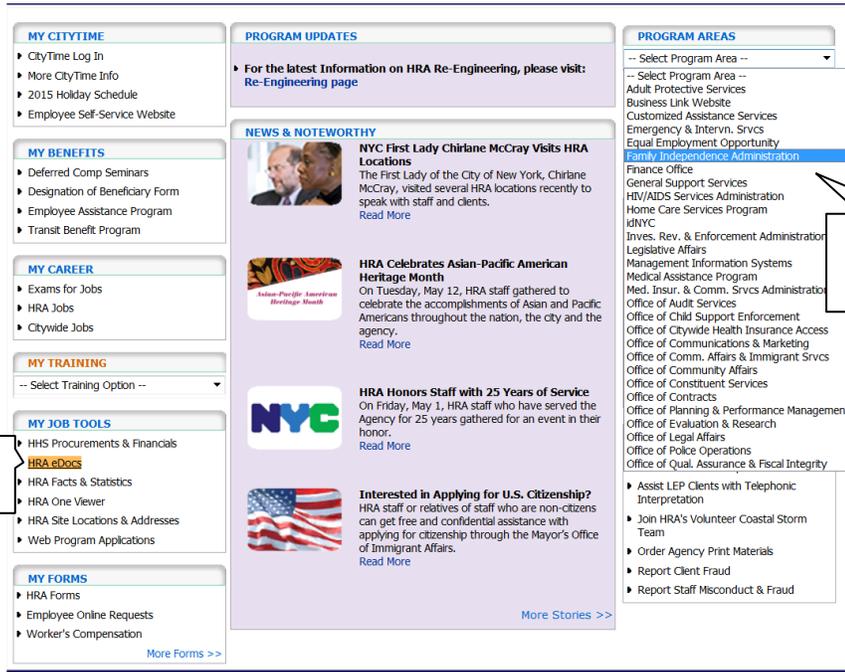


Jill Berry, Deputy Commissioner  
Office of Program Support

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

**POLICY BULLETIN #15-60-SYS**  
(This Policy Bulletin Replaces PB #10-39-OPE)

**ACCESSING HRA EDOCS, FIA WEB PAGE AND MULTI-LANGUAGE FORMS**

<p><b>Date:</b> June 30, 2015</p>	<p><b>Subtopic:</b> Procedures</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>HRA Homepage</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to update staff on the use of HRA (Human Resources Administration) eDocs and the FIA (Family Independence Administration) Web page, both of which can be accessed from the HRA Homepage. It also provides instructions on how to access multi-language forms using eDocs and the FIA Web.</p> <div data-bbox="527 997 1372 1669" style="border: 1px solid black; padding: 5px;">  </div> <ul style="list-style-type: none"> <li>To initiate a search for a document or form, click on <b>HRA eDocs</b> under <b>My Job Tools</b>, or click on the <b>Family Independence Administration</b> from the drop-down menu under <b>Program Area</b>.</li> </ul>

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

HRA eDocs

- Click on **HRA eDocs** on the HRA Homepage to search for a document or a form.

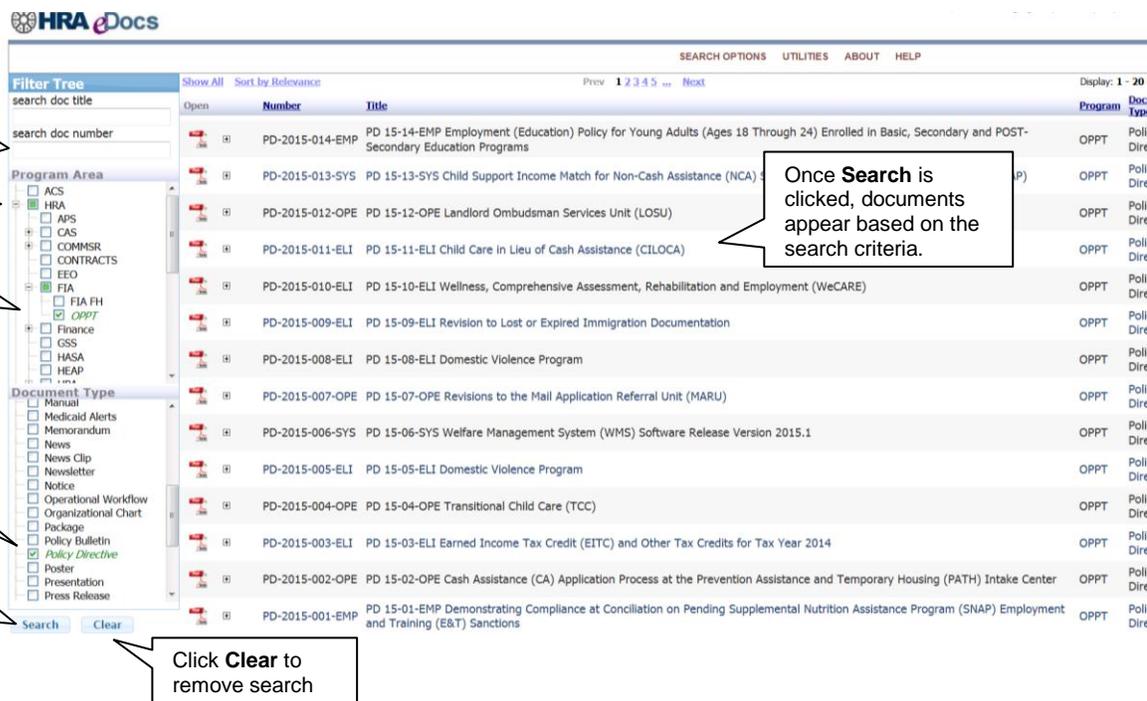
**To Locate a Document on HRA eDocs**

The HRA eDocs Page criteria allows for a search as follows:

- Enter a whole or partial title, name or number of the document in the **search doc title/number** field and click **Search**.



- If the number or name of the document is unknown, the search can be refined which displays a number of documents as follows:



- Under **Program Area**, click on the + sign next to HRA to view the FIA Submenus and select **OPPT**. Scroll down to Document Type and select **Policy Directives, Policy Bulletins, Center Directive** (for CD Memos), **Desk Guide, Brochure, Fax Flash, Forms, or Transmittal**, or as appropriate. Click **Search** and a list of documents appear in the right hand column.

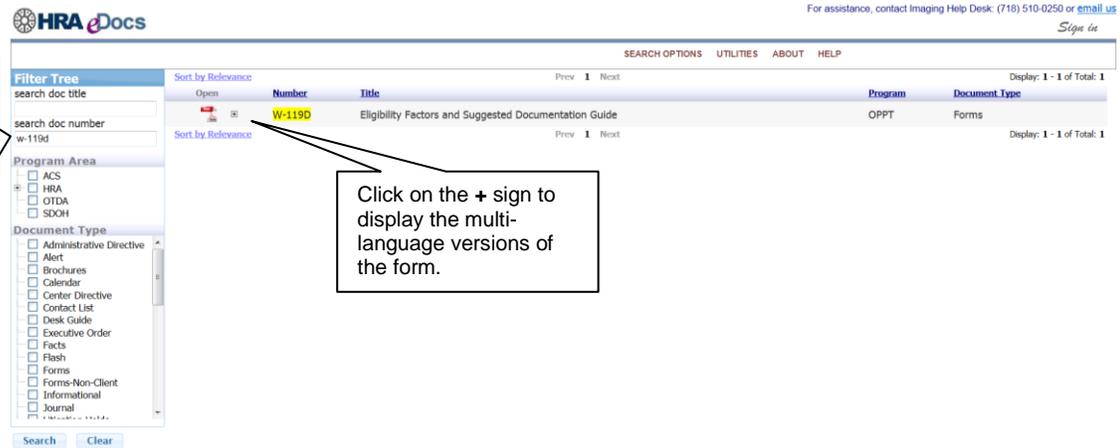
Multi-Language forms

**To Locate Forms (multi-language included) on HRA eDocs**

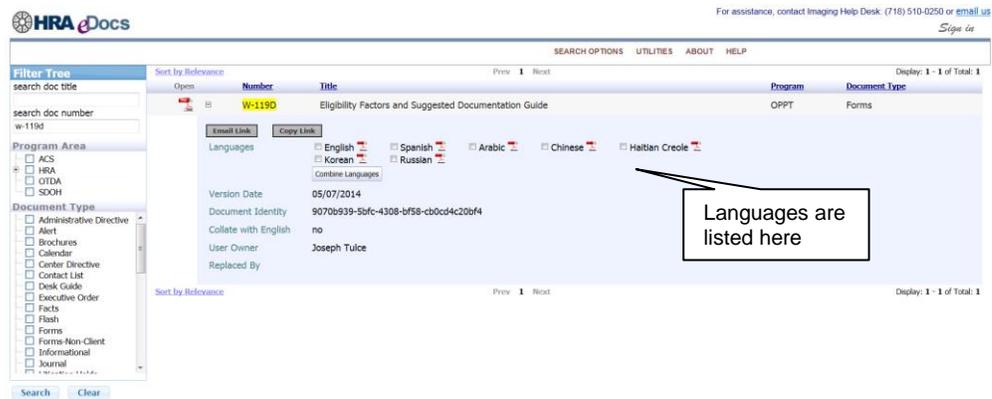
The HRA eDocs Page criteria allows for a search as follows:

- Enter the whole or partial specific title, name or number of the form in the **search doc title/number** field and click **Search** and the screen appears listing the form.

Enter the whole or partial title or number of the form.



- To display the form, click the PDF icon.
- To display the multi-language versions of the form, click the + sign and the screen below appears listing the multi-language versions of the form.



- To display the form, click the PDF icon next to the desired language and print.

FIA Web

- Click **Family Independence Administration (FIA)** from the drop down menu under Program Area on the HRA Homepage to search for a document or a form.

Click on **Office of Procedures.**

**PROGRAM AREAS**  
-- Select Program Area --

**FIA**

- FIA Home
- Office of Housing and Homelessness Services and Initiatives
- Office of Employment and Contracts
- Supplemental Nutrition Assistance Program
- Office of Procedures
- Office of Training Operations
- Office of Logistical Support and Operations [+]
- Reference Materials [+]
- Reports/Statistics [+]
- Contacts
- FIA News
- FIA Calendar
- FIA Photo Gallery
- FIA Commissioner's Excellence

**FIA Web Apps**

- FIA HR Source



## Family Independence Administration

The **Family Independence Administration (FIA)** operates HRA's Job and Supplemental Nutrition Assistance Program Centers, administering temporary cash assistance, SNAP benefits, employment services, and medical assistance for those receiving cash assistance. FIA works to help clients reach their maximum level of self-sufficiency and overcome any barriers to employment.

FIA is made up of **FIA Operations**, which oversees the Agency's Job and Supplemental Nutrition Assistance Program Centers, and the overall application and distribution process for SNAP benefits and cash assistance, in addition to connecting clients to work programs and other services; the **Office of Employment and Contracts**, which manages job placement program, Back 2 Work, and contracts the Agency maintains with external employment and training vendors; **Housing and Homelessness Services and Initiatives**, which includes homelessness diversion services and temporary cash assistance grants for rental assistance; the **Office of Policies, Procedures and Training** ensures that staff receive training in the latest technology and other techniques and are advised as to the latest policies and procedures; the **Office of Fair Hearing** represents the Agency in disputes on benefits decisions; the **Office of Support Services** and the **Office of FIA Personnel Services** ensure FIA has the resources and staff to serve New Yorkers in need.

- Click **Office of Procedures**, and the FIA Web Page appears.

**PROGRAM AREAS**  
-- Select Program Area --

**FIA Procedures**

- FIA Procedures Help [+]
- Policy Documents [+]
- Forms [+]
- Field Operations Directories [+]
- New York State [-]
- Domestic Violence Directory
- Fax Flashes

**FIA Web Apps**

- FIA HR Source
- FIA IVRS Telephone Recert Reporting System
- FIA Welfare to Work – Timekeeping
- Available Training/Educational Programs
- Online Tracking Training System
- Tracking Outstanding Projects System
- Web Integrated System for Employment System

**FIA**

- FIA Home
- Office of Housing and Homelessness Services and Initiatives
- Office of Employment and Contracts
- Supplemental Nutrition Assistance Program
- Office of Procedures
- Office of Training Operations
- Office of Logistical Support and Operations [+]
- Reference Materials [+]
- Reports/Statistics [+]
- Contacts
- FIA News
- FIA Calendar
- FIA Photo Gallery
- FIA Commissioner's Excellence



## Family Independence Administration

The **Office of Procedures** is responsible for the publication of operational procedures, forms and other policy documents used by the Job Center staff and the Supplemental Nutrition Assistance Program staff. This web page features a what's new section that provides links to all of the procedures published for the current and previous (a total of three months) training releases. In addition, users can search for older policy documents by clicking on the appropriate links on the left.

If you have a question about a procedure please feel free to [contact the FIA CALL CENTER](#).

**What's New - Procedures**

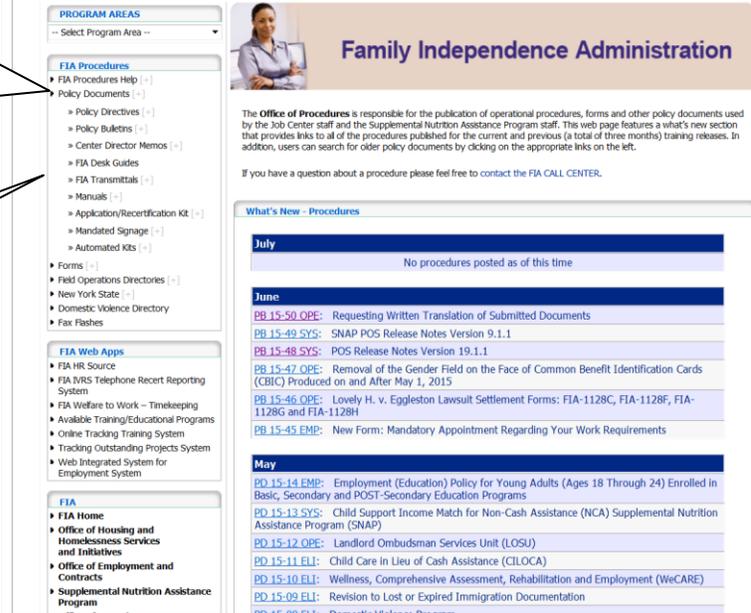
Month	Procedures
<b>July</b>	No procedures posted as of this time
<b>June</b>	<ul style="list-style-type: none"> <li><a href="#">PB 15-50 OPE</a>: Requesting Written Translation of Submitted Documents</li> <li><a href="#">PB 15-49 SYS</a>: SNAP POS Release Notes Version 9.1.1</li> <li><a href="#">PB 15-48 SYS</a>: POS Release Notes Version 19.1.1</li> <li><a href="#">PB 15-47 OPE</a>: Removal of the Gender Field on the Face of Common Benefit Identification Cards (CBIC) Produced on and After May 1, 2015</li> <li><a href="#">PB 15-46 OPE</a>: Lovely H. v. Eggleston Lawsuit Settlement Forms: FIA-1128C, FIA-1128F, FIA-1128G and FIA-1128H</li> <li><a href="#">PB 15-45 EMP</a>: New Form: Mandatory Appointment Regarding Your Work Requirements</li> </ul>
<b>May</b>	<ul style="list-style-type: none"> <li><a href="#">PD 15-14 EMP</a>: Employment (Education) Policy for Young Adults (Ages 18 Through 24) Enrolled in Basic, Secondary and POST-Secondary Education Programs</li> <li><a href="#">PD 15-13 SYS</a>: Child Support Income Match for Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP)</li> <li><a href="#">PD 15-12 OPE</a>: Landlord Ombudsman Services Unit (LOSU)</li> <li><a href="#">PD 15-11 ELI</a>: Child Care in Lieu of Cash Assistance (CLOCA)</li> <li><a href="#">PD 15-10 ELI</a>: Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE)</li> <li><a href="#">PD 15-09 ELI</a>: Revision to Lost or Expired Immigration Documentation</li> <li><a href="#">PD 15-08 FI</a>: Domestic Violence Program</li> </ul>

The page displays three months of published procedures.

## To Locate a document on the FIA Web page

Click on **Policy Documents** and the Drop-down menu appears listing the document types.

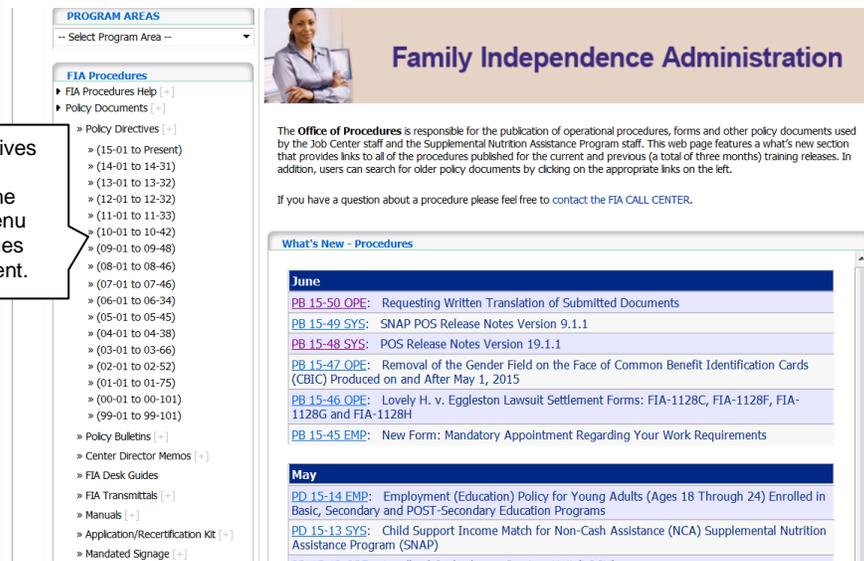
List of Document Types



- Click Policy Documents to display the Drop-down menu listing document types, then click the + sign for the type of document being searched for (i.e., policy directive). The Drop-down menu below will display the year of publication for Policy Bulletins, Policy Directives and Center Director Memos.
- If the link does not have a + sign, click the link and a window will open displaying all of the documents in that folder (i.e., FIA Desk Guides).

Drop-down menu for Policy Documents

If Policy Directives was selected, choose from the Drop-down menu list of timeframes for the document.



- Click the year the Policy Directive was published and the following window will appear.

New HRA eDocs page listing the documents selected

**HRA eDocs**

HOME  
SEARCH OPTIONS  
UTILITIES  
ABOUT HELP

**Search**

Title: \_\_\_\_\_ Number: 2015 [Search]

**Scope** (Clear Scope)  
Document Type: Policy Directive  
Program Area: OPPT

**Attention:** Documents will **only** be returned for matches of your defined scope. Clear the scope to search all public documents.

Sort by Relevance Prev 1 Next

Open	Doc Number	Title
	PD-2015-014-EMP	PD 15-14-EMP Employment (Education) Policy for Young Adults (Ages 18 Through 24) Enrolled in Basic, Secondary and POST-Secondary Education Programs
	PD-2015-013-SYS	PD 15-13-SYS Child Support Income Match for Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP)
	PD-2015-012-OPE	PD 15-12-OPE Landlord Ombudsman Services Unit (LOSU)
	PD-2015-011-ELI	PD 15-11-ELI Child Care in Lieu of Cash Assistance (CILOCA)
	PD-2015-010-ELI	PD 15-10-ELI Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE)
	PD-2015-009-ELI	PD 15-09-ELI Revision to Lost or Expired Immigration Documentation
	PD-2015-008-ELI	PD 15-08-ELI Domestic Violence Program
	PD-2015-007-OPE	PD 15-07-OPE Revisions to the Mail Application Referral Unit (MARU)

This window displays in numerical order all of the Policy Directives published for the year selected. Click the PDF icon to display the document.

**To Locate forms (multi-language included) on the FIAWeb**

Click on **Forms** and select **FIA Forms**.

FIA Forms

**PROGRAM AREAS**  
-- Select Program Area --

**FIA Procedures**

- FIA Procedures Help [+]
- Policy Documents [+]
- Forms [+]
- What's New- FIA Forms
- FIA Forms
- HRA Forms
- MAP Forms
- State Forms
- State Child Care Forms
- ACS Forms
- MKB Project Forms [+]
- Field Operations Directories [+]
- New York State [+]
- Domestic Violence Directory
- Fax Flashes

**FIA Web Apps**

- FIA HR Source
- FIA IVRS Telephone Recert Reporting System
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**Family Independence Administration**

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If you have a question about a procedure please feel free to contact the FIA CALL CENTER.

**What's New - Procedures**

**July**  
No procedures posted as of this time

**June**

- [PB 15-50 OPE:](#) Requesting Written Translation of Submitted Documents
- [PB 15-49 SYS:](#) SNAP POS Release Notes Version 9.1.1
- [PB 15-48 SYS:](#) POS Release Notes Version 19.1.1
- [PB 15-47 OPE:](#) Removal of the Gender Field on the Face of Common Benefit Identification Cards (CBIC) Produced on and After May 1, 2015
- [PB 15-46 OPE:](#) Lovely H. v. Eggleston Lawsuit Settlement Forms: FIA-1128C, FIA-1128F, FIA-1128G and FIA-1128H
- [PB 15-45 EMP:](#) New Form: Mandatory Appointment Regarding Your Work Requirements

- Click **Forms** and select **FIA Forms**.

Enter the whole or partial name of the form.

Enter the whole or partial number of the form.

**Search**  
 Title: \_\_\_\_\_ Number: \_\_\_\_\_

**Scope** [\(Clear Scope\)](#)  
 Document Type: Forms, Forms-Non-Client  
 Program Area: FIA, FIA FH, OPPT, OQA&FI

**Attention:** Documents will **only** be returned for matches of your defined scope. Clear the scope to search all public documents.

Show All Prev 1 2 3 4 5 ... Next

Open	Doc Number	Title
	W-908F	W-908F Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview
	W-908EE	Automated Telephone Recertification
	W-908E	Automated Telephone Recertification Letter
	W-908D	Data Sheet
	W-907RR	Notice of Appointment for Home Visit
	W-907MM	Office of Eligibility and Employment Monitoring
	W-907HH	Notice to landlords in reference to questionnaire
	W-904JJ	W-904JJ Designation of Food Stamp Status of Foster Child
	W-904	Residential Treatment Service Center
	W-901K	W-901K Incomplete Supplemental Nutrition Assistance Program Form

- Enter the whole or partial name or number of the form in the **Title/Number** field, click **Search** and the screen appears below listing the form.

**Search**  
 Title: \_\_\_\_\_ Number: 901k

**Scope** [\(Clear Scope\)](#)  
 Document Type: Forms, Forms-Non-Client  
 Program Area: FIA, FIA FH, OPPT, OQA&FI

**Attention:** Documents will **only** be returned for matches of your defined scope. Clear the scope to search all public documents.

Sort by Relevance Prev 1 Next

Open	Doc Number	Title
	W-901K	W-901K Incomplete Supplemental Nutrition Assistance Program Form

Sort by Relevance Prev 1 Next

PDF icon

Click the + sign for multi-language versions of the form.

- To display the form, click on the **PDF** icon.
- To display the multi-language versions of the form as below, click the **+** sign.

**Search**  
 Title: \_\_\_\_\_ Number: 901k

**Scope** [\(Clear Scope\)](#)  
 Document Type: Forms, Forms-Non-Client  
 Program Area: FIA, FIA FH, OPPT, OQA&FI

**Attention:** Documents will **only** be returned for matches of your defined scope. Clear the scope to search all public documents.

Sort by Relevance Prev 1 Next

Open	Doc Number	Title	Program	Doc Type
	W-901K	W-901K Incomplete Supplemental Nutrition Assistance Program Form	OPPT	Forms

Email Link Copy Link

Languages:
  English  Spanish  Arabic  Chinese  Haitian Creole  
 Korean  Russian

Version Date: 03/31/2015  
 Last Modified: 04/27/2015

Sort by Relevance Prev 1 Next

Languages are displayed here.

- Click on the PDF icon next to the desired version of the form to display and print.

Refer to PB 06-76-SYS for details on accessing the FIA Web from the Paperless Office System (POS).

Refer to PB #15-51-OPE

If a policy document or form cannot be located, JOS/Workers should call the FIA Call Center at 718-557-1313, press 3 at the prompt followed by 1.

*Effective Immediately*

**Related Items:**

[PB #06-76-SYS](#)

[PB #15-51-OPE](#)