FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-10-SYS

FS POS RELEASE NOTES VERSION 4.1

Date: February 11, 2010	**Subtopic(s):** FS POS
🖥 This procedure can now be accessed on the FIAweb.	This policy bulletin is to inform the Non Cash Assistance Food Stamp Center (NCA FS) staff that the latest version of the Paperless Office System (POS) will migrate to production on February 16, 2010. Descriptions of the changes can be found in FS POS Release Notes Version 4.1 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79 *Effective February 16, 2010* **Attachments:**
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment A** FS POS Release Notes Version 4.1

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

Attachment A

FS POS Release Notes
Version 4.1 February 16, 2010

These Release Notes contain descriptions of changes in FS POS Release 4.1 scheduled for February 16, 2010. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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1. New Language Access Indicators Window

A new Tracking Language Access Indicators screen has recently been added to POS. This new screen allows POS to track the servicing of LESA applicants/participants. The Tracking Language Access Indicators screen will capture the following applicant/participant information:

- Type of interview (in-person or via telephone);
- Preferred language for speaking;
- Preferred language for receiving written notices;
- Interpreter services needed (yes or no); and
- Type of interpreter services being used.

If the Worker answers Yes to the question "Do you require Free Interpreter Services?", a drop-down menu in the "Which Type of Interpreter Services is being Used?" section, will be enabled with the following options:

- Bilingual Worker provided interpretative services;
- HRA's On-Site Interpreter Contract was used;
- HRA's Telephone Interpreter Contract was used;
- Client brought his/her own interpreter; and
- Client refused interpretative services.

Tracking Language Access Indicators Window

The **Tracking Language Access Indicators** screen will appear whenever a Worker conducts an initial application intake/interview. The screen will also appear if POS lists the applicant's/participant's preferred language for speaking (**Lang SP**) or for receiving written notices (**Lang Read**) is blank or listed as a language other than English or if no preferred language is listed in POS and the Worker accesses one of the following activities:

- Case Member Addition;
- Client Intake and D&C Referrals
- FS Reception Intake
- Document Intake;
- HRA FS Outreach Intake;
- EFS Issuance (NCA FS Case);
- FS Application Interview;
- FS Change Case Data;
- FS Recert Interview; or
- Application Modification.

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If both the **Lang Read** and **Lang SP** indicators are listed as English in POS, the **Tracking Language Access Indicators** screen will not appear.

The Worker must ensure that the language of the applicant/participant is documented in the case record and on form **W-680FF** so that an interpreter can be scheduled for future appointments. Form **W-680FF** must be included in all Cash Assistance (CA) Application/Recertification kits and NCA FS Application/Recertification kits.

Form **W-680FF** allows applicants/participants to identify their preferred spoken language. It also allows applicants/participants to choose from one of the seven New York City (NYC) local law languages to receive written correspondence.

At application and recertification, Workers must ensure that the language selected in the POS primary language fields corresponds with the applicant's/participant's preferred spoken language selected on form **W-680FF**.

Policy
For additional information, please refer to the policy directive for **Servicing Individuals with Limited English-Speaking Ability (LESA)**.

2. New Warning Message for Supervisor

Supervisors are not allowed to approve a case activity that they have worked on. A new warning will appear for Supervisors when they attempt to start a Worker activity, to remind them that if they start a Worker activity, they will not be able to complete the approval for this activity:
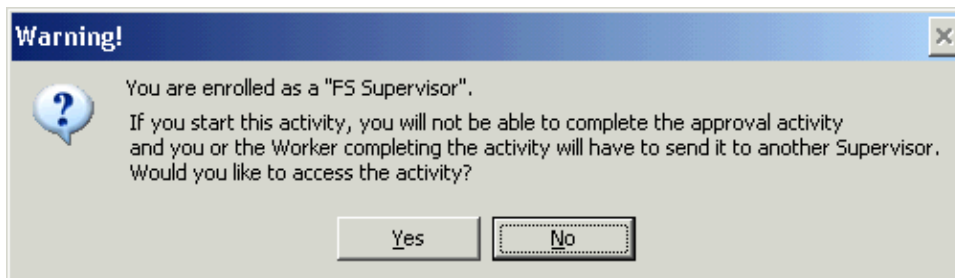
If the Supervisor clicks "Yes", the Worker activity will begin. If the Supervisor clicks "No", they will be returned to their queue.

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3. Display of Re-Use Case Number in Grant Data Entry Window

For applicants, the re-use case number will be displayed in the grant data entry windows.

Grant Data Entry Window

4. Default Frequency for Various Income Windows

In order to save data entry time, the default frequency will be set to "Monthly" when the Worker answers "Yes" for the following income questions:

- Alimony/Support (Received)?
- Boarders/Lodgers Income (Received)?
- Contributions/Gifts (Received - NOT Excess Rent, Tuition or Household Expenses)?
- Child Support Payments (Received)?
- Education Grants or Loans?
- NYS Disability Benefits?
- Retirement Benefits (Pensions)?
- Social Security Dependent Benefits?
- Social Security Disability Benefits?
- Supplemental Security Income (SSI) Benefits?
- Social Security Retirement Benefits?
- Social Security Survivor's Benefits?
- Veteran's Pensions or Benefits?
- Worker's Compensation?
- Has Other Income?

The default frequency will be set to "Weekly" when the Worker answers "Yes" for the following income question:

- Unemployment Insurance Benefits?

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5. Update to F15 Queues

F15 is currently connected to the Central Office databases. In order to ensure that case activities from other centers do not appear in the Central Office queues, the **F15** queues will be updated to display only case activities from **F15**.

6. Removal of W-532F Form

The obsolete **W-532F** (Financial Institution Inquiry) form will be removed from the **Print Forms** window. This form was rendered obsolete in Policy Bulletin # 08-19-OPE (Safeguarding Federal Tax Information).

7. Updates to Match WMS Version 2010.1

The following changes will be made to match the updates in the Welfare Management System (WMS) version 2010.1, which will be released on February 16, 2010:

- Addition of Income Source Code **75** (Census Income);
- Addition of Closing Code **N66** (Duplicate Assistance, Non-AFIS in NYS Interstate) for F25 staff;
- Addition of Closing Code **N67** (Duplicate Assistance in NYS [System Generated]); and
- Update to Alien Type Determination Script for Alien Type Code D (Victims of Trafficking and Violence Protection Act of 2000).

Closing Code N66
Closing and rejection code **N66** (Duplicate Assistance, Non-AFIS in NYS Interstate) will be added to the Food Stamp TAD window. This closing code will only be available for staff enrolled at the Special Project Center (**F25**) who process special closing matches.

Closing Code N67
Closing code **N67** (Duplicate Assistance in NYS [System Generated]) is system-generated and will be a read-only code on the Food Stamp TAD window.

Income Source Code 75
Income Source Code **75** (Census Income) will be added to the Income Type menu in the response window for the question "Has Other Income?" For FS-only cases, the income will be marked as exempt.

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Update in Alien Type Determination Script for Alien Type D

Individuals with an alien/citizenship indicator value of "D" (Victims of Trafficking and Violence Protection Act of 2000) were previously assigned a value of "D" in POS, but a value of "R" was transmitted to WMS.

Beginning with WMS version 2010.1, WMS will accept the value of "D" and the POS transmission rules will be updated accordingly and the following updated business rules will be applied in the **Additional Information** window:

- The **Alien Number** field will be optional; and
- The same dates must be entered in the "Date the Individual Physically Entered the US" and the "Certification (Initial Eligibility) Date (Alien Type D only)" fields.

Additional Information window