



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner




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

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #10-86-OPE (This Policy Bulletin Replaces PB #10-36-OPE)

### AUTOMATED FINGER IMAGING SYSTEM (AFIS) FREEDOM

<b>Date:</b> August 17, 2010	<b>Subtopic(s):</b> Finger Imaging
<p> This procedure can now be accessed on the FIAweb.</p> <p>See <a href="#">CD #10-07</a> for further information on the closing of FS Center <b>F38</b> and the opening of FS Center <b>F45</b>.</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin has been revised to:</p> <ul style="list-style-type: none"> <li>• indicate that Non Cash Assistance Food Stamp (NCA FS) participants who receive a finger imaging call-in notice because they have reached their 18th birthday are eligible to visit any NCA FS Automated Finger Imaging System (AFIS) location to comply with finger imaging requirements;</li> <li>• list the persons who are eligible for a telephone interview but are exempt from finger imaging requirements; and</li> <li>• indicate that the Automated Finger Imaging System (AFIS) Directory for Non Cash Assistance Food Stamp Centers (<b>W-519N</b>) should only be sent to households that have at least one member who is subject to finger imaging requirements but has not yet been imaged.</li> </ul> <p>Additionally, the following changes have been made to Form <b>W-519N</b>:</p> <ul style="list-style-type: none"> <li>• The title has been changed from “Automated Finger Imaging System Directory” to “Automated Finger Imaging System (AFIS) Directory for Non Cash Assistance Food Stamp Centers”.</li> <li>• This directory has been consolidated and is now a one-page document.</li> <li>• The Rider (<b>F38</b>) Food Stamp (FS) Center has been removed from this directory. FS Center <b>F38</b> closed on April 23, 2010.</li> <li>• The asterisk on the bottom of page 2, which indicated the date that the Concourse (<b>F45</b>) FS Center was scheduled to open, has been removed from this directory. FS Center <b>F45</b> opened on April 26, 2010.</li> </ul>

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

**Purpose:**

The purpose of this policy bulletin is to inform NCA FS Center Receptionists, Front Door Reception (FDR) staff in Model Centers, Bureau of Fraud Investigation (BFI), and Infoline staff about AFIS Freedom, a finger imaging policy available to all NCA FS applicants who are eligible for a telephone interview.

Under the AFIS Freedom initiative, NCA FS applicants who are eligible to have a telephone interview and their adult household members can visit any NCA FS AFIS location citywide to comply with finger imaging requirements.

**Note:** NCA FS participants who receive a finger imaging call-in notice because they have reached their 18th birthday are also eligible to visit any NCA FS AFIS location citywide to comply with finger imaging requirements.

The following NCA FS applicants are eligible to have a telephone application interview:

- all working individuals (regardless of hours worked);
- all individuals age 60 and over;
- all disabled individuals; and
- all individuals with a travel or child care hardship.

The following individuals are eligible for a telephone interview but are exempt from finger imaging requirements:

- Homebound applicants; and
- Applicants who have cases at the SSI (**F15**) Center.

Workers should only send Form **W-519N** to households that have at least one member who is subject to finger imaging requirements but has not yet been imaged.

**Note:** When a Worker selects the “telephone interview” option, the Paperless Office System (POS) will not allow the Finger Imaging Notice (**W-519**) to be printed. In these instances, POS will transmit the applicant’s demographic record to a centralized database. The AFIS operator must utilize this database to confirm that an applicant has been referred for finger imaging.

New

See [PB #10-82-OPE](#) for further information on the mailing to 18 year-olds who must comply with finger imaging requirements.

New

Once the telephone interview is completed, the Worker must mail the household a copy of Form **W-519N**. Form **W-519N** lists all NCA FS locations throughout the city that have an AFIS workstation. NCA FS applicants and their adult household members may be finger imaged at any of the locations listed on Form **W-519N**.

Applicants who are unable to be finger imaged during normal business hours may contact the Human Resources Administration's (HRA) Infoline at the telephone number listed at the bottom of Form **W-519N** to schedule an after hours appointment at a BFI location.

When an NCA FS applicant visits a Model Center and requests to be finger imaged under AFIS Freedom, the FDR must send the applicant directly to the appropriate AFIS workstation within the Center by issuing him/her an AFIS ticket utilizing "Other Routing Options."

When an NCA FS applicant visits a non-Model Center and requests to be finger imaged under AFIS Freedom, the Receptionist must send him/her directly to the appropriate AFIS workstation within the Center.

NCA FS Center Managers must ensure that all previous versions of Form **W-519N** are removed from circulation and recycled.

Samples of the form are attached.

*Effective Immediately*

**Related Items:**


[PB #10-82-OPE](#)

[CD #10-07](#)

**Attachments:**

**W-519N** Automated Finger Imaging System Directory  
(Rev. 8/6/10)

**W-519N (S)** Automated Finger Imaging System Directory (Spanish)  
(Rev. 8/6/10)

 Please use Print on Demand to obtain copies of forms.

**Automated Finger Imaging System (AFIS) Directory for Non Cash Assistance Food Stamp Centers**

Please report to the floor listed below and the Receptionist will direct you to the Finger Imaging Station

**MANHATTAN**

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
East End – F02	2322 3rd Avenue	3rd Floor	Monday through Friday, 9:00 AM to 5:00 PM
Washington Heights – F13	4055 10th Avenue	Lower Level	Monday through Friday, 9:00 AM to 5:00 PM
St. Nicholas – F14	132 West 125th Street	3rd Floor	Monday through Friday, 9:00 AM to 5:00 PM
Waverly – F19	12 West 14th Street	4th Floor	Monday through Friday, 9:00 AM to 6:00 PM Saturday, 9:00 AM to 5:00 PM

**BRONX**

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Melrose – F40	260 East 161st Street	3rd Floor	Monday through Friday, 9:00 AM to 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	2nd Floor	Monday through Friday, 9:00 AM to 6:00 PM Saturday, 9:00 AM to 5:00 PM
Concourse – F45	1375 Jerome Avenue	2nd Floor	Monday through Friday, 9:00 AM to 5:00 PM
Crotona – F46	1910 Monterey Avenue	5th Floor	Monday through Friday, 9:00 AM to 5:00 PM

**BROOKLYN**

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Fort Greene – F20	275 Bergen Street	1st Floor	Monday through Friday, 9:00 AM to 6:00PM Saturday, 9:00 AM to 5:00 PM
Williamsburg – F21	30 Thornton Street	1st and 4th Floor	Monday through Friday, 9:00 AM to 5:00 PM
Coney Island – F22	2865 West 8th Street	1st Floor	Monday through Friday, 9:00 AM to 5:00 PM
North Brooklyn – F26	500 DeKalb Avenue	2nd Floor	Monday through Friday, 9:00 AM to 5:00 PM
East New York – F28	404 Pine Street	1st Floor	Monday through Friday, 9:00 AM to 5:00 PM

**QUEENS**

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Queens – F53	32-20 Northern Boulevard	2nd Floor	Monday through Friday, 9:00 AM to 5:00 PM
Jamaica – F54	165-08 88th Avenue	4th Floor	Monday through Friday, 9:00 AM to 6:00 PM Saturday, 9:00 AM to 5:00 PM
Rockaway – F79	219 Beach 59th Street	1st Floor	Monday through Friday, 9:00 AM to 5:00 PM

**STATEN ISLAND**

Non Cash Assistance Food Stamp Center	Address	Floor	Hours
Richmond – F99	201 Bay Street	1st Floor	Monday through Friday, 9:00 AM to 6:00 PM Saturday, 9:00 AM to 5:00 PM

If you are unavailable to be finger imaged during the business hours of the locations above, you may call the HRA Infoline at (877) 472-8411 for additional hours of operation.

**Directorio del Sistema Automatizado para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo**

Favor de presentarse al piso indicado abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

**MANHATTAN**

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
East End – F02	2322 3rd Avenue	3er Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Washington Heights – F13	4055 10th Avenue	Planta Baja	Lunes a viernes, 9:00 AM a 5:00 PM
St. Nicholas – F14	132 West 125th Street	3er Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Waverly – F19	12 West 14th Street	4to Piso	Lunes a viernes, 9:00 AM a 6:00 PM Sábado, 9:00 AM a 5:00 PM

**BRONX**

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Melrose – F40	260 East 161st Street	3er Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	2do Piso	Lunes a viernes, 9:00 AM a 6:00 PM Sábado, 9:00 AM a 5:00 PM
Concourse – F45	1375 Jerome Avenue	2do Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Crotona – F46	1910 Monterey Avenue	5to Piso	Lunes a viernes, 9:00 AM a 5:00 PM

**BROOKLYN**

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Fort Greene – F20	275 Bergen Street	1er Piso	Lunes a viernes, 9:00 AM a 6:00 PM Sábado, 9:00 AM a 5:00 PM
Williamsburg – F21	30 Thornton Street	1er y 4to Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Coney Island – F22	2865 West 8th Street	1er Piso	Lunes a viernes, 9:00 AM a 5:00 PM
North Brooklyn – F26	500 DeKalb Avenue	2do Piso	Lunes a viernes, 9:00 AM a 5:00 PM
East New York – F28	404 Pine Street	1er Piso	Lunes a viernes, 9:00 AM a 5:00 PM

**QUEENS**

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Queens – F53	32-20 Northern Boulevard	2do Piso	Lunes a viernes, 9:00 AM a 5:00 PM
Jamaica – F54	165-08 88th Avenue	4to Piso	Lunes a viernes, 9:00 AM a 6:00 PM Sábado, 9:00 AM a 5:00 PM
Rockaway – F79	219 Beach 59th Street	1er Piso	Lunes a viernes, 9:00 AM a 5:00 PM

**STATEN ISLAND**

Centros de Cupones para Alimentos de No Asistencia en Efectivo	Dirección	Piso	Horas
Richmond – F99	201 Bay Street	1er Piso	Lunes a viernes, 9:00 AM a 6:00 PM Sábado, 9:00 AM a 5:00 PM

*Si usted no está disponible para que se le tomen las imágenes digitales durante las horas laborables de los locales listados arriba, puede llamar a la Línea de Información (Infoline) al (877) 472-8411 para horas laborables adicionales.*