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POLICY BULLETIN #11-95-SYS

CA POS RELEASE NOTES VERSION 15.3

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<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on October 17, 2011. Descriptions of the changes can be found in POS Release Notes Version 15.3 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79</p> <p><i>Effective October 17, 2011</i></p> <p>Related Items:</p> <p>PD #07-30-ELI PD #09-13-SYS PD #11-23-SYS PB #09-72- ELI</p> <p>Attachment:</p> <p>Attachment A POS Release Notes Version 15.3</p>

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send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

POS Release Notes

Version 15.3 October 17, 2011

These Release Notes contain descriptions of changes in POS Release 15.3 scheduled for October 17, 2011. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Jose Breton**. These and prior Release Notes may also be found on the HRA Intranet at http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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1. Retrieval of CNS Notice Number in POS TAD

The POS TAD window has been updated to automatically retrieve the latest pending notice number created by the Worker in the **Client Notice System (CNS)** in the **Welfare Management System (WMS)** for certain case openings, closings and rejections and pre-fill the **Notice #** field.

The Worker must ensure that the retrieved notice number is the correct notice number for their action.

Notice Number Retrieval

The Worker previously manually entered the Notice Number in the **Notice # field** in the **POS TAD** after entering the required information for the case opening, closing or rejection into the CNS. This led to a high frequency of data entry errors, resulting in errors in the WMS transaction.

POS has been updated to connect to the WMS Pending Notice List screen (**WCN019**) and retrieve the latest pending notice number when the Worker runs the TAD business rules or clicks the **Next** button in the POS TAD. This will improve the accuracy of entries in the TAD and will reduce errors in WMS.

Notice Number Field on POS TAD

The screenshot shows the 'POS Data' window with the following fields and values:

- Rule Status:** UNTESTED
- Proj. No:** [Empty]
- Acct. No:** [Empty]
- Reuse Case No:** [Empty]
- WMS Bdgt #:** [Redacted]
- Notice Bdgt #:** [Empty]
- Language Read:** English
- Notice Language:** English
- Notice #:** NO (highlighted with a blue arrow)
- Homebound Ind:** Yes (radio button), No (radio button)
- EMG Dates:** From: 00/00/0000, To: 00/00/0000

Retrieval of Notice Number for Case Openings

POS will pre-fill the **Notice #** field for CA case openings when:

- The Cash Assistance (CA) case status is changed to Single Issue (**SI**) or Active (**AC**),
- The CA opening code begins with **A** or **Q**, and
- The **M3E Indicator** field does not have a value of **A (Manual Notice-Adequate Action)** or **T (Manual Notice-Timely Action)**.

POS will pre-fill the **Notice #** field for FS case openings when:

- The Food Stamp (FS) case status is changed to **SI** or **AC**,
- The FS opening code begins with **A** or **Q**, and
- The **M3E Indicator** field does not have a value of **A** or **T**.

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Retrieval of Notice Number for Case Closings

POS will pre-fill the **Notice #** field for CA case closings in the **CA Change Case Data** and **CA Recertification Interview** activities when:

- The CA case is in **SI** status in WMS,
- The CA case status is changed to Closed (**CL**),
- The CA closing code begins with M, N, R, U, V, W or I, and
- The **M3E Indicator** field is empty.

Retrieval of Notice Number for Case Rejections

POS will pre-fill the **Notice #** field for CA case rejections when:

- The CA case status is changed to Rejected (**RJ**),
- The FS case status is changed to Rejected (**RJ**),
- The CA rejection code begins with **M, N, R, U, V, W** or **I**, and
- The **M3E Indicator** field is empty.

POS will pre-fill the **Notice #** field for FS case rejections when:

- The FS case status is changed to Rejected (**RJ**),
- The FS rejection code begins with **M, N, R, U, V, W** or **I**, and
- The **M3E Indicator** field is empty.

Policy

For additional information regarding the requirements for a notice number and the **Client Notice System (CNS)**, please see:

- **Policy Directive (PD) # 09-13-SYS:** Client Notice System (CNS);
- **Policy Bulletin (PB) # 09-72-ELI:** Revisions to the Public Assistance Case-Level Opening Codes Desk Guide (**W-203XX**).
- **Desk Guide W-203XX:** Public Assistance Case-Level Opening Codes Desk Guide.

2. Completion Edits for Finger Imaging Referrals (AFIS)

POS has been updated to prevent the Worker from completing the CA Application Interview or CA Change Case Data activity and sending the case to the supervisor when a case is accepted (AC) for CA or FS if the AFIS Exemption Indicator (**AFIS-EX**) field is blank or has a value of **P** (Purged from AFIS) for the casehead/payee or any adults that will be accepted on the case.

POS has been updated to prevent the Worker from completing the CA Recertification Interview activity and sending the case to the supervisor when a case will continue active (**AC**) for CA if the AFIS Exemption Indicator (**AFIS-EX**) field is blank or has a value of **P** for the casehead/payee or any adults that will be accepted on the case.

The AFIS Exemption Indicator field in the POS TAD has the following possible values:

- **1** – Finger Imaged (System Generated)
- **2** – Exempted Left and Right Index Fingers Permanently Unavailable or Unusable (System Generated)
- **3** – Temporarily Unavailable or Unusable, One Finger (System Generated)
- **4** – Temporarily Unavailable or Unusable, Two Fingers (System Generated)
- **5** – Exempted Individual, Good Cause Reason

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- **6** – Exempted Homebound Individual
- **7** – Exempted Receiving SSI (System Generated)
- **8** – Exempted Congregate Care Facility (System Generated)
- **A** – County Specific Approved Exemption
- **P** – Purged from AFIS

New completion edits were added to require a value other than blank or **P** in the **AFIS-EX** field in the POS TAD at:

- Application for all adults on cases that will be accepted (**AC**) for Cash Assistance or Food Stamps (FS);
- Recertification for all adults on cases that will continue active (**AC**) for Cash Assistance or Food Stamps (FS).

If the Worker fails to make the proper entries at the time of acceptance, the case category is not EAA and the center for the case is not **F15** (Supplemental Security Income (SSI) Office) or **F61** (Residential Facilities Center), the following error message will appear for applications: “A valid AFIS indicator is required for adults who will be accepted for CA or FS.”

If the Worker fails to make the proper entries at the time of recertification and the center for the case is not **F15** or **F61**, the following error message will appear: “A valid AFIS indicator is required for adults on open CA recertification cases.”

3. Changes in Finger Imaging Referral (AFIS) Window

The **Finger Imaging Referral** window was updated to clarify labels, remove the signature window for individuals who are required to be finger-imaged and pre-fill the “**I am exempt**” selection for exempt individuals.

Finger Imaging Required

To match changes in the Finger Imaging Referral Form (**W-519**), the signature capture window was removed for individuals who are required to be finger imaged.

The label for the selection “**I agree to be finger imaged**” was changed to “**Required to be finger imaged.**”

Exempt from finger imaging

POS will pre-fill the selection “**I am exempt from finger imaging because I meet one of the above exemption criteria**” when:

- The case is an NCA FS case in center F15 or F61; or
- The household resides in Congregate Care (Shelter Codes **15** (Congregate Care Level 1 (NYC / Nassau / Suffolk / Westchester / Rockland)), **16** (Congregate Care Level 2 – State Certified (NYC / Nassau / Suffolk / Westchester / Rockland)), **17**, **28** (Congregate Care Level 1-Rest of State), **29** (Congregate Care Level 2-State Certified -Rest of State), **31** (Residential Treatment Center-Level 2 Facility-NYC, Nassau, Suffolk, Westchester, and Rockland), **32** (Residential Treatment Center-Level 2 Facility-Rest of State), **42** (Congregate Care Level 3 - Adult Homes and DOH Enriched Housing or **43** (Congregate Care Level 2 - OMH/OPWDD Supervised/Supportive Apartments); or
- The individual is an inactive payee; or
- The individual is an ineligible student; or
- The Case Category is EAA and the individual is in receipt of SSI; or
- The question “Is any adult in the household homebound or requesting a home visit” has answer of “Yes” and the individual was selected in the home visit needed/homebound window.

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Revised Finger Imaging – AFIS window

4. AFIS Exemption Indicator in POS TAD

The POS TAD has been updated to prevent inappropriate selections by the Worker and set the proper values for exempt individuals in the **AFIS Exemption Indicator** field.

POS will prevent the Worker from selecting the following values in **AFIS Exemption Indicator** (AFIS-EX) field in the POS TAD:

- **5** – Exempt good cause
- **6** – Exempt Homebound Individual
- **7** – Exempt SSI related

New business rules in the POS TAD will pre-fill the AFIS Exemption Indicator (**AFIS-EX**) field when the individual is exempt. POS will pre-fill the AFIS Exemption Indicator (**AFIS-EX**) with a value of **5** (Exempt Good Cause) for all adults in the case when:

- The case is an NCA FS case in center **F15** or **F61**; or
- The household resides in Congregate Care (Shelter Codes **15** (Congregate Care Level 1 (NYC / Nassau / Suffolk / Westchester / Rockland)), **16** (Congregate Care Level 2 – State Certified (NYC / Nassau / Suffolk / Westchester / Rockland)), **17**, **28** (Congregate Care Level 1-Rest of State), **29** (Congregate Care Level 2-State Certified -Rest of State), **31** (Residential Treatment Center-Level 2 Facility-NYC, Nassau, Suffolk, Westchester, and Rockland), **32** (Residential Treatment Center-Level 2 Facility-Rest of State), **42** (Congregate Care Level 3 - Adult Homes and DOH Enriched Housing or **43** (Congregate Care Level 2 - OMH/OPWDD Supervised/Supportive Apartments); or

POS will pre-fill the AFIS Exemption Indicator (**AFIS-EX**) with a value of **5** (Exempt Good Cause) for an adult when:

- The individual is an inactive payee; or
- The individual is an ineligible student; or
- The Case Category is EAA and the individual is in receipt of SSI.

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POS will pre-fill the AFIS Exemption Indicator (**AFIS-EX**) with a value of **6** (Exempt – Homebound Individual) for an adult when the question “Is any adult in the household homebound or requesting a home visit” has answer of “Yes” and the individual was selected in the home visit needed/homebound window.

5. Change of Application Referrals to Finger Imaging Referrals (AFIS)

The name of the activity **Application Referrals** was updated to **Finger Imaging Referrals (AFIS)**.

6. TAD and Completion Business Rules for Alien Registration Number A000000000

The Alien registration number of “A000000000” was created in WMS version 2011.2 and can be duplicated. This code is to be used only for NCA FS applicants or FS only applicants on a CA case who:

- Have lost or expired documentation; or
- Are pending verification of the alien status and number.

The recertification period for a case with an “A000000000” Alien registration number will be six months. Alien registration number “A000000000” is required to be changed to another Alien registration number before the case can be recertified.

The POS TAD business rules for individuals with an alien registration number of “A000000000” have been updated.

TAD Business Rule for Change of Alien Registration Number to A000000000

If the Worker changes the Alien registration number for an individual to “A000000000” when there is another existing alien number for the individual in WMS, the following error message will appear:

- Alien Number **A000000000** cannot be overlaid over an existing number.

TAD Business Rule for Use of Alien Registration Number A000000000 for more than 6 months

Alien registration number **A000000000** can only be used for six (6) months for an individual who has lost their alien documentation. A new TAD business rule will display an error message when the alien registration number **A000000000** has been in place for more than 6 months for an individual and the individual is in Active (**AC**), Single Issue (**SI**) or Sanctioned (**SN**) status for FS:

- Alien Number **A000000000** is not valid after 6 months of use.

The following detailed message will appear when the Worker clicks on the TAD business rule message:

- Alien number **A000000000** can be used for only up to 6 months. It is now past six months since this number was in use for this individual. If actual number is not available now the line must be closed at this time.

Completion Rule for Use of Alien Registration Number A000000000 for more than 6 months

A new activity completion business rule in the **CA Recertification Interview** will display an error message when the alien registration number **A000000000** has been in place for more than 6 months for an individual and the individual is in Active (**AC**), Single Issue (**SI**) or Sanctioned (**SN**) status for FS:

- Alien Number **A000000000** is not valid after 6 months of use.

The Worker will not be able to complete the activity until this error is resolved.

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Policy

For additional information, please see:

- **PD # 11-23-SYS:** Welfare Management System (WMS) Software Release Version 2011.2; and
- **PD # 07-30-ELI:** Lost or Expired Immigration Documentation

7. Employability Code Determination in FS Separate Determination

All Food Stamp participants between the ages of 16 and 59 who are deemed employable (non-exempt) must comply with the Food Stamp (FS) Program work requirements as a condition of FS eligibility.

To help ensure compliance with these requirements, a new window was added in the Food Stamp separate determination activities (**FS Sep Det – Elig Decision and Approve FS Sep Det – Eligibility Decision**) to automate the determination of the employability code for FS cases processed by the Job Centers. The window lists the name of the household member, their employability code and the reason for the code.

The window was added to the **Education and Training** window and appears below the Education and Training Information question. POS retrieves the following information in order to determine the employability code for each household member:

- Household composition;
- Age for all household members;
- Disability status;
- Employment and self-employment;
- Unearned income received;
- Unemployment insurance application;
- Drug and alcohol treatment;
- Eligibility outcome for noncitizens;
- Caretaker of incapacitated person;
- Education; and
- Pregnancy.

When POS identifies a child under the age of 18 in the household, all adults in the household who are not otherwise exempt (**WE**) are marked with the Employability Code **WA** (Work Required under Regular FSET Work Registration Rules; not under ABAWD Requirements).

Possible Reasons in the window for Employability Codes WE and WA:

Reason for Exemption	Employability Code
Ineligible Alien	WE
Age-younger than 16 or age 60 or older	WE
In drug or alcohol treatment program for at least 16 hrs per week	WE
Medical Reasons	WE
Domestic Violence	WE
Caretaker of a child under age 6	WE
Caretaker of an incapacitated person	WE
Age between 16 and 17 and in school at least half-time	WE
Student enrolled at least half-time in school or training	WE
In receipt of Unemployment Benefits (UIB)	WE
Applicant for Unemployment Benefits (UIB)	WE
In receipt of SSI	WE
Applied for SSI	WE
Refugee within exemption period	WE

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Employed 30 hrs per wk or earning at least \$217.50/week	WE
Pregnant	WA
Children under 18 years old in the household	WA
Age-between ages 16 and 18 and not in school	WA
Age- 50 Years or older	WA

Employability Code Determination Window

The screenshot shows a software window titled "Response to Question". Inside, there is an "Instructions" box with the following text: "The system has determined the employability status codes for the household members based on the answers entered on the interview. Please click on the 'Run Rules' button to see the system determined codes. These codes will be entered by the system on the TAD. If you disagree with system determinations, you must go back to the appropriate question and make the necessary updates. Click on the 'Run Rules' button upon return to the window in order for the changes to take effect." Below the instructions is a table with three columns: "Who", "Employability Code", and "Reason". The table area is currently blank. At the bottom of the window, there are three buttons: "RUN THE RULE", "OK", and "Cancel".

Policy

For additional information, please see:

- **Desk Guide W-138G:** Food Stamp Rules and Exemptions Desk Guide ABAWD Work Requirements.

8. BEV Referral Updates

The following updates were made in the **BEV Referral** window in the **CA Application Interview**:

- Workers can now book appointments for cases where a 17-year old case member will turn 18 years old in the month of application.
- A new edit will prevent the Worker from changing the appointment type from **In-Office** to **Field Visit** without changing the appointment date.
- A new edit will prevent the Worker from changing the appointment type from **Field Visit** to **In-Office** without changing the appointment date.

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9. New Date Edit for Approved Grant Period in Request Action Window

A new edit was added in the **Request Action** window in the **SI Grant Requests** section to ensure that the Worker enters a valid year for approved grant requests.

If the Worker enters a year that does not begin with the numbers **20** (e.g. the Worker mistakenly enters "2111" for the year), the following error message will appear:

- The Century of the 'From' or 'To' dates cannot be other than 20'

10. New Date Edit for Grant Period in Grant Data Entry Window

A new edit was added in the **Grant Data Entry** window to ensure that the Worker enters a valid year for grants.

If the Worker enters a year that does not begin with the numbers **20** (e.g. the Worker mistakenly enters "2111" for the year), the following error message will appear:

- The Century of the 'From' or 'To' dates cannot be other than 20'

11. WMS Budget Number Field Update in POS TAD

The WMS Budget Number field in the POS TAD was updated to allow the Worker to authorize a CA/FS budget with a result of eligible or zero grant for CA, but an ineligible result for FS.

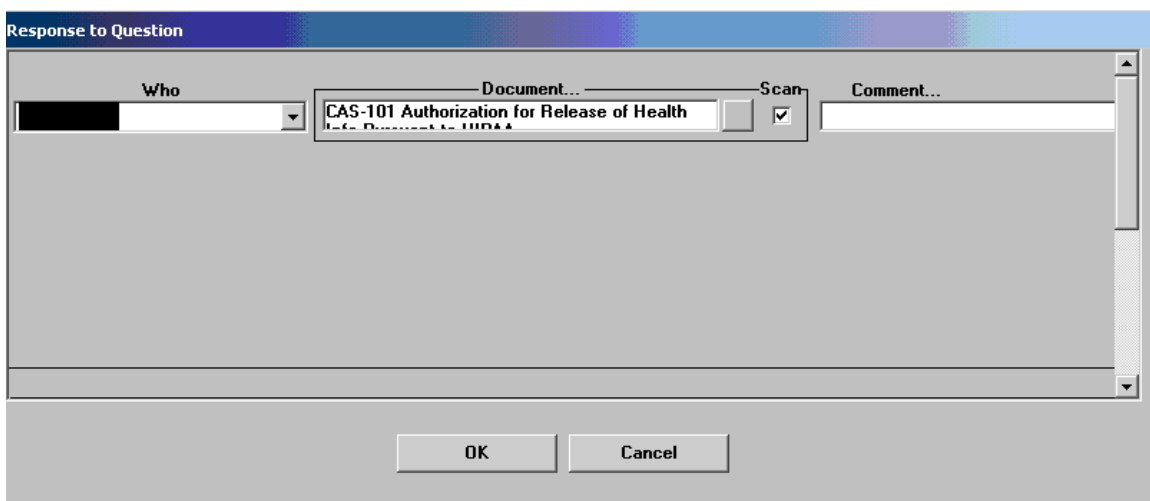
Budget Number Field on POS TAD



12. Update to Home Visit Needed/Homebound Window

When an individual is selected in the Response to Question window for "Is any Adult in the household homebound or requesting a home visit?", POS will mark the individual as exempt from finger imaging.

Home Visit Needed Response Question



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13. TAD Synchronization Update

When POS receives an Alien/Citizenship Indicator (**ACI**) of **E** (Other Documented Alien or Undocumented Alien) from WMS for an individual, but the Worker has determined another alien type for the individual during an interview, the value entered in the **POS Alien Type Determination** window will be used for the CA TAD.

When POS receives an Alien/Citizenship Indicator (**ACI**) of **P** (FFP Pregnant Special PRUCOL or Child below 21) from WMS for an individual, but the Worker has determined another alien type for the individual during an interview, the value entered in the **POS Alien Type Determination** window will be used for the CA TAD.

14. WMS Version 2011.3

The following updates were made in POS to match changes in WMS version 2011.3:

- WMS was updated to accept a value of **6** (Exempt Homebound Individual) in the **AFIS Exemption Indicator** field for Home Visit Needed/Homebound (HVN/HB) adults. The POS TAD will set and transmit the value of 6 in the AFIS-EX field when appropriate.
- A new **RCRT-SRC** (Recertification Source) field was added to the WMS Data section of the POS TAD. This field is reserved for future use in later WMS versions.
- Additional Need Type Codes **42** (HSP Shelter Allowance Supplement) and **48** (Shelter Allowance – Adults Only) will be disabled in the Additional Expenses and Household/Suffix Financial Needs windows.
- A new **Recoupment Offense Type** has been added in the **Recoupment Data Entry** window: **A – Excess Resources**.
- A new **Recoupment Offense Sub-Type** has been added in the **Recoupment Data Entry** window: **36 – Failed to sell real property while in receipt of recurring benefits**.
- A new Alien/Citizenship Indicator of **P** (FFP Pregnant Special PRUCOL or Child below 21) was added for Medicaid cases.
- Two new State/Federal Charge Code values were added to identify certain Medicaid PRUCOL (Permanently Residing under the Color of Law) Alien pregnant individuals & Medicaid PRUCOL Alien children under the age of 21 who are eligible for Federal Financial Participation:
 - **65** - FFP Eligible Pregnant PRUCOL Alien Age 21 or above
 - **66** - FFP PRUCOL Child below 21 or Pregnant PRUCOL below 21

Policy

For additional details, please see the Policy Directive for Welfare Management System (WMS) Software Release Version 2011.3.

15. Mass Caseloading Updates

The Mass Caseloading (MCL) tool was updated to exclude cases with caseloads with invalid characters. Previously, when **SI** or **AC** cases with invalid characters were found, the Job Centers could not access the MCL tool.

Supervisors and managers at Job Centers with the following titles and a special right of “Mass Caseloading User” selected in the POS Enrollment window have access to the MCL tool:

- CA Director
- CA Administrative Assistant
- CA Office Manager
- CA Supervisor

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- CA Assistant Office Manager
- CA Error Correction Supervisor
- CA AJOSI
- CA AJOSII
- CA Admin JOSI
- CA Admin JOSII
- AJOS III

Access to the MCL tool was expanded to supervisors and managers at Job Centers with the following titles and a special right of "Mass Caseloading User" selected in the **POS Enrollment** window:

- Special Needs PAAI
- Special Needs PAAII

Access to the MCL tool was expanded to supervisors and managers at HASA Centers with the following titles and a special right of "Mass Caseloading User" selected in the POS Enrollment window:

- HASA Supervisor
- HASA PAAI
- HASA PAAII
- HASA Director

16. Model Office Updates

Effective October 3, 2011, the appointment handling functionality for the Front Door Reception System ("FRED") was updated:

- FRED now considers a client's NCA recertification appointment as "for Today" for each day in that client's certification period, unless and until the recertification is marked as "KEPT" in the Recertification Log. As a result, NCA Recertifications no longer appear in FRED as Past or Future appointments. For example, the certification period for a client with a recertification appointment on any day in June is June 1st to July 31st.
- FRED no longer shows **Y10** (Failure to Recertify [No Notice Required]) or **V21** (Failure to Provide Verification [Adequate]) closing code appointments. Instead, it now shows V21 rejection codes and **WE1** (Failure to Comply with Employment Requirements [HH=1]) (**Timely**), **WE2** (Failure to Comply with Employment Requirements [HH=1] [Timely]) and **WE3** (Failure to Comply with Employment Requirements [HH=1] [Timely]) closing codes. The V21 code is mapped to the "NCA Application Interview" queue and the WE codes are mapped to NCA Conf/Appt/Problem.
- NCA appointment codes are now prioritized as follows:
 - W-113k appointments
 - V21 rejections
 - WE1, WE2 and WE3 closings
 - Recertifications
 - Application interviews
 - AFIS appointments
 - 151 appointments

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17. E-Form Updates

The following forms were converted to E-Forms:

- **M-42q**, Certification for Retroactive Medicaid Coverage;
- **M-858y**, Request for Utility Grant;
- **M-186rr**, Mandatory Dispute Resolution Action Taken Form;
- **M-186tt**, Mandatory Dispute Resolution No Action Taken Form;
- **W-299A**, Request for Payment of Third Party Health Insurance Premiums;
- **W-515R**, Social Security Administration - Consent for Release of Information; and
- **W-532**, Letter to Past and Present Employer.

The following form was added back into POS as an E-Form:

- **W-701**, Request for Birth or Death Verification from New York City Department of Health

The following forms were removed from POS:

- **M-30m**, Referral for Social Security Number Application; and
- **W-146F**, Request for Emergency Housing.

The following form was temporarily removed from POS:

- **M-42v**, Medicaid Choice/Managed Care Referral Form.

The following form was updated:

- **W-523R**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)