OFFICE OF POLICY, PROCEDURES, AND TRAINING
James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #20-29-OPE)
(*This Policy Bulletin Replaces PB #17-28-OPE)*

INTRODUCTION OF THE INVALID SUBMISSION MOBILE DOCUMENT UPLOAD NOTICES (FIA-1139A AND FIA-1139B)

Date: June 2, 2020	Subtopic(s): POS, CBO, FIA-1138

The purpose of this policy bulletin is to inform the Centralized Indexing Unit (CIU), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) and Cash Assistance (CA) staff that:

- "Supplemental Nutrition Assistance Program (SNAP) Change Report Form" (**LDSS-3151**); Periodic Report (**LDSS-4310**) and the Follow-Up To The Periodic Report form, (**LDSS-4310A**), submitted by using Mobile Document Upload, are now acceptable submission methods. Staff must index the reports by the correct document ID (**Correspondence/Notices**). A change case activity will be created in POS for the **LDSS-3151**.
- The Enrollment Form For Provider of Legally-Exempt Family Child Care and Legally-Exempt In-Home Child Care form, (**LDSS-4699**) and the Enrollment Form For Provider of Legally-Exempt Group Child Care form, (**LDSS-4700**), have been added to the Invalid Submission Using Mobile Document Upload (Cash Assistance) form (**FIA-1139a**).
- The Application For Certain Benefits and Services form (**LDSS-2921**) has been added to the Invalid Submission Using Mobile Document Upload (Supplemental Nutrition Assistance Program [SNAP])" form (**FIA-1139b**).
- The **LDSS-4310** and **LDSS-4310A** have been removed from the **FIA-1139b**

This policy bulletin is informational for all other staff.

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*

Distribution: X

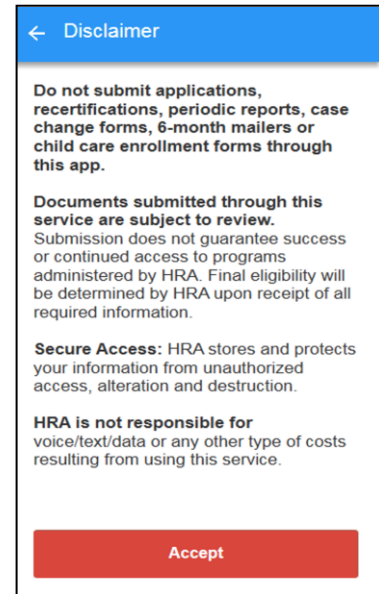|	
Refer to PB #15-95-SYS.	The Mobile Document Upload provides applicants and participants with a document submission method that reduces the possibility of their case being denied or closed for failure to provide documents that are necessary to verify certain eligibility factors related to their case.
	The Mobile Document Upload **is not** intended to be used for the following forms:
Forms that cannot be submitted using the Mobile Document Upload app.	• "Application for Certain Benefits and Services" (**LDSS-2921**); • "Recertification Form for Certain Benefits and Services" (**LDSS-3174**); • "Supplemental Nutrition Assistance Program" (SNAP) Application/Recertification" (**LDSS-4826**); • "NYSNIP Supplemental Nutrition Assistance Program (SNAP) Benefits Interim Report (NYC)" (**LDSS-4836 [NYC]**); and • "Mail-in Recertification/Eligibility Questionnaire" (**M-327h**)
	Individuals are informed on the **Disclaimer** screen in the Mobile Document Upload of the types of forms that cannot be submitted using the app. Individuals must tap the **Accept** button at the bottom of the **Disclaimer** screen before they are allowed to proceed further into the app and submit images.
Disclaimer screen in the Mobile Document Upload. (Revised) **Note**: These screens became viewable in January 2020.	
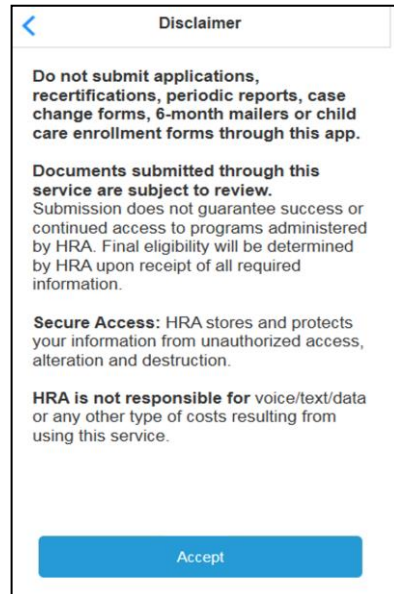
iOS disclaimer screen   Android disclaimer screen

Content of the FIA-1139a and FIA-1139b Notices

FIA-1139a and
FIA-1139b notices.

The **FIA-1139a** and **FIA-1139b** notices were created for the CA and NCA SNAP programs, respectively. The notice lets individuals know that they have used an invalid submission method for the images that were submitted. The notice instructs the individual to submit the form again using an acceptable submission method.

The notices share the following four components:

Four shared components
of the notices.

- An introductory sentence acknowledging that images of a form were received:

Date format is
MM/DD/YYYY.

"*On <date>, you used Mobile Document Upload to submit the following form:*"

Note: Refer to the *Forms sub-component* section on page 3 for the details of the sub-component for this sentence, which lists the specific form numbers that appear on the **FIA-1139a** and **FIA-1139b** notices.

- A statement that the submission method used was not an acceptable method and that the form must be resubmitted:

Revised

"*Mobile Document Upload cannot be used to submit applications, or recertifications. You must submit the form again.*"

- A sentence that introduces the acceptable submission methods that are available for the form:

"*You can submit the form using __one__ of the checked options below:*"

Note: Refer to the *Acceptable submission options sub-component* section on pages 3 - 4, which lists the valid submission options that appear on the **FIA-1139a** and **FIA-1139b** notices.

- A closing sentence that directs the individual to call Infoline if they have questions:

"*If you have any questions, please call (718) 557-1399.*"

Sub-components of the notices.	There are two sub-component fields on the **FIA-1139a** and **FIA-1139b** notices. The two sub-component fields consist of a list of forms and a list of acceptable submission options. The information contained in the sub-components is program specific, and the differences are described below.
	• Forms sub-component:
Forms listed on the notices. Revised	▪ The **FIA-1139a** includes the **LDSS-2921**, **LDSS-3174**, **LDSS-4699, LDSS-4700** and **M-327h** forms. ▪ The **FIA-1139b** includes the **LDSS-2921 LDSS-4826**, and the **LDSS-4836** (**NYC**) forms.
	• Acceptable submission options sub-component:
Valid submission options listed on the notices.	▪ The **FIA-1139a** provides the following options to submit CA forms:

	- Mail it to us using the enclosed pre-paid envelope;
	   - Fax it to _____; or
	   - Bring it to your Job Center.

	▪ The **FIA-1139b** provides the following options to submit SNAP forms:

	- Go to www.nyc.gov/accesshra;
	   - Mail it to us using the enclosed pre-paid envelope;
	   - Bring it to one of the neighborhood organizations on the list included with this letter;
	   - Fax it to _____; or
	   - Bring it to a SNAP Center.

	CIU Worker Responsibilities
Identifying and indexing invalid submissions.	The Centralized indexing Unit (CIU) Workers use the Web Image Indexing tool in the Paperless Office System (POS) to index the images of documents that are submitted by applicants and participants using Mobile Document Upload.
	If the CIU Worker identifies that an image received is an invalid submission of a form, s/he must conduct a thorough case search to locate the case of the applicant/participant who submitted the images.

The CIU Worker follows the instructions below based on whether the case is found or cannot be found in POS/WMS.

Case is Found in POS/WMS

A case **is found** in POS/WMS.

The images of an invalid submission for a case that is found in POS/WMS are indexed and stored in the applicant/participant's electronic case record in the HRA OneViewer. The Worker indexes the images per current procedure with the <u>following exceptions</u>:

- Select **Miscellaneous** from the *Document Type* dropdown menu; and
- Select one of the following, based on the uploaded image, from the *Document Description* dropdown menu:

    - **Invalid Submission of a CA form** for CA forms; or
    - **Invalid Submission of a SNAP form** for SNAP forms.

Refer to **Attachment A**.

Refer to the Mobile Document Upload Submission Desk Guide (**Attachment A**) for detailed instructions on indexing uploaded images.

Images that are indexed using the exceptions listed on page 4 are stored in the **Miscellaneous** folder. The images of the invalid submission <u>must not</u> be indexed using the *Document Description* of the form that was submitted.

For example:

An **LDSS-4826** that is submitted using the Mobile Document Upload must be indexed using the *Document Description* **Invalid Submission of a SNAP form**.

Email immediate supervisor and the CIU manager regarding the invalid submission.

After indexing the images, the CIU Worker must send an email to notify their immediate CIU Supervisor and the CIU Manager that images of an invalid submission were received for an applicant/participant's case. The email must include the WMS case number, so that the Supervisor can generate the appropriate the **FIA-1139a/FIA-1139b** notice for the applicant/participant.

Case Cannot be Found in POS/WMS

A case **cannot be found** in POS/WMS.

The CIU Worker must send an email to notify their immediate CIU Supervisor and the CIU Manager that the images of an invalid submission, which do not correspond to a known case in POS/WMS, were received. The email must include the specific folder number that the CIU Worker cannot find a case for, which is either a WMS case number or placeholder number generated by POS.

Note: It is possible for POS to assign a WMS case number to uploaded images, even though that WMS case number may not be affiliated with the individual for whom the images were uploaded.

CIU Supervisor Responsibilities

CIU Supervisor responsibilities.

The CIU Supervisor is responsible for:

- Reviewing the images in the folder for which the CIU Worker cannot find a case in POS/WMS;
- Generating either the **FIA-1139a** or **FIA-1139b** notice, based upon the images received, for each invalid submission;
- Scanning and indexing the **FIA-1139a** and **FIA-1139b** notices that were generated to the HRA OneViewer, if the cases were found in POS/WMS;
- Storing the **FIA-1139a** and **FIA-1139b** notices that were generated in an electronic folder, if the cases could not be found in POS/WMS based on the images that were submitted; and
- Emailing the CIU Manager to request that MIS move the uploaded images to the designated storage folder.

Note: Each item is described in detail in a separate section starting on page 6.

Reviewing Images in Folders When a Case Cannot be Found

Reviewing images when a case cannot be found.

The CIU Supervisor is responsible for reviewing the images in the folder for which a case cannot be located by a CIU Worker in POS/WMS based on the case number or placeholder number that was assigned by POS. If the CIU Supervisor is unable to locate a case after a thorough search, the appropriate notice must be generated and a request must be made to the MIS POS Help Desk to move the images into the designated storage folder. Refer to the next section for instructions on how to generate the notices.

If the CIU Supervisor is able to locate a case, s/he is responsible for emailing the CIU Worker the case number so that the CIU Worker can index the images to the applicant/participant's electronic case record as described in the *Case is Found in POS/WMS* section on pages 4 - 5.

*Generating the **FIA-1139a/FIA-1139b** Notices*

Generating the **FIA-1139a/FIA-1139b** Notices

The CIU Supervisor is responsible for manually generating a **FIA-1139a** or **FIA-1139b** notice for each applicant/participant who uploads an invalid submission using the Mobile Document Upload, based on the images of the form that was received. The notices are fillable forms that are retrieved from HRA eDocs.

Only one form can be selected on each notice. If an applicant/participant submits more than one invalid submission, the CIU Supervisor must generate a notice for each invalid submission.

If images of the **LDSS-2921** or **LDSS-3174** are received **and** only the checkbox for *Supplemental Nutrition Assistance (SNAP)* is selected, the CIU Supervisor must generate the **FIA-1139b** notice. Refer to the *Special Instructions for SNAP Only Submissions (LDSS-2921/ LDSS-3174)* section on page 9 for additional instructions.

Generating the notices.

The CIU Supervisor generates the notice by making the following entries or selections:

Invalid submissions by LEP individuals/ households.

- Retrieve the appropriate notice from HRA eDocs;

   Note: If the preferred notice language for an individual/household is not English, the notice must be prepared in both English and the preferred notice language. The entries made on the English notice will populate the notice in the other selected language when the *Merge* check box is selected. Both pages of the notice must be scanned and indexed into the HRA OneViewer.

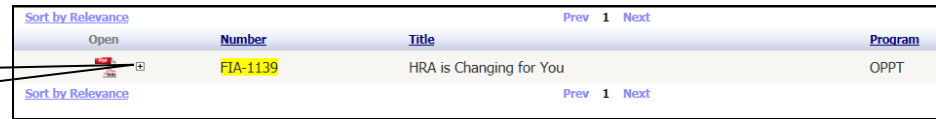|	
Example of how to create a notice in multiple languages.	Follow the steps in the screen shots below to retrieve the notice in two languages.

1. Click the ⊞ button.

Sort by Relevance				Prev **1** Next	
Open		Number	Title		Program
⊞		FIA-1139	HRA is Changing for You		OPPT
Sort by Relevance				Prev **1** Next	

2. Check the boxes for the languages needed (example shown here is for English and Korean).

Sort by Relevance			Prev **1** Next	
Open		Number	Title	Program
⊟		FIA-1139	HRA is Changing for You	OPPT

Email Link   Copy Link

Languages   ☑English   ☐Spanish   ☐Arabic

3. Click the **Combine Languages** button

☑Korean   ☐Russian

Combine Languages

Fields in the top right corner of the notice.	• Type today's date into the **Date** field using the format MM/DD/YYYY (For example, October 8, 2016 is entered as 10/08/2016); • Type the case number into the **Case Number** field; • Type the case name into the **Case Name** field using the format Last Name, First Name; • Select the responsible Center associated with the case from the dropdown menu in the **Job Center**/**SNAP Center** field; **Note**: If a case was not found, leave the **Case Number**, **Case Name**, and **Job Center**/**SNAP Center** fields empty.
Fields to enter name and mailing address.	• Enter the name and mailing address of the individual, for whom the notice is being prepared, on the four lines below the return address field, as follows: ▪ **Line 1** – First and Last Name ▪ **Line 2** – Building number and Street Name; ▪ **Line 3** – Apartment Number, if any; and ▪ **Line 4** – City, State, and Zip Code (three separate fields on the fourth line)
Field to enter the date that the images of an invalid submission were received.	• Type the date the images were received, using the format MM/DD/YYYY, into the blank field within the sentence "*On _____, you used Mobile Document Upload to submit the following form:*";

Check boxes to select the form number of the invalid submission that was received.	• Select the checkbox next to the form number of the invalid submission that was received. The selection of a checkbox in the form number sub-component populates the checkboxes in the acceptable submission options sub-component;
	For example:
Revised	If the form number selected on the **FIA-1139b** is the **LDSS-2921**, the checkboxes for mail, bring to a neighborhood organization, and bring to a SNAP Center will have a check mark. Two options will remain unchecked, ACCESS NYC website and fax, as these options cannot be used to submit the **LDSS-2921**.
	Note: If the CIU Supervisor is creating a notice for the invalid submission of an **LDSS-4826**, a selection must also be made in the check the box below the form number to indicate whether the **LDSS-4826** is an application or recertification.
	• Scroll down to the foreign language notice and select the *Merge* checkbox to pre-fill the notice, if the notice was generated in two languages; and

Select the Merge checkbox to pre-fill the notice.

☐ Merge

HRA/Family Independence Administration
Centralized Indexing Unit
P.O. Box 29008
Brooklyn,   NY,   11202 - 9816

NYC Human Resources | Family Independence
Administration | Administration
Department of
Social Services
FIA-1139b (K) 09/07/2016 (E) 08/25/2016 LLF
날짜:_____
케이스 번호:_____
케이스 이름:_____
SNAP 센터:

• Print the notice.

Special Instructions for SNAP Only Submissions (LDSS-2921/ LDSS-3174)

Special Instructions for SNAP only submissions on the **LDSS-2921** or **LDSS-3174**.	If images of the **LDSS-2921** or **LDSS-3174** are received **and** only the checkbox for *Supplemental Nutrition Assistance (SNAP)* is selected, the CIU Supervisor must generate the FIA-1139b notice.
	The CIU Supervisor must write on the printed notice, as follows:
	• If an **LDSS-2921** was uploaded, cross out **LDSS-4826** and write **LDSS-2921**; or
	• If an **LDSS-3174** was uploaded, cross out **LDSS-4826** and write **LDSS-3174**.

Note: If the **FIA-1139b** is generated in a foreign language, in addition to English, make the same correction on the foreign language notice.

Images of the LDSS-2921/LDSS-3174 Submitted for a One Program

The **LDSS-2921** or **LDSS-3174** forms allow individuals to apply for programs other than Cash Assistance, which is listed on the forms as Public Assistance. Some examples include:

- Services (S), including Foster Care (FC);
- Medicaid (MA) and SNAP; and
- Child Care Assistance.

*Scanning and Indexing the **FIA-1139a/FIA-1139b** Notices*

Scanning and indexing the notice when a case **is found** in POS/WMS.

If the **FIA-1139a/FIA-1139b** was generated for a case that was found in POS/WMS, the CIU Supervisor is responsible for scanning and indexing the notice into the HRA OneViewer. The notice is indexed to the applicant/participant's electronic case record using the Image Indexing tool in POS as per current procedure.

The CIU Supervisor indexes the notice by making the following selections:

- Select **Correspondence/Notices** from the *Document Type* dropdown menu; and

Refer to **Attachment A** or the POS Scanning and Indexing User Guide for detailed instructions on indexing images.

- Select one of the following from the *Document Description* dropdown menu, based on the uploaded image:

  - **FIA-1139a Invalid Submission Using Mobile Document Upload (CA)** for CA forms; or
  - **FIA-1139b Invalid Submission Using Mobile Document Upload (SNAP)** for SNAP forms.

*Storing the **FIA-1139a/FIA-1139b** Notices for Unidentified Cases*

Storing the notice when a POS/WMS case is **not found**.

If the **FIA-1139a/FIA-1139b** was generated for a case that could not be found in POS/WMS, the CIU Supervisor is responsible for saving a PDF file of the notice in the designated electronic folder, which is accessible to all CIU Supervisors.

The file name associated to each pdf should include the form number, last name and first name as it appears on the form images.

For example:

An **FIA-1139a** is generated for Mary Hernandez. The pdf file name would be "FIA-1139a Hernandez, Mary"

Emailing ITS to Request the Move of Images to the Storage Folder

Information Technology Services (ITS) was formerly known as Management Information Systems (MIS).

Emailing MIS to request the move of images to the designated storage folder.

In instances where a case **cannot be** found in POS/WMS, the CIU Supervisor is responsible for emailing the CIU Manager, or designee, to request that an email be sent to the MIS POS Help Desk to move the images of the invalid submission to the designated storage folder. The CIU Supervisor's email must include the specific folder number and the image name for all of the images that must be moved by MIS. Images must not be deleted under any circumstances.

Preparing the **FIA-1139a**/**FIA-1139b** Notices for Mailing

Preparing the notice for mailing.

The CIU Supervisor is responsible for preparing the notices for mailing. Each notice is sent using a window envelope and includes a pre-paid return envelope.

The **FIA-1139b** mailing sometimes includes the **FIA-1138**.

The check box next to "*Bring it to one of the neighborhood organizations on the list included with this letter*," is selected on the **FIA-1139b** if the notice was generated because images of the **LDSS-4826** was submitted. In these instances, the CIU Supervisor must also include the Do you have documents to submit to the Human Resources Administration (HRA)? (**FIA-1138**) form with the mailing. The **FIA-1138** is not scanned and indexed with the **FIA-1139b**.

The CIU Supervisor places the completed mailings in the outgoing mail bin.

Effective Immediately

References:

11-INF-09
18 NYCRR 387.5

Related Items:

<u>PB #15-95-SYS</u>
<u>POS Scanning and Indexing User Guide</u>

Attachments:

Attachment A	Mobile Document Upload Submission Desk Guide
FIA-1138	Do you have documents to submit to the Human Resources Administration (HRA)? (07/09/18)
FIA-1138(S)	Do you have documents to submit to the Human Resources Administration (HRA)? (Spanish) (07/09/18)
FIA-1139a	Invalid Submission Using Mobile Document Upload (Cash Assistance) (6/1/2020)
FIA-1139a (S)	Invalid Submission Using Mobile Document Upload (Cash Assistance) (Spanish) (6/1/2020)
FIA-1139b	Invalid Submission Using Mobile Document Upload (Supplemental Nutrition Assistance Program [SNAP]) (6/1/2020)
FIA-1139b(S)	Invalid Submission Using Mobile Document Upload (Supplemental Nutrition Assistance Program [SNAP]) (Spanish) (6/1/2020)

Mobile Document Upload Submission Desk Guide

Attachment A
NYC HRA Document Upload Submission Desk Guide

Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) applicant/participants are able to upload images of their documents using the NYC HRA Document Upload web application on a camera-equipped mobile device.

NYC HRA Document Upload interfaces with the Web Image Indexing portal application to transmit high quality files of the uploaded images to a centralized citywide NCA SNAP folder. Images of verification documents that are submitted using NYC HRA Document Upload do not require printing because the images are received as an electronic file.

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

Note: NYC HRA Document Upload is not an accepted method to submit applications, recertifications, and periodic reports. Individuals that submit these forms will receive a notice that instructs them to submit the form again using one of the selected methods on the notice. Forms submitted for Cash Assistance (CA) receive the Invalid Submission Using NYC HRA Document Upload (Cash Assistance) (**FIA-1139a**) notice. Forms submitted for SNAP receive the Invalid Submission Using NYC HRA Document Upload (Supplemental Nutrition Assistance Program [SNAP]) (**FIA-1139b**) notice.

Requesting Documentation

The SNAP 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 are also provided with a list of possible verification documents that may be required for their case based on the information they entered in the online application/recertification they submitted.

Retrieving the NYC HRA Document Upload Folders

Images that are submitted using NYC HRA Document Upload are stored in the centralized citywide folder named **MOBDOC**. Follow the steps listed below to access the **MOBDOC** folder case list.

- Open the POS Portal window.

- Click on **Web Image Indexing** in the POS Portal window.
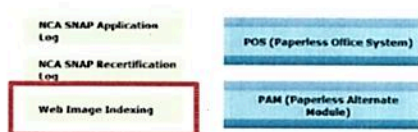
- Enter your **User ID** and **Password** on the **Web Image Indexing** login page and then click the **LOGIN** button.

The previous action opens the **Web Image Indexing** window, a portion of which is shown below.

- Replace your WMS User ID with **MOBDOC** in the field under **Retrieve Scanned Case List** and then click the **Search for Folders** button.
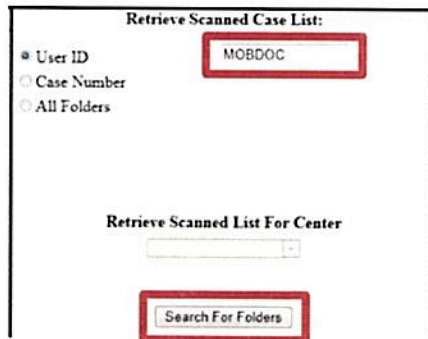
Note: The **Retrieve Scanned List For Center** field defaults to **F29** and the field is protected to prevent the user from selecting a different Center.

The previous action loads the **MOBDOC** folders into the **Scanned Case List** pane, a portion of which is shown below.

Note: If the system was able to locate a case in WMS, that WMS case number appears after "MOBDOC :". If the system was unable to locate a case in WMS, a 12-digit numeric placeholder, which begins with the last two digits of the current year, appears after "MOBDOC :". For example, images that were uploaded in 2016 have a placeholder that begins with "16".

- Double click the first unopened folder icon in the **Scanned Case List**.

Note: The field to the left of the **Load Case Data button** is then prefilled with either the WMS case number or the 12-digit numeric placeholder that appears after "MOBDOC:" for the selected folder.

If the previous action opens a MOBDOC folder that has a numeric placeholder, the Worker must:

- Click on a single file to display the uploaded image in the right pane of the **Web Image Indexing** window;
- Perform a search to identify the correct WMS case number using the **WMS Case Search** tool in the center pane of the **Web Image Indexing** window and entering the demographic information contained in the image(s) and then pressing the **Case Search** button;

Note: Workers can use the **WMS Case Search** tool to perform a search in WMS using a case number, SSN, CIN or ACCESS NYC confirmation number. If the images received contain other demographic information, the Worker must go into WMS to perform a case search.

- Remove the placeholder number displayed within the field next to the **Load Case Data** button on the **Web Image Indexing** window;
- Enter the correct WMS case number in the field next to the **Load Case Data** button, and then proceed to the next step.
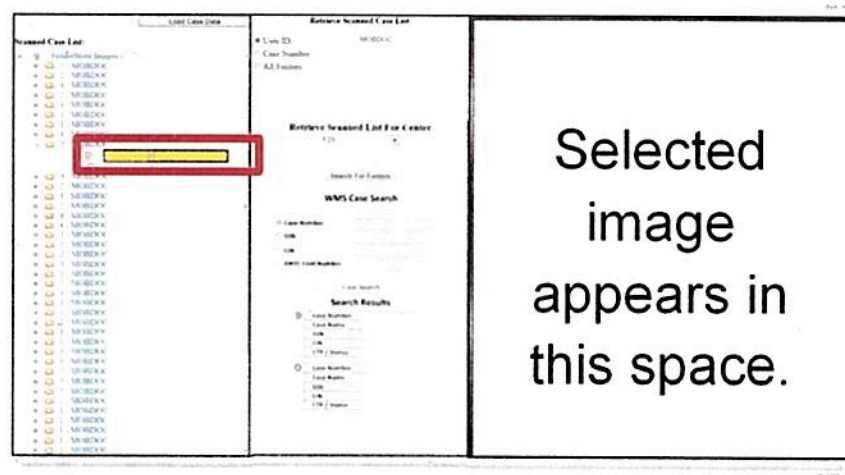
- Click the **Load Case Data** button.
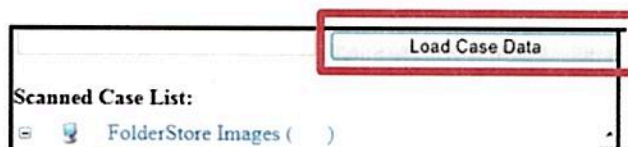
- Click on either the **Yes** or **No** button after reviewing the information that is displayed in the pop up window that asks "*Is this the correct Case?*" as follows:

  - 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 **Web Image Indexing** window shown at the top of page 4.

Indexing and Committing the Uploaded Document Images

Each uploaded image for the case appears as a numbered thumbnail on the left side of the **Web 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 uploaded 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 uploaded images to the case.

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

  Note: A text field appears to the right of each thumbnail. If an image has not yet been indexed, the field contains the phrase "**Not Indexed**". Once the image has been indexed, the field contains the following information: Document Description, name and CIN of the selected household member, and page number of the 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 bank statements, leases, and immigration documents.

- Click the arrow in the **CIN** box and select the household member's CIN from the drop down menu that corresponds to the submitted image.
- Click the arrow in the **Document Type** box and select a value from the drop down menu that corresponds to the submitted image.

- Click the arrow in the **Document Description** box and select a value from the drop down menu that corresponds to the submitted image.
- 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 + Shift** keys, 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 to the HRA OneViewer.
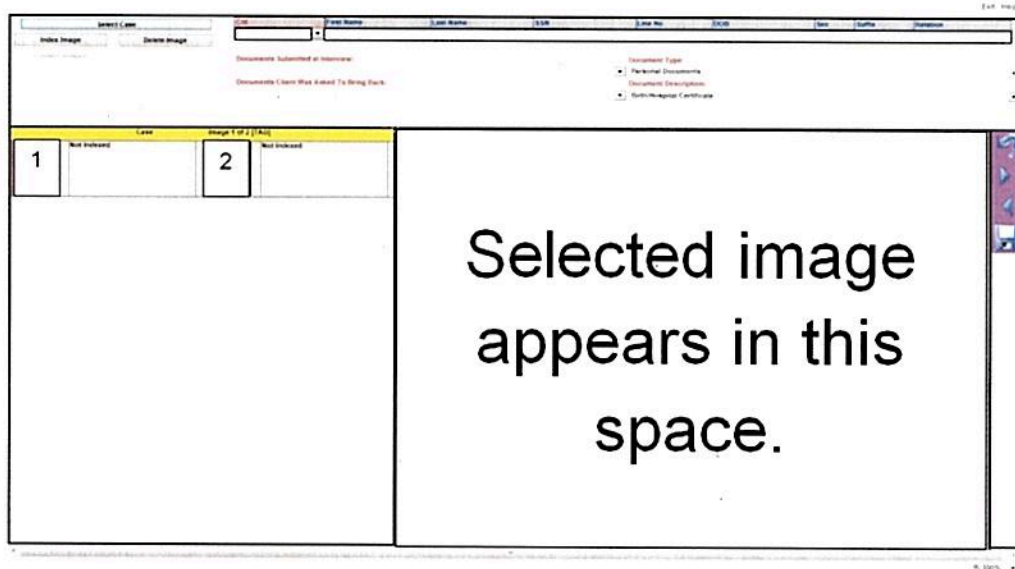
- Click the **OK** button on the **Message from webpage** window to return back to the window that displays the remaining images that have not been indexed.

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 on the previous page until you have indexed all images that were uploaded for the case.

You must use the same steps, described on pages 4 – 8, to process each **MOBDOC** folder until you have completed the work assigned to you.

Printing of the Documentation Receipt (EXP-76R)

The Documentation Receipt (**EXP-76R**) is generated after the worker successfully indexes and commits all of the uploaded images in a MOBDOC folder to the HRA OneViewer. Management Information Systems (MIS) mails the **EXP-76R** to the applicant/participant through the Print-to-Mail (PTM) process.

Do you have documents to submit to the Human Resources Administration (HRA)?

You don't need to go to your Supplemental Nutrition Assistance Program (SNAP) Center to hand in documents. Visit any one of the locations below instead. It may be more convenient than going to your SNAP center. All of these locations will accept your documents on HRA's behalf.

For more information, please call one of your local Community Based Organizations (CBOs) listed below.

BRONX

BRONX DEFENDERS
360 East 161st Street
Bronx, NY 10451
(718) 838-7878
Monday – Friday: 9 AM - 3 PM
By appointment only

PART OF THE SOLUTION (POTS)
2759 Webster Avenue
Bronx, NY 10458
(718) 220-4892 extension 101
Monday, Tuesday, Wednesday, Friday, and Saturday: Walk-in hours 9 AM - 3 PM (walk-in list will close once it's full) Second and Fourth Wednesday of the month office opens at 10am

BROOKLYN

COMMUNITY SERVICE CENTER OF GREATER WILLIAMSBURG
378 Flushing Avenue
Brooklyn, NY 11205
(718) 865-8278
Monday – Thursday: 10 AM - 5 PM

RISEBORO COMMUNITY PARTNERSHIP
184 Wyckoff Ave
Brooklyn, NY 11237
(718) 366-1830
Monday – Friday: 9 AM – 5 PM

MANHATTAN

COMMUNITY KITCHEN OF WEST HARLEM
252 West 116th Street
New York, NY 10026
(212) 894-8060
Monday – Friday:
9 AM - 4 PM

GODDARD RIVERSIDE
140 West 140th Street
New York, NY 10030
(212) 234-3481
Monday - Friday:
9 AM – 3:30 PM

GRAND CENTRAL LIBRARY
135 East 46th Street, 2nd floor
New York, NY 10017
(212) 576-0024 or
212-340-0861
Monday – Friday:
10 AM – 5 PM

GRAND STREET SETTLEMENT
80 Pitt Street, 1st floor
New York, NY 10002
(212) 674-1740
ext. 273, 286, 222
Monday – Wednesday:
9 AM – 4 PM

NEW YORK COMMON PANTRY
8 East 109th Street
New York, NY 10029
(917) 720-9705
Thursday and Friday:
3 PM - 4 PM
Saturday: 12 PM - 2 PM

WEST SIDE CAMPAIGN AGAINST HUNGER
263 West 86th Street
New York, NY 10024
(212) 362-3662 ext. 117 & 119
Monday, Wednesday, Thursday, and Friday: 8 AM – 3 PM
Tuesday: By appointment only

QUEENS

RIVER FUND
89-11 Lefferts Boulevard
Queens, NY 11418
(718) 441-1125
September – May: Monday – Friday: 9 AM - 3 PM
June – August: Monday - Thursday: 9 AM – 3 PM;
Friday: 9 AM – 12 PM

URBAN UPBOUND OF LONG ISLAND CITY
12-15 40th Ave.
LIC, NY 11101
(718) 784-0877 ext. 318
Tuesday, Thursday, and Friday:
10 AM - 1:30 PM

STATEN ISLAND

COMMUNITY HEALTH ACTION OF STATEN ISLAND (CHASI)
23 Hyatt Street
Staten Island, NY 10301
(718) 808-1800
Monday – Friday: 9 AM - 4 PM

PROJECT HOSPITALITY/ EL CENTRO
1546 Castleton Avenue
Staten Island, NY 10302
(718) 447-5483
Friday: 10 AM - 12 PM

DIAL 311 for an updated list of locations

NYC Department of Social Services
Human Resources Administration
Department of Homeless Services

Family Independence Administration

FIA-1138 (E) 07/09/2018 LLF

¿Tiene usted que presentarle documentos a la Administración de Recursos Humanos (HRA)?

No es necesario presentarse al centro del programa de Asistencia de Nutrición Suplementaria (SNAP) para entregar documentos. En vez de ello, visite cualquiera de los locales listados a continuación. Esto puede resultarle más conveniente que acudir a su centro de SNAP. Todos estos locales aceptan documentos en nombre de la HRA.

Para más información, por favor llame a una de las siguientes Organizaciones Comunitarias (CBOs).

BRONX

BRONX DEFENDERS
360 East 161st Street
Bronx, NY 10451
(718) 838-7878
Lunes - viernes: 9 AM - 3 PM
Solo con cita

PART OF THE SOLUTION (POTS)
2759 Webster Avenue
Bronx, NY 10458
(718) 220-4892 ext. 101
Lunes, martes, miércoles, viernes y sábado:
Sin cita: 9 AM - 3 PM
(La lista de llegada se levanatará una vez se llene la oficina.)
La oficina abre a las 10am el segundo y cuarto miércoles del mes.

BROOKLYN

COMMUNITY SERVICE CENTER OF GREATER WILLIAMSBURG
378 Flushing Avenue
Brooklyn, NY 11205
(718) 865-8278
Lunes - jueves: 10 AM - 5 PM

RISEBORO COMMUNITY PARTNERSHIP
184 Wyckoff Ave
Brooklyn, NY 11237
(718) 366-1830
Lunes - vienes: 9 AM – 5 PM

MANHATTAN

COMMUNITY KITCHEN OF WEST HARLEM
252 West 116th Street
New York, NY 10026
(212) 894-8060
Lunes - viernes:
9 AM - 4 PM

GODDARD RIVERSIDE
140 West 140th Street
New York, NY 10030
(212) 234-3481
Lunes - viernes:
9 AM – 3:30 PM

GRAND CENTRAL LIBRARY
135 East 46th Street, 2do piso
New York, NY 10017
(212) 576-0024
212-340-0861
Lunes - viernes:
10 AM – 5 PM

GRAND STREET SETTLEMENT
80 Pitt Street, 1er piso
New York, NY 10002
(212) 674-1740
ext. 273, 286, 222
Lunes - miércoles:
9 AM – 4 PM

NEW YORK COMMON PANTRY
8 East 109th Street
New York, NY 10029
(917) 720-9705
Jueves y viernes:
3 PM - 4 PM
Sábado: 12 PM - 2 PM

WEST SIDE CAMPAIGN AGAINST HUNGER
263 West 86th Street
New York NY 10024
(212) 362-3662 ext. 117 & 119
Lunes, miércoles, jueves y viernes:
8 AM – 3 PM
Martes: Solo con cita

QUEENS

RIVER FUND
89-11 Lefferts Boulevard
Queens, NY 11418
(718) 441-1125
De septiembre – mayo: Lunes - viernes: 9 AM - 3 PM
De junio – agosto: Lunes - jueves: 9 AM – 3 PM
Viernes: 9 AM – 12 PM

URBAN UPBOUND OF LONG ISLAND CITY
12-15 40th Ave.
LIC, NY 11101
(718) 784-0877 ext. 318
Martes, jueves y viernes:
10 AM - 1:30 PM

STATEN ISLAND

COMMUNITY HEALTH ACTION OF STATEN ISLAND (CHASI)
23 Hyatt Street
Staten Island, NY 10301
(718) 808-1800
Lunes - viernes: 9 AM - 4 PM

PROJECT HOSPITALITY/ EL CENTRO
1546 Castleton Avenue
Staten Island, NY 10302
(718) 447-5483
Viernes: 10 AM - 12 PM

DIAL 311
Marque 311 para obtener una lista actualizada de los locales

NYC Department of Social Services
Human Resources Administration
Department of Homeless Services
Family Independence Administration

Department of Social Services
Human Resources Administration
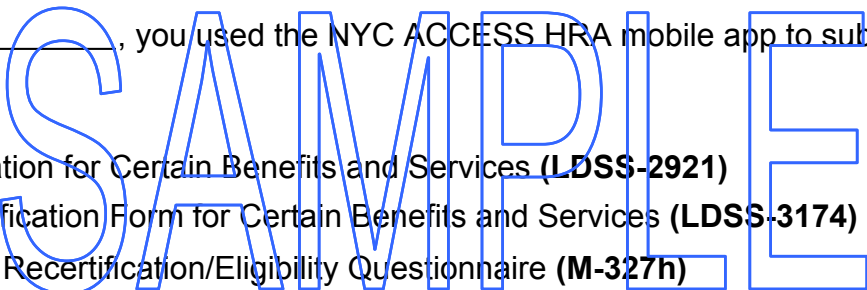Department of Homeless Services | Family Independence Administration

HRA/Family Independence Administration

Centralized Indexing Unit

P.O. Box 29008

Brooklyn,   NY,   11202 - 9816

Date: _____

Case Number: _____

Case Name: _____

Job Center: _____

_____

_____

_____

_____, ___, _____

Invalid Submission Using Mobile Document Upload
(Cash Assistance)

On _____, you used the NYC ACCESS HRA mobile app to submit the following form:

☐ Application for Certain Benefits and Services **(LDSS-2921)**

☐ Recertification Form for Certain Benefits and Services **(LDSS-3174)**

☐ Mail-In Recertification/Eligibility Questionnaire **(M-327h)**

☐ Enrollment Form For Provider of Legally-Exempt Family Child Care and Legally-Exempt In-Home Child Care **(LDSS-4699)**

☐ Enrollment Form For Provider of Legally-Exempt Group Child Care **(LDSS-4700)**

> **NYC ACCESS HRA mobile app cannot be used to submit applications or recertifications. You must submit the form again.**

You can submit the form using **one** of the checked options below:

☐ Mail in to us using the pre-paid envelope that was sent with this letter.

☐ Fax it to _____.

☐ Go to www.nyc.gov/accesshra.

☐ Bring it to your Job Center.

If you have any questions, please call (718) 557-1399.

HRA/Family Independence Administration
Centralized Indexing Unit
P.O. Box 29008
Brooklyn,   NY,   11202 - 9816

Fecha: _____

Número de caso: _____

Nombre del caso: _____

Centro de trabajo: _____

_____

_____

_____

_____, ____, _____

Presentación inválida de documento por carga móvil
(Asistencia en Efectivo)

El día _____, usted utilizó la aplicación móvil NYC ACCESS HRA para presentar el siguiente formulario:

☐ Solicitud de Ciertos Subsidios y Servicios **(LDSS-2921[S])**

☐ Formulario de Revalidación para Ciertos Beneficios y Servicios **(LDSS-3174[S])**

☐ Cuestionario de Recertificación/Elegibilidad por Correo **(M-327h[S])**

☐ Formulario de Inscripción para Proveedores de Cuidado Infantil en Familia Legalmente Exento y de Cuidado Infantil a Domicilio Legalmente Exento **(LDSS-4699[S])**

☐ Enrollment Form For Provider of Legally-Exempt Group Child Care **(LDSS-4700)** **[Solo disponible en inglés]**

No se puede utilizar la aplicación móvil de Access HRA para presentar solicitudes o recertificaciones. Usted debe volver a presentar el formulario.

Usted puede presentar el formulario mediante **una** de las siguientes opciones seleccionadas:

☐ Enviarlo en el sobre con franqueo prepagado enviado con esta carta.

☐ Faxearlo al _____.

☐ Entrar a www.nyc.gov/accesshra.

☐ Llevarlo a su centro de trabajo.

Si tiene cualquier pregunta, favor de llamar al (718) 557-1399.

HRA/Family Independence Administration

Centralized Indexing Unit

P.O. Box 29008

Brooklyn,   NY,   11202 - 9816

Date: _____

Case Number: _____

Case Name: _____

SNAP Center: _____

_____

_____

_____

_____, ____, _____

Invalid Submission Using Mobile Document Upload
(Supplemental Nutrition Assistance Program [SNAP])

On _____, you used the NYC ACCESS HRA mobile app to submit the following form:

☐   Application for Certain Benefits and Services (**LDSS-2921**)

☐   Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**)

   ☐   Application   ☐   Recertification

☐   Supplemental Nutrition Assistance Program (SNAP) Change Report Form (**LDSS-3151**)

☐   NYSNIP Supplemental Nutrition Assistance Program (SNAP) Benefits Interim Report (NYC) (**LDSS-4836 NYC**)

NYC ACCESS HRA mobile app cannot be used to submit applications or recertifications. You must submit the form again.

You can submit the form using **one** of the checked options below:

☐   Go to www.nyc.gov/accesshra.

☐   Mail in to us using the pre-paid envelope that was sent with this form.

☐   Bring it to one of the neighborhood organizations on the list included with this letter.

☐   Fax it to _____.

☐   Bring it to a SNAP Center.

If you have any questions, please call (718) 557-1399.

HRA/Family Independence Administration

Centralized Indexing Unit

P.O. Box 29008

Brooklyn,　　　　　NY　　　　　11202 - 9816

Fecha: _____

Número de caso: _____

Nombre del caso: _____

Centro de SNAP: _____

_____

_____

_____

_____, ____, _____

Presentación inválida de documento por carga móvil
(Programa de Asistencia de Nutrición Suplementaria, SNAP)

El día _____, usted utilizó la aplicación móvil de NYC Access HRA para presentar el siguiente formulario:

☐ Solicitud de Ciertos Subsidios y Servicios (**LSDD-2921 [SP]**)

☐ Programa de Asistencia Nutricional Suplementaria (SNAP) Solicitud/Revalidación (**LDSS-4826 [SP]**)

　　　　　　☐ Solicitud　　　　☐ Revalidación

☐ Programa de Asistencia Nutricional Suplementaria (SNAP) Formulario de Informe de Cambios (**LDSS-3151 [SP]**)

☐ Programa NYSNIP - Programa de Asistencia Nutricional Suplementaria (SNAP) Informe Provisional (NYC) (**LDSS-4836 NYC [SP]**)

SAMPLE

No se puede utilizar la aplicación móvil Access HRA para presentar solicitudes o recertificaciones. Usted debe volver a presentar el formulario.

Usted puede presentar el formulario mediante **una** de las siguientes opciones seleccionadas:

☐ Entrar a www.nyc.gov/accessnyc.

☐ Enviarlo en el sobre con franqueo pagado enviado con esta carta.

☐ Llevarlo a una de las organizaciones comunitarias en la lista incluida con esta carta.

☐ Faxearlo al_____.

☐ Llevarlo a un centro de SNAP.

Si tiene cualquier pregunta, favor de llamar al (718) 557-1399.