## OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

Human Resources Administration Department of

Social Services

#### **POLICY BULLETIN #17-37-OPE**

#### NYC HRA MOBILE DOCUMENT UPLOAD APPLICATION SYSTEM ERROR

<b>Date:</b> March 30, 2017	Subtopic(s): Forms, Eligibility
	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.
	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.
	To inform the applicant/participant of the error, the Important Information about your Human Resources Administration (HRA) Case (FIA-1191) notice has been created.
	The <b>FIA-1191</b> informs applicants/participants about the error and asks them to resubmit their documents by <b>April 10, 2017</b> , by either re-uploading them through the NYC HRA Mobile Document Upload application, by fax, in person, or by mail.
	Applicants/participants who have provided a valid email address will also be sent a notification of the issue and asked to resubmit their documents.
No negative actions for these cases until April 14, 2017.	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 <b>April 14, 2017</b> . 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:
	1

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

Distribution: X

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)

FIA-1191 (E) 03/17/2017 LLF

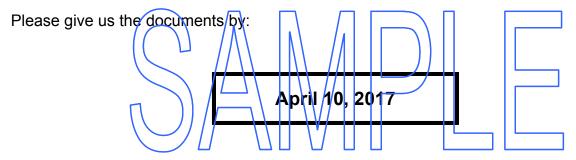
Date:	
Case Number:	
Case Name:	

# Important Information About Your Human Resources Administration (HRA) Case

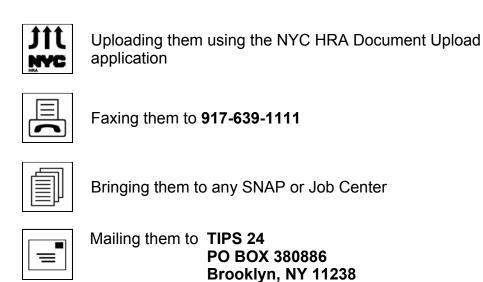
You recently used NYC HRA's Document Upload application to submit documents for your case.

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!



You can give us the documents by:



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

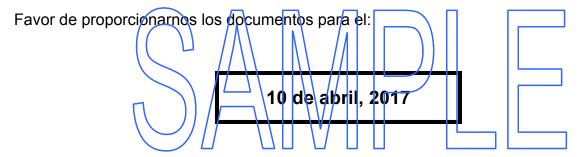
Fecha:	
Número del Caso:	
Nombre del Caso:	

### 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!



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.