



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #23-05-OPE

CONTACTING THE FIA CALL CENTER

(This Policy Bulletin Replaces PB #15-51-OPE)

<p>Date: January 27, 2023</p>	<p>Subtopic(s): FIA Call Center</p>
<p>See PB #17-109-OPE for the submission of the W-200B.</p>	<p><u>Revision to Policy Bulletin</u></p> <p>This policy bulletin is being revised to inform staff that Service Now (SNOW) is a new and preferred method for contacting the FIA Call Center with policy and procedural questions. See updated instructions on page 2 of this policy bulletin.</p> <p><u>Policy Bulletin</u></p> <p>The FIA Call Center responds to questions received from Family Independence Administration (FIA) staff. The questions must come from FIA staff. FIA line level workers must first discuss their questions/issues with their trainer or supervisor. If the discussion does not provide an answer to the worker’s question, or if further clarification is needed, then a request to the FIA Call Center can be made by the staff member, the trainer, or the supervisor.</p> <p>Staff should use the HRA eDocs search engine on the HRA Intranet to locate procedures that may provide answers to their questions.</p> <p>Requests to the FIA Call Center to update non-citizen information on the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal Form (W-200B) must be reviewed, approved, and submitted by the Benefits Access Center AJOS II Immigrant Liaison or by the NCA SNAP Center’s Supervisor/Director’s Designee.</p> <p>Note: When submitting a W-200B to change non-citizen information in WMS, staff must always use the most current version of the form and must submit legible documentation, in PDF format (files ending in .pdf) only, to support the change.</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

The FIA Call Center does not respond to personnel questions.

The FIA Call Center does not respond to questions from:

- Applicants or participants
- Individuals not employed by the Department of Social Services (DSS)/Human Resources Administration (HRA)/Department of Homeless Services (DHS)
- Advocates/attorneys (outside of the agency), etc.

The FIA Call Center responds to questions related to published FIA procedures regarding Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) policy.

Note: This includes policies and procedures related to Cash Assistance such as Career Services, Homelessness Prevention Administration, etc.

The FIA Call Center can be contacted by:

- submitting a self-service ticket in Service NOW (SNOW) through the ITS Incident Portal at <https://nychrapro.service-now.com/sp>,
- email at FIA Call Center Fax at fiacallcenter2@dss.nyc.gov, or
- telephone at **718-557-1313**, then press **3** at the prompt followed by **1**, or
- facsimile at **917-639-0298** (use fax for Date of Status, Date of Entry, or Alien Citizenship Indicator changes only).

New

The preferred way to contact the FIA Call Center is through Service NOW

New

Contacting the FIA Call Center Through SNOW

The preferred way to contact the FIA Call Center is through Service NOW (SNOW).

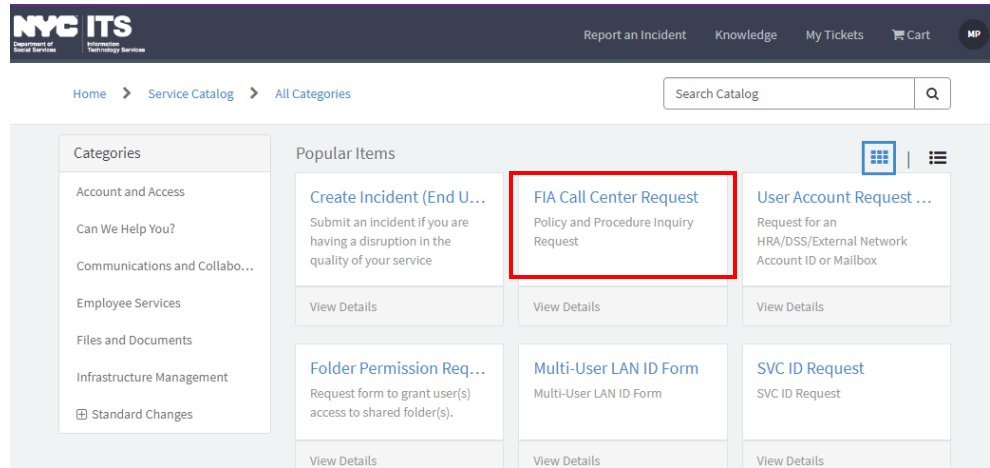
Contacting the FIA Call Center in SNOW

Staff should submit a self-service ticket in SNOW through the ITS Incident Portal at <https://nychrapro.service-now.com/sp>, by

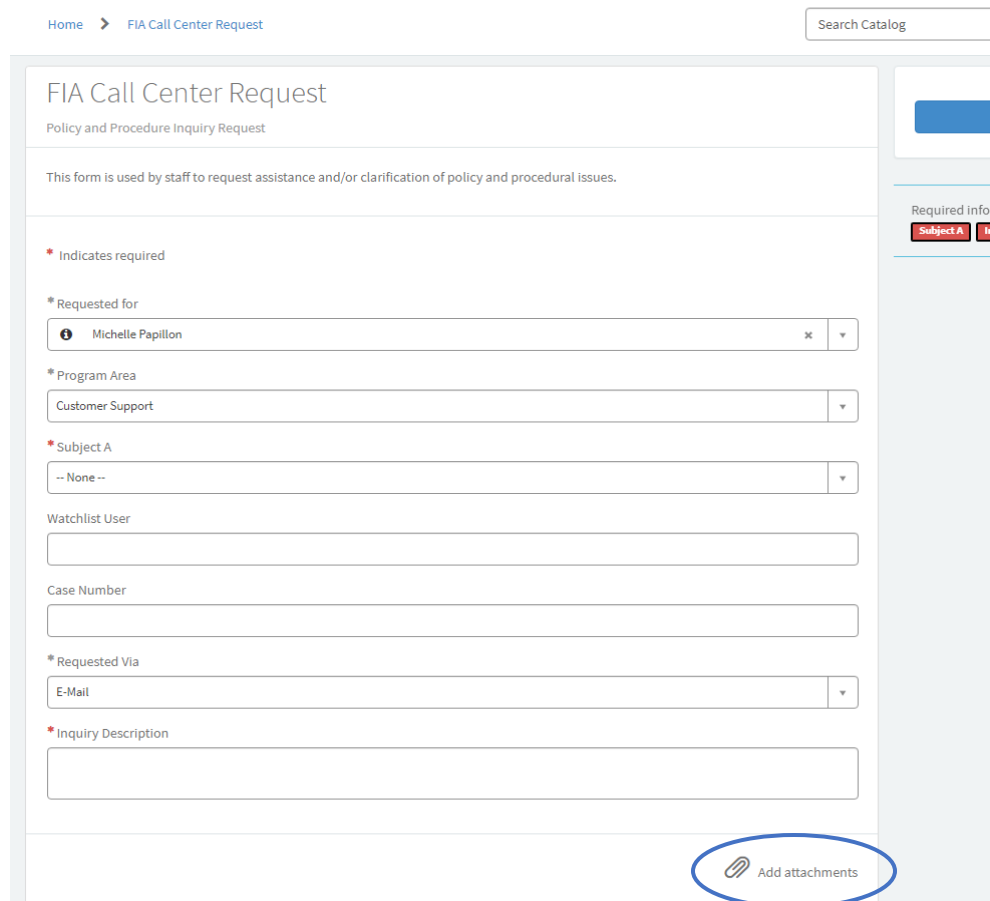
- clicking Request Something



- and then selecting 'FIA Call Center Request'.

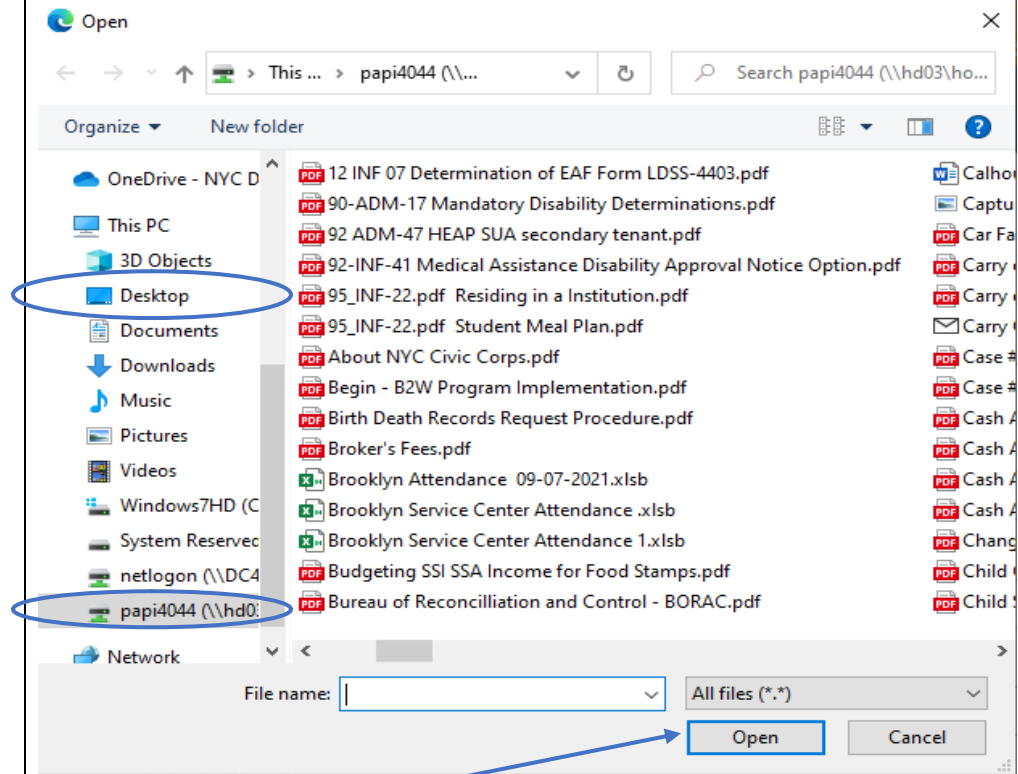


The staff member (requestor's) contact information will be pre-populated. The requestor will complete the remaining fields, subject and subcategories, then submit attachments, as necessary.



To add an attachment, click the  next to **Add attachments**.

Next, select the appropriate file from the desktop or saved folder.



Then press “Open” to insert the attachment to the request.

The attached document will be displayed between the “Inquiry Description” box and the ‘Add attachments’ box.



To add additional PDFs, repeat the steps described above.

Contacting the FIA Call Center by Email, Fax, or Phone

Contacting the call center by email, phone, or fax.

When contacting the FIA Call Center by email, phone or fax the staff should provide the following information:

- first and last name,
- Windows login ID,
- telephone number,
- Center name and number,
- Supervisor’s name (required for **W-200B** requests),
- subject matter of the question (i.e., CA, SNAP, employment, housing, etc.),
- background information including policies/manuals that have already been searched for an answer to the question,
- the question requiring a response, and
- attachments in .pdf format **only**, of any supporting documents.

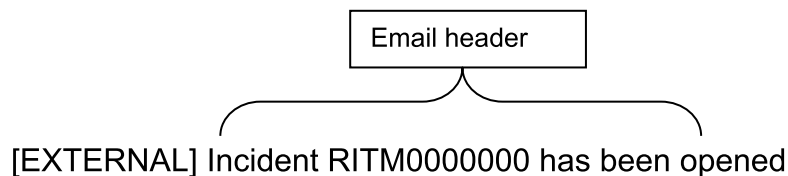
New

New

Questions received by phone, fax or email will be logged into Service NOW and a request ticket will be created and auto emailed to the requestor.

New auto-generated email address

The auto-generated email will come from: nychrapro@service-now.com. The email header will contain an indication that it is from the IT Service Desk, an external site, and the incident number. (See example below).



The body of the email will contain a summary of the information submitted by the requestor. (See top of next page).



Request RITM has been opened on your behalf.

Request #:	RITM
Due Date:	2022-12-16 14:37:09
Opened At:	2022-12-16 14:37:09

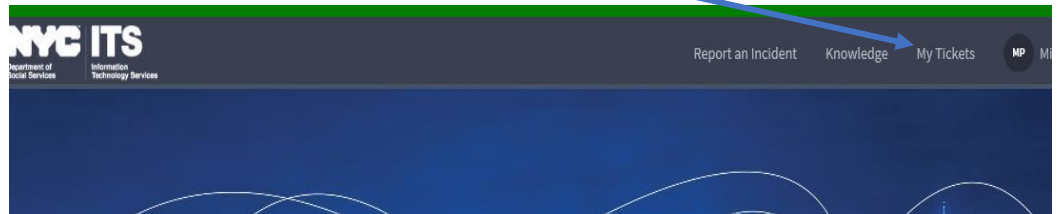
To view your ticket, click [here](#)

Policy and Procedure Inquiry Request

Requested for: Michelle Papillon
Program Area: Information Technology
Center:
Subject A: Employment
Subject B: Policy
Subject C: ABAWD
Watchlist User:
Case Number:
Requested Via: Other
Inquiry Description: TEST

Ref:MSG:

If the staff would like to follow-up with the ticket, they can click the blue 'here' link in the initial ticket email they received or go to the SNOW portal and click on 'My Tickets' and select the ticket on which they would like to follow-up.



Responses to all questions will come via email from the FIA Call Center Fax.

FIA Call Center staff will research the question and provide a response by email from the FIA Call Center Fax.

The requestor will receive an auto-generated email from: nychrapro@service-now.com with a header indicating that the incident has been resolved and the resolution of the query. (See below).

Email header

[EXTERNAL] Incident RITM0000000 has been resolved

The resolution email will contain the resolution, incident number, and a link to view any additional information on the request.



Your request RITM has been completed.

Request #:	RITM
Due Date:	2022-12-16 14:37:09
Opened At:	2022-12-16 14:37:09

To view your ticket, click [here](#)

Policy and Procedure Inquiry Request

Requested for: M
Program Area: Information Technology
Center:
Subject A: Employment
Subject B: Policy
Subject C: ABAWD
Watchlist User:
Case Number:
Requested Via: Other
Inquiry Description: TEST

Ref:MSG:

Staff should click the blue word 'here' to view the additional information.

Staff should create a new request if they need additional assistance with the query.

Effective Immediately

Related Item:

[PB #17-109-OPE](#) Revisions to the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal (**W-200B**)