Human Resources Administration
Department of Social Services

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-102-SYS

CA POS RELEASE NOTES VERSION 16.3

Date:
October 19, 2012

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 October 22, 2012. Descriptions of the changes can be found in POS Release Notes Version 16.3 (**Attachment A**), Appendix A POS HDU Instructions (**Attachment B**) Appendix B POS RAD RAU Overview (**Attachment C**).

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

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Effective October 22, 2012

Related Items:

PB #12-40-ELI
PB #11-94-OPE
PD #11-18-ELI
PD #12-30-OPE

Attachments:

Please use Print on Demand to obtain copies of forms.

Attachment A	POS Release Notes Version 16.3
Attachment B	Appendix A POS HDU Instructions
Attachment C	Appendix B RAD RAU Overview

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

Version 16.3 October 22, 2012

These Release Notes contain descriptions of changes in POS Release 16.3 scheduled for Monday, October 22, 2012. 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://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Table of Contents

1. Reasonable Accommodation Request (RAR) 2
2. Homeless Diversion Unit (HDU) Integration in POS 5
3. Rental Assistance Unit (RAU) Integration with POS 7
4. Updates to Rent Arrears and Mortgage Arrears Window 7
5. Updates to Housing-Related Benefits Window 9
6. Completion of EAF/E-SNA Eligibility Determination Window for HDU Requests 12
7. Updates to Outstanding Requests Window 13
8. Updates to Request Action Window 13
9. HDU Referrals to RAU 15
10. Non-HDU Referrals to RAU 15
11. RAU Recommendation Queues 15
12. Processing of Requests Approved or Denied by RAU 15
13. HDU Reports 16
14. RAU Reports 16
15. Update to EAF/E-SNA Eligibility Determination Window for SSI Recipients 16
16. POS Marriage Equality Update 17
17. OCSE Updates 17
18. POS Response Window Updates 17
19. CA Settled in Conference (SIC) Update 17
20. Medicare Buy- In Update 17
21. Activity Completion Edit 18
22. POS Portal Update 18
23. Bureau of Eligibility Verification (BEV) Updates 19
24. WMS Updates 19
25. Alien Disability Details 20
26. Stepparent Income Update 20
27. EAF Determination Update 21
28. Statewide Clearance 21
29. Activity Inquiry in NYCWAY Window Update 22
30. E-Forms 23

POS Release Notes

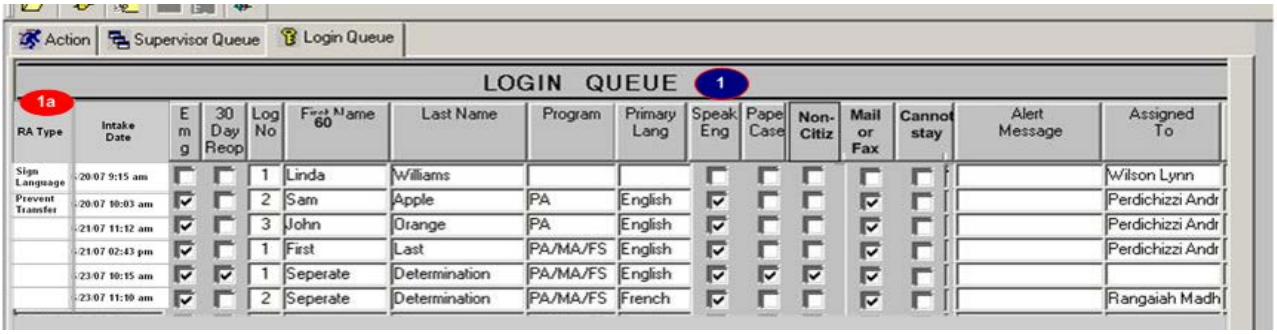
Version 16.3 October 22, 2012

1. Reasonable Accommodation Request (RAR)

Applicant/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

Applicants /participants can formally submit a RAR to the Family Independence Administration (FIA). If the request is approved by FIA,POS will display the RA (Reasonable accommodation) type from the IQ system {RAR are processed in the IQ system} on the **POS CA Login** window. The JOS/Worker will also see additional informational messages to the JOS/Worker when there is a scheduling conflict or a travel accommodation. Additional RA types will include reading or completing forms, preventing the transfer of the case etc.

The POS CA Login queue will display the RA Types if the RAR was granted by FIA:



Priority Queuing In Model Office Centers

RA cases that are identified as Priority queuing will appear in Red in the MONIQ Ticket list. If the JOS/Worker attempts to call a case before a priority queue case the system will display the following message:

“There is a customer in the waiting area that has a reasonable accomodation for priority queuing. You must call and finish that customers ticket(highlighted in red font) before being permitted to call any other tickets.”

The RA Definition Type Table

IQ RAR Type	RA Type Description	Definition of RA Type
Reading Forms	Assistance with reading applications or forms	This accommodation type requires FIA staff to assist with reading the application/forms for the applicant/participant for any scheduled appointment.
Completing Forms	Assistance with completing applications or forms	This accommodation type requires FIA staff to assist with completing the application/forms for the applicant/participant for any scheduled appointment.
Sign Language	Sign Language Interpreter	This accommodation type requires FIA staff to arrange for a sign language interpreter for any scheduled appointment.
Resched Appts	Not to be scheduled for certain days and times	This accommodation type requires FIA staff to only schedule appointments on the applicant/participant's available dates and times.
Priority Appts	Priority queuing to minimize wait time	This accommodation type requires the applicant/participant's wait time to be minimized by giving priority when waiting.
Travel Comp	Scheduling appointments based on travel companion availability	This accommodation type requires FIA staff to schedule appointments when the applicant/participant's travel companion is available.
Prevent Transfer	Not to have your case transferred	This accommodation type requires FIA staff to allow the applicant/participant to keep his/her case at the preferred location (as long as the preferred site is not closing).
Temp Travel Exemption	Temporary Travel Exemption for 90 days pending Para-transit approval	This accommodation type requires FIA to exempt the applicant/participant from an in-person appointment while waiting for Para-transit. FIA will arrange for a home visit for scheduled appointments during this period.
Blind/Visually Impaired	Individualized assistance for the blind/ visually Impaired	This accommodation type requires FIA staff to assist the applicant/participants necessary due to blindness/visual impairment. For example the applicant/participant may need assistance walking to and from the elevator, or may be accompanied by a service animal.
Other	Other	This accommodation type should be used for a condition where neither home visits nor flexible scheduling is required. This is for something less critical than the other options listed above. For example the applicant/participant may need to eat at a certain hour due to a medical condition.

The JOS/Worker will receive the following RA messages when there is an active RA individual on the case and they attempt to schedule for a application or recertification interview or transfer the case to another center.

RA Definition Type Messages

RA TYPE	MESSAGE TO WORKER
Assistance with reading applications or forms.	The client has a reasonable accommodation for assistance with reading forms. Please be prepared to read the application/forms for the client for this appointment and any other scheduled appointment.
Assistance with completing applications or forms.	The client has a reasonable accommodation for assistance with completing forms. Please be prepared to assist with the application/forms for this client's appointment and any other scheduled appointment.
Sign language interpreter	The client has a reasonable accommodation for a sign language interpreter. Please arrange for a sign language interpreter for this appointment. The EEO sign language interpreter liaisons are Ms. Joanne Kent (212) 331-5568 and Mr. Luis Caballero (212) 331-5569.
Not to be scheduled for certain days and times.	The client is not available for the days and times noted below. Please schedule all appointment at the client's available dates and times.
Priority queuing to minimize wait time	The client has a reasonable accommodation for priority queuing. Client's wait time must be minimized.
Scheduling appointments based on travel companion availability	The client has a reasonable accommodation for a travel companion and the person is not available for the days and times noted below. Please schedule the client's appointment on their available days and time.
Not to have your case transferred	The client has a reasonable accommodation for a case transfer exemption. You cannot transfer this case to another site.
Temporary Travel Exemption for 90 days pending Para-transit approval	The client has a reasonable accommodation for a travel exemption. Please arrange for a home visit for this appointment and any other scheduled appointment.
Individualized assistance fro the blind/ visually Impaired *(Show IQ comment text)*	The client has a reasonable accommodation for assistance due to blindness/visual impairment. Please examine the information below and give the client assistance or service as needed. *(Show IQ comment text)*
Other Note: *To be used for a condition where neither home visits nor flexible scheduling is required—less critical than other options above*	The client has a reasonable accommodation of type "Other". Please examine the information below and give the client assistance or service as needed. *(Show IQ comment text)*

The activities below will display the RA messages when the activity is initiated by the JOS/Worker:

- CA Application Interview
- CA Recertification
- CA Change Case Data
- CA Non-Food Emergency
- CA IN/ESNAP Issuance
- Finger Imaging Referral
- CA Re-open a Case
- CA Settle in Conference
- In-Center Referral
- Client Intake
- Case Member Addition
- Document Intake

2. Homeless Diversion Unit (HDU) Integration in POS

HRA's Homelessness Diversion Units (HDUs), part of the Family Independence Administration's (FIA) Office of Housing and Homeless Services / Initiatives, work to keep New Yorkers who are in danger of losing their apartments, or have already lost them, from having to enter the city's homeless shelters. HDUs work with the Department of Homeless Services (DHS), the NYC Housing Authority and many other organizations and City agencies to assist families and individuals in need in obtaining and maintaining stable, affordable housing.

HDU staff members are located at HRA Job Centers throughout the City, the DHS Preventive Assistance and Temporary Housing (PATH) Bronx shelter Intake facility for homeless families with children, the East 30th St. shelter intake facility for single men and adult families (without children), and the women's shelter intake facilities in Brooklyn and the Bronx.

In the first phase of HDU integration, POS has added the workflow of the Homeless Diversion Units (HDUs) at HRA Job Centers with:

- Consolidation and updates to the grant requests window for rent arrears, mortgage arrears and new apartment requests;
- Updates to the **SI Grant Requests** and **Issuance Task List**;
- The addition of three (3) new activities to allow the processing of requests routed to HDU;
- Electronic referral of grant requests to the Centralized Rental Assistance Unit (RAU); and
- New system for RAU for processing.

The following request types can be referred to HDU:

- Rent Arrears
- Mortgage Arrears
- Property Tax Arrears
- Amortization of mortgage on applicant/recipient-owned property
- Carrying charges on applicant/recipient-owned property
- Rent in Advance to Secure a New Apartment
- Security Deposit or Voucher
- Broker's Fee or Voucher
- Moving Allowance

The JOS/Worker will record the grant request(s) in the **Shelter (Housing) Expenses** window and the **SI Grant Requests and Issuance** Task List.

In-Center referral to HDU

The JOS/Worker will refer the case to HDU when they have received a request for housing assistance which requires HDU. The **Outstanding Request** window will allow the In-Center referral to HDU from the JOS/Worker's activity.

If the HDU JOS/Worker recorded the grant request, POS will start the HDU Intake automatically from the interview activity and a separate assignment will not be required.

Assignment to HDU JOS/Worker

The HDU Supervisor will monitor their queue for **Assign HDU Intake** activities referred to HDU. The Supervisor will access the **Assign HDU Intake,** assign the case and notify the HDU JOS/Worker about the assignment.

HDU Intake

The HDU JOS/Worker will receive an **HDU Intake** activity in their queue and will access the case to process the intake. The HDU Intake will include the following windows:

- Household Screen
- Address Information
- Referred From
- HDU Information
- SI Grant Requests and Issuance Task List
- Print Forms
- Approval Elements

HDU Approval

The **Approve HDU Intake** activity will be submitted to the HDU Supervisor for approval.

The Approve HDU Intake will include the following windows:

- **Household Screen**
- **Address Information**
- **Referred From**
- **HDU Information**
- **SI Grant Requests** and **Issuance Task List**
- **Print Forms**
- **Approval Elements**

If the case does not require a referral to the Rental Assistance Unit (RAU), the **HDU AJOS I** will serve as the first level of approval and will send the case for additional levels of approval if needed.

HDU referral to RAU

If the case requires a RAU referral, the RAU packet must be scanned and indexed prior to referring the case electronically.

The HDU supervisor will ensure the completeness of the RAU packet and refer the case to RAU.

RAU Decision

After RAU processes their decision on the case, an **Assign Non-Food Emergency (Applying Cases)** or an **Assign Change Case data (Active Cases)** activity will be placed in the **RAU recommendation to HDU** queue.

The **Request Action** window will allow HDU to process the case. HDU will process the grants in the **Single Issue Data Entry** window.

Appendix

For more information, please refer to **Appendix A HDU-RAU handout.**

3. Rental Assistance Unit (RAU) Integration with POS

A new system named the **Rental Assistance Database (RAD)** was developed and implemented to allow the Centralized Rental Assistance Unit (RAU) to process reviews and decisions on cases with requests for rent arrears, mortgage arrears and new apartment requests.

RAD is available as a new icon on the POS Portal. The RAD staff accesses the system by entering the WMS ID and password into the login window.

RAD includes the following windows:

- **Dashboard**
- **Quick Start**
- **Case Information**
- **Grant Decision**
- **Grant Decision Detail**
- **Decision Submission**
- **Staff Information**
- **Worker Availability**

When review of the grant requests is completed, the decision from RAU is electronically transmitted from RAD to POS. RAD staff can initiate referrals directly in RAD and submit them to POS for processing by HDU.

Appendix

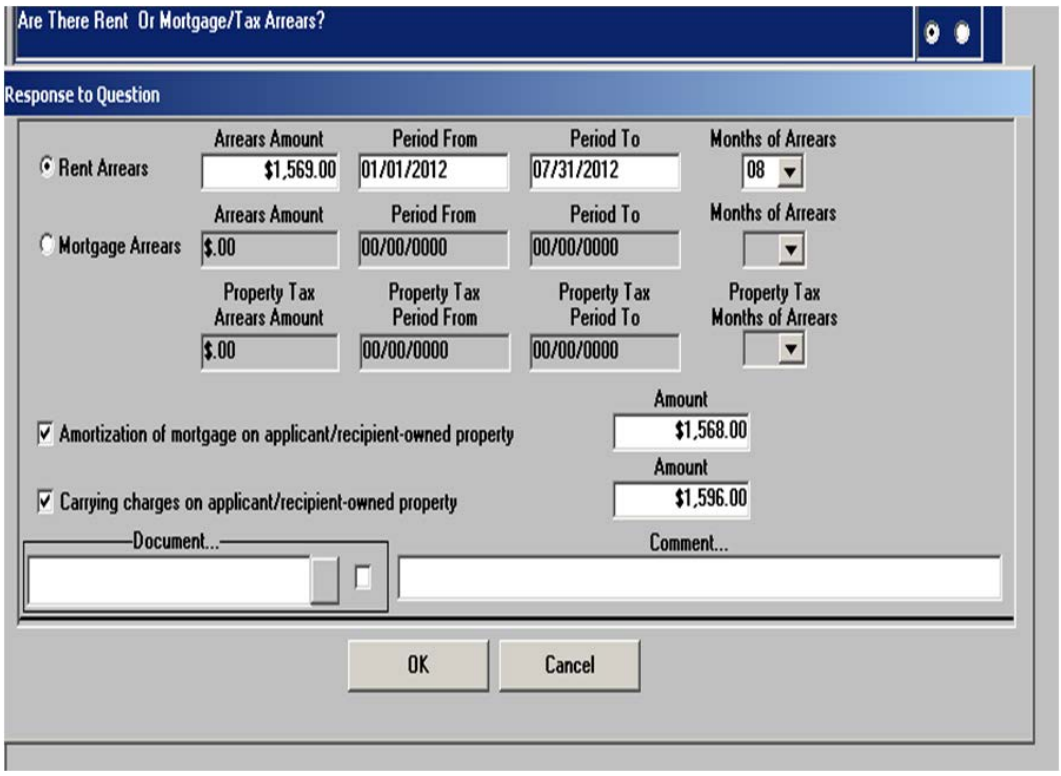
For more information, please refer to **Appendix B RAU-RAD Overview.**

4. Updates to Rent Arrears and Mortgage Arrears Window

The question "**Are There Rent Arrears?**" in the **Shelter (Housing) Expenses** interview section was changed to "**Are There Rent or Mortgage/Tax Arrears**" to allow the JOS/Worker to record the following requests in a single window:

- Rent Arrears

- Mortgage Arrears
- Property Tax Arrears
- Amortization of mortgage on applicant/recipient-owned property
- Carrying charges on applicant/recipient-owned property



- To record rent arrears, the JOS/Worker clicks on the **Rent Arrears** radio button and enters the requested information in the **Arrears Amount**, the **Period From** and **To** and the **Months of Arrears** fields.
- To record mortgage arrears and/or property tax arrears, the JOS/Worker clicks on the **Mortgage Arrears** radio button and enters the requested information in the **Arrears Amount**, the **Period From** and **To** and the **Months of Arrears** fields.
- To record amortization, the JOS/Worker clicks on the **Amortization of mortgage on applicant/recipient-owned property** checkbox and enters an amount in the **Amount** field.
- To record carrying charges, the JOS/Worker clicks on the **Carrying charges on applicant/recipient-owned property** checkbox and enters the amount in the **Amount** field.

Removed questions

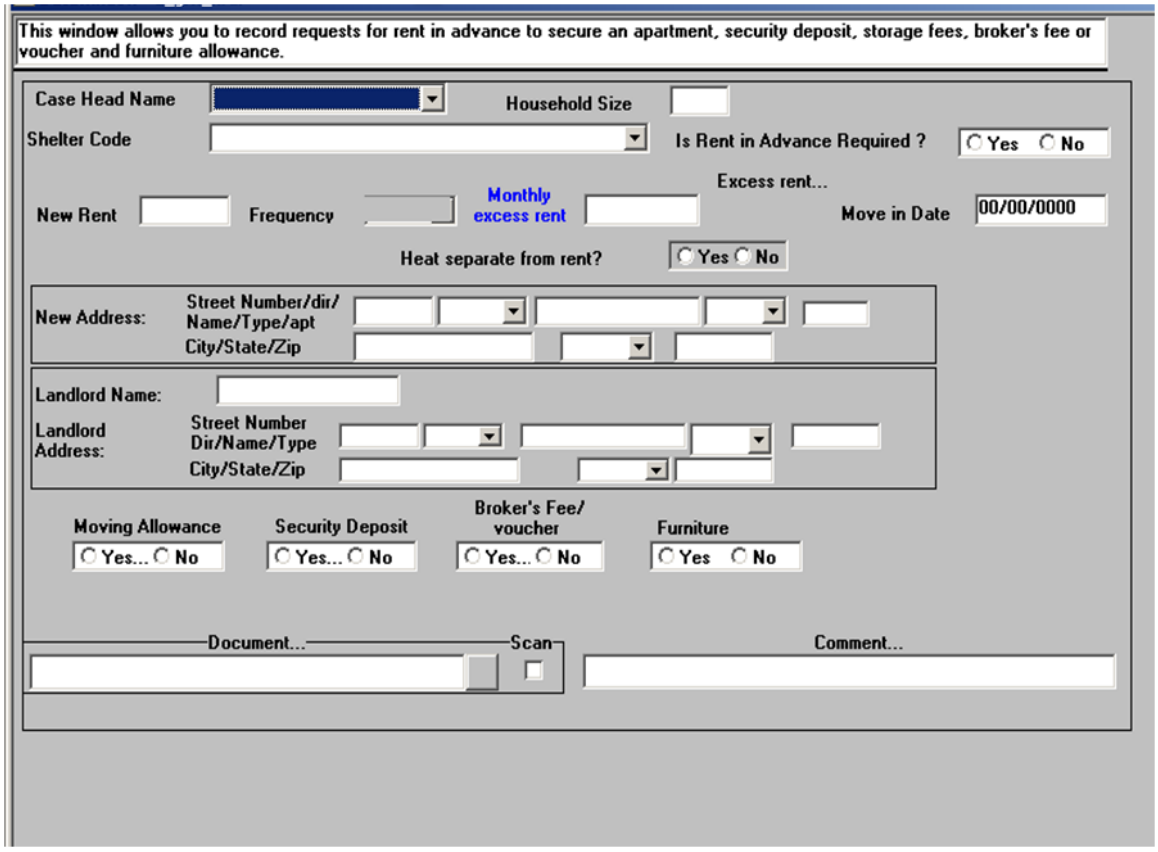
Previously, the JOS/Worker accessed three separate windows to record these requests. To accommodate this integration, the **Mortgage Arrears/Property Taxes** question and the request types of “Amortization of mortgage on applicant/recipient-owned property” and “Carrying charges on applicant/recipient-owned property” were removed from the **Issue Generic CA Benefit** question in the **Special Grants** window within the **SI Grant Request and Issuance Task List**.

5. Updates to Housing-Related Benefits Window

The **Housing-Related Benefits** window in the **Special Grants** section of the **SI Grant Request Task List** was updated to add required fields and improve the interfaces. This window allows the JOS/Worker to record requests for rent in advance to secure an apartment, moving allowance, security deposit, broker's fee or voucher, and furniture allowance.

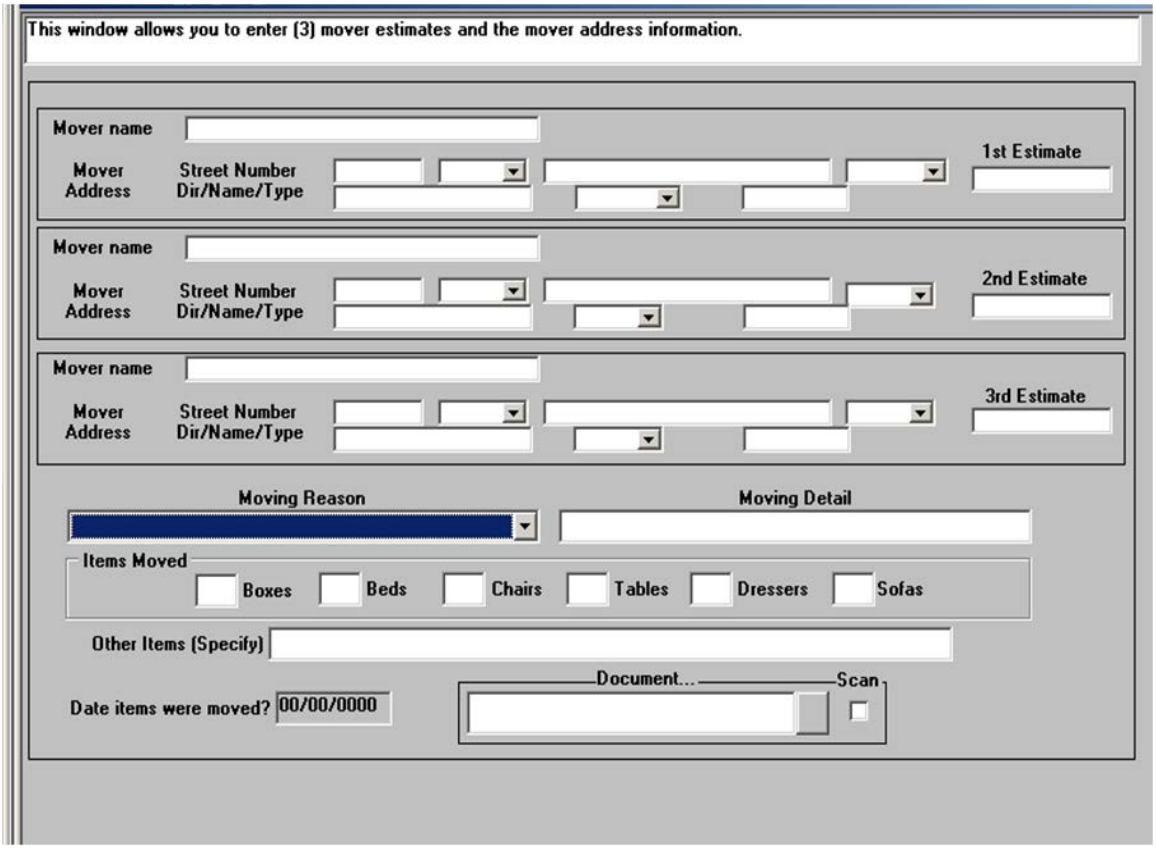
A new question was added after the **Shelter Code** field: **Is Rent in Advance Required?** When the JOS/Worker clicks **Yes** for this question, the **New Rent** field will be enabled. This new field prevents mistaken entries of new rent when an advance is not required.

The **New Address** and **Landlord Address** sections of the window were moved and now capture the full required information.



Updates to Moving Allowance window

The **Moving Allowance** window appears when the JOS/Worker clicks **Yes** for **Moving Allowance** in the **Housing-Related Benefits section**. The window was updated to allow the JOS/Worker to record three estimates from movers, and enter the full addresses for the movers.



Updates to Security Deposit window

The Human Resources Administration (HRA) no longer issues cash security deposits to Cash Assistance (CA) applicants/ participants who request assistance to secure an apartment in a non-NYCHA development. Effective February 1, 2011, HRA began issuing a Security Voucher (**W-147N**) in lieu of a cash security deposit to these CA applicants/participants.

Applicants or participants using a NYCHA Section 8 voucher with a private landlord must use the Security Voucher (**W-147N**).

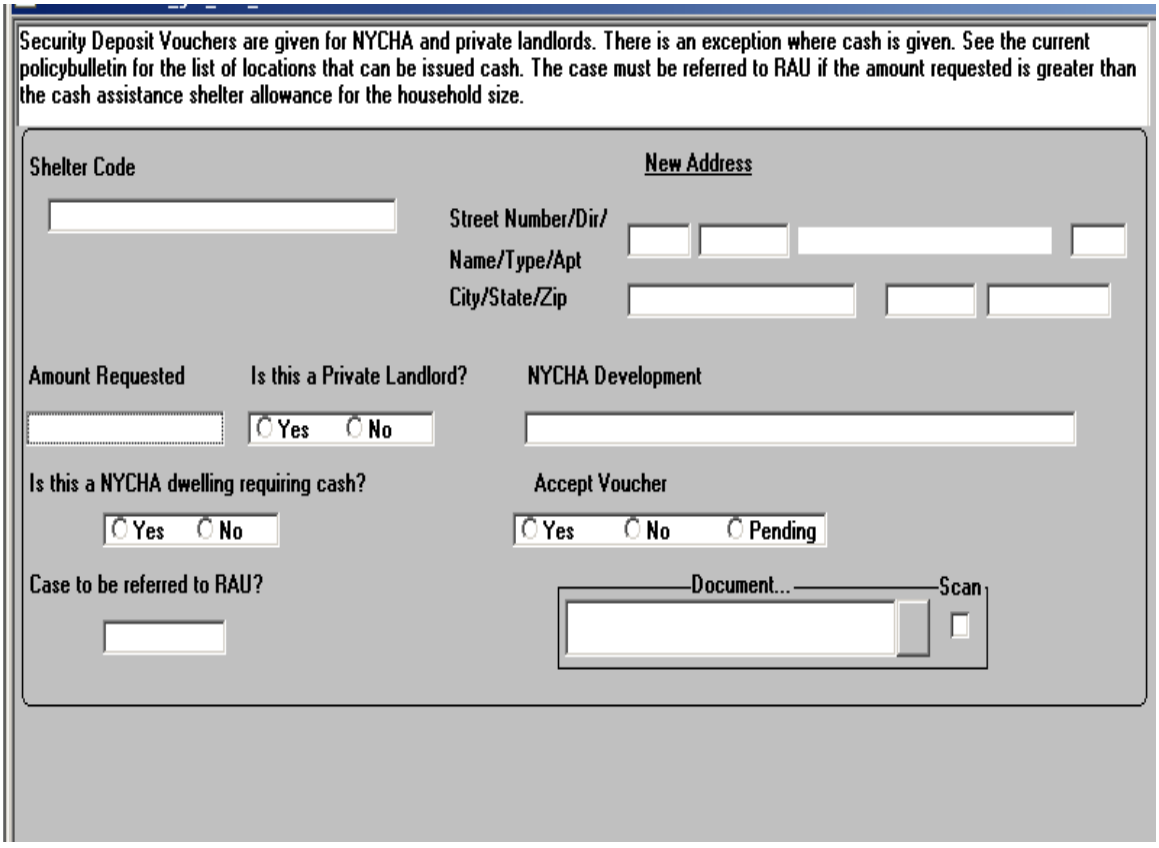
Form **W-147N** informs the landlord of the HRA policy of providing security vouchers in lieu of cash security deposits and that the Agency will pay the landlord up to the equivalent of one month's rent if it is verified that the participant failed to pay his/her rent and/or damaged the apartment. These payments may not exceed the amount listed on the original voucher. The Landlord's Claim For Security Voucher Payment (on the back of Form **W-147N**) must be submitted within three months after the tenant has vacated the apartment.

CA applicants or participants who seek assistance in obtaining an apartment within a NYCHA public housing development must be issued a NYCHA Rent Security Voucher (**W-147E**) in lieu of a cash security deposit. There is an exception for a limited group of CA applicants or participants, who seek assistance in moving into an apartment in one of the six NYCHA Section 8 Project Based Developments (Multi-Family) that are listed on Attachment A of Policy Bulletin 11-94-OPE (Securing NYCHA Public Housing) who are still eligible to receive a cash security deposit.

Form **W-147E** is an agreement which guarantees that HRA will pay NYCHA up to one month's rent if the tenant fails to pay his/her rent and/or damages the apartment.

The **Security Deposit** window appears when the JOS/Worker clicks **Yes** for **Security Deposit** in the **Housing-Related Benefits section**. The **Security Deposit** window was updated to accommodate HRA's updated policy and add the following questions:

- Is this is a private landlord?
- NYCHA Development (drop-down menu)?
- Is this a NYCHA dwelling requiring cash?
- Accept Voucher?
- Case to be referred to RAU?



If the security deposit request is higher than the cash assistance shelter allowance for the household or the landlord will not accept a voucher, the case must be referred to RAU.

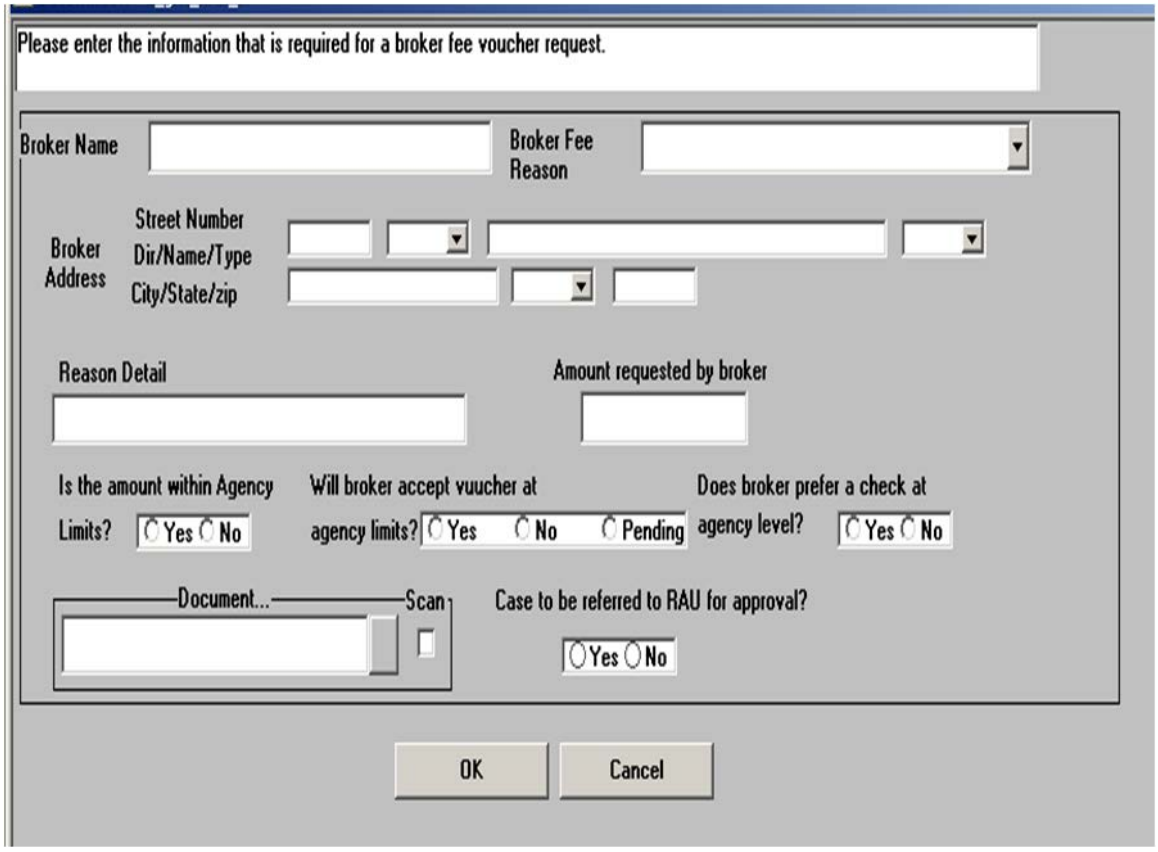
For additional information, please see **Policy Directive 11-18-ELI** (Security Voucher Issuance Process) and **Policy Bulletin 11-94-OPE** (Securing NYCHA Public Housing).

Updates to Broker's Fee/Voucher window

The **Broker's Fee/Voucher** window appears when the JOS/Worker clicks **Yes** for **Broker's Fee/Voucher** in the **Housing-Related Benefits section**. The window was updated to add the following questions:

- Is the amount within Agency Limits?
- Will broker accept voucher at agency limits?
- Does broker prefer a check at agency level?
- Case to be referred to RAU for approval?

If the requested amount is higher than the agency limit or the broker will not accept a voucher, the case must be referred to RAU.



6. Completion of EAF/E-SNA Eligibility Determination Window for HDU Requests

For requests that will be referred to HDU, the **EAF/E-SNA (Emergency Assistance for Families/ Emergency Safety Net Assistance) Eligibility Determination** window (task 4 in the **SI Grant Requests** and **Issuance Task List**) will be disabled in the interview activities for the JOS/Worker recording the request and will completed by HDU in the **HDU Intake**.

Grant requests that will be referred to HDU can be recorded in the **CA Application Interview**, **CA Non-Food Emergency/Special Grant Interview**, **CA Change Case Data** or **CA Recertification Interview** activities. In these activities, the JOS/Worker recording the request will complete the **Request Details** window and check the **HDU Request** checkbox. When this checkbox is selected, the **EAF/E-SNA Eligibility Determination** window is disabled in the **CA Application Interview**, **CA Non-Food Emergency/Special Grant Interview**, **CA Change Case Data** or **CA Recertification Interview** activities.

For participants, the JOS/Worker will continue to print the Request for Emergency Assistance, Additional Allowances or Adding a Person to the Case (For Participants Only) or Adding a Person to an Active Cash Assistance Case (**W-137A**) form in the **Print Forms for Client to Sign** window (task 5 in the **SI Grant Requests** and **Issuance Task List**).

The case will be referred to HDU when the JOS/Worker clicks **Go** for **Outstanding Requests** (task 6 in the **SI Grant Requests** and **Issuance Task List**).

7. Updates to Outstanding Requests Window

For requests that will be referred to HDU, the **Outstanding Request** window (task 6 in the **SI Grant Requests** and **Issuance Task List**) was updated to open the In-**Center Referral** window and allow the JOS/Worker to route the case to HDU.

8. Updates to Request Action Window

The **Request Action** window (task 6 in the **SI Grant Requests** and **Issuance Task List**) was updated to indicate whether the request requires a referral to RAU, indicate whether the request is ready for referral to RAU and display the decision received from RAU.

The JOS/Worker will not be able to record a decision for the request while the case is pending with RAU.

The following fields are new:

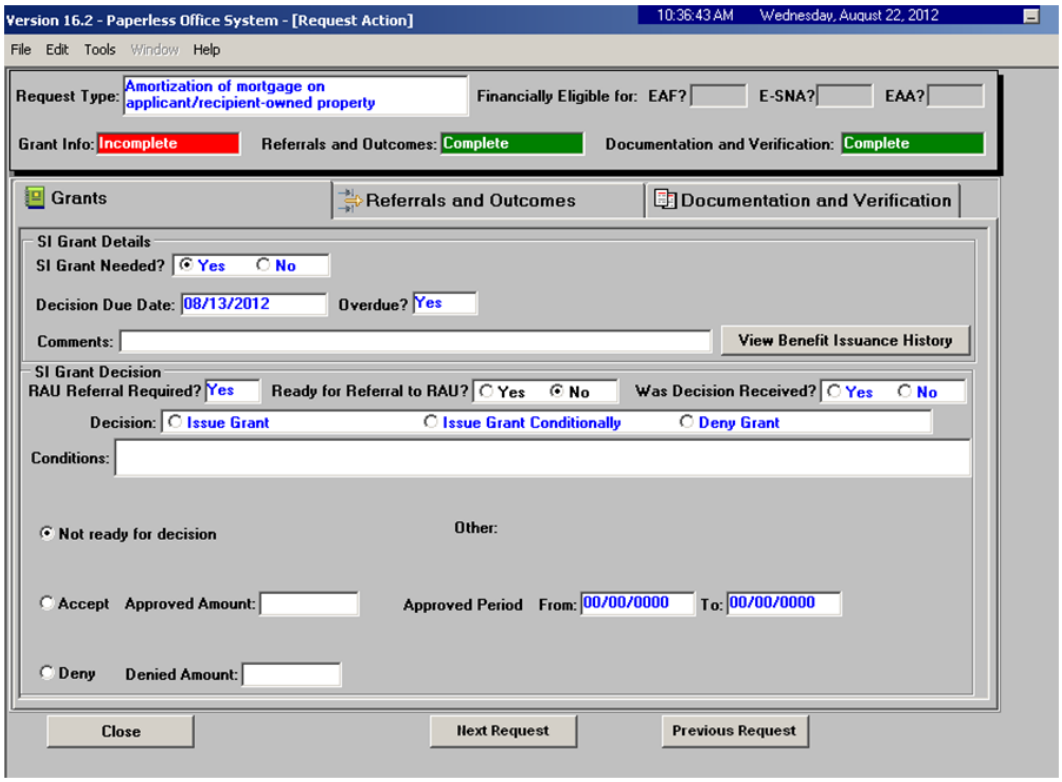
- **RAU Referral Required?** – This read-only field indicates whether the request requires a referral to RAU. This field will not appear for HASA cases.
- **Ready for Referral to RAU?** – This field allows the JOS/Worker to indicate whether the request is ready for referral to RAU. If the RAU packet was not scanned, a message will appear to remind the JOS/Worker to scan and index the packet. This field will not appear for HASA cases.
- **Was Decision Received?** – This field will indicate whether the decision has been received from RAU. This field will not appear for HASA cases.
- **Decision** – This field will indicate the decision by RAU. This field will not appear for HASA cases.
- **Conditions** – This field will indicate any conditions received from RAU for approved requests. This field will not appear for HASA cases.
- **Denied Amount** – This field will indicate the amount for denied requests. This field will not appear for HASA cases.

The **Approved Amount**, **Approved Period From** and **Approved Period To** fields were moved from the **Referrals and Outcomes** tab to the **Grants** tab.

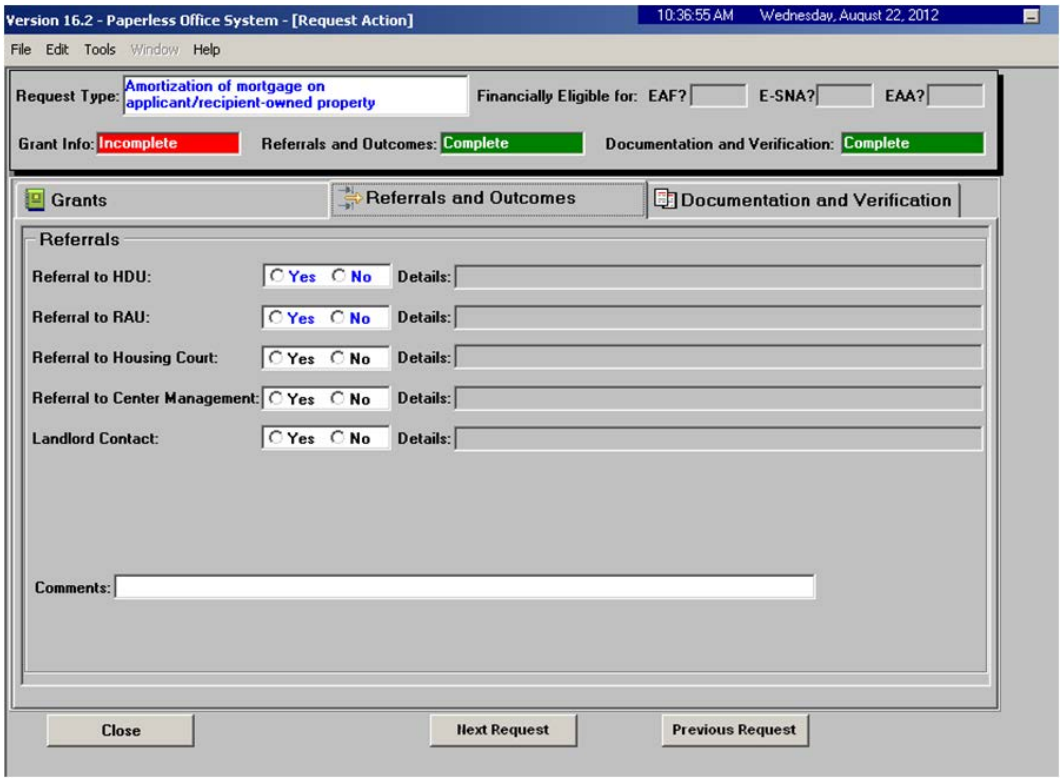
Exception: HASA Cases

HIV/AIDS Services Administration (HASA) cases are not subject to HDU and RAU referrals. The HASA Worker will be able to proceed with the grant decision once approval is received from the HASA housing review process.

Request Action Window – Grants tab



Request Action Window – Referrals and Outcomes tab



9. HDU Referrals to RAU

The HDU Supervisor will submit the case to RAU by clicking on the **Refer to RAU** button in the **Approval Elements** window in the **Approve HDU Intake** activity.

If the RAU packet was not scanned and indexed, an error message will appear and prevent the submission to RAU: "The RAU Referral packet must be scanned and indexed."

10. Non-HDU Referrals to RAU

If the applicant requests fewer than five months of rent arrears, mortgage arrears or property tax arrears and the monthly rent or mortgage expenses is below the household's CA shelter allowance, the case will not require a referral to HDU. If the case category is Emergency Assistance for Adults (EAA), a referral to RAU is not required.

When the referral to RAU is required without an HDU referral, the JOS/Worker will submit the request to their Supervisor for review. The Supervisor will then submit the case to RAU by clicking on the **Refer to RAU** button in the **Approval Elements** window.

If the RAU packet was not scanned and indexed, an error message will appear and prevent the submission to RAU: "The RAU Referral packet must be scanned and indexed."

11. RAU Recommendation Queues

Two new queues will be added for each Job Center:

- RAU Recommendation to HDU – this queue will be monitored by the HDU AJOS I
- RAU Recommendation to CMU – this queue will be monitored by the Job Center's AJOS I

If the CA case status is Applying (**AP**) or Single Issue (**SI**) in the Welfare Management System (WMS) at the time of the RAU decision, RAD will load an Assign Non-Food Emergency activity to the RAU recommendation queue.

For all other cases, RAD will load an Assign Change Case Data activity to the RAU recommendation queues.

12. Processing of Requests Approved or Denied by RAU

The designated HDU or Job Center Supervisor will assign the **Non-Food Emergency/Special Grant** or **CA Change Case Data** activity to the appropriate JOS/Worker.

The JOS/Worker will then access the **SI Grant Requests** and **Issuance Task List** and process the decision in the **Outstanding Requests** section and will prepare the grants for approved requests in the **Grant Data Entry** window.

If the request is approved by RAU, but the total amount for the grants entered in the **Grant Data Entry** window does not match the amount approve by RAU, the following error message will appear:

- "The entered grants do not match the amount approved by RAU."

After the request decision is processed by the JOS/Worker, it will be sent to the appropriate Supervisor for approval.

13. HDU Reports

A new option of HDU was added in the POS Management Console, with five reports:

- Monthly Emergency Rental Assistance Approval Rates
- Monthly Report of Cases Reviewed by RAU who subsequently entered DHS Shelter
- HDU MMR Monthly Report
- HDU Outcome Report
- Diversion Referral Report

The reports are available to authorized HDU managers.

14. RAU Reports

A new option of **RAU** was added in the **POS Management Console**, with nine reports:

- Total Cases /Approved/Denied Case Summary
- Summary for Total Cases
- Approved Case Summary
- Denied Case Summary
- Case Detail
- Moving Expenses Summary
- Moving Expenses Detail
- Reasons for Approval
- Reasons for Denial

The reports are available to authorized RAU managers.

15. Update to EAF/E-SNA Eligibility Determination Window for SSI Recipients

The **EAF/E-SNA (Emergency Assistance for Families/Emergency Safety Net Assistance) Eligibility Determination** window (task 4 in the **SI Grant Requests** and **Issuance Task List**) has been updated to display a warning message to the JOS/Worker if the head of household or another adult on the case is in receipt of SSI when they initially record the request in Single Issue Task 4.

Messages
If the casehead or payee is in receipt of Supplemental Security Income (SSI) benefits and the WMS CA case status is **AP**, POS displays the following warning message:

- The head of household is in receipt of SSI. Please evaluate the case for EAA eligibility. If the case is eligible for EAA, please update the case category in the **Application Modification** activity.

If another adult is in receipt of SSI benefits and the WMS CA case status is **AP**, POS displays the following warning message:

- There are individuals on the case eligible for SSI. Please evaluate the case for EAA eligibility. If the case is eligible for EAA, please update the case category in the **Application Modification** activity.

16. POS Marriage Equality Update

The POS CA TAD business rule has been updated to reflect the same sex marriage equality law.

17. OCSE Updates

The OCSE appointment form (**M384**)has been updated to add new fields for the child's first name, line number and CIN. In addition, new checkboxes were added to indicate whether the OCSE referral is done at the time of application, recertification, reopening, or other case changes.

18. POS Response Window Updates

POS has added additional edits and validations to the following response windows when the JOS/Worker answers **Yes** to one of the following questions;

1. Has Daily Activity limited because of an Illness/temporary disability or is Blind, Sick or Disabled?
2. Is or was Drug or Alcohol dependent?
3. Does anyone in the Household receive the following?
    - Workmen Compensation
    - Unemployment Benefit
    - Supplemental Security Income Benefits
    - New York State Disability
    - Private Disability Insurance

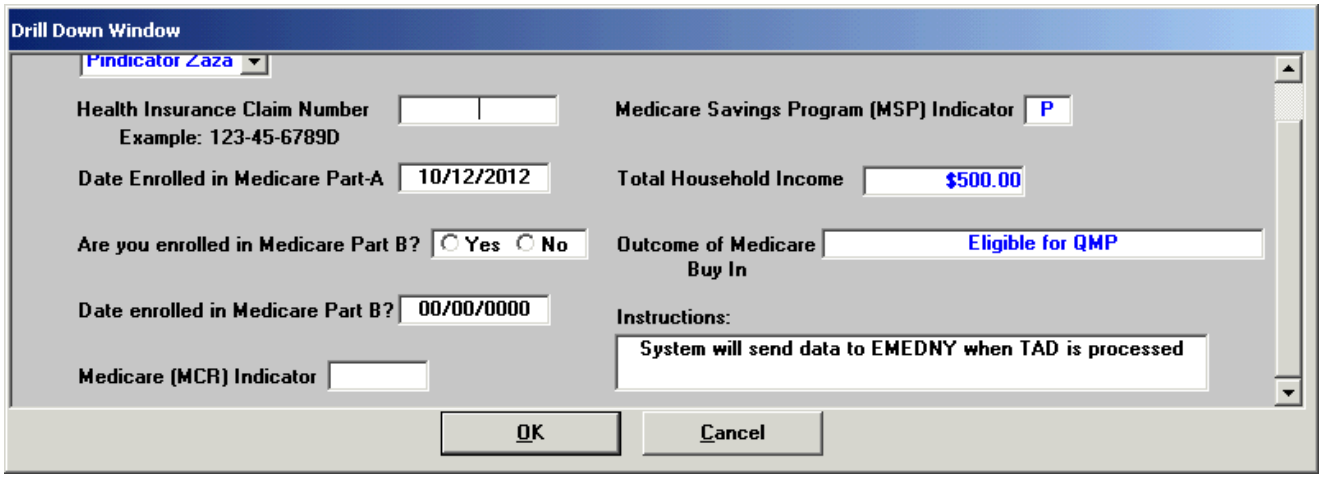
The JOS/Worker will not be able to exit the **Response** window without answering the necessary information.

19. CA Settled in Conference (SIC) Update

POS will perform a full TAD synchronization when the JOS/Worker initiates the CA Settled-in-Conference (SIC) activity. The POS TAD will encompass the latest updates to ensure correct processing of the SIC activity.

20. Medicare Buy- In Update

The Medicare Buy-In transaction process has been updated in POS to include Cash Assistance cases. A new **Medical Drill down** window will be updated to reflect the new elements required for the Buy-in process. POS will calculate the household income and determine if the applying or active individual is eligible for the Medicare Buy-in. If they are eligible POS will transmit these elements to process the Medicare Buy-in request after the TAD has been processed. If the applicant/participant does not qualify for the Medicare-Buy-in POS will display " Not eligible for Medicare Buy-In Program.



21. Activity Completion Edit

POS has identified JOS/Workers reopening cases closed more than 30 days with the **Y42** (Case Closed in Error) opening code. To prevent this error, POS has added additional edits to prevent the use of **Y42** opening code being used for cases closed more than 30 days ago.

22. POS Portal Update

A new reporting interface will be made available for FIA reports. There currently exists a web portal named the **POS Portal** for applications used by HRA staff, which provides links to web applications maintained by the POS team (among others). After the user clicks one of these links, he/she is navigated to a login page which performs certain checks on his or her credentials.

Authorized users will be able to access these previously emailed reports thru the POS portal. This new option called FIA reports will be on the main page of the POS portal. Once the user clicks on the FIA Report link, the new FIA Reports log-in page should open.

Users must be validated to have access to these reports and will enter the following:

- **User ID**- the user will enter their WMS ID in this field.

- **Password-** the user will enter their WMS password
- **Sites**- the user will select their site in this menu.

The following messages will occur if the user's validation fails:

- Your **Computer**, [PC name], is not known to **FIA Reports**. Please inform the POS Help Desk that you received this alert message.
- Your **ID**, [WMS ID], is **not known** to the system. If you believe you should have access to **FIA Reports**, please inform POS Help Desk that you received this alert message.
- Your **ID**, [WMS ID], is i**nactive**. Please contact your enrollment coordinator if you need to reactivate your ID.

23. Bureau of Eligibility Verification (BEV) Updates

POS will transmit the CILOCA (Childcare in lieu of Cash Assistance) information to the BEV appointment scheduling system. BEV staff will be able to determine if the referred individual has elected to receive CILOCA only.

24. WMS Updates

Effective October 2012 POS will reflect the following WMS changes:

Basic allowance increase:

H/H Size	Amount
1	$ 158
2	$ 252
3	$ 336
4	$ 433
5	$ 534
6	$ 617

Each additional person $85

The Supplemental Nutrition Assistance Program Standard Utility Allowance (SUA) will decrease effective October 2012:

1	SUA Level 1 will decrease from $736 to $725
2	SUA Level 2 will decrease from $291 to $287
3	The SUA level 3 will remain unchanged at $33.

The **NYSNIP** Shelter types(**94-95**) update is effective October 2012:

94-Household eligible for Full SUA High shelter cost, SNAP shelter amount $235.01 or greater.
95- Household eligible for Full SUA Low shelter cost, SNAP shelter amount $235.00 or less.

Additional Needs type 47 will reflect the budgeting of the entire household regardless if an individual is sanctioned on the case. The budget will now include the total household size which is equal to the number of individuals on the case in AP, SI, AC or SN status.

25. Alien Disability Details

PB #12-40-ELI, Clarification on the SNAP Determination of Disability, has updated the following disability questions in Alien Disability window:

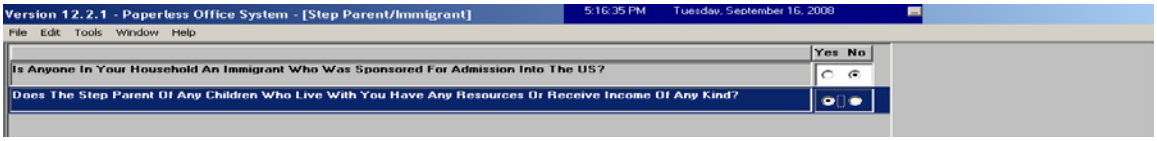
- Is in receipt of Veteran's 100% service connected disability benefits.
- Is in receipt of Veteran's 100% non-service connected disability benefits.
- A veteran or surviving spouse and considered by VA administration to be permanently homebound or in need of regular aid and attendance.
- Is a surviving child of veteran considered to be permanently incapable of self support.
- Is in receipt of MA based on Disability, Blindness or SSI related.

The following updates required an addition of a checkbox with the following updated text:

1. Is a surviving spouse/child of a veteran and entitled to compensation for a service-connected death or pension benefits for a non-service connected death based on a VA determination and has a disability considered permanent under the SSA.
2. Is in receipt of Federal or State supplemental benefits based on disability or blindness.
3. Is in receipt of Federal or State administered supplemental benefits.

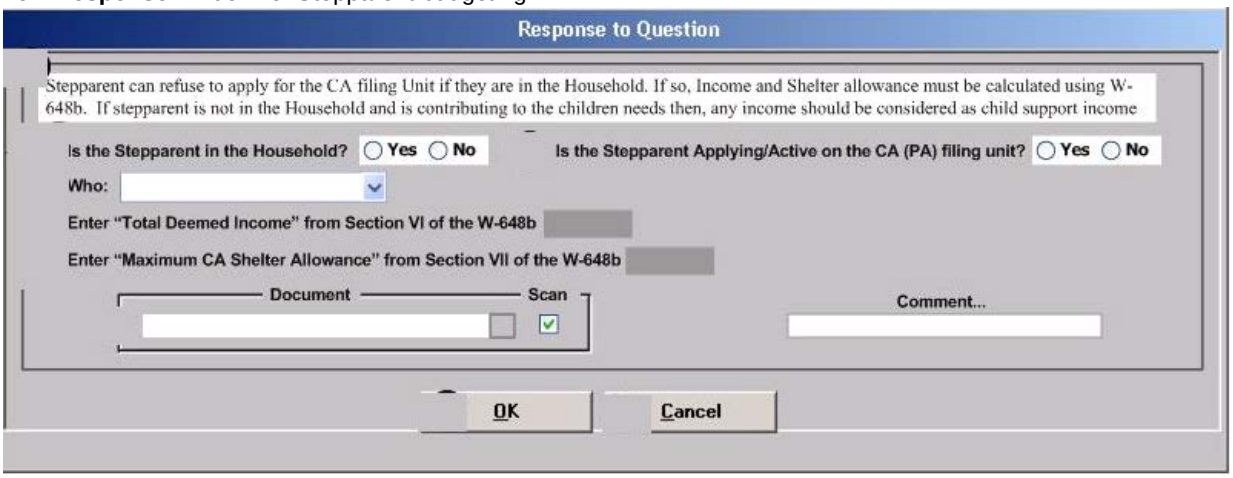
26. Stepparent Income Update

POS has been updated to correctly process the step parent income utilizing the Step-Parent/Grandparent Budget Worksheet - Cash Assistance (**W648B)** process. The JOS/Worker must select the correct responses to the stepparent question “Does the Step Parent of any children who live with you have any resources or receive any income of any kind?” to start the budget process.



When the JOS/Worker receives the new **Response** window they will proceed to input the stepparent’s information.

New **Response** window for Stepparent budgeting.



The JOS/Worker will follow the instructional text messages below when appropriate and input the correct information on the new response window.

Stepparent Message #1
"Stepparent can refuse to apply for the CA filing Unit if they are in the Household. If so, Income and Shelter allowance must be calculated using W-648b. If stepparent is not in the Household and is contributing to the children needs then, any income should be considered as child support income".

Stepparent Message #2
"If the Stepparent is not in the House hold then, you must click on the 'Cancel' button and consider the stepparent's income as child support or Alimony".

Stepparent Message # 3
"If the Stepparent is Part of the CA house hold unit, then, you must click on the 'Cancel' button and use the appropriate income source on the stepparent's line".

The Shelter amount will be multiplied by two to correctly process the income from a stepparent outside of the household unit and the codes will be prefilled in the budgeting window to correctly process the deemed income from the stepparent.

27. EAF Determination Update

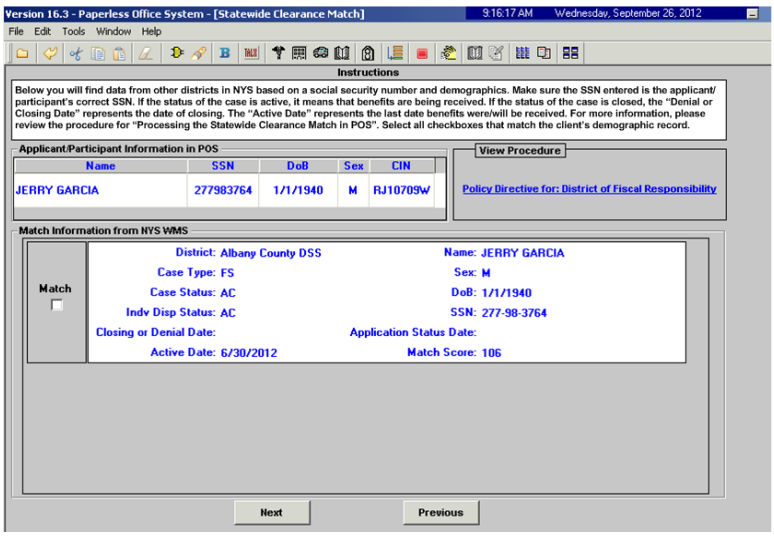
POS has updated the Determination of Eligibility for Emergency Assistance to Needy families (EAF) (**W-145TT**) Form to add the following new question under **Section II EAF Eligibility Determination Checklist on the data entry window.**

1. Does the caretaker relative or non-parent caretaker receive SSI? If *"Yes,"* determine eligibility for Emergency Assistance of Adults (EAA) first, if *"No"* or not EAA eligible, proceed to question 2.

28. Statewide Clearance

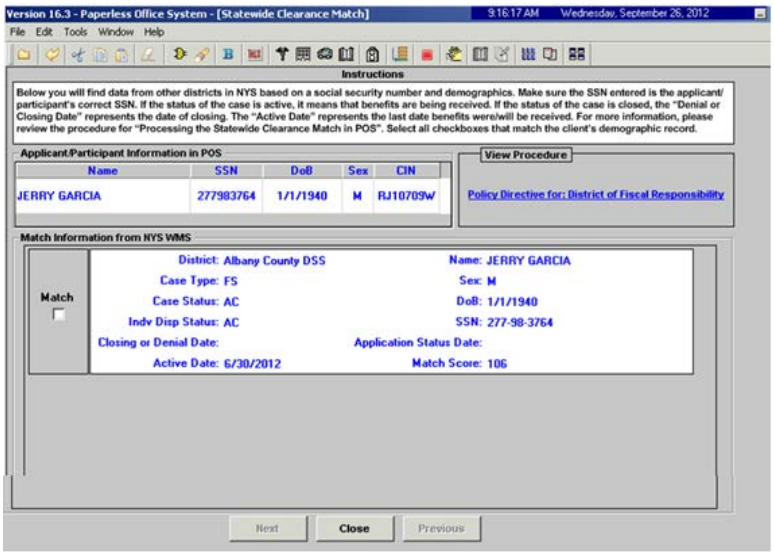
Effective October 22, 2012, the Statewide Clearance will be available to process CA/SNAP applicants/participants. During the application and recertification interview POS will automatically run the Statewide Clearance. If there is a match, the Statewide Clearance match window will open displaying the match results. If there is no match, the window will not open and the JOS/Worker can continue with the interview.

Window in the CA flow



In addition to the automated display of the Statewide Clearance, the JOS/Worker can request the Clearance at any time by accessing the **Tool Menu** and choosing Clearance and then Statewide clearance.

Window when selected from **Tools Menu**

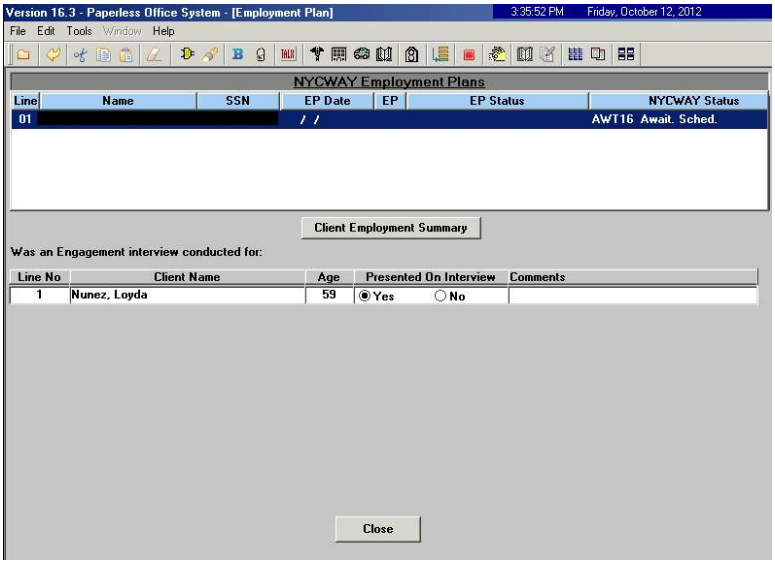


If there is a match the information will be displayed after the **Disposition and Withdrawal** window for CA applications and the **Education and Training** window for CA recertifications.

29. Activity Inquiry in NYCWAY Window Update

The Activity Inquiry in NYCWAY window in the CA Application Interview and CA Recertification Interview activity was updated with a new question for each engageable adult household member between the ages of 18 and 59 years old. This question will help ensure that the Employment Plan was completed for each individual:

- Was an Engagement interview conducted for <Applicant/Participant Name>?



If an engagement interview was not conducted, the JOS/Worker will be required to enter a detail case comment.

The **Approve CA Eligibility Decision** and **Approve CA Recertification** were updated to require approval of each review window when they are completed.

30. E-Forms

The following forms were updated:

- **M-384** Office of Child Support Enforcement (OCSE) Appointment Notice
- **W-147** Letter to Landlord - Request Residence Verification
- **W-147BB** Request for Approval of Special Grant Code 22- Moving Expenses
- **W-147CC** Certification of Move Statement
- **W-147E** NYCHA Security Agreement
- **W-147F** Shelter Arrears Repayment Agreement Worksheet
- **W-147H** Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement
- **W-147JJ** Broker's Statement for Fee Payment by Check
- **W-147KK** Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears
- **W-147M** Landlord/Managing Agent's Statement
- **W-147P** Broker's Fee Voucher
- **W-147Q** Primary Tenant's Statement Regarding Occupancy of Secondary Tenant
- **W-147XX** Utility Arrears Repayment Agreement Worksheet
- **W-897P-EPU** Notification of Rent Payment Responsibility for Residents of CSRO Hotels and Family Emergency Apartments

The following forms were updated with the **SNAP** required language:

- **EBT-23** Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP)
- **M-3mm** Notification of Application Withdrawal (Cash Assistance, Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance)
- **W-113K** Documentation Requirements and/or Assessment Follow Up
- **W-119** Request for Contact on a Supplemental Nutrition Assistance Program (SNAP) Application
- **W-145HH** Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)
- **W-519** Finger Imaging Notice

The following form has been removed from POS:

- **W 515N** Referral to Citizenship NYC.

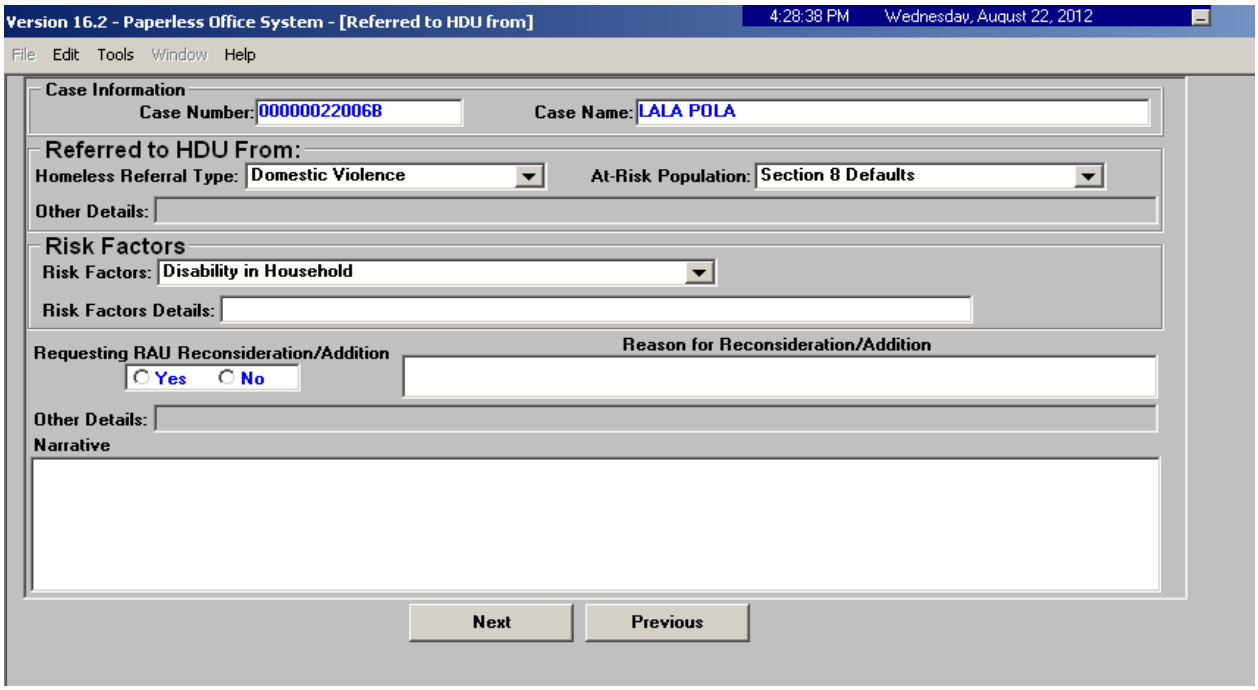
Appendix A: POS HDU INSTRUCTIONS

HDU Intake Activity

After completing the Household Screen, Address Information, and Individual Detail sections in the **HDU Intake Activity,** the HDU worker must continue to complete the following sections:

- **Referred to HDU From** (see below)
- **HDU Information** (see pages 4-16)
- **SI Grant Requests** (see page 16)
- **Print Forms** (see page 17)
- **Approval Elements** (see page 18)

Referred to HDU From Window

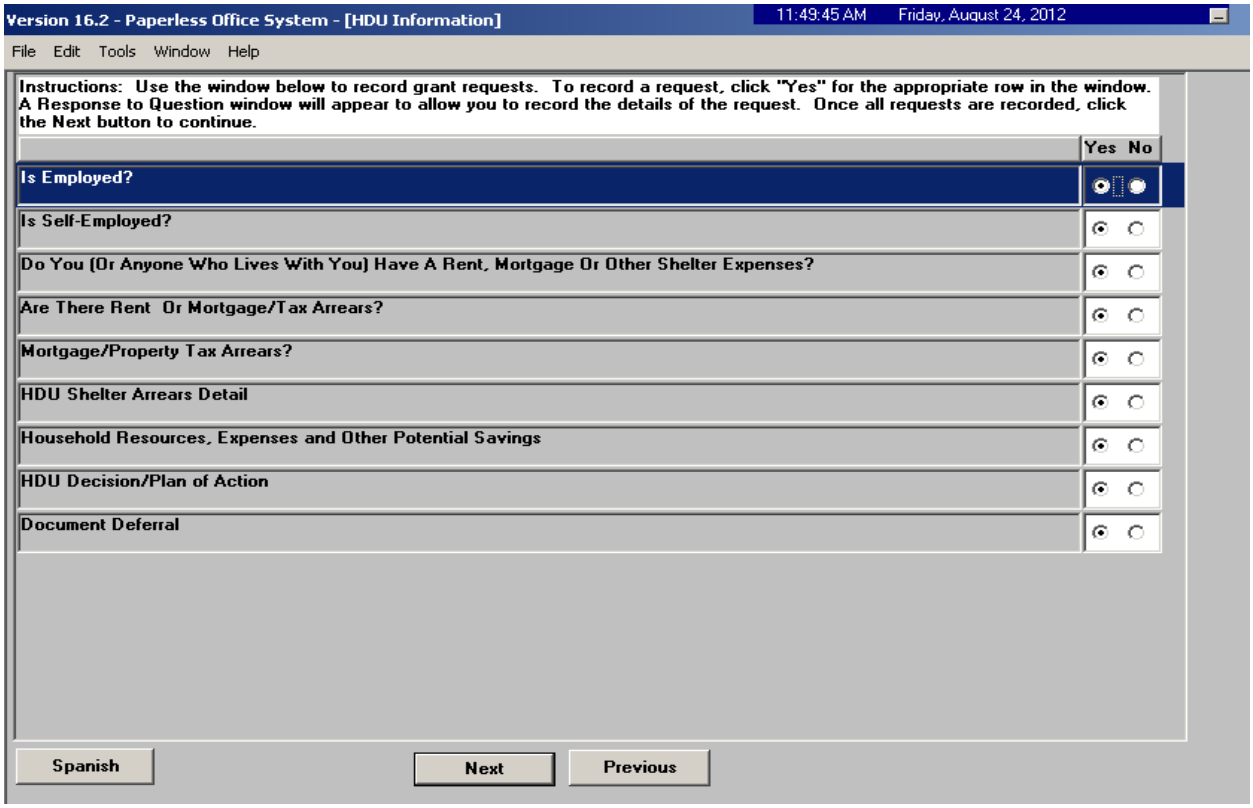


In the **Referred to HDU From** Window, the HDU worker must complete:

- the **Referred to HDU From** section.
- the **Risk Factors** section.
- a detailed narrative in the **Narrative** section.

Requests and Reasons for RAU Reconsideration/Addition will also be shown.

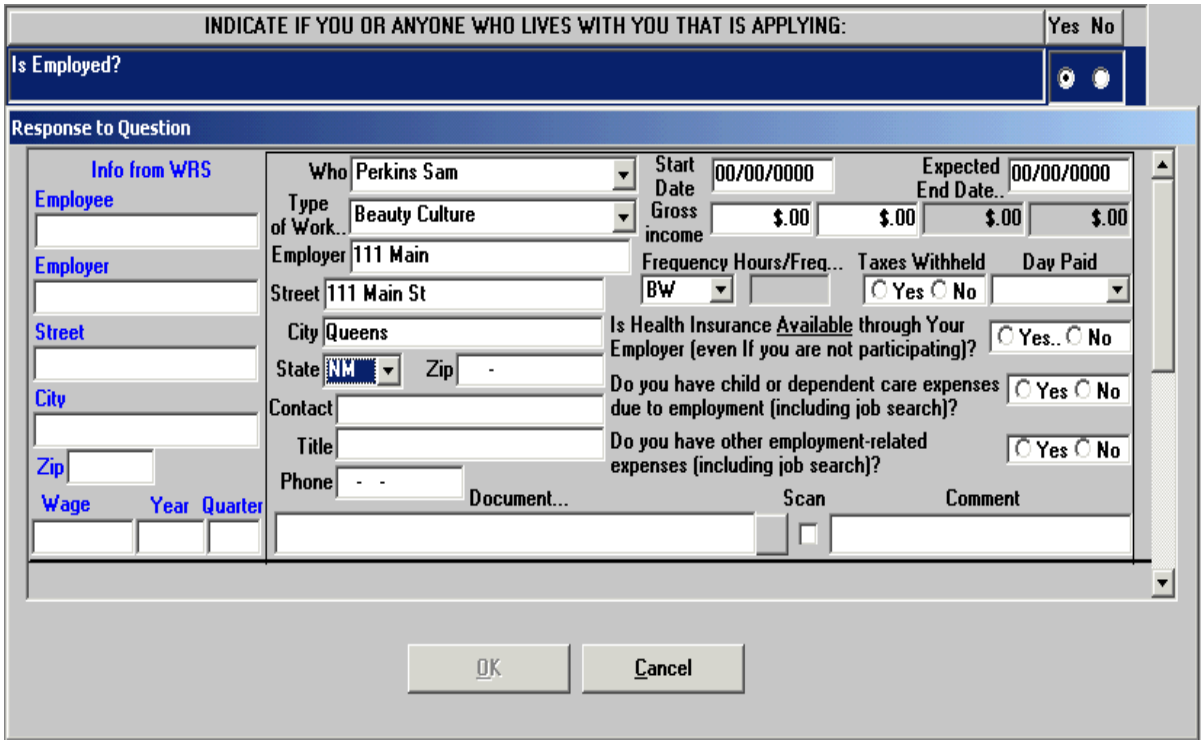
HDU Information Window



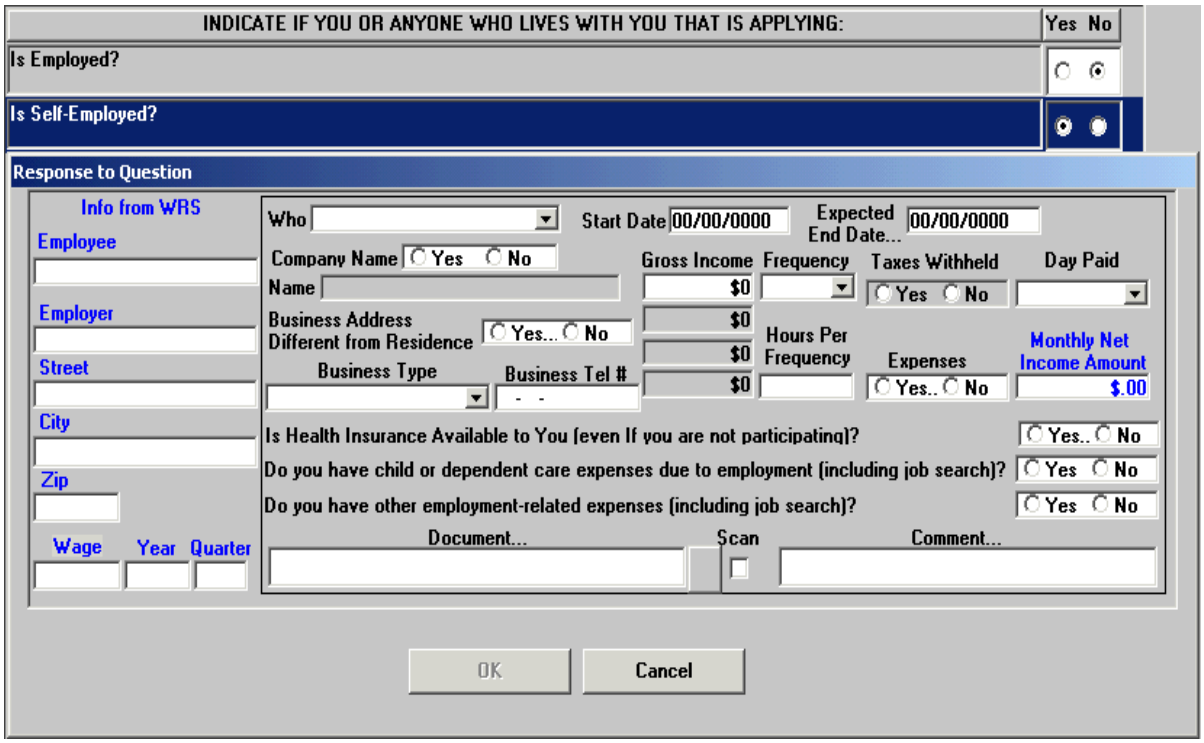
The HDU worker must complete the **HDU Information** section which contains the following screens (shown in pages 3 through 15):

- **Is Employed?** (read only window, see page 4)
- **Is Self-Employed?** (read only window, see page 4)
- **Do you (or anyone who lives with) have a rent, mortgage or other shelter expenses?** (see page 5)
- **Are there rent or mortgage arrears?** (see page 5)
- **Mortgage/Property Tax arrears?** (see page 6)
- **HDU Shelter Arrears Details** (see pages 7-9)
- **Household Resources, Expenses and Other Potential Savings** (see page 10)
- **HDU Decision/Plan of Action** (see pages 11-14)
- **Document Deferral** (see page 15)

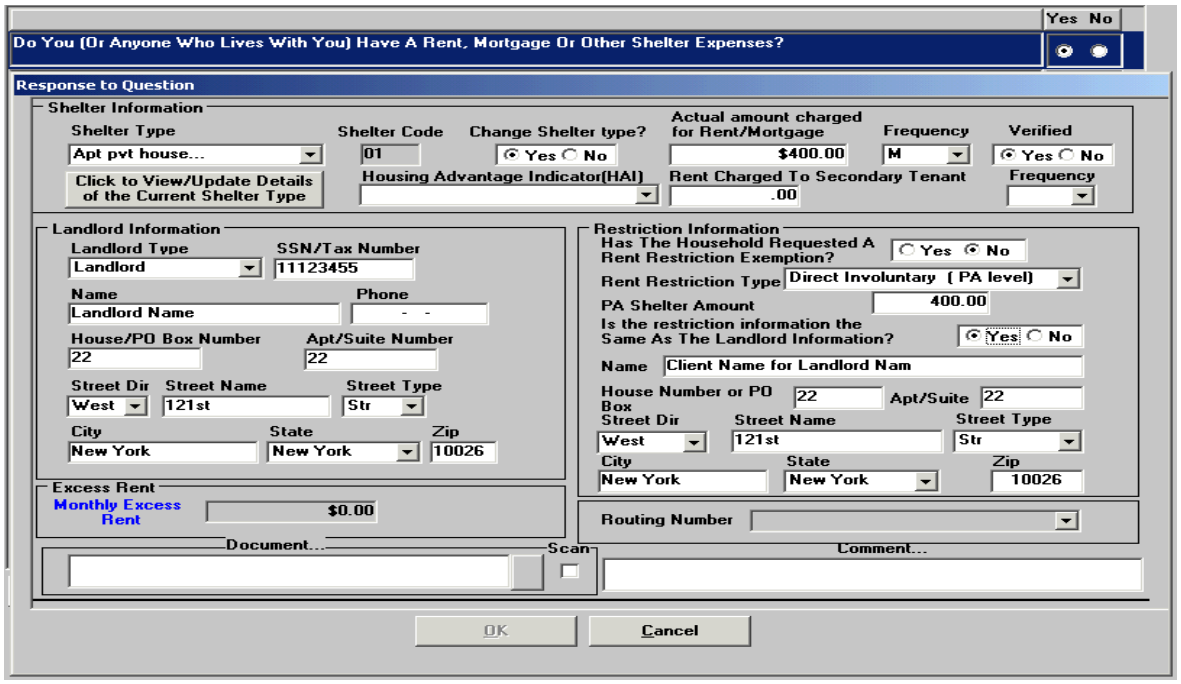
Is Employed? Response to Question Window (Read Only)



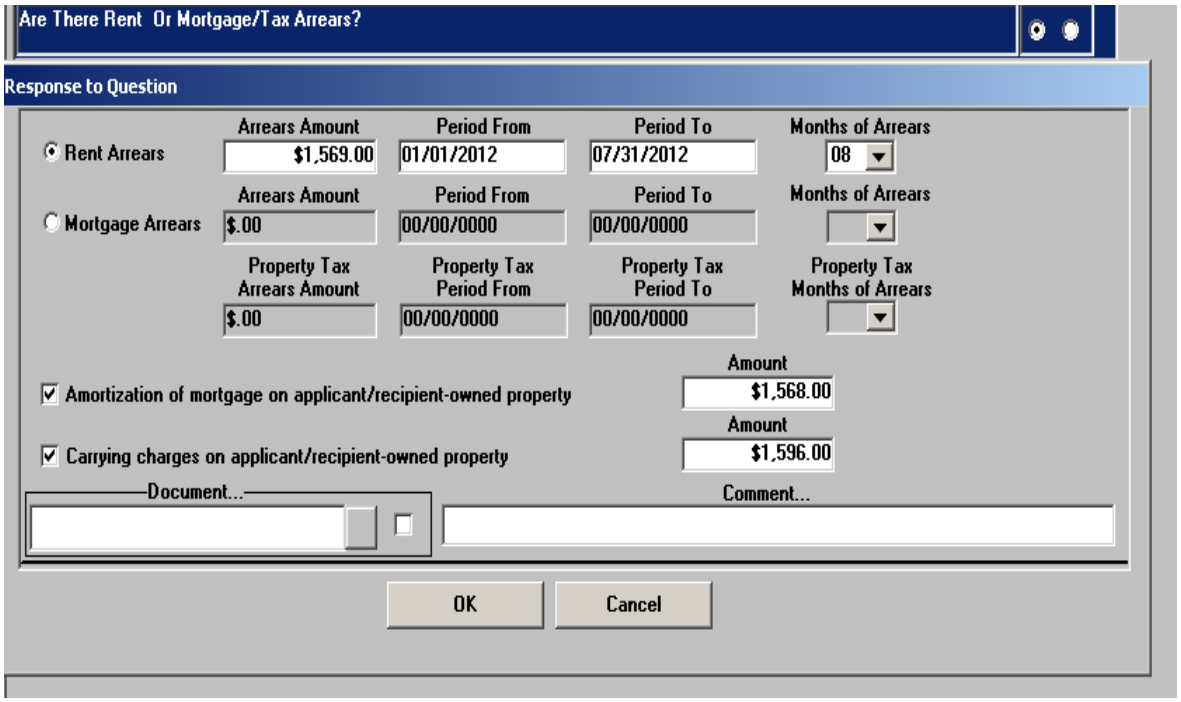
Is Self-Employed? Response to Question Window (Read Only)



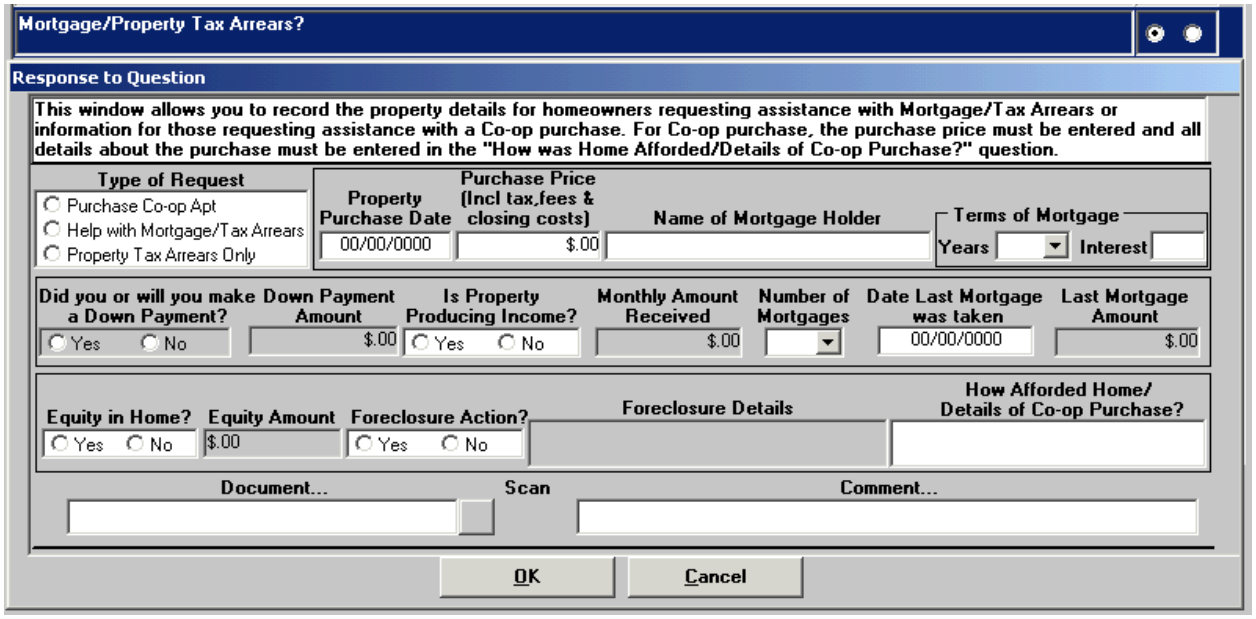
Do You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses? Response to Question Window



Are There Rent Or Mortgage/Tax Arrears? Response to Question Window

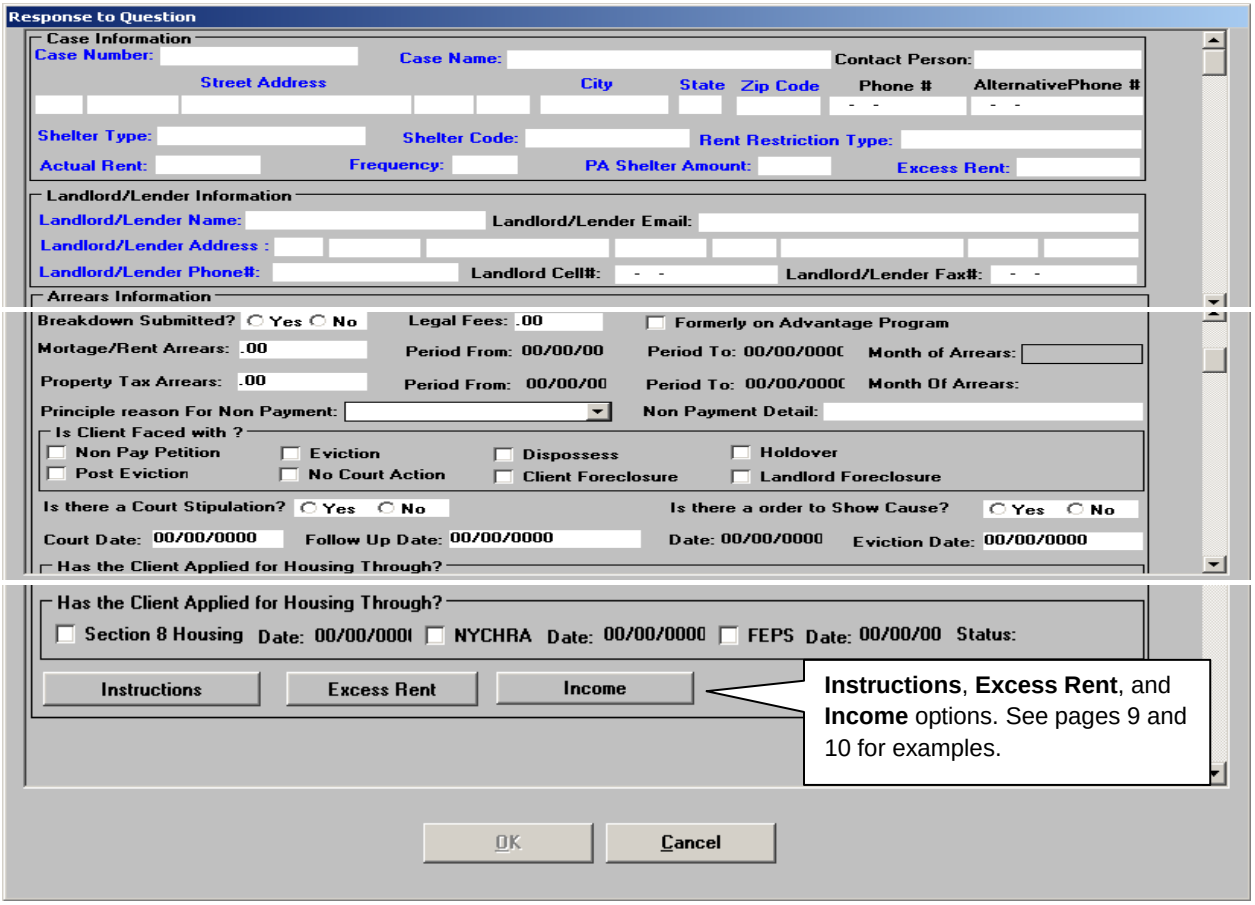


Mortgage/Property Tax Arrears? Response to Question Window



Note: The **Mortgage/Property Tax Arrears? Response to Question Window** is used to record *property specific information* for homeowners requesting Mortgage/Tax Arrears or Co-op purchase assistance.

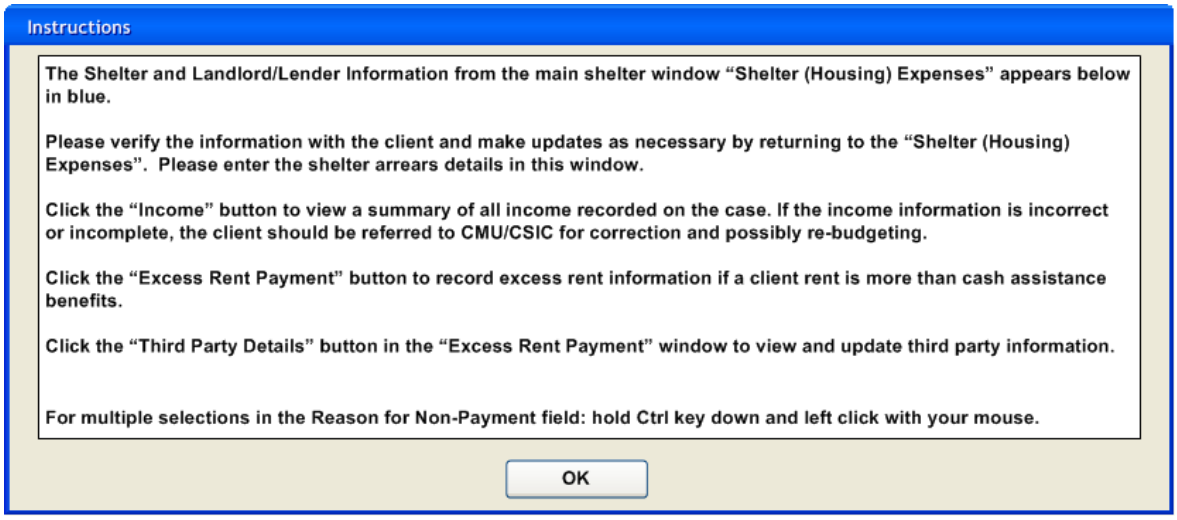
HDU Shelter Arrears Detail



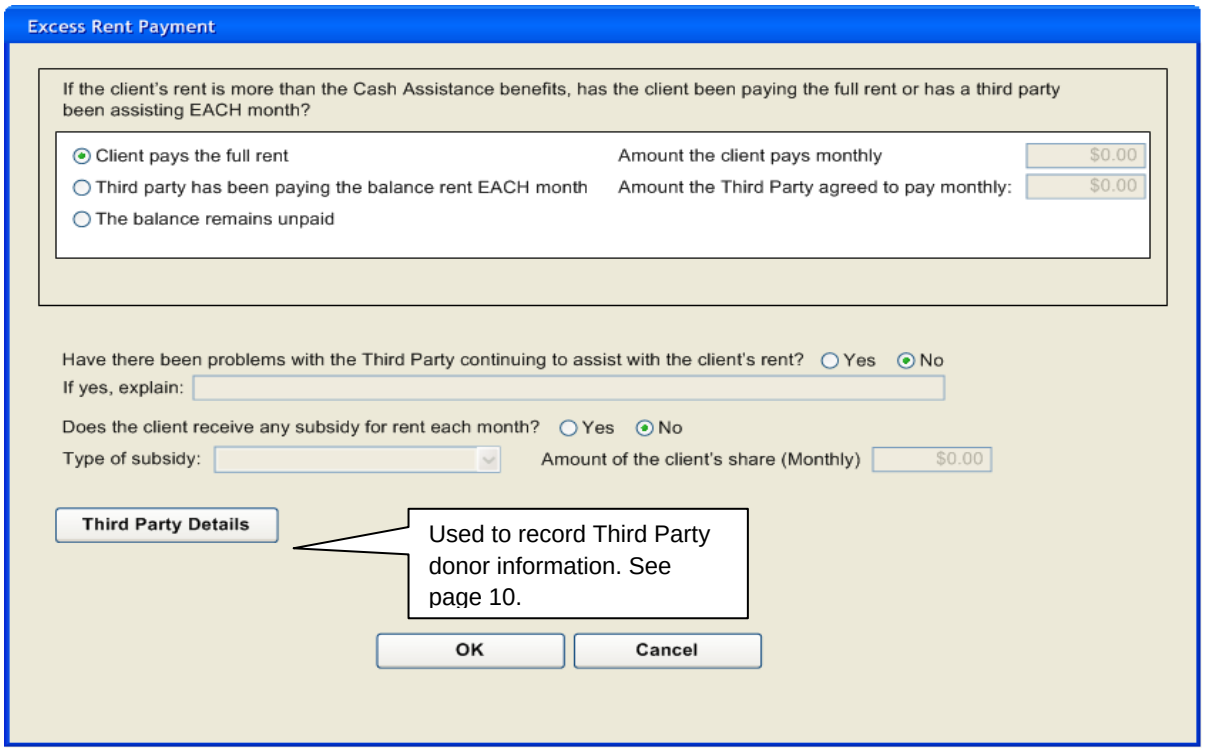
The **Instructions**, **Excess Rent**, and **Income** options may be selected toward the bottom of the above **HDU Shelter Arrears Detail** screen.

The **Instructions** option on the next page gives directions on how to complete the **Excess Rent**, **Third Party Details** (within the **Excess Rent** window) and **Income** windows.

Instructions Window from HDU Shelter Arrears Detail



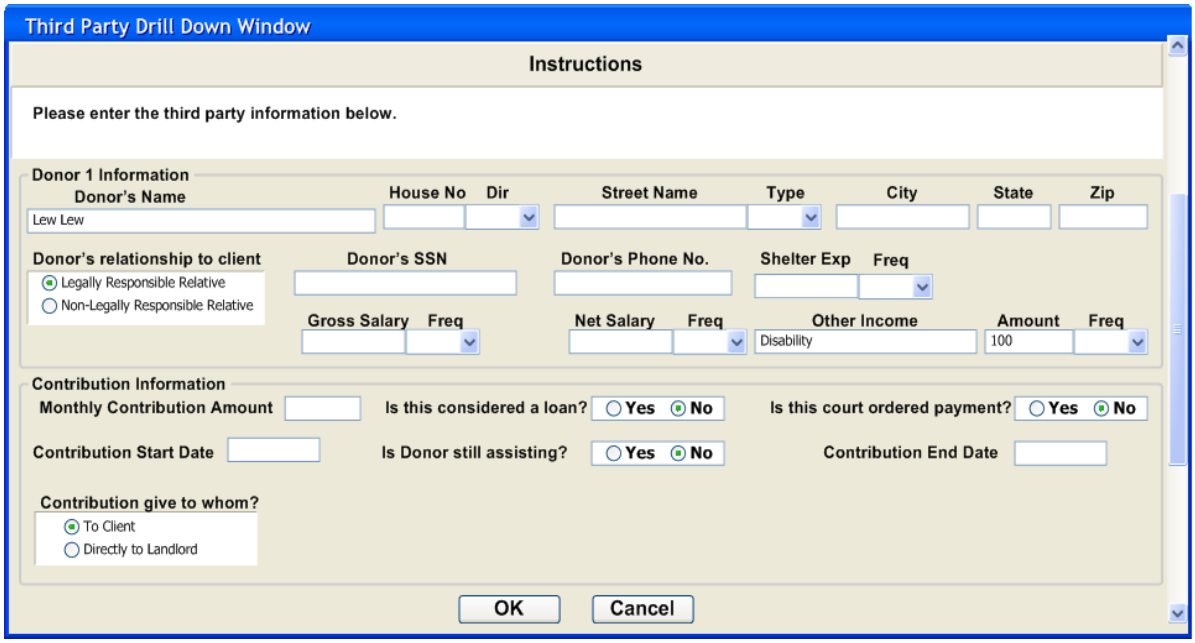
Excess Rent Payment Screen



The above screen is accessed by clicking on Excess Rent **on the** HDU Shelter Arrears Detail **screen**

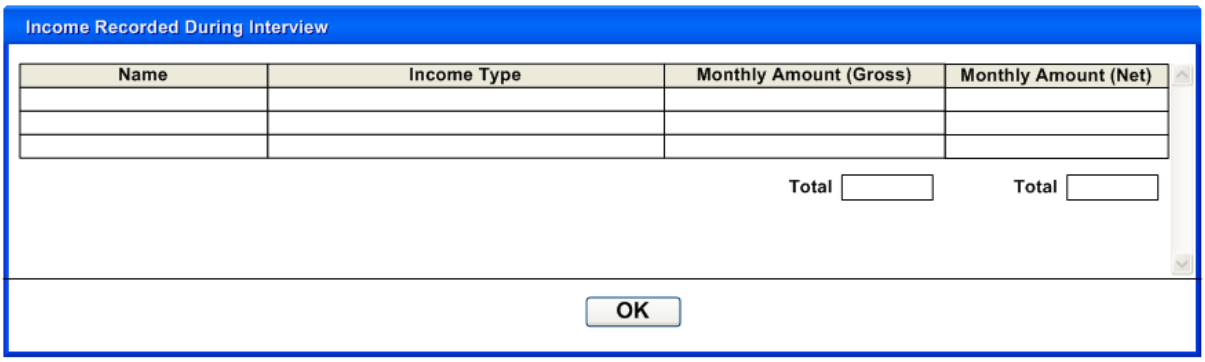
- **Click onThird Party Details to accesss the Third Party Drill Down window.**

Third Party Drill Down Window



This screen is an option from **Excess Rent Payment** Window

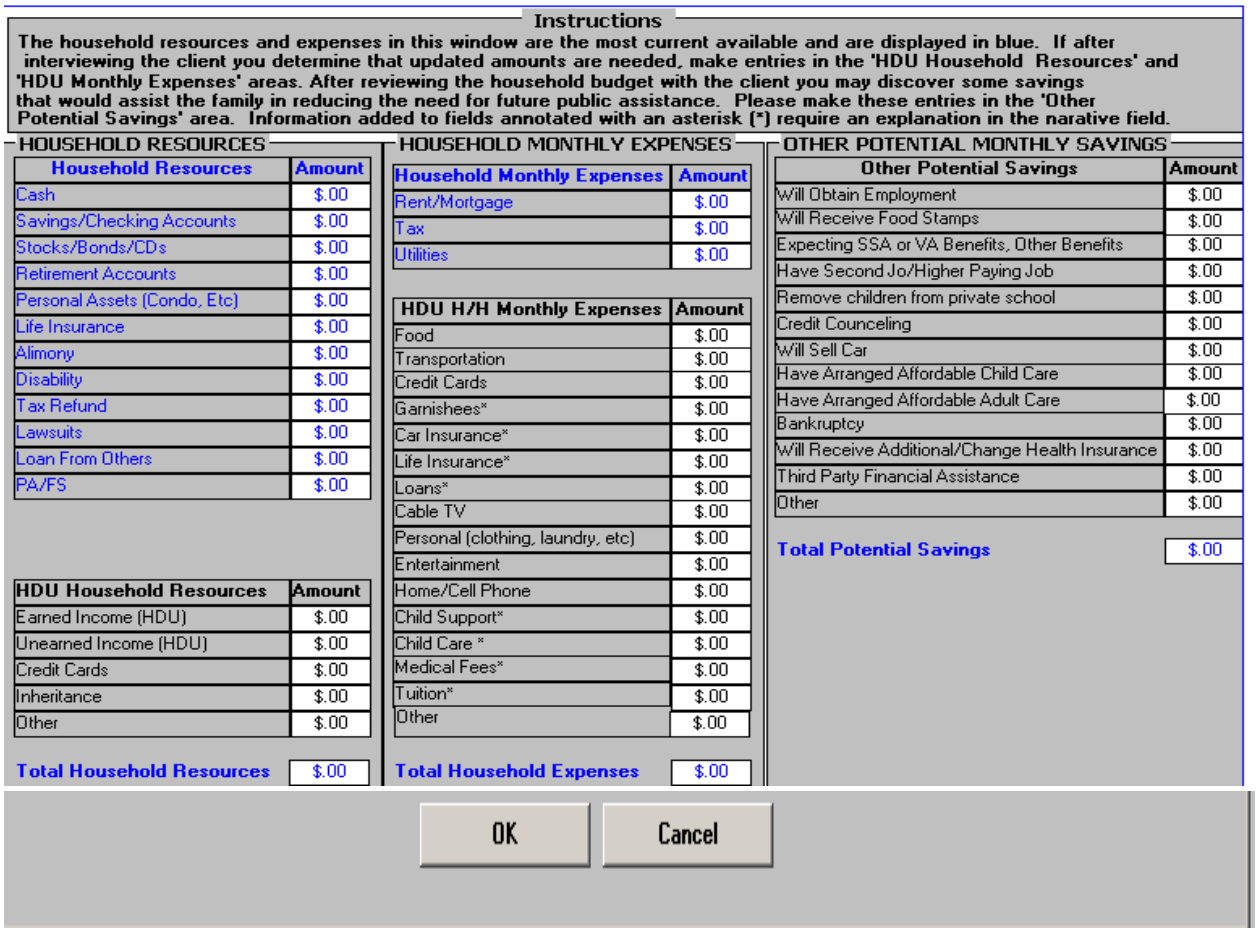
Income window



- This window is accessed by clicking on **Income** from the **HDU Shelter Arrears Detail** window.

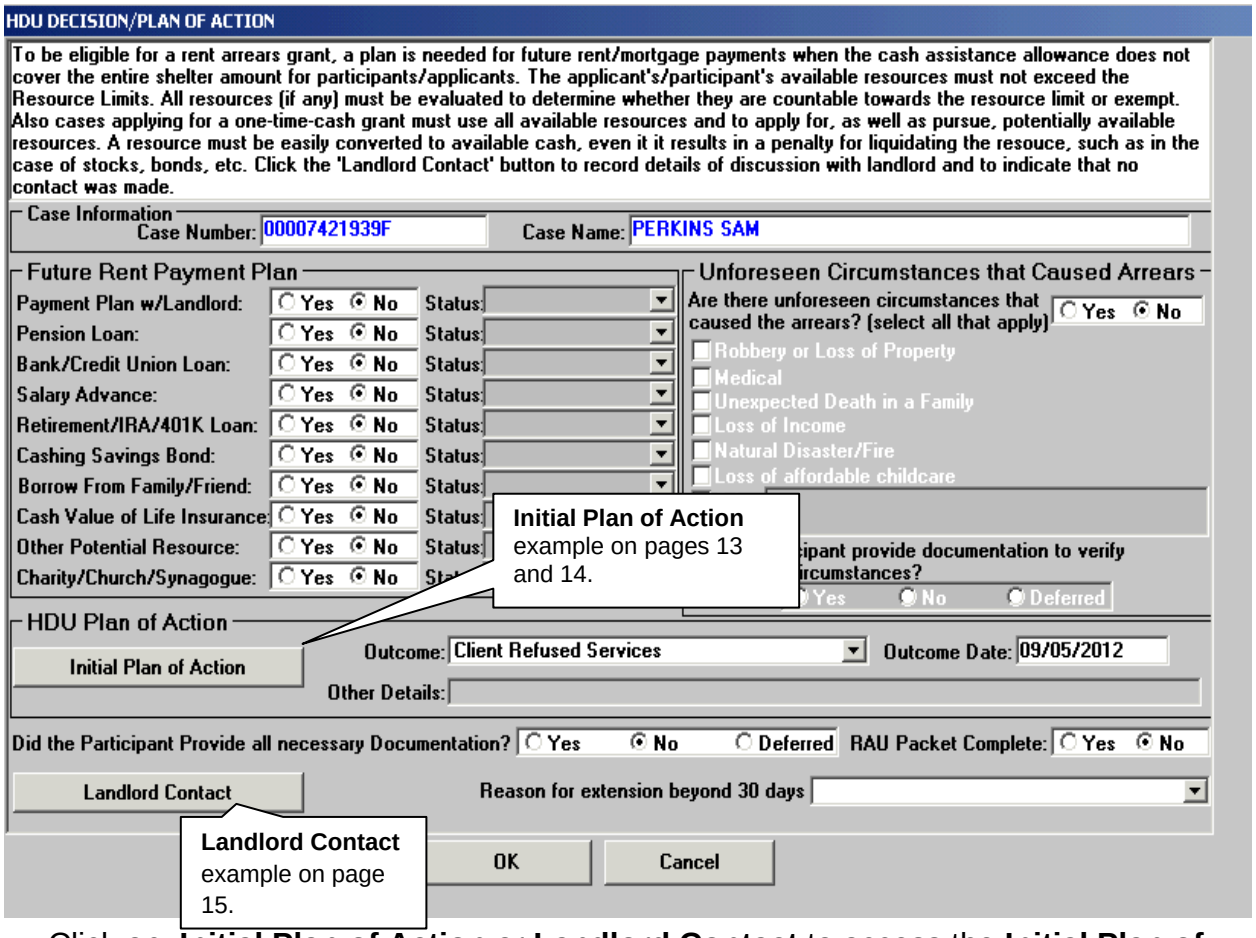
The **Income** window is used to view a summary of the income recorded on the case. If the income information is incorrect or incomplete the applicant/participant must be referred to CMU/CSIC for correction and possibly re-budgeting.

Household Resources, Expenses and Other Potential Savings



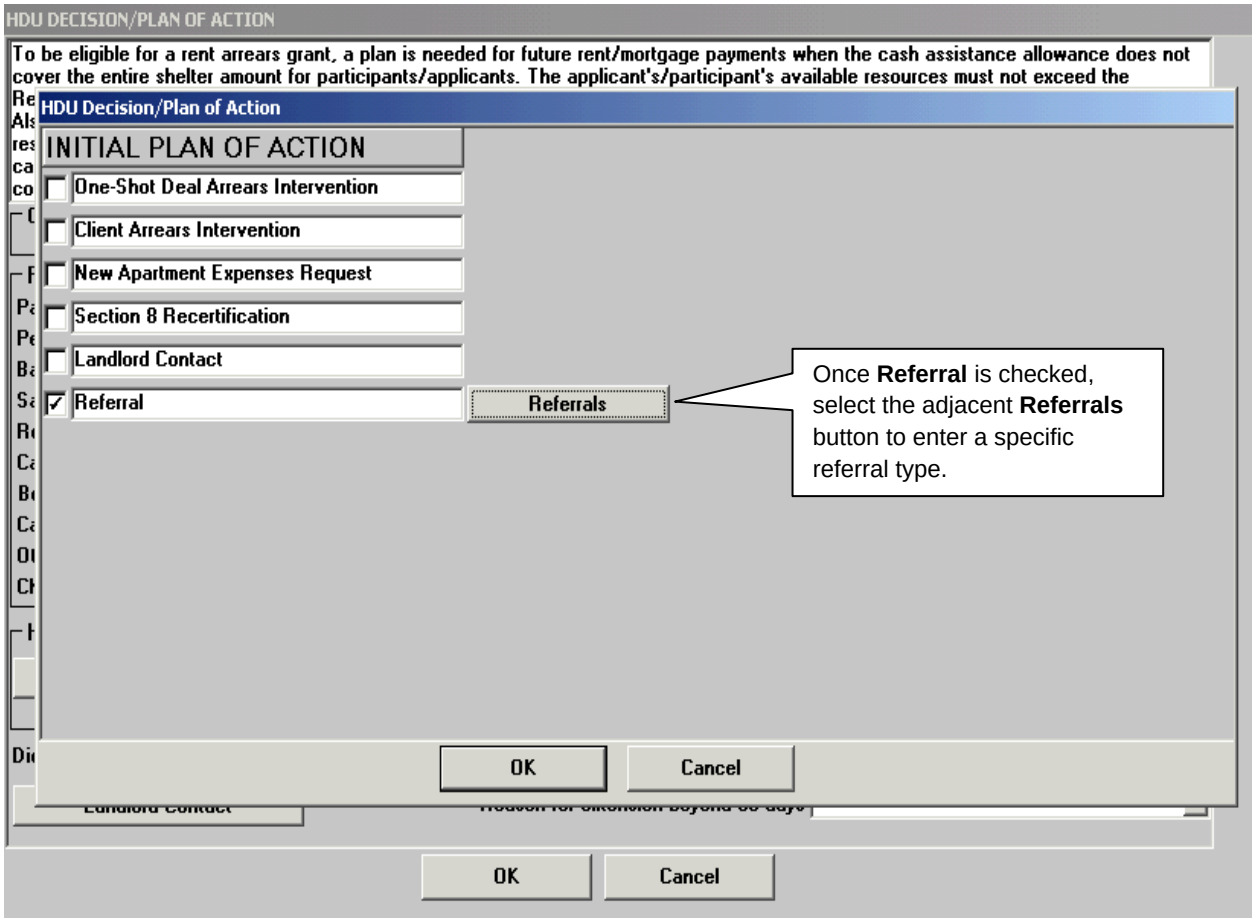
The Amounts in blue are pre-populated from prior POS entry. Any updated amounts must be entered in the “grey” areas (See instructions toward the top of the window).

HDU Decision/Plan of Action



- Click on **Initial Plan of Action** or **Landlord Contact** to access the **Initial Plan of Action** or **Landlord Contact** windows.

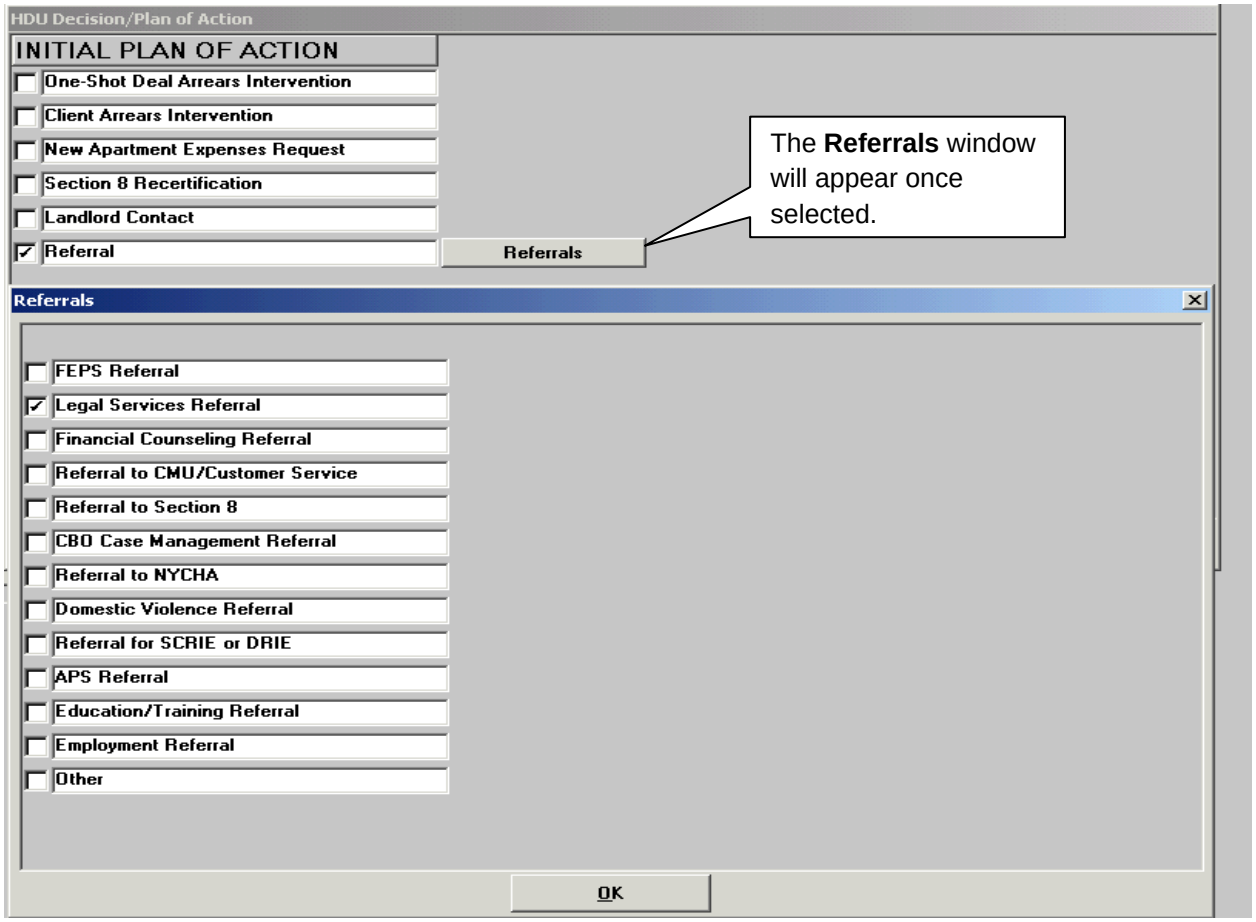
Initial Plan of Action Window



This window is accessed from the **HDU Decision/Plan of Action** window.

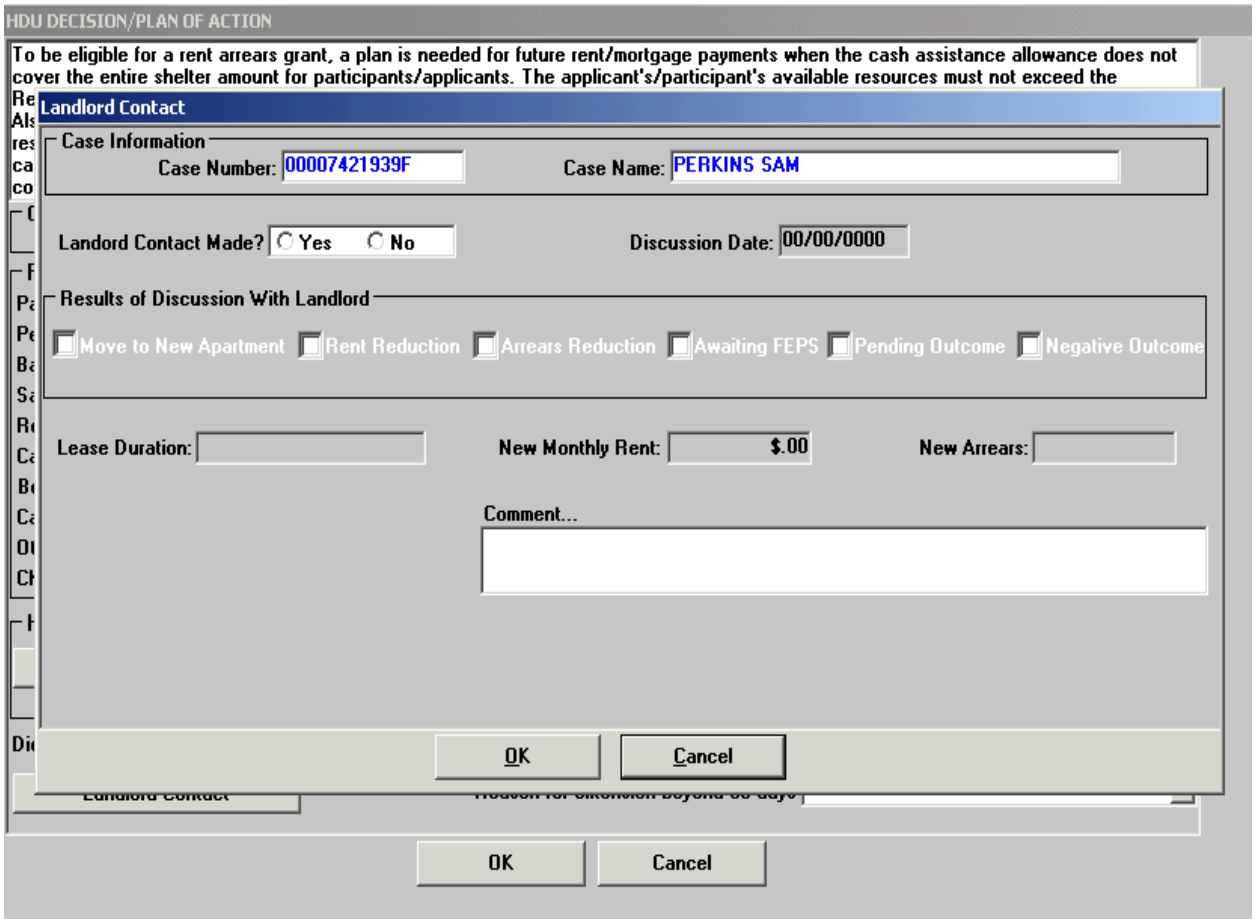
- Click on **Referrals** to access the **Referrals** window.

Referrals window



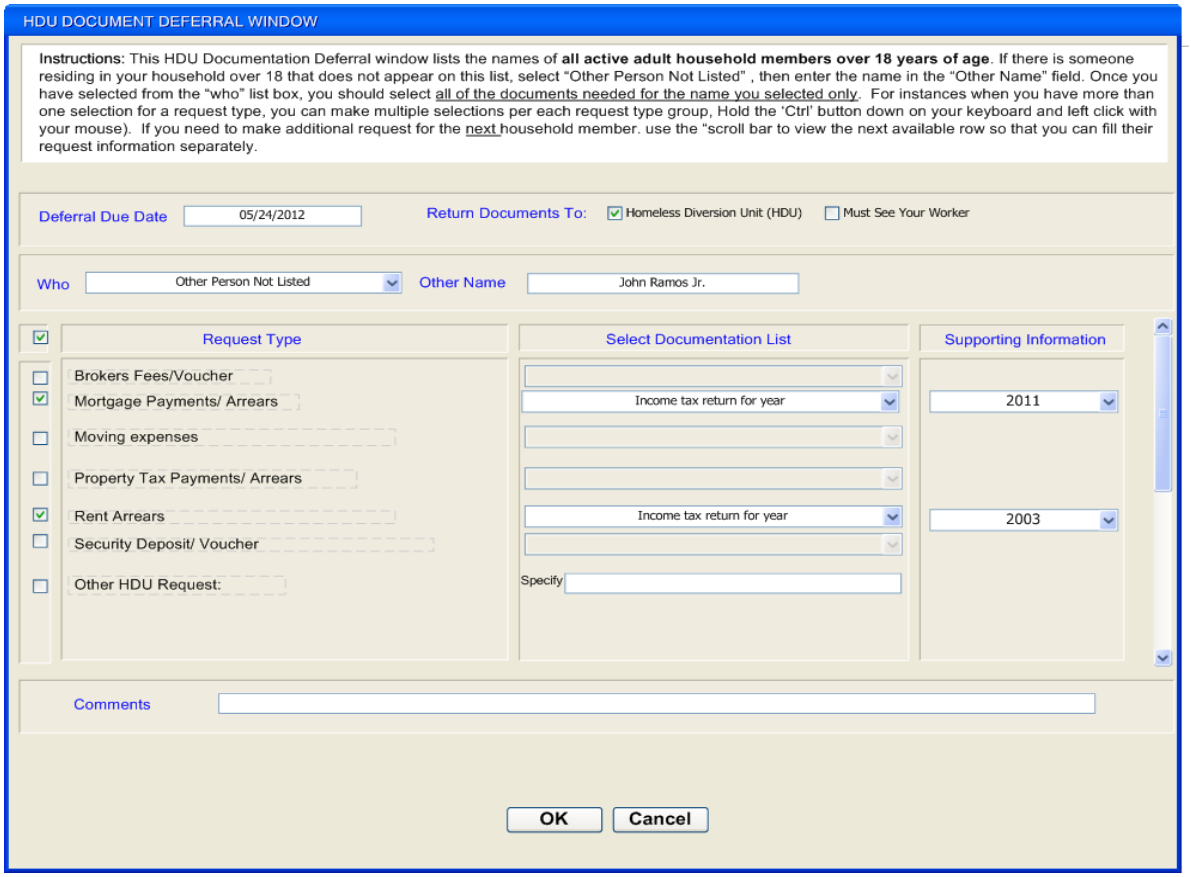
The Referrals **window is accessed from the** Initial Plan of Action window

Landlord Contact Window



The Landlord Contact window is accessed from the **HDU Decision/Plan of Action** window.

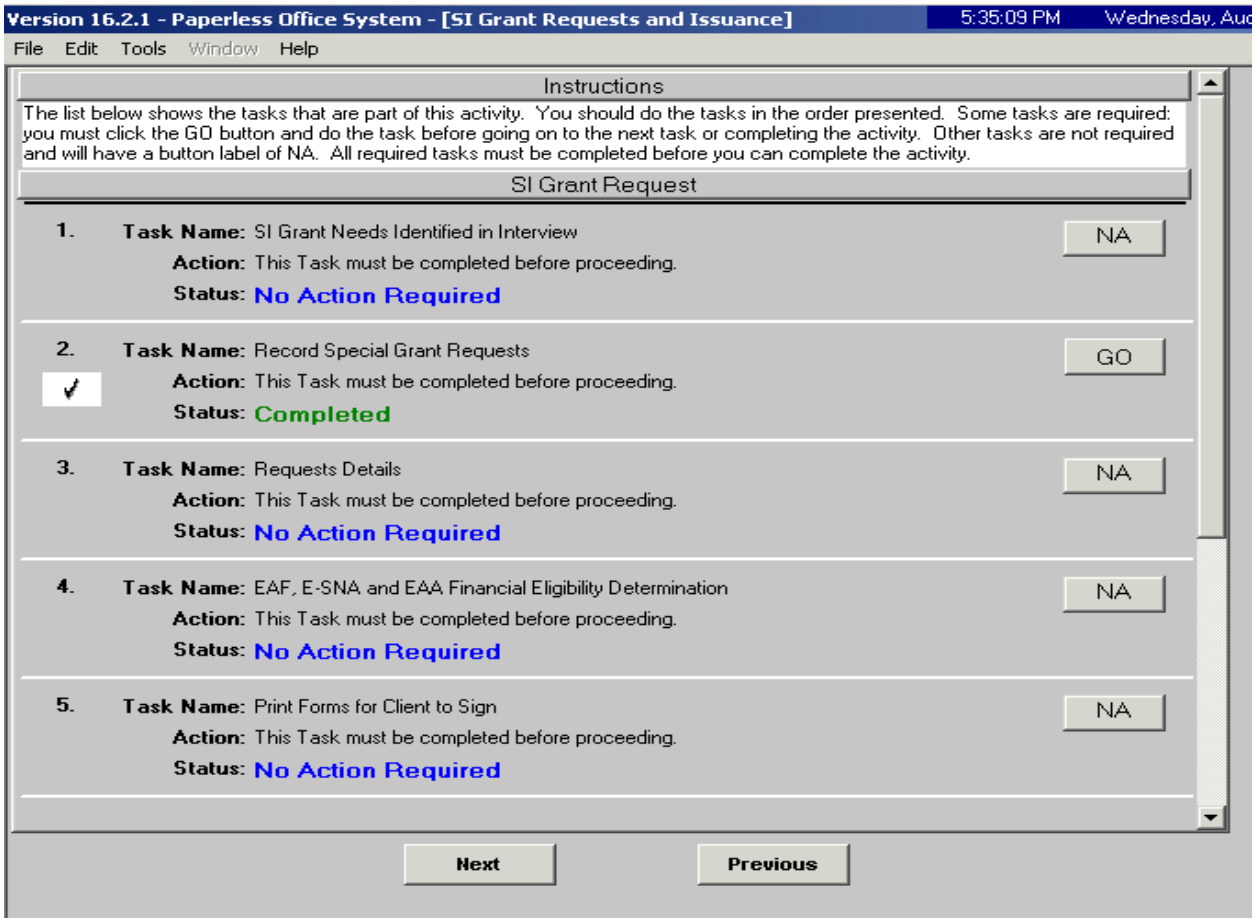
HDU Document Deferral Window



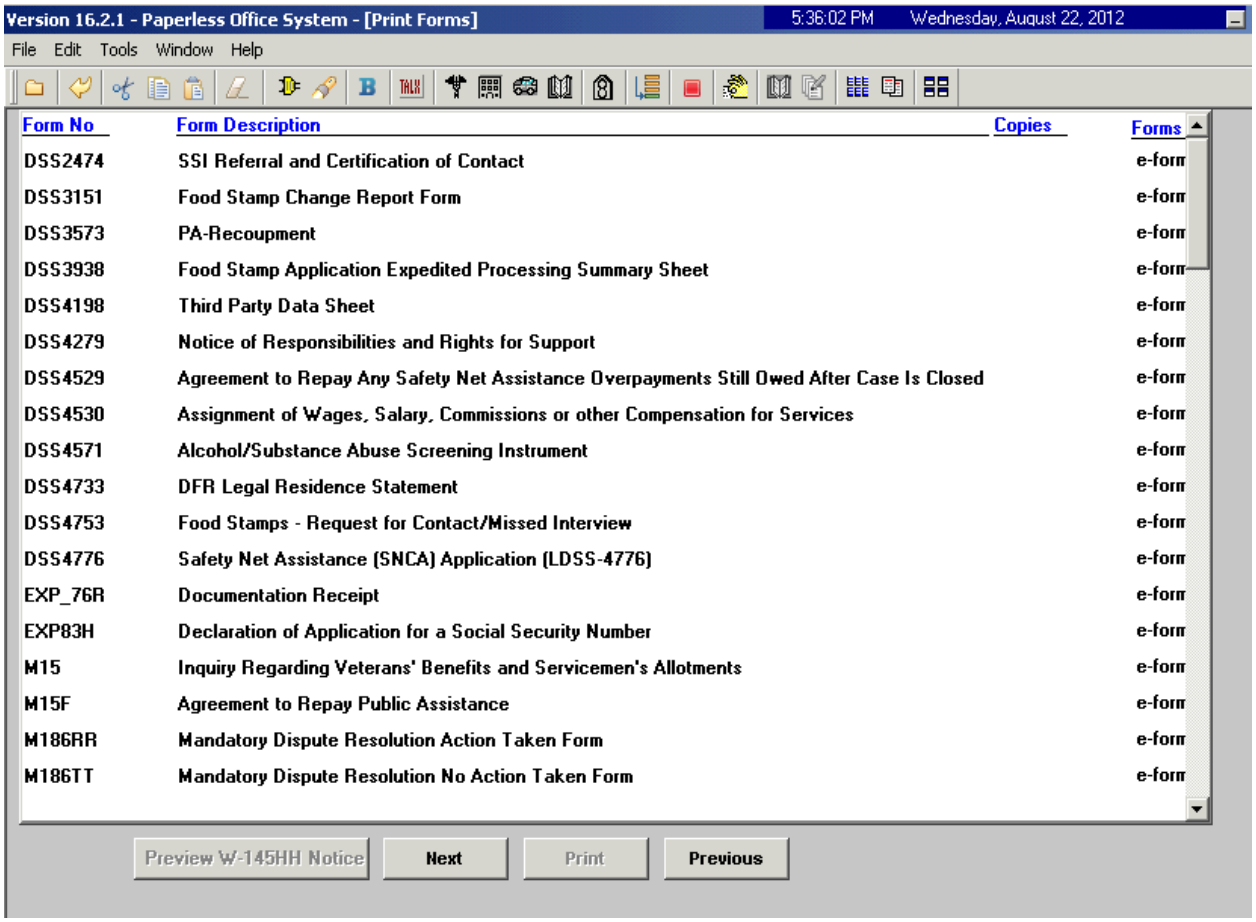
This window is accessed from the HDU Information **window.**

- Select the person(s) selected for the deferral in the **Who** drop-down box. If there is another individual, over 18 years of age, that is not listed in the drop-down box, select "**Other Person Not Listed**", then enter the name in the **Other Name** field.
- Select the **Request Type** and complete the **Select Documentation List** fields.

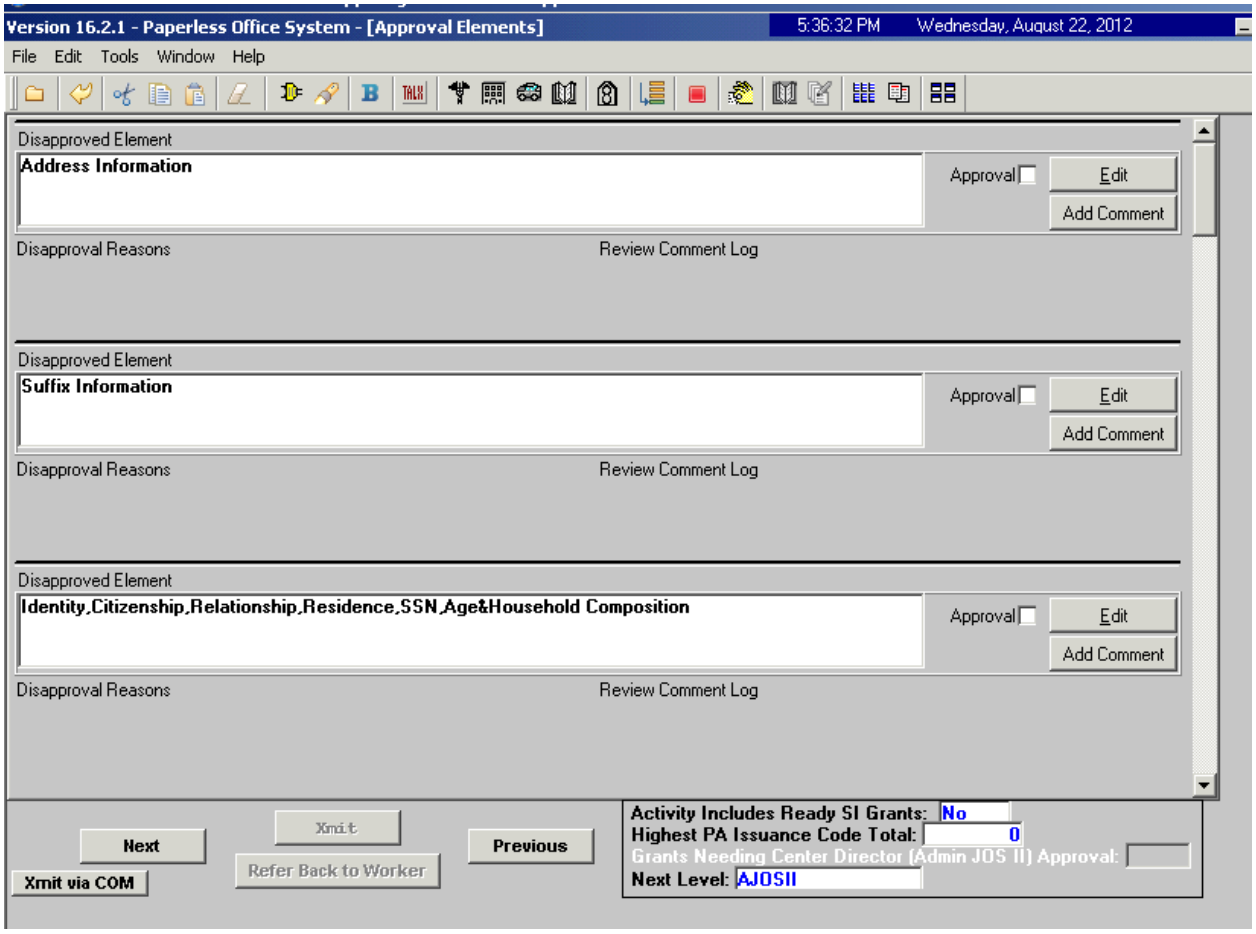
SI Grant Requests Window



Print Forms


Version 16.2.1 - Paperless Office System - [Print Forms]
5:36:02 PM
Wednesday, August 22, 2012
File
Edit
Tools
Window
Help
Form No
Form Description
Copies
Forms
DSS2474 SSI Referral and Certification of Contact e-form
DSS3151 Food Stamp Change Report Form e-form
DSS3573 PA-Recoupment e-form
DSS3938 Food Stamp Application Expedited Processing Summary Sheet e-form
DSS4198 Third Party Data Sheet e-form
DSS4279 Notice of Responsibilities and Rights for Support e-form
DSS4529 Agreement to Repay Any Safety Net Assistance Overpayments Still Owed After Case Is Closed e-form
DSS4530 Assignment of Wages, Salary, Commissions or other Compensation for Services e-form
DSS4571 Alcohol/Substance Abuse Screening Instrument e-form
DSS4733 DFR Legal Residence Statement e-form
DSS4753 Food Stamps - Request for Contact/Missed Interview e-form
DSS4776 Safety Net Assistance (SNCA) Application (LDSS-4776) e-form
EXP_76R Documentation Receipt e-form
EXP83H Declaration of Application for a Social Security Number e-form
M15 Inquiry Regarding Veterans' Benefits and Servicemen's Allotments e-form
M15F Agreement to Repay Public Assistance e-form
M186RR Mandatory Dispute Resolution Action Taken Form e-form
M186TT Mandatory Dispute Resolution No Action Taken Form e-form
Preview W-145HH Notice
Next
Print
Previous

Approval Elements

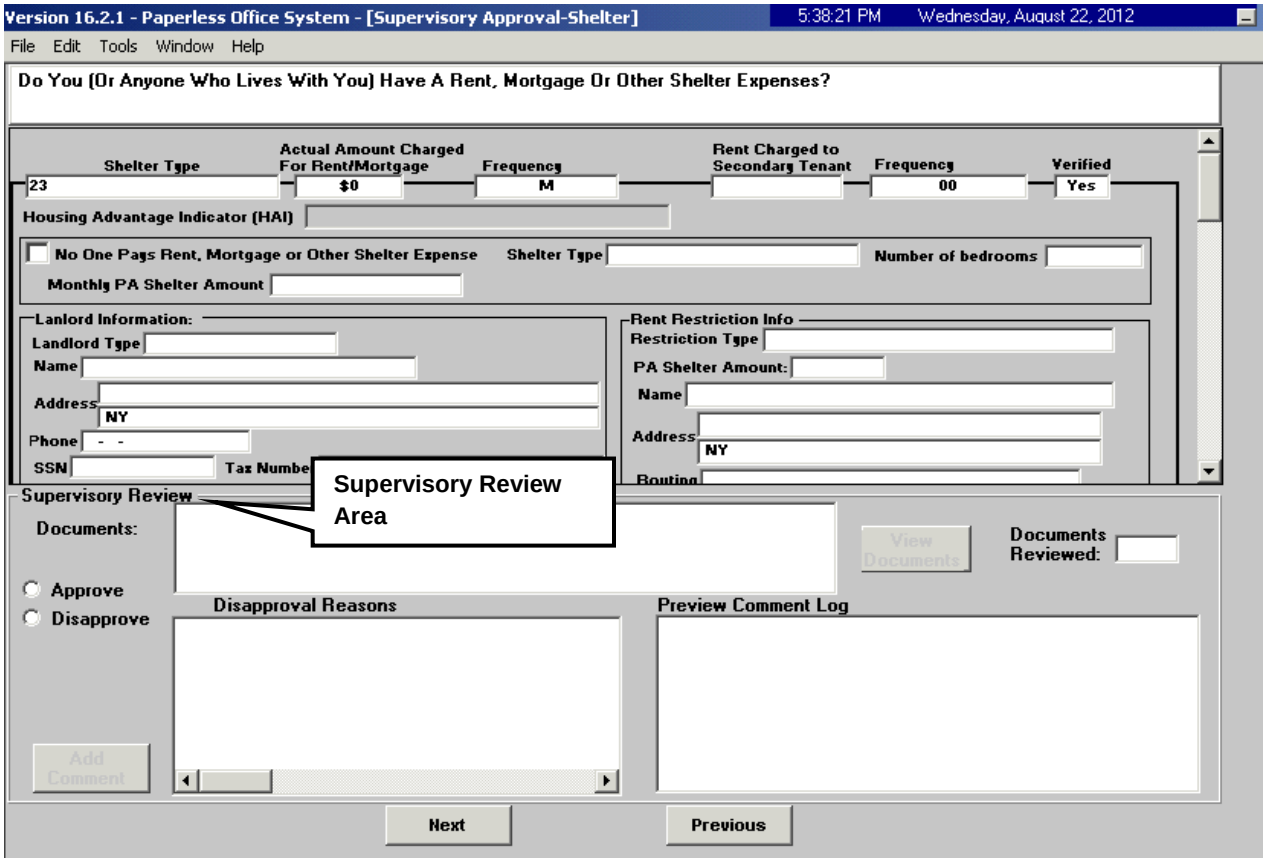


Approve HDU Intake Activity

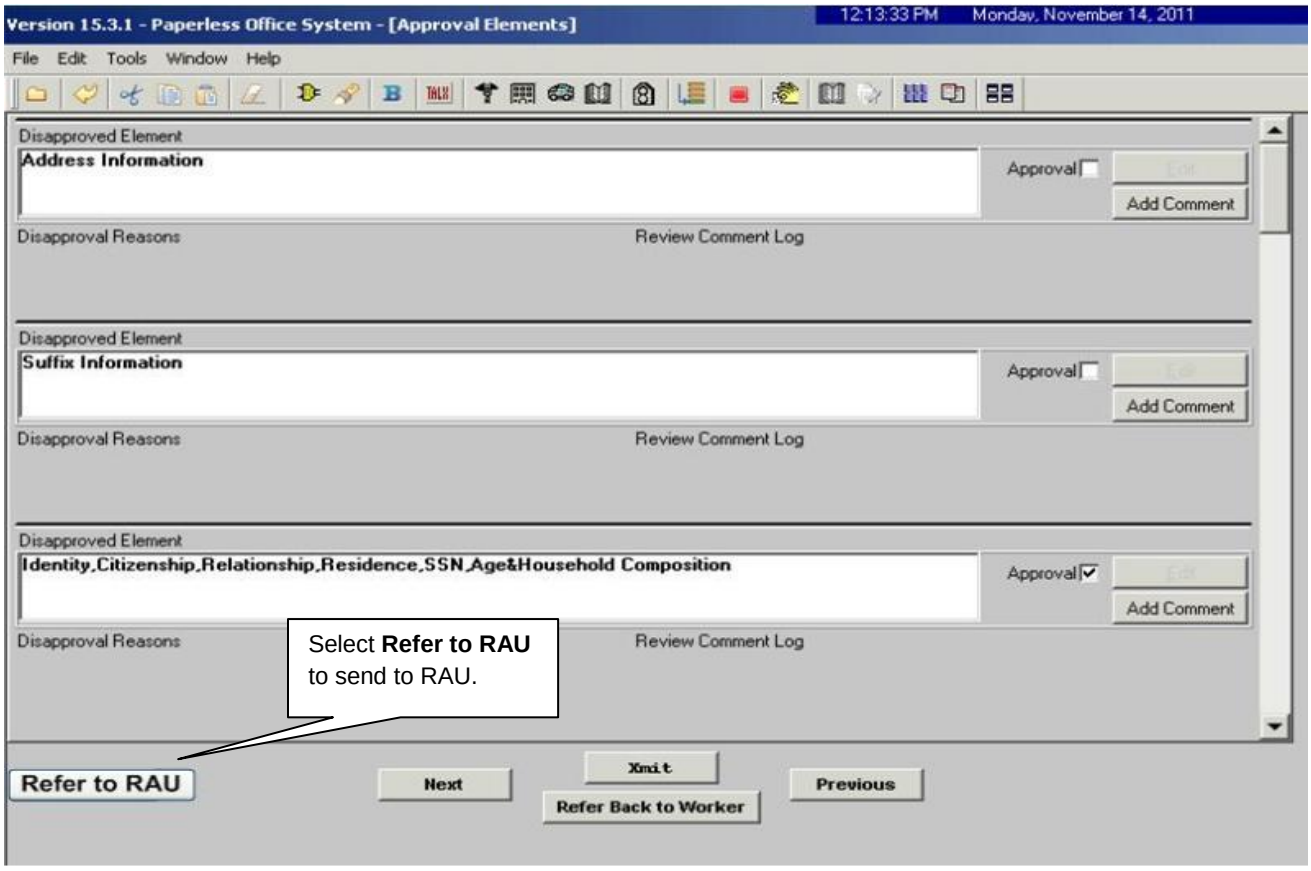
The HDU Supervisor will use the **Approve HDU Intake** Activity to approve information completed by the HDU worker via the **HDU Intake** activity. The **Approve HDU Intake** activity will contain the following sections *with* **Supervisory Review** areas attached toward the bottom of those sections.

- Household Screen
- Address Information
- Individual Detail
- HDU Referred From
- HDU Information
- SI Grant Requests
- Print Forms
- Notice Selection (SCR Centers)
- Approval Elements

Supervisory Approval – HDU Information Example



Approval Elements Screen



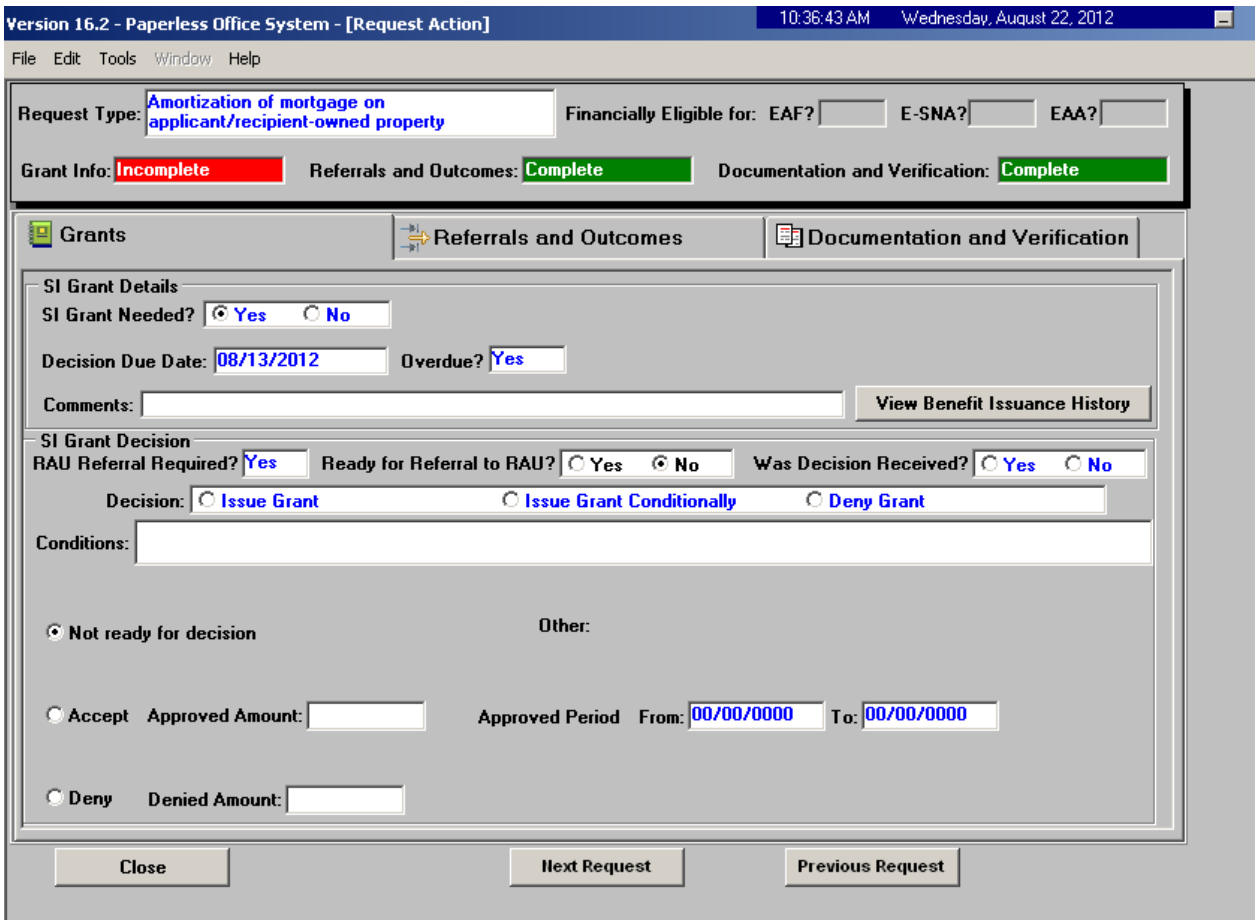
The HDU Supervisor sends the case to RAU by selecting the **Refer to RAU** button toward the bottom of the **Approval Elements** screen.

Decisions Received From RAU

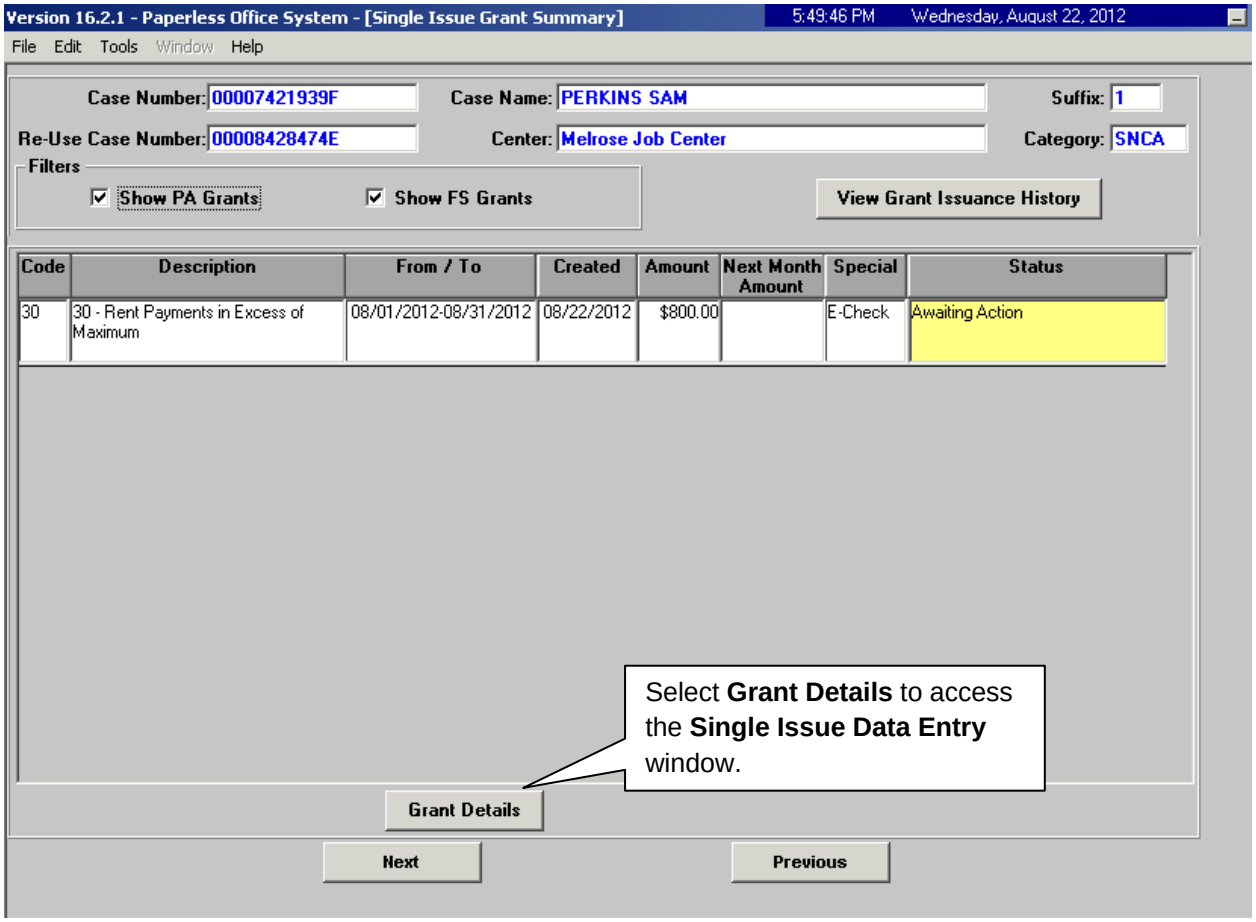
When RAU processes a decision on the case, an **Assign Change Case Data** (for active cases) or **Assign Non-Food Emergency** (for applying cases) will be placed in the **RAU Recommendation to HDU** queue**.**

The **Request Action** window is updated with the RAU decision allowing HDU to process the decision. The **SI Grant Details** and the **SI Grant Decision** sections of the **Grants** tab will be systematically pre-filled with the decision details.

Request Action Window



Single Issue Grant Summary Window



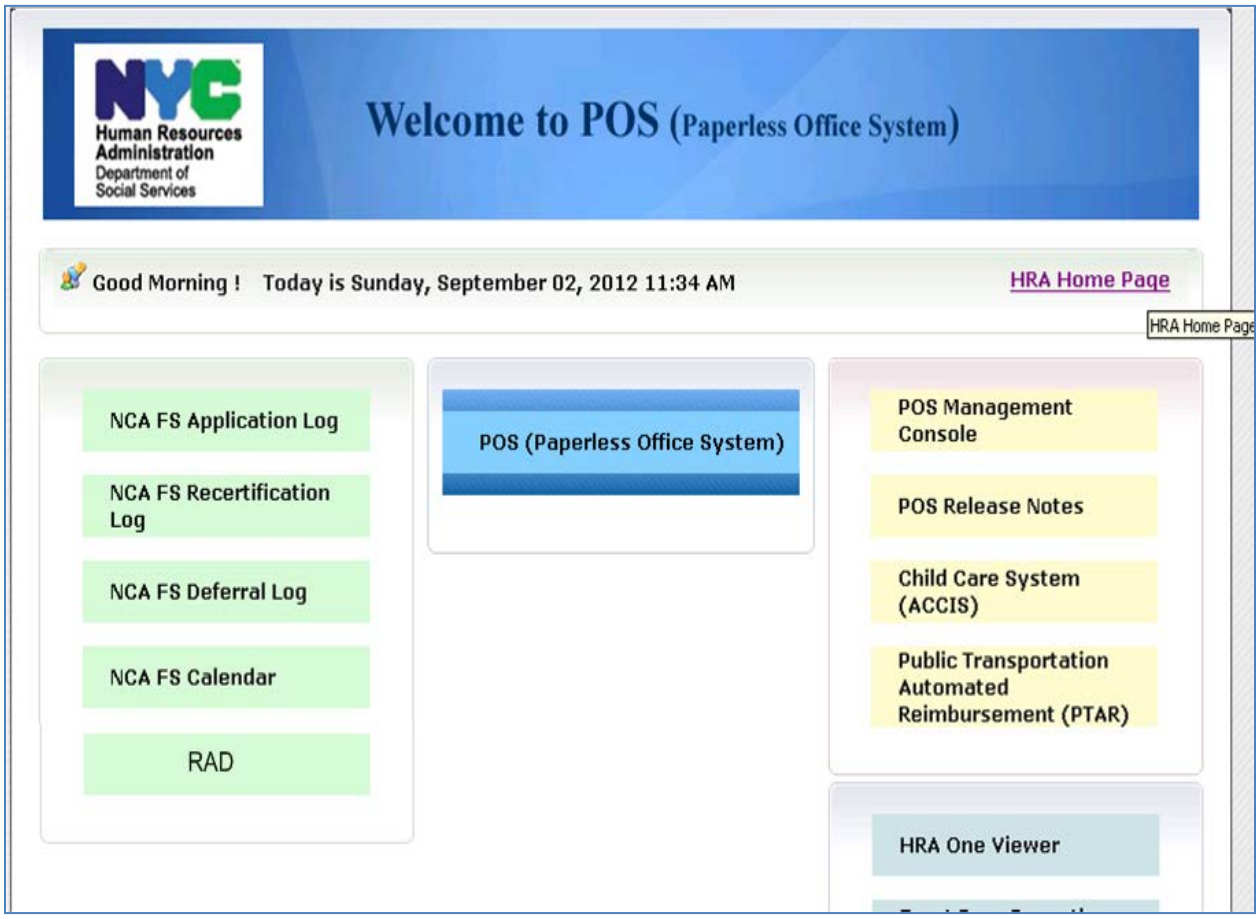
The **Single Issue Grant Summary** window will be updated with the approved grant. HDU or designated staff must process the grant in the **Single Issue Data Entry** window (accessed by selecting **Grant Details**). See **PD #10-22-SYS Single Issuance Grant Requests in POS** for more information.

Appendix B: RAU-RAD Overview

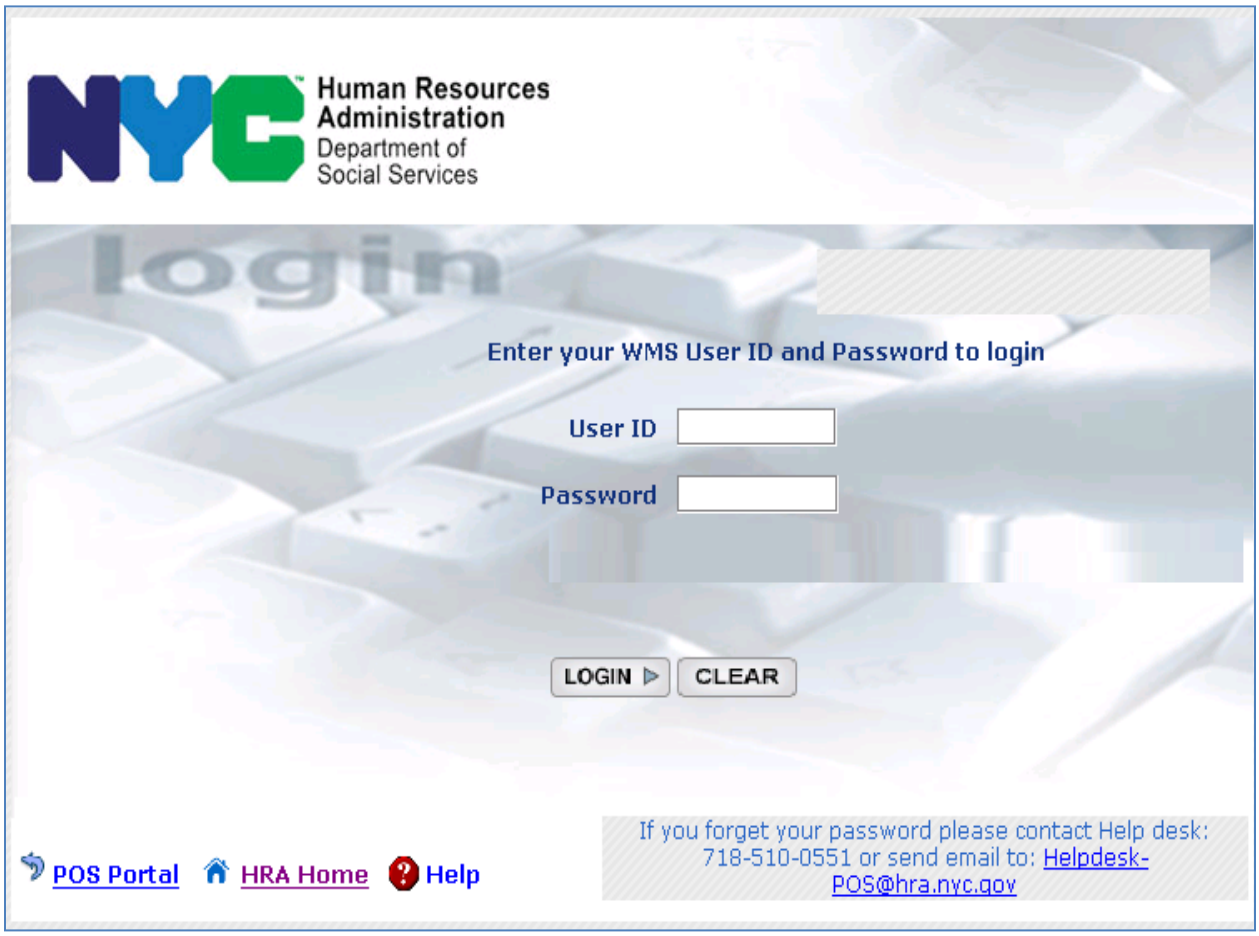
The Cash Assistance Paperless Office System (POS) has been upgraded to integrate the work of the Homeless Diversion Units (HDU) and the Rental Assistance Unit (RAU).

The new Rental Assistance Database (RAD) will replace the Rental Assistance Decision Management System (RADMS).The single issuance grant requests will be submitted electronically from POS to the RAD.

RAD LOGIN

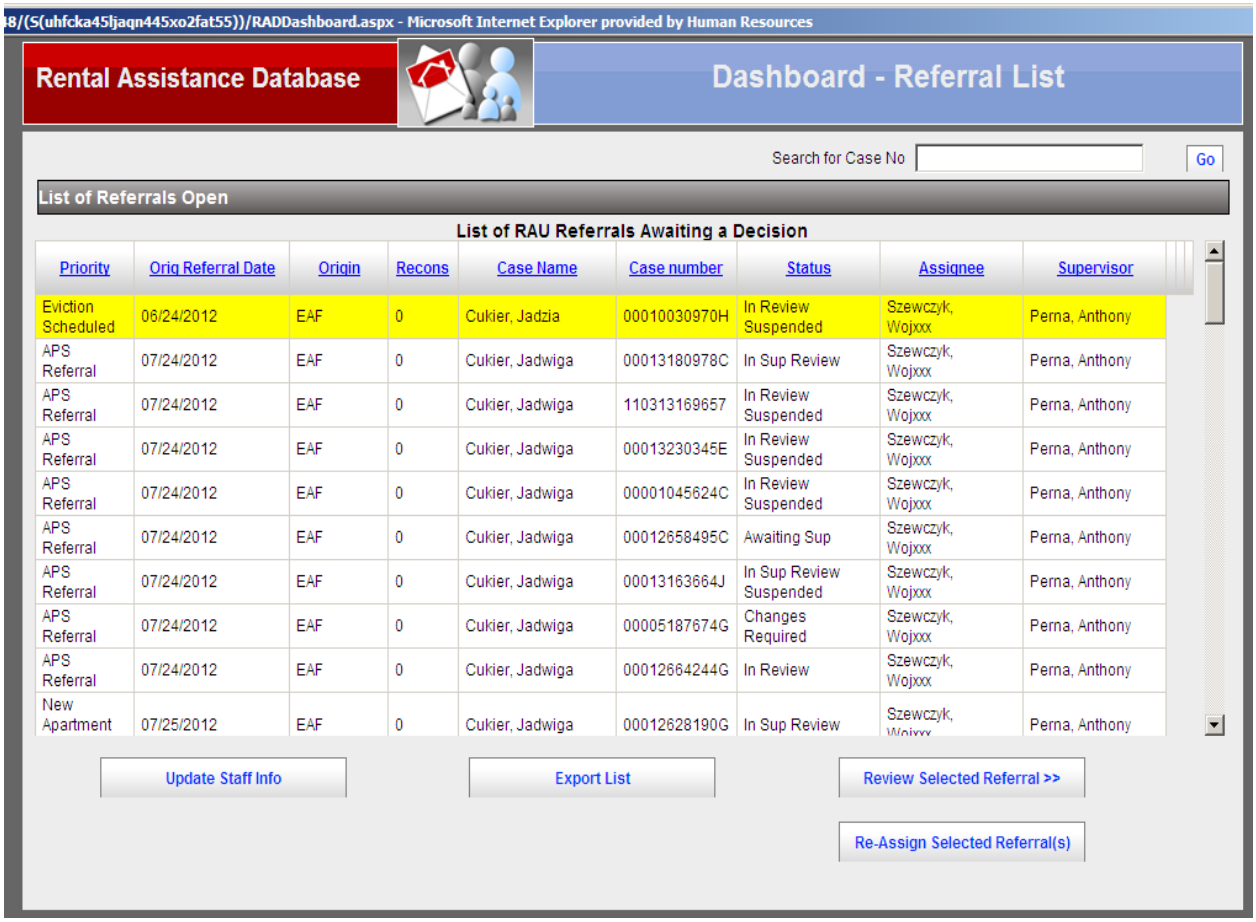


- POS Portal
    - A new icon has been added for **RAD** on the POS Portal.
    - When the RAU consultant or supervisor clicks on this icon, the Login page will appear.



- RAD Login Page
  - The consultant or supervisor must enter their **WMS ID and password** and click the LOGIN button to access RAD.
- RAD consists of six (6) main windows:
  - Dashboard
  - Quick Start
  - Case Information
  - Grant Decision
  - Decision Details
  - Decision Submission
  - RAD will automatically assign cases to available consultants according to their priority.
  - Supervisors and administrators will be able to re-assign cases.

RAD Dashboard Window

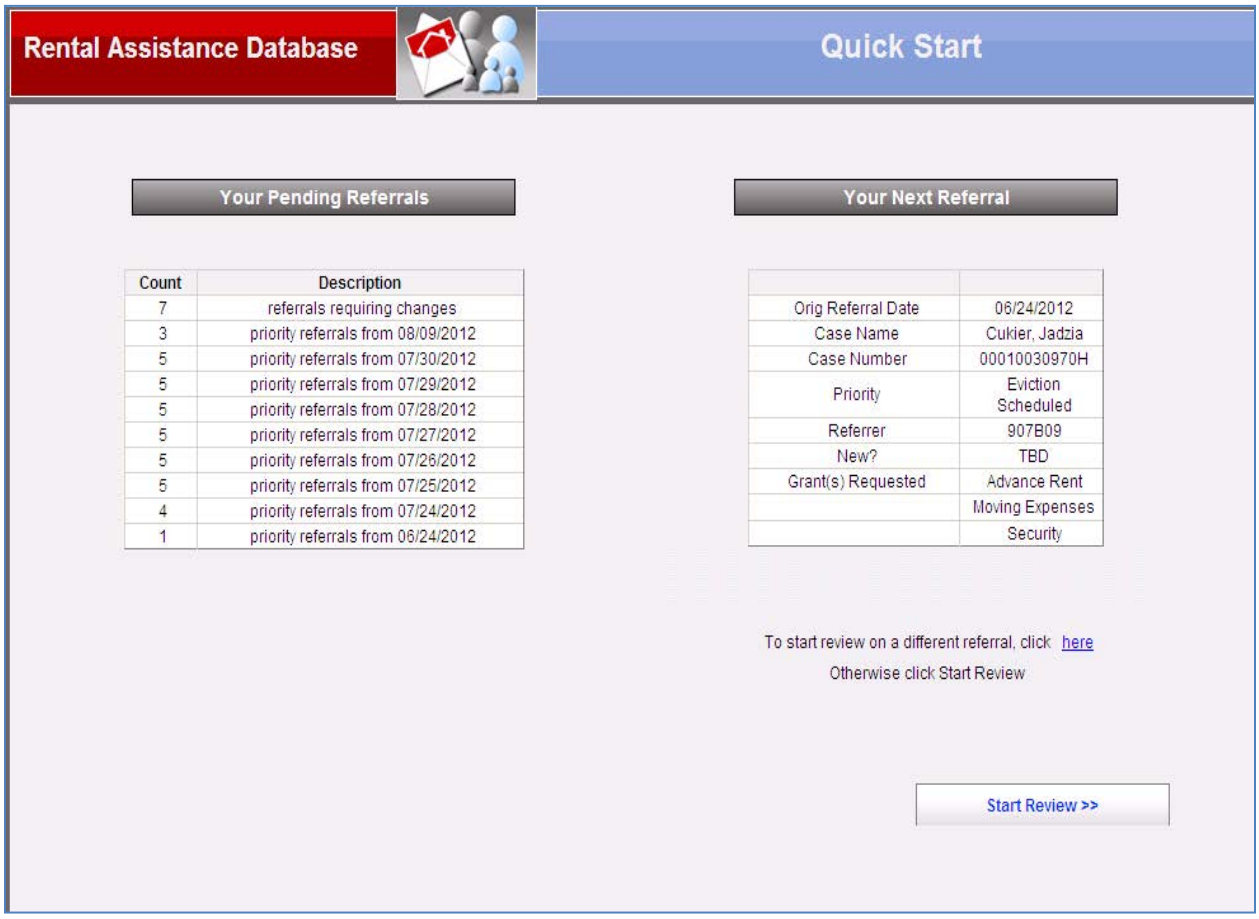


The **Dashboard** will be the first window displayed for Supervisors in RAD.

- **Dashboard window**
  - The **Dashboard** will display the list of RAU referrals awaiting a decision.
  - The list will be sorted by priority and case number.
  - The **Dashboard** will include the following data:
    - Priority
    - Original Referral Date
    - Origin
    - Recons

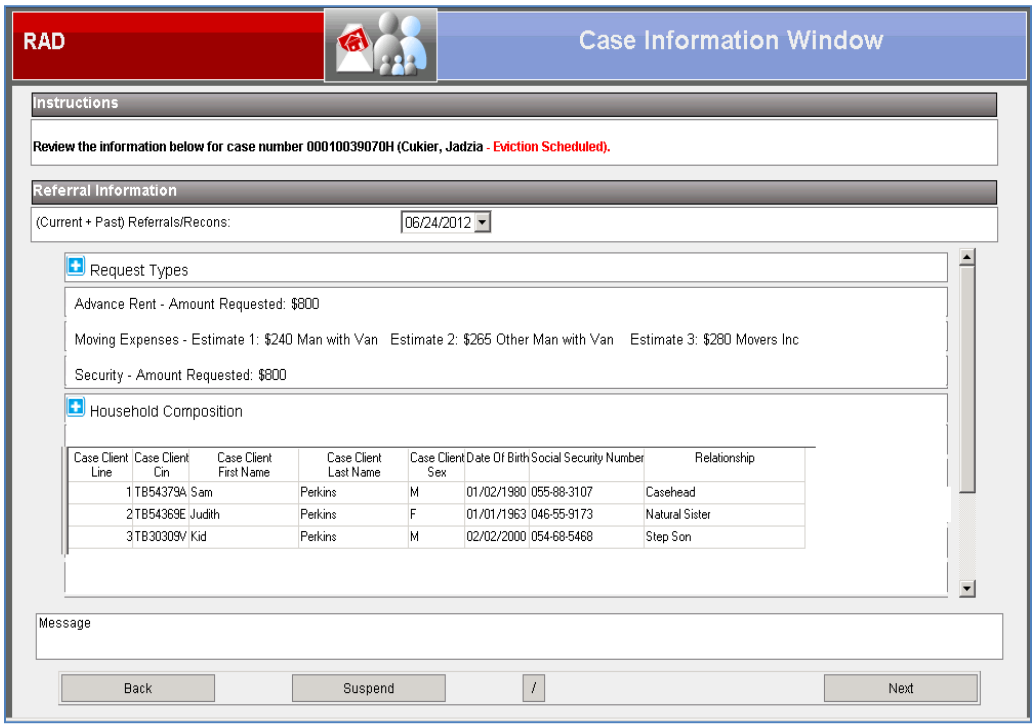
- The **Dashboard** will include the following data:
  - Case Name
  - Case Number
  - Status
  - Assignee
  - Supervisor
- This window will allow:
  - re-assignment of cases
  - case search
  - start of referrals
- The **Dashboard** will be also be available for consultants. It will display all cases assigned to the individual consultant.

RAD Quick Start Window



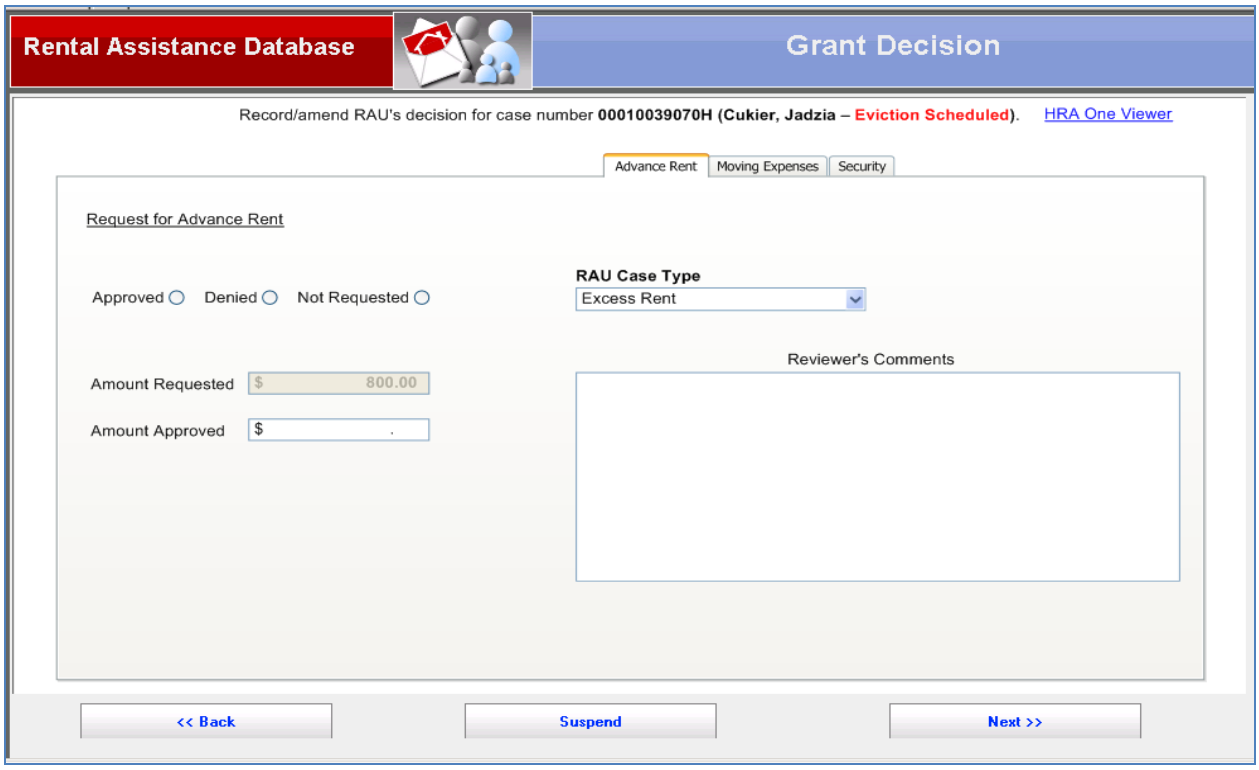
- **Quick Start window**
  - The **Quick Start** page will be the first page displayed for RAU consultants.
  - It will display the first assigned referral for the consultant.
  - The left side of the page will display a summary list of pending referrals for the consultant.
  - The right side of the page will display the details of the next referral.
  - To begin the review, the consultant will click the **Start Review** button.
  - To access the **Dashboard** and start review on a different referral, the consultant will click the link on the page:
  - To start review on a different referral, click here.

RAD Case Information Window



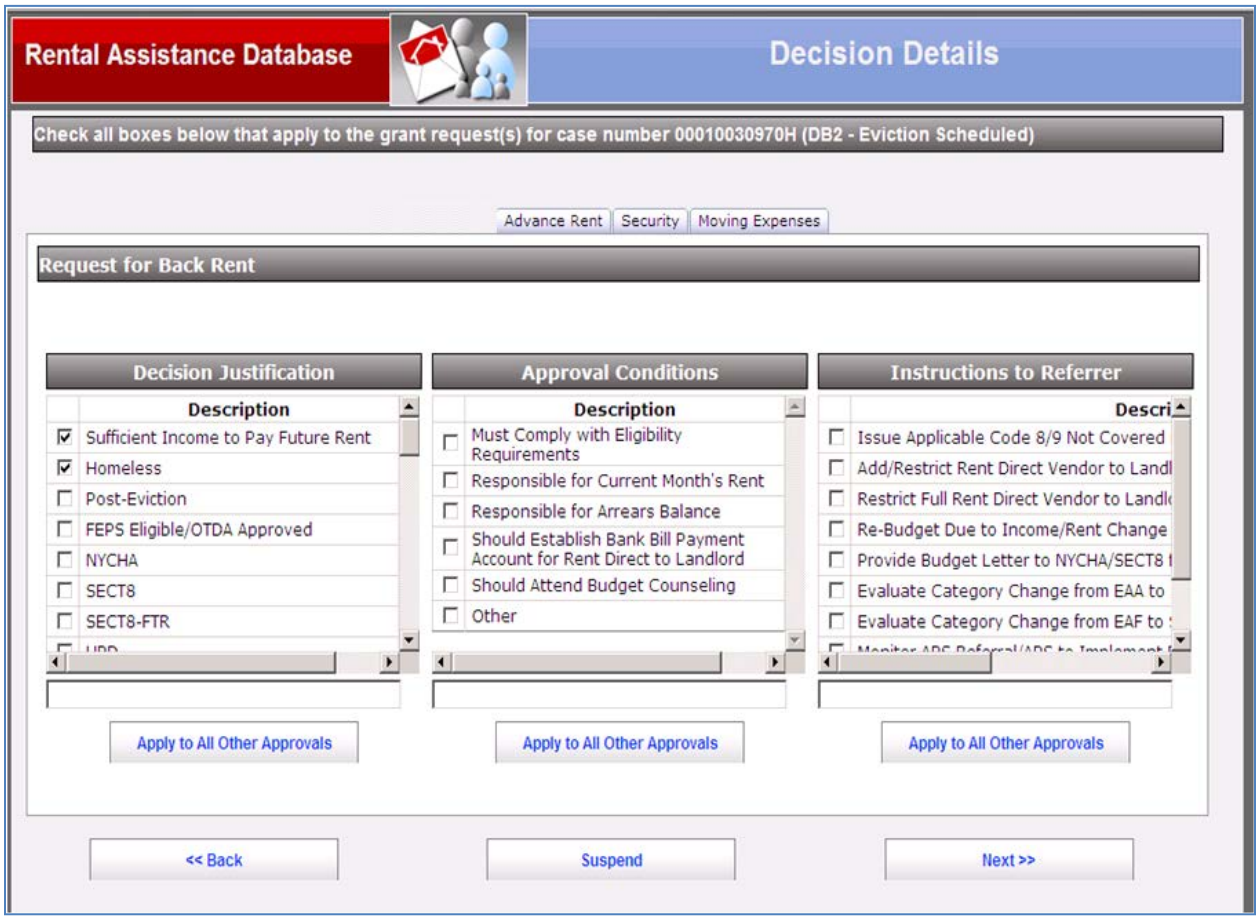
- **Case Information** window
  - The **Case Information** window will allow the RAU consultant to view the information entered for the case in POS.
  - It will also review of past referrals sent from POS to RAD.
- The **Case Information** window will display the requested grants, referrer info, household composition, address information and other interview data entered in POS, including:
  - Risk Factors
  - Landlord/Lender Info
  - Arrears Info
  - Pending Court Actions
  - Third-Party Donor Information
  - Mortgage Information
  - New Apartment Information
  - Moving Information
  - Income
  - Household Resources
  - Household Monthly Expenses
  - Potential Savings
  - Future Payment Plan
  - Unforeseen CircumstancesPlan of Action

RAD Grant Decision Window



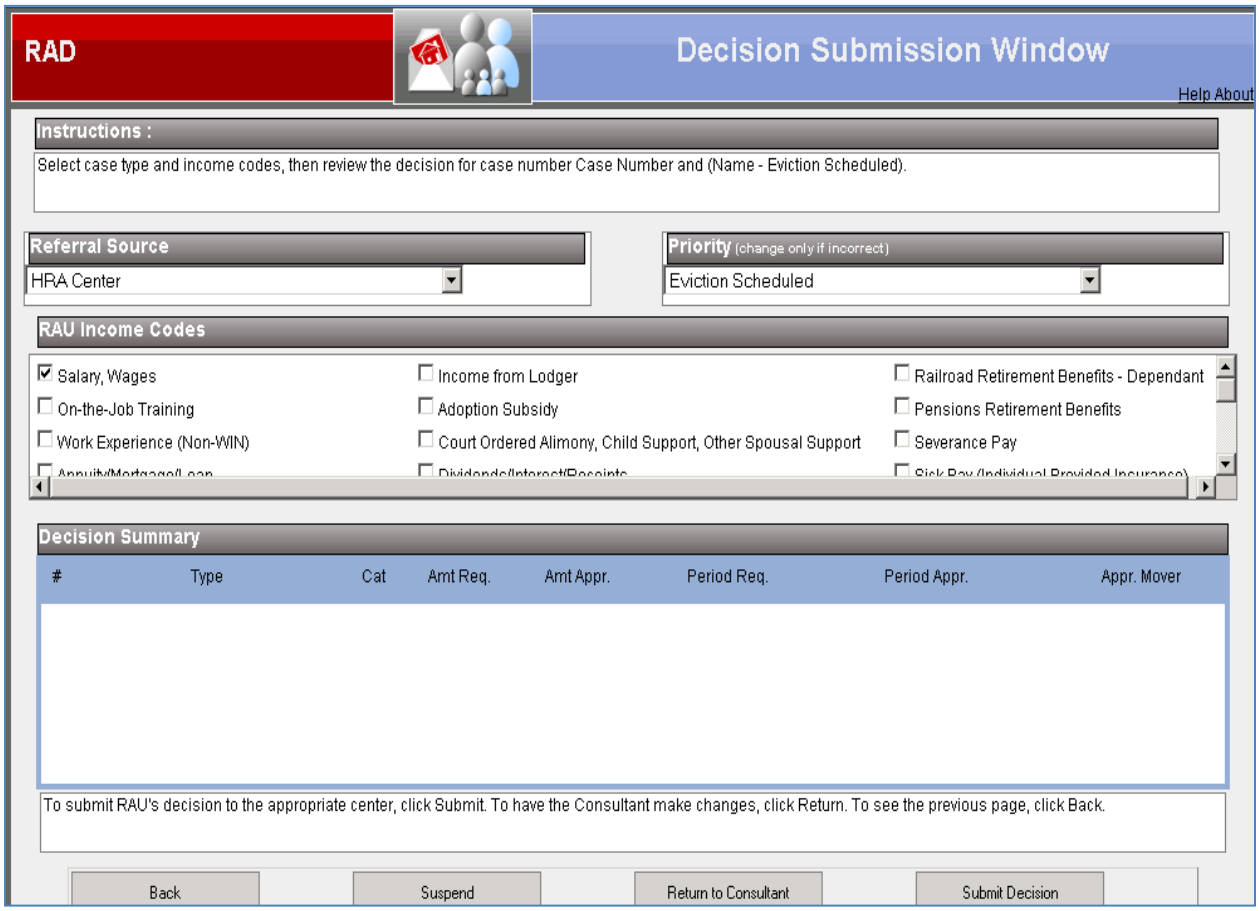
- **Grant Decision** window
  - The Grant Decision window will allow the RAU consultant to record the decision for the grant requests in the referral.
  - There will be one tab for each grant request.
  - The consultant must enter the decision and RAU Case Type for each request in the window.
  - The tab for back rent, mortgage arrears and property tax arrears will include approval dates (from and to).

RAD Decision Details Window



- **Decision Details** window
    - The Decision Details window will allow the RAU consultant to record the justifications, conditions and instructions to referrer for the grant requests in the referral.
    - There will be one tab for each grant request.

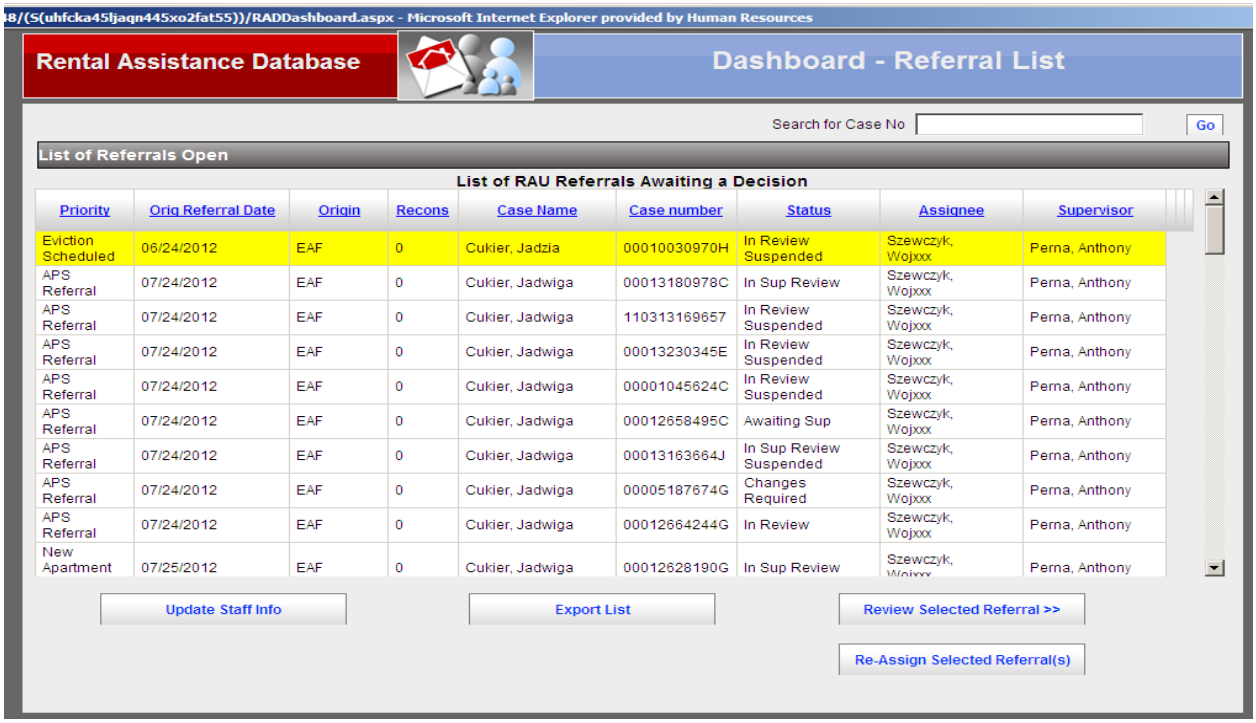
RAD Decision Submission Window

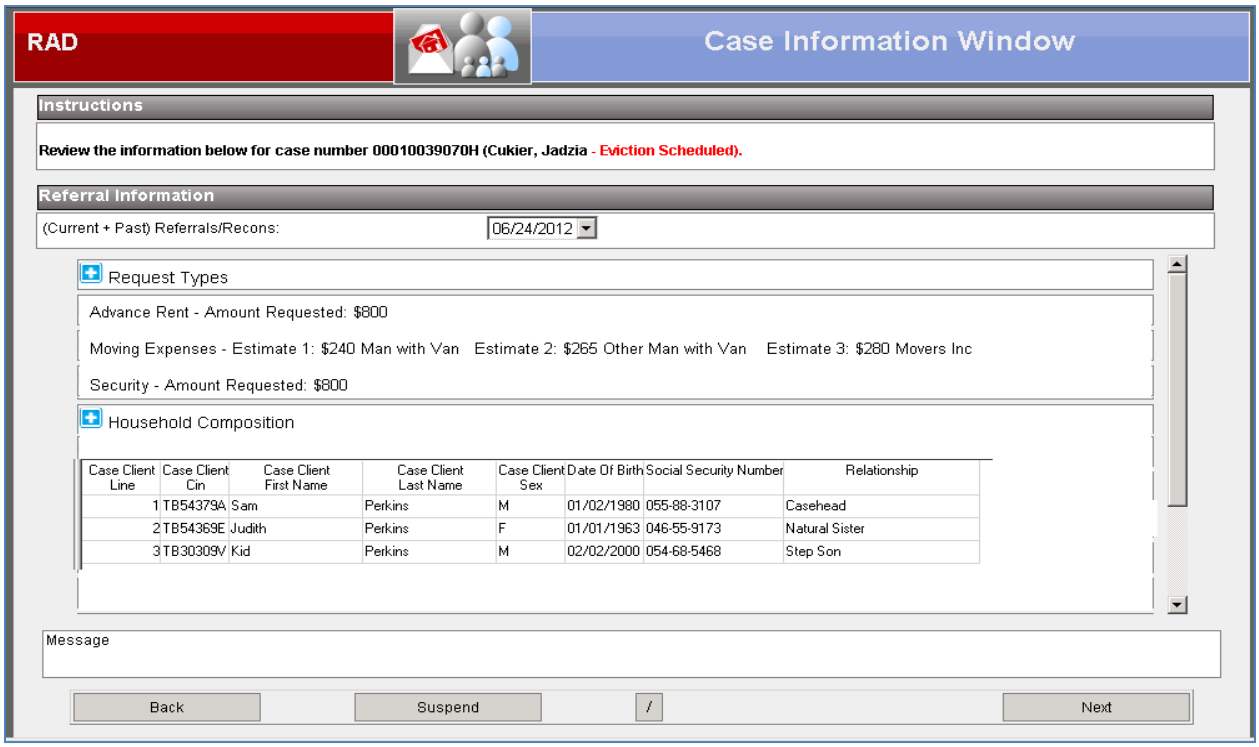


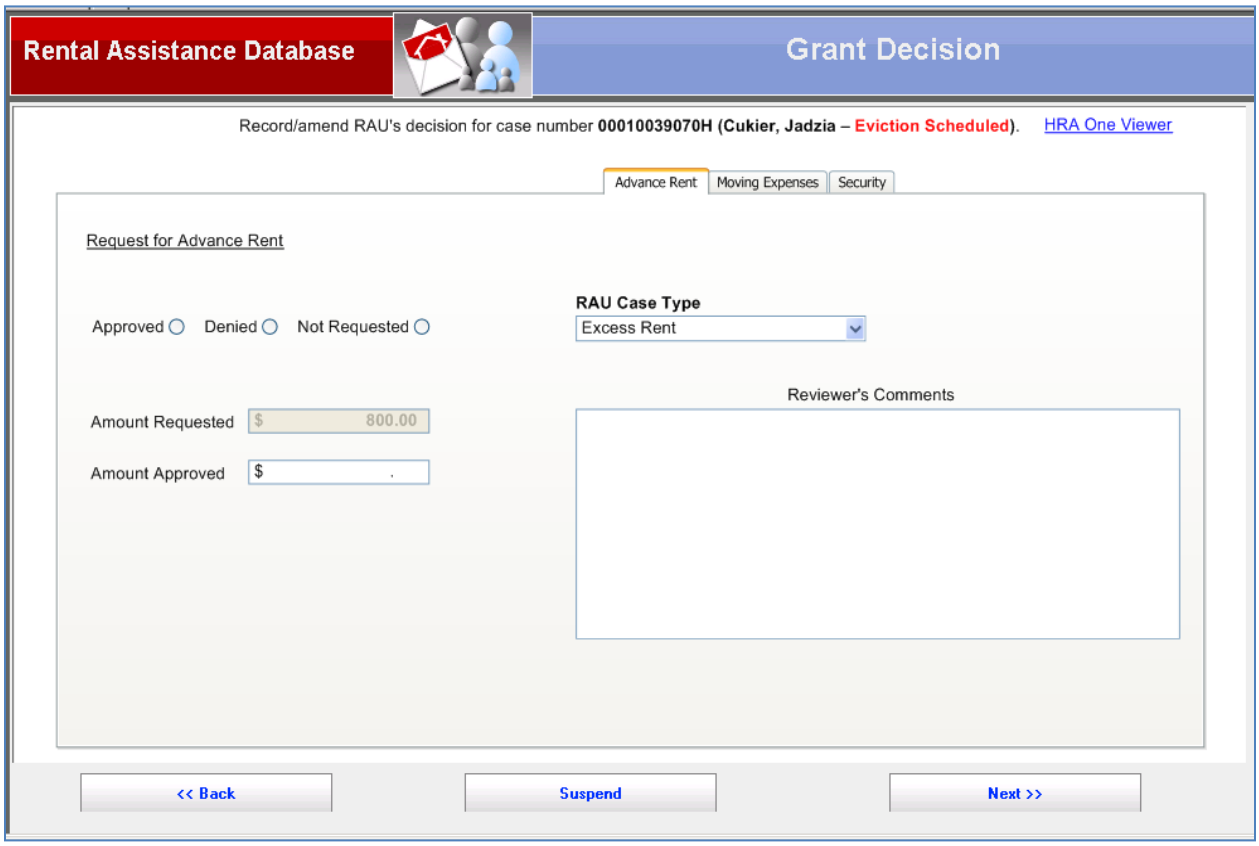
- **Decision Submission** window
    - The **Grant Decision** window will allow the RAU consultant to record the referral source and income types for the grant requests in the referral.
    - For approvals, the consultant will click **Submit Decision** to send the referral to the supervisor.
        - The case will have a status of **In Sup Review**.
    - APS cases will be submitted to the RAU supervisors for approvals and denials.
    - For denials, the consultant will submit the case directly to the Job Center, if the case is not an APS case.
        - A referral is denied when all grants requested are denied.
    - APS cases will be submitted to the RAU supervisors for approvals and denials.

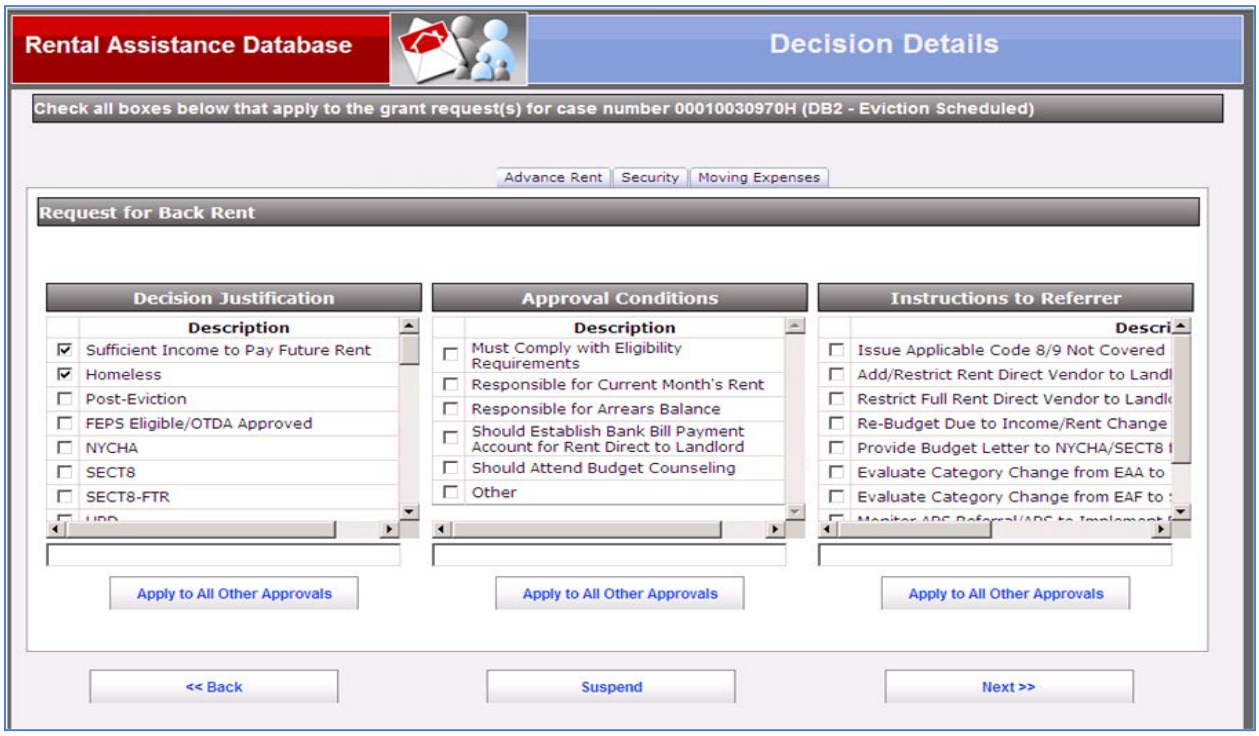
RAU SUPERVISORY REVIEW

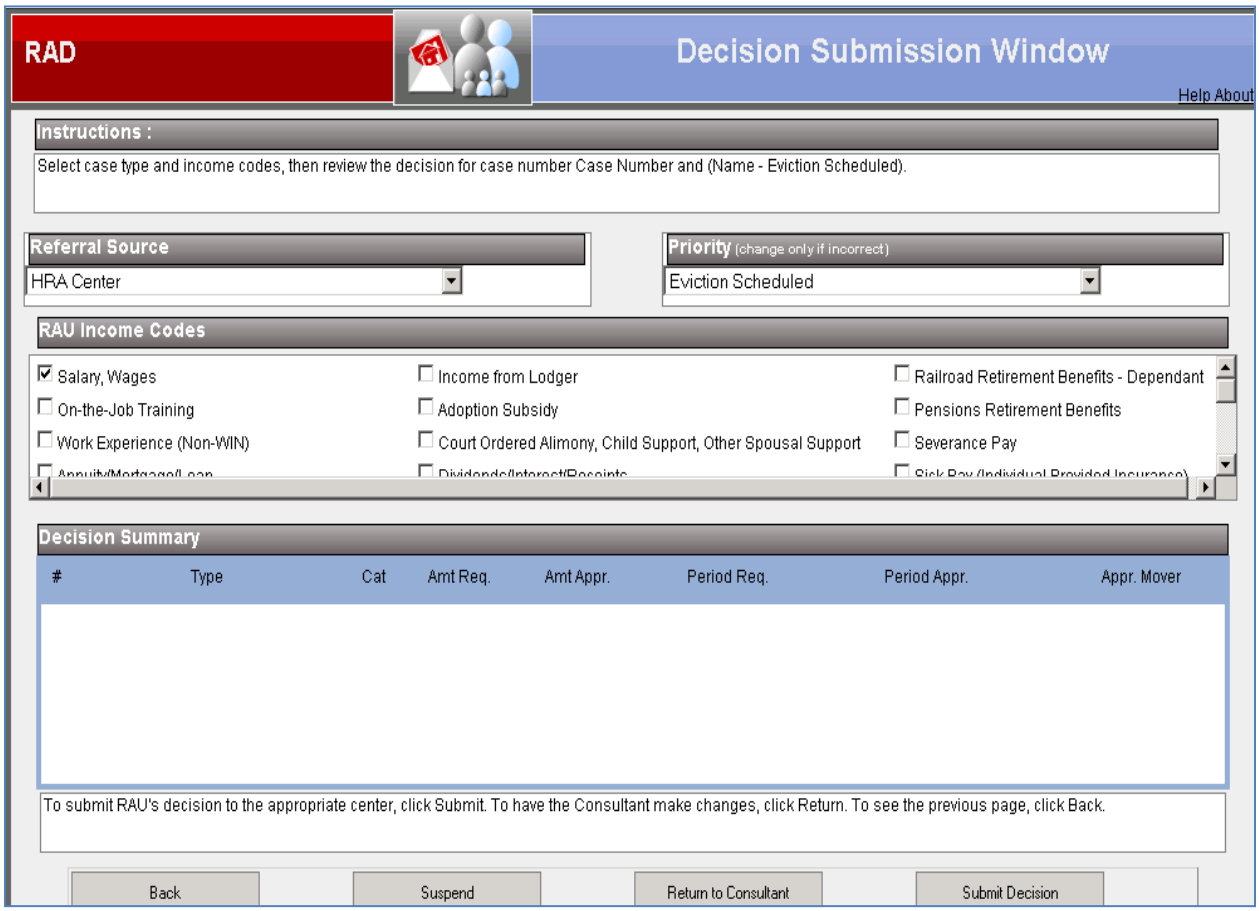
- The Supervisor will review the approved referrals and all decisions on APS cases.



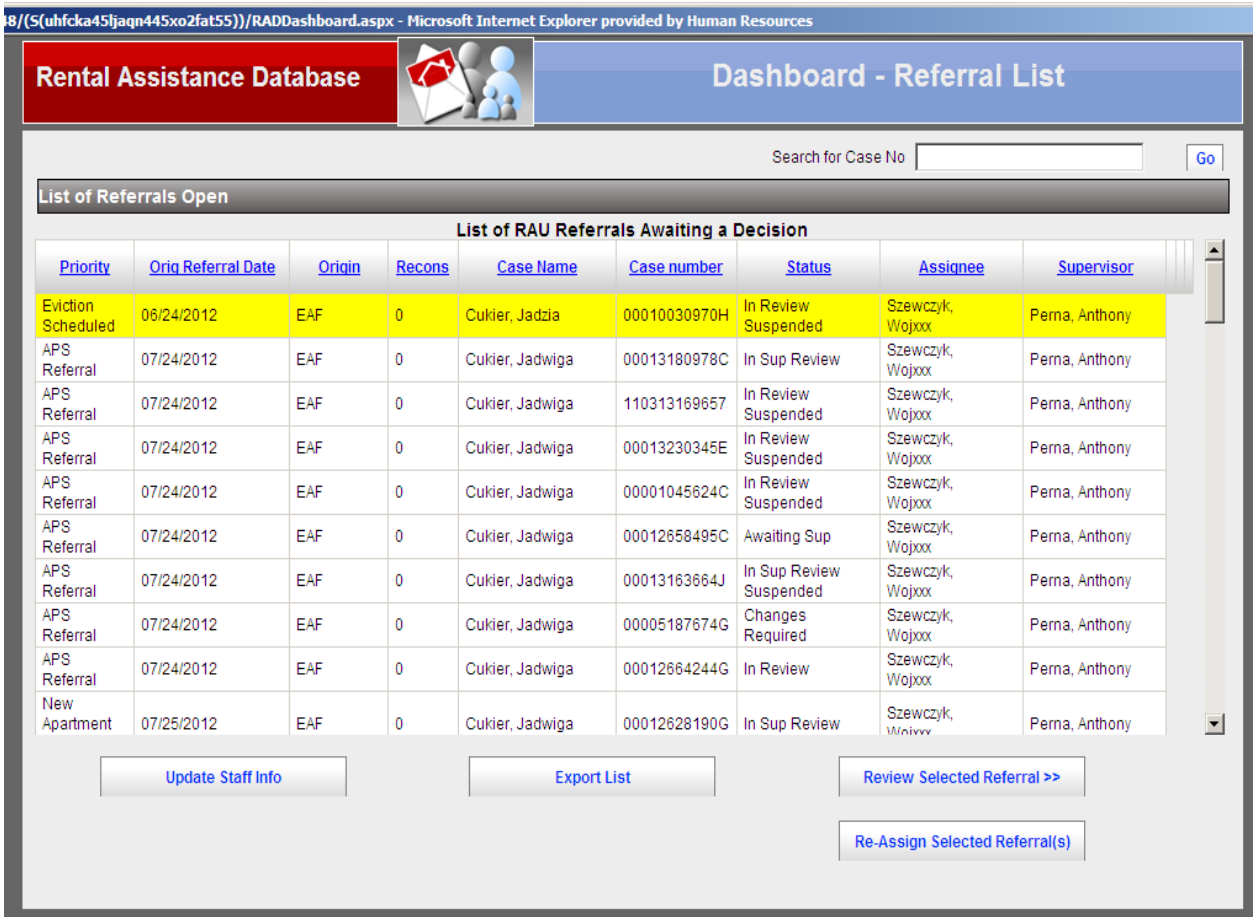



Rental Assistance Database
Grant Decision
Record/amend RAU's decision for case number 00010039070H (Cukier, Jadzia – Eviction Scheduled).
HRA One Viewer
Advance Rent
Moving Expenses
Security
Request for Advance Rent
Approved
Denied
Not Requested
RAU Case Type
Excess Rent
Reviewer's Comments
Amount Requested
$ 800.00
Amount Approved
$
<< Back
Suspend
Next >>


Rental Assistance Database
Decision Details
Check all boxes below that apply to the grant request(s) for case number 00010030970H (DB2 - Eviction Scheduled)
Advance Rent
Security
Moving Expenses
Request for Back Rent
Decision Justification
Description
Sufficient Income to Pay Future Rent
Homeless
Post-Eviction
FEPS Eligible/OTDA Approved
NYCHA
SECT8
SECT8-FTR
Approval Conditions
Description
Must Comply with Eligibility Requirements
Responsible for Current Month's Rent
Responsible for Arrears Balance
Should Establish Bank Bill Payment Account for Rent Direct to Landlord
Should Attend Budget Counseling
Other
Instructions to Referrer
Issue Applicable Code 8/9 Not Covered
Add/Restrict Rent Direct Vendor to Landl
Restrict Full Rent Direct Vendor to Landl
Re-Budget Due to Income/Rent Change
Provide Budget Letter to NYCHA/SECT8
Evaluate Category Change from EAA to
Evaluate Category Change from EAF to
Apply to All Other Approvals
Apply to All Other Approvals
Apply to All Other Approvals
<< Back
Suspend
Next >>



- The Supervisor will process the request thru RAD by choosing the following:
    - He/she will click the **Submit Decision** button to send the referral to the appropriate Job Center.
    - He/she will click **Return to Consultant** to send a referral back for review.
    - The returned case will have a status of **Changes Required**



1. RAU initiated referrals can be started by RAU clerical staff, but only RAU consultants or above can process the decision on the case.
2. To find the referral, the user must enter all four leading zeros and the correct alpha of the case number in the **Search for Case No** field in the **Dashboard** window in the Rental Assistance Database (RAD).
3. The RAD will look for open referrals, then closed referrals within RAD. If the RAD finds an open referral, a new referral cannot be initiated by RAU until the open referral must be completed.
4. If no open or closed referral is found, the RAD will process a look-up to WMS to display case members and household address.
5. To start an RAU initiated referral, click on the **New Referral** button. RAD will retrieve the latest information from POS and will open the **Case Information** window.
6. If the referral is initiated by RAU clerical staff, they must click **Back** to return to the **Dashboard** window once the referral is initiated. If the referral is initiated by an RAU consultant, supervisor, deputy or director, he/she must review the **Case Information** window and then proceed with the entry of the request and decision information by clicking **Next** in the **Case Information** window.