

M E M O R A N D U M

DATE: January 30, 2024

TO: Benefits Access Center (BAC) Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors, Regional Managers and HIV/AIDS Services Administration (HASA)

FROM: DSS Office of Procedures

SUBJECT: Relocation of the HRA BAC Concourse and Grand Concourse HASA Center #41

This Center Director (CD) Memorandum is being issued to announce the following relocations:

- Effective February 20, 2024, the HRA Benefits Access Center (BAC) Concourse, currently located at 1365 Jerome Avenue 2nd floor, Bronx, NY 10452, will be relocating to 845 Barretto Street 2nd floor, Bronx, NY 10474.
- Effective March 18, 2024, the Grand Concourse HASA Center #41, currently located at 1790 Grand Concourse, Bronx, NY 10457, will be relocating to 1365 Jerome Avenue 2nd floor, Bronx, NY 10452 under the new name Jerome Center #41.

Applicants/Participants will have quick and easy self-service access to many HRA services at the HRA BAC Concourse, 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.
- Customer Service and Information Center (CSIC) will assist applicants/participants by accessing details about a case and view any pending activities.

Note: Staff must continue to use their access codes for telephonic interpretation services, and their usernames and passwords for the American Sign Language (ASL) video equipment.

The hours of operation at the HRA BAC Concourse are Monday – Friday, 8:30 AM to 5:00 PM, and at the Jerome Center #41, the hours of operation are Monday – Friday, 9:00 AM to 5:00 PM.

Notices to Applicants/Participants

Information Technology Services (ITS) will send CA participants the Important Information About Changes in Your HRA Benefits Access Center Concourse (**FIA-1070t**) notice. The notice informs current participants that the Center has moved to a new location, but cases will not be affected by this change.

ITS will send HASA participants the Important Information About Changes in Your Grand Concourse Center #41 (**SPSVC-14**) notice. The notice informs current participants that the Center has moved to a new location under the new name Jerome Center #41, but cases will not be affected by this change.

Samples of the notices are attached.

Center Visitor Policy

Applicants/Participants who report to the Center may bring members of the applying household or members of the case, one additional person, and any person matching the criteria below.

The visitor is accompanying the applicant/participant:

- to act as a case manager, which includes persons representing the homeless who will assist them during the interview;
- to assist with caring for young children during the interview;
- to act as an advocate;
- to serve as a translator/interpreter because the applicant/participant prefers their services to those the Agency provides;
- to assist with physical and/or medical limitations;
- to support the applicant/participant for any situation other than the above.

Note: For HASA visitors, a signed HIPAA-compliant consent form is required for any visitors included in case discussions, as requested by the applicant/participant.

For any additional individual, who does not fit the criteria listed above, Center staff must determine if the visitor's presence is necessary for the applicant/participant.

Note: This will be on a case-by-case basis and is reserved for rare instances, for example, when an applicant/participant needs emotional support or cannot read/write and wants assistance from an individual other than a staff member.

Effective February 20, 2024

Related Items: FIA Model Center Handbook
[PB #18-78-OPE](#)
[CD #16-12](#)

Attachments:

FIA-1070t (E) Important Information About Changes in Your HRA Benefits Access Center Concourse
SPSVC-14 (E) Important Information About Changes in Your Grand Concourse Center #41

cc: FIA Call Center
Code X



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your HRA Benefits Access Center Concourse

YOU DO NOT HAVE TO COME TO THE CENTER.

Your HRA Benefits Access Center (BAC) Concourse, currently located at 1365 Jerome Avenue 2nd floor, Bronx, NY 10452, will move to a new location on February 20, 2024. The new Center's address will be **845 Barretto Street 2nd floor, Bronx, NY 10474**.

Your case will not be affected by this move.

You do not need to visit your HRA BAC Concourse unless you want to.

If you come to the Center, you will continue to have access to:

- **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.

The business hours at the HRA BAC Concourse are Monday – Friday, 8:30 AM to 5 PM.

Directions to the Center, located at 845 Barretto Street 2nd floor, Bronx, NY 10474:

By Train: 2, 5 or 6 train.

By Bus: BX5, BX6, BX19 or BX46.

If you have any questions or concerns about your HRA BAC Concourse, please call 718-557-1399.

Important Information About Changes in Your HRA Benefits Access Center Concourse *(continued)*

To better meet your needs, you can use any of the ways listed below to manage your benefits.

ONLINE

Access HRA is an online tool where you can:

- Apply/Recertify Cash Assistance benefits
- Report a Case Change
- Check your benefits
- Review Agency Notices.
- Update your contact information.
- Submit documents to HRA.

Visit www.nyc.gov/accesshra on your computer or www.nyc.gov/accesshramobile from your mobile phone or tablet.

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 **718-557-1399** 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



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your Grand Concourse Center #41

YOU DO NOT HAVE TO COME TO THE CENTER.

Your Grand Concourse Center #41, currently located at 1790 Grand Concourse, Bronx, NY 10457, will move to a new location on March 18, 2024 under the new name Jerome Center #41. The Jerome Center's address will be **1365 Jerome Avenue 2nd floor, Bronx, NY 10452**.

Your case will not be affected by this move.

You do not need to visit your Jerome Center #41 unless you want to.

The business hours at the Jerome Center #41 are Monday – Friday, 9:00 AM to 5 PM.

Directions to your new Jerome Center #41, located at 1365 Jerome Avenue 2nd Floor, Bronx, NY 10452:

By Train: 4, B or D train to 170 Street

By Bus: BX1, BX2, BX4, BX32, BX35, BX11, BX18A or BX18B

If you have any questions or concerns about your Jerome Center #41, please call 718-557-1399.

To better meet your needs, you can use any of the ways listed below to manage your benefits.

ONLINE

Access HRA is an online tool where you can:

- Apply/Recertify Cash Assistance benefits
- Report a Case Change
- Check your benefits
- Review Agency Notices.
- Update your contact information.
- Submit documents to HRA.

Visit www.nyc.gov/accesshra on your computer or www.nyc.gov/accesshramobile from your mobile phone or tablet.

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 **718-557-1399** 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.