



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #07-72-OPE

HANDLING OF NPA FOOD STAMP APPLICATIONS AT JOB CENTERS

<p>Date: June 22, 2007</p>	<p>Subtopic(s): Food Stamps</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Job Center has a co-located NPA FS Office</p> <p>Job Center does not have a co-located NPA FS Office</p> <p>The Job Center must fax the NPA FS application on the same day it is received.</p>	<p>The purpose of this policy bulletin is to inform staff at Job Centers and Non-Public Assistance (NPA) Food Stamp (FS) Offices of the rules that apply when individuals wish to file an NPA FS application at a Job Center.</p> <p>When an individual attempts to file an NPA FS application at a Job Center that has a co-located NPA FS Office, s/he should be referred to the co-located NPA FS Office.</p> <p>When an individual attempts to file an NPA FS application at a Job Center that <u>does not</u> have a co-located NPA FS Office, the Job Center receptionist must inform the individual that Job Centers do not process NPA FS applications. The individual should be given the Food Stamp Income Guidelines form (W-138Q) which contains the addresses of all the New York City FS Offices. If the individual does not want to visit an NPA FS Office to file his/her application, the Job Center receptionist should offer to fax the application to the appropriate NPA FS Office <u>on the same day</u> it is received.</p> <p>If an individual chooses to have the Job Center fax his/her application to an NPA FS Office, s/he should be advised that the application is not considered filed and the processing standard does not begin until the application is received by the NPA FS Office. In order for an application to be faxed by the Job Center to an NPA FS office it must contain, at a minimum, the applicant's name, address (if s/he has one) and signature.</p> <p>When the Job Center has faxed an individual's application to an NPA FS Office, the hard copy of the application is to be sent by messenger to the NPA FS Office.</p>

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*

Job Center staff are not required to screen NPA FS applications for expedited processing or call an NPA FS Office to schedule an interview.

In Model Centers, the Front Door Receptionist will route the NPA FS applicant to the Customer Service and Information Center (CSIC) for assistance. If CSIC faxes the individual's application to an NPA FS Office, the AJOS II responsible for CSIC should e-mail notification of the faxed application to the FS manager at the NPA FS Office.

Job Center Workers are to annotate the newly created NPA FS Application Control Log (**W-700AA**) when referring applicants to an NPA FS Office or when they have faxed an NPA FS application to an NPA FS Office.

When NPA FS Office staff receive an application that has been forwarded to their office by a Job Center, they are to follow the same rules as they would for receiving a mailed or faxed application.

Effective Immediately


Reference:

[Food Stamp Source Book \(FSSB\)](#), Section 4, page 19

Attachment:

W-700AA NPA FS Application Control Log

See [PD #06-16-ELI](#) for processing a mailed or faxed application.

 Please use Print on Demand to obtain copies of forms.



NPA FS Application Control Log

Case Name (Surname, First Name)	Date Application Received	Originating Center	Action Taken	Referral Yes/No
<h1>SAMPLE</h1>				