



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner


James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training



POLICY BULLETIN #10-109-OPE

(This Policy Bulletin Obsoletes PB #10-48-OPE)

MAILING ADDRESS FOR HOMELESS APPLICANTS/PARTICIPANTS

Date: October 18, 2010	Subtopic(s): Post Office, Homelessness
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff of the mailing address to be used for an applicant/participant who is undomiciled, is not in a homeless shelter, and does not have a mailing address.</p> <p>In such instances, Workers must enter the following as the address on the Turn Around Document (TAD):</p> <ul style="list-style-type: none"> • 99 in element 041 (House Number); • the word “undomiciled” in element 042 (Street Name); • the borough of the Job/Food Stamp Center in element 045 (City or Town); • the state in element 046 (State); and • the zip code of the Job/Food Stamp Center in element 047 (Zip). <p>Note: The purpose of providing the zip code of the Job/Food Stamp Center is to make it clear that the undomiciled person’s case is associated with the Center.</p> <p>Workers must ask the undomiciled individual if there is an address at which he/she can receive mail. Often, an undomiciled individual prefers to receive mail at the home of a family member, friend, or former neighbor. If a mailing address is provided, the worker must ensure that the mailing address is entered using the “in care of” (c/o) designation. For example: John Doe c/o Mary Jane. If the c/o designation is not used, mail may be returned stamped “addressee unknown.”</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Workers must enter the mailing address as follows:

- c/o, the name of the person receiving the mail, and the street address in element **051** (Mailing Address);
- the borough in element **055** (City or Town);
- the state in element **056** (State); and
- the zip code in element **057** (Zip).

If the individual does not have an address at which to receive mail, he/she can receive mail through General Delivery at the borough's main post office. General Delivery is a mail service for individuals without a permanent address. No application is required for General Delivery.

Applicants/participants interested in using General Delivery must go to the borough's main post office and speak with the postmaster to request such service. There is no time limit to this service unless designated by the postmaster for that borough. However, no piece of mail will be held more than 30 days from the date it was received by the post office.

The mailing address of applicants/participants using General Delivery should read as follows:

Manhattan Centers

Name
General Delivery
New York, NY 10001

Brooklyn Centers

Name
General Delivery
Brooklyn, NY 11201

Queens Centers

Name
General Delivery
Jamaica, NY 11432

Bronx Centers

Name
General Delivery
Bronx, NY 10451

The name will be that of the applicant/participant.

Staten Island Centers

Name

General Delivery

Staten Island, NY 10314

To update the mailing address with the general delivery information, Workers must enter the following on the **TAD**:

- “General Delivery” in element **051** (Mailing Address);
- the borough in element **055** (City or Town);
- the state in element **056** (State); and
- the zip code of the main post office in element **057** (Zip).

To update the address and mailing address in the Paperless Office System (POS), the Worker must enter the appropriate information in the POS **WMS Address Check** screen (for applicants) or the **Address Information** screen (for participants).

Workers must:

- click “Yes” to the question “Is the applicant/participant undomiciled?”
- click “NO” to the question “Does the applicant/participant have a mailing address?”

The applicant’s/participant’s name will appear in the **Care of Name** field. “General” will appear in the **Street Number** field and “Delivery” will appear in the **Street Name** field. The city, state, and zip code of the borough’s main post office will also prefill.

Reminder

A permanent residence is not a condition of eligibility. An individual cannot be denied assistance for lack of a mailing address.

Effective Immediately

Reference:

[Temporary Assistance Source Book](#), Chapter 29, page 531

Related Item:

[PD #10-19-OPE](#) Process for Returned Mail