FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-34-SYS

POS RELEASE NOTES VERSION 14.1.1

Date: April 6, 2010	**Subtopic(s):** POS

This procedure can now be accessed on the FIAweb.

This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on April 19, 2010. Descriptions of the changes can be found in POS Release Notes Version 14.1.1 (**Attachment A**), and POS Release Notes Version 14.1.1: Appendix A, B, and C (**Attachments B, C** and **D** respectively).

These release notes can also be found on the HRA Intranet at:

http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

Effective April 19, 2010

Please use Print on Demand to obtain copies of forms.

Attachment A	POS Release Notes Version 14.1.1
Attachment B	Single Issuance Printing Queue: Appendix A
Attachment C	BEV Referral: Appendix B
Attachment D	Form Signature Capture: Appendix C

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

POS Release Notes Final

Version 14.1.1 April 19, 2010

These Release Notes contain descriptions of changes in POS Release 14.1.1 scheduled for April 19, 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. Updates to the Single Issue Grant Requests and Issuance Task List

Currently, JOS/Workers use the Single Issue Grant Requests Task List to record the request by an applicant/participant for a Single Issuance (SI) special grant and the decision made on the special grant request. This task list will be renamed **SI Grant Requests and Issuance**.

The following functional areas will be integrated into the task list:

- EAF/E-SNA Eligibility Determination
- EAA Eligibility Determination
- Repayment Agreement Worksheets
- Grant Request Reconciliation and Decision
- Grant Data Entry
- Grant Form Generation
- Grant Decision Notices
- Repayment Agreements
- Grant Transmission
- Single Issuance Grant Form Printing Queue
- Levels of Approval

The Task List appears in the POS application, recertification, change case data and reopening activities and includes the following tasks:

- Task 1 – SI Grant Needs Identified in Interview
- Task 2 – Recording Special Grant Requests
- Task 3 – Request Details
- Task 4 – EAF/E-SNA and EAA Eligibility Determination
- Task 5 – Client Forms and Worksheets
- Task 6 – Outstanding Requests
- Task 7 – Grants Data Entry
- Task 8 – Notices and Repayment Agreements

The following E-Forms will be integrated into the Task List:

- W-137A, Request for Emergency Assistance or Additional Allowance (For Participants Only)
- W-113A, Documentation Request Form (Return Document for Special Grant)
- M-3g, Notice to Report to Center
- W-147F, Shelter Arrears Repayment Agreement Worksheet
- W-147XX, Utility Arrears Repayment Agreement Worksheet
- LDSS-2921A, Emergency Assistance for Adults Applicant Statement (EAA cases)
- W-137B, Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only)
- W-145HH, Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (for Applicants Only)
- M-15f, Agreement To Repay Cash Assistance (EAA cases)
- W-145TT, Determination of Eligibility for Emergency Assistance to Needy Families (EAF)
- W-147H, Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement
- W-147KK, Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears
- W-147PP, Information About Repaying the Department of Social Services for Rental Arrears
- W-147X, Utility Arrears Repayment Agreement
- W-147NN, Information About Repaying the Department of Social Services for Utility Arrears

For full details, please see the **Policy Directive for Single Issuance Requests in POS.**

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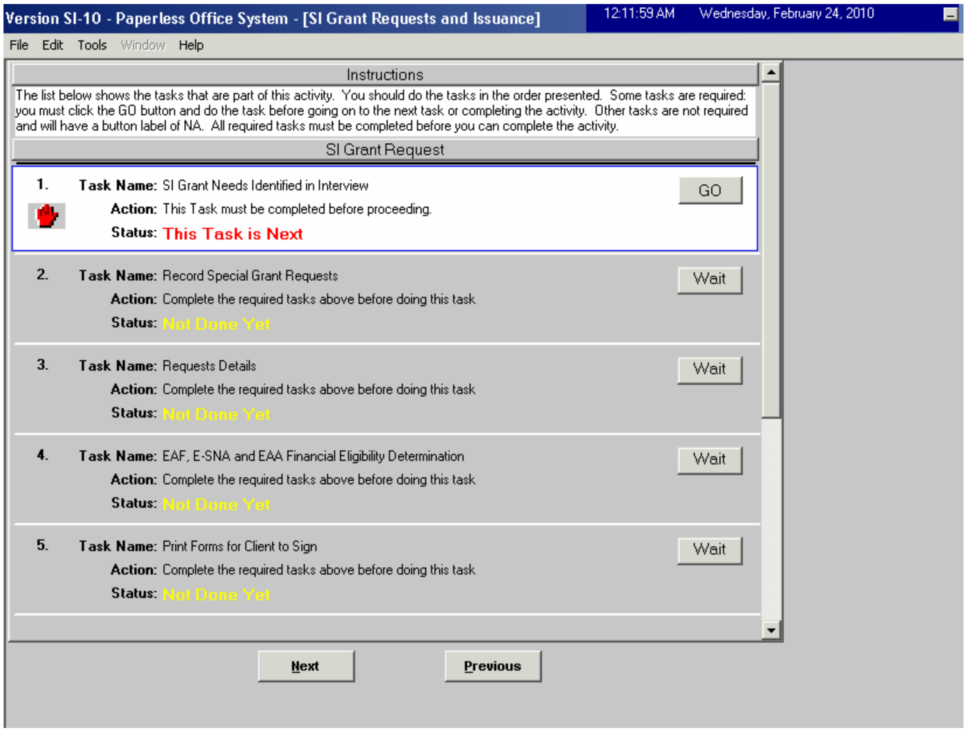
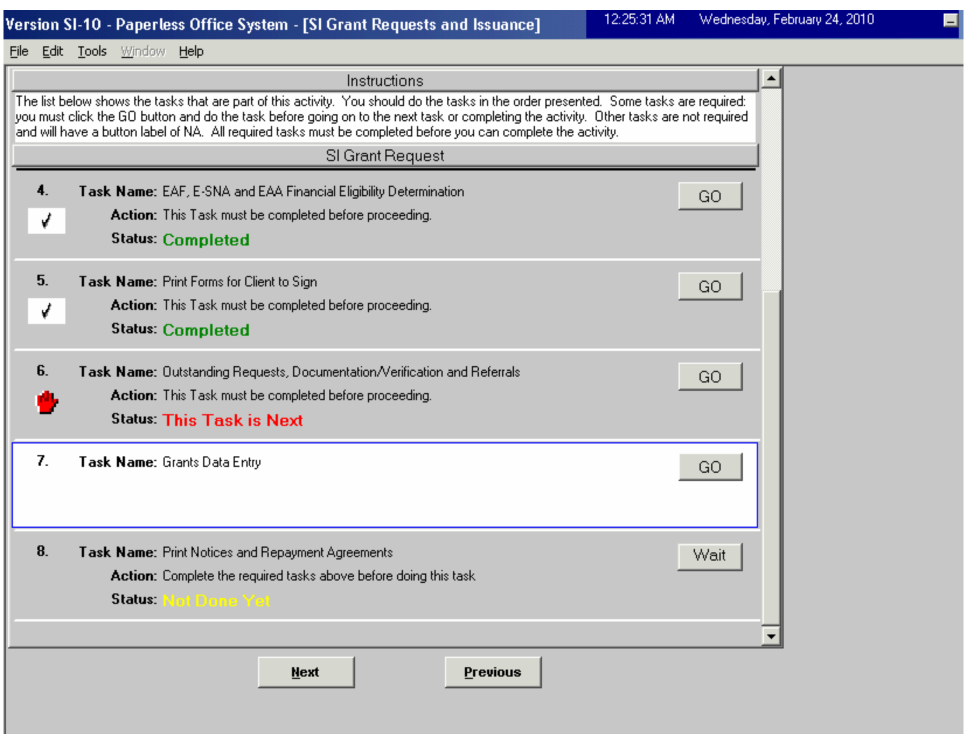
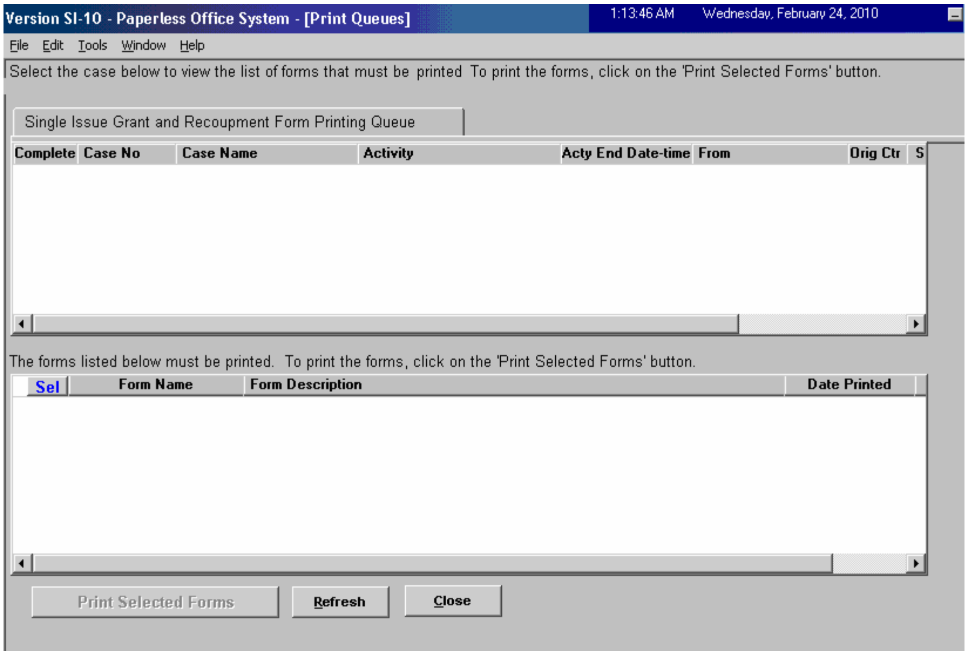
Revised SI Grant Requests and Issuance Task List





Single Issue Grant Printing Queue



For additional details on the **Single Issue Grant Printing Queue**, please see **Appendix A (Single Issue Grant Printing Queue).**

2. BEV Referral Update

The **BEV Referral** window will be updated as follows:

- POS will systemically determine whether a BEV referral is required;
- Unnecessary fields will be removed from the window;
- Additional connections to BEV MAPPER will be added to determine whether a referral was completed outside of POS and whether a recommendation was entered by BEV;
- Remove improper cancellations of the BEV appointment; and
- Revised messages when there are no in-office appointments available for the center.

Removed Fields
The following fields will be removed from the window: Previous BEV Referral, Previous BEV Referral Date, Previous BEV Recommendations, Previous BEV Deny Reason, and Case Change since Last BEV Ref, Worker Name and Interview Date.

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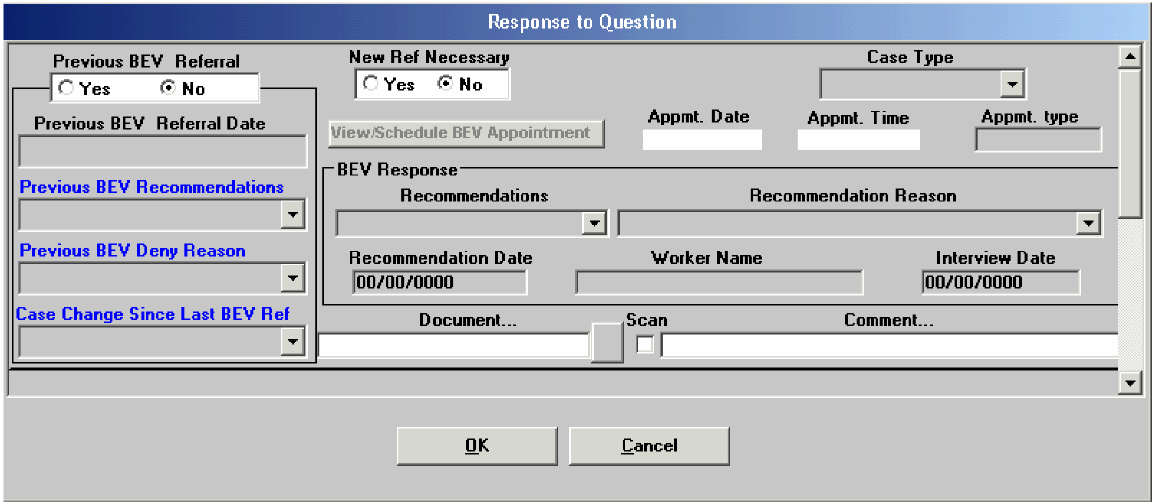
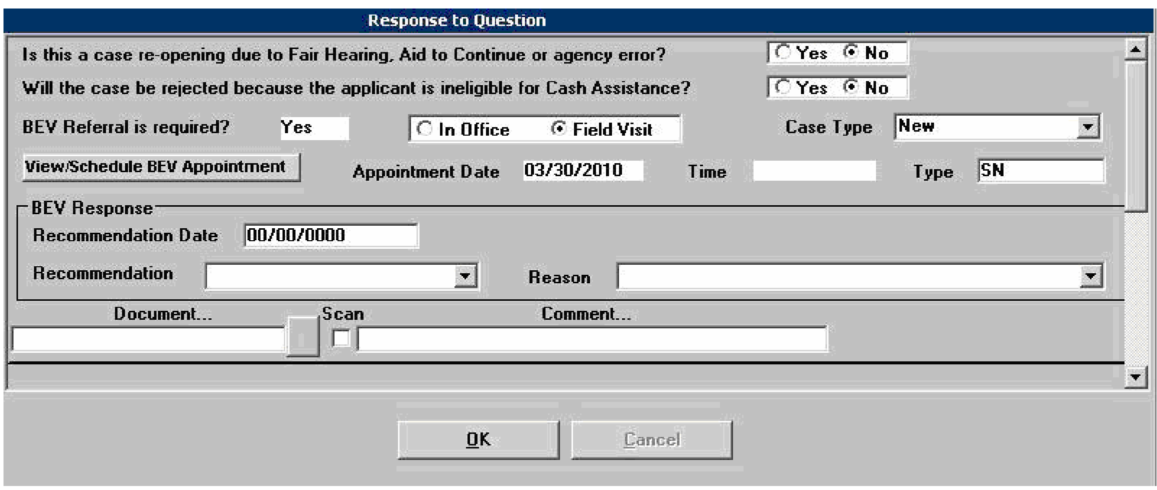
Current window



Revised window



BEV Referral Requirement for Reapplicants

The determination for the BEV referral requirement for Cash Assistance reapplicants will be fully automated. POS will determine whether the case is a reapplication. If the case is a reapplication, the answers entered in the **Reason for Re-Application** window will be used to determine whether there are changes to the case. If there are no changes, POS will also connect to BEV MAPPER via Open TI to retrieve the latest BEV recommendation. For reapplications without changes and with a BEV determination indicating that the applicant is eligible, the BEV referral will not be required.

For additional details on the BEV requirements for reopened or reapplying cases, please see **Policy Bulletin 08-105-ELI** (Reminder Regarding BEV Referrals for Reopened or Reapplying Cash Assistance Cases).

New Fields

A new question will allow the Worker to indicate whether the case action is a re-opening due to Fair Hearing, Aid to Continue (ATC) or agency error. For these cases, the referral will not be required.

A new question will allow the Worker to indicate whether the case will be rejected because the applicant is ineligible for Cash Assistance. For these cases, the referral will not be required.

Existing Referral or Recommendation
POS will connect directly to BEV MAPPER via Open TI to determine whether an appointment was already scheduled directly in MAPPER.

POS will connect directly to BEV MAPPER via Open TI to determine whether a recommendation was entered for the case by BEV.

New Cancellation Edit
A new edit will only allow cancellation of the appointment for applicants who are withdrawing their Cash Assistance application.

For additional Information please refer to **Appendix B, Bureau of Eligibility Verification Process.**

3. Changes to AFIS Finger Imaging Referral window

The W-519 form will be updated to change the instruction text and remove two checkboxes. As a result, the instructions will be updated in the data entry window. In addition, labels will be updated in the window and one radio button will be removed.

The following updated instructions will appear on the window:

Finger Imaging Notice (Form W519)
State regulations require all case members who are 18 years of age and older and minor heads of households applying for or seeking recertification of Cash Assistance and/or Food Stamps, including applicants for emergency assistance, to be finger imaged.

An individual is exempt from this requirement if they fall into one of the following categories:

- Adult payees on "child only" cases (e.g. a grandparent who is applying for/receiving Cash Assistance on behalf of his/her grandchild) (unless Non Cash Assistance Food Stamp [NCA FS] household member).
- Individuals physically unable to comply with this requirement because of permanent injury or disability.
- Applicants/Participants under 18 years of age unless they are payees for their own cases or suffixes.
- SSI (F15) or Residential Treatment (F61) cases.
- SSI recipients who are applying for a one-shot deal Emergency Assistance to Adults (EAA) grant (only if all members of the household are in receipt of SSI).
- Congregate Care Facility residents.
- Field Visit applicants/participants.
- NCA FS applicants/participants who are sanctioned, disqualified, or ineligible for Food Stamps (such as ineligible aliens, only if the household's ineligibility has been established through a review of documentation).

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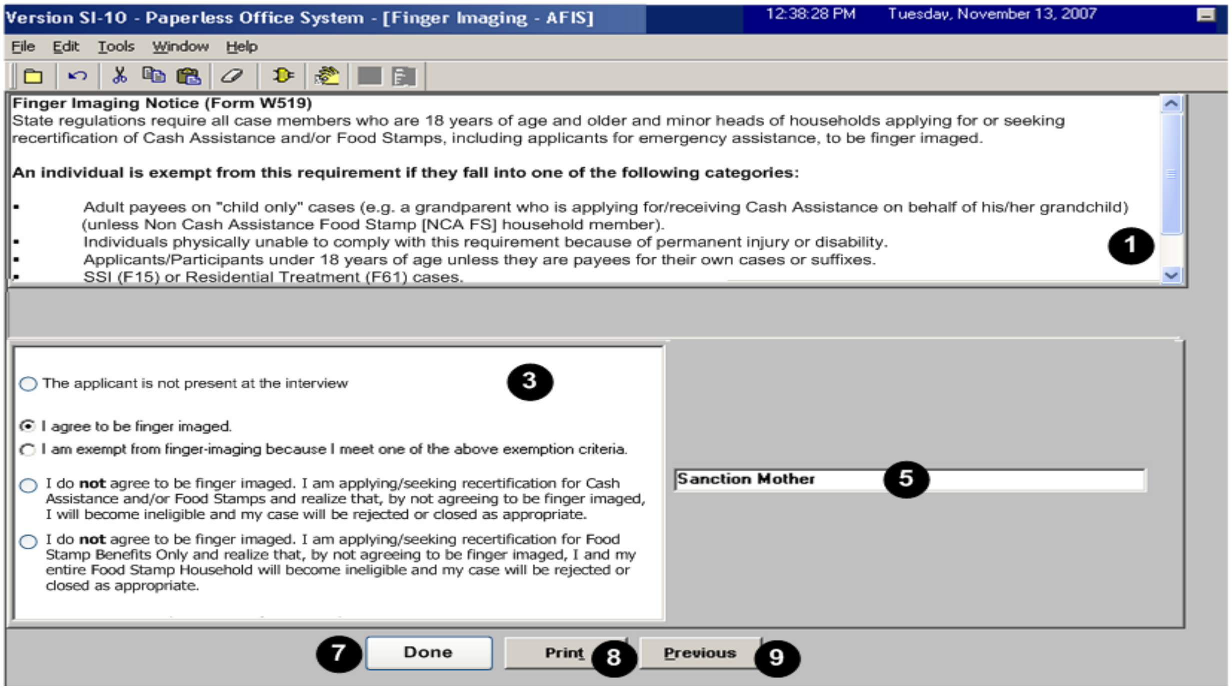
Revised Finger Imaging – AFIS window for PA cases

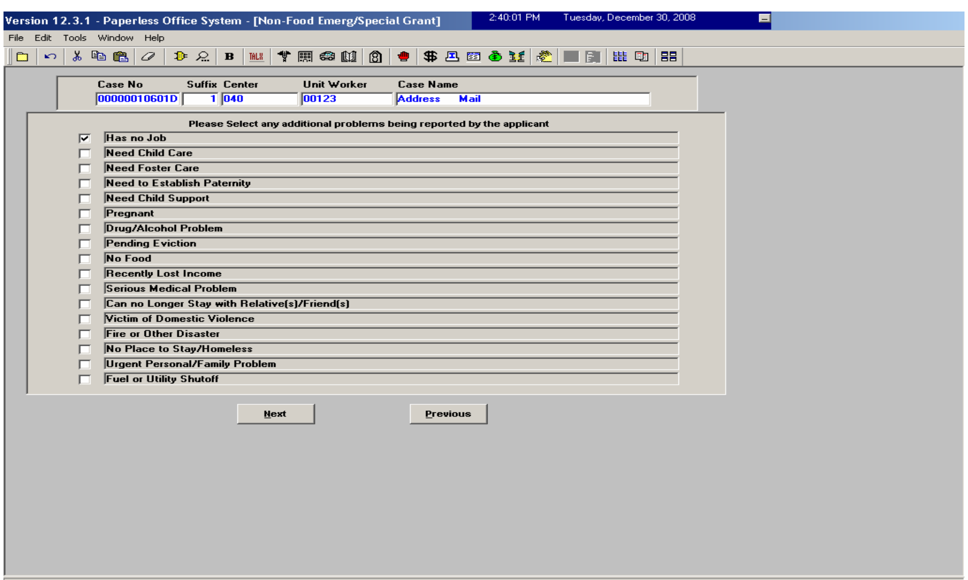


The Supervisory Approval & Review activity will also reflect the AFIS changes.

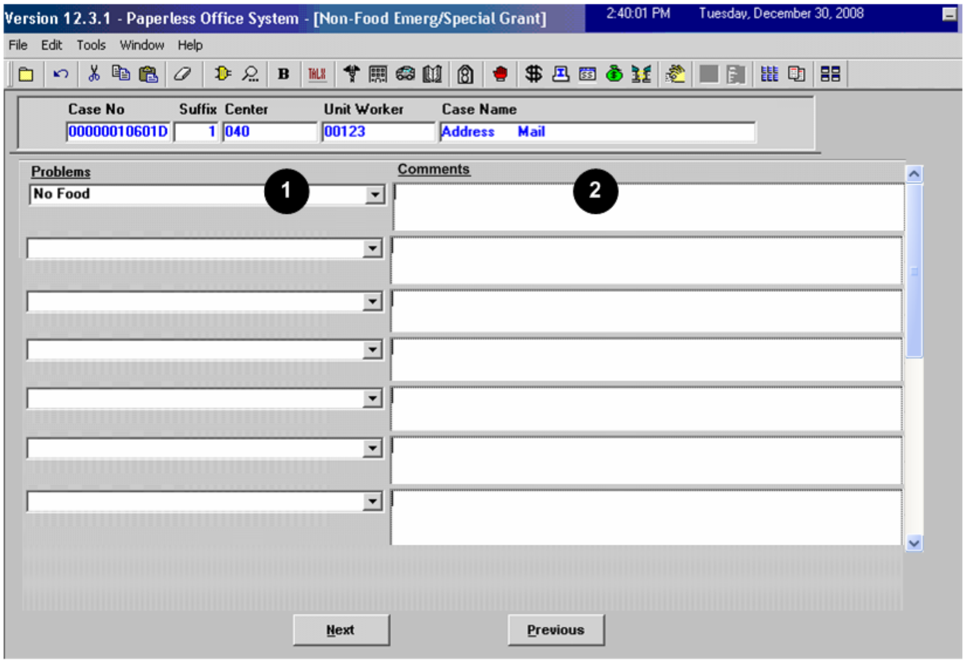
4. Updates to Non-Food Emergency Window

The Non-Food Emergency/Special grant window will now allow the entry of comments.

Current Non-Food Emerg/Special Grant window



Revised Non-Food Emerg/Special Grant window



The Worker will be able to access additional drop down menus to select a new problem. If additional screen space is required, a scroll bar will allow the Worker to access the additional problem spaces. The Worker will not be able to enter a comment until a problem has been selected.

The Supervisory Approval window will be updated to display the problems and comments entered in the Site Determination window, IN/EFS Issuance and Non-Food Emergency windows.

5. New Edit for Total Resource window

A new edit will be added to the resource window to prevent the worker from inputting money in the total resource window without specifying the resource.

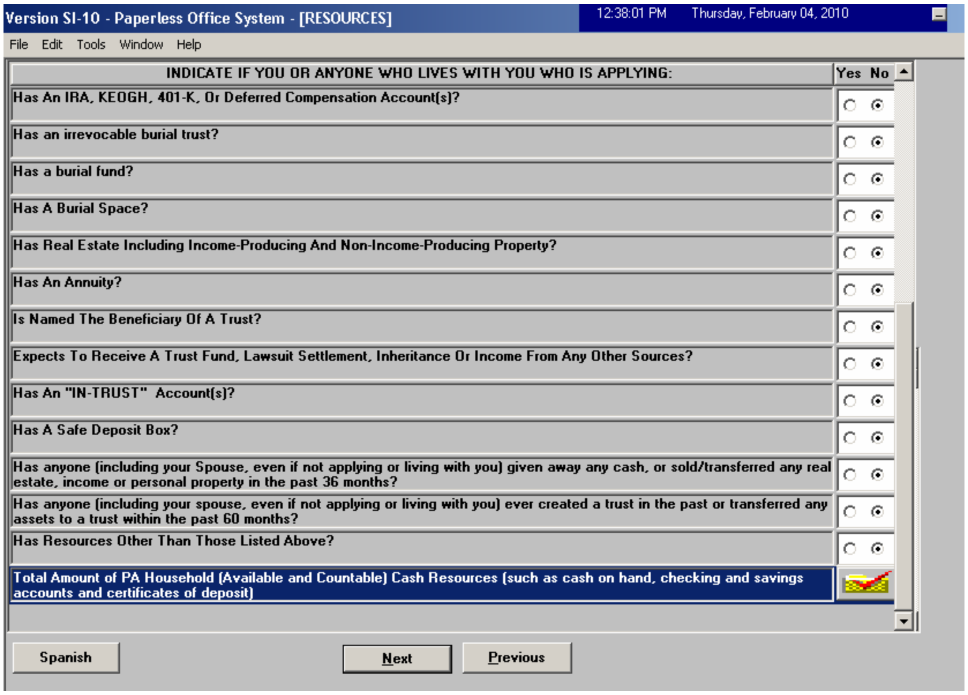
Error Message Text
If all questions in the **Resources** window have an answer of "No" and there is no value in the Total Resource fields or there is a value greater than zero in the Total Resource fields, display the following error message:

"Warning: If the applicant/participant has countable resources, please answer 'Yes' for the appropriate resource question(s). If the applicant/participant does not have countable resources, please enter a total resource amount of zero (0) in the Total Resource window."

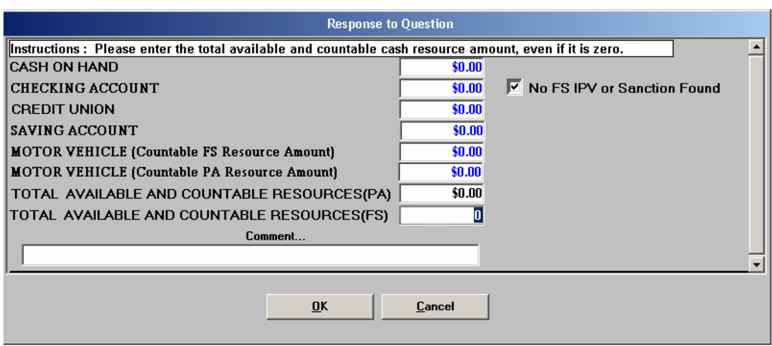
Activities
This new edit applies to the following activity types when the Worker clicks the **Next** button in the **Resources** window or exits the window using the Screen Pick list:

- CA Application Interview, EC – CA Application Interview, CA Recertification Interview, EC – CA Recertification Interview, CA Change Case Data, EC – CA Change Case Data, Re-open a Case, EC – Reopen a Case

Resources window



Total Resources window



6. Posting Action Code 94NR in NYCWAY

When a child is found with a non-custodial parent, POS connects and transmits data to the OCSE database. The OCSE database then runs business rules to determine whether a child support referral is necessary. When the OCSE database returns a value of “No referral required”, POS saves and displays the result for the Worker in the response window.

For these cases, POS will send action code **94NR** (OCSE No Referral) to NYCWAY when the Worker clicks the **Next** button in the **Print Forms** window in the **CA Application Interview** activity. Formerly, POS sent this code to NYCWAY in a nightly file.

7. Posting Action Code 101A in NYCWAY

POS will now post action code 101A ***(Health and safety kit issued)*** to NYCWAY along with the existing posting of code 90LN, when a personal care kit will be issued. As a result, POS will now need to post **action 101A** along with action code 90LN ***(Limitation of Immediate Needs Grant Notification)*** to NYCWAY if the following occurs:

- **The Worker indicates that a personal care kit will be issued and the activity is completed.**

8. Update to Disapproved Elements Window

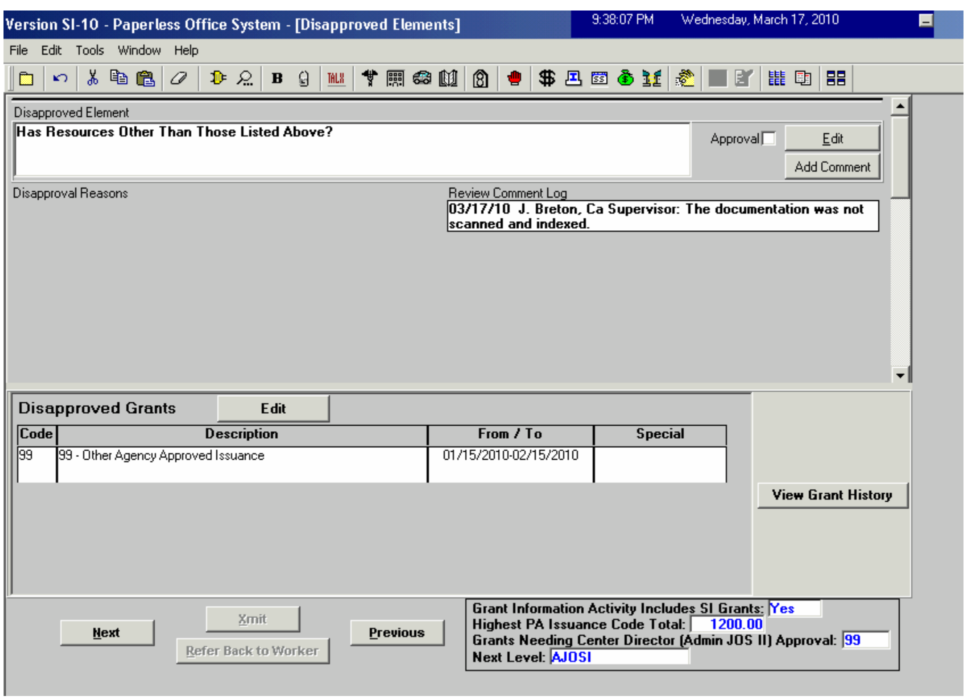
The **Disapproved Elements** window appears for the Worker after the **Household Screen** when a case action is returned by the Supervisor. This window provides a summary of the windows that were disapproved by the supervisor and the comments that were entered with the disapproval.

This window will be updated to add 2 new sections named **Disapproved Grants** and **Grant Information Activity Includes SI Grants**.

The **Disapproved Grants** section will include all grants that were disapproved by the Supervisor. The Worker will also be able to click on a new **View Grant History** button to view the WMS benefit issuance history for the case.

The **Grant Information Activity Includes SI Grants** section will include information on whether the activity includes SI grants, the highest PA issuance code total, whether any grants require approval by the Admin JOS and the next level of approval required for the case.

Updated Disapproved Elements window



9. New TAD Business Rules for EAF and EAA

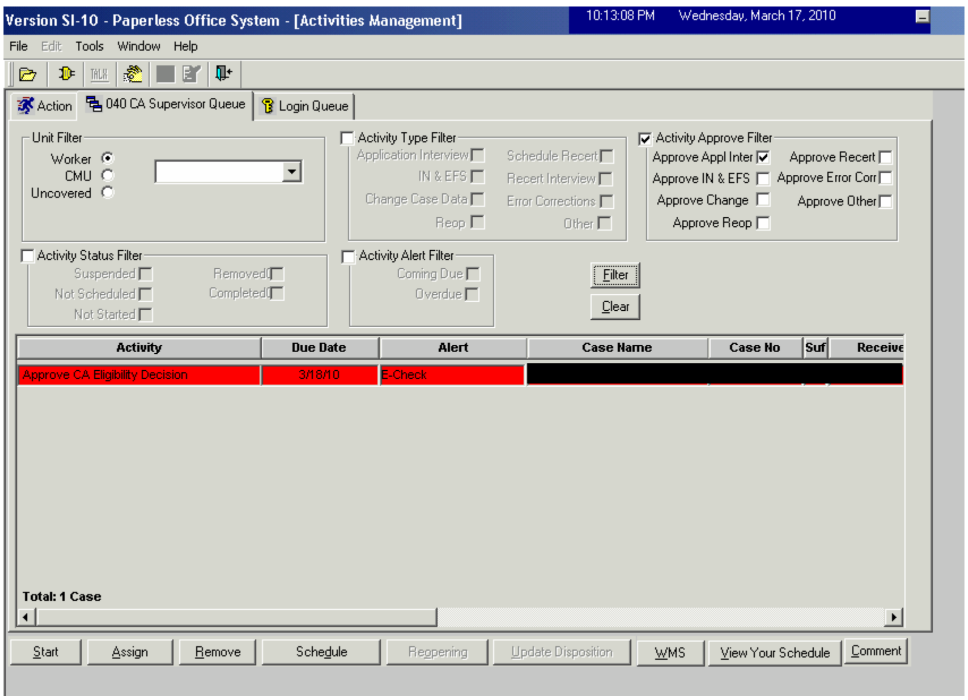
When a Safety Net or Family Assistance case is eligible for benefits under the EAF benefit category, the Worker must enter an “F” (EAF) in the Emergency Indicator field in the POS.

For cases eligible for benefits under EAA, the Worker must enter an “A” (EAA) in the Emergency Indicator field on the TAD.

Two new TAD business rules will help ensure the entry of these codes when a client is eligible for grants under one of these categories.

10. New Queue Alert for E-Checks

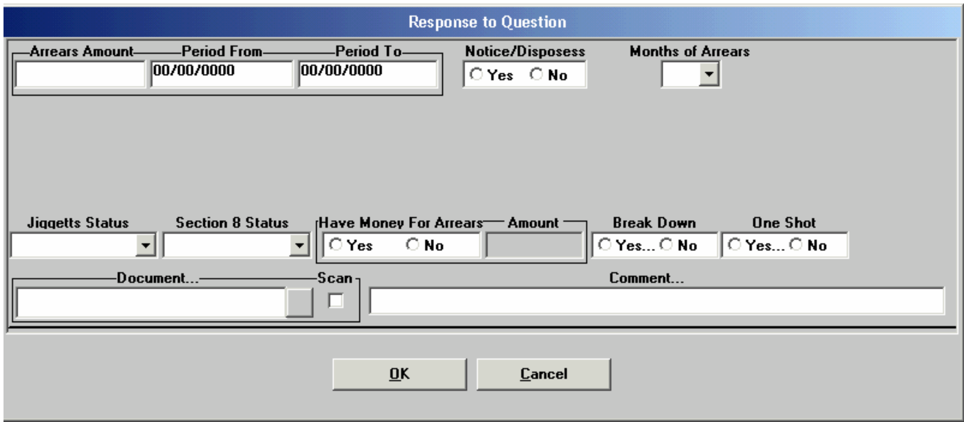
When there is an Emergency Cash Assistance Check (E-Check) in a pending approval activity, POS will highlight the activity in red and will display an alert of “E-Check”.



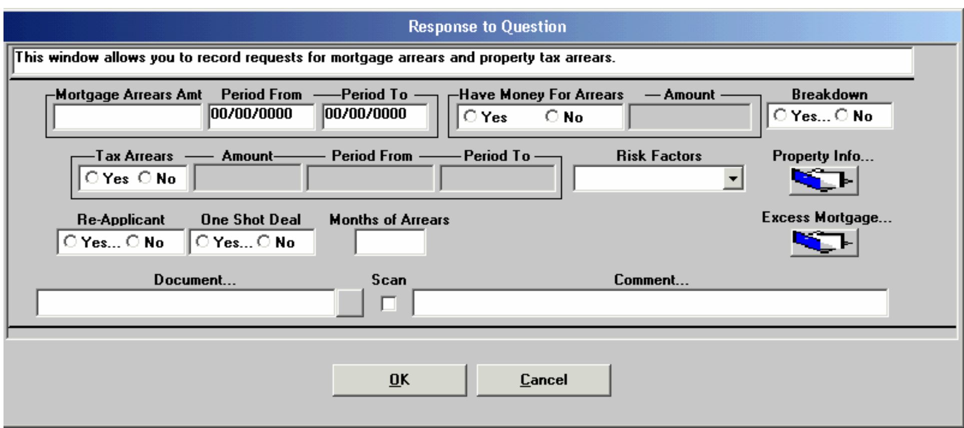
11. Months of Arrears Field in Rent Arrears and Mortgage Arrears Windows

A new field will be added in the Response to Question windows for Rent Arrears and Mortgage Arrears in order to allow the recording of the number of months of arrears. POS will calculate the dates entered in the **Period From** and **Period To** fields to calculate the number of months, but will allow the Worker to correct the value, if necessary.

Response to Question Window for Rent Arrears



Response to Question Window for Mortgage Arrears



12. New Message for Removed Forms

When a form is revised by FIA Procedures and the new electronic version is not available, the form will be temporarily removed from POS until it can be programmed into the system. The following error message will appear when the Worker attempts to print the form:

“The form [Form Number] was temporarily removed from POS until the next software release. Please obtain the form from HRA forms and scan and index it into the One Viewer.”

Sample Error Message

13. E-Form Updates

The following E-Form will be updated:

- W-519, Finger Imaging Notice

The following forms will be converted to E-Forms in POS:

- M-15f, Agreement To Repay Cash Assistance (EAA cases)
- W-113A Document Request Form for Applicants/Participants
- W-137A Grant Request Form for Participants
- W-137B Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only)

The following forms will be added to POS:

- LDSS-2921A, Emergency Assistance for Adults Applicant Statement
- W-147F, Shelter Arrears Repayment Agreement Worksheet
- W-147H, Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement
- W-147KK, Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears
- W-147NN, Information About Repaying the Department of Social Services for Utility Arrears
- W-147PP, Information About Repaying the Department of Social Services for Rental Arrears
- W-147X, Utility Arrears Repayment Agreement
- W-147XX, Utility Arrears Repayment Agreement Worksheet

14. Reminder: Appendices

- Appendix A, Single Issue Grant Printing Queue
- Appendix B, Bureau of Eligibility Verification (BEV) Process
- Appendix C, Form Signature Capture

POS Release Notes: Appendix A Final

Version 14.1.1 April 19, 2010

Single Issue Printing Queue

Overview
This desk guide will introduce the new **Single Issue Grant Printing Queue** (Print Queue)**.**

Implementation
The queue will be implemented with the upgraded version of the **Single Issue Grant Request and Issuance Task List** and will allow designated staff to print grant authorization forms for grants requiring data entry into WMS.

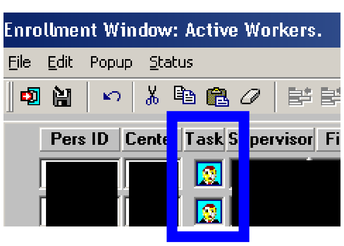
The **DSS-3575** (Public Assistance Single Issuance Authorization Form) forms will be printed from the Print Queue for Same-Day Immediate Needs (**PUC 4**), Emergency Public Assistance Check [E-Check] (**PUC 5**) or Emergency Cash Payment [E-Cash] (**PUC 7**). The forms for these grants will be sent to the **Print Queue** once the final-level supervisor approves the grants. Designated staff will print the form and submit them for data entry.

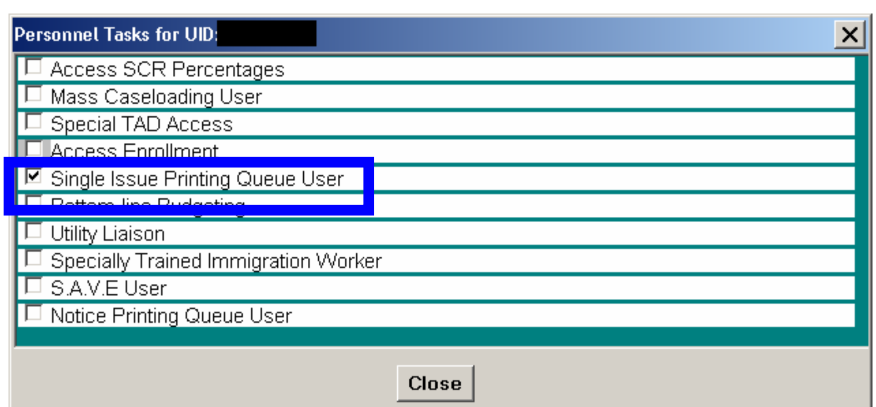
In the initial implementation of the Single Issue functionality, direct transmission from POS to WMS for Special Roll Checks (**PUC 1**), grants pended until the 45th day of SNFP/SNCA/SNNC eligibility (**PUC 2**), EBT Cash Assistance Grants (**PUC 9**) and EBT Next-Day Food Stamp grants (**FS**) will be turned on for the Waverly Job Center.

For all other centers, Special Roll Checks and EBT Cash Assistance grants will be sent to the Print Queues for printing of the DSS-3575 forms. The FS grants will be sent to the Print Queues for printing of the DSS-3574 forms. Once direct transmission from POS to WMS for single issue is turned on for the other centers, Special Roll checks and EBT CA grants and EBT Next-Day FS grants will be transmitted directly to WMS.

Enrollment and Access
The Print Queues will be activated for all centers on April 19, 2010. Staff designated to use the Print Queue must be given access via POS Enrollment. Center Management must decide who will have access to the queue and be responsible for printing the grants forms throughout the day.

The Center Enrollment Coordinator must select the special task called “Single Issue Printing Queue User” for those selected to have access to the queue.





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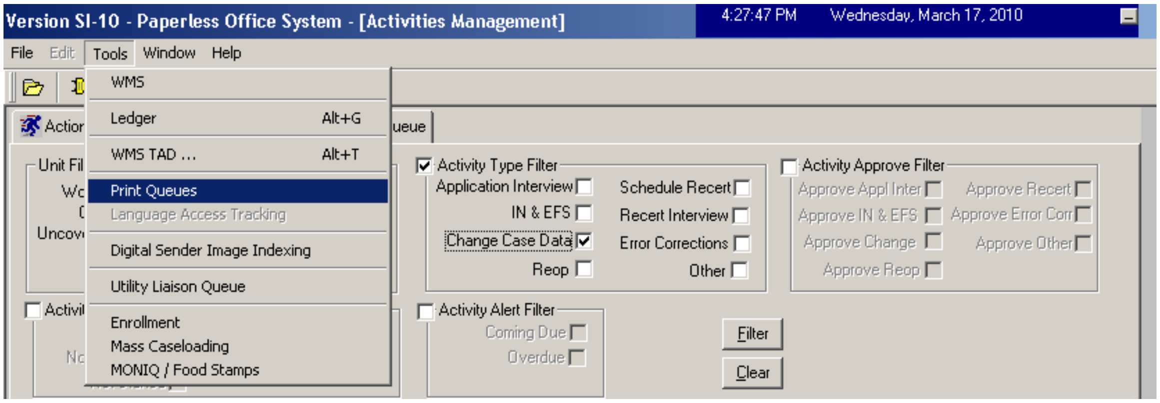
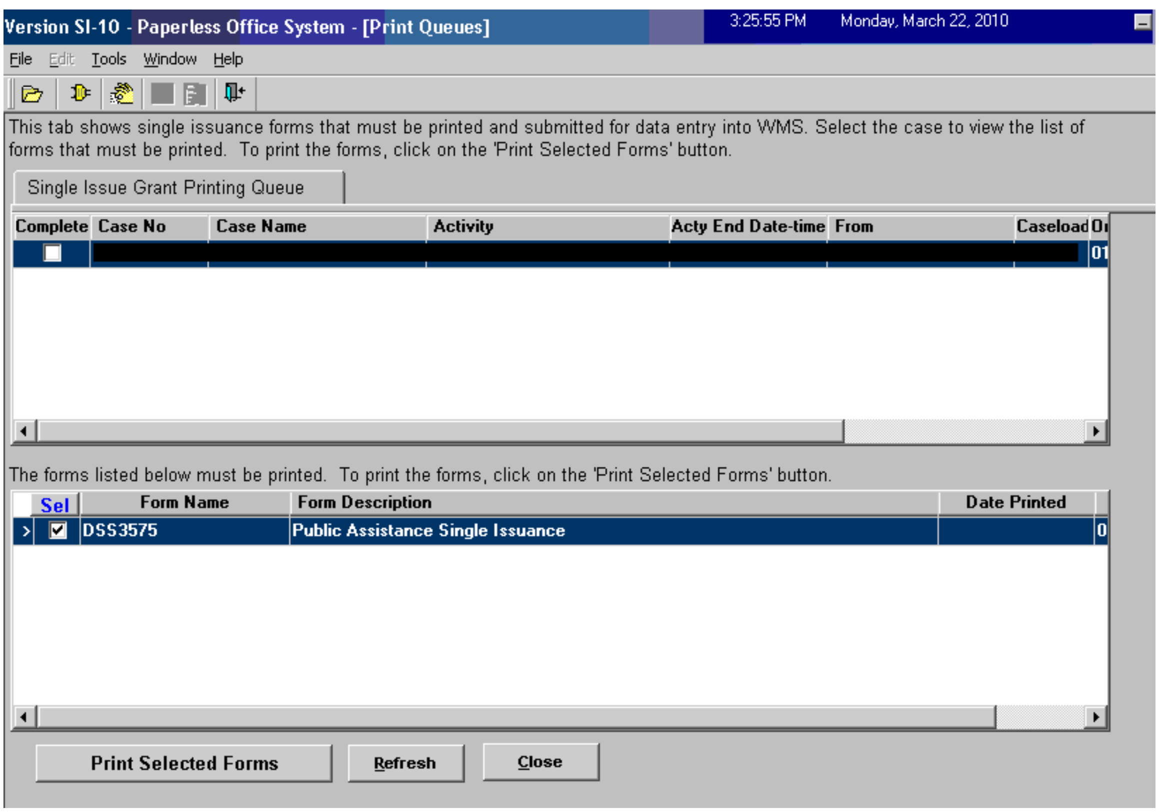
Tools Menu
The designated staff will access the Print Queues by clicking on the **Tools** menu and selecting **Print Queues**.



Print Queue
The **Print Queue** window will appear. The window includes the following instructions:

“This tab shows single issuance forms that must be printed and submitted for data into WMS. Select the case to view the list of forms that must be printed. To print the forms, click on the ‘Print Selected Forms’ button.”



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Window Fields

The top section of the window includes the list of cases with single issue grant forms that must be printed. This case list includes the following fields:

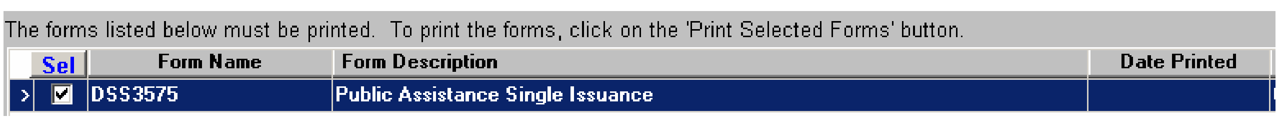
- **Complete** – this checkbox allows designated staff to complete the printing activity once the forms are printed.
- **Case No** – this field indicates the case number for which the forms will be printed.
- **Case Name** – this field indicates the case name for which the forms will be printed.
- **Activity** – this field indicates the activity in which the JOS/Worker prepared the grants.
- **Acty End Date-Time** – this field indicates the end date and time of the activity in which the JOS/ Worker prepared the grants.
- **From** – this field indicates the name of the JOS/Worker who prepared the grants.
- **Caseload** – this field indicates the caseload for the case.
- **Orig Ctr** – this field indicates the center of the JOS/Worker who prepared the grants.
- **Start Date-time** – this field indicates the start date and time for the printing activity.
- **End Date-time** – this field indicates the start date and time for the printing activity.

Case List

The bottom section of the window includes the following instructions: “The forms listed below must be printed. To print the forms, click on the ‘Print Selected Forms’ button.” This section includes the following fields:

- Sel (Select)
- Form Name
- Form Description
- Date Printed

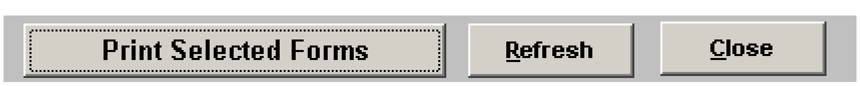
Form List



The window will include three buttons:

- **Print Selected Form** – this button prints the selected form(s).
- **Refresh** – this button removes the case from the case list once the printing activity is marked as completed.
- **Close** – this button closes the Print Queue.

Buttons



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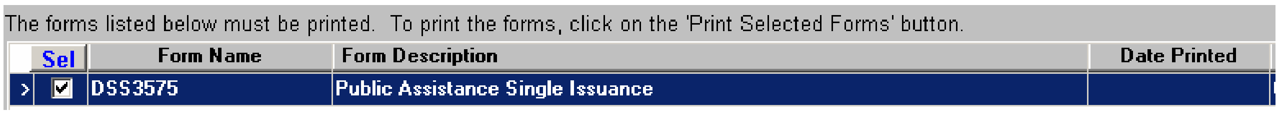
Printing Forms

To print the form, the designated staff will click on the case on the top of the window. The selected case will be highlighted in a darker color.

The designated staff will then click on the **Sel** (select) checkbox for the form(s) listed in the bottom section. The selected form(s) will be highlighted in a darker color.



Once all forms are selected, the designated staff clicks on the **Print Selected Forms** button.

After the form(s) is (are) printed, the designated staff will select the **Complete** checkbox, followed by the **Refresh** button to complete the activity. In addition, the case name will be removed from the case list.

POS will ensure that all required forms are printed before the case is complete. If the designated staff attempts to complete the printing activity before printing all required forms, the following error message will appear.

Handling E-Checks

The emergency CA checks (E-Checks) should be sorted separately so they can be forwarded to the proper area for immediate data entry.

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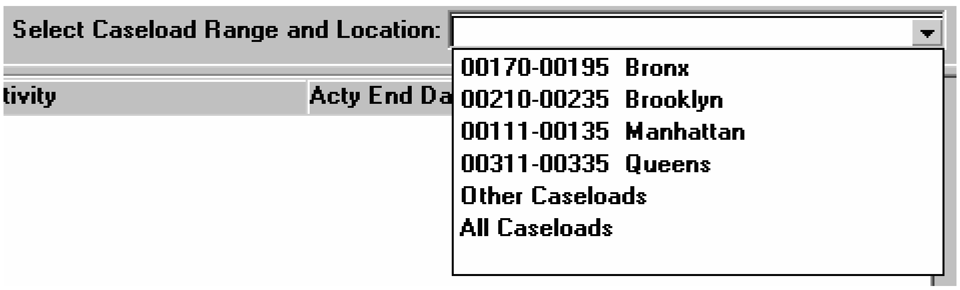
Special Instructions for Family Services Call Center (Center 17)
The Family Service Call Center has satellite locations throughout New York City. In order to allow each location to view their own grant forms, the following menu will appear for Center 17 staff only:

- Select Caseload Range and Location

The designated staff responsible for the Print Queue should select the caseload range for their location. The grant forms for the selected location will then appear in the Case List and the staff can proceed to print the forms.

Select Caseload Range and Location menu



The following options will appear in the menu:

- **00170-00195 Bronx** – this option will load the case list for the Bronx Satellite location.
- **00210-00235 Brooklyn** – this option will load the case list for the Brooklyn Satellite location.
- **00111-00135 Manhattan** – this option will load the case list for the Manhattan Satellite location.
- **00311-00335 Queens** – this option will load the case list for the Queens Satellite location.
- **Other Caseloads** – this option will load the case list for the Center 17 cases that are in caseload that is not covered by the Bronx, Brooklyn, Manhattan, or Queens Satellite locations.
- **All Caseloads** – this option will load the full case list.

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Scheduling Bureau of Eligibility Verification Appointments

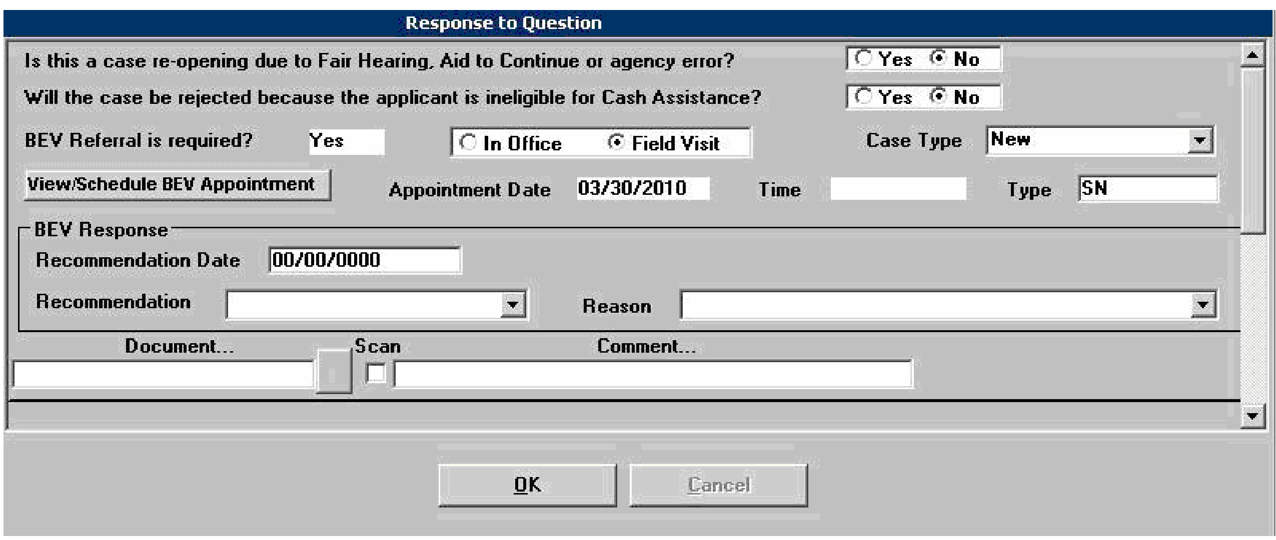
This desk guide will introduce the updated BEV response window. The BEV referral process is now fully automated for applicants and reapplicants within POS.

The determination of the need for a new referral to BEV for reapplicants will be handled by POS based on the answers entered in the “reason for reapplication window”. Workers will be able to see on the response window if the “**BEV referral is required” is set to Yes** (referral is required) **or No** (no referral is required).

Updates to the BEV Referral Window
The **BEV Referral** window will be updated as follows:

- Unnecessary fields will be removed from the window;
- POS will systemically determine whether a BEV referral is required;
- Additional real-time connections to BEV MAPPER will be added to determine whether a recommendation was entered by BEV;
- Additional real-time connections to BEV MAPPER will be added to determine whether a referral was completed outside of POS;
- A new edit will prevent improper cancellations of the BEV appointment; and
- Revised messages when there are no in-office appointments available for the center.

Updated response window



New Fields
A new question will allow the Worker to indicate whether the case action is a re-opening due to Fair Hearing, Aid to Continue (ATC) or agency error. For the cases, the referral will not be required.

A new question will allow the Worker to indicate whether the case will be rejected because the applicant is ineligible for Cash Assistance. For the cases, the referral will not be required.

Existing Referral or Recommendation
POS will connect directly to BEV MAPPER via Open TI to determine whether an appointment was already scheduled directly in MAPPER.

POS will also connect directly to BEV MAPPER via Open TI to determine whether a recommendation was entered for the case by BEV.

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BEV Referral Requirement for Reapplicants
The determination for the BEV referral requirement for Cash Assistance Reapplicants will be fully automated. POS will determine whether the case is a reapplication. If the case is a reapplication, the answers entered in the **Reason for Re-Application** window will be used to determine whether there are changes to the case. If there are no changes, POS will also connect to BEV MAPPER via Open TI to retrieve the latest BEV recommendation.

For reapplications without changes and with a BEV recommendation indicating that the applicant is eligible, the BEV referral will not be required.

New Cancellation Edit
A new edit will only allow cancellation of the appointment for applicants who are withdrawing their Cash Assistance application.

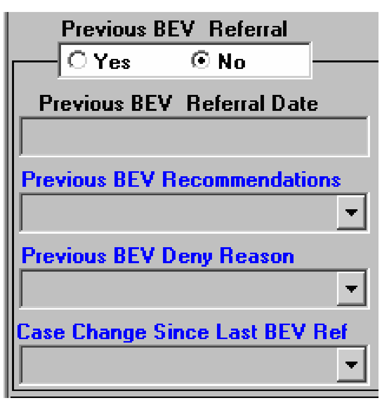
Making the In-Office BEV Appointment
When the Worker accesses the updated response window and the "**BEV referral is required"** field displays "Yes", the Worker selects appointment to "In-Office" and selects the Case Type (New case, Reopen, SI Rent, SI Utility), the **View/Schedule BEV Appointment** button will be enabled. When the Worker clicks on this button, the **View/Schedule BEV Appointment** window will appear.

Making the Field Visit BEV Appointment
When the Worker accesses the updated response window and the "**BEV referral is required"** field displays "Yes", the worker selects appointment to "Field Visit" and selects the Case Type (New case, Reopen, SI Rent, SI Utility), the **View/Schedule BEV Appointment** button will be enabled. When the Worker clicks on this button, the **View/Schedule BEV Appointment** window will appear.

Removed Fields
The following fields will be removed from the window:

- Previous BEV Referral
- Previous BEV Referral Date
- Previous BEV Recommendations
- Previous BEV Deny Reason
- Case Change since Last BEV Ref
- Worker Name
- Interview Date

Removed Fields



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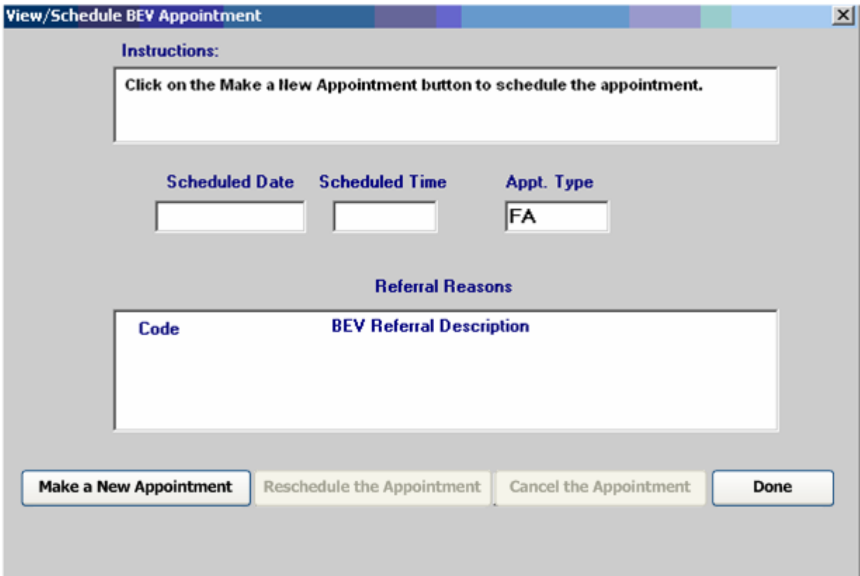
View/Schedule BEV Appointment window with no prior appointment

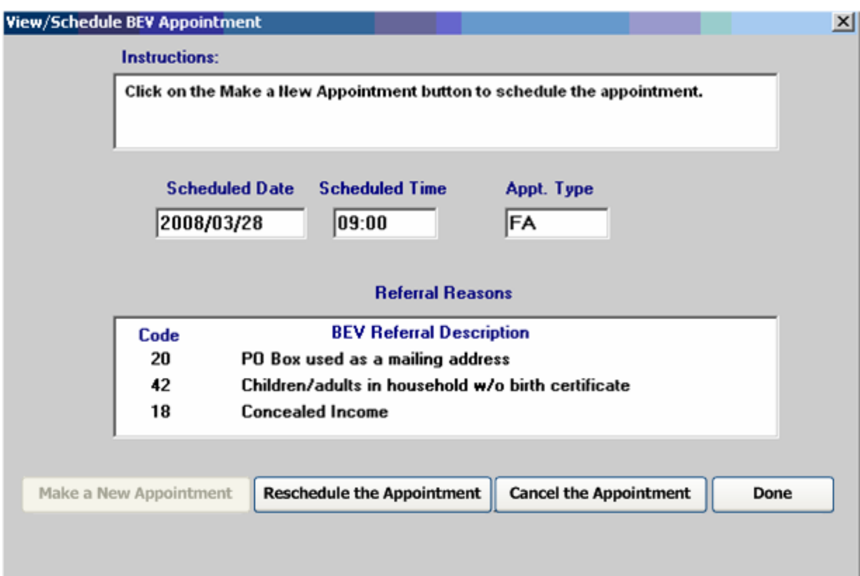
If there is no prior appointment, the **Make a New Appointment** button is enabled and the **Reschedule the Appointment** and **Cancel the Appointment** buttons are disabled.

View/ Scheduled BEV Appointment



View/Schedule BEV Appointment window with a prior appointment

If there is a prior appointment, the scheduled appointment date, time, type and referral reasons are displayed and the **Reschedule the Appointment** and **Cancel the Appointment** buttons are enabled. The **Cancel** button can only be clicked if the applicant is withdrawing their Cash Assistance (CA) application and the **Disposition/Withdrawal** window was updated accordingly.



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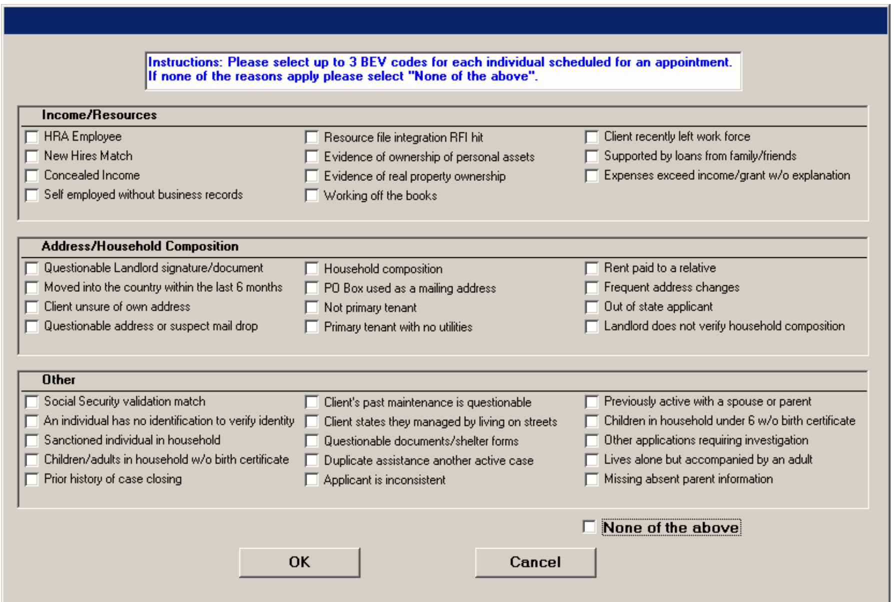
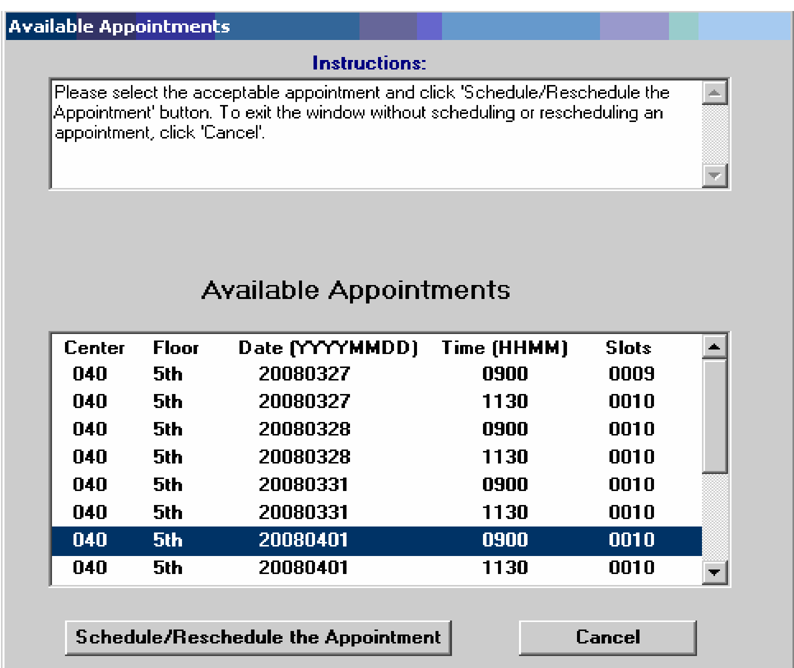
Referral Reasons

If the Worker clicks on the **Make a New Appointment** button or the **Reschedule the Appointment** button, POS displays the **BEV Referral Reasons** window. The Worker must select a BEV referral reason and click on the OK button. The Worker may select up to 3 three reason codes. If none of the reasons apply, the Worker must check the "**None of the above**" checkbox.



Available Appointments

Once the Worker clicks the **OK** button in the **BEV Referral Reasons** window, POS connects to the BEV MAPPER database to retrieve the available appointments and opens the **Available Appointments** window. The Worker must select the appointment from the list and click on the **Schedule/Reschedule the Appointment** button.



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Reminder: BEV Referral Appointment Notice for In-Office Appointment (Form W-532R)
If the applicant is scheduled for an in-office appointment, after scheduling the BEV appointment, the Worker must access the **Print Forms** window, select the BEV Referral (W-532R) form and click on the **Print** button. The appointment notice will print and a signature capture window will appear.

To capture the signature, the Worker must:

- Retrieve the form from the printer and place it on the signature pad;
- Click on the **Sign** button to open the **Signature Pop-Up** window;
- Ask the applicant to sign using the electronic pen;
- Click on the **Accept** button to save the signature;
- Click the **Next** button to save the form and return to the **Print Forms** window.

Reminder – Case Types that do not require a BEV Referral
The POS BEV Referral window is not available for the following case types:

- HASA
- Cases with a category of EAA (Emergency Assistance for Adults)
- Cases in Active Status

Reminder – Inappropriate BEV Referrals
Applicants found to be ineligible for CA during their initial application interview are not to be referred to BEV. The CA case is to be denied and the appropriate notices must be issued in accordance with current procedures. For additional information, please see **Policy Bulletin # 08-26-OPE** (Inappropriate Referrals to the Bureau of Eligibility Verification).

Reminder Regarding BEV Referrals for Reopened or Reapplying Cash Assistance Cases
For additional details on the BEV requirements for reopened or reapplying cases, please see **Policy Bulletin 08-105-ELI** (Reminder Regarding BEV Referrals for Reopened or Reapplying Cash Assistance Cases).

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Form Signature Capture

Printed POS forms are saved in the POS Printed Forms area, which is available in POS interview and approval activities and in the Review Case activity.

Printed E-Forms are saved in the FileNET image repository. The forms are available for viewing and re-printing through the HRA One Viewer. E-Forms are also available through the **Tools > Printed Forms** menu.

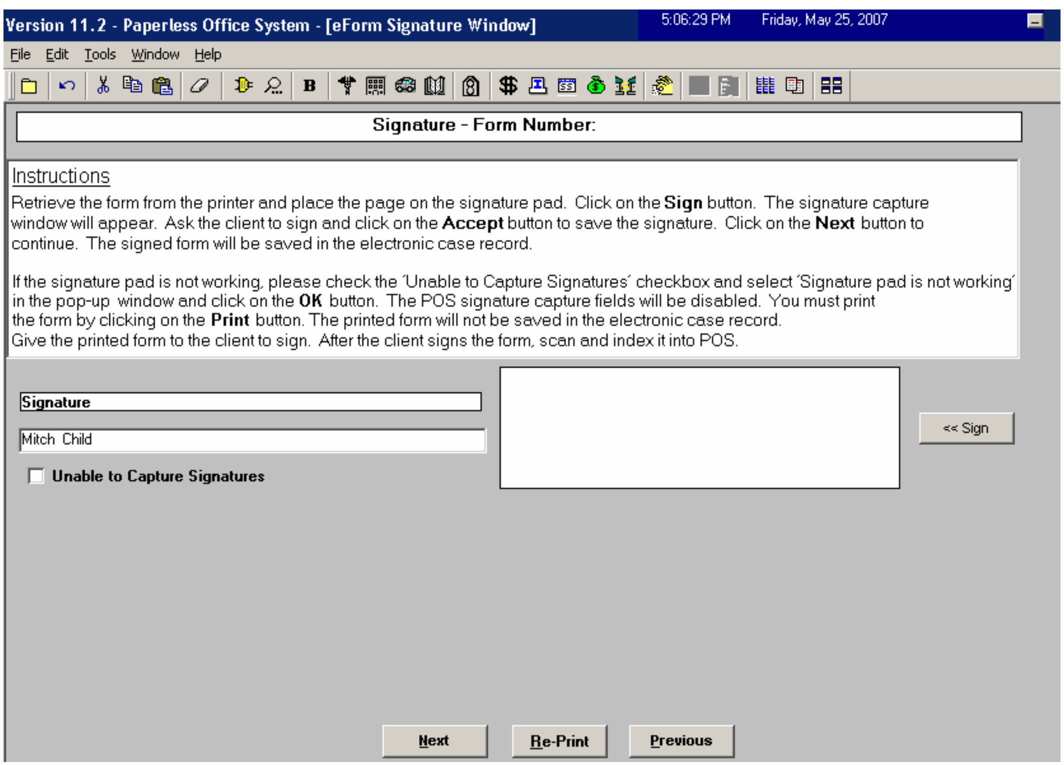
This document contains reminders on the steps to capture a signature for an E-Form and a POS form.

Reminder: Signature Capture for E-Forms through the Print Forms window

To capture signatures in POS for an E-Form, the Worker must follow these steps:

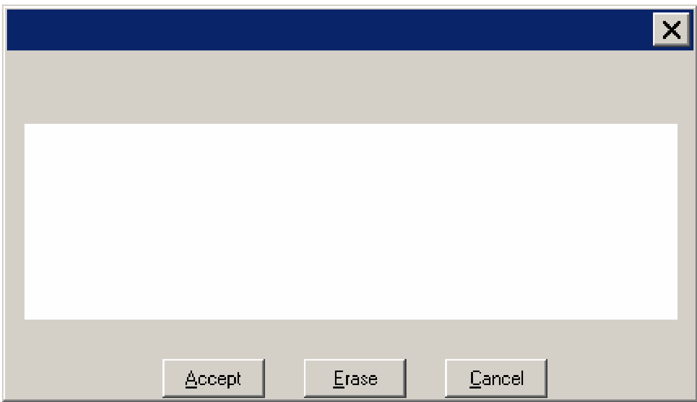
1. Select the form on the Print Forms window.
2. Click on the Print button.
3. Pick up the form from the printer.
4. Place the page with the signature space on the Topaz signature pad.

Window: eForm Signature Capture



5. Click on the **Sign** button.
6. Ask the applicant/participant to sign using the electronic pen.
7. View the signature in the pop-up window.
8. Click Accept to save the signature
9. Click the **Next** button.

Window: Signature Capture Pop Up Box



The signatures are not visible on the E-Form signature window once the Worker clicks the Next button. To view the signed form, go to the HRA One Viewer or open the POS Printed Forms menu.

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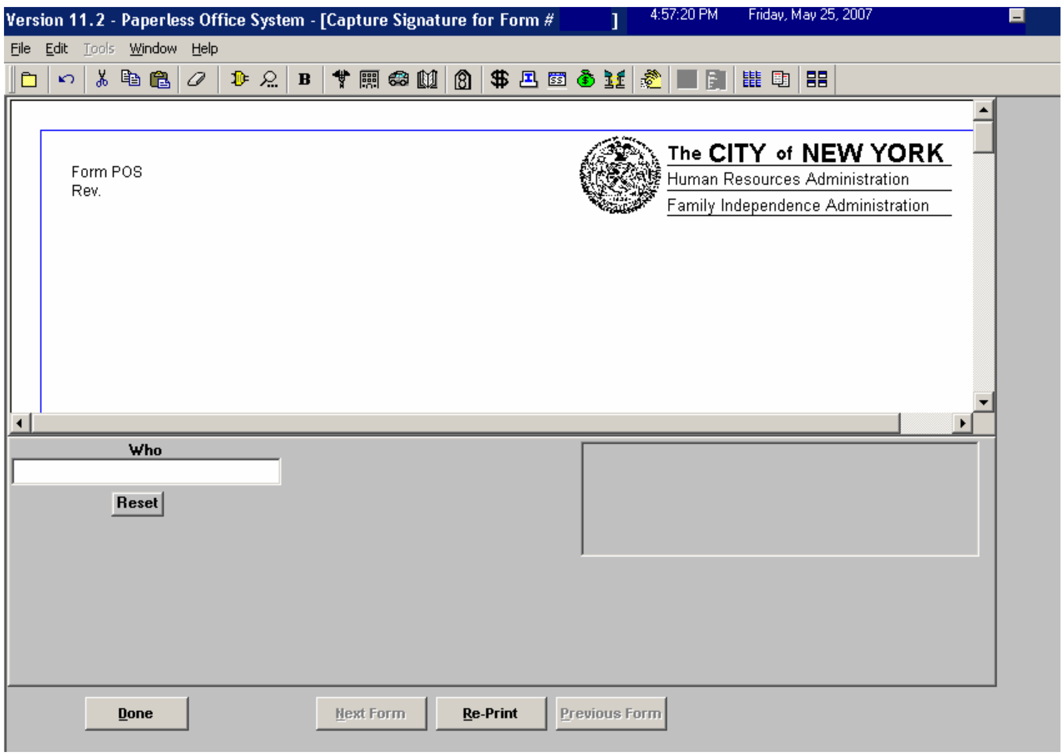
Reminder: Signature Capture for POS Forms through the Print Forms window

To capture signatures in POS, the Worker must follow these steps:

1. Select the form on the Print Forms window.
2. Click on the Print button.
3. Pick up the form from the printer.
4. Place the page with the signature space on the Topaz signature pad.
5. Click on the signature box on the POS signature capture window to open the signature capture pop up box.



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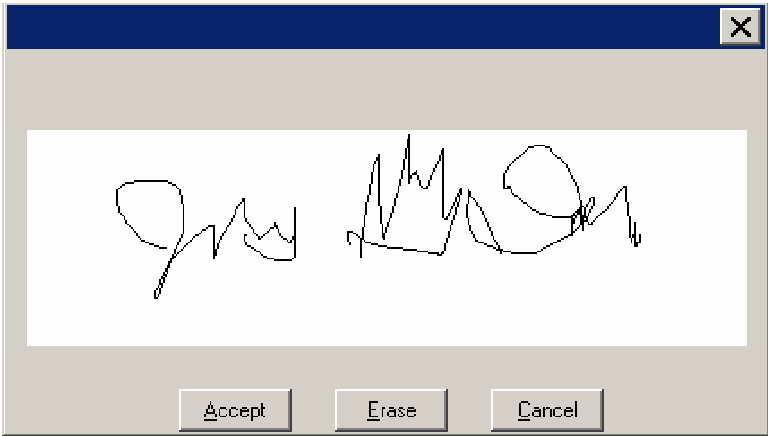
6. Ask the applicant/participant to sign using the electronic pen.
7. View the signature in the pop-up window.
8. Click Accept to save the signature



9. Close the Topaz window by clicking on the “X” in the upper right hand corner.
10. Click the **Next Form** button (if enabled) to capture the next signature or the **Done** button to close the signature capture window.