



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN # 16-77-OPE

(This Policy Bulletin replaces PB #13-61-OPE)

### UPDATES TO THE CONTACT INFORMATION OF THE CHILD CARE CASE REVIEW AND SUPPORT UNIT

<b>Date:</b> October 21, 2016	<b>Subtopic(s):</b> Childcare, ACCIS, ACS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of this policy bulletin is to inform all staff involved in the processing of child care that the contact information for the Case Review and Support (CRS) Unit has been updated.</p> <p>The CRS Unit assists Human Resources Administration (HRA) Staff with processing child care by providing child care information, updates, and assistance. The CRS Unit responds to child care questions by phone and email (see <b>Attachment A</b> for CRS contact information).</p> <p>The CRS Unit provides the following information/assistance to HRA Staff:</p> <ul style="list-style-type: none"> <li>• Perform child care agency transfers (change Automated Child Care Information System (ACCIS) care from ACS to HRA).</li> <li>• Provide pertinent child care information.</li> <li>• Provide child care updates (fees, market rates, regulations, capacity, etc.).</li> <li>• Answer eligibility, enrollment, and policy questions.</li> <li>• Assist with ACCIS transactions/requests.</li> </ul> <p><i>Effective Immediately</i></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b> Case Review and Support Unit Contact Information</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

**Attachment A**

**Case Review and Support Unit  
Contact Information**

Contact information is for staff only. Parents and childcare providers/programs should not be given contact information for the Case Review and Support Unit.

<b>TELEPHONE</b>	<b>EMAIL ADDRESS</b>
<b>BROOKLYN AND STATEN ISLAND JOB CENTERS/SITES</b>	
212-393-5087	<a href="mailto:Betty.Mitchell@acs.nyc.gov">Betty.Mitchell@acs.nyc.gov</a>
<b>BRONX JOB CENTERS/SITES</b>	
212-393-5303	<a href="mailto:Michelle.Key@acs.nyc.gov">Michelle.Key@acs.nyc.gov</a>
<b>MANHATTAN JOB CENTERS/SITES</b>	
212-393-5090	<a href="mailto:Beverly.Strong@acs.nyc.gov">Beverly.Strong@acs.nyc.gov</a>
<b>QUEENS JOB CENTERS/SITES</b>	
212-393-5086	<a href="mailto:Marie.Glemaud@acs.nyc.gov">Marie.Glemaud@acs.nyc.gov</a>