



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #18-78-OPE
(*Obsoletes PB#16-18-OPE*)

REVISIONS TO SELF-SERVICE INITIATIVES FOR CHECK-IN AND DOCUMENT RETURN

<p>Date: December 12, 2018</p>	<p>Subtopic(s): Self-Service Check-In Stations, Kiosks, Self-Service Scanning, Re-Engineering, Forms</p>
	<p>Revisions to the Policy Bulletin:</p> <p>This policy bulletin is being revised to inform staff that:</p> <ul style="list-style-type: none"> • The accessible Self-Service Check-In station (kiosk) has been added to accommodate individuals with physical disabilities including those who are blind or low vision. • The self-service clerk must assist those individuals who prefer to use the accessible kiosk in completing the check-in process, obtaining a ticket, and getting to their service area. • You Have a Right to Free Interpretation Services (HRA-125) notice has been updated to be the DSS-4. • "I Speak..." (HRA-101) card has been updated to be the PALM-20; and that it is a detachable portion of the DSS-4, used to identify the applicant/participant as LEP when presented to staff. • HRA is Changing for You (FIA-1139) has been obsoleted. • The Self-Service Check-In Tablet Log (FIA-1145) that tracked the use of tablets to assist individuals is obsoleted, as the tablets are no longer used in the check-in process. <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform Job Center and Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff that two self-service technologies, self-service check-in stations and scanners, have been developed and implemented in designated Job and NCA SNAP Centers. This policy bulletin is informational for all other staff.</p> <p>Note: The term individual(s) is used throughout this document to refer to the grouping of applicants, participants, and authorized representatives.</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

Self-Service Clerk

The self-service clerk is a functional job title used for designated staff at Centers that use self-service technology for check-in and scanning. The main reception and self-service scanning areas are staffed by self-service clerks. The self-service clerks' responsibilities that are common to both areas include, but are not limited to:

Self-service clerks responsibilities for both the main reception and self-service scanning areas.

- Displaying a customer service oriented approach to greeting and interacting with individuals;
- Managing the flow of the customer line and directing individuals to the self-service equipment;
- Triaging individuals to assess if extra help or a reasonable accommodation is needed for someone with a disability;
- Providing instructions and assistance, as needed, to individuals on how to use the self-service equipment;
- Informing individuals where they can retrieve their printed tickets, visitor passes, and other printed material from the kiosk printer and reminding them to retrieve them;
- Familiarizing, and educating individuals on the benefits of using the various types of self-service options available to them at the Centers (PC Bank [for NCA SNAP], Scanners);
- Reporting issues with traffic flow to the Center and/or Deputy Director; and
- Reporting any system or equipment malfunctions to the Center Director Designee and Management Information Systems (MIS).

Self-Service Check-In

Self-service check-in stations (kiosks).

The first area where the individual encounters the self-service technology is in the main reception area of the Center. Kiosks are used by individuals visiting the Center to obtain their routing ticket. An accessible kiosk is available to assist with the check-in process for individuals who have physical disabilities.

The kiosks use the Front Door Electronic Reception (FRED) logic to perform searches for existing appointments, to route individuals without an existing appointment to the correct Cash Assistance (CA) or NCA SNAP program area, and to route individuals who have an appointment with other agencies or programs that are located at the location.

The kiosks are programmed to time out after one hundred and eighty (180) seconds of inactivity. If the kiosk times out before the individual has completed the check-in process, the kiosk screen returns to the language selection screen.

The required routing ticket, requested visitor passes, and other related materials for the individual's visit are printed at the kiosk printer. The routing ticket information created by the kiosk is transferred into the Model Office Numbering Identification Queue (MONIQ) system, which tracks the individual's contact with workers throughout their visit at the Center.

Note: Counter-queue tickets are tickets that are issued to route individuals to ancillary services at the Centers. Counter-queue tickets cannot be tracked in MONIQ to capture an individual's wait or service time with a worker.

Self-Service Clerks Responsibilities Specific to the Main Reception Area

The self-service clerks' responsibilities specific to the main reception area include, but are not limited to:

- Assisting Limited English Proficient (LEP) individuals by utilizing telephone interpretation services;
- Checking-in individuals if assistance is required with the check-in process;
- Providing individuals that are not staying for same-day services with application kits and commonly requested forms.

Note: Application kits will be given out at main reception if the individual is not staying to complete the application process. Individuals that want to remain at the Center to complete the CA application process will be given the application kit at Site Determination or at the PC Bank for Job Centers that have one. Individuals that want to remain at the Center to complete the NCA SNAP application process will be directed to the PC bank where they can use AccessHRA to complete an online application, unless a paper application is requested. The SNAP paper application and SNAP application kits are given at the PC Bank.

Note: PC Bank areas have Self-Service Scanners available for clients to scan documents to their CA or SNAP applications using their AccessHRA confirmation number or case number.

Check-In for Individuals that Require Assistance

Individuals who require language assistance can be checked-in with the assistance of a self-service clerk. If the individual requests the

SSC staff responsibilities specific to the main reception area.

New Information

Those with a disability can be checked-in with self-service clerk or use the accessible kiosk.

assistance of the self-service clerk, the clerk requests the individual indicate their preferred language on the Language Card (**W-194**), then uses the language line phone at the LEP station to identify the reason for the visit and obtain the individual's demographic information. The self-service clerk then assists the individual check in at the kiosk.

An individual who is deaf/hard-of-hearing can request a sign language interpreter following the prompts on the kiosk. The kiosk will enable a ticket to be printed, directing the individual to the Language Liaison.

Individuals who have a physical disability and/or are blind/have low vision can check-in by using the accessible kiosk. The accessible kiosk is lower in height and has an accessible keyboard for which headphones and disposable earbuds are available to access the screen reader software. This enables the user to hear commands and navigate using the keyboard rather than the touchscreen.

New Information

Those with a disability should be assisted in completing the check-in process.

Those individuals who prefer to use the accessible kiosk should be assisted, as needed, in completing the check-in process, obtaining a ticket, and getting to their service area.

Check-In Process Using a Kiosk

Refer to [PD #18-10-OPE](#).

Each kiosk consists of a 17-inch touch screen monitor and a printer. The user must respond to the questions displayed on the kiosk touch screen, as follows:

Check-In process at kiosks.

- Select their preferred language from the following options:



Once a language is selected, all of the screens that follow appear in the language selected.

- Select a self-identification option:

NYC Human Resources Administration
Department of Social Services

Please tell us who you are by pressing one of the following:

Enter a Social Security Number	I need a sign language interpreter
Swipe Benefit Card	I am an Authorized Representative
None of these identification options	I do not need to identify myself because I am here to see another agency or program in the building

Previous

Refer to Self-Identification Screens Using an SSN or CBIC Card section beginning on page 7 for screen shots.

- If *Enter a Social Security Number* or *Swipe Benefit Card* is selected on the screen above, the system does a case search to see if an appointment is associated with the SSN entered or the Common Benefit Identification Card (CBIC) swiped. Self-service clerks should suggest individuals use the *Swipe Benefit Card* option, as it is more accurate.
 - If an appointment is found, the kiosk generates the corresponding ticket for the appointment. For example, the kiosk generates a **PR** ticket if a recertification appointment is found for a Cash Assistance (CA).
 - If an appointment is not found, the kiosk displays the next screen in the check-in process.
- If *I need a sign language interpreter* is selected on the screen above, the kiosk bypasses the case search and displays the *We are ready to print your ticket* screen. Refer to the screen shot on page 6.

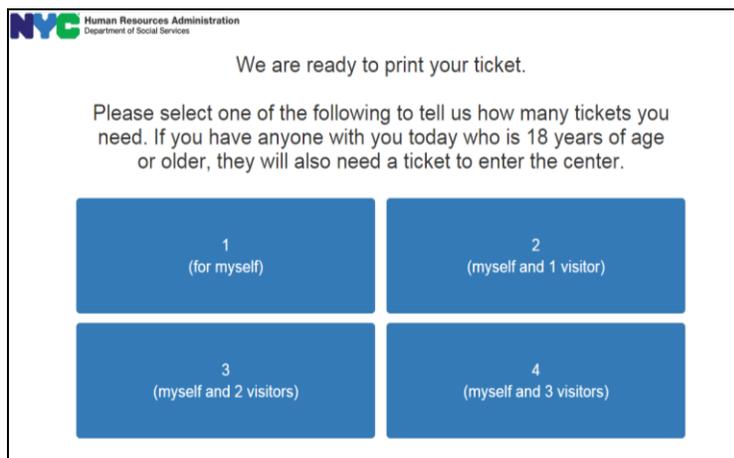
Note: The option “*I do not need to identify myself...*” is displayed on this screen at Centers that have other agencies or programs located in them. For example, individuals that report to the Waverly Job Center (#13) may have an appointment with Catholic Charities, not HRA.

The next screen described is not displayed to individuals who self-identify using an SSN or CBIC if an appointment is located by the system.

Refer to [Routing Options Based on Identification Method Selected](#) section beginning on page 9 for screen shots.

- Select the reason for their visit to the Center. The options displayed on the screen depend on the case status at the time the search is conducted or the self-identification method selected.
- Select a response to the question *Please select one of the following to tell us how many tickets you need.*

Each button includes wording that indicates for whom the tickets are being printed.



Visitor passes.

Visitor passes are printed when the individual indicates that there is someone with them who is 18 years or older. Individuals can request up to three (3) visitor passes.

After the individual answers the questions above, the required ticket and/or form, any requested visitor passes, and additional materials are printed. The kiosk screen displays various messages based on the selections made by the individual. If a ticket was generated to a program area, the kiosk screen displays the following message:



If the individual selects “I need a sign language interpreter” on the self-identification screen, the kiosk prints one of the following tickets:

Sign Language ticket.

- CA Sign Language ticket – if the Center is co-located with an NCA SNAP Center or a standalone Job Center; or
- SNAP Sign Language ticket – if the Center is a standalone NCA SNAP Center.

Updated information.

You Have A Right to Free Interpretation Services is now the **DSS-4**.

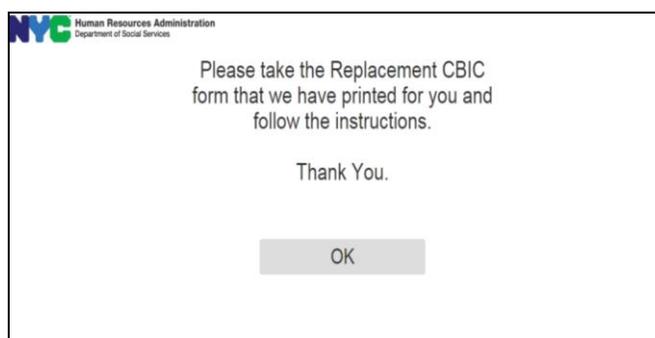
If an individual identifies as Limited English Proficient (LEP), the kiosk prints the You Have A Right to Free Interpretation Services (**DSS-4**), in addition to the routing ticket and any requested visitor passes. The **DSS-4** prints once during a three-month period regardless of the number of Center visits made.

Example: An individual visits a Center that has self-service kiosks for the first time on January 20, 2016. The individual is identified as LEP, based on the case's language indicator, and the **DSS-4** is printed. This same individual returns to the Center on March 15, 2016. The **DSS-4** is not printed for this visit to the Center. The same individual next visits the Center on May 4, 2016 and is still identified as LEP. The **DSS-4** is printed for the May 4th visit because more than three (3) months has passed since the **DSS-4** was printed for this individual.

CBIC Referrals.

If an individual comes to a Center to obtain a replacement Common Benefit Identification Card (CBIC), he/she can request a printout of Need a Replacement Common Benefit Identification Card (CBIC?) (**FIA-1059a**) from the kiosk. This option is only presented if the search requested is about a case with an active case status.

After the **FIA-1059a** is printed, the kiosk/tablet screen displays the following message:



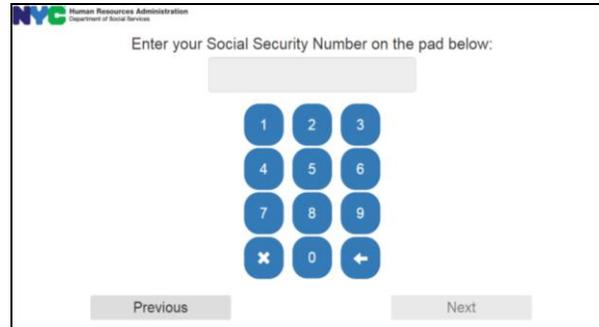
Self-Identification Screens Using an SSN or Common Benefit Identification Card (CBIC) [Benefit Card]

Enter a Social Security Number

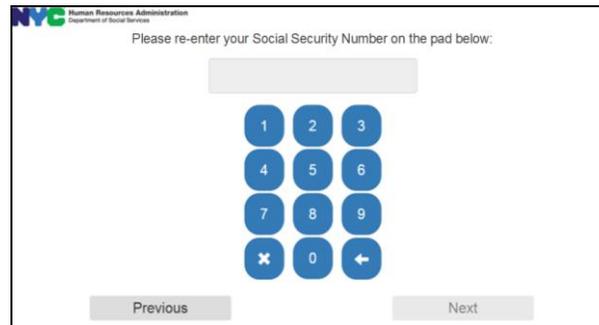
The individual must enter the Social Security Number (SSN) of the

casehead on two separate screens.

SSN entry screen:



SSN re-entry screen:

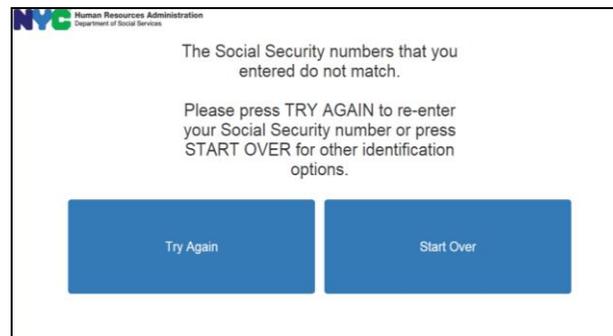


Note: If the SSN of a household member other than the casehead/ payee is entered to perform this search, FRED may not be able to retrieve the appointment because the appointment is usually associated with the casehead/payee.

Individual must re-enter the SSN that was entered on the previous screen.

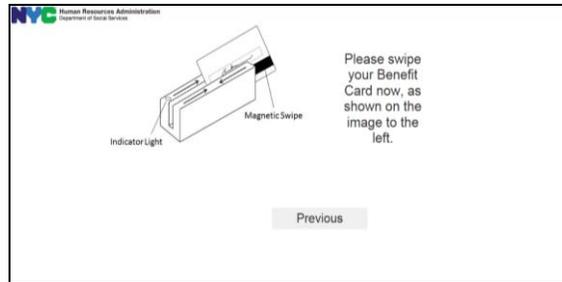
SSNs entered do not match.

If the two entries do not match, the screen displays the option to *Try Again* or *Start Over*. If the individual selects *Try Again*, the screen returns to the initial SSN entry screen. If the individual selects *Start Over*, the screen returns to the language selection screen.



Swipe Benefit Card

The individual must swipe their CBIC.



System unable to read CBIC.

If the system is unable to read the CBIC’s magnetic strip, the kiosk will sound a single beep and display a screen with the following options to self-identify the case:

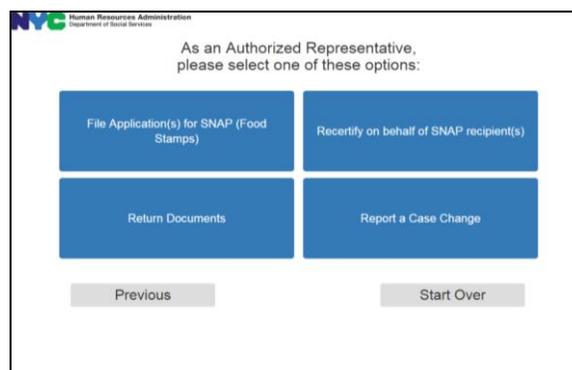


Routing Options Based on Identification Method Selected

Authorized Representative

Authorized Representative.

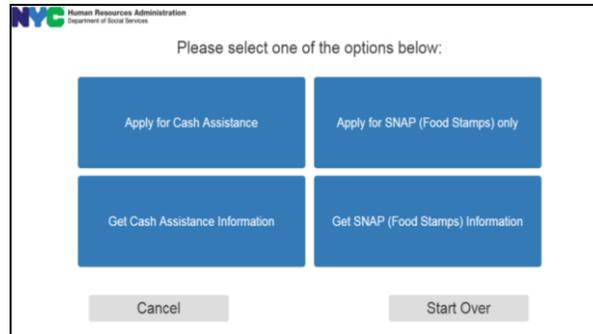
The following routing options are displayed to individuals that select *I am an Authorized Representative* as an identification method:



None of these Options

None of these options.

The following routing options are displayed to individuals that select *None of these options* as an identification method:



I do not need to identify myself because I am here to see another agency or program in the building

I do not need to identify myself because I am here to see another agency or program in the building.

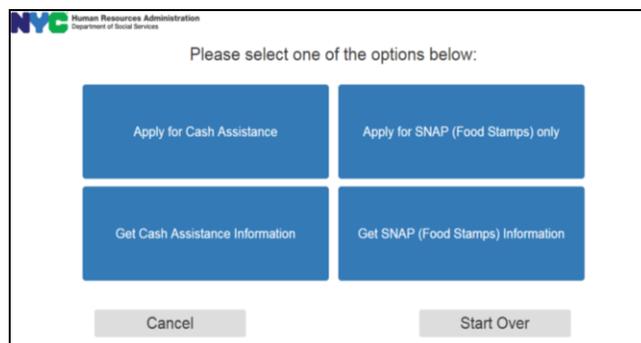
If the individual selects *I do not need to identify myself because I am here to see another agency or program in the building* as an identification method, the individual is brought to a screen that displays Center specific options. The options listed on this screen will vary based on the Center. The screen shot below is a sample of what this screen might display.



Enter a Social Security Number or Swipe Benefit Card

No appointment found and case/individual is **not** AP, AC, or SI status.

The following routing options are displayed to individuals that select either *Enter a Social Security Number or Swipe Benefit Card* as an identification method and an appointment is not found and the case/individual is not in Applying (AP), Active (AC), or Single Issuance (SI) status:



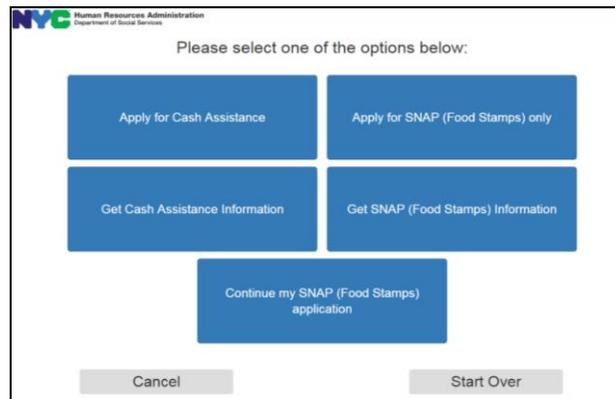
Enhancement to FRED logic for NCA SNAP cases.

A fifth button appears on the screen displayed above if FRED determines that the NCA SNAP case is either eligible for reactivation or if the application can be continued. An individual that selects this fifth option is issued an **NCA CSIC General** ticket.

The ability of FRED to locate NCA SNAP applications and cases in the situations described below is an enhancement to the existing FRED logic.

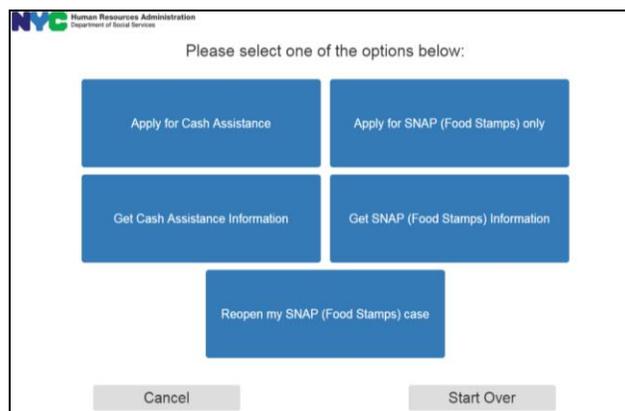
Only one of the following options is presented:

- Continue my SNAP (Food Stamp) application – this option appears for applicants whose case was denied using any rejection code, except **N10** (Failure to Keep/Complete Appointment), between days 31-60 after the application file date; or



Refer to [PD #13-15-ELI](#).

- Reopen my SNAP (Food Stamps) case – this option appears for participants who have a case that closed within the last 30 days that meets the criteria to be reopened without completing a new application.



New screen

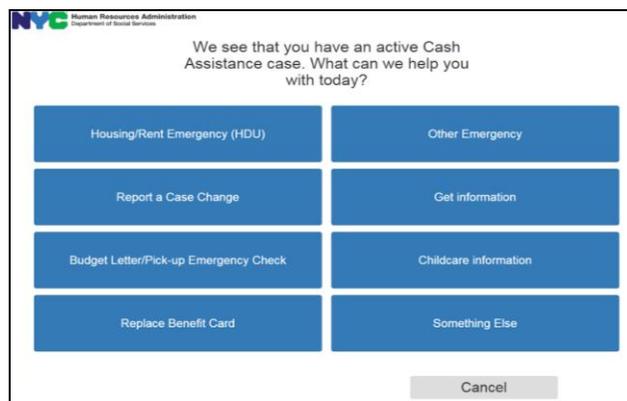
Refer to [PB #18-44-OPE](#).

- Reopen my CA Case - this option appears for participants who have a case that closed within the last 30 days with CA reason code **V20**, **G36**, or **G37**. The individual will be presented with a new option to reopen their CA case or to reapply.



No appointment found and CA case/individual is in SI or AC status.

The following routing options are displayed to individuals that select either *Enter a Social Security Number* or *Swipe Benefit Card* as an identification method and an appointment is not found and the CA case/individual is in AC or SI status:



Note: Centers that contain either the Parks Opportunity Program (POP) or Family Services Call Center (FSCC) will have nine options on this screen. The POP or FSCC option appears under the *Replace Benefit Card* option.

Something Else selected by an individual with a CA case/application.

If a user selects *Something Else*, the screen displays the following routing options:



Note: Individuals with a CA case in AC or SI status that select *None of these* are issued a ticket to CA CSIC General.

CA child care return appointment found.

The following questions are displayed to individuals for whom the system finds a CA child care return appointment:



If the individual selects *Yes* to both questions, the kiosk generates a ticket to the Women’s Housing and Economic Development Corporation (WHEDCo). If the individual selects *No* to one or both questions, the kiosk generates a ticket to CSIC Child Care.

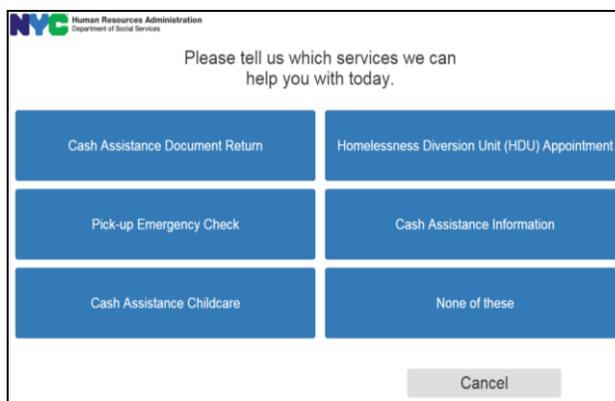
No appointment found and NCA SNAP case is in AC or SI status.

The following routing options are displayed to individuals that select either *Enter a Social Security Number* or *Swipe Benefit Card* as an identification method and an appointment is not found and the NCA SNAP case is in AC or SI status:



Something else selected by an individual with an NCA SNAP case in AC or SI status.

If the user selects *Something else*, the screen displays the following routing options:



Note: Individuals with an NCA SNAP case in AC or SI status that select *None of these* are issued a ticket to NCA CSIC General.

No appointment found and application is in AP status.

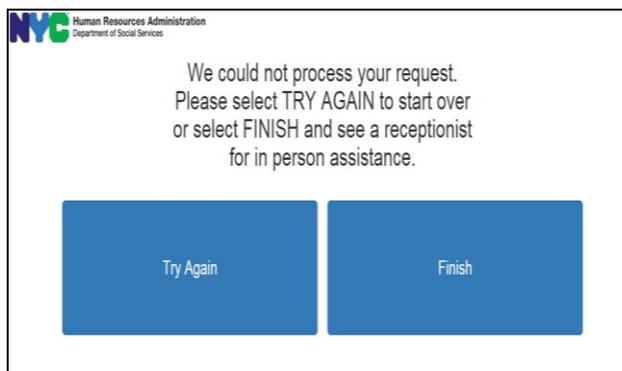
Individuals that select either *Enter a Social Security Number* or *Swipe Benefit Card* as an identification method and an appointment is not found and the application is in AP status will automatically be routed to the Customer Service and Information Center (CSIC) area. The CSIC worker will determine the required service area for the individual's visit.

Miscellaneous Screens

We could not process your request

System is unable to process an individual's request.

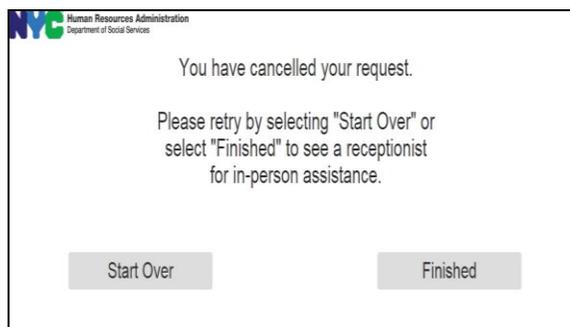
If the system cannot process the individual's request, the screen displays the option to *Try Again* or *Finish*. If the individual selects *Try Again*, the screen returns the self-identification screen. If the individual selects *Finish*, the screen returns to the language selection screen.



You have cancelled your request

Individual cancels their request.

If the individual cancels their request at any point during the check-in process, the screen displays the following message:



Note: The screen returns to the language selection screen when the user selects either *Start Over* or *Finished*.

Manual Check-in Process

Manual check-in process. Refer to the [FIA Model Center Handbook](#).

If the kiosks are not working, the SSC staff will issue manual tickets per the existing manual ticketing process. Refer to the FIA Model Center Handbook for detailed instructions (Section 5 – Ticketing, Visitor Policy and Children’s Corner Passes).

Self-Service Scanners for Document Return

Self-service scanners.

The second area where the individual encounters the self-service technology is in the CSIC waiting area at Job Centers and in either the PC Bank or the NCA CSIC area at NCA SNAP Centers. Some co-located Job and NCA SNAP Centers will have a combined self-service scanning area in the Job Center’s CSIC waiting area rather than separate self-service scanning areas for each program.

Revised information.	<p>Individuals have the option to use the self-service scanners or wait to see a Customer Service Representative. The scanners are used to submit documents that HRA is requesting for a case using an agency document request form (examples of document return notices include the Documentation Requirements and/or Assessment Follow-Up [W-113K], Action Is Required! You Must Submit Documents For Your SNAP Case [FIA-1146], Notice of Documentation required – Change In Household Circumstances [W-132S], and Fair Hearing Compliance Request [W-186D]). Some document return notices indicate that the individual must see a worker. These individuals are routed at the kiosks to the Case Management Unit (CMU). If one of these individuals attempts to use the self-service scanners, the system will not be able to identify the case because it is an invalid appointment type for use at the scanners.</p>
Individuals are routed to CMU if the notice indicates that they must be seen by a Worker.	
NCA SNAP application completed at PC Bank.	<p>Individuals who apply for NCA SNAP at the PC Bank and want to submit documents on the same day should be instructed to choose the <i>Enter my ACCESS NYC Confirmation Number</i> option when identifying their case at the self-service scanners.</p>
Ticket status during use of self-service scanners.	<p>When an individual uses the self-service scanners, the ticket status is changed to ANSWER in MONIQ. This status change occurs once the individual has identified the case at the scanner. The CSIC worker cannot call the ticket while the status of the ticket is ANSWER. This status occurs regardless of the option used to identify the case. The status of the ticket remains ANSWER until the individual makes a selection at the end of their scanning session. The selection options to end the self-service scanning session and the impact to the ticket status for each option are described on page 17.</p>
SSC staff responsibilities specific to the self-service scanning area.	<p><u>SSC Responsibilities Specific to the Self-Service Scanning Area</u></p> <p>The SSC staff responsibilities specific to the self-service scanning area include, but are not limited to:</p> <ul style="list-style-type: none"> • Helping individuals with the preparation and/or drop off of documents; • Reminding individuals to take all original documents from the self-service scanning area.
	<p><u>Scanning Process at the Self-Service Scanners</u></p>
	<p>Each scanner is a Multi-Function Product (MFP) with a 10-inch touch screen. The individual must respond to the questions displayed on</p>

Scanning process at self-service scanners.

the touch screen, as follows:

- Select their preferred language from the following options:
 - English;
 - Spanish;
 - Russian;
 - Korean;
 - Chinese;
 - Arabic; and
 - Haitian-Creole.

Once a language is selected, all of the screens that follow appear in the language selected. If the individual requires a language that is not one of the seven Local Law 73 languages, he/she must be seen by a CSIC worker.

- Select a self-identification option:
 - Enter my Ticket Number;
 - Enter a Case Number;
 - Swipe my Benefit Card;
 - Enter a Social Security Number;
 - Enter my ACCESS NYC Confirmation Number; and
 - I am an Authorized Representative;
- Enter the information to identify the case based on the option selected on the previous screen;

Note: If the system is not able to identify the case, it will prompt the individual with a screen that allows him/her to try again or see a Customer Service Representative.

- Select a response to the question “*Is this correct?*” when the system displays information for the case it has identified;
- Follow the on-screen directions on how to scan the documents for the case.
- Select one of the following options to the question “*Have you finished scanning all of the pages of all of your documents?*”:
 - ***No, I have more documents to scan*** – The individual is returned to the screen which gives instructions on how to scan documents. The status of the ticket remains **ANSWER** until the individual selects a different option from

this screen.

- **Yes, but I still need to see a Customer Service Representative** – The screen displays a message instructing the individual to have a seat and wait for their ticket to be called. The status of the ticket is changed to **WAIT** in the appropriate MONIQ queue. The individual does not lose their place in the queue because they chose to use the self-service scanner.
- **Yes, I am finished** – The screen displays a message thanking the individual for using the self-service scanning station and informing him/her that a receipt for the transaction will be mailed to the address on file for the case. The status of the ticket is changed to **FINISH** in the appropriate MONIQ queue.

Indexing of Images Scanned at the MFPs

Indexing scanned images.

Self Service Scanning activity.

A single file is transmitted to POS with all of the scanned images for each case on that same day. POS creates a **Self Service Scanning** activity for each file that is transmitted from the scanners. POS loads this activity into the POS **Self-Service** queue for the Job or SNAP Center that is associated with the applicant/participant's case. All scanned images must be indexed.

Supervisor Responsibilities

POS **Self-Service** queue.

The POS **Self-Service Scanning** queue must be monitored throughout the day by the designated Supervisor. The FIA Supervisor is responsible for assigning the activities from the POS **Self-Service Scanning** queue to the designated staff's queue for indexing.

Worker Responsibilities

The designated staff must review and index all of the scanned images. Scanned images must not be deleted.

- If the scanned image does not fit the criteria for the document that was requested, the JOS/Worker must contact the individual to inform him/her that the scanned image is inadequate.
- If a Worker cannot identify the document type of a scanned image, he/she must select **Miscellaneous** from the *Document Type* menu and **Unusable Self Service Scanned Document** from the *Document Description* menu.

Refer to

Refer to the Self-Service Scanning Submission Desk Guide

Attachment A.

(**Attachment A**) for detailed instructions on how to index the scanned images.

Documentation Receipt (**EXP-76R**).

For Your Records: Documents We Received From You (**EXP-76R**) is generated after the worker successfully indexes the images contained in the **Self-Service Scanning** activity to the HRA OneViewer. ITS mails the **EXP-76R** to the individual using the Print-to-Mail (PTM) feature.

Note: Individuals requesting a same-day receipt for their returned documents must wait to be seen by a CSIC Representative and should not be directed to use the self-service scanners.

Who to Contact When Technological Issues/System Outages Occur

Refer to [PB #15-116-SYS](#) for instructions on outages and technical issues.

If there are technological issues or system outages that affect the kiosks/scanners, the Center Director Designee should be notified. The Designee must contact the ITS Help Desk, then contact the local System Administrator via email, so that he/she is aware of the issue. Refer to Reporting System Outages and Broken Machinery (PB #15-116-SYS) for detailed information

Effective Immediately

Related Items:

- [PB #18-44-OPE](#)
- [PB #16-15-SYS](#)
- [PB #15-116-SYS](#)
- [PB #13-114-SYS](#)
- [PD #18-10-OPE](#)
- [PD #13-15-ELI](#)
- [FIA Model Center Handbook](#)

Attachments:

- Attachment A** Self-Service Scanning Submission Desk Guide
- DSS-4 (MLF)** You Have A Right to Free Interpretation Services (02/18)
- EXP-76R (E)** For Your Records: Documents We Received From You (11/16/16)
- EXP-76R (S)** For Your Records: Documents We Received From You (11/16/16)
- FIA-1059a (E)** Need a Replacement Common Benefit

FIA-1059a (S)	Identification Card (CBIC)? (6/4/2015) Need a Replacement Common Benefit Identification Card (CBIC)? (6/4/2015) (Spanish)
W-194	Language Card
FIA-1145	Self-Service Check-In Tablet Log (Obsolete)

Self-Service Scanning Submission Desk Guide

Attachment A

Self-Service Scanning Submission Desk Guide

It is now possible for Cash Assistance (CA) participants and Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) applicant/participants to provide images of their documents using self-service scanners at designated Job and NCA SNAP Centers.

The Paperless Office System (POS) creates a single **Self-Service Scanning** activity that bundles all of the images scanned by the applicant/participant for that day. Images of the documents that are submitted using the self-service scanners do not require printing because the images are received as an electronic file.

This desk guide provides an overview of retrieving and indexing the scanned images of verification documents.

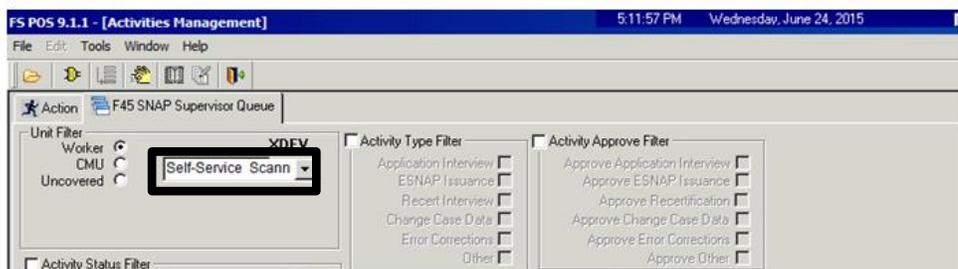
Requesting Documentation

The Job Opportunity Specialist (JOS)/Worker is responsible for providing the applicant/participant with a form that lists which verification documents are required to make an eligibility determination for the case. Individuals that apply/recertify online for SNAP are provided with a list of possible verification documents that may be required for their case after their online application/recertification is submitted.

Assigning the Self-Service Scanning Activities

Images that are submitted using the self-service scanners appear in a **Self-Service Scanning** activity in the **Self-Service Scanning** queue. The **Self-Service Scanning** queue is monitored by Supervisors in each of the program areas and assigned to designated staff for indexing to the OneViewer.

Note: In some Centers, designated workers have been assigned to the **Self-Service Scanning** queue. These designated workers are able to start a **Self-Service Scanning** activity directly from the **Self-Service Scanning** queue.



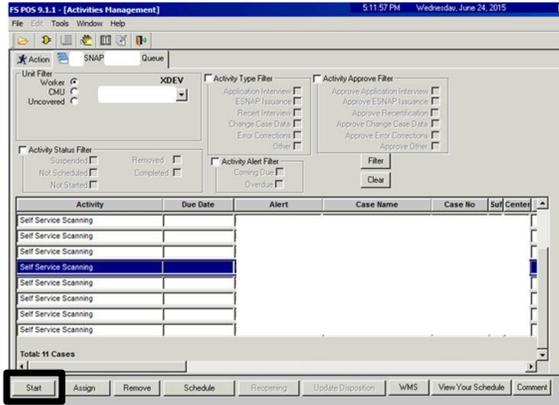
Attachment A

Self-Service Scanning Submission Desk Guide

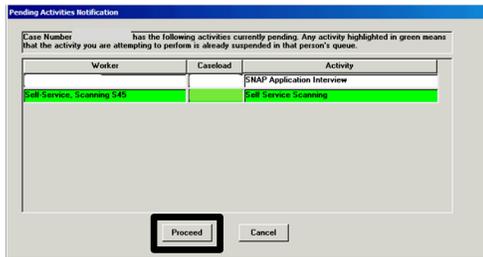
Retrieving the Self-Service Scanning Activity

The designated staff member must follow the steps listed below to index the scanned images in each **Self-Service Scanning** activity.

- Open POS.
- Select the first **Self-Service Scanning** activity from your queue or the **Self-Service Scanning** queue (for designated workers) and click the **Start** button.

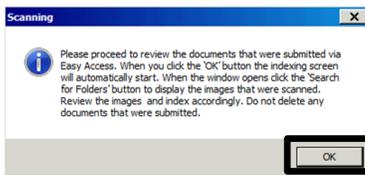


- Click the **Proceed** button when the **Pending Activities Notification** window opens.



This action opens the **Self-Service Scanning** activity and brings you to the **Household** screen.

- Read the message in the **Scanning** pop up window, and then click the **OK** button.



This action automatically launches the POS **Image Indexing** tool.

Attachment A

Self-Service Scanning Submission Desk Guide

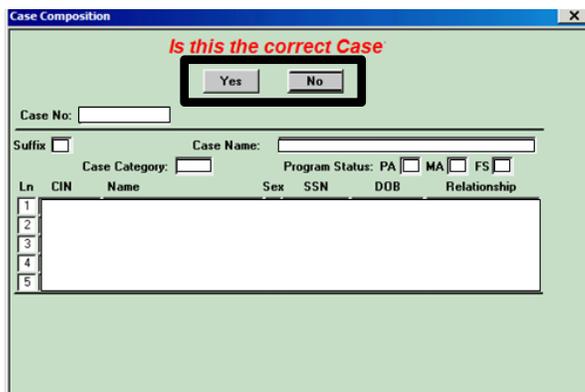
- Click the **Load Case Data** button on the **Image Indexing** window.

Note: The field to the left of the **Load Case Data** button is prefilled with the Welfare Management System (WMS) case number that was associated with the documents during the scanning process.



- Click on either the **Yes** or **No** button after reviewing the information that is displayed in the pop up window that asks "*Is this the correct Case*" as follows:
 - Click **Yes** if the WMS case number displayed is correct.
 - Click **No** if the WMS case number displayed is incorrect.

Note: If the user clicks **No**, the system returns to the original **Image Indexing** window shown above.

A screenshot of a pop-up window titled "Case Composition". The window has a light green background. At the top, it says "Is this the correct Case" in red. Below this, there are two buttons: "Yes" and "No", both highlighted with a black box. Underneath, there are several input fields: "Case No:", "Suffix" (with a checkbox), "Case Category:", "Case Name:", and "Program Status: PA" (with a checkbox), "MA" (with a checkbox), "FS" (with a checkbox). At the bottom, there is a table with the following columns: "Ln", "CIN", "Name", "Sex", "SSN", "DOB", and "Relationship". The table has five rows, with the first row containing the number "1" in the "Ln" column and empty cells for the other columns.

Indexing and Committing the Scanned Document Images

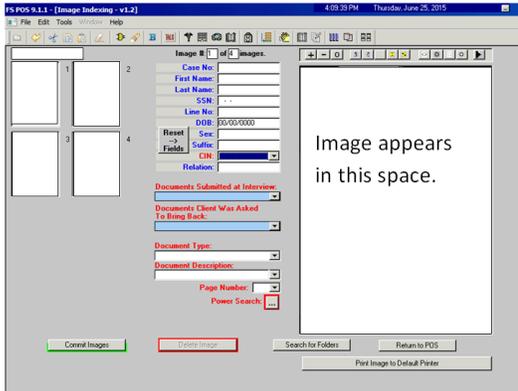
Each scanned image for the case appears as a numbered thumbnail on the left side of the **Image Indexing** window below the WMS case number, shown on the following page. When you click on a thumbnail, the full image appears in the viewing pane on the right side of the window. The scanned images must be viewed individually to determine which images make up a document type. If there are multiple images for a single document, the images must be indexed and committed at the same time so that they appear as a single document in the HRA OneViewer. Follow the steps listed below to index and commit the scanned images to the case.

Attachment A

Self-Service Scanning Submission Desk Guide

Note: If POS does not retrieve any images when the Image Indexing window opens, the images may have been indexed using a different POS activity. The Worker must check the HRA OneViewer to confirm that scanned images were recently indexed to the case.

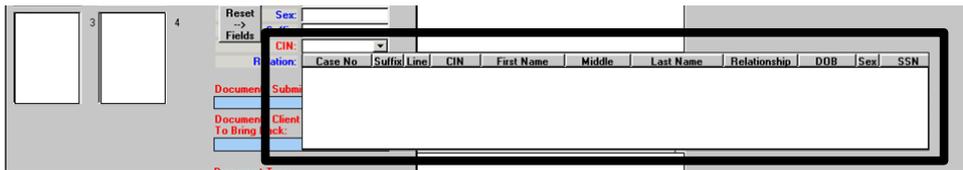
- Click on a numbered thumbnail to view the scanned image.



- Adjust the image for readability and select the area of the image to be committed.

Note: If there are multiple images submitted for a document type, all images must be adjusted and selected before proceeding to the next step. Examples of document types that can be submitted with multiple images include pay stubs, leases, and immigration documents.

- Click the arrow in the **CIN** box and select the household member's Client Identification Number (CIN) from the drop down menu that corresponds to the image that was submitted.



- Click the arrow in the **Document Type** box and select a value from the drop down menu that corresponds to the image that was submitted.
- Click the arrow in the **Document Description** box and select a value from the drop down menu that corresponds to the image that was submitted.

Attachment A

Self-Service Scanning Submission Desk Guide

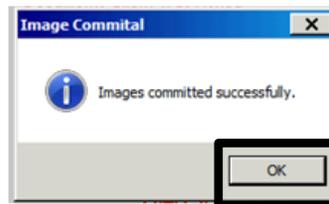
- Click the **Commit Images** button, located at the bottom of the **Image Indexing** window.



Note: If there are multiple images submitted for a document type, all of the associated images must be committed in the same action. To do this, select the first image, hold down the **Ctrl** key, click on all of the associated images that are part of the same document type, and then click the **Commit Images** button. If there are multiple submissions of the same document type for a household, be sure to index and commit the images that are associated with the selected household member as a separate document from the other household members. For example, a household submits images of passports for three different individuals. When the Worker completes the indexing process for the submission, three separate documents should have been committed for each corresponding CIN to the HRA OneViewer.

- Click the **OK** button on the **Message from webpage** window to return back to the window that displays the remaining images that have not been indexed.

Note: The **Message from webpage** window, shown below, is displayed if the selected image(s) was successfully committed to the HRA OneViewer.



Repeat the steps above until you have indexed all images that were scanned for the case.

You must use the same steps, described on pages 3 – 6, to process each **Self-Service Scanning** activity until you have completed the entire batch.

Printing of the Documentation Receipt (EXP-76R)

The Documentation Receipt (**EXP-76R**) is generated after the worker successfully indexes and commits all of the scanned images to the HRA OneViewer. The **EXP-76R** will be produced and mailed to the applicant/participant via the Print to Mail Process.

You Have a Right to Free Interpretation Services

We have free interpretation services available. Please tell a worker if you want to speak with us in a language other than English or in sign language. You can simply show a worker the "I Speak" card below. If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case.

Usted tiene derecho a recibir servicios de interpretación gratuitos

Contamos con servicios de interpretación gratuitos. Si desea hablar con nosotros en un idioma distinto al inglés o en lenguaje de señas, hágaselo saber a un empleado, simplemente muéstrela la tarjeta "I Speak" que aparece a continuación. Si tiene alguna pregunta, comentario o queja acerca de los servicios de interpretación que brindamos, llame al 311. La presentación de una queja no tendrá incidencia sobre su caso.

您有權利使用免費口譯服務

我們提供免費的口譯服務。如果您希望用英語以外的語言或手語和我們溝通，請告訴我們的工作人員。您只要向工作人員出示底下的「我說」(I Speak) 卡就可以了。如果您對我們提供的口譯服務有疑問、評論、或申訴，請致電 311。提交申訴將不會影響您的個案。

Вы имеете право на бесплатные услуги устного перевода

Мы предоставим вам бесплатные услуги устного перевода. Сообщите сотруднику, если вы хотите общаться с нами не на английском, а на другом языке или на языке жестов. Вы можете просто показать сотруднику карту «Я говорю», приведенную ниже. С вопросами, отзывами и жалобами в отношении предоставленных услуг устного перевода звоните по номеру 311. Подана жалоба не повлияет на рассмотрение вашего дела.

무료통역 서비스를 받을 권리가 있습니다

당국은 무료 통역 서비스를 제공해 드립니다. 영어 이외의 언어 또는 수화로 상담하시려는 경우 직원에게 말씀하시기 바랍니다. 아래에 있는 "I Speak" 카드를 직원에게 보여주시면 됩니다. 제공되는 통역 서비스와 관련해 문의사항, 의견 또는 불만사항이 있는 경우 311 번으로 전화해 주십시오. 불만 제기는 귀하의 케이스에 영향을 주지 않습니다.

لديك الحق في الحصول على خدمات الترجمة الفورية المجانية

توجد لدينا خدمات ترجمة فورية مجانية متاحة لك. من فضلك أخبر أحد الموظفين إذا رغبت التحدث معنا بلغة أخرى غير اللغة الإنجليزية، أو في لغة الإشارة. في المركز، تستطيع أن تشير البطاقة المسماة "I Speak" الموجودة أدناه إلى أحد الموظفين. إذا كان لديك سؤال أو تعليق أو شكوى بشأن خدمات الترجمة الفورية المقدمة، يُرجى الاتصال بالرقم 311. لن يؤثر تقديم شكوى على قضيتك.



NYC Human Resources
Administration
Department of
Homeless Services
Department of
Social Services
PALM-20 (MLF)

I speak ...

Attention Agency employee: Please call an interpreter. This customer requires language assistance.

English / I need free interpretation services.

Arabic / أحتاج إلى خدمات ترجمة فورية مجانية.

Haitian Creole / Mwen bezwen sèvis entèpretasyon gratis.

Korean / 무료 통역 서비스가 필요합니다.

French / J'ai besoin de services d'interprétation gratuits.

Russian / Мне нужны бесплатные услуги переводчика.

Spanish / Necesito servicios de interpretación gratis.

Bengali / আমার বিনামূল্যে দোভাষী পরামর্শ দরকার।

Chinese (Simplified) / 我需要免费的口译服务。
(Traditional) / 我需免費的口譯服務。

Polish / Potrzebuję bezpłatnych usług tłumaczeniowych.

Urdu / میں راکرڈ تادمج یک ینامجرت تفهم ے ہج م۔

Other / _____

Ou Gen yon Dwa pou Resevwa Sèvis Entèpretasyon Gratis

Nou gen sèvis entèpretasyon gratis ki disponib. Tanpri fè yon anplwaye konnen si ou vle pale avèk nou nan yon lang ki pa Anglè oswa nan yon langaj siy. Ou kapab senpleman montre yon anplwaye kat "I Speak" (Mwen Pale) ki anba la a. Si ou gen yon kesyon, yon kòmantè oswa yon plent sou sèvis entèpretasyon nou bay yo, tanpri rele 311. Si ou fè yon plent sa p ap gen konsekans sou dosye ou.

您有权享受免费口译服务

我们可向您提供免费口译服务。如果您希望采用英语之外的其他语种或通过手语与我们交流，请告知工作人员。您只需向工作人员出示以下“语言” (I Speak) 卡。如果您对我们提供的口译服务有疑问、意见或不满，请致电311。提出投诉并不会对您的个案造成影响。

ترجمانی کی مفت خدمات کا آپ کو حق حاصل ہے۔

ہمارے پاس ترجمانی کی مفت خدمات دستیاب ہیں۔ اگر آپ انگریزی کے علاوہ کسی اور زبان یا اشارہ والی زبان میں ہم سے بات کرنا چاہتے ہیں تو براہ کرم کسی ملازم کو بتائیں۔ مرکز میں، آپ کسی ملازم کو بس ذیل کا "میں بولتا ہوں" ("I Speak") کارڈ دکھا سکتے ہیں۔ اگر فراہم کردہ ترجمانی کی خدمات کے بارے میں آپ کا کوئی سوال، تبصرہ یا شکایت ہے تو براہ کرم 311 پر کال کریں۔ شکایت درج کرانے سے آپ کے کیس پر اثر نہیں پڑے گا۔

Każdej osobie przysługuje prawo do skorzystania z bezpłatnych usług tłumaczeniowych.

Udostępniamy bezpłatne usługi tłumaczeniowe. Prosimy poinformować pracownika, jeśli chce Pan(i) rozmawiać w innym języku niż j. angielski lub w j. migowym. Wystarczy pokazać pracownikowi kartę „I Speak” przedstawioną poniżej. W przypadku pytań, uwag lub zażaleń dotyczących świadczonych usług tłumaczeniowych należy dzwonić pod nr 311. Złożenie zażalenia nie ma wpływu na daną sprawę.

Vous avez droit à un service d'interprétation gratuit.

Nous vous proposerons gratuitement un interprète. Adressez-vous à un conseiller si vous souhaitez discuter avec notre service dans une langue autre que l'anglais ou en langue des signes. Il vous suffit de montrer à un employé la carte « I Speak » ci-dessous. Si vous avez des questions ou un commentaire ou vous désirez déposer une plainte quant aux services d'interprétation proposés, veuillez appeler le 311. Le dépôt de plainte n'affectera en aucun cas votre dossier.

আপনার একটি বিনামূল্যের দোভাষী পরিষেবা পাওয়ার অধিকার আছে।

আমাদের বিনামূল্যের দোভাষী পরিষেবা আছে। আপনি ইংরেজি ছাড়া অন্য কোনো ভাষায় বা অঙ্গভঙ্গীর ভাষায় আমাদের সাথে কথা বলতে চাইলে অনুগ্রহ করে একজন কর্মীকে বলুন। একটি কেন্দ্রে, একজন কর্মীকে শুধুমাত্র নিচের “আমি কথা বলি” (“I Speak”) কার্ডটি দেখাতে পারেন। প্রদত্ত দোভাষী পরিষেবা সম্পর্কে আপনার কোনো প্রশ্ন, মতামত বা অভিযোগ থাকলে, অনুগ্রহ করে 311 নম্বরে ফোন করুন। একটি অভিযোগ দাখলের ফলে তা আপনার কেসটিতে কোনো প্রভাব ফেলবে না।



NYC Human Resources Administration
Department of Homeless Services
Department of Social Services
PALM-20 (MLF)

I speak ...

Attention Agency employee: Please call an interpreter. This customer requires language assistance.

English / I need free interpretation services.

Arabic / أحتاج إلى خدمات ترجمة فورية مجانية.

Haitian Creole / Mwen bezwen sèvis entèpretasyon gratis.

Korean / 무료 통역 서비스가 필요합니다.

French / J'ai besoin de services d'interprétation gratuits.

Russian / Мне нужны бесплатные услуги переводчика.

Spanish / Necesito servicios de interpretación gratis.

Bengali / আমার বিনামূল্যে দোভাষী পরিষেবা দরকার।

Chinese (Simplified) / 我需要免费的口译服务。
(Traditional) / 我需免費的口譯服務。

Polish / Potrzebuję bezpłatnych usług tłumaczeniowych.

Urdu / میں راکرڈ تادمخ یک ینامجرت تفم ے هج ے

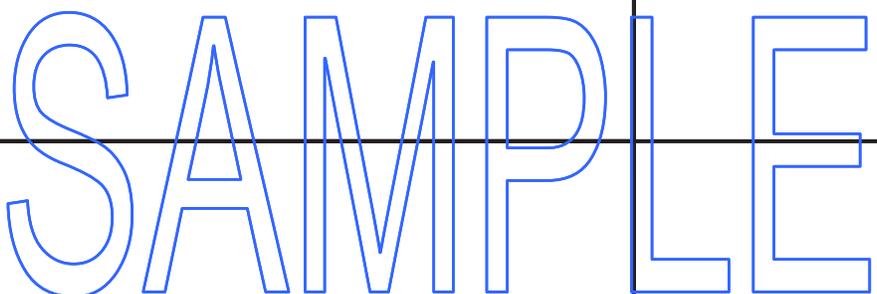
Other / _____

Date Entered Into
Case Record: _____
Case Number: _____
Case Name: _____
Center Name: _____

For Your Records: Documents We Received From You

This receipt contains a list of documents that we received for your case. If it is not a correct or complete list, please call (718) 557-1399. Otherwise no action is needed from you.

The list of documents below may not be sufficient to verify certain eligibility factors. We will let you know if we need more documents.

Document Received	Document Received for
	

MORE DOCUMENTS MAY BE LISTED ON THE NEXT PAGE

Document Received	Document Received for
<h1>SAMPLE</h1>	

Fecha de Ingreso en el Expediente de Caso: _____
Número del Caso: _____
Nombre del Caso: _____
Nombre del Centro: _____

Para Su Expediente: Documentos que hemos Recibido de Parte Suya

Este recibo contiene una lista de los documentos que nosotros hemos recibido para su caso. Si esta lista no es correcta ni completa, favor de llamar al (718) 557-1399. Por lo demás, usted no necesita tomar otro paso adicional.

Puede ser que la lista de documentos a continuación no sea suficiente para la verificación de ciertos factores de elegibilidad. Nosotros le informaremos, en caso de necesitar más documentos.

SAMPLE

Documentos Recibidos	Documentos Recibidos para

PUEDE HABER MÁS DOCUMENTOS LISTADOS EN LA PRÓXIMA PÁGINA

Documentos Recibidos	Documentos Recibidos para
SAMPLE	

Need A Replacement Common Benefit Identification Card (CBIC)?

If your case is active and you need a replacement Common Benefit Identification Card (CBIC) right away, you can go to one of the Over-the-Counter (OTC) sites listed below, Monday through Friday, 8:30 AM to 7:15 PM (Closed on Holidays).

You must bring valid proof of identity with you.

If your CBIC was lost, stolen, or damaged, you must have a stop placed on the card by calling **1-888-328-6399**, 24 hours a day, 7 days a week. You can also request that a new card be mailed to you at the same time. It will take 7-10 days to receive your new card in the mail.

People with disabilities may use the following numbers for assistance:

TTY Users: 1-800-662-1220
Non TTY Users: 1-800-421-1220
VCO Users: 1-877-826-6977

Manhattan*

109 East 16th Street, Ground Floor
(between Union Square East and Irving Place)
New York, NY 10003

Travel Directions

By Bus:

M1, M2, M3, M5 to 5th Avenue and W. 17th St
M14A or M14D to 4th Avenue and W. 14th St
M101, M102, M103 to 3rd Avenue and E. 14th St

By Train:

N, Q, R, L, 4, 5, 6, to 14th Street-Union Square

Brooklyn*

227 Schermerhorn Street, Ground Floor
(between Bond Street and Hoyt Street)
Brooklyn, NY 11201

Travel Directions

By Bus:

B25, B26, B38, B52 to Fulton and Bond St
B62, B57 to Smith and Livingston St
B41, B45 to Livingston and Bond St

By Train:

2, 3 to Hoyt Street
4, 5 to Nevins Street
A, C, G to Hoyt-Schermerhorn Street
R, F to Jay Street-Metrotech
Q to DeKalb Avenue

You can call the MTA at 511 or (718) 330-1234 for travel directions from where you live.

*Because space is limited, please do not bring anyone else with you.

¿Necesita Usted un Reemplazo para su Tarjeta de Identificación de Beneficios Comunes (CBIC)?

Si su caso está activo y usted necesita de inmediato un reemplazo para su Tarjeta de Identificación de Beneficios Comunes (CBIC), puede presentarse en uno de los locales con mostrador (OTC) listados más abajo, de lunes a viernes, de 8:30 AM a 7:15 PM (cerrados los días feriados).

Usted debe traer consigo prueba válida de identidad.

Si su CBIC se perdió, se dañó, o se la robaron, usted debe congelar la tarjeta al llamar al **1-888-328-6399**, las 24 horas del día, los 7 días de la semana. Usted también puede solicitar que se le envíe por correo una nueva tarjeta en ese momento. En tal caso, usted recibirá su nueva tarjeta en el correo en 7-10 días.

Para asistencia las personas discapacitadas pueden llamar a los siguientes números:

Usuarios de teletipo (TTY): 1-800-662-1220
No usuarios de teletipo (TTY): 1-800-421-1220
Usuarios de transferencia vocal (VCO): 1-877-826-6977

Manhattan*

109 East 16th Street, planta baja
(entre Union Square East y Irving Place)
New York, NY 10003

Indicaciones de Viaje

Por autobús:

M1, M2, M3, M5 a 5th Avenue y W. 17th St
M14A o M14D a 4th Avenue y W. 14th St
M101, M102, M103 a 3rd Avenue y E. 14th St

Por metro:

N, Q, R, L, 4, 5, 6, a 14th Street-Union Square

Brooklyn*

227 Schermerhorn Street, planta baja
(entre Bond Street y Hoyt Street)
Brooklyn, NY 11201

Indicaciones de Viaje

Por autobús:

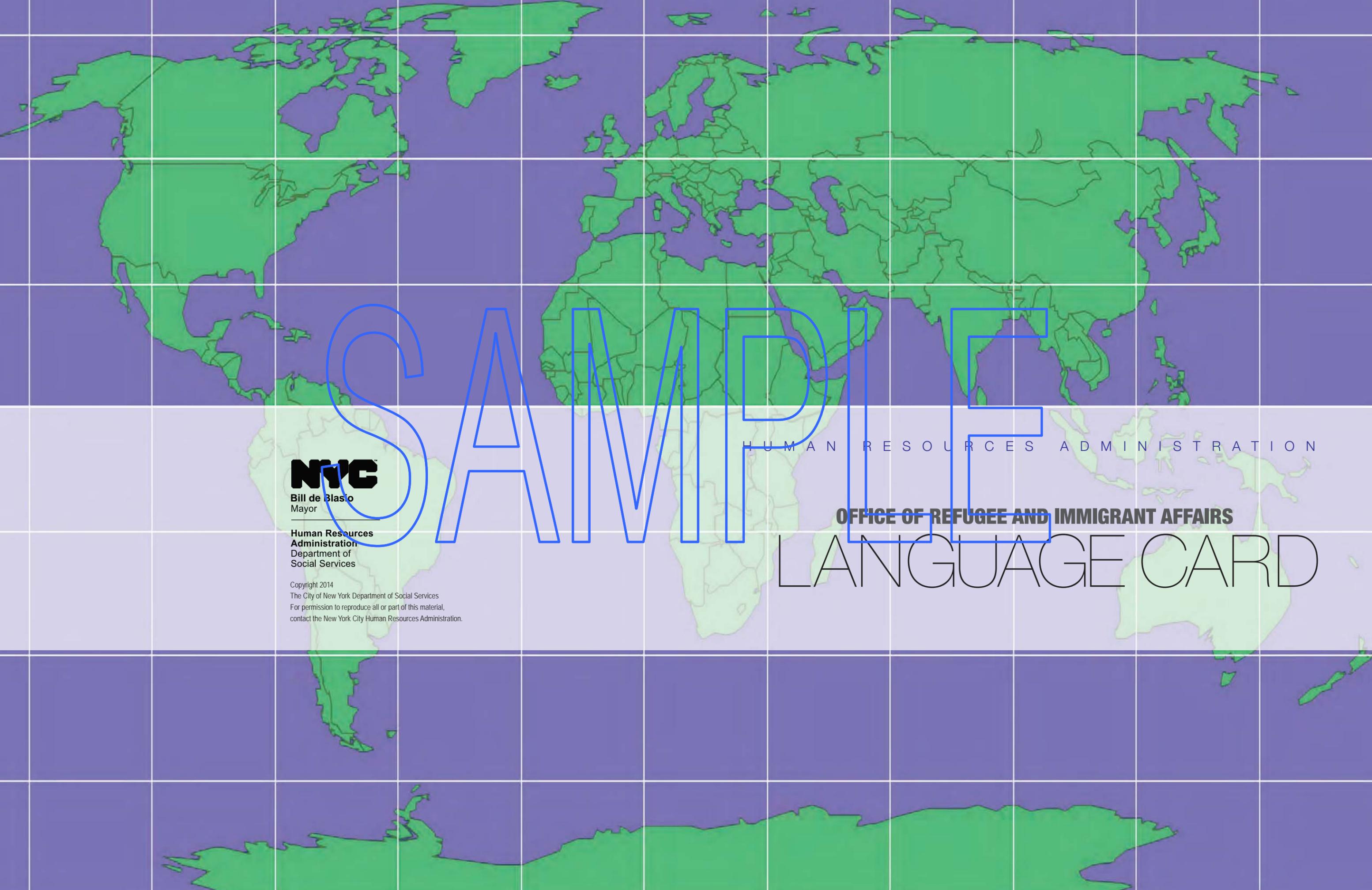
B25, B26, B38, B52 a Fulton y Bond St
B62, B57 a Smith y Livingston St
B41, B45 a Livingston y Bond St

Por metro:

2, 3 a Hoyt Street
4, 5 a Nevins Street
A, C, G a Hoyt-Schermerhorn Street
R, F a Jay Street-Metrotech
Q a DeKalb Avenue

Para indicaciones de viaje desde su casa, usted puede llamar a la MTA al 511 o (718) 330-1234.

*Dado que el espacio es limitado, le pedimos que no le acompañe nadie.



Bill de Blasio
Mayor

**Human Resources
Administration**
Department of
Social Services

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SAMDLE

HUMAN RESOURCES ADMINISTRATION

OFFICE OF REFUGEE AND IMMIGRANT AFFAIRS

LANGUAGE CARD

IF YOU DO NOT KNOW THE LANGUAGE OF THE PERSON WHO WANTS YOUR HELP, USE THIS CARD.
THE PERSON CAN POINT TO THE LANGUAGE NEEDED AND YOU CAN ARRANGE FOR AN INTERPRETER.

English	“Do you speak...”	“Please be seated. I will call an interpreter for you.”	Hindi	क्या आप हिन्दी बोलते हैं?	कृपया बैठ जाइए। मैं आपके लिए दुभाषिये की व्यवस्था करूंगा/करूंगी।
Albanian	Flisni shqip?	Uluni ju lutem. Po shkoj të thërras një përkthyes për ju.	Italian	Parla italiano?	Prego, si accomodi e attenda mentre Le chiamo un interprete.
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس. سأتصل بمترجم لك.	Khmer	តើអ្នកនិយាយភាសាខ្មែរឬទេ?	សូមអញ្ជើញអង្គុយ ។ ខ្ញុំនឹងទូរស័ព្ទហៅអ្នកបកប្រែ ដើម្បីបកប្រែឲ្យអ្នក ។
Bengali	আপনি কি বাংলায় কথা বলেন?	অনুগ্রহ করে বসুন। আমি আপনার জন্য একজন দোভাষী ডাকবো।	Korean	한국어를 사용하십니까?	앉으십시오. 통역사를 불러드리겠습니다.
Bosnian	Govorite li bosanski?	Molimo, sjednite. Poslaću prevodioca za Vas.	Polish	Czy Pan/Pani mówi Po polsku?	Proszę siadać, podczas gdy wołam tłumacza.
Cantonese	您講廣東話嗎?	請坐。讓我為您叫一位翻譯員。	Russian	Вы говорите по-русски?	Присядьте, пожалуйста. Я сейчас позову переводчика, который вам поможет.
Mandarin	您講國語嗎?	請坐。讓我為您叫一位翻譯員。	Spanish	¿Habla español?	Tome asiento, por favor. Llamaré a un intérprete para que lo ayude.
Creole	Èske ou pale Kreyòl?	Tanpri chita. Mwen pral rele yon moun pou tradwi pou ou.	Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.
French	Parlez-vous français?	Veillez vous asseoir. Je vais vous appeler un interprète.	Urdu	کیا آپ اردو بولتے ہیں؟	کے لیے کسی ترجمان کو بلاتا ہوں/بلاتی ہوں۔ مہربانی کر کے بیٹھ جائیے۔ میں آپ
Greek	Μιλάτε Ελληνικά	Παρακαλώ καθίστε. Θα καλέσω ένα διερμηνέα για σας .	Vietnamese	Anh/chị nói tiếng Việt phải không?	Xin mời ngồi chờ. Tôi sẽ gọi người thông dịch cho anh/chị.
Hebrew	האם את/ה דובר/ת עברית?	נא לשבת. אני אזמין מתרגם/ת.	Yiddish	איר רעדט אידיש?	ביטע זעצט אייך. איך וועל רופן א דאלמעטשער פאר אייך.
	Hearing Impaired	If you need an interpreter in sign language, please point here.			

SAM

