



**NEW YORK CITY HUMAN RESOURCES ADMINISTRATION WILL
CONSOLIDATE FOUR BRONX OFFICES INTO STATE-OF-THE-ART BANKNOTE
BUILDING**

The move will provide clients in the Bronx with a more convenient “one stop” experience and will improve the work atmosphere for staff by increasing collaboration and communication across programs

The move to the Banknote Building, located at 890 Garrison Avenue, will begin on October x, 2014 and Continue Over Several Months

Besides providing more convenient service for HRA clients, the new location will benefit the local economy, adding an estimated \$650,000 to over \$1.3 million in annual food purchases by HRA Staff within the neighborhood

New York, September 25, 2014 – To give Bronx-based clients more convenient “one-stop” service and improve the work environment for staff, HRA will relocate several Bronx offices to the Banknote Building at 890 Garrison Avenue beginning in October, 2014. The new office space will feature an open office work environment, which enhances communication and collaboration between staff while still allowing for confidential conversations with clients when necessary. In addition, the move will provide Bronx-based clients with a more convenient experience by consolidating HRA services into a single location. Staff currently located at 260 East 161st Street, 530 West 135th Street, 1365 Jerome Avenue and 630 Jackson Avenue will move to the Banknote building in stages between October, 2014 and January, 2015.

“We are always looking for ways to serve our clients more effectively,” said HRA Commissioner Steven Banks. “This state-of-the-art new facility will make it easier for staff to do what they came to HRA to do – help New Yorkers overcome poverty and other challenges. The centralized location of the Banknote building will also help our clients get the help they need in one place.”

The new HRA location at 890 Garrison Ave. will be a model center where clients can apply for both Supplemental Nutrition Assistance Program (SNAP, commonly called Food Stamps) benefits and Cash Assistance, including Emergency Assistance to prevent evictions and help in other serious situations. The location will also house the Bronx-based office of HRA’s HIV/AIDS Services Administration (HASA), which provides New Yorkers living with AIDS and clinically symptomatic HIV illness with housing assistance and other essential benefits; as well as the Office of Child Support Enforcement, which collects monthly child support

payments on behalf of NYC children and provides services to both custodial and noncustodial parents; and the Home Care Services Program's Bronx Community Alternative Systems Agency (CASA) Office, which can help connect elderly and disabled New Yorkers with home-based medical or daily living assistance.

HRA has been keeping local community boards and elected officials up to date on the planned move, which, in addition to providing more convenient service to Bronx-based clients, is expected to help with the continued revitalization of the neighborhood and provide a broader customer base for local businesses. Based on an earlier survey of HRA staff spending habits, the Agency conservatively estimates that the Banknote move could add an additional \$650,000-\$1,350,000 to the local economy in food purchases by HRA staff alone. HRA will continue to work with local community boards and elected officials to ensure that the transition to the new location is as smooth as possible.

The Office of Child Support Enforcement's last day of operation at 630 Jackson Avenue will be Friday, October 3. Effective Monday, October 6, they will reopen in the Banknote Building location.

CASA's last day of operation at 530 West 135th St will be October 3. Three programs will remain at the West 135th St location: the MICSA Manhattanville Medicaid Office, the MICSA/CAC and the West 135th St HASA office.

The last day of operation for the 260 East 161st St SNAP Center will be Friday, October 10. It will reopen in the Banknote Building on Tuesday, October 14, and will handle all SNAP applications and recertifications in the Bronx.

The last day of operations for the Melrose Job Center and Family Services Call Center at 260 East 161st St will be Friday, October 24. The center will reopen in the Banknote Building on Monday, October 27.

The last day of operations for the HASA Jerome Avenue Center will be Friday, October 17. The last day of operations for the HASA Kingsbridge Center at 260 East 161st St will be Friday, October 24.

HRA has used a variety of methods to notify clients of the move, including updating information on Agency materials and phone messages, direct notification of vendors and community boards, and mailed notices of change to SNAP, Cash Assistance and HASA clients. For more information, clients can contact HRA's Infoline at 718-557-1399 or email constituentaffairs@hra.nyc.gov

For more information on HRA services, please visit www.nyc.gov and follow us on Twitter at @NYCHRA.