



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #18-02-OPE

(Use With PB #17-28-OPE)

INTRODUCTION OF THE DESK GUIDE FOR INDEXING DOCUMENTS BY DOCUMENT SUBMISSION

<p>Date: January 19, 2018</p>	<p>Subtopic(s): POS, CBO, FIA-1139a, FIA-1139b, FIA-1139c</p>
	<p>The purpose of this policy bulletin is to introduce to the Centralized Indexing Unit (CIU), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center and Job Center staff the new “Desk Guide for Document Indexing Based on Submission Method and Scenario” (FIA-1139c). This policy bulletin is informational for all other staff.</p> <p>To apply for the public benefits an applicant/participant must submit certain documents to verify the specific eligibility factors related to their case.</p> <p>Staff must scan and review the image(s) of the received document and follow the established procedure to search for the case number the documents belong to.</p> <p>This Desk Guide instructs Staff how to handle the image(s) of the received documents depending on the:</p> <ul style="list-style-type: none"> • submission method; • result of the case number search; and • exact type of the document. <p>Staff must refer to the UIT Centralized Web Indexing Desk Guide for detailed instructions on scanning and indexing images.</p> <p>A sample of the FIA-1139c is attached.</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

Effective Immediately

Related Item:

[PB #17-28-OPE
UIT Centralized Web Indexing Desk Guide](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

FIA -1139c Desk Guide for Document Indexing Based on Submission Method and Scenario (01/19/2018)

DESK GUIDE FOR DOCUMENT INDEXING BASED ON SUBMISSION METHOD AND SCENARIO

SCENARIO (after a thorough case search has been performed)	IMAGE SUBMISSION SOURCE				
	RIGHT FAX	NYC HRA DOCUMENT UPLOAD or ACCESS HRA	MAIL	CSIC	SELF-SERVICE SCANNING
1. Case CANNOT be identified and image(s) is/are a/an...					
A. Illegible document	Designee Action: Request that MIS move the image(s) to the Storage Folder .	Designee Action: Request that MIS move the image(s) to the Storage Folder .	Designee Action: Request that MIS move the image(s) to the Storage Folder .	N/a	N/a
B. Invalid submission * with a name, address, or telephone number	N/a	Worker Action: send an email to notify the Supervisor and the Designee Supervisor Action: review the images; generate FIA-1139a or FIA- 1139b ; store these forms in an electronic folder; email the Designee to request that MIS move the images to the Storage Folder. Designee Action: Request that MIS move the image(s) to the Storage Folder .	N/a	N/a	N/a
C. Invalid submission * without a name, address, or telephone number	N/a	Designee Action: Request that MIS move the image(s) to the Storage Folder .	N/a	N/a	N/a
D. Legible document with a name, address and/or telephone number	Worker Action: generate Cover letter . Designee Action: Request that MIS move the image(s) to the Storage Folder .	Worker Action: generate Cover letter . Designee Action: Request that MIS move the image(s) to the Storage Folder .	Worker Action: Outreach (by phone, then by mail). Designee Action: Send the originals back to the individual with the Cover letter .	N/a	N/a
E. Legible document without an address or telephone number	Designee Action: Request that MIS move the image(s) to the Storage Folder .	Designee Action: Request that MIS move the image(s) to the Storage Folder .	Worker Action: Scan submission(s) and notify Supervisor. Designee Action: Request that MIS move the image(s) to the Storage Folder .	N/a	N/a
F. Non-Client document received (cruise deal, menu, office supplies flyer, etc.)	Designee Action: Request that MIS delete the image(s).	Designee Action: Request that MIS delete the image(s).	N/a	N/a	N/a

*The term "Invalid submission" (in scenarios 1B, 1C, and 2A) refers to the receipt of applications, recertifications, and periodic reports for SNAP [LDSS-4826, LDSS-4836 NYC, LDSS-4310, LDSS-4310A, and LDSS-3151] and for CA [LDSS-2921, LDSS-3174, and M-327h] via HRA Document Upload.

DESK GUIDE FOR DOCUMENT INDEXING BASED ON SUBMISSION METHOD AND SCENARIO (continued)

SCENARIO (after a thorough case search has been performed)	IMAGE SUBMISSION SOURCE				
	RIGHT FAX	NYC HRA DOCUMENT UPLOAD or ACCESS HRA	MAIL	CSIC	SELF-SERVICE SCANNING
2. Case identified and image(s) is/are a/an...					
A. Invalid submission *	N/a	<p>Indexing System: Web Image Indexing</p> <p>Worker Action: Index images Document Type: <i>Miscellaneous</i> Document Description: <i>Invalid Submission of a CA form;</i> <i>Invalid Submission of a SNAP form</i> Send an email to the Supervisor and the Designee that images of an invalid submission were received.</p> <p>Supervisor Action: generate and scan & index FIA-1139a or FIA-1139b. Document Type: <i>Correspondence/Notices</i> Document Description: <i>FIA-1139a Invalid Submission Using NYC HRA Document Upload (CA);</i> <i>FIA-1139b Invalid Submission Using NYC HRA Document Upload (SNAP)</i></p>	N/a	N/a	N/a
B. Illegible document	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Outreach (call and/or send Cover letter) and index images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Web Image Indexing</p> <p>Worker Action: Outreach (send Cover letter) and index images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Unusable Self Service Scanned Document</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Outreach (call and/or send Cover letter) and index images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	N/a	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Outreach (call and/or send Cover letter) and index images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Unusable Self Service Scanned Document</i></p>
C. Non-Client document (cruise deal, menu, office supplies flyer, etc.)	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Index images</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Web Image Indexing</p> <p>Worker Action: Index images</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Unusable Self Service Scanned Document</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Index images</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	N/a	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Index images</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Unusable Self Service Scanned Document</i></p>

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DESK GUIDE FOR DOCUMENT INDEXING BASED ON SUBMISSION METHOD AND SCENARIO (continued)

SCENARIO (after a thorough case search has been performed)	IMAGE SUBMISSION SOURCE				
	RIGHT FAX	NYC HRA DOCUMENT UPLOAD or ACCESS HRA	MAIL	CSIC	SELF-SERVICE SCANNING
3. Wrong case number associated to the UNINDEXED image(s) and the image(s) is/are a/an...					
A. Legible document	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Based on image received (Example: Personal Documents)</i></p> <p>Document Description: <i>Based on image received (Example: Birth Certificate)</i></p>	<p>Indexing System: Web Image Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Based on image received (Example: Personal Documents)</i></p> <p>Document Description: <i>Based on image received (Example: Birth Certificate)</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Based on image received (Example: Personal Documents)</i></p> <p>Document Description: <i>Based on image received (Example: Birth Certificate)</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Based on image received (Example: Personal Documents)</i></p> <p>Document Description: <i>Based on image received (Example: Birth Certificate)</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Based on image received (Example: Personal Documents)</i></p> <p>Document Description: <i>Based on image received (Example: Birth Certificate)</i></p>
B. Illegible document	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Web Image Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>	<p>Indexing System: Digital Sender Imaging Indexing</p> <p>Worker Action: Assign the correct case number and index the images.</p> <p>Document Type: <i>Miscellaneous</i></p> <p>Document Description: <i>Miscellaneous</i></p>

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