



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

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #12-32-SYS

FS POS RELEASE NOTES VERSION 6.1.1

Date: April 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 April 16, 2012. Descriptions of the changes can be found in FS POS Release Notes Version 6.1.1 (Attachment A). </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 April 16, 2012</i> </p> <p> Related Item: PD #09-20-ELI </p> <p> Attachments: Attachment A FS POS Release Notes Version 6.1.1 </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

Distribution: X

FS POS Release Notes

Version 6.1.1 April 16, 2012

These Release Notes contain descriptions of changes in FS POS Release 6.1.1 scheduled for Monday, April 16, 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.	Statewide Clearance Window	2
2.	IVRS High Risk Cases Update.....	3
3.	Error Correction Lockdown.....	3
4.	New Warning Message for Finger Imaging Results.....	4
5.	Food Stamp Settle in Conference Activity Updates	4
6.	W-113K Documentation Requirements Updates	5
7.	TALX Edit	5
8.	Recertification Log Updates	6
9.	NCA- FS TAD Business Rule Updates	7
10.	POS Incremental Search Update	8
11.	Poverty Level Update	8
12.	E-Form Updates	8

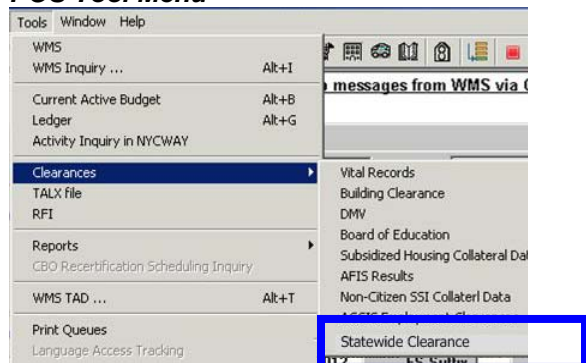
FS POS Release Notes

Version 6.1.1 April 16, 2012

1. Statewide Clearance Window

The Statewide Clearance window was added to POS. The **Statewide Clearance** window is used to identify applicants/participants who are applying, already active or closed within the last 60 days in New York State (NYS) for Cash Assistance, Medicaid and/or Food stamps. The **Statewide Clearance** window is displayed after the **Withdrawal** window within the FS Application Interview and after the **Education and Training** window in the FS Recertification Interview. The Eligibility Specialist (ES) worker can also request this clearance from the **POS tool menu** displayed below:

POS Tool Menu



When a match has been made with the social security number or demographics, the window will display the match information from other districts in the new Statewide Clearance window. The following detailed instructions are provided at the top of the window:

“Below you will find data from other districts in NYS based on a social security number and demographics. Make sure the SSN entered is the applicant/participant’s correct SSN. If the status of the case is active it means that benefits are being received. If the status of the case is closed the transaction date represents the date of closing. The authorization ‘To Date’ shows the last date benefits were/will be received. For more information please review PD-09-20-ELI. Select all check boxes that match the client’s demographic record.”

Statewide Clearance Window

Instructions

Below you will find data from other districts in NYS based on a social security match. Make sure the SSN entered is the applicant/participant's correct SSN. If the status of the case is active it means that benefits are being received. If the status of the case is closed the transaction date represents the date of closing. The authorization 'To Date' shows the last date benefits will be received. For more information please review PD-09-20-ELI. Select all check boxes that match the client's demographic record.

Applicant/Participant Information in POS

Name	SSN	DOB	Sex	CIN

[View Procedure](#)
[Policy Directive for: District of Fiscal Responsibility](#)

Match Information from NYS WMS

Match	District:	Case Type:	Case Status:	Indv Status:	Closing or Denial Date:	Active Date:	Name:	Sex:	DOB:	SSN:	Application Status Date:	Match Score:
<input type="checkbox"/>	Albany	FA	Active	Applying	01/02/2012	01/02/2012						
<input type="checkbox"/>	Albany	FA	Active	Applying	01/02/2012	01/02/2012						

Next Previous

FS POS Release Notes

Version 6.1.1 April 16, 2012

All information displayed on the statewide clearance window in [Blue font](#) denotes a system entry.

Applicant/Participant Information in POS

This demographic information will be system entered from POS

View Procedure

Click on Policy Directive– District of Fiscal Responsibility for instructions on processing these cases.

Match Information

The ES places a check in the box when the identified match information is displayed.

<u>District</u>	<u>Local District Name</u>
<u>Case Type</u>	<u>FA, SNCA, SNNC and SNFP</u>
<u>Case Status</u>	<u>Active</u>
<u>Individual Status</u>	<u>Applying or Active</u>
<u>Closing or Denial Date</u>	<u>Date case was closed from identified district</u>
<u>Active Date</u>	<u>Date case was activated</u>
<u>Name</u>	<u>Applicant/Participant</u>
<u>Sex</u>	<u>Male (M) or Female (F)</u>
<u>DOB</u>	<u>Date of Birth</u>
<u>SSN</u>	<u>Social security number</u>
<u>Application Status Date</u>	<u>Date applied for CA, MA or FS assistance</u>

Please refer to Policy Directive 09-20 ELI – District of Fiscal Responsibility for instructions on how to process the received match data.

2. IVRS High Risk Cases Update

Cases where the recertification was successfully completed via IVRS (Interactive Voice Response System) , but were not submitted to WMS for processing of the CED (Certification Eligibility Date) due to a high risk or RFI (Resource File Integration) hit will be loaded into the IVRS Recert Process CED queues in FS POS .These cases are awaiting assignment for additional case processing by the ES and PAA I.

3. Error Correction Lockdown

The POS error correction activities were updated to confirm that there is a pending error in WMS or a pending grant error for the case.

The following activities will be affected:

- EC- FS Application Interview
- EC-FS Change Case Data
- EC-EFS Issuance
- EC-FS Recertification Interview

If the ES attempts to access the error correction activity from the Choose a Case window or their queue and POS has confirmed that there is no pending error on the case then the following message will be displayed:

“Error – The error correction activity cannot be accessed because there is no error transaction pending in WMS for the case.”

FS POS Release Notes

Version 6.1.1 April 16, 2012

When this message is displayed, POS will not start the activity and will return the ES back to their queue.

4. New Warning Message for Finger Imaging Results

POS was updated to display a warning message for individuals who have an AFIS indicator of **1. Finger Imaged [System Generated]**, **2. Exempted Left and Right Index Fingers Permanently Unavailable or Unusable [System Generated]**, **3. Temporarily Unavailable or Unusable, One Finger [System Generated]**, or **4. Temporarily Unavailable or Unusable, Two Fingers [System Generated]** in WMS, but for whom AFIS results were not received in POS. This helps ensure that the individual is not improperly denied for missing AFIS results.

Warning message example:

Warning!

The following individuals on the case have a valid AFIS indicator in WMS, but no AFIS result was received in POS:

John Doe, Line Number 1

Mary Doe, Line Number 2

Please review the POS TAD to determine compliance with finger imaging and report the case to the POS help desk for follow-up.

The ES must report the missing results to the POS help desk when they receive this message. POS help desk will follow-up on these cases.

5. Food Stamp Settle in Conference Activity Updates

The Settle in Conference (SIC) activity has been updated to reflect the following changes:

Required Comment

The ES must now enter a detailed comment in the SIC Details section of the **Transaction Detail** window when processing a SIC activity. The ES will not be able to process the SIC activity unless they have entered a detailed case comment.

Activity Selection

When FS POS cannot determine which activity must be re-started from the Food Stamp Settle in Conference activity, the ES must select the one of the following activities associated with the SIC:

FS POS Release Notes

Version 6.1.1 April 16, 2012

- Recertification Interview
- Change Case Data
- Application Interview

When the ES makes a selection in the window and FS POS starts a new activity, the label for the activity will indicate that was started from FS Settle in Conference.

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

System Result: Unknown

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

☐ Recertification Interview
☐ Change Case Data
☐ Application Interview

6. W-113K Documentation Requirements Updates

The ES will not be able to print the Documentation Request (**W-113K**) Form, if they have not filled out the data entry window form. The printing of the **W-113K** is now limited to the following interview and change activities:

:

- FS Application Interview
- EC-FS Application Interview
- EFS Issuance
- EC-EFS Issuance
- FS Change Case Data
- EC FS Change Case Data
- FS Recertification Interview
- EC- FS Recertification Interview

7. TALX Edit

When the ES clicks the Next button on the TALX window, POS determines whether the JOS/Worker has clicked on the TALX link to open the TALX website during the FS Application Interview. The TALX window displays the following message when the case has not been assessed by TALX during the interview:

You must click on the TALX link to the website to see if the household members are employed”.

FS POS Release Notes

Version 6.1.1 April 16, 2012

The ES worker needs to click **OK** and process the **TALX** window to continue the case activity.

8. Recertification Log Updates

The **Food Stamp Recertification Log** was updated to allow the Worker to choose between the full view and the quick view when the log opens, to display a message when the **Quick View** button is clicked and add a new edit in the **LDSS-4826 Received** window.

New Selection Option in Instructions window

The Worker can choose between the full view and the quick view in the Instructions window when the Food Stamp Recertification Log opens.

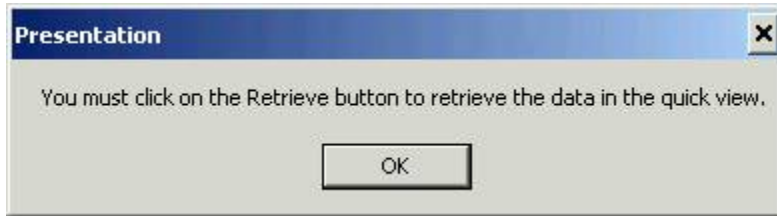
New Message for Quick View button

POS displays a message reminding the Worker that the Retrieve button must be clicked when accessing the Quick View:

“You must click on the Retrieve button to retrieve the data in the quick view.”

FS POS Release Notes

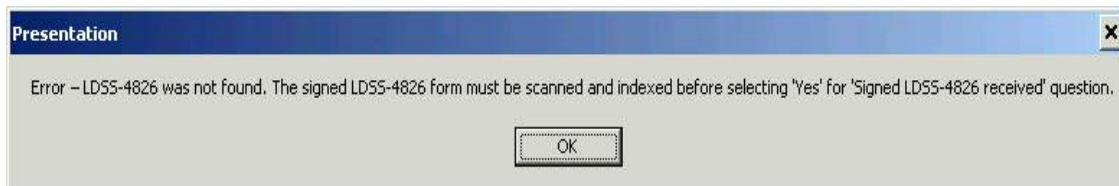
Version 6.1.1 April 16, 2012



New Edit in the LDSS-4826 Received Window

POS will confirm whether the **LDSS-4826** recertification was scanned and indexed when the Worker clicks on the **LDSS-4826 Received** button. If the form has not been scanned and indexed, an error message will appear:

“Error – LDSS-4826 was not found. The signed LDSS-4826 form must be scanned and indexed before selecting ‘Yes’ for ‘Signed LDSS-4826’ question”



9. NCA- FS TAD Business Rule Updates

M88 Rejection/Closing Code

POS has been updated to prevent the ES from incorrectly rejecting or closing a FS case using the reason code **M88** (Failure to comply with Finger imaging requirements) when the finger imaging result is in WMS.

When the ES attempts to reject or close the case with the **M88** code, POS will determine whether the casehead/payee and all adults on the case have valid AFIS indicators. If the rejection or closing has been determined to be incorrect POS will display the following message:

“The case cannot be denied with reason code M88. All adults have valid AFIS indicators”.

U40 Rejection/Closing Code

POS has been updated to prevent the ES from incorrectly rejecting or closing a FS case using the reason code **U40** (Excess Resources). When the ES attempts to reject the case using **U40**, POS will determine if the **U40** code is correct. If the rejection or closing is incorrect, POS will display the one of the following messages that applies to the specifics of the case:

“The case cannot be rejected with reason code U40 because the case has not been determined to be categorically ineligible.”

“The case you are trying to reject is categorically eligible according to the last budget calculated”

Categorical eligible cases are exempt from the Food Stamp resource limit which makes the **U40** Excess Resource code incorrect. The ES must calculate and save a budget for the case to determine the correct categorical eligibility for Food stamps.

FS POS Release Notes

Version 6.1.1 April 16, 2012

10. POS Incremental Search Update

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

- Food Stamp Application Log – Assign window
- Food Stamp Recertification Log – Assign window
- Food Stamp Deferral Log – Assign window

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 list comes up enabling the worker to choose from the selected names beginning with **A**.

11. Poverty Level Update

The Federal Poverty levels have been updated in FS POS to reflect the new increase effective 4/1/2012.

12. 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**).