



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #11-46-OPE (This policy bulletin replaces PB #07-03-OPE)

### REVISIONS TO THE MODEL CENTER DESK GUIDE (W-205MM)

<p><b>Date:</b> May 23, 2011</p>	<p><b>Subtopic(s):</b> Forms, MONIQ, Desk Guide</p>
<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 staff that the Model Center Desk Guide (<b>W-205MM</b>) has been revised as follows:</p> <ul style="list-style-type: none"> <li>• The name of the form has changed from MONIQ Desk Guide to Model Center Desk Guide.</li> <li>• The form has been reformatted and the logo has been updated.</li> <li>• Queues have been updated within each section.</li> <li>• Two new service area sections have been added to the desk guide: Enrollment Agency and NCA Customer Service.</li> </ul> <p>Form <b>W-205MM</b> was created to assist MONIQ users in identifying which MONIQ tickets they can process and the queues to which they can route individuals.</p> <p>A sample of the desk guide is attached.</p> <p>Center directors must ensure that all previous versions of form <b>W-205MM</b> are removed from circulation and recycled.</p> <p><i>Effective Immediately.</i></p> <p><b>Attachment:</b></p> <p><b>W-205MM</b>                      Model Center Desk Guide (Rev. 5/23/11)</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

### Model Center Desk Guide

CA Case Management Unit					
Can Call Tickets in These Queues*			Can Route Customers to These Queues		
CA Appl Interview	CA MDR	CA Application/Addn	CA MDR**	D&C In-House	
CA Appointment	CA Missed Appt	CA Appointment**	CA Missed Appt**	Enrollment Agency	
CA Conciliation	CA Other	CA Conciliation**	CA Recertification**	FH&C Conference	
CA In-House	CA Recertification	CA Info Verification**	CA Special Call-In**	HDU General	
CA Info Verification	CA Special Call-In		CSIC Child Care	NCA Intake	

CA Customer Service					
Can Call Tickets in These Queues			Can Route Customers to These Queues		
CSIC Child Care		CA Application/Addn	CA MDR**	CSIC Child Care	FH&C Conference
CSIC Document Rtn		CA Appointment**	CA Missed App**	CSIC General	HDU General
CSIC General		CA Conciliation**	CA Recertification**	CSIC Supervisor	NCA Intake
CSIC From ACS		CA Info Verification**	CA Special Call-In**	D&C In-House	
CSIC Supervisor			CA Other†	Enrollment Agency	

ACS	CA Reception	D&C	Enrollment Agency	Food Stamps (NCA)	NCA Customer Service
Can Call	Can Call	Can Call	Can Call	Can Call	Can Call
CSIC Child Care	CA Application/Addn	D&C D&C In-House	Enrollment Agency	NCA Appl Interview NCA Conf/Appt/Problem NCA Intake NCA Recertification	CSIC NCA CBIC CSIC NCA Document Rtn CSIC NCA General
Can Route To	Can Route To	Can Route To	Can Route To	Can Route To	Can Route To
CSIC From ACS D&C In-House Enrollment Agency	CA Appl Interview CA Info Verification** CSIC General D&C In-House FH&C Conference HDU General NCA Intake	CA Application/Addn CA Info Verification** CSIC Child Care CSIC General D&C In-House NCA Intake	CSIC Child Care D&C In-House	CA Application/Addn CSIC NCA CBIC CSIC NCA General NCA Intake	CA Application/Addn CSIC General NCA Appl Interview** NCA Conf/Appt/Problem NCA Intake NCA Recertification**

\* At some Centers, a limited number of CMU staff are able to call CA Application/Addn tickets.

\*\* The customer's appointment must be verified, or arrangements made with the destination unit, before the customer can be routed to this queue.

† CA Other tickets can only be issued to CA applicants who have an emergency.

### Model Center Desk Guide

Fair Hearing & Compliance (FH&C)	Homelessness Diversion Unit (HDU)
<b>Can Call Tickets in This Queue</b>	<b>Can Call Tickets in These Queues</b>
FH&C Conference	HDU General, Document Rtn, Interview
<b>Can Route Customers to These Queues</b>	<b>Can Route Customers to These Queues</b>
CA Application/Addn CA Appointment** CA Conciliation** CA In-House CA Info Verification** CA MDR** CA Missed Appt** CA Recertification** CSIC Child Care CSIC General D&C In-House Enrollment Agency NCA Intake	CA Application/Addn CA Appointment** CA Conciliation** CA In-House CA Info Verification** CA MDR** CA Missed Appt** CA Recertification** CSIC Child Care CSIC General D&C In-House Enrollment Agency FH&C Conference NCA Intake

SAMPLE

Front Door Reception (FDR)				
Can Route Customers to These Queues				
CA Application/Addn	CA MDR**	CSIC Document Rtn	D&C	NCA Intake
CA Appointment**	CA Missed Appt**	CSIC General	Enrollment Agency	NCA Recertification**
CA Conciliation**	CA Recertification**	CSIC NCA CBIC	FH&C Conference	
CA Info Verification**	CA Special Call-In**	CSIC NCA Document Rtn	HDU General	
	CSIC Childcare	CSIC NCA General	NCA Appl Interview**	

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