



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-08-OPE

CONTACTING THE FIA CALL CENTER

(This Policy Bulletin Replaces PB #23-05-OPE)

<p>Date: February 22, 2024</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 all staff that they must use Service Now (SNOW) to contact the FIA Call Center with policy and procedural questions and Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal Form (W-200B) change requests. As of February 28, 2024, the FIA Call Center will no longer respond to requests made via the FIA Call Center email address and telephone number.</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 W-200B <u>must</u> be reviewed, approved, and submitted by the appropriate level staff.</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 to support the change, in PDF format (files ending in .pdf) only.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

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, rental assistance, etc.

New

The FIA Call Center will no longer respond to requests made via phone call or the FIA Call Center Fax email address.

New

All procedural clearances and **W-200B** change requests must be submitted through SNOW.

Contacting the FIA Call Center Through SNOW

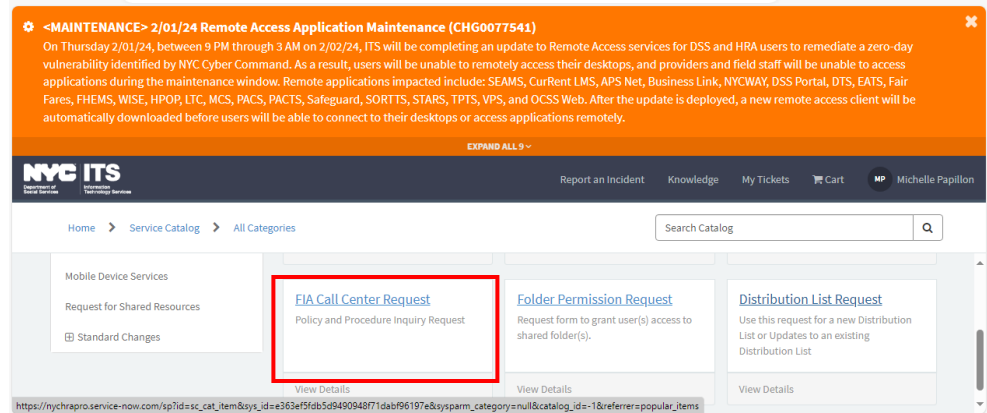
Contacting the FIA Call Center in SNOW

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'.



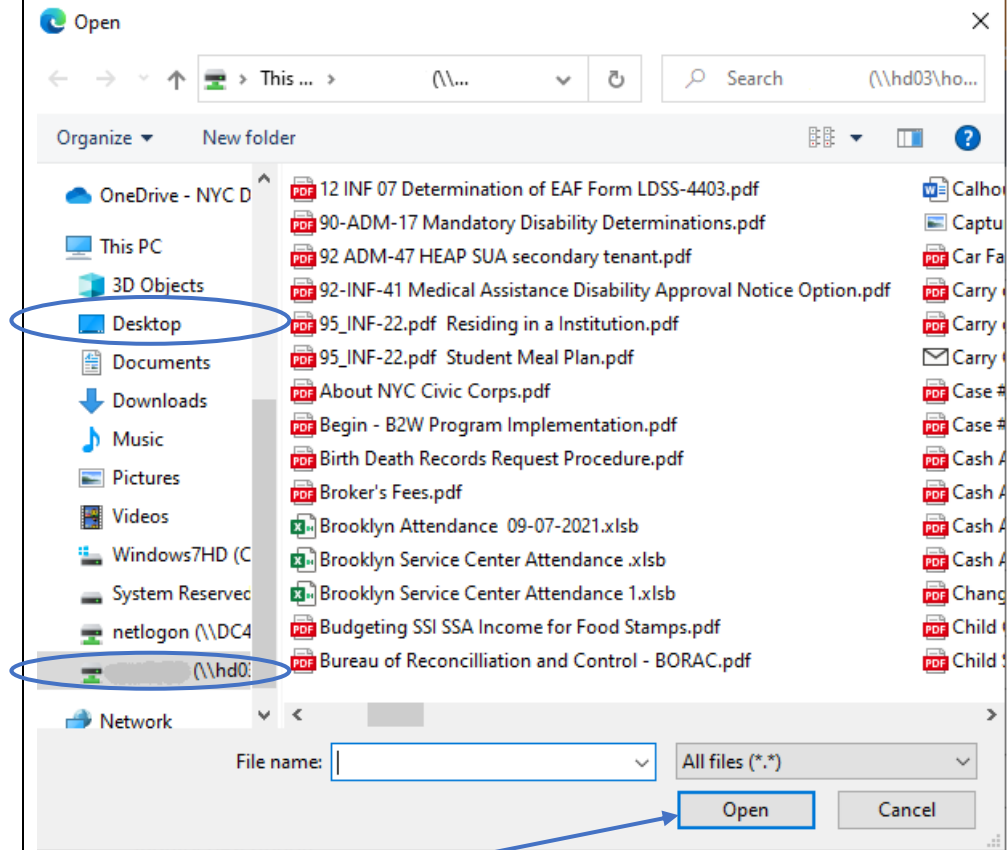
The staff member (requestor's) contact information will be pre-populated. Staff must select the appropriate program area and subject related to their request and watch list user. Staff must include an inquiry description. When submitting a **W-200B** request, staff **must** select 'Subject A' **and** provide the Case Number.

The screenshot shows a request form with the following fields:

- * Requested for: Michelle Papillon
- * Program Area: Customer Support
- * Subject A: -- None --
- Watchlist User: (empty field)
- Case Number: (empty field)
- * Requested Via: E-Mail
- * Inquiry Description: (empty text area)
- At the bottom right, there is a button labeled "Add attachments" with a paperclip icon, which is circled in blue.

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 previously described.

Staff will receive an auto-generated email with a ticket incident number. 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).

Auto-generated email address

Email header

[EXTERNAL] Incident RITM0000000 has been opened

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.



All FIA Call Center responses will be sent via SNOW.

FIA Call Center staff will research the question and provide a response through SNOW.

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 [redacted] has been completed.

Request #:	RITM[redacted]
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 February 28, 2024.

Related Item:

[PB #17-109-OPE](#)

Revisions to the Inter-Agency Date of Status (DOS) and Date Entered Country (DEC) Transmittal (**W-200B**)