



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-11-SYS

FS POS RELEASE NOTES VERSION 6.1

Date: February 13, 2012	Subtopic(s): POS
<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 Non Cash Assistance Food Stamp (NCA FS) Center staff that the latest version of the Paperless Office System (POS) will migrate to production on February 21, 2012. Descriptions of the changes can be found in FS POS Release Notes Version 6.1 (Attachment A) and Appendix A: ACCIS Clearances Window (Attachment B).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective February 21, 2012</i></p> <p>Attachments:</p> <p>Attachment A FS POS Release Notes Version 6.1</p>

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

FS POS Release Notes

Version 6.1 February 21, 2012

These Release Notes contain descriptions of changes in FS POS Release 6.1 scheduled for Tuesday, February 21, 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>

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1. Re-Evaluation of Inactive Noncitizens in Recertification Interview

A re-evaluation of eligibility is required for all new and inactive noncitizens at the recertification interview. In order to ensure that this determination is completed, new business rules were added in the Individual Detail window to determine whether the adult and children are in the household and to ensure that new individuals are added to the case.

Individual Detail Window Update in the Recertification Interview Activity

In order to determine if the inactive noncitizen under the age of 21 is still residing in the household and needs to be reevaluated, a new field named **“Does this individual reside in the household?”** was added in the **Individual Detail** window in the **FS Recertification Interview** activity for these individuals.

The screenshot displays the 'Individual Detail' window in the FS POS 6.1 application. The window title is 'FS POS 6.1 - [Individual Detail]' and the system clock shows '10:46:14 AM Monday, February 06, 2012'. The interface includes a menu bar (File, Edit, Tools, Window, Help) and a toolbar with various icons. The main data entry area is organized into several sections:

- Demographics:** Fields for Case Number, Suf, Ln, CIN, First Name, Middle, Last Name, Sex, DOB, Relationship, SSN, Valid, Date SSN Card Applied For, Marital Status, Country of Birth, State, County Of Birth, and Birth Cert No (NYC Only).
- Ethnic/Race Affiliation:** Radio button groups for Yes/No for categories: Asian, Native Hawaiian/Pacific Islander, Hispanic/Latino, Native American/Alaska Native, Black or African American, and White.
- Parents Information:** Fields for Mother's First Name, Middle, Maiden Name, and Residing in the household? (Yes/No); and Father's First Name, Middle, Last Name, and Residing in the household? (Yes/No).
- Citizen/Immigrant Information:** Radio button for US Citizen / National (Yes/No), and fields for Immigrant Type, Immigrant No., Date of Status, and Qualified Immigrant Type and Description.
- Education:** Student ID field, Individual Status (PA, MA, FS, NA, NJ), AFIS Referral, WMS AFIS Indicator, and Food Meals (checked).
- Identity:** Scan, Residency, Scan, Citizenship, and Ext. Scan Verified fields.
- Relationship:** Scan, Household Composition, Scan, Age, and Ext. Scan Verified fields.
- Social Security No.:** Scan field.
- Additional Field:** A new checkbox labeled 'Does this individual reside in the household?' with radio buttons for Yes and No.

Navigation buttons for 'Next' and 'Previous' are located at the bottom of the form.

Update to Supervisory Approval Window for Individual Detail

The new question “Does the Individual Reside in the household” was also added in the **Supervisory Approval-Individual Detail** window.

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New Individuals Requiring Re-Evaluation Window in Recertification Interview

In order to ensure that the eligibility re-evaluation is completed for new case members and for inactive noncitizens, the new **Individuals Requiring Re-Evaluation** window was added in the **FS Recertification Interview** activity. This window appears after the Individual Detail window when the father or mother of the child is in the household and does not appear on the case or at least one noncitizen individual is in Rejected (**RJ**) or Closed (**CL**) status for FS.

If an individual in the household does not appear in the POS case or is on the POS case in “Not Applying” (**NA**) status for FS and does not appear in WMS, POS starts the **Case Member Addition** activity to allow the Worker to add the individual to the case.

If there is an inactive noncitizen on the case, POS sends a transaction to WMS to reset their status to AP status for FS.

POS saves a row in the case history with a description of “Individual(s) re-set to applying status” when this transaction is sent to WMS. This Undercare transaction is processed overnight by WMS.

New window: Individuals Requiring Re-Evaluation

Individuals Requiring Re-Evaluation

Please indicate below whether the person(s) requiring re-evaluation currently appears on the case:

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val Sex	Citizen / National	FS AFIS

The inactive individual(s) is (are) in closed (CL) or rejected (RJ) status for at least one program.

The individual(s) is (are) in Applying (AP) status for all programs.

The individual(s) is (are) in Not Applying (NA) status for all programs.

The individual(s) does (do) not appear on the case.

Next Action

Please click the “Next” button to continue. POS will launch the Case Member Addition activity to allow the Worker to add the new individual to the case.

New Completion Edit

When a transaction is submitted to WMS to reset the inactive noncitizen to applying status for FS, a new completion edit was added to prevent the Worker from completing the case until the overnight transaction is processed by WMS. If the Worker attempts to complete the activity, the following error message appears:

- POS submitted a transaction to re-set individuals to applying status to WMS today. You must wait until the action is processed by WMS to complete the activity.

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2. Levels of Approval for FS Grant Code 22

When a FS grant code **22** (Daily Retroactive Benefits) is prepared with a period of more than 30 days, the case action must be approved by a PAAII or above.

FS POS was updated to require the entry of an approval in the **Special Grant Approval** Screen (**NSGC99**) in WMS and approval by a PAAII or above in FS POS when a grant code **22** is prepared for a period that was covered by a previous grant code **22**. For example, if the ES prepares a grant for the period of December 1, 2011 to December 31, 2011, but this period was by a previous grant code **22**, approval by a PAAII or above will be required.

As a result, when the conditions are met, FS POS will only display the following titles in the Approval Assignment window:

- **64** FS Assistant Site Manager
- **65** FS Site Manager
- **67** Deputy Regional Manager
- **68** Regional Manager

A FS grant with code **22** and a period of more than 30 days will also require pre-approval in the **Special Grant Code Approval** (NSGC99) screen.

- To access the data entry **Special Grant Code Approval** screen: (**NSGC99**):
 - Access the WMS menu (**NWMM00**) screen
 - Move cursor to “six character transaction code”
 - Enter the six digit transaction code **NPBX05** and **Transmit** (press **Enter**)
- To access the data entry **Special Grant Code Approval** screen: (**NSGC99**):
 - The **NSGC99** appears
 - Enter the originating center number
 - Enter the case number
 - Enter the suffix
 - Enter the dollar amount
 - Answer the question, “Are you authorizing a benefit for the same case number and suffix?” with **Y** or **N**
 - **Transmit**

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Host System Menu

```
NWMM00 (P)                WELFARE MANAGEMENT SYSTEM                03/27/08
                          HOST SYSTEM MENU

Selections:
01.....Inquiry
02.....PA/FS Budgeting
03.....Applications
04.....MABEL
05.....Worker Batch Functions
06.....Child Support Management System
07.....Worker Case Update Functions
08.....Medical Assistance Menu
09.....COMMON BENEFIT ID CARD SUBSYSTEM
10.....Archive Retrieval Menu
11.....TIME LIMIT TRACKING MENU
12.....Client Notice System
13.....MAPPER APPLICATIONS
14.....SSA 40 QUARTER MATCHING
    Enter Selection # █
    Or 6-Character Transaction Code NPBX05

COMPUTER SYSTEM - PRODUCTION
OPERATING MODE  - PRODUCTION
```

Special Grant Approval Screen

```
IISGC99 (Z)                SPECIAL GRANT CODE APPROVAL SCREEN                03/27/08

ORIG ID:                    ISSUANCE CODE:
CASE #:                      SUFFIX:                AMOUNT:

ARE YOU AUTHORIZING A BENEFIT FOR THE SAME CASE NUMBER AND SUFFIX?  Y OR N
```

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WMS Approval Prior to Transmission

In order to properly issue the benefits, the Worker must send the grants to the supervisor. The supervisor (AJOSII or above) must then **first enter the approval** in WMS screen **NSGC99**, **before transmitting the grant from POS to WMS.**

Once the **approval is entered in WMS**, the grant can then be transmitted into WMS. If the **supervisor** transmits the grant before entering the approval in **WMS screen NSGC99**, the grant transaction will fail.

3. New Business Rules for FS Grant Code 22

When a FS grant with code **22** (Daily Retroactive Benefits) is prepared with a period of more than 30 days, the following warning message will appear in the **FS Single Issue Data Entry** window:

- FS SI code **22** for more than 30 days. PAA II approval is required. **Special Grant Approval** Screen (NSGC99) is required before transmission to WMS.

When a grant code **22** is prepared for a period that was covered by a previous grant code **22**, the following warning message will appear:

- Date overlap with prior FS SI code **22**. PAA II approval is required. **Special Grant Approval** Screen (NSGC99) is required before transmission to WMS.

4. Single Issue Print Queue Updates

The Single **Issue Grant Printing Queue** was changed to the new **Backup SI Grant Queue**, which allows the Food Stamp Center to transmit backup grants directly from POS to WMS. The new queue allows Food Stamp Centers to transmit backup grants (FS SI code 16) to WMS. This queue is available to Supervisors for transmission of the grant.

This queue retrieves the following Benefit Issuance code when it is marked as a backup grant:

- FS SI Code **16** - Following Month FS

New Backup SI Grant Queue

Instructions

The new queue includes the following instructions:

- This tab shows backup SI grants that may need to be transmitted to WMS. Select the case to view the list of grants that can be transmitted. To transmit the grant(s), click on the 'Transmit Grant(s)' button.

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New Backup FS SI Grant Queue

This tab shows backup SI grants that may need to be transmitted to WMS. Select the case to view the list of grants that can be transmitted. To transmit the grant(s), click on the 'Transmit Grant(s)' button.

Backup FS SI Grant Queue

Complete	Case No	Case Name	Activity	Acty End Date-time	From	Casel

The grants below must be transmitted to WMS if they are required or removed if they are not required. To transmit to WMS, click on the 'Transmit Grant(s)' button. To remove, click on the 'Rem' checkbox.

Sel	Rem	Issuance Code - Description	From	To	FS File Date	Transmitted

Transmit Grant(s) Refresh Close

Case List

The top section of the window includes the list of cases with single issue grant forms that may need to be transmitted. This case list includes the following fields:

Complete	Case No	Case Name	Activity	Acty End Date-time	From	Caseload

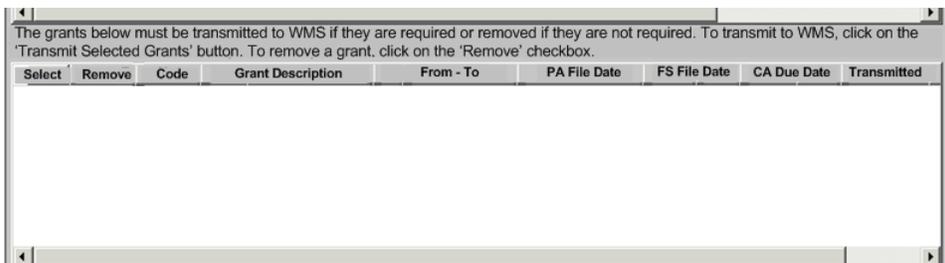
- **Complete** – this checkbox allows designated staff to complete the activity once the grants are transmitted.
- **Case No** – this field indicates the case number for which the grants will be transmitted.
- **Case Name** – this field indicates the case name for which the grants will be transmitted.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

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Grant List

The bottom section of the window includes the following instructions: “The grants below must be transmitted to WMS if they are required or removed if they are not required. To transmit to WMS, click on the **Transmit Selected Grants** button. To remove, click on the **Remove** checkbox.”



- Select (checkbox)
- Remove (checkbox)
- Code (grant code)
- Grant Description
- From – To (grant from and to dates)
- FS File Date
- Transmitted (date of transmission or message)

Buttons

The window includes three buttons:

- **Transmit Grant** – this button transmits the selected grant(s) to WMS.
- **Refresh** – this button removes the case from the case list once the grant is marked as completed.
- **Close** – this button closes the Queue.

Business Rules and Grant Transmission

When the Supervisor clicks on the **Transmit Selected Grants** button, POS runs business rules to determine whether the grant was already issued in WMS. If the grant was already issued, POS will remove the backup grant from the queue.

5. New Food Stamp Settle in Conference Activity

A new activity named **Food Stamp Settle in Conference** was added in FS POS. This activity allows the ES to retrieve and cancel pending rejection, closing or budget reduction actions that are clocking down in WMS.

This new activity includes 3 windows:

- **Household** Screen
- **Transaction Selection**
- **Transaction Details**

To start the activity, the Worker must select **FS Settle in Conference** in the **Action** tab.

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Household Screen

The **Household** Screen allows the Worker to review the case information. Once the review is completed, the ES clicks on the **Next** button to continue.

Transaction Selection

The **Transaction Selection** window appears. This window allows the ES to select the pending transaction that will be removed. This window will retrieve pending transactions from the **Pending Actions and Outstanding Items** inquiry screen (NQCS07) in WMS:

The ES will then select the transaction that they want to remove and click the Next button to continue.

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Transaction Selection Window

Auth #	Trns Type	Frwd Date	Latest Dt	Prep Dt	Tx St	Actio Dt	M3E Ind	Batch	FH ST
99931708	0109	11/29/00	/ /	11/29/00	04	12/10/00	Eos11		1
99931710	0109	11/28/00	/ /	11/28/00	04	12/08/00	Eos11		
99931720	0109	11/28/00	/ /	11/28/00	04	12/08/00	Eos11		

Transaction Details

The **Transaction Details** window allows the ES the required information to process the transaction cancellation. The ES must select one of the following reasons in the **Reason for Settle in Conference (SIC)** list:

- Client Kept Appointment
- Client Complied
- Agency Error – Pre-approved by Supervisor/Management

If the ES selects “Agency Error – Pre-approved by Supervisor/Management,” s/he must answer the question “Permission is required to remove this action. Are you sure permission to perform this SIC was obtained?” If the answer is “Yes,” s/he will be able to continue with the activity. If the answer is “No”, the activity will be closed.

The **SIC Details** field will allow the ES to enter optional case comments regarding the SIC.

FS POS will then attempt to determine whether the pending action was completed using the FS Recertification Interview, FS Change Case Data or FS Application Interview. If the system can determine the activity, the **System Result** window will display the activity and the ES will be placed in this activity upon completion of the SIC activity. If the system cannot determine the activity, the ES must select the activity that will follow the SIC action.

Once the required fields in the window are completed, the ES must click “Next” to continue. The following message will appear with OK and Cancel buttons:

- You are about to send a SIC transaction to WMS. This action will cancel the selected pending transaction. Click **OK** to proceed. Click **Cancel** to stop the action.

The ES must click OK to continue and process the SIC.

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Transaction Details Window

POS Settle Closing or Reduction Action (SIC) - Details

File etc...

Auth #	Trns Type	Frwd Date	Latest Dt	Prep Dt	Tx St	Actio Dt	M3E Ind	Batch	FH ST
99931708	0109	11/29/00	/ /	11/29/00	04	12/10/00	Eos11		

Reason for SIC:

SIC Details:

As part of the Settle in Conference action, you must complete a Recertification Interview, Change Case Data or Application Interview.

System Result:

You must select an activity to continue with this SIC in POS:

Recertification Interview
 Change Case Data
 Application Interview

Permission is required to remove this action. Are you sure permission to perform this SIC was obtained? Yes No

When the transaction is submitted to WMS, the SIC activity will be completed and the system will open the activity displayed in the **System Result** field or selected by the ES.

Edits

If the case is already in Closed (**CL**) or Rejected (**RJ**) status, the following error message will appear:

- The case is not in AP, SI or AC status for FS on WMS. This action cannot be performed.

If the case is in AP, SI or AC status and there is no pending Eligibility (Transaction Type **0107**) or Undercare (Transaction Type **0109**) in WMS, the following error message will appear:

- There are no pending transactions on WMS for the case that can be removed. This action cannot be performed.

6. AFIS Window Update

POS will pre-fill the **Exempt** radio button for rejected and closed FS-only adults who are sanctioned or disqualified for Food Stamps.

7. Change to Processing of Y10 Closings (Failed to Keep Recertification Interview)

FS Closing code **Y10** (Failure to Recertify [No Notice Required]) will no longer be an immediate closing transaction. WMS was updated to hold the closing in clock-down until the final day of the certification period.

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The **Failed to Keep Recertification Interview Log** was updated to allow the Supervisor to transmit **Y10** closings from the first day of the final month of the certification period for cases that failed to keep the FS recertification interview.

If the participant keeps the recertification interview while the **Y10** closing is clocking down, the Worker must use the **Food Stamp Settle in Conference** activity to cancel the closing transaction and start the **FS Recertification Interview** in FS POS.

8. Citywide Implementation of Quick View Recertification Log

The **Quick View Recertification Log** pilot at the Food Stamp SSI Center (**F15**) was implemented citywide in January 2012.

The condensed quick view allows faster retrieval of the case list for assignment to an Eligibility Specialist and for updates to the appointment status. Improvements were implemented to improve the speed of the data retrieval after the case is assigned or the appointment status is updated.

The **Quick View Log** also allows the center to assign multiple cases by holding down the control key and clicking on multiple cases, then clicking on the **Assign** button.

9. Updates to FS Aging Report

The FS Aging report in the POS Management Console was updated in January 2012 to exclude applications processed by the FS Fair Hearing Unit (FSH) when the **In-Person** or **Phone** checkboxes are selected. The report has been updated with additional new columns, and a new case option in the **Workers** filter. The report also allows the user to enter a range of days in the **Milestones** filter.

Cases where the FS Fair Hearing Unit processed the application will be excluded from the report when the **In-Person** or **Phone** checkboxes are selected.

The following columns were added to the report:

- 1st FS SI Issue Date – Date of 1st Single Issue after the FS file date but before or on the recurring grant
- 1st FS SI Grant Code – WMS code of the 1st Single Issue grant
- 1st FS Grant Period – Period covered by 1st Single Issue grant
- 2nd FS SI Issue Date – Date of 2nd Single Issue after the FS file date but before or on the recurring grant
- 2nd FS SI Grant Code – WMS code of the 2nd Single Issue grant
- 2nd FS Grant Period – Period covered by 2nd Single Issue grant
- 3rd FS SI Issue Date – Date 3rd SI after the FS file date but before the recurring grant
- 3rd FS SI Grant Code – WMS code of the 3rd Single Issue grant
- 3rd FS Grant Period – Period covered by 3rd Single Issue grant
- FS Recurring Grant – Date of recurring grant
- Application Source – Source of the application
- Application Center – Center that completed the application intake

The user can enter a value between 0 and 181 days in the **Milestones** filter. The report will retrieve the applications accordingly.

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Updated Report Filters

10. Updates to FS TAD

The following updates will be made to the FS TAD:

- The AFIS Indicator will be set to **5 - Exempt good cause** for rejected and closed adults who are sanctioned or disqualified for Food Stamps.
- A new field named **ABBR-CNS** (Abbreviated CNS Notices) will appear on the WMS data section of the FS TAD. This field will be reserved for future use.

11. Update to Completion Edit to Prevent the Improper Completion of EFS

A completion edit ensures that Supervisors do not improperly complete the Approve EFS activity when the FS case status was updated. This edit was updated to run only when the case is eligible for EFS in the Approve EFS activity.

12. New Unscannable Documents Filter

POS will not allow workers to index documents that fit the Unscannable document category.

13. POS Incremental Search Update

POS has added the incremental search function to the **Available Worker Selection Box** which will make staff selection easier and faster. The Incremental search feature has been added to the following POS windows:

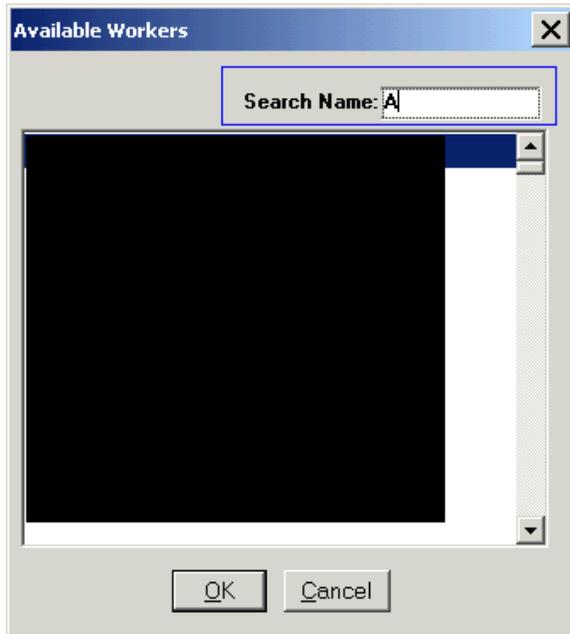
- POS Approval Assignment
- In-Center Referral
- Document Intake
- **Case Assignment** Screen in the Individual Queue

Incremental Search will allow the staff to search for the available worker or supervisor by the last name. When the worker enters an **A** the following list comes up enabling the worker to choose from the selected names.

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Example: **Case Assignment** Screen in the Individual Queue



14. Address Information Window Update for E-mail Address

POS has updated the **Address Information Window** to display the **E-Mail Address** field under the Mailing Address.

15. Model Office Updates

The following updates are scheduled for release during the week of January 30th, 2012:

- BEV appointments now appear in FRED. They are considered "offsite" appointments at every Model center except Center **037/F53**, which has a co-located BEV office.
- NCA periodic mailer "appointments" (code **151**) no longer appear in FRED.
- The previous release of FRED extended the date range over which NCA Recertification appointments are displayed in FRED. However the range for rescheduled appointments was calculated based on the rescheduled date, not the original appointment date. This bug is fixed in this latest release.
- The I-Speak form is now printed with tickets issued at Front Door Reception to clients whose preferred language is not English, and who have not already received the form in the past three months. The instructions that appear on the Front Door Reception (FRED) Confirmation page after a ticket is issued were updated to reflect this new feature. If the form prints, the user must indicate on the Confirmation page that the form was given to the client before the user can proceed.

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Front Door Reception (FRED) Confirmation window

'. At the bottom, there are three buttons: 'Print Visitor/Case Member Passes', 'OK', and 'Cancel'."/>

16. WMS Updates

The updates listed below were made to match changes in the New York State Welfare Management System (WMS) version 2012.1:

- A Recert Source field was added to Inquiry Screens **NQCS01**, **NQCS02**, **NQCS3A**, **NQCS3B**, **NQCP01**, and **NQCS28**.
- A CNS Abbreviated Notices field was added to Inquiry Screens **NQCS02** and **NQCP02**.

For additional details, please see the Policy Directive for WMS version 2012.1 under separate cover.

17. Activity Completion Window Updates

The **Activity Completion Edits** window has been updated to display the case and user information. The following fields were added to this window:

- Current Case, Suffix, DB Name, Case Center
- Current Activity, Parent, PC Name, PC Center
- User ID/POS Title, Caseload, User Center

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Activity Completion Edits window

The errors listed below must be resolved before completing the Error Correction activity.

[Edit Instruction](#)

18. Update to Child/Teen Health Program Script Window

The Child/Teen Health Program Script will only appear in the **FS Application Interview** activity when there is a child in the household.

19. Review Case Activity Updates

The **Review Case** activity was updated for actions that are not interviews, change actions or approvals. The review of these actions will be limited to the relevant windows for those actions.

For the following activities, POS will only display the Household Screen, TAD and Grant Summary windows:

- FS Grants Transmitted
- Print Grants/Recoupments
- WINR0352 Received

For the BEV Recommendation activity, POS will display the **Household** Screen and the **Referrals** Screen.

For the following activities, POS will only display the **Household Screen**:

- Access FS Application Log
- Access FS Deferral Log
- Access FS Recertification Log
- Access NCA FS Calendar
- ACME Young Report Received
- Activity Reassigned in Queue
- AFIS Freedom Results Received
- Approval Activity
- Assign FS Application Interview
- Assign FS Recertification Interview
- Assign FS Sep Det - Elig Decision
- Assign FTK FS Application Interview
- Assignment from Deferral Log
- Case Member Addition
- CBIC Referral to D&C
- CED Received
- Client Intake and D&C Referrals
- Document Intake
- FIA-1021 ABAWD Form Mailed

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- Forwarded Document
- FS Application Interview Rescheduled
- FS Reception Intake
- FS Recert Rescheduled
- FTK FS Recert Interview
- Home Visit/Homebound Status Removed
- In-Center Referral
- Indexing
- IVRS Recertification Completed
- IVRS Recertification Unsuccessful
- LDSS-4753 Form Mailed
- LDSS-4826 App/Recert Form Received
- Make a FS Budget
- Make Case Comment
- NCA FS Case Registered
- Phone Contact Attempt
- Print a Form
- Referred to Print Queue
- Remove Activity (Resolve)
- Review Case
- Schedule Appointments
- System Removed
- TAD Received
- TAD Sent
- W-102 Form Mailed
- Waiting to See You
- WMS Internal Clearance Received

20. E-Form Updates

The following forms were updated:

- **M-3mm**, Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance).
- **W-140VV**, Food Stamp Recertification Notice (**F-61**).