



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 22-55-OPE

RELOCATION OF THE HRA BENEFITS ACCESS CENTER CONEY ISLAND AND THE CONEY ISLAND SNAP CENTER (S22)

Date: August 2, 2022	Subtopic: Center Move
	<p>The purpose of this policy bulletin is to inform HRA Benefits Access Center, Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP), and HIV/AIDS Services Administration (HASA) staff that the HRA Benefits Access Center Coney Island and the Coney Island SNAP Center (S22) will relocate to 1912 Mermaid Avenue, Brooklyn, New York, 11224. This policy is informational for all other staff.</p> <p>Note: Job Centers are being renamed as HRA Benefits Access Centers. All references to Job Center will be updated over time.</p> <p>The Coney Island SNAP Center (S22), currently located at 2865 West 8th Street, Brooklyn, NY, 11224 will relocate to 1912 Mermaid Avenue, Brooklyn, NY, 11224. The SNAP Center move is scheduled for Friday, August 12, 2022. The SNAP Center will reopen to the public at the new location on Monday, August 15, 2022.</p> <p>The HRA Benefits Access Center Coney Island, currently located at 3050 West 21st Street, Brooklyn, NY, 11224 will relocate to 1912 Mermaid Avenue, Brooklyn, NY, 11224. The move is scheduled for Friday, August 19, 2022. The HRA Benefits Access Center Coney Island will reopen to the public at the new location on Monday, August 22, 2022.</p> <p>Note: All staff should continue to use their access codes for telephonic interpretation services. The American Sign Language (ASL) video equipment will remain accessible, and the username and password will remain the same.</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

Notices to Applicants/Participants

Information Technology and Services (ITS) will send out the HRA is Continuing to Change to Better Meet Your Needs! (**FIA-1248**) notice, reminding SNAP applicants/participants that benefits can be managed online or by telephone.

The Important Information About Changes in Your Coney Island SNAP Center (**S22**) (**FIA-1254**) notice will advise participants that the SNAP Center has moved to a new location, but cases will not be affected by this change.

The Important Information About Changes in Your HRA Benefits Access Center Coney Island (**FIA-1256**) notice will advise participants that the Coney Island Benefits Access Center has moved to a new location, but cases will not be affected by this change.

The Attention! Coney Island SNAP Center (**S22**) is Moving to a New Location, Effective August 15, 2022 (**FLY-1103**) flyer announces that the Coney Island SNAP Center will be moving to a new location.

The Attention! HRA Benefits Access Center Coney Island is Moving to a New Location, Effective August 22, 2022 (**FLY-1104**) flyer announces that the Coney Island Benefits Access Center will be moving to a new location.

HRA Benefits Access Center Visitor Policy

Applicants/Participants who report to the HRA Benefits Access Center may bring members of the applying household or members of the case, one additional person, and any person matching the criteria below.

The visitor is accompanying the applicant/participant:

- to act as a case manager, which includes persons representing the homeless who will assist them during the interview.
- to assist with caring for young children during the interview.
- to act as an advocate.
- to serve as a translator/interpreter because the applicant/participant prefers their services to those the Agency provides.
- to assist with physical and/or medical limitations.

- to support the applicant/participant for any situation other than the above.

For any additional individual, who does not fit the criteria listed above, HRA Benefits Access Center staff must determine if the visitor's presence is necessary for the applicant/participant.

Note: This will be on a case-by-case basis and is reserved for rare instances, for example, when an applicant/participant needs emotional support or cannot read/write and wants assistance from an individual other than a staff member.

Effective August 15, 2022

Attachments:

FIA-1248 (E)	HRA is Continuing to Change to Better Meet Your Needs! (Rev. 2/28/2022)
FIA-1248 (S)	HRA is Continuing to Change to Better Meet Your Needs! (Spanish) (Rev. 2/28/2022)
FIA-1254 (E)	Important Information About Changes in Your Coney Island SNAP Center (S22) (06/29/2022)
FIA-1254 (S)	Important Information About Changes in Your Coney Island SNAP Center (S22) (06/29/2022)
FIA-1256 (E)	Important Information About Changes in Your HRA Benefits Access Center Coney Island (07/22/2022)
FIA-1256 (S)	Important Information About Changes in Your HRA Benefits Access Center Coney Island (07/22/2022)
FLY-1103 (E)	Attention! Coney Island SNAP Center (S22) is Moving to a New Location, Effective August 15, 2022 (06/29/2022)
FLY-1103 (S)	Attention! Coney Island SNAP Center (S22) is Moving to a New Location, Effective August 15, 2022 (06/29/2022)
FLY-1104 (E)	Attention! HRA Benefits Access Center Coney Island is Moving to a New Location, Effective August 22, 2022 (07/22/2022)
FLY-1104 (S)	Attention! HRA Benefits Access Center Coney Island is Moving to a New Location, Effective August 22, 2022 (07/22/2022)



Date:

Case Name:

Case Number:

HRA is Continuing to Change to Better Meet Your Needs!

You can use any of the ways listed below to manage your benefits. You do not need to visit an HRA office unless you want to.



Online

Access HRA is an online tool where you can:

- Apply/Recertify SNAP Benefits
- Submit a periodic Report
- Report a Case Change
- Check Your Benefits
- Review Agency Notices
- Update Your contact Information
- Submit documents to HRA

Visit www.nyc.gov/accesshra on your computer or www.nyc.gov/accesshramobile from your mobile phone or tablet.



Phone

You can call the NY Benefits Center at **1-800-829-7005**, Mon-Fri, 9am-5pm.

They will help you complete and submit your recertification over the phone!



In Your Neighborhood

To find a Community Based Organization (CBO) in your neighborhood that can accept documents on HRA's behalf, call **311**. You can also visit HRA's website at www.nyc.gov/dss-partners.

(Turn page)

If you still prefer to visit us in person, you can now go to *any* of our centers. No matter which location you choose, HRA staff are on site to help you use self-service scanners and computers to submit SNAP forms. HRA staff are also on site to answer questions you have and accept paper SNAP Application/Recertification forms if you prefer. You can also leave them in the secure drop-box near the entrance of the center. Our business hours are Mon-Fri, 8:30am - 5pm

Call **311** to find the location most convenient for you: by your job, your kids' school, or your home.

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

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha:

Número de caso:

Nombre del caso:

¡La *HRA* sigue cambiando para mejor satisfacer sus necesidades!

Usted puede usar cualquiera de los medios indicados a continuación para administrar sus beneficios. No tiene que ir a las oficinas de la *HRA*, a menos que así lo desee.



Por internet

Access HRA es una herramienta virtual a través de la cual puede:

- Solicitar/recertificar los beneficios de *SNAP*.
- Enviar el reporte periódico.
- Informar sobre cambios en su caso.
- Verificar sus beneficios.
- Revisar los avisos de la Agencia.
- Actualizar su información de contacto.
- Enviar documentos a la *HRA*.

Si usa computadora, entre a: www.nyc.gov/accesshra. Si usa su celular o tableta, entre a: www.nyc.gov/accesshramobile.



Por teléfono

Puede llamar al Centro para Beneficios de Nueva York (*NY Benefits Center*) al **1-800-829-7005**, de lunes a viernes entre las 9:00 a.m. y las 5:00 p.m.

¡Ellos pueden ayudarlo(a) a completar por teléfono el formulario de solicitud o de recertificación!



En su vecindario

Para encontrar una organización basada en la comunidad (*Community Based Organization, CBO*) que acepte documentos en nombre de la *HRA*, llame al **311**. También puede entrar al sitio web de la *HRA*:

www.nyc.gov/dss-partners.

(Gire la hoja)

Sin embargo, si prefiere visitar nuestras oficinas personalmente, ahora puede ir a *cualquiera* de nuestros centros. Sin importar la ubicación que elija, el personal de la *HRA* estará presente para ayudarlo(a) a usar las computadoras y los escaneadores de autoservicio para enviar los formularios de *SNAP*. El personal de la *HRA* también estará presente para contestar sus preguntas y aceptar los formularios impresos de solicitud/recertificación de *SNAP*, si así lo prefiere. También puede depositar los formularios en nuestro buzón asegurado, ubicado cerca de la entrada del centro. Nuestras horas de servicio son de lunes a viernes entre las 8:30 a.m. y las 5:00 p.m.

Para encontrar el centro que le convenga mejor, ya sea el más cercano a su trabajo, a la escuela de sus niños(as) o a su hogar, llame al **311**.

Si tiene alguna pregunta sobre esto, llame a la Línea Informativa de la *HRA* (*HRA Infoline*) al **718-557-1399**.

¿Tiene usted alguna condición médica, de salud mental o alguna discapacidad? ¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la HRA debido a su condición? Nosotros podemos ayudarlo. Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la HRA. La ley le da derecho a pedir este tipo de ayuda.

SAMPLE



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your Coney Island SNAP Center (S22)

YOU DO NOT HAVE TO COME TO THE CENTER.

Your Coney Island Supplemental Nutrition Assistance Program (SNAP) Center (**S22**), currently located at 2865 West 8th Street, Brooklyn, NY 11224, will move to a new location on August 15, 2022. The new SNAP Center's location will be **1912 Mermaid Avenue, Brooklyn, NY 11224**.

Your case will not be affected by this change and if you come to the center, you will continue to have access to the:

- **Self-Service Check-In Stations (kiosks)** to be routed to the correct service area;
- **Self-Service Scanners** to submit requested documents; and
- **Personal Computer Banks (PC Banks)** to submit an Application/Recertification form using the ACCESS HRA website.

You may bring people who are on your case. Anyone else coming with you, including an authorized representative/advocate, is considered a visitor and requires a visitor's pass. Visitors 18 years of age or older must bring identification with them.

The business hours at SNAP Center (**S22**) are still Monday – Friday, **8:30 AM to 5 PM**.

Directions to SNAP Center (**S22**), located at 1912 Mermaid Avenue, Brooklyn, NY 11224:

By Train: D, F, N, Q to Coney Island – Stillwell Avenue

By Bus: B36, B64, B68, B74, B82, X28, X38

If you have any questions or concerns about your SNAP Center (**S22**), please call **212-352-2524** or **718-557-1399**.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha: _____

Número de caso: _____

Nombre del caso: _____

Centro: _____

Información importante sobre cambios en su centro de *SNAP* de Coney Island (S22)

NO TIENE QUE IR AL CENTRO.

Su centro del Programa de Asistencia de Nutrición Suplementaria de Coney Island **S22** (*Supplemental Nutrition Assistance Program, SNAP*), actualmente ubicado en 2865 West 8th Street, Brooklyn, NY 11224, se mudará a un nuevo lugar el 15 de agosto de 2022. La nueva dirección del Centro de SNAP será: **1912 Mermaid Avenue, Brooklyn, NY 11224.**

Este cambio no afectará a su caso, y si va al centro seguirá teniendo acceso a:

- **Kioscos de autorregistro** para ser dirigido al lugar de servicios correcto,
- **Escáneres de autoservicio** para presentar documentos solicitados y
- **Computadoras para uso personal (PC Banks)** para presentar el formulario de solicitud/ recertificación a través del sitio web de *ACCESS HRA*.

Puede llevar a personas que son parte de su caso. Cualquier persona que lo(a) acompañe, incluido su representante autorizado(a)/abogado(a), es considerada visitante y debe tener un pase de visitante. Los visitantes que tengan 18 o más años de edad deben llevar un documento de identificación personal.

El horario de atención al público del Centro de *SNAP* (**S22**) sigue siendo de lunes a viernes de **8:30 a.m. a 5:00 p.m.**

Las indicaciones de viaje para ir al Centro de *SNAP* (**S22**), ubicado en 1912 Mermaid Avenue, Brooklyn, NY 11224, son:

Por tren: D, F, N, Q hasta la estación de Coney Island – Stillwell Avenue

Por autobús: B36, B64, B68, B74, B82, X28, X38

(Gire la hoja)

Si tiene preguntas o dudas acerca de su Centro de SNAP (**S22**), favor de llamar al **212-352-2524** o al **718-557-1399**.

¿Tiene usted alguna condición médica, de salud mental o alguna discapacidad?
¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la *HRA* debido a su condición? **Nosotros podemos ayudarle.** Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la *HRA*. La ley le da derecho a pedir este tipo de ayuda.

SAMPLE



Date: _____

Case Number: _____

Case Name: _____

Center: _____

Important Information About Changes in Your HRA BENEFITS ACCESS CENTER CONEY ISLAND

YOU DO NOT HAVE TO COME TO THE CENTER.

Your HRA Benefits Access Center Coney Island, currently located at 3050 West 21st Street, Brooklyn, NY 11224, will move to a new location on August 22, 2022. The new location will be **1912 Mermaid Avenue, Brooklyn, NY 11224**.

Your case will not be affected by this change and if you come to the center, you will continue to have access to the:

- **Self-Service Check-In Stations (kiosks)** to be routed to the correct service area;
- **Self-Service Scanners** to submit requested documents; and
- **Personal Computer Banks (PC Banks)** to submit an Application/Recertification form using the ACCESS HRA website.

You may bring people who are on your case. Anyone else coming with you, including an authorized representative/advocate, is considered a visitor and requires a visitor's pass. Visitors 18 years of age or older must bring identification with them.

The business hours at the HRA Benefits Access Center Coney Island are still Monday – Friday, **8:30 AM to 5 PM**.

Directions to the HRA Benefits Access Center Coney Island, located at 1912 Mermaid Avenue, Brooklyn, NY 11224:

By Train: D, F, N, Q to Coney Island – Stillwell Avenue

By Bus: B36, B64, B68, B74, B82, X28, X38

If you have any questions or concerns about the HRA Benefits Access Center Coney Island, please call **212-352-2524** or **718-557-1399**.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha: _____

Número de caso: _____

Nombre del caso: _____

Centro: _____

Información importante sobre cambios en su Centro de Acceso a Beneficios de la *HRA* de Coney Island

NO TIENE QUE IR AL CENTRO.

Su Centro de Acceso a Beneficios de la *HRA* de Coney Island, actualmente ubicado en 3050 West 21st Street, Brooklyn, NY 11224, se mudará a un nuevo local el 22 de agosto de 2022. La nueva ubicación será: **1912 Mermaid Avenue, Brooklyn, NY 11224.**

Este cambio no afectará a su caso y si va al Centro, seguirá teniendo acceso a:

- **Kioscos de autorregistro** para ser dirigido al lugar de servicios correcto,
- **Escáneres de autoservicio** para presentar documentos solicitados y
- **Computadoras para uso personal (PC Banks)** para presentar el formulario de solicitud/ recertificación a través del sitio web de *ACCESS HRA*.

Puede llevar a personas que forman parte de su caso. Cualquier persona que lo(a) acompañe, incluido su representante autorizado(a)/abogado(a), es considerada visitante y debe tener un pase de visitante. Los visitantes que tengan 18 o más años de edad, deben llevar un documento de identificación personal.

El horario de atención al público en el Centro de Acceso a Beneficios de la *HRA* de Coney Island sigue siendo de lunes a viernes, de **8:30 a.m. a 5:00 p.m.**

Las indicaciones de viaje para ir al Centro de Acceso a Beneficios de la *HRA* de Coney Island, ubicado en 1912 Mermaid Avenue, Brooklyn, NY 11224, son:

Por tren: D, F, N, Q hasta la estación de Coney Island – Stillwell Avenue.

Por autobús: B36, B64, B68, B74, B82, X28, X38

(Gire la hoja)

Si tiene alguna pregunta o inquietud sobre su Centro de Acceso a Beneficios de la *HRA* de Coney Island, por favor llame al **212-352-2524** o al **718-557-1399**.

¿Tiene usted alguna condición médica, de salud mental o alguna discapacidad?

¿Se le dificulta entender o hacer lo que pide este aviso, debido a su condición? ¿Se le dificulta obtener otros servicios de la *HRA* debido a su condición? **Nosotros podemos ayudarle.** Llámenos al 212-331-4640. También puede pedir ayuda cuando visite las oficinas de la *HRA*. La ley le da derecho a pedir este tipo de ayuda.

SAMPLE



ATTENTION!

CONEY ISLAND SNAP CENTER (S22) IS MOVING TO A NEW LOCATION, EFFECTIVE AUGUST 15, 2022

You can apply for SNAP:

- on the ACCESS HRA website www.nyc.gov/accesshra from your computer.
- on the ACCESS HRA Mobile App from your mobile phone or tablet.
- at any HRA location.

▶ **Closest location to access SNAP services:**
1912 Mermaid Avenue, Brooklyn, NY 11224

▶ **Hours of Operation:** Monday – Friday
8:30 AM – 5:00 PM

To find a list of HRA locations, call **311**
or go to the HRA website at www.NYC.gov/HRA

For assistance, call HRA Infoline: 718-557-1399



¡ATENCIÓN!

A PARTIR DEL 15 DE AGOSTO DE 2022 EL CENTRO DE SNAP DE CONEY ISLAND (S22) SE MUDA A UN NUEVO LUGAR

Puede enviar una solicitud para SNAP:

- desde su computadora, entrando al sitio web de **ACCESS HRA** en www.nyc.gov/accesshra
- desde su dispositivo móvil o tableta, usando la aplicación móvil de **ACCESS HRA**
- desde cualquier local de la **HRA**

- ▶ **El local más cercano para acceder a los servicios de SNAP es:**

1912 Mermaid Avenue, Brooklyn, NY 11224

- ▶ **Horario de atención:** lunes – viernes
8:30 a.m. – 5:00 p.m.

Para obtener la lista de direcciones de la **HRA**, llame al **311**
o entre al sitio web de la **HRA**: www.NYC.gov/HRA

**Para obtener asistencia, llame a la
Línea Informativa de la HRA: 718-557-1399**



ATTENTION!

HRA BENEFITS ACCESS CENTER CONEY ISLAND IS MOVING TO A NEW LOCATION, EFFECTIVE AUGUST 22, 2022

- ▶ **New Address:** 1912 Mermaid Avenue
Brooklyn, NY 11224
- ▶ **Hours of Operation:** Monday – Friday
8:30 AM – 5:00 PM

SAMPLE

**HRA
Benefits Access Center
Coney Island**

Phone Number:
929-221-3856

Fax Number:
917-639-2515

For assistance, call HRA Infoline: 718-557-1399



¡ATENCIÓN!

**A PARTIR DEL 22 DE AGOSTO DE 2022
EL CENTRO DE ACCESO A BENEFICIOS
DE LA *HRA* DE CONEY ISLAND
SE MUDA A UN NUEVO LUGAR**

▶ **Nueva dirección:** 1912 Mermaid Avenue
Brooklyn, NY 11224

▶ **Horario de atención:** lunes a viernes
8:30 a.m. a 5:00 p.m.

**El Centro de Acceso a Beneficios
de la *HRA* de Coney Island**

Número de teléfono:

929-221-3856

Número de fax:

917-639-2515

**Para obtener asistencia, llame a la Línea Informativa de la
HRA: 718-557-1399**