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NYC HUMAN RESOURCES ADMINISTRATION OPENS 3 MODEL OFFICES IN UPPER MANHATTAN

Fulfilling Mayor Bloomberg's promise to modernize the City's cash assistance, food stamp and public health insurance centers.

New York – Mayor Bloomberg's promise to modernize the City's cash assistance, food stamp and public health insurance centers was fulfilled again today with the Human Resources Administration (HRA)'s opening celebration of the Dyckman Model Job Center, the Inwood Model Job Center and the Washington Heights Model Food Stamp Center, all located at 4055 10th Avenue in Manhattan.

Ribbon cutting for these state of the art facilities was presided over by HRA Commissioner Robert Doar, Executive Deputy Commissioner for HRA's Family Independence Administration, Seth Diamond, and Mayor's Office of Immigrant Affairs Commissioner Guillermo Linares. Manhattan Borough President Scott Stringer, New York State Assembly Member Adriano Espaillat and New York City Council Member Miguel Martinez were also in attendance.

The HRA Model Office Initiative was introduced by Mayor Bloomberg to promote enhanced customer service and to streamline the workflow through increased efficiency and the application of modern technology, resulting in reduced wait time for customers and greater access to services. Since its inception, HRA has redesigned 14 Job Centers into Model Offices, 8 HASA offices, 12 Food Stamp offices and 20 Medicaid offices.

"HRA's success during the Bloomberg Administration is due to efforts such as the Model Office Initiative, which operationalize advanced technology for the purpose of helping people more easily gain access to services that they need," said HRA Commissioner Robert Doar. "I am proud of the HRA workforce, their vision, professionalism and capacity to move our services into the future."

As with previous Model Offices, every workstation has been outfitted for electronic case management, enabling workers to locate and input customer information quickly and access records throughout the agency. These enhancements substantially reduce the amount of documentation customers are required to present, as well as the time staff need to verify eligibility. The Offices also have customer service windows to more quickly serve those who do not require a detailed interview.

4055 10th Avenue houses three HRA offices: the Dyckman Job Center, the Inwood Job Center and the Washington Heights Food Stamp Center. The Dyckman Job Center

provides temporary cash assistance, food stamps, Medicaid, emergency intervention, and eviction prevention and employment services to 3,774 adults and families in the Inwood and Washington Heights areas.

The Inwood Job Center serves working cash assistance recipients living in Department of Homeless Services' shelters. The Center offers employment services designed to help people gain additional income, working collaboratively with the Department of Homeless Services (DHS) as well as HRA's Office of Employment Services, to enable enrollment in the Work Advantage, Fixed Income Advantage, Short Term Advantage, and Child Advantage programs.

The Washington Heights Food Stamp Center is responsible for determining the initial and on-going eligibility for non-cash assistance food stamps and for facilitating the transition from cash assistance for individuals who become employed but continue to require help with their food related expenses. The center serves 8,125 customers with children.

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