FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #11-96-SYS

FS POS RELEASE NOTES VERSION 5.3

Date: October 20,2011	**Subtopic(s):** POS
🖳 This procedure can now be accessed on the FIAweb.	This policy bulletin is to inform Non Cash Assistance Food Stamp (NCA FS) 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 FS POS Release Notes Version 5.3 (**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 October 17, 2011* **Related Item:** PD #07-30-ELI PD #09-13-SYS PD #11-23-SYS **Attachments:**
🖳 Please use Print on Demand to obtain copies of forms.	**Attachment A** FS POS Release Notes Version 5.3

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

FS POS Release Notes
Version 5.3 October 17, 2011

These Release Notes contain descriptions of changes in FS POS Release 5.3 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://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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1. Retrieval of CNS Notice Number in FS TAD

The FS 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 **FS 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.

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

Retrieval of Notice Number for Case Openings

FS POS will pre-fill the **Notice #** field for FS 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)**.

Retrieval of Notice Number for Case Rejections

FS 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)

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2. Completion Edit for Finger Imaging Referrals (AFIS)

FS POS has been updated to prevent the Worker from completing the FS Application Interview or FS Change Case Data activity and sending the case to the supervisor when a case is accepted (AC) for 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 (**AC**) on the case.

POS has been updated to prevent the Worker from completing the FS Recertification Interview activity and sending the case to the supervisor when a case will continue **AC** for FS 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 **AC** on the case.

The **AFIS Exemption Indicator** field in the FS TAD can have the following 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
- **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 FS TAD at:

- Application for all adults on cases that will be **AC** for FS;
- Recertification for all adults on cases that will continue **AC** for FS.

If the Worker fails to make the proper entries at the time of acceptance 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 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. Change of Application Referrals to Finger Imaging Referrals (AFIS)

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

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4. 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.
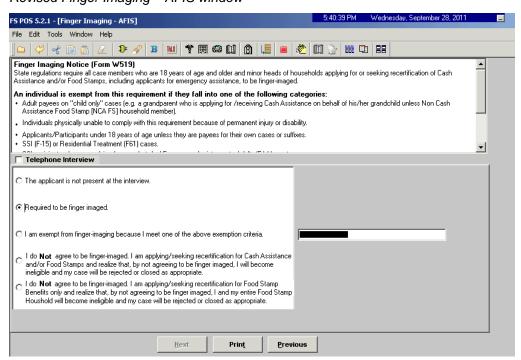
The label for the selection "**I agree to be finger imaged**" was changed to "**Required to be finger imaged.**"

Exempt from finger imaging

FS 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 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.

Revised Finger Imaging – AFIS window

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5. AFIS Exemption Indicator in FS TAD

The FS 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.

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

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

New business rules in the FS TAD will pre-fill the AFIS Exemption Indicator **(AFIS-EX)** field when the individual is exempt. FS 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**, **16**, **17**, **28**, **29**, **31**, **32**, **42** or **43**).

FS 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.

FS 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.

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 FS 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.

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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 **AC**, **SI** or Sanctioned (**SN**) status for FS:

- Alien Number **A000000000** is not valid after six 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 six 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 **AC**, **SI** or **SN** status for FS:

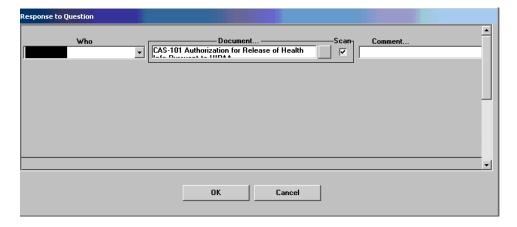- Alien Number A000000000 is not valid after six months of use.

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. Update to Home Visit Needed/Homebound Window

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

Home Visit Needed Response Question

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8. 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:

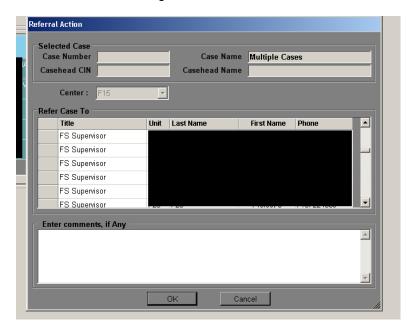- The Century of the 'From' or 'To' dates cannot be other than 20'

9. FS Deferral Log Updates

The Food Stamp Deferral Log for cases in SI status was updated to improve data retrieval after a case is assigned and add the ability to assign multiple cases at the same time.
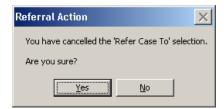
The Deferral Log allows the user to assign multiple cases by holding down the control key and clicking on multiple cases, then clicking on the **Assign** button. The **Referral Action** window will indicate **Multiple Cases** in the **Case Name** field.

If the assignment is not necessary or has been selected incorrectly, the Worker can cancel the assignment process.

Referral window for assignments

Assignment cancellation window

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10. Report Indicator for Cases Processed by FS Fair Hearing Unit

The Food Stamp Fair Hearing Unit is identified with center number **FSH**. FS POS reports for applications and recertifications were updated to allow center management to exclude or include cases processed by the FSH Unit.

11. IVRS Recertifications

The IVRS (Interactive Voice Response System) Telephone Recert System allows elderly and disabled food stamp individuals to do their Food Stamp recertification interview via a prerecorded telephone touchtone process.

Previously, staff reviewed a web page in the IVRS Telephone Recert System to find cases that successfully completed their recertification via IVRS and processed "no change" budgets and Turn-Around Documents (TAD) in FS POS via the **FS Recert Interview** activity for these cases.

The IVRS Telephone Recert System, WMS and FS POS were updated to automate processing of the CED date and "no-change" budgets for cases that successfully completed the recertification via IVRS.

A file exchange process developed between MIS and the Welfare Management System (WMS) allows the IVRS Telephone Recert System to submit a file of cases that successfully complete their Food Stamp recertification via IVRS. WMS attempts to process the CED date, interview date and a new "no-change" budget for the cases on the file.

Return files are sent from WMS to the IVRS Telephone Recert System to indicate which actions were successfully completed by WMS and which actions were not successfully completed.

FS Recertification Log and Activity History Updates

IVRS Telephone Recert System updates the "Potential IVRS" and "No Change" indicators in the **FS Recertification Log** to "Yes" to indicate that the recertification was successfully completed via IVRS and updates the FS POS activity history with the outcome of the WMS processing.

The following possible outcomes will appear in the case activity history:

- IVRS Recert Completed - CED Updated
- IVRS Recert Completed - CED Not Updated
- IVRS Recert Completed - Case Closing

New Edit

For cases with an outcome of **IVRS Recert Completed – CED Updated** or **IVRS Recert Completed – Case Closing**, no further action is required by the Worker.

For cases with an outcome of **IVRS Recert Completed – CED Updated**, POS prevents the Worker from accessing the FS Recert Interview or EC – FS Recert Interview activity. If the Worker attempts to start the activity, the following error message appears:

- "The case was successfully recertified via IVRS. No further recertification processing is required."

New Queue for Cases Requiring a CED

For cases with an outcome of **IVRS Recert Completed – CED Not Updated**, FS POS loads a FS Recert Interview activity into a new **IVRS Recert Process CED** queue. The FS Center must monitor this queue and complete a "no change" budget and TAD for these cases.

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12. TAD Synchronization Update

When FS 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 FS TAD.

When FS 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 FS TAD.

13. WMS Version 2011.3

The following updates were made in FS 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 FS 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 FS TAD. This field is reserved for future use in later WMS versions.
- A new Alien/Citizenship Indicator of **P** (FFP Pregnant Special PRUCOL or Child below 21) was added for Medicaid cases.

Policy

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

14. 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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15. E-Form Updates

The following forms were converted to E-Forms:

- **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 FS 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 FS POS:

- **M-30m**, Referral for Social Security Number Application