



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-37-OPE

NYC HRA MOBILE DOCUMENT UPLOAD APPLICATION SYSTEM ERROR


<p>Date: March 30, 2017</p>	<p>Subtopic(s): Forms, Eligibility</p>
<p>No negative actions for these cases until April 14, 2017.</p>	<p>The purpose of this policy bulletin is to inform all FIA staff of a system error that affected the NYC HRA Mobile Document Upload application.</p> <p>Between 7:00pm March 10, 2017 through 5:00pm March 13, 2017, there were intermittent issues that prevented documents submitted via the Mobile Document Upload to transfer to HRA for indexing. These documents were not saved and must now be resubmitted by the applicant/participant.</p> <p>To inform the applicant/participant of the error, the Important Information about your Human Resources Administration (HRA) Case (FIA-1191) notice has been created.</p> <p>The FIA-1191 informs applicants/participants about the error and asks them to resubmit their documents by April 10, 2017, by either re-uploading them through the NYC HRA Mobile Document Upload application, by fax, in person, or by mail.</p> <p>Applicants/participants who have provided a valid email address will also be sent a notification of the issue and asked to resubmit their documents.</p> <p>If any of the cases affected (approximately 500) are awaiting a case action (application processing, recertification processing, etc...) staff must not take any negative case actions for failing to return documents until April 14, 2017. An edit has been placed on the Paperless Office System (POS) Turn Around Document (TAD) to alert staff if the case is one of those identified. When processing a negative case action for failing to return documents on one of the identified cases, POS will display the following error message:</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

Please review case before posting a closing/reject for documentation. This is one of the cases that were affected by the HRA Document Upload error

Effective Immediately

Attachments:

 Please use Print on Demand to obtain copies of forms.

- FIA-1191 (E)** Important Information About Your Human Resources Administration (HRA) Case (3/17/17)
- FIA-1191 (S)** Important Information About Your Human Resources Administration (HRA) Case (Spanish) (3/17/17)

Date: _____

Case Number: _____

Case Name: _____

Important Information About Your Human Resources Administration (HRA) Case

You recently used NYC HRA's Document Upload application to submit documents for your case.

We apologize for the inconvenience, but due to a system error between March 10th and March 13th, we did not receive the documents.

The error has been fixed, but we **still need your documents!**

Please give us the documents by:

SAMPLE
April 10, 2017

You can give us the documents by:



Uploading them using the NYC HRA Document Upload application



Faxing them to **917-639-1111**



Bringing them to any SNAP or Job Center



Mailing them to **TIPS 24**
PO BOX 380886
Brooklyn, NY 11238

If you have any questions about this letter, you can call InfoLine at **718-557-1399**.

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Información Importante Sobre Su Caso de la Administración de Recursos Humanos (HRA)

Recientemente usted se sirvió de la aplicación informática Document Upload de la HRA de NYC para presentar documentos para su caso.

Nos disculpamos por la inconveniencia, pero debido a un error del sistema entre marzo 10 y marzo 13, no hemos recibido los documentos.

¡El error se ha corregido, pero **aún necesitamos sus documentos!**

Favor de proporcionarnos los documentos para el:

SAMPLE
10 de abril, 2017

Usted nos puede proporcionar los documentos:



mediante la aplicación informática Document Upload de la HRA de NYC



por fax al **917-639-1111**



en persona en cualquier Centro de SNAP o Centro de Trabajo



por correo a **TIPS 24**
PO BOX 380886
Brooklyn, NY 11238

Si tiene cualquier pregunta sobre esta carta, puede llamar a la InfoLine al **718-557-1399**.