


M E M O R A N D U M

DATE: March 10, 2020

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

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

SUBJECT: Relocation of the Southern Brooklyn Job Center #70

This Center Director (CD) Memorandum is being issued to announce that effective April 3, 2020 close of business, the Southern Brooklyn Job Center #70, currently located at 35 Fourth Avenue, Brooklyn, NY 11217, 1st floor, will be consolidating with the DeKalb Job Center #64, located at 275 Bergen Street, Brooklyn, NY 11217, 1st floor. All current participants of Job Center #70 will be assigned to the DeKalb Job Center #64.

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) Application/Recertification form using the ACCESS HRA website.

Note: All Job Center #64 staff should continue to use their access codes for telephonic interpretation services, and their user names and passwords for the American Sign Language (ASL) video equipment.

The hours of operation at Job Center #64 are Monday – Friday, 8:30 AM to 5:00 PM.

Information Technology Services (ITS) will send the Important Information: You have a New Job Center – DeKalb Job Center **#64 (FIA-1070s)** notice to all current participants of Job Center **#70**. The notice also informs participants of the features/workflows available at Job Center **#64**.

A sample of the notice is attached.

Effective April 3, 2020

Related Items: FIA Model Center Handbook
[PB #18-78-OPE](#)

Attachments:

FIA-1070s (E) Important Information: You have a New Job Center – DeKalb Job Center **#64** (02/11/2020)

FIA-1070s (S) Important Information: You have a New Job Center – DeKalb Job Center **#64** (Spanish) (02/11/2020)

cc: FIA Call Center
Code X



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information: You Have a New Job Center – DeKalb Job Center #64

YOU DO NOT HAVE TO COME TO THE CENTER.

Your Southern Brooklyn Job Center #70, currently located at 35 Fourth Avenue, Brooklyn, NY 11217, 1st Floor, will be closed permanently as of April 3, 2020 close of business. Your new Job Center will be the **DeKalb Job Center #64** located at **275 Bergen Street, Brooklyn, NY 11217, 1st Floor.**

Your case will not be affected by this change 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 **Job Center #64** are Monday – Friday, **8:30 AM to 5 PM.**

Directions to **Job Center #64**, located at 275 Bergen Street, Brooklyn, NY 11217:

By Train: B, Q, D, N, R, 2, 3, 4 or 5 to Atlantic Avenue – Barclays Center

By Bus: B37 or B103 to 3rd Avenue and Bergen Street or B65 to Bergen Street and Nevins Street

If you have any questions or concerns about your new **DeKalb Job Center**, please call **718-636-2495**.

Do you have a disability or health condition that makes 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? Call us at **212-331-4640** and we can help you. 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 del caso: _____

Centro: _____

Información Importante: Usted tiene un nuevo centro de trabajo Centro de trabajo de DeKalb #64

NO TIENE QUE DIRIGIRSE AL CENTRO.

Su centro de trabajo #70 Southern Brooklyn (en el sur de Brooklyn), actualmente ubicado en el 35 Fourth Avenue, Brooklyn, NY1127, 1st Floor (1er piso), estará permanentemente cerrado al final de la jornada laborable del 3 de abril de 2020. Su nuevo centro de trabajo será el **Centro de trabajo de DeKalb #64**, ubicado en el **275 Bergen Street, Brooklyn, NY, 11217, 1st Floor** (1er piso).

Su caso no se verá afectado por este cambio y cuando vaya al centro, seguirá teniendo acceso a:

- **Puestos de autoservicio para registro de entrada (FDR, por sus siglas en inglés)** para ser dirigido(a) al área de servicios correcta y;
- **Máquinas escaneadoras de autoservicio** para presentar los documentos solicitados y;
- **Puestos con computadoras personales (PC Banks, por sus siglas en inglés)** para presentar formularios de solicitud/recertificación mediante el sitio web de ACCESS HRA.

Puede traer a personas que formen parte de su caso. Cualquier otra persona que vaya con usted, incluido algún representante autorizado/abogado, será considerado como visitante y requerirá un pase de visitante. Los visitantes de 18 años de edad o mayores deben llevar identificación.

Las horas laborables del **Centro de trabajo #64** son de lunes a viernes, **8:30 AM a 5 PM.**

Instrucciones de transporte para llegar al **Centro de trabajo #64**, ubicado en el 275 Bergen Street, Brooklyn, NY, 11217:

Por tren: B, Q, D, N, R, 2, 4, 5, hasta la estación Atlantic Avenue – Barclays Center

Por autobús: B37 o B103 hasta 3rd Avenue y Bergen Street o el B65 hasta Bergen Street y Nevins Street

(Gire la hoja)

Si tiene cualquier pregunta o inquietud sobre su nuevo **Centro de trabajo de DeKalb #64**, favor de llamar al **718-636-2495**.

¿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