REVISED

CHANGE OF SUBMISSION LOCATION FOR
AUTHORIZED CLIENT REPRESENTATIVES

November 3, 2008

The purpose of this ALERT is to provide information in regard to a new protocol and location for application submissions to the Central Eligibility Division, for Authorized Client Representatives only.

Effective November 3, 2008, the new submission location is at 340 A West 34th Street, Ground floor. Submissions will no longer be received at 330 West 34th Street, 11th Floor.

When submitting applications, Providers should be aware of the following:

- The new location 340A West 34th Street Ground Floor operates between the hours of:
  9:00 A.M and 5:00 PM, Monday through Friday
- Only new applications are to be submitted to the windows noted below.
- Windows with numbers #18 and #19 have specifically been assigned for Provider application submissions.
- Upon arriving at one of the windows, your representative will be given a ticket number
- S/he should take a seat in the designated waiting area and wait for their number to be called.
- When her/his ticket number is called, the provider should go to the appropriate window and submit the applications.
- If s/he needs to speak to a Manager, the request can be conducted at the window.
- Remember, the busiest time for application submissions is the end of the month; so all efforts should be made to avoid waiting until then.
- Questions regarding this protocol should be addressed to:
  - Veneze Smart-Ferreira (212-273-3743) – Deputy Director
  - Jacqueline Braxton (212-643-7969) - Section Manager

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF