



# 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 #12-68-SYS

### FS POS RELEASE NOTES VERSION 6.2.1

<b>Date:</b> August 16, 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 Non Cash Assistance Food Stamp (NCA FS) 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 FS POS Release Notes Version 6.2.1 (<b>Attachment A</b>) and the Model Office Center Release Notes 6.2.1 (<b>Attachment B</b>).</p> <p><b>Note:</b> 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.</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 August 20, 2012</i></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b> FS POS Release Notes Version 6.2.1 <b>Attachment B</b> Model Office Release Notes 6.2.1</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 6.2.1 August 20, 2012

These Release Notes contain descriptions of changes in FS POS Release 6.2.1 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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## 1. 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. New FS Appointment Time Range

FIA has requested and received approval to increase the calling time for FS application and recertification telephone interviews. The new time will allow a two-hour time range for all FS telephone interviews. All POS associated windows and logs have been updated to reflect this major change.

The appointment time display has been updated in all related POS windows and logs to display the new two- hour time range for telephone interviews:

- FS Calendar;
- FS interview scheduling windows in FS Reception Intake;
- FS interview scheduling windows in CBO FS Intake;
- FS interview scheduling windows in CBO FS/MA Intake;
- FS interview scheduling windows in E-App Submission Activity;
- FS Application Log main view;
- FS Application Log rescheduling windows;
- FS Recertification Log main view;
- FS Recertification Log quick view;
- FS Recertification Log rescheduling window;
- Case Member Information window in FS Application Interview;
- Case Member Information window in Recertification Interview

The following telephone appointment notices for FS application and recertification will also reflect the new two-hour time range:

- **W-129A** - Food Stamp Eligibility Interview Telephone Appointment Notice
- **W-119** - Request for Contact on a Food Stamp Application
- **W-908F** - Notice of Rescheduled Food Stamp Telephone Recertification Interview

## 3. ACCIS Update

POS will allow the **ACCIS** window's Resolution section to be available to the Eligibility Specialist (ES) based on the individual's applying or activation status. The resolution section below has been updated to display the following additional questions:

### ***Resolution section of POS FS ACCIS window***

The screenshot shows a 'Resolution' section with two columns of questions:

- Applicants:** Will the Child care income be added to the budget?  Yes  No
- Participants:** Was this child care income previously budgeted with the correct amount?  Yes  No
- Participants:** Is the Address in POS the same as the address in ACCIS?  Yes  No

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If the ES inputs **NO** as a response to the child care income being added (Applicants only) or child care income previously budgeted (Participants only) POS will require a comment explaining their decision to not budget the income.

POS will now require a comment when the ES response is **NO** to the question, "Is the address in POS the same as the address in ACCIS?"

- The ES must input the reason for the address discrepancy based on the participant's answer.

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

## 4. ACE Updates

POS-ACE functionality has been upgraded to reflect the following enhancements:

### FS Change Center View

All FS Change Center's Supervisors and workers will be able to view all application, recertification and deferral logs from one view. When the supervisor/worker selects a center that belongs to a different database in the Change Center window, they do not have to log in again and the system does not need to validate the user again.

The Change Center window will display each center available to the Change Center. The Supervisor or Worker will be able to see and access the **View All** option for each database available to them. All centers will be listed that they are eligible to view.

### Viewing WMS, WMS Inquiry and HRA OneViewer from Contact window

The ES can now access WMS, WMS Inquiry and the HRA OneViewer from the **ACE Contact** window. This will provide easier access to examine and complete the case proficiently.

### ACE Turn-off Update

In the event that the ACE system is turned-off, POS will enable the Contact fields within the FS application/recertification log. This will give the ES and Supervisor the ability to continue to process their cases.

## 5. FS Application Completion Edits Updates

To provide improved case processing POS will no longer look for the FS Benefit Application/Recertification (**LDSS-4826**), the FS Benefit Application Signature (**W-120**), and the FS Benefit Attestation Signature (**W-129B**) forms for the following case rejections/closings:

- Cases that failed to return documentation (**V20 [Failure to Provide Verification]**, **V21 [Failure to Provide Verification (Adequate)]**);
- Duplicate cases (**M13 [Duplicate Assistance - Active Cash Assistance in Other State (HH=1)]**, **M66 [Receiving FS in Another Case]**, **M67 [Part of Another FS Application]**, **M98 [Duplicate Assistance (non-AFIS), in NYS (HH=1)]**, **N66 [Duplicate Assistance (PARIS Match), Interstate]**, **Y12 [Receiving FS as part of another PA case]**);
- Failed to Keep cases (**E10 [Failure to Keep/Complete Interview: No Schedule Appointment]**, **N10 [Failure to Keep/Complete Appointment]**, **Y10 [Failure to Recertify (No Notice Required)]**);
- Withdrawals (**Y50/Y94 [Client Request To Withdraw Application]**)

The ES will need to appropriately process these types of case thoroughly for activation or case reopening.

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## 6. AFIS Update

Presently, FS applicant/participants are still required to comply with AFIS. The AFIS Finger Imaging Notice Form (**W-519**) and the POS AFIS window will still be available in the **Finger Imaging (AFIS) Referral activity** for processing until notified otherwise. Closing/rejection code **M88** (Failure to Comply with the Automated Finger Imaging System (AFIS) Requirements, Not Homebound or Group Home Resident (Discontinued 6/18/12) is still valid at this time.

## 7. RFI Completion edits

POS will remove the RFI Status Code **W** (Unresolved RFI data due to a SSN discrepancy) from the completion edits to ensure the correct processing of cases.

## 8. FS Citywide Paper Usage report

The citywide paper transaction report excluded the authorization numbers beginning with the number **9**, as POS transactions use this authorization numbers in this range.

The report has been enhanced to confirm whether the transactions beginning with the number **9** have come from POS. If they were submitted from POS, they will appear on the report as paper transactions.

## 9. FS Automated Mailer Update

POS has been updated to assist Supervisors at the Special Project Change Center (**F25**) in processing the NCA Mailers. A due date column has been added to their queue so they can identify those cases that are due and which month they are associated with. This "Due Date" column will be displayed in the Supervisory Approval queue.

## 10.NCA- FS TAD Behavior Update

### Transmission Rule Update for ACI (Citizen) field

A new individual status code has been added to the TAD to prevent any conflicts between WMS and the POS TAD. "RM" is an inactive status rarely found for some individuals in WMS. This status must be included into the other list of inactive statuses for which POS does not post any data.

## 11.W-113K Update

POS has updated the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form to allow the Worker to request documentation from additional questions:

- 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.

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POS has also updated the W-113K form to allow the Worker to request documentation from the following question: Pays Child Support?

- The eligibility factor **Other Expenses - Court-ordered child support** will appear in the form when the Worker selects a document in these questions and does not check the Scan checkbox.

## 12. New SSN 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.

## 13. E-Form Updates

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

- **W607A- Request for Identification Card**
- **W119- Request for Contact on a FS Application**
- **EBT-23- Notice of Special Cash Assistance and/or Food Stamp Benefit**
- **WINRO Cover Letter- Budget Letter request**
- **WINRO154- FS Budget Letter**
- **LDSS-3151- Food Stamp Change Report Form**
- **LDSS3152- Action Taken On Your Food Stamp Case,**
- **LDSS 4753- Food Stamps- Request for Contact/Missed Interview**

# Model Office Release Notes

Version 6.2.1 August 20, 2012

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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**".

The screenshot shows the 'Human Resources Administration' interface. At the top, there are navigation links: 'Help About', 'Model Center Notifications', and 'Reset Swipe Port'. The main content area has several sections:

- Swipe the customer's card through the card reader.** (Radio button)
- Enter search criteria.** (Radio button)
  - Case No: [input field]
  - CIN: [input field]
  - SSN: [input field]
  - [Search button]
- Customer is applying or adding an adult to an existing case.** (Radio button, selected)
  - [CA Application/ Addition button]
  - [NCA Intake button]
  - [Application Pickup button]
- Search cannot be done.** (Radio button)
  - [CSIC General button]
  - [CSIC NCA General button]
  - [Other Service Areas button]

At the bottom center, there is an [Exit button].

### 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”.

The screenshot shows the POS Management Console interface. The 'ModelCtr' tab is active. The 'Report Filters' section shows 'Queue' set to 'All NCA'. The 'Timeframe Selection' is set to 'Today'. The 'Report Selection' is set to 'Time'. The 'Report Filters' section also includes 'Appt Type' set to 'All', 'Flag' set to 'is', and 'Issued From' set to 'is'. The 'End-of-Day Status' section shows 'CANCEL', 'CONFIRM', 'WAIT', 'CALL', 'NO ANS', 'ANSWER', 'SKIP', and 'FINISH'. The 'Day of the Week' section shows 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The table below displays a list of tickets with columns for Center, Queue, Ticket No, Date Issued, Time Issued, and No Answer counts.

Center	Queue	Ticket No	Date Issued	Time Issued	First NoAnswer	Second NoAnswer	Third NoAnswer
1	F02 CSIC NCA General	3007	07/11/2012	08:43:54 AM			
2	F02 NCA Intake	3001	07/11/2012	08:32:00 AM			
3	F02 NCA Recertification	3006	07/11/2012	08:55:32 AM			
4	F02 CSIC NCA General	3001	07/11/2012	08:32:42 AM			
5	F02 NCA Recertification	3004	07/11/2012	08:40:21 AM			
6	F02 NCA Recertification	3001	07/11/2012	08:32:49 AM			
7	F02 CSIC NCA General	3002	07/11/2012	08:33:21 AM			
8	F02 CSIC NCA General	3003	07/11/2012	08:33:23 AM			
9	F02 NCA Recertification	3002	07/11/2012	08:33:53 AM			
10	F02 CSIC NCA Document Rtn	3001	07/11/2012	08:34:33 AM			
11	F02 NCA Recertification	3003	07/11/2012	08:35:29 AM			
12	F02 CSIC NCA Document Rtn	3002	07/11/2012	08:36:46 AM			
13	F02 NCA Intake	3002	07/11/2012	08:38:19 AM			
14	F02 NCA Intake	3003	07/11/2012	08:38:43 AM			
15	F02 CSIC NCA CBIC	3001	07/11/2012	08:39:06 AM	07/11/2012 8:41:54 AM		
16	F02 NCA Intake	3005	07/11/2012	08:42:57 AM			

Total Rows: 372