FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-13-SYS

CA POS RELEASE NOTES VERSION 17.1

Date: February 14, 2013	**Subtopic(s):** POS
🖥 This procedure can now be accessed on the FIAweb. 🖥 Please use Print on Demand to obtain copies of forms.	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on February 19, 2013. Descriptions of the changes can be found in POS Release Notes Version 17.1 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective February 19, 2013* **Attachment:** **Attachment A** POS Release Notes Version 17.1

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

CA POS Release Notes
Version 17.1 February 19, 2013

These Release Notes contain descriptions of changes in CA POS Release 17.1 scheduled for Monday, February 19, 2013. 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. Shortened LDSS-3174 Form for POS Interviews

The 16-page Recertification Form for: Temporary Assistance [TA] - Medical Assistance [MA] - Medicare Savings Program [MSP] - Supplemental Nutrition Assistance Program [SNAP] Benefits) (**LDSS-3174**) contains many boxes for "office use" which are no longer needed in the Paperless Office System (POS) environment.

HRA has implemented a shortened 11-page POS version of **LDSS-3174** in order to save on printing costs. It will also reduce the time spent printing out the form and decrease paper jams.

The 11-page POS version of the application is printed so the applicant can review what he/she told the agency and sign in the applicable spaces.

The shortened **LDSS-3174** form printed from POS has the signatures on the following pages:

- Page 1 - SNAP Applicant/Representative Signature
- Page 11 - Request to Close Case Signature
- Last Page Signature Page 11 - Applicant Signature
- Last Page Signature Page 11 - Spouse or Protective Representative Signature
- Page 3 - Citizenship Certification Signature

The JOS/Worker is required to give the applicant a copy of the printed **LDSS-3174** form from POS to review the information entered into the system prior to capture of the required signatures. Once the applicant's required signatures are captured using the electronic signature pad and the form is saved to the HRA One Viewer, the shortened **LDSS-3174** form is identified at the top of the form as **CLIENT COPY** and should be given to the applicant.

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If the signature cannot be captured using the electronic signature pad, the signed form should be scanned and indexed into the electronic case record.

HRA continues to distribute the current 16-page version of the paper **LDSS-3174** and the instructions on how to complete the **LDSS-3174** to all individuals completing a recertification for Cash Assistance (CA). The paper **LDSS-3174** can be submitted by the participant. The signed paper form should be scanned and indexed into the electronic case record. If the paper form is used, the JOS/Worker must sign their name and WMS ID on the last page of the form.

When the form is printed, the JOS/Worker's name is printed on page 11. When the form is saved to the HRA One Viewer, the JOS/Worker's name and WMS ID are saved on the form for auditing purposes.

2. Updated Shortened LDSS-2921 Form

The FS labels were changed to SNAP on the POS Shortened Statewide Common Application (**LDSS-2921**) The **Support** (page 9), **Assignment of Support Rights** (page 10) and **Authorization for Reimbursement of Cash Assistance Benefits From SSI Retroactive Payment** (page 11) sections of the form were updated to match changes in **09-ADM-19** (Changes to Assignment of Support Rights and Child Support Distribution for Recipients of Temporary Assistance).

When the form is printed, the JOS/Worker's name is printed on page 11. When the form is saved to the HRA One Viewer, the JOS/Worker's name and WMS ID are saved on the form for auditing purposes.

If the paper form is used, the JOS/Worker must sign their name and WMS ID on the last page of the form.

3. Human Trafficking Window

A new **Human Trafficking Victims** window was added to track Human Trafficking Victims (**HTV**) who are also United States citizens or have Alien Type of **K** (Persons lawfully admitted for permanent residence), **S** (Persons lawfully admitted for permanent residence who have worked or can be credited with 40 qualifying quarters of coverage as defined under Title II of the Social Security Act), **G** (Persons paroled into the US for at least one year) or **B** (Certain battered aliens who are the immediate relatives (spouse or child) of a US citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent]) with 5 or more years.

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Window Instructions
The window includes the following instructions:

- Human Trafficking Victims (**HTV**) may have difficulty with specific program requirements due to safety implication. The Family Violence Option (**FVO**) must be considered for those victims who complete the Domestic Violence Screening Form (**LDSS-4583**). Please do not ask the HTV any questions regarding the Victims trafficking circumstances. You must answer all questions listed below for each individual in the household.

Questions
The following questions appear in the window when the JOS/Worker clicks **Yes** for **Human Trafficking Victims**:

- Is this individual a Human Trafficking Victim?
- Is this individual NYS – Confirmed HTV?
- Does the individual have the NYS Confirmation letter for HTV OR have the NYS – Minor Individual Referred as a Human Trafficking Victim (HTV) letter?
- Is the individual willing to complete the LDSS-4583 (Domestic Violence Screening form) or accept a Referral to the Domestic Violence Liaison)?

The JOS/Worker provides an answer to each question based on the referral or other HTV documentation. If the JOS/Worker doesn't complete the questions, they will receive the following error message:

> "You have indicated that one or more Immigrant on the case is a Human Trafficking Victim. Please return to the Alien Checklist and reevaluate for Federal Human Trafficking Victim (NHTV) status eligibility."

This window appears after the **Pre-Referrals** window in the **CA Application Interview** and **CA Change Case Data** activities and after the **Individual Details** window in the **CA Recertification Interview** activity.

The window is available to the supervisor for the following approval activities:

- **Approve CA Application Interview**
- **Approve CA Recertification Interview**
- **Approve CA Change case Data**

The **HTV** window is also displayed in the **Review Case** activity.

NYCWAY
POS transmits action code **991T** (Human Trafficking Victim) to NYCWAY for individuals with an answer of "Yes" for the questions "Is this individual a Human Trafficking Victim?" and "Is this individual NYS – Confirmed HTV?"

Re-evaluation of Alien Eligibility
Aliens type **K**, **S**, **B**, **G** with less than 5 years and aliens type **E** (Non-qualified aliens eligible for emergency Medicaid), **O** (PRUCOL individual who may be eligible through TANF/Safety Net), and **T** (Persons paroled into the US for less than one year) who affirmed they were HTV's have their alien code and eligibility re-evaluated during their recertification.

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4. Specially Trained Immigrant Worker Update

The regulations governing the determination of a noncitizen's eligibility for the receipt of public benefits are complex. In order to ensure that applications for CA, Medical Assistance (MA) and/or Supplemental Nutrition Assistance Program (SNAP) submitted by this population are appropriately processed, each Job Center has designated Specialized JOS/Workers and Supervisors who make the alien eligibility determination for every case that contains an individual who may be eligible for battered alien status, Permanently Residing in the United States Under Color of Law (**PRUCOL**) or who is an Lawful Permanent Resident (**LPR**) with less than five years in this status.

The following alien types **E**, **T**, **F** (Persons granted conditional entry), **D** (Federally certified victim of human trafficking), **H** (Cuban-Haitian Entrant), **J** (Persons whose deportation is being withheld), and **G** have to be 0100evaluated for eligibility by the Specially trained immigrant JOS/Worker.

Edits in the **CA Application Interview**, **CA Recertification Interview**, **CA Re-Open a Case** and **CA Change Case Data** activities ensure proper routing of these cases. If a JOS/Worker who is not marked as a "Specially Trained Immigration Worker" in the POS Enrollment table completes the **Alien Checklist** window for an individual with one of the alien types listed above, POS sets a flag on the case that marks as requiring processing by a "Specially Trained Immigration Worker". The case is then suspended and removed from the JOS/Worker's queue. An assignment activity (Assign CA Application Interview, Assign CA Recertification Interview or Assign CA Change Case Data) is sent to the JOS/Worker's Supervisor.

The Supervisor must access the **Assignment** activity. Only Specially Trained Immigration Workers and Supervisors are available for assignment. Once the assignment activity is completed, the activity is routed to the selected Worker's queue.

Reminder: Assignment of CA Application Intake
The Login Queue has a Non-Citizen column. This column has a checkmark when the case has an answer of **No** for the new question "Is everyone in the household a US citizen" on the **Site Determination** window.

The **Assignment** window that appears when an intake is selected is limited to staff who are authorized as Specially Trained Immigration Worker in the **POS Enrollment** window. This edit helps ensure that the intake is routed to the Specialized JOS Workers who have been specially trained in immigrant eligibility issues and who must process cases that contain a noncitizen who is applying for CA.

5. Department Of Education Match in Education and Training Window

The **Education and Training** window in POS was updated to add information from the Department of Education (DOE). The new fields included were added to the window:

- Age
- Status
- Required Action

The Department of Education (DOE) provides a monthly file to HRA with updates to student discharge codes. The window has been updated to display the DOE information and provide the JOS/Worker with instructions on the required action for the student.

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Education and Training Window

Department of Education Match – Students who are not marked as discharged
For students who are marked as discharged in the DOE records, the following possible statuses and required actions appear:

Status	Required Action
Obtained Full-Time Employment Certificate	Records from the DOE show individual is not in school any longer, please make an Employability Assessment.
Under 6 Years Old (Not Yet 6 By 12/31)	No action needed.
Admitted to NYC Parochial School	Records from the DOE show individual is not in a public school any longer, please request new school verification.
Admitted to NYC Private School	Records from the DOE show individual is not in a public school any longer, please request new school verification.
In Institution (Non DOE)	Records from the DOE show individual is not in school any longer, please verify if the child has temporarily left the household.
Transferred to School Outside of NYC	Records from the DOE show individual is not in school any longer, please verify if the child has temporarily left the household.
Address Unknown (Auth by Attendance Teacher)	Please have the applicant/participant contact the DOE in order to correct/update this individual's address information
Deceased	Records from the DOE show individual is Deceased, please verify this Information and if needed remove individual from case
Satisfactory Completion Of Home School	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Enrolled In College Early Adm. Program Prior to Grad	Records from the DOE show individual is not in a public school any longer, please request new school verification
Over 21 Years Old (Incl. SP ED OMRDD/OMH)	No action needed.

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Status	Required Action
Receive H.S. IEP Diploma (Special Ed)	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Proof of Receipt of HS Diploma	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
H.S. Local Diploma (Not Regent, IEP, Cert)	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
H.S. Regents Diploma	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
H.S. Regents Diploma With Honors	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Previously Received Local Cert/IEP DIP/HS	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
H.S. Equivalency Diploma	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Entered Military Service	Records from the DOE show individual is not in school any longer, please make an Employability Assessment.
Voluntary Withdrawal or/disc after 20 Consecutive absc.	Records from the DOE show individual is not in school any longer, please make an Employability Assessment.
H.S. Advanced Regents Diploma	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Advanced Regents Diploma W/Honors	Records from the DOE Education show individual has graduated or has obtained a GED. Please make an Employability Assessment.
Expulsion – Over 17 Prior to July 1 GEN ED	Records from the DOE show individual is not in school any longer, please make an Employability Assessment

Department of Education Match – Students who are not marked as discharged
For students who are not marked as discharged by DOE, the following statuses and required actions appear:

Status	Required Action
School Registration Verified By DOE	DOE information has been verified (No action Needed)
Invalid student ID Number (DPA Determined)	Please have the applicant/participant contact the DOE in order to correct/update this individual's Student ID Number
Unknown To DOE	Records from the DOE show this individual is not known in their system, please request new school verification
Name Does Not Match	Please have the applicant/participant contact the DOE in order to correct/update this individual's Name information

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Sex Does Not Match	Please have the applicant/participant contact the DOE in order to correct/update this individual's Sex information
Date of Birth Does Not Match	Please have the applicant/participant contact the DOE in order to correct/update this individual's Date of Birth
Pending	Records from the DOE show Verification for this individual still pending (No action Needed)
Transferred	Records from the DOE show individual is not in a public school any longer, please request new school verification
DOE Biographical Data Incomplete	Please have the applicant/participant contact the DOE in order to correct/update this individual's Biographical information
Address Match Failure (DPA Determined)	Please have the applicant/participant contact the DOE in order to correct/update this individual's Address information

6. Employment Window Update

The **Employment Information** window was updated with new labels for the "**Is Employed?**" and "**Is Unemployed?**" questions and to update the completeness edit for the window.

The updates are as follows:

- **Update** 'Is Employed?' to **"Is Employed? (Including Babysitting)"**
- **Update** 'Is Unemployed?' to **"Is Unemployed? (Currently Not Working)"**

If the ES does not answer the questions they receive the following message:

"You must answer all questions to continue".

"You must answer all questions in order to continue. You should indicate who is Employed/Self Employed. All other participants must be Unemployed. Please enter employment information for (applicant/participant names)."

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7. Other Income Window Update

POS has added additional edits and validations to the **Other Income** window when the JOS/Worker answers **Yes** to the question and identifies the **Income Type** as "**Private Disability Insurance-Health/Accident Insurance Policy Income**".

Other Income Window

Edits
If no person is chosen for "Who" POS displays the following error message:

- Please **select** the **name of the person**.

If "Who" is selected and the **Income Type** is "Private Disability Insurance-Health/Accident Insurance and the amount is blank, POS displays the following message:

- Please enter **amount** for Private Disability Insurance--Health/Accident Insurance.

If "Who" is selected and the **Income Type** is "Private Disability Insurance-Health/Accident Insurance and the amount is not blank but Frequency is blank , POS displays the following message:

- Please select a "**Frequency"** for Private Disability Insurance-Health/Accident Insurance.

If "Who" is selected and **Amount** is not blank and **Frequency** is selected but **Start date** is blank:

- Please enter a **Start date** for Private Disability Insurance-health Accident Insurance.

The JOS/Worker is not able to exit the **Response** window without inserting the necessary information.
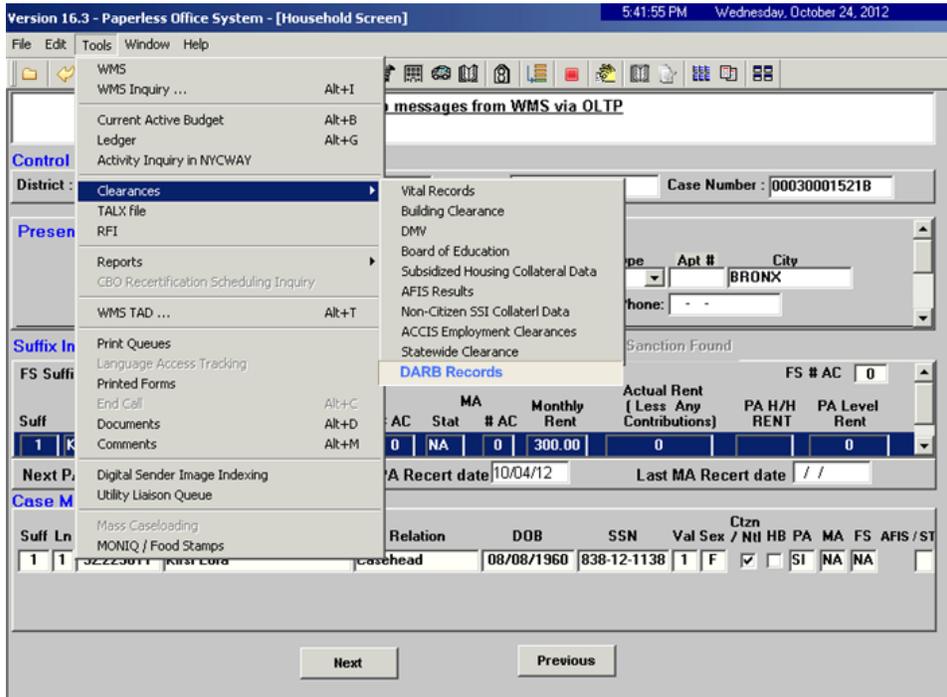
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8. New POS-DARB Communication

POS was updated to retrieve repayment information from the Division of Accounts Receivables and Billing (DARB) using the individual's Social Security Number (SSN) and Client Identification Number (CIN).

The DARB information is available in the **Tools Menu** under the **Clearances** option. The JOS/Worker should review this information when making a decision on grant requests.

DARB Info

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The window includes the following information:

- SSN
- Name
- Case No
- CIN
- Original Request Date
- Payment Start Date
- Payment End Date
- Delinquent?
- Total Amount Owed
- Total Amount Paid
- Total Amount Due
- Difference (this field indicates whether there is a difference between the SSN or name in the DARB records and the SSN or name in POS)

9. Update to Apartment/Private House Window

The **Apartment/Private House** window in the **Rent/Mortgage Expense** section was updated to add **Maintenance** and **Frequency** fields when the JOS/Worker selects **Own Home** as the shelter type:

10. Y42 Completion Edit Update

POS has identified JOS/Workers reopening cases closed more than 30 days with the **Y42** Opening Code (Closed in Error. [Employment Unit approval is needed if case was closed due to an Employment related reason. Removes the last sanction]).

To prevent this error, POS has added additional edits to prevent the use of **Y42** Opening Code being used for cases closed more than 30 days ago.

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The completion edit was updated to allow the use of the code for Fair Hearing reopening. The JOS/Worker must record the Fair Hearing number in the new **Y42 Edit** window in order to use the code. If the JOS/Worker fails to record the Fair Hearing number and attempts to use the **Y42** opening code, the following error appears:

"The case was not closed in the past thirty days and cannot be opened with the Y42 code".

Y42 Edit window

11. Opening Code Sort Order in POS TAD Window

The opening codes on the TAD for the CA and SNAP programs are sorted in alphabetical order, with numerical codes listed after the codes beginning with a letter.

12. Update to Move Into Household Window

The question "**Has Anyone Moved into the Household in the Past Year?**" in the **Required Household Information** window has been updated as follows:

- Add a Person to the Case or Has Anyone Moved into the Household in the Past Year?

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New fields labeled **Reason for Addition** were added to the window in order to complete the **Add a Person to the Case** section on the Request for Emergency Assistance, Additional Allowances or Adding a Person to the Case [For Participants Only] or Adding a Person to an Active Cash Assistance Case (**W-137A**) Form. The following options are available:

- New baby
- Child entered home
- Child under 18 years of age whose immigration status has changed since last application/recertification
- Spouse/Living with has not previously applied
- Spouse/Living who previously applied and was denied because of immigration status and status has changed
- Myself/Adult Payee
- Other

The JOS/Worker must select a reason for addition for each new individual.

13. Update to Tuition and Fees Window

The **Response to Question** window for "**Pays Tuition and Fees?**" in the **Other Expenses** window has been updated as follows:

- The label for the **Who** field has been updated to **Who Has the Expense;**
- The label for the **How Tuition to be paid** field has been updated to **Paid by;**
- A new option of **Pays for Self** has been added to the **Paid By** field;
- The JOS/Worker is required to answer the fields **Who Has the Expense** and **Paid by.**

14. Updates for SNAP Text in Front Door Reception and MONIQ

Labels in Front Door Reception and MONIQ were updated from "Food Stamp" to "SNAP" and from "FS" to "SNAP".

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15. Updates for SNAP Text in POS Interview

Labels in the **POS Interview** were updated from "Food Stamp" to "SNAP" and from "FS" to "SNAP" in the following windows:

- Case Action menu
- POS Queue
- POS Enrollment
- Current Income
- Other Information
- Expedited SNAP Questions
- Alien SNAP Summary
- ESNAP Eligibility Determination
- Print Forms

16. MONIQ Language Indicator

A new column named **Language Indicator** was added in the **MONIQ Ticket List** window. This column displays the spoken language selected for the case at Front Door Reception.

17. WMS Updates 2013.1

POS reflects the following WMS changes effective February 2013:

Removal of Lifeline Indicator
The Lifeline Indicator was removed from WMS and has been removed from the POS TAD and the **Additional Suffix Level Information** windows.

Update to Standard Utility Allowance (SUA) Rules for Shelter Type 11 (Room Only)
Participants in Shelter Type **11** (Room Only) are now only eligible for full SUA when they pay for fuel or air conditioning separately from their rent or mortgage expense, and are eligible for level 2 if they pay for gas/electric separately from their rent or mortgage expense, regardless of the rent amount. The POS budget windows were updated accordingly.

When Shelter Type **11** is entered and there is no entry in FSUA, Fuel Type or FSUT when transmitting from the **Household/Suffix Financial Data** (**NSBLO2**) screen the warning message below appears in WMS:

"A0324 – FSUA ENTRY REQD FOR SHELT TY 11 TO GET FULL SUA" .

Exempt UIB Recipients from SNAP WE1 Sanctions
Currently when NYCWAY sends a **WE1** (Failure to Comply with Employment Requirements - 1st Occurrence [HH=1)] sanction on the CVB file for an individual that fails to comply with CA work rules and is in receipt of UIB (Unemployment Insurance Benefits), WMS is sanctioning the individual for both CA and SNAP, which is incorrect. The individual should be sanctioned for CA only, since the individual is in receipt of UIB, which exempts an individual from the SNAP work programs. WMS determines for all WE1 sanctions coming through the CVB interface whether the individual is receiving UIB (Income Source Code **36**) and if they are, then the individual is sanctioned for CA only and not for SNAP.

Remove SNAP Denial Code WEA
SNAP Denial Code **WEA**, (Failure to Comply With Employment Requirements-Non-Durational) was never migrated to WMS Production because it was never approved by Employment. It was removed from POS and WMS.

 Electronic Report Conversion for WINRO678
IREA now receives the WMS Report **WINRO0678** (Exception Listing of Prisoner Closing) on an ongoing basis in an electronic format for automating of loading and processing of cases into an internal system used by the Division of Financial Review & Processing (DFRP) unit of IREA.

18. E-Forms

New LDSS-3152 Edits
If the JOS/Worker selects SNAP denial code **Y99** (Other), a manual Action Taken On Your Supplemental Nutrition Assistance Program [SNAP] Benefits Case [NYC] (**LDSS-3152**)is required.

If the JOS/Worker attempts to print the form in POS when using SNAP denial code **Y99** for the case, the following error message appears:

- SNAP Denial Code Y99 (Other) is selected for the case. You must complete a manual LDSS-3152 notice. Scan and index the completed form into POS.

If the JOS/Worker attempts to print the form in POS when using SNAP denial code **Y99** for an individual on the case, the following error message appears:

- SNAP Denial Code Y99 (Other) is selected for at least one individual on the case. You must return to the TAD to select a different denial code for the individual or you must complete a manual LDSS-3152 notice if Y99 is the appropriate denial code. Scan and index the completed manual notice into POS.

W-532 Update
The Letter to Past and Present Employer (**W-532) Form** was updated to include the employer's name and address.

Updated E-Forms
The following forms were updated:

- **LDSS-3152 NYC**, Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (NYC)
- **LDSS-4013A NYC**, Action Taken On Your Application Part A: Cash Assistance, Supplemental Nutrition Assistance Program (SNAP) Benefits And Medical Assistance Coverage (NYC)
- **LDSS-4013B NYC**, Action Taken On Your Application Part B: Cash Assistance, Supplemental Nutrition Assistance Program (SNAP) Benefits And Medical Assistance Coverage (NYC)
- **M-186RR**, Mandatory Dispute Resolution Action Taken Form
- **M-3mm**, Notification of Application Withdrawal (Cash Assistance, Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance)
- **M-528n**, Request for Child Care Assistance or Request to Close My Cash Assistance (CA) Case
- **W-113A**, Documentation Request Form (Return Document for Special Grant)
- **W-137A**, Request for Emergency Assistance, Additional Allowances or Adding a Person to the Case (For Participants Only) or Adding a Person to an Active Cash Assistance Case
- **W-145A**, Notice to Landlord/Primary Tenant of Rent Restriction Payment Status
- **W-119D**, Eligibility Factors and Suggested Documentation Guide
- **W-186C**, Fair Hearing Compliance Statement
- **W-519**, Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice
- **W-637B**, Request for Advance Payment to Prevent Eviction
- **W-680**, Request for Birth or Death Verification from Agencies Outside New York City
- **W-680FF**, Language Questionnaire
- **W-908CC**, Notice of Rescheduled Appointment for Recertification Interview
- **WINRO-146**, Semi-Monthly Cash Assistance Budget Calculation (CA Only Case)

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- **WINRO-153** SNAP Budget Calculation for NCA and NCA-SSI cases
- **WINRO-146**, Semi-Monthly Cash Assistance and SNAP Budget Calculations (CA/FS Case)

19. Reminder: Approve CA Shelter Type Activity

POS initiates a new **Approve CA Shelter Type** activity when the JOS/Worker attempts to change the Shelter Type Code **40** (Section 8 Voucher - 30% Limit – NYCHA Section 8) during the interview. POS requires the CA supervisor to review the JOS/Worker's reason for attempting to change the Shelter Type Code **40.**

In order to change the shelter type and submit the case to the supervisor, the JOS/Worker must first click on the button **Click to View/Update Details of the Current Shelter Type**.

In the **Section 8 Subsidized Housing** window, the JOS/Worker must:

- Click **Yes** for the question "**Do you have current documentation showing that the system information is incorrect and should be updated?**";
- Select the details that must be changed in the **Disputed Items** menu; and
- Enter a detailed comment explaining the reason for the change in the **Detailed Reason for Override of NYCHA/HPD Information** field.

Once the JOS/Worker has entered the comment, they can click **OK** and select **Yes** for **Change Shelter Type** and select the new shelter type in the **Shelter Type** drop down menu.

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The JOS/Worker then sends the **Approve CA Shelter Type** activity to the CA supervisor via the **Approval Assignment** when they click **Next** on the **Print Forms** window.

The CA supervisor can view the verification provided to see if this is legitimate change and submit approval thus returning the case back to the JOS/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 JOS/Worker for further processing.

The CA supervisor can view shelter related documents that were scanned and indexed on or after the interview date. In the event that the relative document was not saved to the HRA One Viewer immediately, the supervisor can attest to have seen the supporting document by selecting **"Verification Provided "**in the **Approval** window. This allows the JOS/Worker to continue processing the case.