



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



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

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #12-44-SYS

### FS POS RELEASE NOTES VERSION 6.2

<b>Date:</b> June 14, 2012	<b>Subtopic(s):</b> 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 Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on June 18, 2012. Descriptions of the changes can be found in POS Release Notes Version 6.2 (<b>Attachment A</b>), ACE Project Auto Assignment Appendix A (<b>Attachment B</b>), and ACE Project Call Window Appendix B (<b>Attachment C</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective June 18, 2012</i></p> <p><b>Related Item:</b> <a href="#">PD #12-09-ELI</a></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b> FS POS Release Notes Version 6.2  <b>Attachment B</b> ACE Project Auto Assignment Appendix A  <b>Attachment C</b> ACE Project Call Window Appendix B</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 6.2 June 18, 2012

These Release Notes contain descriptions of changes in FS POS Release 6.2 scheduled for Monday, June 18, 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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# FS POS Release Notes

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## 1. New Food Stamp Change Center Process - ACE Project

### Overview

An interview is required with the applicant/participant or authorized representative in all cases, to establish eligibility or certify continued eligibility for FS. A completed application form and verification of certain information is also required to complete the eligibility determination process.

In an effort to ease the burden of having to come into a FS Center, applicants/participants are given the opportunity to conduct these interviews by telephone.

As a means of improving the manner and efficiency in which these interviews are conducted, two new systematic changes have been developed.

The first change is an improvement to the manner in which daily interviews are assigned. Previously, once a telephone interview had been scheduled, it was placed on either the **Application Interview Log** or the **Recertification Interview Log** in the Paperless Office System (POS). Nightly, Supervisors would manually select interviews scheduled for the following day and assign them to staff based on the expected availability of the staff.

The new process allows for the automatic assigning of those interviews based on staff schedules and availability. To ensure that the new automatic assigning is done correctly, a new Worker Schedule and Availability interface has been created to account for staff work schedules (including lunch breaks) as well as scheduled leave time.

The second systematic change is the implementation of the Agile Communication Environment (ACE) system. ACE is a telephonic system that is integrated with POS to assist in the telephone interview process. Workers initiate the telephone interview process directly from their queue. ACE records all contact attempts and results.

For additional details please refer to the ACE Project Auto Assignment Appendix A (**Attachment B**), and ACE Project Contact Window Appendix B (**Attachment C**).

## 2. Social Security Validation Update

POS has been updated to reflect the correct Social Security Number (SSN) validation period within the Individual Detail window from 90 days to 60 days. If the date of the Social Security application is more than 60 days, the individual must provide an SSN or reapply for an SSN. POS informs the Eligibility Specialist (ES) with the following message:

**SSN Validation Code is 2 - The date of application for a SSN is more than 60 days old. A social security number must be provided or the client must reapply for a SSN. Proof must be presented in order to determine eligibility or to continue eligibility.**

### ES Activity completion edit

When the ES attempts to complete or suspend the case from other activities except the review case activity; POS performs a look-up prior to exiting and disallow the completion of the activity when the SSN validation is over 60 days. The following message will be displayed:

**“An applicant/participant in active or sanctioned status applied for a Social Security Number more than 2 months ago (SSN validation code 2). You must resolve the Social Security discrepancy or select a proper SSN validation code before you can complete this activity.”**

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If an applicant/participant has not furnished a Social Security Card within 60 days of filing their application for a SSN, staff must send the household a Notice to Report to Center (M-3g) (Job Centers) or a Food Stamps -Request for Contact/Missed Interview (LDSS-4753) (Food Stamp Centers).

For additional details, please refer to Policy Directive 12-09-ELI (Importance of Accurate Social Security Numbers in the Welfare Management Systems [WMS]).

## 3. Child/Teen Program Script Update

The Child/Teen Health Program Script in POS has been updated with the following **new text**:

Now I'm going to tell you about a **program** that can protect the health of your children. It's called **the** Child/Teen Health Program, or CTHP. CTHP is free for Children under 21 who have Medicaid.

Your Children need regular checkups, even if **they're** healthy. Checkups can **help** identify problems like asthma and lead poisoning, and can show if a child needs any other medical or dental treatment. Medicaid doctors, clinics and health plans will do the checkups free. If health problems are found, your child will get any additional health care that is needed.

**The CTHP Fact Sheet, in English and Spanish, and the List of Participating Clinics and Hospitals are in your packet. The Fact Sheet explains the Child/Teen Health Program and gives a toll-free CTHP telephone number. The List of Participating Clinics and Hospitals lists some places you can take your children for medical, dental or vision exams.**

If you call the CTHP number you can get help finding CHTP doctors or clinks near where you live. The doctors or clinics can help you to arrange transportation to and from your appointment, and they can tell you how to get a travel reimbursement.

## 4. Language Access Tracking Updates

The **Tracking Language Access indicators** screen below has been updated with specific questions related to providing free interpretation services. Workers must answer and provide a reason when applicable.

**Tracking Language Access Indicators**

Applicant/Participant is:

Preferred Language for speaking:

Preferred Language for Written Notices:

Does the applicant/participant want to use HRA's Free Interpreter Services?:  Yes  No

If YES, Which of HRA's Interpreter Services is being Used?

If No, provide reason stated by applicant/participant:

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This window will continue to appear when the applicant/participant's preferred language for speaking or preferred language for written notices has not been indicated or is not English.

The following questions were removed:

- Is the applicant/participant present for the interview?
- Is the applicant/participant on the phone for the interview?

These questions were replaced with a new field named "Applicant/Participant is". The ES must select one of the following options in this field:

- In the office
- On the phone
- At home (homebound cases only)
- None of the above

The ES must indicate whether the applicant/participant wants to use HRA's free interpretative services. If the applicant/participant does not want to use HRA's free interpretative services, the ES must select one of the following reasons:

- Applicant/participant used their own interpreter
- Applicant/participant indicated they did not need interpretation services

For centers **F24 (Brooklyn Change Center)** and **F43 (Long Island City Change Center)**, the **ACE Project** will integrate the **Contact** window and the **Tracking Language Access Indicators** window.

## 5. Single Issue Print Queue Updates

POS now automatically completes the **Printing Grant** and **Grant Transmission** activities when the grants have been printed or transmitted to WMS.

### Backup grant queue update for system completed grants

When the **system auto-completes** in the backup SI grant queue, POS checks whether grants that need to be printed are associated with the same printing activity as the backup grants.

If any grants that need to be printed are pending for the same case, POS displays the following message for the worker with an **OK** button:

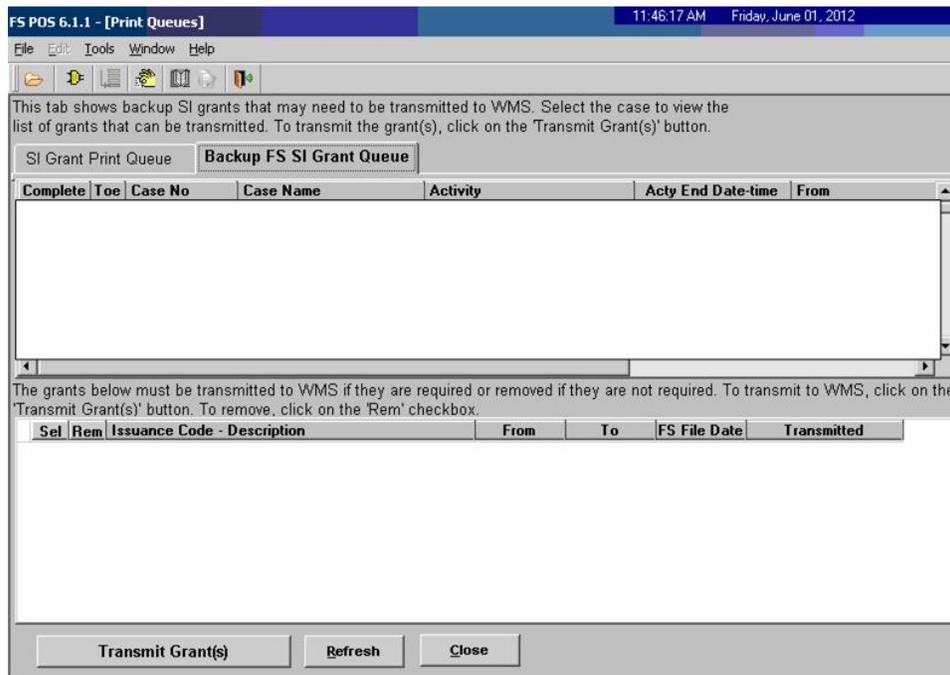
**"Warning - There are grants that must be printed for this case in the SI Print Queue. POS will now refresh the SI backup grant queue."**

When the PAA I clicks **OK** on the message, POS will refresh the queue and remove the grant from the backup queue. The grant is still available for processing in the SI grant queue.

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## Backup FS SI Grant Queue



## Error correction for Backup SI grants

If a case action or approval was transmitted at the same time that the SI backup grants were placed in the SI backup grant queue and the TAD is also in error, then the only activity that will be in the ES's (Eligibility Specialist) queue is the error correction for the originating interview activity.

POS determines the ES's activity associated with the approval and places the error correction in that ES's queue, instead of the Supervisor queue.

## **6. FS Recertification Notice for F61 Automated Mailer**

Staff at **F61** (Residential Facilities Center) previously sent out the FS recertification packet manually. The FS recertification packet mailing process has been automated in POS. It is sent out by the MIS Print Distribution Center.

The new job mailer process has been created to send the following forms for F61 participants that must complete a recertification:

- **W-140VV-Food Stamp Recertification Notice F61 and F63**
- **LDSS-4826 -contains LDSS-4826 Food Stamp Benefits Application, Voter Registration Form and LDSS-4826A**
- **W-119D- Eligibility Factors and Suggested Documentation Guide**
- **W-608V- ID Card Signature Authorization**
- **Return Envelope**

## F61 Data Entry Window Update

When the ES selects and opens the "Food Stamp Recertification Notice" Data Entry they will receive the following error message:

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**“The data entry window is not available For F61 cases since the form is being systems generated by POS and sent through automated mailing system at MIS”**

Once the ES clicks **OK** on the error message the **FS Recertification Data Entry** window will close and return the ES to the next window.

## 7. Application & Failed to Keep Log Updates

The Application, Recertification and Failed to keep logs were updated to reflect the new ACE process at **F24** and **F43**.

## 8. NCA- FS TAD Business Rule Updates

In the EFS Issuance activity, POS sets the Food Stamp status to Single Issue (SI) when a case is eligible for Expedited Food Stamp (EFS) benefits and there is pending verification. FS POS sets the FS suffix reason codes in the EFS Issuance activity to the following codes when the only pending eligibility factors are the Resource File Integration (RFI) matches:

- **A30**- Same Benefit Each Month for cases that applied on the first day of month,
- **A32**- First Month Prorate-Applied before the 16th for cases that apply before the 16<sup>th</sup> day of the month or
- **A33**-First Month Prorate-Applied after the 15<sup>th</sup>.

When other eligibility factors are pending for a case eligible for EFS benefits, POS sets the FS opening code to **Q22**-(Expedited-Pending Verification). The ES must process the CNS notice.

## 9. M3E Indicator Lockdown

The **M3E** indicator in the FS TAD was disabled to prevent the ES from improperly entering the **A** to suppress the CNS notice. The ES must be given Special rights from the POS enrollment table to allow the M3E indicator on the POS TAD.

## 10. Notice of Documentation Required Form (W-132S) Update

The **W-132S** has been updated to reflect procedure changes.

The following checkboxes were removed:

- Expenses for Utilities of Fuel Separate from rent
- Social Security Number
- Social security text box

The following text boxes were added:

- Shelter Expenses
- Childcare Cost

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## Revised Data Entry window for the Form W-132S

Response to Question

**NOTICE OF DOCUMENTATION REQUIRED - CHANGE IN HOUSEHOLD CIRCUMSTANCES (Form W-132S)**

Please verify:

- Income received by:
- Presence in your household of:
- Expense for utilities or fuel separate from your rent
- Shelter expenses (e.g. rent or mortgage payments)
- Childcare or dependent care costs
- Medical expenses of:
- Alien status of:
- Social Security Number of:
- Other/Remarks:

OK Cancel

## 11. WMS Updates

The following WMS updates in POS were made to match changes in the New York State Welfare Management System (WMS) version 2012.2:

- HRA implemented the automation of FS Recoupments using the Food Stamps Claiming and Recoupment system. The Food Stamps Claiming and Recoupment system enables HRA-FIA staff to electronically review potential claim cases and calculate the accurate amount of Food Stamps overpayment.
- The FS CNS Closing Codes **E51** (Failure to Return 6 Month Periodic Report – Questions) and **E52** (Failure to Return 6 Month Periodic Report – Signature) were automated via the Income Clearance Program (ICP) Web system. The ICP Web system informs WMS to close NCA/FS cases that did not complete all the questions on the 6-month periodic report or did not sign the periodic report.

For additional details, please see the Policy Directive for WMS version 2012.2 under separate cover.

## 12. E-Form Updates

The following forms were updated:

- **W-132S Notice of Documentation Required- Change in Household Circumstances**
- **W-908F, Notice of Rescheduled Food Stamp Telephone recertification Interview**
- **W-140VV, Food Stamp Recertification Notice (F-61).**

## Accessing the Assignment and Worker Designation Interface

- The Designated Supervisor accesses the **POS Portal** and clicks on the **NCA FS Calendar** link.



The Supervisor enters all of the following on the NCA FS Calendar to login:

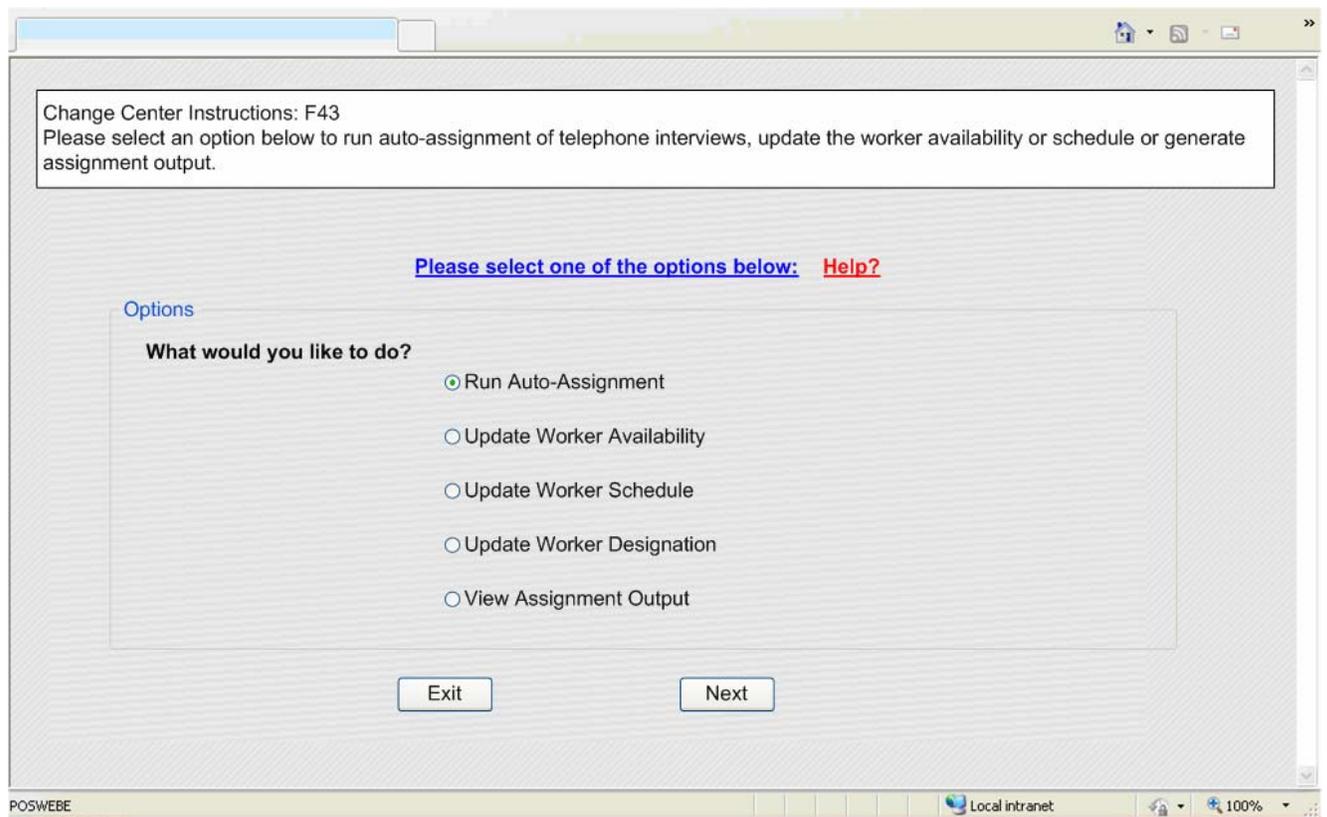
- **WMS User ID**
- **Password**
- Select his/her center from the **FS Sites** field.

## Selection Window

The first window is the **Selection** window, which includes the following options:

- Run Auto-Assignment
- Update Worker Availability
- Update Worker Schedule
- Update Worker Designation
- View Assignment Output

The Designated Supervisor makes a selection and clicks the **Next** button to continue.



## Auto-Assignment Window

- In the **Auto-Assignment** window, the Designated Supervisor selects **Run Auto-Assignment for Applications** or **Run Auto-Assignment for Recertification** and clicks on the **Run** button to run the systematic assignment process.
- Once the systematic assignment process is completed, the Designated Supervisor can click the **Back** button to return to the **Selection** window or the **Exit** button to close the **NCA FS Calendar**.

Change Center Instructions: F43  
Please select an option below to run auto-assignment for applications or recertifications

Please select one of the options below: [Help?](#)

Options

What would you like to do?

Run Auto-Assignment for Applications  
Run Status: In Progress

Run Auto-Assignment for Recertifications  
Run Status: NA

Exit Back

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## Worker Availability Window

The **Worker Availability** window allows the Supervisor to indicate whether the Worker is available or unavailable for interviews. This window retrieves the ID, name and title for the Worker from the **POS Enrollment** window.

- The Supervisor indicates **Yes** or **No** in the **Available** field. The default entry is **Yes**. If the Supervisor selects **No**, they must select the **Start Date** and **End Date**. When the Start Date or End Date field is clicked, a mini-calendar appears, allowing the Designated Supervisor to select the date.
- The Designated Supervisor can select specific times for the Worker's unavailability by selecting the row for the Worker and clicking on the **Update Times** button.

Change Center Instructions: F43  
Please update the Worker's availability below [Help?](#)

ID	Worker Name	Title	Available	Start Date	End Date	Times
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	No	6/18/2012	6/25/2012	All
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	No	6/25/2012	7/6/2012	All
		FS Eligibility Specialist	Yes			

Exit Back

Update Times Save Changes

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## Attachment B – ACE Project Auto Assignment Appendix A

### Update Times Window

The **Update Times** window allows the Supervisor to indicate the times that the Worker will be unavailable.

- The Supervisor can indicate up to 3 time ranges that the Worker will not be available within a day. They can apply this time to all days or specify time ranges for each business day.

Change Center Instructions: F43  
Please indicate the times that the Worker will not be available to conduct interviews. [Help?](#)

Worker Information: [Redacted] [Input Field]  
Schedule: [Redacted] [Input Field]

Apply same times to all dates? **Yes** [v]

Date	Start Time 1	End Time 1	Start Time 2	End Time 2	Start Time 3	End Time 3
6/18-6/25/2012	09:00 AM	05:00 PM				

Back Save Changes

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Change Center Instructions: F43  
Please indicate the times that the Worker will not be available to conduct interviews. [Help?](#)

Worker Information: [Redacted] [Input Field]  
Schedule: [Redacted] [Input Field]

Apply same times to all dates? **No** [v]

Date	Start Time 1	End Time 1	Start Time 2	End Time 2	Start Time 3	End Time 3
6/18/2012	09:00 AM	05:00 PM				
6/19/2012	09:00 AM	05:00 PM				
6/20/2012	09:00 AM	05:00 PM				
6/21/2012	09:00 AM	05:00 PM				
6/22/2012	09:00 AM	05:00 PM				
6/25/2012	2:00 PM	03:00 PM				
6/26/2012	09:00 AM	05:00 PM				
6/27/2012	09:00 AM	05:00 PM				
6/28/2012	09:00 AM	05:00 PM				
6/29/2012	09:00 AM	05:00 PM				
7/2/2012	09:00 AM	05:00 PM				
7/3/2012	09:00 AM	05:00 PM				
7/5/2012	09:00 AM	05:00 PM				
7/6/2012	09:00 AM	11:00 AM	03:00 PM	05:00 PM		

Back Save Changes

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## Worker Schedule Window

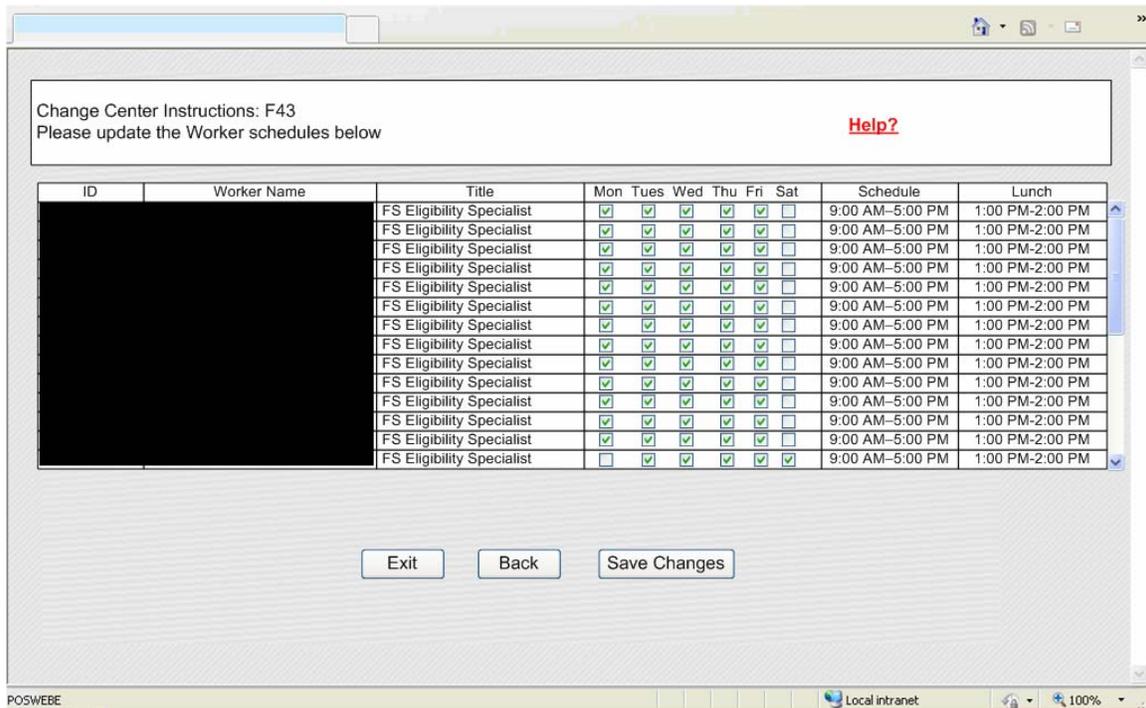
The **Worker Schedule** window allows the Supervisor to indicate the standard work schedule for each Worker, including days of the week, schedule and lunch hour. This window will retrieve the ID, name and title for the Worker from the **POS Enrollment** window.

The Supervisor has the following options in the Schedule menu:

- Arrives 8:00 AM and leaves 4:00 PM (Mon-Fri)
- Arrives 8:00-8:30 AM and leaves 4:00-4:30 PM (Mon-Fri)
- Arrives 8:45-9:15 AM and leaves 4:45-5:15 PM (Mon-Fri)
- Arrives 9:00 AM and leaves 5:00 PM (Mon-Fri)
- Arrives 9:30-10:00 AM and leaves 5:30-6:00 PM (Mon-Fri)
- Arrives 10:00 AM and leaves 6:00 PM (Mon-Fri)
- Arrives 11:00 AM and leaves 7:00 PM (Mon-Fri)
- Arrives 9:00 AM and leaves 5:00 PM (Tues-Sat)
- Arrives 10:00 AM and leaves 6:00 PM (Tues-Sat)

The Supervisor has the following options in the Lunch menu:

- 12-1 PM
- 1-2 PM
- 2-3 PM



## **Worker Designation Window**

The **Worker Designation** window allows the Supervisor to

- indicate whether the Worker works in the application unit, the recertification unit or if they are not an interviewer.
- indicate the region to which the Worker is designated and the language spoken by a voluntary bilingual Worker.

This window will retrieve the ID, name and title for the Worker from the **POS Enrollment** window.

The Supervisor has the following options in the Interview menu:

- Application
- Recertification
- Non-Interviewer

The Supervisor has the following options in the Region menu for the North Brooklyn Change Center (F24):

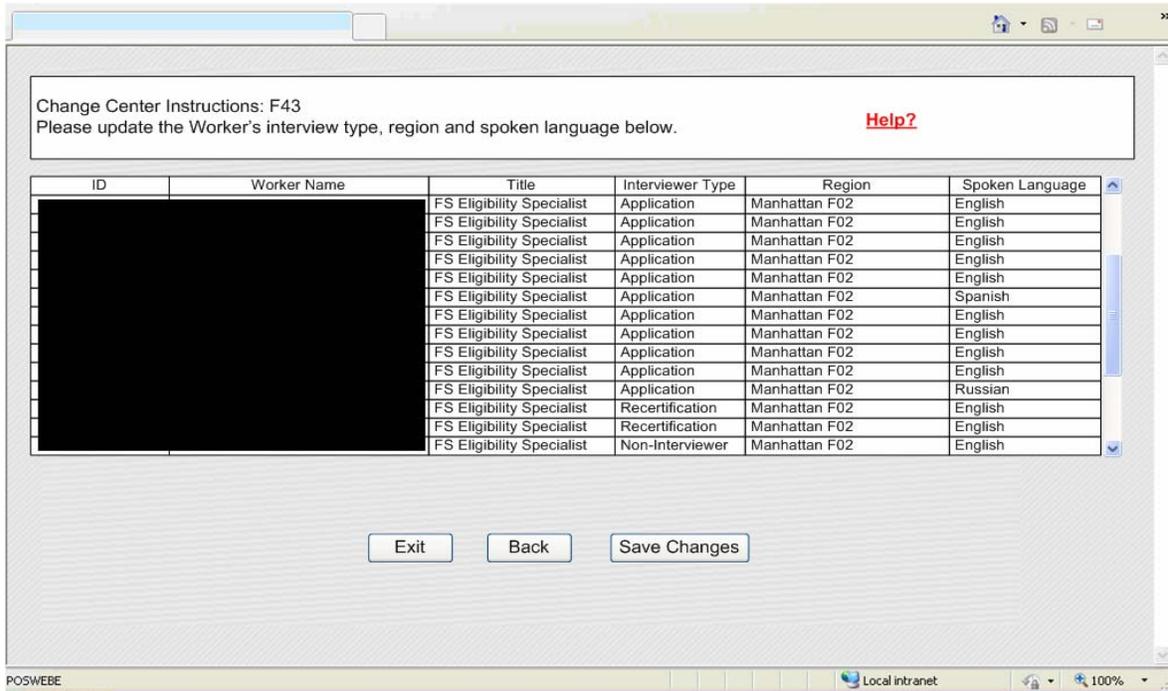
- South Brooklyn F22
- South Brooklyn F28
- North Brooklyn F20
- North Brooklyn F21
- North Brooklyn F26

The Supervisor has the following options in the Region menu for the Long Island City Change Center (F43):

- Bronx F40
- Bronx F45
- Bronx F46
- Manhattan F02
- Manhattan F13
- Manhattan F14
- Manhattan F19
- Queens F53
- Queens F54
- Queens F79
- Staten Island F99

### Worker Designation Window con't

The Supervisor also designates a spoken language for each Worker. The default selection is English.



## View Assignment Output Window

The **View Assignment Output** window allows the Supervisor to view a history of assignments for the change center, for planning and projections.

The Supervisor can:

- Select a date range for the assignment output, and;
- filter the output by:
  - the type of appointment (Application, Recertification, All)
  - the home center for the application, or
  - recertification appointment
  - the Worker or queue to whom the application or recertification interview was assigned.

Change Center Instructions: F43  
Please select an option below to view auto-assignment data for applications. [Help?](#)

Type: All  
Center: All Worker: All  
Start Date: 03/19/2012 End Date: 03/19/2012

ID	Worker Name	Region	Case No	Case Name	Appt Date	Appt Time	Case Language	Worker Language
[Table content is obscured]								

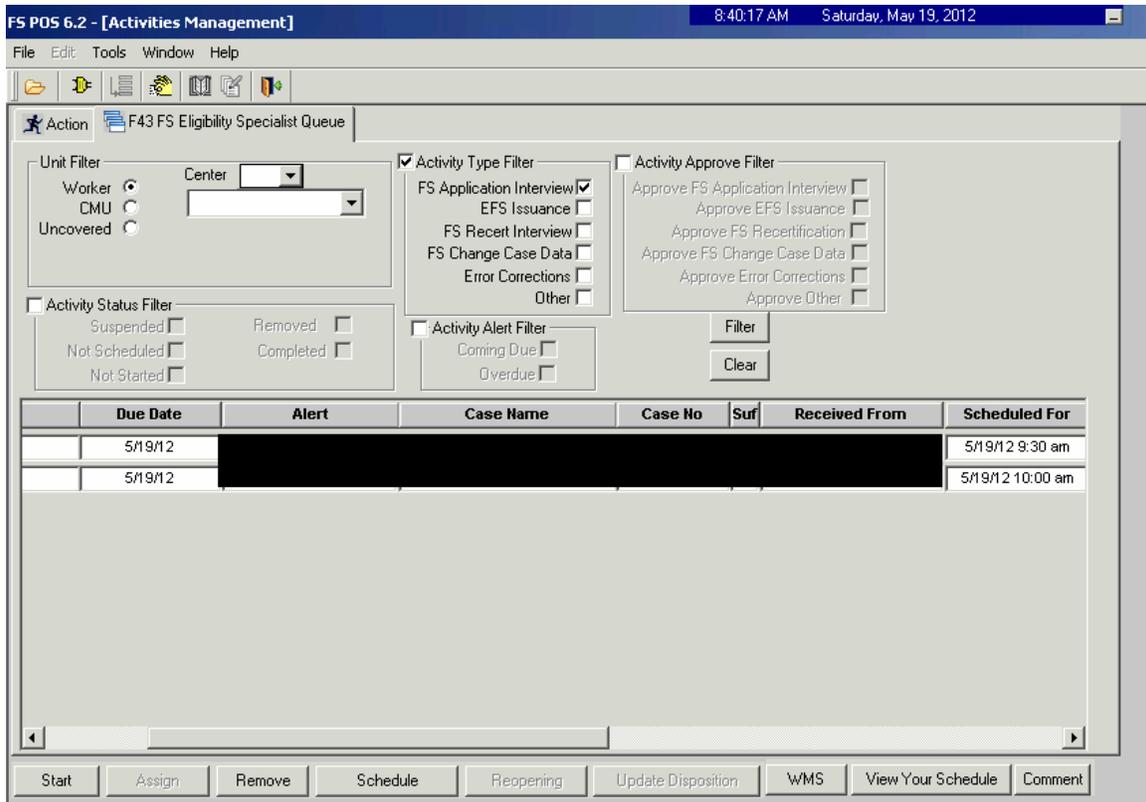
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## Assignment of interviews

The interviews are assigned to the Workers via the new Auto-Assignment system on the night before the appointments. If based on the availability of staff and the number of interviews to be conducted, there is an overflow, these interviews are placed in an **Overflow Queue** and are manually assigned by supervisors throughout the day.

## Accessing the FS Application Interview and FS Recertification Interview

- The Worker accesses their queue and selects the FS Application Interview or FS Recertification Interview filter. The Worker then clicks on the **Scheduled For** column header to sort the activities in their queue and selects the next interview activity.



- When the Worker selects the activity and clicks the **Start** button, the new **Telephone Contact and Tracking Language Access Indicators** window opens.

## Telephone Contact and Tracking Language Access Indicators Window

Telephone Contact and Tracking Language Access Indicators

Please click the Call button to initiate the telephone call. The Script window will open. You must select the outcome of the call in the Call Outcome field.

Applicant is: On the Phone

Appointment Type: FS Application Interview Contact Attempt #: 1

Case Number: 00012345678A

Case Name: DOE JOHN

Casehead Name: Doe, John

Contact Number: (212) 555-1212 Extension:

Preferred Language for Speaking: Spanish Preferred Language for Written Notices: Spanish

Call

Call Outcome:

Does the applicant want to use HRA's free interpretation services?  Yes  No

Cancel Continue

Click the **Call** button

Call Outcome

POS retrieves the following information from the **Application Interview Log** or **Recertification Interview Log** and the POS record:

- Instructions
- Applicant is
- Appointment Type
- Contact Attempt #
- Case Number
- Case Name
- Casehead Name
- Contact Number / Extension
- Preferred Language for Speaking
- Preferred Language for Written Notices
- The Worker clicks the **Call** button to initiate the call. POS will connect to ACE and make the call using the contact number retrieved for the case. The Script window appears, guiding the Worker with the proper greetings and information upon reaching the applicant/participant, another individual or a voice mail machine.

## Script Window

Telephone Contact and Tracking Language Access Indicators

**Telephone Contact Script – please use the text below if you are able to reach the casehead:**

Hello, I am calling for JOHN DOE. Are they available?

Instruction to Worker:  
If the applicant/participant is available, conduct the interview.  
If the applicant/participant answers No, ask the following:

Since we are unable to conduct the interview, when would be a better time to contact you?

**Telephone Contact Script – please use the text below if you are not able to reach the casehead:**

Hello, this is JOSEPH SMITH and I am calling regarding the scheduled telephone interview for JOHN DOE. Please let JOHN DOE know that we will try to contact them again later today or please have them call 212-555-1213 to reschedule the interview.

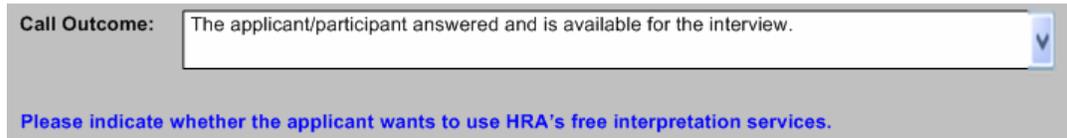
**Telephone Contact Script for voicemail:**

Hello, this is JOSEPH SMITH and I am calling about your scheduled telephone interview for JUNE 18, 2012. We will call you back at a later time. Thank you."

Close

- The Worker clicks **Close** to return to the **Contact** window and clicks on **Call Outcome** and selects from one of the following options:
  - The applicant/participant answered and is available for the interview
  - The applicant/participant answered and is not available, asks for a reschedule
  - The applicant/participant answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.
  - Call went to voicemail or answering machine.
  - The number you dialed is not in service.
  - At the customer's request, this line is not accepting any incoming calls.
  - The subscriber has not set up their voice mail.
  - The voice mail is full and cannot take any messages.
  - The number you dialed is incorrect, please check the number and dial again (Check LDSS-4826/WMS for contact number)
  - Other (Comment Required)

## Successful Contact



Call Outcome: The applicant/participant answered and is available for the interview.

Please indicate whether the applicant wants to use HRA's free interpretation services.

If the applicant/participant's preferred language for speaking or written notices is not English, the following required question appears in the **Contact** window: "Does the applicant want to use HRA's free interpretation services?"

- If the applicant/participant does not want to use HRA's free interpretation services, the Worker must click **No** and select the reason:



Does the applicant want to use HRA's free interpretation services?  Yes  No

Provide reason stated by the applicant: Applicant/participant indicated they did not need interpretation services

Select the reason here

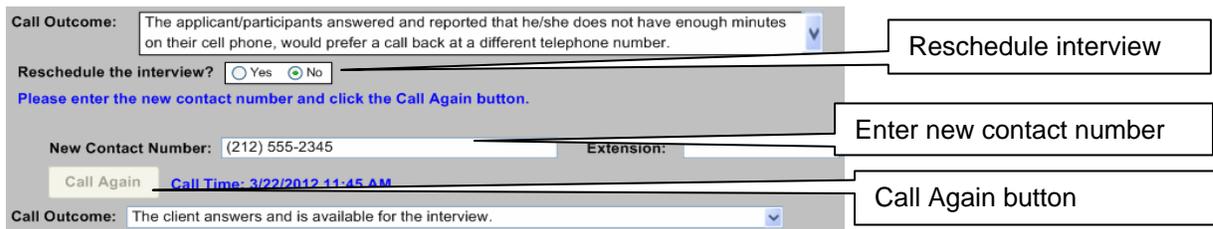
- If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue on the Contact window** to start the interview.

## Unsuccessful Contact - New Contact Number

- If the Worker is able to reach the applicant/participant, but they ask to be contacted at a different telephone number, the Worker must indicate whether the applicant/participant wants to reschedule the interview and must record the new contact number.
- If the applicant/participant wants to reschedule the interview, the Worker clicks **Continue** on the **Contact** window after recording the new contact number and access the **Application Interview Log** or **Recertification Interview Log** to reschedule the case.

If the applicant/participant does not want to reschedule the interview, a **Call Again** button appears to allow the Worker to call the applicant/participant at the new contact number. This number is saved to the **Application Interview Log** or the **Recertification Interview Log** when the **Contact** window is closed.

- The Worker must record the outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.



Call Outcome: The applicant/participants answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.

Reschedule the interview?  Yes  No

Please enter the new contact number and click the Call Again button.

New Contact Number: (212) 555-2345 Extension:

Call Again Call Time: 3/22/2012 11:45 AM

Call Outcome: The client answers and is available for the interview.

Reschedule interview

Enter new contact number

Call Again button

### Unsuccessful Contact – Incorrect Number

- If a message is received in the Call Outcome field that the dialed number is incorrect, the Worker must check the Food Stamp Benefits Application/Recertification (**LDSS-4826**) form and WMS to confirm the contact number. The Worker clicks **Does the contact number match** field.
- If the number matches, the Worker must click **Yes** and **Continue** to exit the **Contact** window.
- If the number does not match, the Worker enters the new Contact Number and clicks **Call Again** to initiate a call to the corrected contact number. This number is saved to the **Application Interview Log** or the **Recertification Interview Log** when the **Contact** window is closed.
- The Worker must select the Call Outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, click **Continue** to start the interview.

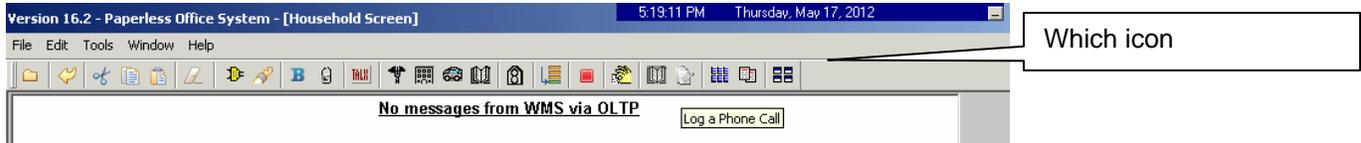
The screenshot displays a software interface for a contact window. At the top, a dropdown menu for 'Call Outcome' is open, showing the text 'The number you dialed is incorrect, please check the number.' Below this, a blue instruction reads 'Please check the LDSS-4826 application form and WMS to confirm the contact number.' A radio button group for 'Does the contact number match?' has 'No' selected. Below that, 'New Contact Number' is entered as '(212) 555-2345' and 'Extension' is empty. A 'Call Again' button is visible, along with a 'Call Time' of '3/22/2012 11:45 AM'. At the bottom, another 'Call Outcome' dropdown is open, showing 'The client answers and is available for the interview.'

### Call Outcome of Other

- If the Call Outcome selected is **Other (Comment Required)**, a comment text box opens and the Worker must enter a detailed case comment.

## Ending a call

- To end a call, the Worker clicks on the new **End Call** icon in the POS tool bar or the **End Call** option in the Tools menu.



- The **Contact** window appears and the Worker clicks Yes or No to indicate whether the interview was completed and whether the activity should be suspended. The Worker must enter a case comment.

A screenshot of the "Telephone Contact and Tracking Language Access Indicators" window. The window contains the following fields and controls:

- A message box: "Please click the Cancel button to resume the interview. Please click End Call to end the call."
- Applicant is:** On the Phone (dropdown menu)
- Appointment Type:** FS Application Interview
- Contact Attempt #:** 1
- Case Number:** 00012345678A
- Case Name:** DOE JOHN
- Casehead Name:** Doe, John
- Contact Number:** (212) 555-1212
- Extension:** (empty field)
- Was the interview completed?**  Yes  No
- Suspend the activity?**  Yes  No
- Comment:** The interview is complete.
- Buttons:** Cancel, End Call

Callouts point to the "Was the interview completed?" radio buttons (labeled "Interview completed") and the "Comment" text box (labeled "Case comment").

### Resuming a call

- If the Worker ends a call without completing the interview and returns to the **FS Application Interview** or **FS Recertification Interview**, the **Contact** window appears and allows the Worker to call the applicant/participant back and resume the interview.
- The Worker must select the Call Outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Telephone Contact and Tracking Language Access Indicators

Please click the Call button to resume the interview.

Applicant is:

Appointment Type:  Contact Attempt #:

Case Number:

Case Name:

Casehead Name:

Contact Number:  Extension:

Preferred Language for Speaking:  Preferred Language for Written Notices:

Call Time: 3/22/2012 11:54 AM

Call Outcome:

Comment:

Please indicate whether the applicant wants to use HRA's free interpretation services.

Does the applicant want to use HRA's free interpretation services?  Yes  No

Provide reason stated by the applicant:

Call Outcome