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**DSS-PB-2023-002 (R1)**

**February 3, 2023**

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## **DSS ONENUMBER INITIATIVE**

**Subtopic(s): HRA, IVRS**

### **■ INTRODUCTION**

On January 30, 2023, the Department of Social Services (DSS)/Human Resources Administration (HRA) launched the first release of OneNumber. OneNumber is an agencywide initiative to consolidate most of DSS/HRA's Interactive Voice Response (IVR) system telephone numbers into one telephone number. OneNumber will make it easier for clients to get the information they need by establishing a single telephone number for clients to call to be automatically transferred to different program areas through voice prompts.

Through OneNumber, clients will be provided with agent-assisted supports for DSS/HRA's various programs. Additionally, self-service will be provided for DSS/HRA's largest benefit programs which are Cash Assistance (CA), HIV/AIDS Services Administration (HASA), Home Energy Assistance Program (HEAP), Medicaid (MA), and the Supplemental Nutrition Assistance Program (SNAP).

Some features of OneNumber include:

- **Direct Dialog:** Allows callers to use their voice to navigate through the menu in certain languages. Touchtone navigation will also be available.
- **Multi-language Support:** DSS/HRA will be in full compliance with Local Law 30 by offering menu options and responses to self-service inquiries in all required languages. In the first phase, OneNumber will be in English and Spanish, with additional languages being rolled out by phase two. At any point, the caller can speak to a DSS/HRA agent to request interpretative services through Language Line.
- **Callback Assist (Virtual Hold):** Instead of waiting on hold during periods of high call volume, callers can request a call back. The OneNumber IVR will call the client when their position in the queue is reached.

## ■ REQUIRED ACTION

The HRA Infoline telephone number, 718-557-1399, has been designated as the telephone number for the OneNumber. Any forms, notices, and online materials that reference a telephone number that is being consolidated with OneNumber will be changed to 718-557-1399.

**Note:** Not all forms will be updated at once. Some forms have already been updated while others will be updated over time.

Please refer to **Attachment A** for a list of telephone numbers that are being consolidated with the OneNumber, or being decommissioned, during the first release. **Attachment A** also provides the telephone number that will be published in place of the existing telephone number.

**Note:** The HRA Medicaid Helpline telephone number, 1-888-692-6116, is not consolidating with OneNumber and will not be changed on forms, notices, and online materials. All Medical Assistance Program (MAP) telephone numbers will be changed to 1-888-692-6116 as indicated on **Attachment A**.

When OneNumber is enabled, if a call is made to a telephone number that is being consolidated with OneNumber, it will be automatically forwarded to the OneNumber for six months. When calls are made during months six to twelve, the caller will hear a message with the OneNumber and they will need to dial that number to reach the OneNumber.

If a call is made to a telephone number that is being decommissioned, it will not be forwarded to the OneNumber, and a recorded message will be played stating that it is a non-working telephone number.

**Note:** Individuals who are deaf or hard of hearing and use a videophone and/or communicate using American Sign Language (ASL) can still reach DSS/HRA by calling the ASL Direct video telephone number at 347-474-4231.

Some DSS/HRA telephone numbers will remain in place. Please refer to **Attachment B** for a list of telephone numbers that are not being consolidated during the first release of OneNumber. Any materials that reflect these telephone numbers will not be changed.

The telephone numbers for Benefits Access Centers (BAC), Supplemental Nutrition Assistance Program (SNAP) Centers, Community Alternative Systems Agency (CASA) Centers, and Medicaid Offices are not consolidating with the OneNumber.

As additional telephone numbers are consolidated with OneNumber during future releases, a revised policy bulletin will be issued.

*Effective Immediately*

■ **ATTACHMENTS:**

**Attachment A** Telephone Numbers Consolidating with OneNumber or Being Decommissioned.

**Attachment B** Telephone Numbers Not Consolidating with OneNumber

## Telephone Numbers Consolidating with the OneNumber (718-557-1399) or Being Decommissioned

Program Area	Telephone Line Name	Telephone Number	Future Call Treatment
ACS	Automated Childcare Care Information System (ACCIS) - CAPS	800-692-0699	<b>Decomissioned.</b>
APS	Adult Protective Services (APS)	212-630-1853	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
DARB	Division Of Accounts Receivable And Billing (DARB) Unit	929-221-6060 929-221-6054	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
EIS	New York City's Emergency Food Line (aka HRA Food and Hunger Hotline)	866-888-8777	<b>Decomissioned.</b>
EUIP	Emergency Utility Intervention Program	212-331-3155	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	Budget Letter	718-722-8009	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	Business Link	877-585-5627 212-643-2881	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	CA Rescheduling Appointments	212-835-7304	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	Centralized Rent Processing Unit (CRPU)	929-221-0045	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	HRA Family Services Call Center Auto IVRS	718-752-3937	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	Human Resource Administration F-15/SSI Food Stamp Help Line	718-722-4009	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	Lovely-H Conference Line	718-557-1385	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	SNAP Centralized Mail Recertification Phone Unit	718-722-8000 718-722-4924 718-923-6044	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	SNAP IVRS Self service Line	718-722-8013	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	SOTA Hotline	718-557-1373	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
FIA	SNAP Appointment Re-scheduling Unit	718-923-6044 718-722-4924	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HASA	HIV/AIDS Services Administration (HASA)	212-971-0626	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HCSP	Home Care Services Program	929-221-0851	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
HEAP	Home Energy Assistance Program (HEAP)	800-692-0557 212-331-3126 212-331-3150	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HPA	DSS Source of Income Discrimination Unit (SOI)	929-221-6576	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HPA	Early Intervention Outreach Services (EIOS) aka Homelessness Prevention Outreach Program	929-221-0048	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>

## ATTACHMENT A

Program Area	Telephone Line Name	Telephone Number	Future Call Treatment
HPA	Early Intervention Outreach Team (EIOT)	929-221-0046 929-221-0048	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HPA	Housing Initiatives Program	929-221-6615	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
HSP	Rental Assistance Call Center	929-221-0043	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
IREA	Bureau of Eligibility Verification (BEV)	718-254-0400	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
IREA	Bureau of Fraud Investigations (BFI)	718-722-8001	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
IREA	Claims and Collections	718-557-1344	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
IREA	Liens and Recoveries	212-274-5892	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
IREA	SNAP CR	929-252-2143	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
MAP	Managed Care Client Services Unit - Helpline	212-273-0062	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Managed Care Client Services Unit - Restricted Access	212-630-1286	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - Divisional Director's Line	929-221-2912	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - General	929-221-0835	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - General	929-221-0838	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - General	929-221-1562	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - Pooled Trust	929-221-0868	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - Provider Line	929-221-0833	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Medicaid Surplus Unit - Provider Line	929-221-0834	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	MICSA Help Desk	212-273-0056	<b>Decomissioned.</b>
MAP	NHED Provider Relations Unit	718-557-1368	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Third Party Health Insurance Unit - Division	212-630-1160	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Third Party Health Insurance Unit - Recovery	929-221-0842 929-221-0843	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
MAP	Third Party Health Insurance Unit - Reimbursement	929-221-0844	Consolidating with OneNumber. <b>Published number will be 888-692-6116.</b>
OBS	Office Of Burial Services (OBS)	929-252-7731	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
OCJ	Office Of Civil Justice (OCJ)	516-559-6559	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>

## ATTACHMENT A

Program Area	Telephone Line Name	Telephone Number	Future Call Treatment
OCS	DSS Central Complaint Unit (CCU)	718-291-4141	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
OCS	Office of Consituent Services (OCS)	212-331-4640	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
OCSS	Family Court Office of Child Support Enforcement (OCSE) Auto IVRS	718-246-7657	Consolidating with OneNumber. <b>Published number will be 718-557-1399.</b>
PEU	Public Engagement Unit (PEU)	929-221-0047	<b>Decomissioned.</b>

### Telephone Numbers Not Consolidating with the OneNumber (718-557-1399)

Telephone Line Name	Telephone Number
HRA Infoline (This is the OneNumber)	718-557-1399
ACS Child Care Services	212-835-7681
ActionNYC Hotline	800-354-0356
Child Care Provider Payments	212-835-7610
Child Care Resource and Referral	888-469-5999
CILOCA Appointment	929-252-5544
Community Food Connection	929-221-7679
Decision for RA Request	718-510-0610
Fair Hearings	800-342-3334 718-722-5012
Home Care Services Program – CASA Complaints	929-221-0846
Home Care Services Program – Central Intake	929-221-8851
Home Care Services Program – Central Intake	929-221-8889
Home Care Services Program - General	929-221-0849
HRA Information Helpline	877-472-8411
HRA Training Assessment Group	929-252-5659
HVN Center 90	718-557-1387
Landlord Management Hotline	929-221-5888
LINC/CityFHEPS	929-221-7246
Local Conference	718-637-2426
MA Helpline	888-692-6116
Needed At Home (NAH) Exemption from Work Activity	929-252-5746
Rapid Housing	929-221-8665
SCRIE/DRIE (Rent Freeze Hotline)	929-252-7242
SNAP No Change	866-761-8357
SNAP On-Demand	718-SNAP-NOW (718-762-7669)

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