



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-62-OPE

THE NEW YORK CITY CHILDREN'S SERVICES CASH ASSISTANCE SUPPORT AND POLICY UNIT (CASP)

Date: June 29, 2011	Subtopic(s): 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 processing childcare about the creation of the New York City Children's Services/ACS Cash Assistance Support and Policy Unit (CASP).</p> <p>Due to an ACS re-organization, ACS/NYC Children's Services staff will no longer be assigned to work in Job Centers. CASP has been established to continue to assist HRA staff with processing childcare by providing childcare information, updates, and assistance. The CASP unit will respond to childcare questions by phone and email (see Attachment A for CASP contact information). CASP will provide immediate assistance whenever possible.</p> <p>The CASP unit will provide the following information/assistance to HRA Staff:</p> <ul style="list-style-type: none"> • Perform child care agency transfers (change ACCIS care from ACS to HRA) • Provide pertinent child care information • Provide child care updates (fees, market rates, regulations, capacity, etc.) • Answer eligibility, enrollment, and policy questions • Assist with ACCIS transactions/requests <p><i>Effective Immediately</i></p> <p> Attachment: Attachment A Cash Assistance Support and Policy Unit (CASP) 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

**Cash Assistance Support and Policy Unit (CASP)
Contact Information**

Contact information is for staff only. Parents and childcare providers/programs should not be given contact information for CASP.

TELEPHONE	EMAIL ADDRESS
BROOKLYN AND STATEN ISLAND JOB CENTERS/SITES	
212-361-5843	Beverly.Strong@acs.nyc.gov
212-361-5877	Jocelyne.Celestin@acs.nyc.gov
BRONX JOB CENTERS/SITES	
212-361-5766	Betty.Mitchell@acs.nyc.gov
212-361-5775	Betty.Ware@acs.nyc.gov
MANHATTAN/QUEENS JOB CENTERS/SITES	
212-361-6890	Marie.Glemaud@acs.nyc.gov