



FAMILY INDEPENDENCE ADMINISTRATION

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Policy, Procedures, and Training

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Office of Procedures

POLICY BULLETIN #09-16-OPE (This Policy Bulletin Replaces PB #08-17-OPE)

AUTOMATED FINGER IMAGING SYSTEM (AFIS) FREEDOM FOR NON CASH ASSISTANCE FOOD STAMP WORKING FAMILIES

Date: February 5, 2009	Subtopic(s): Finger Imaging
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to inform staff of the following:</p> <ul style="list-style-type: none"> • The Midwood Non Cash Assistance Food Stamp (NCA FS) Center – F25, located at 3050 West 21st Street, New York, NY 10011, has closed. • The St. George NCA FS Center – F99, located at 201 Bay Street, Staten Island, NY 10301, is now called the Richmond Center. • The Working Family Food Stamp Initiative (WFFSI) program has been implemented citywide. <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform the Front Door Receptionist (FDR) in Model Offices, Food Stamp Receptionists in Non-Model Centers, and Infoline and Bureau of Fraud Investigation (BFI) staff about AFIS Freedom, a finger imaging policy for Working Family Food Stamp Initiative (WFFSI) applicants.</p> <p>WFFSI applicants who choose to have a telephone application interview for Non-Cash Assistance Food Stamps (NCA FS) must still be finger-imaged. Under an expansion of finger imaging options called AFIS Freedom, WFFSI applicants and any other adult members of the household, will be able to go to any NCA FS AFIS location citywide to comply with finger imaging requirements</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*

Note: The AFIS Freedom extends to all telephone interviews

The AFIS Directory (**W-519N**) is to be made available to all qualified food stamp applicants who are required to be finger-imaged. The directory lists the citywide AFIS locations that applicants or any other adult member of the FS household may use to meet finger imaging requirements. It also lists the Infoline telephone number, which applicants unable to visit an AFIS Freedom location during normal business hours can use to schedule an after hours appointment at a BFI location.

When a WFFSI applicant comes to an NCA FS Center and requests to be finger-imaged, the Receptionist must determine if the applicant was scheduled for a telephone interview under WFFSI and was given the **W-519N** directory, as noted above. The Receptionist will:

- ask the applicant if he/she was previously given an AFIS Directory
- ask if he/she has been told that he/she may comply with finger imaging requirements at any location in the Directory
- do a search to determine in which NCA FS Center the applicant's case is registered

When a WFFSI applicant comes to a Model Center, the FDR will follow the same steps listed above and will send the applicant directly to the AFIS location in the Center by issuing the applicant an AFIS ticket utilizing "Other Routing Options."


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

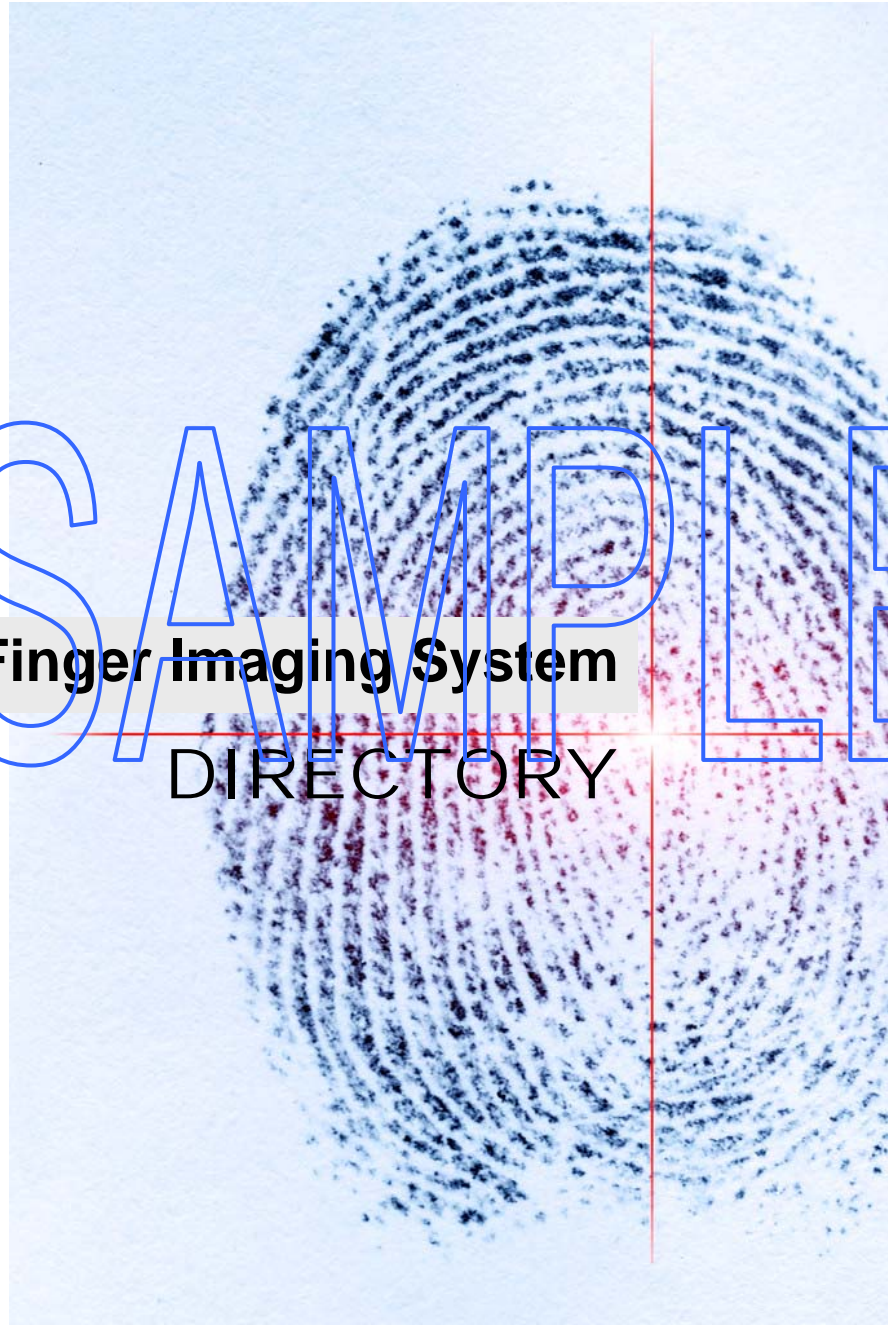
Samples of the forms are attached.

Effective Immediately

Attachments:

- W-519N** Automated Finger Imaging System Directory (Rev. 2/5/09)
- W-519N (S)** Automated Finger Imaging System Directory (Spanish) (Rev. 2/5/09)

 Please use Print on Demand to obtain copies of forms.



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S**

Automated Finger Imaging System

DIRECTORY

Finger Imaging 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	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Union Square – F11	109 East 16th Street	6th Floor	Monday through Friday 9:00 AM to 5:00 PM
Washington Heights – F13	4055 10th Avenue	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
St. Nicholas – F14	132 West 125th Street	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
Waverly – F19	12 West 14th Street	1st Floor	Monday, Wednesday, Thursday, Friday 8:30 AM to 6:00 PM Tuesday 8:30 AM to 7:00 PM Saturday 9:00 AM to 5:00 PM

SAMPLE

BRONX

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Stadium – F31	260 East 161st Street	8th Floor	Monday through Friday 9:00 AM to 5:00 PM
Rider – F38	305 Rider Avenue	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
Melrose – F40	260 East 161st Street	4th Floor	Monday through Friday 9:00 AM to 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	1st Floor	Monday, Tuesday, Thursday, Friday 9:00 AM to 6:00 PM Wednesday 9:00 AM to 7:00 PM Saturday 9:00 AM to 5:00 PM
Crotona – F46	1910 Monterey Avenue	5th Floor	Monday through Friday 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.

Finger Imaging 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.

BROOKLYN

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Ft. Greene – F20	275 Bergen Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Williamsburg – F21	30 Thornton Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Coney Island – F22	2365 West 8th Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Boro Hall – F23	45 Hoyt Street	1st Floor	Monday, Wednesday, Thursday, Friday 9:00 AM to 6:00 PM Tuesday 9:00 AM to 7:00 PM Saturday 9:00 AM to 5:00 PM
Greenwood – F24	227 Schermernorn Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Midwood – F25	3050 West 21st Street	2nd Floor	Monday through Friday 9:00 AM to 5:00 PM
North Brooklyn – F26	500 DeKalb Avenue	5th Floor	Monday through Friday 9:00 AM to 5:00 PM
New Utrecht – F27	6740 4th Avenue	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Brighton – F28	2865 West 8th Street	1st Floor	Monday through Friday 9:00 AM to 5:00 PM

SAMPLE

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.

Finger Imaging 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.

QUEENS

Non Cash Assistance Food Stamp Centers	Address	Floor	Hours
Long Island City – F43	45-12 32nd Place	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Queens – F53	32-20 Northern Boulevard	1st Floor	Monday through Friday 9:00 AM to 5:00 PM
Jamaica – F54	165-08 88th Avenue	1st Floor	Monday, Tuesday, Wednesday, Friday 8:30 AM to 6:00 PM Thursday 8:30 AM to 7:00 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

SAMPLE

STATEN ISLAND

Non Cash Assistance Food Stamp Center	Address	Floor	Hours
Richmond – F99	201 Bay Street	1st Floor	Monday through Thursday 9:00 AM to 6:00 PM Friday 9:00 AM to 7:00 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.



**Sistema Automatizado de Imágenes Digitales
(Automated Finger Imaging System - AFIS)**

SAMPLES
DIRECTORIO
AFIS

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo

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

MANHATTAN

Centros de Cupones para Alimentos	Dirección	Piso	Horas
East End – F02	2322 3rd Avenue	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM
Union Square – F11	109 East 16th Street	6to Piso	Lunes a viernes 9:00 AM a 5:00 PM
Washington Heights – F13	4055 10th Avenue	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM
St. Nicholas – F14	132 West 125th Street	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
Waverly – F19	12 West 14th Street	1er Piso	Lunes, miércoles, jueves y viernes 8:30 AM a 6:00 PM Martes 8:30 AM a 7:00 PM Sábado 9:00 AM a 5:00 PM

BRONX

Centros de Cupones para Alimentos	Dirección	Piso	Horas
Stadium – F31	260 East 161st Street	8vo Piso	Lunes a viernes 9:00 AM a 5:00 PM
Rider – F38	305 Rider Avenue	2do Piso	Lunes a viernes 9:00 AM a 5:00 PM
Melrose – F40	260 East 161st Street	4to Piso	Lunes a viernes 9:00 AM a 5:00 PM
Fordham – F44	2551 Bainbridge Avenue	1er Piso	Lunes, martes, jueves y viernes 9:00 AM a 6:00 PM Miércoles 9:00 AM a 7:00 PM Sábados 9:00 AM a 5:00 PM
Crotona – F46	1910 Monterey Avenue	5to Piso	Lunes a viernes 9:00 AM a 5:00 PM

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

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo
Favor de presentarse al piso indicado más abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

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North Brooklyn – F26	500 DeKalb Avenue	5to Piso	Lunes a viernes 9:00 AM a 5:00 PM
New Utrecht – F27	6740 4th Avenue	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM
Brighton – F28	2865 West 8th Street	1er Piso	Lunes a viernes 9:00 AM a 5:00 PM

SAMPLER

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

Directorio para las Imágenes Digitales de los Centros de Cupones para Alimentos de No Asistencia en Efectivo
 Favor de presentarse al piso indicado más abajo y la Recepción le dirigirá al Puesto de Imágenes Digitales.

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Centros de Cupones para Alimentos	Dirección	Piso	Horas
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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	Dirección	Piso	Horas
Richmond – F99	201 Bay Street	1er Piso	Lunes a jueves 9:00 AM a 6:00 PM Viernes 9:00 AM a 7:00 PM Sábado 9:00 AM a 5:00 PM

SAMPLE

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