

M E M O R A N D U M

DATE: October 23, 2019

TO: Job Center Directors, Supplemental Nutrition Assistance Program
(SNAP) Center Directors, Regional Managers

FROM: James K. Whelan, Executive Deputy Commissioner
Policy, Procedures and Training *JKW*

SUBJECT: **Bushwick Job Center #66 and Williamsburg SNAP Center (S21)
relocation to 2 George Street with employee entrance at 95
Evergreen Avenue**

This Center Director (CD) Memorandum is being issued to announce that the Bushwick Job Center #66 and Williamsburg SNAP Center (S21), currently located at 30 Thornton Street, Brooklyn, NY 11206, 2nd floor, are moving to a new location at 2 George Street, Brooklyn, NY 11206. The last day of operation at 30 Thornton Street for Job Center #66 will be November 15, 2019, and for SNAP Center S21 will be November 22, 2019.

The new location will offer applicants/participants quick and easy self-service access to many HRA services, as follows:

- Self-Service Check-in Stations (kiosks) at the Center will be used by applicants/participants, so they can self-route to the correct service area by issuing themselves a ticket.
- Self-Service Scanners will allow applicants/participants the option to submit documents without waiting for a Center staff member.
- Personal Computer Banks (PC Banks) will allow participants to submit a Cash Assistance (CA) Recertification form using the ACCESS HRA website.

Note: All staff should continue to use the same access codes for telephonic interpretation services. The American Sign Language (ASL) video equipment for both centers will remain accessible and the user name and password will remain the same. The hours of operation at Job Center #66 and SNAP Center S21 will remain the same: Monday – Friday, 8:30 AM to 5:00 PM.

Information Technology Services (ITS) will send the following notices:

- Important Information About Changes in Your Bushwick Job Center **#66 (FIA-1219)** notice to all current participants of Job Center **#66**. The notice also informs participants of the features/workflows available at Job Center **#66**.
- Important Information About Changes in Your Williamsburg SNAP Center (**S21 (FIA-1220)**) notice to all current participants of SNAP Center **S21**. The notice also informs participants of the features/workflows available at SNAP Center **S21**.

Samples of the notices are attached.

Effective November 15 and 22, 2019

Related Items: FIA Model Center Handbook
PB #18-78-OPE

Attachments:

FIA-1219 (E) Important Information About Changes in Your Bushwick Job Center **#66** (10/22/2019)
FIA-1219 (S) Important Information About Changes in Your Bushwick Job Center **#66** (Spanish) (10/22/2019)
FIA-1220 (E) Important Information About Changes in Your Williamsburg SNAP Center (**S21**) (10/22/2019)
FIA-1220 (S) Important Information About Changes in Your Williamsburg SNAP Center (**S21**) (Spanish) (10/22/2019)

cc: FIA Call Center
Code X



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your Bushwick Job Center #66

YOU DO NOT HAVE TO COME TO THE CENTER.

Your Bushwick Job Center #66, currently located at 30 Thornton Street, Brooklyn, NY 11206, 1st floor, will move to a new location on November 18, 2019. The new Job Center's location will be **2 George Street, Brooklyn, NY 11206**, 1st floor.

Your case will not be affected by this move and if you come to the center, you will continue to have access to the:

- **Self-Service Check-In Stations (kiosks)** to be routed to the correct service area;
- **Self-Service Scanners** to submit requested documents; and
- **Personal Computer Banks (PC Banks)** to submit a Recertification form using the ACCESS HRA website.

You may bring people who are on your case. Anyone else coming with you, including an authorized representative/advocate, is considered a visitor and requires a visitor's pass. Visitors 18 years of age or older must bring identification with them.

The business hours at the Job Center #66 are still Monday – Friday, **8:30 AM to 5 PM**.

Directions to Job Center #66, located at 2 George Street, Brooklyn, NY 11206:

By Train: **J/M/Z** to Myrtle Avenue, **J/M** to Flushing Avenue, **G** to Flushing Avenue, and **L** to Morgan Avenue

By Bus: **B15** to Lewis Avenue/Broadway, **B43** to Myrtle Avenue, **B46/B47** to Broadway/Arion Place, **B54** to Myrtle Avenue/Broadway, and **B57** to Flushing Avenue/Evergreen Avenue

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If you have any questions or concerns about your Job Center **#66**, please call **212-331-4289/4280**.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha: _____

Número de caso: _____

Nombre de caso: _____

Centro: _____

Información importante sobre cambios a su centro de trabajo #66 en Bushwick

USTED NO TIENE QUE IR AL CENTRO

Su centro de trabajo **#66** en Brunswick, actualmente ubicado en el 30 Thornton Street, Brooklyn, NY11206, 1st floor (1er. piso), se mudará a un nuevo domicilio el 18 de noviembre de 2019. La nueva dirección del centro de trabajo será el **2 George Street, Brooklyn, NY 11206**, 1st floor (1er. piso).

Su caso no se verá afectado por este cambio y si usted va al centro, seguirá teniendo acceso a:

- **Puestos de autoservicio para registro (quioscos)** para ser dirigido al área de servicio correcta;
- **Máquinas escanadoras de autoservicio** para presentar documentos solicitados;
- **Puestos con computadoras personales (PC Banks)** para presentar formularios de solicitud de inscripción/ Recertificación usando el sitio web de [ACCESS HRA](#).

Usted puede traer a personas que formen parte de su caso. Cualquier otra persona que vaya con usted, incluido algún representante/asesor autorizado, es considerado visitante y necesitará un pase de visitante. Los visitantes de 18 años o de mayor edad, deben ir con documento de identificación.

El horario de atención al cliente del centro de trabajo **#66** sigue siendo de lunes a viernes, de **8:30 AM a 5 PM**.

Instrucciones para llegar al centro de trabajo **#66**, ubicado en el 2 George Street, Brooklyn, NY 11206, 4th floor (4to piso):

Por tren: el **J/M/Z** hasta la estación de Myrtle Avenue, **J/M** hasta Flushing Avenue, **G** hasta Flushing Avenue y **L** hasta Morgan Avenue

Por autobús: el **B15** hasta la parada de Lewis Avenue y Broadway, **B43** hasta Myrtle Avenue, **B46/B47** hasta Broadway y Arion Place, **B54** hasta Myrtle Avenue y Broadway y, **B57** hasta Flushing Avenue y Evergreen Avenue

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Si tiene alguna pregunta o inquietud sobre su centro de trabajo **#66**, favor de llamar al **212-331-4289/4280**.

¿ Tiene usted alguna condición médica, de salud mental o alguna discapacidad? ¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la HRA debido a su condición? Nosotros podemos ayudarle. Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la HRA. La ley le da derecho a pedir este tipo de ayuda.

SAMPLE



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your Williamsburg SNAP Center (S21)

YOU DO NOT HAVE TO COME TO THE CENTER.

Your Williamsburg SNAP Center (**S21**), currently located at 30 Thornton Street, Brooklyn, NY 11206, 2nd floor, will move to a new location on November 25, 2019. The new Job Center's location will be **2 George Street, Brooklyn, NY 11206**, 1st floor.

Your case will not be affected by this move and if you come to the center, you will continue to have access to the:

- **Self-Service Check-In Stations (kiosks)** to be routed to the correct service area;
- **Self-Service Scanners** to submit requested documents; and
- **Personal Computer Banks (PC Banks)** to submit an Application/ Recertification form using the ACCESS HRA website.

You may bring people who are on your case. Anyone else coming with you, including an authorized representative/advocate, is considered a visitor and requires a visitor's pass. Visitors 18 years of age or older must bring identification with them.

The business hours at **S21** are still Monday – Friday, **8:30 AM to 5 PM**.

Directions to **S21**, located at 2 George Street, Brooklyn, NY 11206:

By Train: **J/M/Z** to Myrtle Avenue, **J/M** to Flushing Avenue, **G** to Flushing Avenue, and **L** to Morgan Avenue

By Bus: **B15** to Lewis Avenue/Broadway, **B43** to Myrtle Avenue, **B46/B47** to Broadway/Arion Place, **B54** to Myrtle Avenue/Broadway, and **B57** to Flushing Avenue/Evergreen Avenue

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If you have any questions or concerns about your SNAP Center **S21**, please call **212-331-4314/4343**.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha: _____

Número de caso: _____

Nombre de caso: _____

Centro: _____

Información importante sobre cambios a su Centro de SNAP (S21) en Williamsburg

USTED NO TIENE QUE IR AL CENTRO

Su centro de SNAP (**S21**) en Williamsburg, actualmente ubicado en 30 Thornton Street, Brooklyn, NY 11206, 2 floor (2do. Piso), se mudará a un nuevo domicilio el 25 de noviembre de 2019. La nueva dirección del centro de trabajo será **2 George Street, Brooklyn, NY 11206**, 1st. floor (1er. piso).

Su caso no se verá afectado por este cambio y si usted va al centro, seguirá teniendo acceso a:

- **Puestos de autoservicio para registro (quioscos)** para ser dirigido al área de servicio correcta;
- **Máquinas escaneadoras de autoservicio** para presentar documentos solicitados;
- **Puestos con computadoras personales (PC Banks)** para presentar formularios de solicitud de Inscripción/ Recertificación usando el sitio web de ACCESS HRA.

Usted puede traer a personas que formen parte de su caso. Cualquier otra persona que vaya con usted, incluido algún representante/asesor autorizado, es considerado visitante y necesitará un pase de visitante. Los visitantes de 18 años o de mayor edad, deben ir con documento de identificación.

El horario de atención al cliente del centro **S21** sigue siendo de lunes a viernes, de **8:30 AM a 5 PM**.

Instrucciones para llegar al **S21**, ubicado en 2 George Street, Brooklyn, NY 11206:

Por tren: el **J/M/Z** hasta la estación de Myrtle Avenue, **J/M** hasta Flushing Avenue, **G** hasta Flushing Avenue y **L** hasta Morgan Avenue

Por autobús: el **B15** hasta la parada de Lewis Avenue y Broadway, **B43** hasta Myrtle Avenue, **B46/B47** hasta Broadway y Arion Place, **B54** hasta Myrtle Avenue y Broadway y, **B57** hasta Flushing Avenue y Evergreen Avenue

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Si tiene alguna pregunta o inquietud sobre su centro de SNAP **S21**, favor de llamar al **212-331-4314/4343**.

¿Tiene usted alguna condición médica, de salud mental o alguna discapacidad? ¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la HRA debido a su condición? Nosotros podemos ayudarle. Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la HRA. La ley le da derecho a pedir este tipo de ayuda.

SAMPLE