



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #08-149-OPE

### INFORMATION AT YOUR FINGER TIPS: HRA'S NEW AUTOMATED CUSTOMER INFORMATION STATION FLYER

<b>Date:</b> December 3, 2008	<b>Subtopic(s):</b> Kiosk Flyers
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff that the Human Resources Administration (HRA)/Family Independence Administration (FIA) has created two color flyers entitled Information At Your Fingertips: HRA's new Automated Customer Information Station in purple (<b>FLY-101</b>) and in orange (<b>FLY-101A</b>).</p> <p>The 4¼-by-5½-inch flyers inform applicants/participants that they can access the Kiosks without having to wait to see a worker. The flyers are available in English and Spanish.</p> <p>The flyers explain to applicants/participants how to get the following information by utilizing the Automated Customer Information Station (Kiosks):</p> <ul style="list-style-type: none"> <li>• Employment listings and tips;</li> <li>• Answers to frequently asked questions;</li> <li>• Child support information;</li> <li>• Child care providers in the neighborhood;</li> <li>• Estimates of Cash Assistance and Food Stamp benefits; and</li> <li>• Other important information to assist the participant's transition to self-sufficiency.</li> </ul> <p>The <b>FLY-101A</b> flyer, available only at the Bushwick Model Center, includes a paragraph informing applicants/participants of the ability to print information about their current Cash Assistance (CA) and Food Stamp (FS) budgets after providing specific case information at the Kiosks.</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*

Both the **FLY-101** and **FLY-101A** flyers are placed in holders that are located near the Kiosks in the reception area. The **FLY-101** flyer is available at all Model Centers except Bushwick.


To obtain the flyers, the Center designee at each location must fill out a Requisition form (**W-720**) and indicate the number of flyers that are needed. This form is then submitted via interoffice mail directly to the General Support Services (GSS) Graphics department at 180 Water Street, 22nd Floor, New York, NY 10038, which processes the order and sends it directly to the Center based on the address listed on form **W-720**.


Samples of the flyers are attached.

*Effective Immediately*

**Attachments:**

- FLY-101** Information At Your Fingertips: HRA's new Automated Customer Information Station
- FLY-101 (S)** Information At Your Fingertips: HRA's new Automated Customer Information Station (Spanish)
- FLY-101A** Information At Your Fingertips: HRA's new Automated Customer Information Station
- FLY-101A (S)** Information At Your Fingertips: HRA's new Automated Customer Information Station (Spanish)

 Please use Print on Demand to obtain copies of forms.

The background features several stylized hands in shades of purple, some holding a central black rectangular box. The box contains white text. The word 'SAMUEL' is written in large, blue-outlined letters across the top of the box.

# INFORMATION AT YOUR FINGERTIPS:

**HRA's new  
Automated  
Customer  
Information  
Station**

HRA now has Automated Customer Information Stations (Kiosks) in our Model Centers to help you get the following information:

- Employment listings and tips;
- Answers to frequently asked questions;
- Child support information;
- Childcare providers in your area;
- Estimates of cash assistance and food stamp benefits; and
- Other important information to assist you during your transition to self-sufficiency.

You can access the Kiosks without having to wait to see a worker. We hope that this new tool will go a long way in providing the information and services you require, more quickly and conveniently as you requested.

For more information on HRA and our services, call the HRA Infoline at 1-877-472-8411.



**Human Resources  
Administration**  
Department of  
Social Services

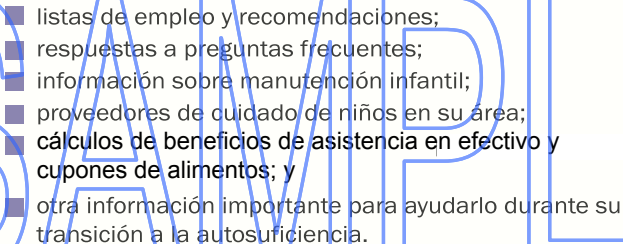
**Robert Doar**  
Commissioner

The background features two stylized hands in shades of purple, one on the left and one on the right, appearing to hold a central black rectangular box. The hands are rendered in a simple, graphic style with white outlines. The black box contains white text. A large, blue, outlined watermark of the word 'SUMMED' is overlaid across the entire page, including the text in the box.

# INFORMACIÓN AL ALCANCE DE SUS MANOS:

La nueva Estación  
Automatizada de  
la HRA para  
Información al  
Cliente

HRA ahora cuenta con estaciones automatizadas para información al cliente (puestos) en los Centros Modelo, donde podrá obtener la siguiente información:

- 
- listas de empleo y recomendaciones;
  - respuestas a preguntas frecuentes;
  - información sobre manutención infantil;
  - proveedores de cuidado de niños en su área;
  - **cálculos de beneficios de asistencia en efectivo y cupones de alimentos;** y
  - otra información importante para ayudarlo durante su transición a la autosuficiencia.


Puede acceder a los puestos sin tener que esperar que un trabajador de caso lo atienda. Esperamos que esta nueva herramienta le sea de gran utilidad y le proporcione la información y los servicios que necesita en forma más rápida y conveniente -- tal como usted solicitó.

Para obtener más información sobre HRA y nuestros servicios, llame a la InfoLine de HRA al 1-877-472-8411.



**Human Resources  
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# INFORMATION AT YOUR FINGERTIPS:

**HRA's new  
Automated  
Customer  
Information  
Station**

**FLY-101A  
11/08**

HRA now has Automated Customer Information Stations (Kiosks) in our Model Centers to help you get the following information:

- Employment listings and tips;
- Answers to frequently asked questions;
- Child support information;
- Childcare providers in your area;
- Estimates of cash assistance and food stamp benefits; and
- Other important information to assist you during your transition to self-sufficiency.

In addition you can print information about your current Cash Assistance and Food Stamp budget. In order to do so, you must provide information about yourself at the Kiosk.

You can access the Kiosks without having to wait to see a worker. We hope that this new tool will go a long way in providing the information and services you require, more quickly and conveniently – as you requested.

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- información sobre manutención infantil;
- proveedores de cuidado de niños en su área;
- cálculos de beneficios de asistencia en efectivo y cupones de alimentos; y
- otra información importante para ayudarlo durante su transición a la autosuficiencia.

Además, puede obtener información sobre su presupuesto actual de Asistencia en Efectivo y Cupones de Alimentos. Para hacerlo, tendrá que ingresar información personal en el puesto.

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