FAMILY INDEPENDENCE ADMINISTRATION

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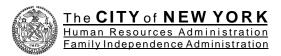
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POLICY BULLETIN #07-03-OPE

INTRODUCTION OF THE MODEL OFFICE NUMBERING, IDENTIFICATION AND QUEUING (MONIQ) DESK GUIDE (W-205MM)

Date: January 3, 2007	Subtopic(s): MONIQ
🖳 This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to introduce the new MONIQ Desk Guide (**W-205MM**) that will be used by JOS/Workers in Model Offices. Staff in Job Centers that are **not** Model Offices should not use this desk guide. The **W-205MM** has been created to assist users of a particular service area in identifying the MONIQ tickets that they can process and the queues to which they can route individuals.
The MONIQ manual will be published under separate cover.	A sample of the desk guide is attached. This desk guide should also be used with the MONIQ manual. *Effective Immediately*
🖳 Please use Print on Demand to obtain copies of forms.	**Attachment:** **W-205MM** MONIQ Desk Guide

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

MONIQ Desk Guide

Customer Service				
Can Call Tickets in These Queues	**Can Route Customers to These Queues**			
CSIC Childcare	ACS Appointment*	D&C	FS Recertification*	PA Missed Appt*
CSIC Express	ACS Referral	FH&C Conference	HDU General	PA Conciliation*
CSIC General	CSIC Childcare	FS Appl Interview*	PA Application/Addn	PA Recertification*
CSIC NPA	CSIC NPA	FS Pre-Screen/Addn	PA Appointment*	PA Other**
CSIC Supervisor	CSIC Supervisor	FS Reception	PA MDR*	

HDU	FH&C	D&C
Can Call Tickets in These Queues	**Can Call Tickets in This Queue**	**Can Call Tickets in This Queue**
HDU General, Interview, Document Rtn	FH&C Conference	D&C
Can Route Customers to These Queues	**Can Route Customers to These Queues**	**Can Route Customers to These Queues**
ACS Appointment*	ACS Appointment*	ACS Appointment*
ACS Referral	ACS Referral	ACS Referral
CSIC Childcare	CSIC Childcare	CSIC Childcare
CSIC General	CSIC General	CSIC General
D&C	D&C	CSIC NPA
FH&C Conference	FS Pre-Screen/Addn	FS Pre-Screen/Addn
FS Pre-Screen/Addn	PA Application/Addn	PA Application/Addn
PA Application/Addn	PA Appointment*	
PA Appointment*	PA Conciliation*	
PA Conciliation*	PA MDR*	
PA MDR*	PA Missed Appt*	
PA Missed Appt*	PA Recertification*	
PA Recertification*		

*You must verify customer's appointment or make arrangements with destination unit before routing a customer to this queue.
**PA Other tickets can only be issued to PA applicants who have a housing or utility emergency.

MONIQ Desk Guide

PA Reception	FS Reception
Can Call Tickets in This Queue PA Application/Addn	**Can Call Tickets in These Queues** FS Pre-Screen/Addn FS Reception
Can Route Customers to These Queues CSIC NPA D&C FH&C Conference FS Pre-Screen/Addn HDU General PA Appl Interview	**Can Route Customers to These Queues** D&C FS Appl Interview FS Conf/Appt/Problem FS Recertification PA Application/Addn

CMU	Food Stamps	ACS
Can Call Tickets in These Queues PA Application Interview PA MDR PA Appointment PA Missed Appt PA Conciliation PA Other** PA From ACS PA Recertification	**Can Call Tickets in These Queues** FS Appl Interview FS Conf/Appt/Problem FS Recertification	**Can Call Tickets in These Queues** ACS Appointment ACS Referral
Can Route Customers to These Queues ACS Appointment* FH&C Conference ACS Referral FS Pre-Screen/Addn CSIC Childcare HDU General CSIC NPA PA Application/Addn D&C	**Can Route Customers to These Queues** D&C PA Application/Addn	**Can Route Customers to These Queues** D&C PA from ACS

*You must verify customer's appointment or make arrangements with destination unit before routing a customer to this queue.

**PA Other tickets can only be issued to PA applicants who have a housing or utility emergency.