FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-67-SYS

CA POS RELEASE NOTES VERSION 16.2.1

Date: August 16, 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 August 20, 2012. Descriptions of the changes can be found in POS Release Notes Version 16.2.1 (**Attachment A**) and the Model Office Release Notes 6.2.1 (**Attachment B**). **Reminder** All NCA FS applicants/participants are required to be finger imaged. **Note:** As of August 29, 2012, any reference to the Food Stamp Program in this procedure shall mean the Supplemental Nutrition Assistance Program (SNAP) and any reference to Food Stamp benefits or FS shall mean SNAP benefits. These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective August 20, 2012* **Related Item:** PB #11-98-ELI **Attachment:**
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment A** POS Release Notes Version 16.2.1 **Attachment B** Model Office Release Notes 6.2.1

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

POS Release Notes
Version 16.2.1 August 20, 2012

These Release Notes contain descriptions of changes in POS Release 16.2.1 scheduled for Monday, August 20, 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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POS Release Notes
Version 16.2.1 August 20, 2012

1. POS SNAP Requirements

POS has updated notices /forms with the new **SNAP** required language:

"As of August 29, 2012, any reference to the Food Stamp Program in this notice shall mean the Supplemental Nutrition Assistance Program (SNAP) and any reference to Food Stamp benefits or Food Stamps (FS) shall mean SNAP benefits."

2. POS Marriage Equality Update

New York State recognizes same-sex marriages from other states and countries since May 5, 2008 and same-sex marriages performed within the state effective July 8, 2011. A legal spouse, regardless of gender, can be considered a part of a TANF case in certain specific cases.

For Food Stamp (FS) purposes, since same-sex marriages are not recognized by the Federal government, an individual in a same-sex married situation cannot be mandated to be in the FS household of his/her spouse, unless they have a child in common.

Previously POS would enter the opposite sex of the casehead/payee as the default value. The following POS updates will be implemented to comply with the New York State requirements for same-sex marriages.

Adults in Household Window

- POS will no longer default the individual's sex when the relationship is selected **"Legal Spouse".**
- POS will not enter a default value for sex when the **Spouse of Casehead/Payee** is selected in the **"Individual is a"** section of the Adults in Household window.

Children in Household Window

When there are two individuals in the household with a marital status of '**Married – Living Together'** and are of the same sex, the labels for the **"List Parents' Names Even If Not on Birth Certificate"** field have been updated as follows for the children on the case:

- **Mother's – Maiden Name** changed to **1st Parent – Last Name**
- **Father's – Last Name** changed to **2nd Parent – Last Name**

Individual Details Window for Children

When there are two individuals in the household with a marital status of '**Married – Living Together'**, and both have a Cash Assistance (**CA) status in WMS of AP (Applying), SI (Single Issue), AC (Active) or SN (Sanctioned) or a Food Stamp (FS) status in WMS of AP, SI, AC or SN** and they have the **same sex**, the labels for the Parents Information section for children (age 21 or below) on the case have been updated as follows:

- **Mother's – First Name** changed to **1st Parent – First Name**
- **Maiden Name** changed to **Last Name**
- **Father's – Last Name** changed to **2nd Parent – First Name**

Please refer to PB 11-98-ELI Same-Sex Marriages/Civil Unions for more details.

3. OCSE Updates

New Reminder Letter

The Office of Child Support Enforcement (OCSE) has created a new reminder letter to inform the applicant/participant of their upcoming OCSE appointment. This reminder letter will be sent out through NYCWAY for those applicants/participants given an initial OCSE appointment. The letter can list up to three non-custodial parents' names.

Arrears Only cases

Some OCSE data may be displayed on the **"Arrears Only** "cases but no monthly obligation. OCSE will now require a referral for these types of cases. POS will prompt the worker to make a referral for these "**Arrears Only"** cases.

The following activities will be affected by this new change;

Worker activities

- CA Application Interview
- CA Recertification Interview
- CA Change Case Data
- CA Re-Open a Case
- EC CA Application Interview
- EC CA Recertification Interview
- EC CA Change Case Data
- EC CA Re-Open a Case
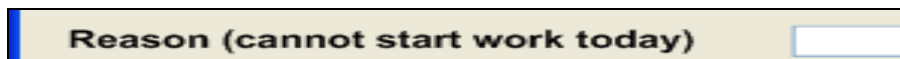
<u>Supervisor Activities</u>

- Approve CA Eligibility Decision
- Approve CA Recertification
- Approve a CA Case Action
- Approve CA Re-Opening
- Approve EC CA Application Interview
- Approve EC CA Recertification
- Approve EC CA Change Case Data
- Approve EC CA Re-Open a Case

4. OCSE Reminders

1. When an OCSE sanctioned individual wishes to cooperate with OCSE, the worker does not process a new referral. These individuals can walk-in the borough office at anytime.

2. The OCSE rules will not run when processing a no-change recertification within POS since the information provided is still the same. The OCSE referral rules will only run when there is a child or parent added to the household which is considered a change in household composition.

5. Could You Accept a Job Today Update

POS has added a new validation and warning messages in the response to question window for the question 'Can you accept a job today?

"When the worker chooses the **"Aged"** as a response to **Reason (cannot start work today),** POS will validate if the individual fits the 60 year old criteria. If the condition is not met POS will display the following error message:

- "The option "Aged" cannot be selected for an individual under 60 years of age"

When the worker selects "**Currently employed full time in the Reason (cannot start work today),** but has not entered the employment income by answering the related POS employment income questions or has not selected the employed individual related to the entered employment income correctly, POS will display the following warning message when these employment income discrepancies are found:

- "You have selected currently employed full-time for an individual, but have not entered employment income for this individual. Please update the Employment Information window or the Income window."

6. New Approve CA Shelter Type Activity

POS will initiate a new Approve CA shelter type activity when the worker is attempting to change the Shelter Type Code **40** (Section 8 Voucher - 30% Limit) during the interview. POS will now require the CA supervisor to review the JOS workers reason for attempting to change the Shelter Type Code **40.**

The supervisor can view the verification provided to see if this is legitimate change and submit approval thus returning the case back to the worker for further processing. If they are unable to see verification for the removal of the shelter type code 40 the supervisor can disapprove the shelter change and return the case back to the worker for further processing.

The CA supervisor will be able to view any shelter related documents that were scanned and indexed on or after the interview date. In the event that the relative document was not committed to the FileNet repository immediately the supervisor can attest to have seen the supporting document by selecting **"Verification Provided "**in the approval window. This will allow the worker to continue processing the case.

7. ACCIS Update

POS will allow the **ACCIS** window's resolution section to be available to the JOS worker based on the individual's applying or activation status. The resolution section below displays questions related directly to the applicant or the participant.

Resolution section of ACCIS window

If the JOS worker inputs "**Pending"** as a response in the Resolution section of the ACCIS window, POS will allow the worker to continue thru the interview but will insert a completion edit requesting a resolution prior to processing the case.

8. W-113K Updates

POS has updated the Documentation Requirements and/or Assessment Follow-Up (W-113K) form and/or assessment follow-up requested data entry window with the following Social security requests to assist in completing the social security validation process:

- Do You Or Does Anyone Who Lives With You Now Receive Any Type Of Assistance Or Services Outside Of New York City?
- Do You Or Does Anyone Who Lives With You Now Receive Any Type Of Assistance Or Services Outside Of New York State?
- Do You Or Does Anyone Who Lives With You Receive Any Type Of Assistance Or Services Now?
- Have You Or Does Anyone Who Lives With You Received Assistance Or Services In The Past?

The eligibility factor **Other Unearned Income** will appear in the form when the Worker selects a document in these questions and does not check the Scan checkbox.

9. BEV Updates

POS now requires the entry of an appointment date when a new BEV referral is required. Workers will be unable to print the Notice to Applicant Referral to Bureau of Eligibility Verification (Field Visit/Homebound) (**W 523R**) , Notice to Participant Referral to Bureau of Eligibility Verification (Field Visit/Homebound) (**W523Y**), and the Notice to Applicant Referral to Bureau of Eligibility Verification [In-Office Referral] (**W-532R**) referral letters without the appointment date.

10. AFIS Update

Presently, FS applicant/participants are still required to comply with AFIS. Closing/rejection code M88 is still valid at this time.

11. IN/EFS Update

POS does not post a FS grant on a case when the system has found that the FS was already issued for the current month. A bug was fixed to prevent mistaken FS entries by the Worker in the data entry window for cases that are receiving Immediate Needs within the IN/EFS Issuance activity.

12. Mass Caseloading Update

POS has added a new column named "**Next Recertification Date"** in the CA Mass Caseloading tool. This will help managers identify and choose cases that are not scheduled for a current recertification interview for Mass Caseloading processing.

13. SCR Updates

POS will perform a look-up at the Selected Case Review (SCR) sites for the Single Issuance benefit forms DSS 3575 / DSS 3574 to prevent the creation of blank immediate need grants and/or back-up grants.

14. Post HVN/HB Codes

POS will post the Home Visit Needed or Homebound code for the casehead or payee when their status is rejected or closed.

15. RFI Completion edits

POS will remove the Resource File Integration (RFI) status code **W** (Unresolved RFI data due to problem with SSN) from the completion edits to ensure the correct processing of cases

16. New Social Security Validation Code 2 Report

A new SSN Validation Code **2** (SSN Applied For) Follow-Up Report was developed and will be delivered to FIA management by MIS on a monthly basis. In the future, this report will be deployed via the POS Portal to authorized regional and center staff.

17. E-Forms

The following forms have been updated with the **SNAP** required language:

- **W607A- Request for Identification Card**
- **EBT-23- Notice of Special Cash Assistance and/or Food Stamp Benefit**
- **WINRO Cover Letter- Budget Letter request**
- **WINRO146- CA Budget letter**
- **WINRO154- FS Budget Letter**

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Model Office Release Notes
Version 6.2.1 August 20, 2012

1. Model Office Appointment Update

FIA has requested a new initial pilot to begin in Queens (**F53**) and East NY (**F28**) sites. The Model Office system will now identify and accommodate a new applicant that comes to the center after 3:00 pm. Workers are to stop any ticket issuance beyond the NCA intake allowance for that day. This does not apply to an emergency situations where the applicant may be eligible for a same-day interview, the system will allow the issuance of a ticket to implement the same-day interview if needed.

FRED will display a new button called **NCA Intake PM**, it will only be visible if the time is 3::00 PM or later. This button will be associated with a new queue also called **"NCA Intake PM".**

New NCA Intake PM Workflow

1. At Front Door Reception the applicant is issued an Intake PM ticket if arrival time is 3pm or later.
2. These NCA Intake PM Applicants are routed to the Intake waiting area.
3. Eligibility Specialists (ES) will call tickets from the Intake PM queue either using the LED or a ticket list.
4. ES staff will screen the applicant for expedited service.
5. If an applicant presents an emergency, a same day interview can be held.
6. If eligible for expedited service, the applicant is booked for a telephone interview within two days from the file date (if ES attempts to book the appt after this timeframe a supervisor must approve in POS, after discussing with the applicant to ensure that it is the applicant's choice).
7. If not eligible for expedited service, the applicant is booked within five days from the file date for a telephone interview (if ES attempts to book the appt after this timeframe a supervisor must approve in POS, after discussing with the applicant to ensure that it is the applicant's choice).
8. ES staff gives the applicant the appointment notice along with the documentation guide and informs the applicant of the time and date of the appointment.
9. Intake PM ticket should be finished by the ES when the Intake is complete, the appointment is booked and the service is completed.

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2. Model Center Report Update

The NCA Intake PM will be added to the queue list box under the Filters section in the **Model Center Report Tab** of the Management Console.

When the user selects " ALL NCA the queue list will include the new queue" NCA Intake PM".