



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #18-41-OPE
(This Policy Bulletin Obsoletes PB #17-24-OPE)

REVISIONS TO THE “DO YOU HAVE DOCUMENTS TO SUBMIT TO THE HUMAN RESOURCES ADMINISTRATION (HRA)?” FORM (FIA-1138)

<p>Date: July 9, 2018</p>	<p>Subtopic(s): CBOs, Forms, SNAP</p>
<p>CBOs removed from the FIA-1138.</p> <p>CBO renamed on the FIA-1138.</p> <p>CBOs added to the FIA-1138.</p>	<p>The purpose of this policy bulletin is to inform all Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) staff that the form titled “Do you have documents to submit to the Human Resources Administration (HRA)?” (FIA-1138) has been revised.</p> <p><u>Revisions to the FIA-1138</u></p> <p>The order of the boroughs was changed so that they are listed alphabetically.</p> <p>The following Community Based Organizations (CBOs) were removed from the FIA-1138:</p> <ul style="list-style-type: none"> • Phipps; and • Ridgewood Bushwick Senior Citizen’s Council, which was located at 145 East 98th Street. <p>The Ridgewood Bushwick Senior Citizen’s Council, located at 184 Wycoff Avenue, was renamed Riseboro Community Partnership.</p> <p>The following Community Based Organizations (CBOs) were added to the FIA-1138:</p> <ul style="list-style-type: none"> • Bronx Defenders; • Goddard Riverside; • Grand Central Library; • Grand Street Settlement; and • West Side Campaign Against Hunger.

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

Address correction.

The address for the Community Service Center of Greater Williamsburg was corrected to read 378 Flushing Avenue.

Changes to CBO's hours/days of operation.

The hours and/or days of operation for the CBOs listed below were changed, as follows:

- Part of the Solution (POTS):
 - is also open on Saturdays;
 - opens at 10:00 am on the second and fourth Wednesday of the month;
 - the phrase "Walk-in hours" precedes the hours of operation and a note was added to indicate that the "walk-in list will close once it's full;"
- River Fund lists their hours and days of operation based on specified months within the year; and
- Urban Upbound of Long Island City is also open on Thursdays.

Purpose of the FIA-1138

The **FIA-1138** informs SNAP applicants/participants that they can return requested documents to participating CBO's instead of coming to their center.

The **FIA-1138** must be included as an insert whenever the "Action Is Required! You Must Submit Documents For Your SNAP Case" (**FIA-1146**) form is sent or given to NCA SNAP applicants and participants.

A sample of the revised form is attached.

Effective Immediately


Related Item:

[PB #16-28-OPE](#)

Attachments:

FIA-1138 (E) Do you have documents to submit to the Human Resources Administration (HRA)? (07/09/2018)

FIA-1138 (S) Do you have documents to submit to the Human Resources Administration (HRA)? (Spanish) (07/09/2018)

 Please use Print on Demand to obtain copies of forms.

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



for an updated list of locations



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

Family Independence
Administration

¿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 levantará 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 - viernes: 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



Marque 311 para obtener una lista actualizada de los locales



Department of Social Services
Human Resources Administration
Department of Homeless Services

Family Independence Administration