



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-71-OPE (This Policy Bulletin Replaces PB #17-20-OPE)

CONFIRMATION OF CONTACT WITH YOUR CENTER

Date: August 1, 2017	Subtopic(s): POS
<p>FIA-1173 form</p> <p>New information</p>	<p>The instructions in this policy bulletin are for Job Center and Supplemental Nutrition Assistance Program (SNAP) Center staff and are informational for all other staff.</p> <p>This policy bulletin is being revised to:</p> <ul style="list-style-type: none"> • Inform staff that the Confirmation of Contact With Your Center (FIA-1173) form <u>must</u> be printed every time an individual visits or contacts the Center; • Provide additional clarification for generating form FIA-1173. <p>The Confirmation of Contact With Your Center (FIA-1173) form was created to provide an individual who visits or contacts a Job Center or SNAP Center with a document that indicates the nature and date of the visit/contact. The FIA-1173 must be provided to all individuals as a proof of their visit/contact, even if not requested by the individual.</p> <p>The FIA-1173 can be printed for both scheduled and unscheduled appointments. A Worker who has started an activity in the Paperless Office System (POS) can generate the FIA-1173 by:</p> <ul style="list-style-type: none"> • Selecting the Yes button to the question “<i>Does the applicant/participant need a receipt indicating that they were in or contacted HRA Center?</i>” when the Universal Receipt Message opens on the Household screen; or

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

The screenshot shows the FS POS 10.3 software interface. It includes sections for 'Control Information', 'Present Address', 'Suffix Information', and 'Case Member Information'. A 'Universal Receipt' dialog box is open, asking 'Does the applicant/participant need a receipt indicating that they were in or contacted (RSA Center)?' with 'Yes' and 'No' buttons.

- Selecting the **Print Universal Receipt** option from the *Tools* menu and then selecting the **Yes** button when the **Universal Receipt** Message opens.



The body of the form contains fields to record the name of the individual, date of the visit/contact and reason for the visit/contact. The **FIA-1173** also includes the name and telephone number of the Center that was visited/contacted.

The table below provides a list of the snippets that appear in the *Reason for Visit or Contact* dropdown menu and the corresponding POS activities in which each snippet is available.

Reason for Visit or Contact dropdown menu snippets and the POS activities in which the snippets are available.

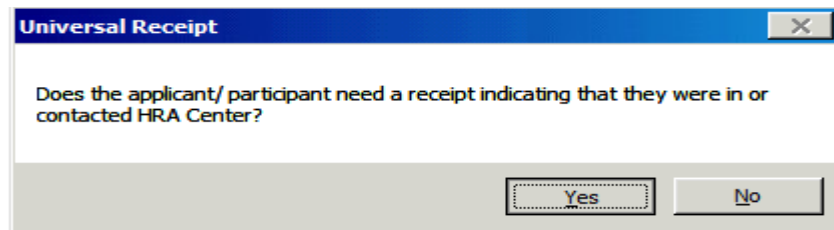
Reason for Visit or Contact dropdown menu snippets	POS activities in which the snippets are available
complete application interview	<ul style="list-style-type: none"> • CA Application Interview • IN/ESNAP Issuance • SNAP Application Interview • ESNAP Issuance • Re-Open CA Case
complete recertification interview	<ul style="list-style-type: none"> • CA Recertification Interview • SNAP Recertification Interview
complete non-food emergency or special grant	<ul style="list-style-type: none"> • Non-Food Emergency/ Special Grant • CA Change Case Data
complete change action	<ul style="list-style-type: none"> • CA Change Case Data • SNAP Change Case Data
submit application	<ul style="list-style-type: none"> • CA Application Intake • HRA Outreach Intake
return documentation	<ul style="list-style-type: none"> • Document Intake • All others
complete customer service inquiry	<ul style="list-style-type: none"> • All
request a budget letter	<ul style="list-style-type: none"> • All

How to Generate the FIA-1173

Generating the **FIA-1173**

The Worker follows the steps below to generate the **FIA-1173**:

- Select the **Yes** button to the question “*Does the applicant/participant need a receipt indicating that they were in or contacted HRA Center?*” when the **Universal Receipt** Message opens;



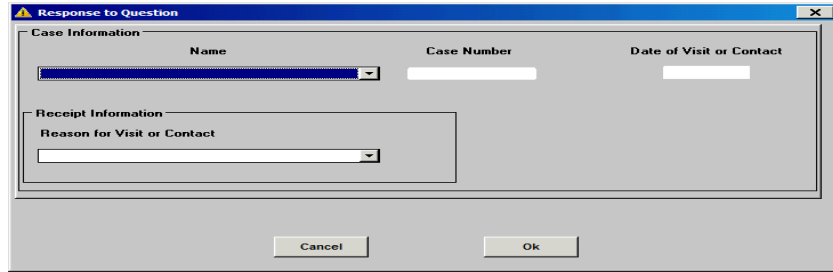
New information

Note: The Worker must always select the **Yes** button even if an individual does not request a receipt.

New information

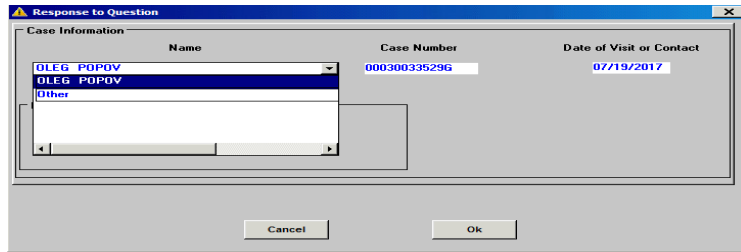
The **Response to Question** window consists of 2 sections: **Case Information and Receipt Information.**

Response to Question window



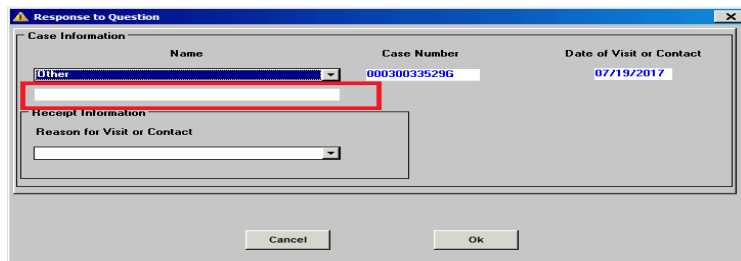
Revised

- Complete **Case Information** section in the **Response to Question** window, as follows:
 - Select the name of the individual from the **Name** drop down menu



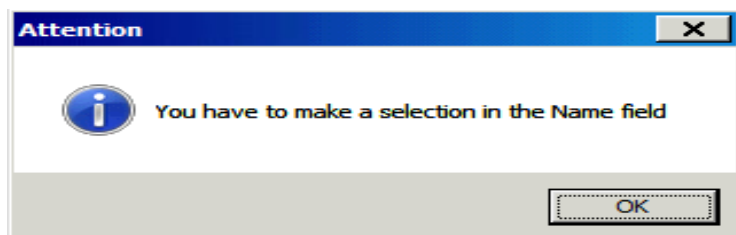
Revised

Note: If the name does **not** appear in the drop down menu, select **Other** and in the blank field below type the name of the person who asked for the **FIA-1173** including, but not limited to, authorized representatives.



New information

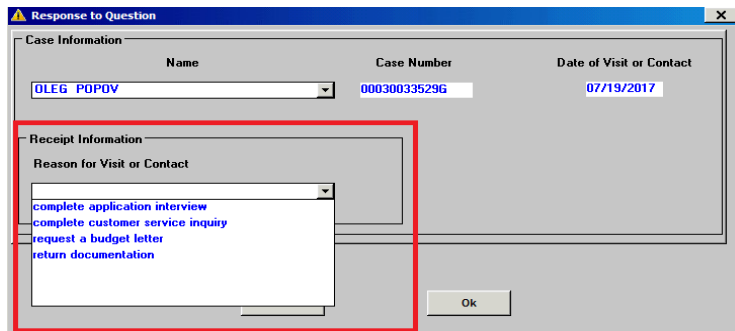
If the Worker tries to click OK without selecting the client's name, the **Attention Message** will open indicating that a selection is required in the name field:



Revised

New information

- The values for **Case Number** and **Date of Visit or Contact** are pre-filled by POS.
- Complete **Receipt Information section** in the **Response to Question** window, as follows:
 - Select a value from the **Reason for Visit or Contact** drop down menu in the *Receipt Information* section.

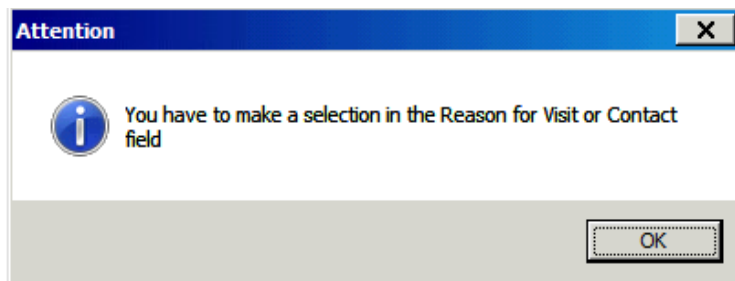


Note: The values in the dropdown menu vary based on the POS activity that is being completed and status of the case when the **FIA-1173** is generated.

New information

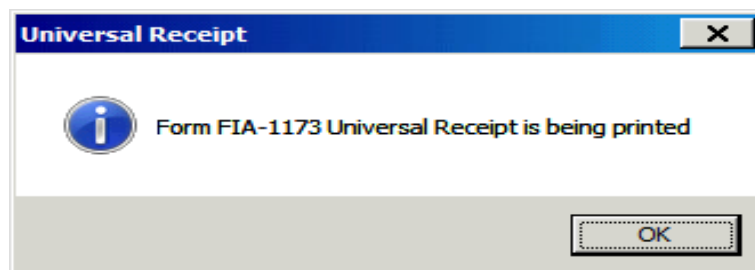
- Select the **Ok** button.

Note: If the Reason for Visit/Contact is **not** selected, the **Attention Message** opens:

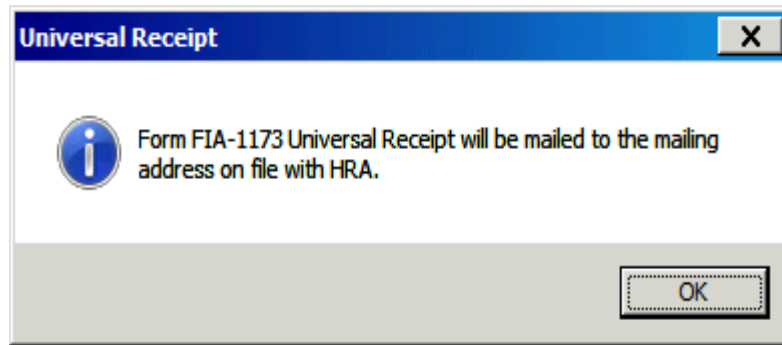


- Select the **OK** button when the Universal Receipt Message displays either of the following informational messages:

Informational message displayed when the individual is marked as "In the Office"



Informational message displayed when the individual is marked as something other than "In the Office"



How to Print and Index the FIA-1173

Printing and indexing the FIA-1173

The **FIA-1173** is automatically indexed to the HRA OneViewer when the Worker selects the **OK** button on the **Universal Receipt** Message that displays either of the following informational messages:

Informational messages

- Form FIA-1173 Universal Receipt is being printed; or
- Form FIA-1173 Universal Receipt will be mailed to the mailing address on file with HRA.

If the individual visits the Center, the Worker indicates that the individual is "*In the Office*" in the **Communication Preferences** window. The first informational message shown above is displayed. The **FIA-1173** prints out at the local printer. The Worker must give the printed **FIA-1173** to the individual.

Revised

If the individual contacts the Center, the Worker indicates the location of the individual in the **Communication Preferences** window. For example, "On the Phone" or "At home" The second informational message shown above is displayed. The **FIA-1173** will be generated as part of the Print-to-Mail (PTM) process. The Management Information System (MIS) mail distribution unit will send the printed **FIA-1173** to the mailing address on file for the case.

If the **Preferred Language for Written Notice** indicator is set to a language other than English, the **FIA-1173** will print in English and the selected language for written notices.


Effective Immediately

Related Items:

[PB #17-19-SYS](#)

[PB #17-18-SYS](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

FIA-1173

Confirmation of Contact With Your Center
(11/10/2016)

FIA-1173 (S)

Confirmation of Contact With Your Center
(Spanish) (11/10/2016)



Date: _____

Case Name: _____

Case Number: _____

Center: _____

Confirmation of Contact With Your Center

This letter serves to prove that _____
was in our office or contacted our office on _____
to: _____

This letter is not intended to provide an outcome or result from the visit.

Please contact us if you have any questions.

Thank you.

SAMPLE

Center Name

Telephone Number



Fecha: _____

Nombre del Caso: _____

Número del Caso: _____

Centro: _____

Confirmación de Comunicación con su Centro

Por la presente se ha comprobado que _____
estuvo en nuestra oficina o se comunicó con la misma el _____
para: _____.

La presente no tiene por objeto informarle del resultado de la visita.

Ante cualquier pregunta, por favor comuníquese con nosotros.

Gracias.

SAMPLE

Nombre del Centro

Número del Teléfono