



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #05-43-OPE

MAILING TO BRONX FAMILY SERVICE CALL CENTER (17) PARTICIPANTS

Date: March 1, 2005	Subtopic(s): Mailing
<p><input type="checkbox"/> This procedure can now be accessed on the FIAweb.</p> <p><input type="checkbox"/> Forms can now be accessed through Print on Demand at all Job Centers.</p>	<p>The purpose of this policy bulletin is to announce that Management Information Systems (MIS) will send the attached letter (EXP-78AA) to active Family Service Call Center (17) participants, who reside in the Bronx.</p> <p>The letter reminds these selected participants that staff at Center #17 is available to address their service needs over the telephone or via mail.</p> <p>Also, as a result of Concourse Job Center (45) being designated as the Bronx Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) hub, the letter lists the remaining Centers in the Bronx that are available should an emergency arise.</p> <p>Attachments:</p> <p>EXP-78AA Letter to Active Family Service Call Center (17) participants (3/01/05)</p> <p>EXP-78AA (S) Letter to Active Family Service Call Center (17) participants (Spanish) (3/01/05)</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call (718) 557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X



Date: _____
Case Number: _____
Case Name: _____

Notice to Center 17 Bronx Participants

Your case is currently active at the Family Service Call Center (17). Staff at the Center is available to address many of your service needs over the telephone and/or via mail. Please call the Center at (718) 752-3937 if you need assistance, and a qualified staff member will evaluate your situation.

The community-based Bronx Job Centers are available to serve you only if you have an emergency that cannot be resolved by the Family Services Call Center. If an emergency should arise, call the Family Service Call Center and your emergency will be evaluated.

If necessary, you will be referred to one of the following Job Centers in your community; they are open Monday through Friday, from 8:30 AM to 5:00 PM.

Colgate Job Center (32)
1209 Colgate Avenue
Bronx, NY 10472
718-589-4918

Rider Job Center (38)
305 Rider Avenue
Bronx, NY 10451
718-742-3924/3991

Melrose Job Center (40)
260 E. 161 Street
Bronx, NY 10451
718-664-2143/1293

Fordham Job Center (44)
2551 Bainbridge Avenue
Bronx, NY 10458
718-220-6622/6696

Crotona (46)
1910 Monterey Avenue
Bronx, NY 10457
718-901-0200

The former Concourse Job Center (45), located at 1365 Jerome Avenue, will no longer be able to service walk-in cases, as it has been designated a specialized Bronx WeCare Center. We apologize for any inconvenience this may cause you.



Fecha: _____
Número del Caso: _____
Nombre del Caso: _____

Aviso a los Participantes del Centro 17 del Bronx

Su caso está actualmente activo en el Centro de Llamadas de Servicios a la Familia (Family Service Call Center) (17). El personal del Centro de Llamadas está disponible para brindarle por teléfono y/o por correo muchos de los servicios que usted necesite. Favor de llamar al Centro al (718) 752-3937 si necesita ayuda para que una persona calificada evalúe su situación.

Los Centros de Trabajo en la comunidad del Bronx están disponibles para brindarle ayuda sólo si se trata de una emergencia que no se puede resolver mediante el Centro de Llamadas de Servicios a la Familia. En caso de que se dé alguna emergencia, llame al Centro de Llamadas de Servicios a la Familia para que su emergencia sea evaluada.

En caso necesario, se le enviará a uno de los siguientes Centros de Trabajo en su comunidad, los cuales permanecen abiertos de lunes a viernes, desde las 8:30 AM a las 5:00 PM.

Colgate Job Center (32)
1209 Colgate Avenue
Bronx, NY 10472
718-589-4918

Melrose Job Center (40)
260 E. 161 Street
Bronx, NY 10451
718-664-2143/1293

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Fordham Job Center (44)
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Bronx, NY 10458
718-220-6622/6696

Crotona (46)
1910 Monterey Avenue
Bronx, NY 10457
718-901-0200

El anterior Centro de Trabajo de Concourse (45), ubicado en 1365 Jerome Avenue, ya no podrá atender casos sin cita, puesto que este ha sido designado como Centro WeCare del Bronx. Le rogamos de antemano que nos disculpe por cualquier molestia que esto le pueda causar.