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POLICY BULLETIN #13-87-SYS

CA POS RELEASE NOTES VERSION 17.3

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<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 October 21, 2013. Descriptions of the changes can be found in POS Release Notes Version 17.3 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective October 21, 2013</i></p> <p>Related Items:</p> <p>PB #13-79-SYS CD #05-10 Training Manual (05-08) POS Enrollment Manual</p> <p>Attachment:</p> <p>Attachment A POS Release Notes Version 17.3</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

CA POS Release Notes

Version 17.3 October 21, 2013

These Release Notes contain descriptions of changes in CA POS Release 17.3 scheduled for Monday, October 21, 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. Paperless Alternate Module (PAM)

MIS has developed the Paperless Alternate Module (PAM) system to track manually processed cases. Selected workers and supervisors will have the ability to document and approve or disapprove cases processed within PAM.

For detailed information on PAM, please refer to the PAM Policy and manual.

2. Paperless Alternate Module (PAM) Link on POS Portal

The PAM system has been designed to track manually processed cases, the link to the PAM sign-on page was added to the POS Portal.



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The screenshot shows the login interface for the Paperless Alternate Module. At the top left is the NYC Human Resources Administration logo. The main title is "Paperless Alternate Module" in a large, stylized font. Below the title is a blue "Log In" header. The text "Already have a User ID and Password, please sign in below" is centered. There are two input fields: "User ID:" and "Password:". To the right of the password field is a blue "Enter" button. At the bottom, there are links for "NYC.gov Home Page" and "Privacy Statement". A disclaimer at the bottom states: "All data contained in this system is confidential by City, State and Federal law and regulations. Failure to protect this information from unauthorized use or disclosure may subject you to discipline as well as financial, civil and criminal penalties, up to and including incarceration. By logging into this system, you agree to these terms of use. Modified on 09/27/2013".

3. Paperless Alternate Module Enrollment

The POS Enrollment window was updated to allow Cash Assistance (CA) management to identify workers that can process cases through the new PAM system. The enrollment coordinator will choose the **PAM User** checkbox in the Special Tasks window in the POS Enrollment window.

The screenshot shows a window titled "Personnel Tasks for UID: [redacted]". It contains a list of tasks with checkboxes. The "PAM User" checkbox is checked. The tasks listed are: Access Enrollment (checked), Access SCR Percentages, Bottom-line Budgeting, HDU Intake Access, Mass Caseloading User, Notice Printing Queue User, PAM User (checked), S.A.V.E User, Single Issue Printing Queue User, and Special TAD Access. A "Close" button is located at the bottom center of the window.

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4. Refer Back to Worker Button in Household Screen

POS has added a button to allow supervisors to return the case from approval activities to a Worker from the **Household** Screen. Supervisors' will be able to return cases that were mistakenly submitted to the supervisor and must be returned to the same or a different worker.



The **Refer Back to Worker** button has been added to the **Household** screen. When the button is clicked, POS displays the window to allow the Supervisor to return the case to the same worker or a different worker.

 A screenshot of a software dialog box titled "Refer to Worker". The dialog has a blue title bar and a grey body. It contains several input fields and a table.

- Select Center:** A dropdown menu showing "040".
- Selected Case:** A section with four fields:
 - No:** "00030006064H"
 - Case Name:** "Xx Xx"
 - CIN:** "PH63004Q"
 - Suffix:** "1"
 - Caseload:** "11111"
 - Casehead Name:** "Xx Xx"
 - SSN:** (empty)
- Refer Case To:** A section with a "Search Name:" text box above a table.
- Table:** A table with columns: Title, Unit, Last Name, First Name, U/W, and Phone Number. The table body is currently empty.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

5. POS-CNS Notice Automation, Phase 2

POS has developed functionality to automatically create Client Notice System (CNS) notices for Cash Assistance cases and Supplemental Nutrition Assistance Program (SNAP) Separate Determination cases. In the initial phases, the automatic notice creation is only for limited reason codes. The JOS/Worker initiates the creation of the notice by clicking on the **Create CNS** button on the TAD window. In April 2013, the button was enabled for SNAP-only opening code **Q22** (Expedited - Pended Verification [To be used only for NPA/SNAP cases.])

The button was updated to allow creation of notices for the CA Closing Code **V20** (Failure to Provide Verification) for Cash Assistance cases and SNAP Closing Code **V21** (Failure to Provide Verification [Adequate]) for SNAP Separate Determination cases. POS will add additional reason codes in the future.



The worker will receive the following error messages when they attempt to create a CNS notice in error:

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- The POS system is not ready for the CNS notice creation for this reason code.
- There is no need to create CNS notice because the use of **M3E** Indicator **A** (CNS notice suppressed, manual notice required [Adequate action]) or **T** (CNS notice suppressed, manual notice required [Timely action]) will suppress the mailing of CNS notice.
- The document return due date has not passed. You cannot create CNS notice with **V20** (Failure to Provide Verification) at this time.
- The document return due date has not passed. You cannot create CNS notice with **V21** (Failure to Provide Verification) at this time.
- In order to generate the CNS notice, the case must have at least one pending document selected that is not available for scanning.
- CNS Notice was already created for this case. If you want to create another notice click **Yes**, otherwise click **No**.

Successful/Unsuccessful Web service call

When the worker clicks on the **Create CNS** button, POS will contact a web service to create the CNS notice. If the Web service call is successful POS will delete the existing number from the case level and insert the new notice number. The worker will receive a confirmation message, " New CNS notice is created and displayed on the Notice # field." The worker will click **OK** to continue processing the case.

If the web service call was unsuccessful, POS will display the message, "Attempt to create new CNS notice failed. Current CNS notice is restored if applicable."

6. Updated Employability Code Determination for SNAP Separate Determination

All SNAP participants between the ages of 16 and 59 who are deemed employable (non-exempt) must comply with the SNAP Program work requirements as a condition of SNAP eligibility. To help ensure compliance with these requirements, a window was added in the SNAP separate determination activities to automate the determination of the employability code for SNAP cases. The window lists the name of the household member, their employability code and the reason for the code.

The **Employability Code Determination** Window was updated to display the exclusion reason (ABAWD Exclusion Rule) for individuals who have an Employability Code of **WR** (Work Regulations Required), but meet the criteria for exclusion from being called into the vendor/from performing Work Experience Program (WEP). The possible values for this field include:

- Age between 49.5 and 50 years old
- Employed less than 80 hours
- Not the head of household in household that contains more than 1 ABAWD
- Undomiciled

The window was also updated to remove an invalid exemption for individuals residing in temporary shelter.

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Response to Question

Instructions

The system has determined the employability status code's for the household members based on the answers entered on the interview. Please click on the "Run Rules" button to see the system determined code's. These codes will be entered by the system on the TAD. If you disagree with system determinations, you must go back to the appropriate question and make the necessary updates. Click on the "Run Rules" button upon return to the window in order for the changes to take effect.

Who	Employability code	Employability Code Reason	ABAWD Exclusion Reason

Message

RUN RULES

OK Cancel

The window appears in the **Education and Training** window below the **Education Information** question in the **SNAP Separate Determination** activities. POS retrieves the following information in order to determine the employability code for each household member:

- Household composition;
- Age for all household members;
- Disability status;
- Employment and self-employment;
- Unearned income received;
- Unemployment insurance application;
- Drug and alcohol treatment;
- Eligibility outcome for non-citizens;
- Caretaker of incapacitated person;
- Education; and
- Pregnancy.

7. Updated ABAWD Tracking Exclusions for SNAP Separate Determination Cases

Applicants/participants who meet one or more of the following criteria are excluded from being called into the vendor or from performing WEP:

- The individual has an Employment Status Code of Work Required (**WR**) and is at least 49 ½ years old and less than 50 years old;
- The individual has an Employment Status Code of Work Required (**WR**), is employed and works between 1 and 79 hours per month.
- The individual has an Employment Status Code of Work Required (**WR**), is not the casehead/payee for the case and there is more than one (1) ABAWD individual in the household; or
- The individual has an Employment Status Code of Work Required (**WR**) and is undomiciled.

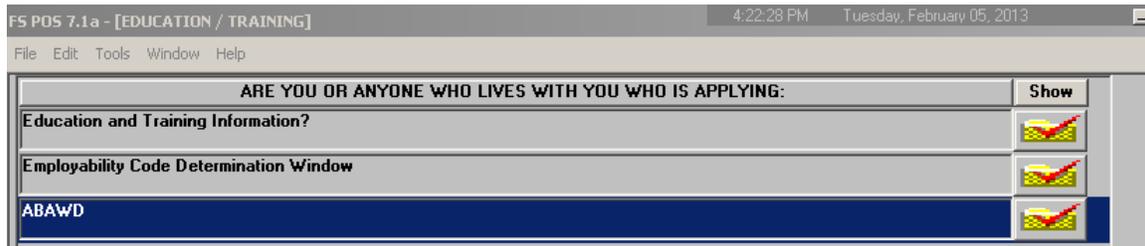
These individuals are excluded from the ABAWD 3/36 month rule and look back.

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8. Updated ABAWD Response Window for SNAP Separate Determination Cases

The ABAWD question is located on the **Education and Training** window for SNAP Separate Determination cases. The window was updated to open when there is an individual in the household who was closed or rejected with the denial code **F94** (Able Bodied Adult without Dependents [ABAWD] – Ineligible able-bodied adult who has not met the ABAWD requirements for three or more months in the past 36 month period.).



When the Worker clicks on the **Show** button, the **ABAWD Compliance Calendar** will open if at least one individual in the household who was previously closed or rejected with denial code **F94** (Able Bodied Adult Without Dependents (ABAWD), [HH=1]) or if at least one ABAWD individual in the household fits the following criteria:

- The individual is between 18 and 49 years of age;
- The **Employability Code** for individual is **WR**; and
- The individual has at least three months of non-compliance.

If an individual meets the criteria, the ABAWD Compliance calendar will open for review. If no individual in the household fits the criteria, the **ABAWD Compliance Calendar** will not open.

If the ABAWD criteria is not found on the case, the red-hand will display. Once the red hand is displayed, the JOS can continue the **POS SNAP Separate Determination** activity.



ABAWD Calendar Access

The Calendar can be retrieved from the **Tools Menu** or from the **ABAWD Response** window. The Eligibility Specialist (ES) can access the ABAWD Compliance calendar to review and track the ABAWD individual's compliance history. To review the **ABAWD Compliance Calendar** from the **Tools Menu** choose **ABAWD**. In the event that there is no data to display for the Individual with the employment code **WR**, POS will display a message "No Calendar Data Exists".

For those non-compliant ABAWD individuals (of 3 or more months), the calendar will automatically open over the top of the **ABAWD Response** window.

Updated Response window

The question "Have you worked at least 80 hours in a consecutive 30 days period since your case closed/you lost eligibility?" was updated to "Have you worked at least 80 hours (**including in-kind and volunteer work**) in a consecutive 30 days period since your case closed/you lost eligibility?"

9. POS Individual Detail Updates

POS has updated the **Individual Detail** window to move the question "Residing in the household?" before the Mother's First Name and Father's First Name fields. When the worker chooses **Yes** to the question, they will be able to choose the mother and father's names from a dropdown box.

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Updated Validation Rule for Puerto Rican Birth Certificate

The POS business rule was updated for individuals whose country of birth is Puerto Rico and for whom the worker selects birth certificate as acceptable documentation to ensure that the following message is only displayed when the Worker's latest selection in the **Identity, Citizenship or Relationship** document fields is **Birth/Hospital Certificate**:

The Puerto Rican birth certificates issued prior to 7/1/2010 is invalid. If the birth certificate produced is issued on or after 7/1/2010 select document "Puerto Rican birth certificate issued on or after 7/1/2010".

The message was occasionally incorrectly displayed after the Worker made corrections in the document fields.

10. Three Generation Household Budgeting

POS was updated to identify and budget three generation households that include a minor parent. This new business rule encompasses the use of Income Source Type **90** (minor parent is between ages 18-21) and Income Source Type **53** (minor parent is less than 18 years old).

When the worker answers **Yes** to the question "Does the stepparent/grandparent of any children who live with you have any resources or receive any income of any kind?", POS will open the **Response To Question** window for the Worker to enter all pertinent information and click the **OK** button.

"The Stepparent/Grandparent can refuse to apply for the CA filing Unit if they are in living in the Household. If so, Income and Shelter allowance must be calculated using the form W-648b. If the stepparent/Grandparent is not living in the Household and is contributing to the children's needs, any income should be considered as child support income".

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Response to Question

Stepparent/Grand-parent can refuse to apply for the CA filing Unit if they are in the Household. If so, Income and Shelter allowance must be calculated using W-648b. If stepparent/grand-parent in not in the Household and is contributing to the childrens needs then, any income should be considered as child support income.

Is the Stepparent/Grand-parent in the Household? Yes No

Who:

Is the Stepparent/Grand-parent Applying/ Active on the CA filing Unit? Yes No

Enter "Total Deemed Income" from Section VI of the W-648b

Enter "Maximum CA Shelter Allowance" from Section VII of the W-648b

Document Scan

Comment:

OK Cancel

Is the stepparent/grandparent in the household? If the worker selects **No** they will receive the following message:

"If the Stepparent/Grandparent is not in the Household then, you must click on the 'Cancel' button and consider the stepparent's/Grandparent's income as child support or Alimony".

If the worker selects **Yes** to is the stepparent/grandparent applying or active on the CA filing unit then they will receive the following message:

"If the Stepparent/Grandparent is Part of the Cash Assistance house hold unit, then, you must click on the 'Cancel' button and use the appropriate income source on the Stepparent's/Grandparent's line".

After the worker clicks **OK**, POS will setup the three generation household budget for processing and determine the correct income source code based on the worker's input from the Step-Parent/Grandparent Budget Worksheet - Cash Assistance (**W-648B**) form. Once the deemed income is recorded, POS will enter the appropriate income source code to process the budget correctly.

11. POS Individual Queue Updates

POS was updated to the database name and the center number for cases in the individual queue to allow improved identification of cases. This update allows workers and the POS help desk to determine if the case is correctly located.

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12. WMS Updates

As per a new procedure from FIA and required by the US Department of Agriculture (USDA) and the Office of Temporary Disability Assistance (OTDA), the SNAP standard utility allowance (SUA) amounts increased effective October 1, 2013:

1. SUA level 1 increase from \$725 to \$753.
2. SUA level 2 will increase from \$287 to \$298.
3. SUA level 3 will remain the unchanged at \$33.

SNAP Amount Decrease effective November 1, 2013

The maximum SNAP allotment for a household will be decreased effective 11/1/2013. POS will be updated accordingly

New Employability Code 57 and Updated Descriptions

WMS has introduced a new Employability code **57** (Partial Employment waiver- Non-exempt). This code is system generated therefore it is not selectable by the worker.

In addition there has been an update to the description of two current employment code waivers:

- Code **45**-(Full employment waiver exempt)
- Code **46**- (Expired Employment waiver-Non-Exempt)

13. LOSU Replacement Check Processing

The Landlord Ombudsman Service Unit [LOSU] has citywide access to POS. POS allows LOSU to process rent replacement checks (Special Grant code **07** (Replacement Of Lost Stolen/Undelivered Checks, **08**

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(Replacement Of Cancelled Check) directly In The **SI Grant Data Entry** window. LOSU staff can access the **Non-Food Emergency/Special Grant** activity and enter the CA code **07** and **08** grants in the **SI Grant Data Entry** window.

LOSU must complete the following steps before entering the grants:

- Use the **Review Case** activity in POS to review the Case Management Unit (CMU), Housing Diversion Unit (HDU) or Rental Assistance Unit (RAU) approval for the grants that will be replaced.
- Verify the check number that will be replaced, as this is a required entry in POS.
- Scan and index any required forms and documents prior to the entry of the grants.
- Enter a case comment detailing the reason(s) for the replacement grant(s).

14. M3E Indicator Updates

The **M3E** Indicator was updated so the field will be enabled at all times. If the worker does not have special rights to access the indicator, POS will display an error message:

"You do not have rights to enter a value in the **M3E** indicator. See your supervisor if you have any questions."

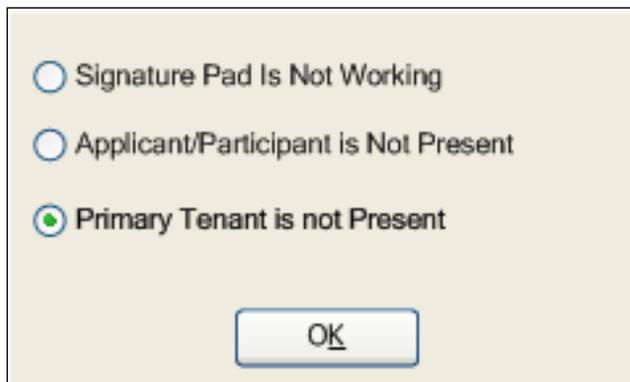
The **M3E** indicator will be cleared when the Worker starts a new **POS Interview activity**. The authorized worker is allowed to enter a new value if needed in this new activity.

15. POS Completion Edits for Attestation of Employment as a Child Care Provider (W-274U)

POS has been updated to search for new data on or after the start date of the current interview activity. This will implement the correct completion edit for this childcare form.

16. POS Update Form W-147Q Signature Window

The **POS Signature** window for the **W-147Q** (Primary Tenant's Statement Regarding Occupancy of Secondary Tenant) form was updated to add a new option when the Worker selects the **Unable to Capture Signature** checkbox: "Primary tenant is not present."



The image shows a dialog box with a light beige background and a thin black border. It contains three radio button options stacked vertically. The first option is "Signature Pad Is Not Working" with an unselected radio button. The second option is "Applicant/Participant is Not Present" with an unselected radio button. The third option is "Primary Tenant is not Present" with a selected radio button (indicated by a small green dot). At the bottom center of the dialog box is a rectangular button with the text "OK" and a blue border.

17. Update to Case Category Field for CILOCA Cases

POS was updated to allow the Worker to select the appropriate case category in the **Case Login** window for cases that apply for Child Care in Lieu of Cash Assistance (CILOCA) and do not apply for SNAP benefits. Previously, POS required the selection of an Emergency Case category (EAF [Emergency Assistance for

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Families], EAA [Emergency Assistance for Adults] or E-SN [Emergency Assistance Safety Net]) for all cases that apply for CA only.

18. New CILOCA Rejection Codes M55 and G46

Two (2) new CILOCA rejection codes were added to POS. These codes are to be used when an applicant applied for and is determined ineligible for Child Care in Lieu of Cash Assistance (CILOCA) because they failed to meet a CILOCA or Cash Assistance (CA) eligibility requirement:

- **M55** (Ineligible for Child Care in Lieu of Temporary Assistance) and
- **G46** (Ineligible for Child Care in Lieu of Temporary Assistance [Excess Income])

Both codes **M55** and **G46** are to be used to reject the entire case for CILOCA. These closing codes do not apply to MA and SNAP eligibility; therefore if the applicant applied for all program areas (CA/MA/SNAP) a separate determination is required for these programs.

The new CA rejection code **M55** will have multiple denial reasons in the Client Notice System (CNS) and the JOS/Worker must select the appropriate reasons for denial. Refer to **Attachment A** for a sample of the Client Notice System (CNS) notice that will be generated with the use of rejection code **M55** and the different fill options that the JOS/Worker can choose from. Multiple denial reasons can be selected with rejection code **M55**; however, not all denial reasons can be used together.

The new CA rejection code **G46** will be used when the applicant has excess income that makes him/her ineligible for CILOCA because the income makes the household ineligible for CA. This code will require an excess income ineligible budget. Cases rejected with **G46** may be eligible for Transitional Child Care based on whether the household has a recent CA history.

For additional details, please refer to Policy Bulletin # 13-86-SYS (New Child Care in Lieu of Cash Assistance [CILOCA] Denial Codes) and Policy Directive 13-19-ELI (Child Care in Lieu of Cash Assistance [CILOCA]).

19. Update for Opening Code Y60 and Removal of Opening Code A60

In July 2013, POS was updated to add laws and regulations for opening code **Y60** (Reactivation of case closed less than 30 days [Use in Undercare Only]) on the Action Taken on your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (**LDSS-3152**) Form.

POS was also updated to remove opening code **A60** (Reactivation of case closed less than 30 days [Eligibility Only]), which is only used in Upstate NY.

These changes affect SNAP Separate Determination cases and do not affect Cash Assistance (CA) cases.

20. New Privacy Agreement Text for POS and POS Portal Sign-On Pages

New privacy agreement text was added in the sign-on pages for Paperless Office System (POS), Rental Assistance Database (RAD), PAM, MONIQ (Model Office Numbering Identification Queue) and FRED (Front Door Electronic Reception):

- All data contained in this system is confidential by City, State and Federal law and regulations. Failure to protect this information from unauthorized use or disclosure may subject you to discipline as well as financial, civil and criminal penalties, up to and including incarceration. By logging into this system, you agree to these terms of use.

21. New Validations in Housing-Related Benefits Window

POS was updated to add new validations in the **Housing-Related Benefits** window.

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When the Worker records a request for rent in advance, but fails to record the amount requested, the following error message will appear:

- Enter the amount requested for rent in advance in the response window.

When the Worker records a request for moving allowance, but fails to record the mover's estimates, the following error message will appear:

- Enter the mover's estimates in the Moving Allowance drill down window

When the Worker records a request for security deposit, but fails to record the amount requested, the following error message will appear:

- Enter the security deposit amount in the Security Deposit drill down window

When the Worker records a request for broker's fee or voucher, but fails to record the amount requested, the following error message will appear:

- Enter the amount requested by the broker in the broker's fee/voucher drill down window

22. Updates to HDU and RAU Referral Determinations

On August 12, 2013, POS was updated to allow processing of shelter related requests by CMU without referrals to HDU and RAU in the following instances:

- For EAA cases, requests for Rent Arrears, Mortgage Arrears, or Mortgage taxes when four (4) months or less are owed and the monthly amount owed is at or below the ACTUAL rent level (rent amount charged by the landlord).
- For all other cases, request for Rent Arrears of four (4) months or less and the monthly rent is at or below the CA level.
- Rent in Advance (to secure a new apartment) for one month, at or below the CA shelter level.
- Security (Non-Section 8) Voucher, Brokers Fee Voucher, at or below the CA shelter level.
- Security Voucher (Section 8 Participant) at or below the ACTUAL rent level, with Brokers Fee Voucher and Rent in Advance requested both at or below the CA shelter level.
- Cash Security Deposit (Section 8 Participant) at or below the ACTUAL rent level for NYCHA dwellings requiring cash deposits, with Brokers Fee Voucher and Rent in Advance requested both at or below the CA shelter level.

POS was updated to refer the following instances of shelter related requests directly from CMU to RAU, bypassing HDU:

- New Apartment requests (rent in advance, security deposit voucher/check, broker's fee voucher/check) requiring review by RAU; and
- Moving Expenses (Code **22**).

All other requests require referral to HDU. If at any time CMU staff determines the case requires the expertise of the HDU unit (for example: an EAA case with repeated rent arrears requests), they may refer the questionable case to HDU. CMU staff must enter a case comment in POS to inform the HDU Supervisor the reason for the referral.

For additional information, please refer to the Policy Bulletin **#13-79-SYS** (Shelter Related Requests Referral Process).

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23. HDU Request Field Update

The POS **Request Details** window was updated to allow the Worker to check the **HDU Request** checkbox for a grant request where POS has determined that the HDU referral is not required.

24. RAU Referral Required Field Update

The POS **Request Action** window was updated to allow the Worker to select **Yes** in the **RAU Referral Required** field for a grant request where POS has determined that the RAU referral is not required.

25. New RAU Recommendation History Window

A new window was added under the **Tools** menu to allow users and support staff to view the RAU recommendation history for grant requests that were sent to RAU or require a referral to RAU. The window is displayed when the Worker selects **RAU Recommendation History** under the **Tools > Clearances** menu.

Act No	Activity	Request	Request Date	HDU	Reco
18	Non-Food Emerg/Special Grant	Back Mortgage	07/31/2013	Y	Issue Gra

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RAU Recommendation	Request Decision	Approved Amount and Period	Denied Amount	W137b	W145hh	Referral	Ins
Issue Grant Conditionally	Accept	\$900.00 04/01/2013 - 06/01/2013		N	Y	1000620	1

Case Number: 00030001186D Case Name: DANA FRED Center: 040

Close

26. New RAU Recommendation Message

A new message was added to the POS activity start for RAU recommendations. If there is a pending RAU recommendation for a grant request where the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance For Applicants Only (**W-145HH**) was not printed and the Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) (**W-137B**) was not printed, POS displays a message at the beginning of the interview and approval activities to inform the Worker and the Supervisor about the RAU decision:

- There is a pending grant request with an RAU recommendation for this case. Please access the **SI Grant Request Task List** or the **RAU Recommendation History** window to view the RAU recommendation(s).

27. Updates for Interview Window Labels

POS was updated with additional changes for updated labels in interview windows:

- The **Adults in Household**, **Children in Household**, and **Case Login** windows were updated to change the **PA** (Public Assistance) fields to **CA** and change the **FS** (Food Stamps) fields to **SNAP**.
- The **Household** Screen was updated to change the **PA File Date** field to **CA File Date** and change the **FS File Date** field to **SNAP File Date**.
- The **Additional Suffix Information** window was updated to change the **PA** fields to **CA**, change the **FS** fields to **SNAP**, and to change the question "Why does the applicant need public assistance?" to "Why does the applicant need cash assistance?"
- The **EFS Eligibility Determination** window was renamed **ESNAP Eligibility Determination**.

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28. Updates for ESNAP Decision Form

The **EFS Decision Form** window was renamed **ESNAP Decision Form**.

The instructions text on the window was also updated for CA cases:

- Instructions: This window will display the determination made for expedited processing of SNAP benefits in the **IN/ESNAP** activity. If the applicant is ineligible for Expedited SNAP benefits or ESNAP benefits cannot be issued, the **M-40K** (Notice of Denial of Expedited SNAP Processing or Inability to Issue SNAP Benefits) will auto-print when you approve the window and click Next.

The instructions text on the window was also updated for NCA SNAP cases:

- Instructions: This window will display the determination made for expedited processing of SNAP benefits in the ESNAP activity.

29. Bronx Database Move

On Sunday, August 4th, 2013, MIS moved the Melrose SNAP Center (**S40**) and the Melrose Job Center (**040**) onto a new database server platform. On Sunday, September 15th, 2013 MIS moved the remaining Bronx SNAP Centers (**S45** and **S46**) and Bronx CA Centers (**038**, **044**, and **046**) onto the new database server platform. This new platform offers increased reliability and stability for the POS and Model Office system workers. This is the beginning of the move to one database which will have a number of good consequences.

This change was transparent to most staff but Back Offices and Change Centers, TIPS **43**, **S25**, **S61**, Centralized Fair Hearings, **S66**, Regional Office staff, and other program areas that access Bronx SNAP Centers (**S40**, **S45** and **S46**) and Job Centers (**038**, **040**, **044** and **046**) have an updated center selection menu in the POS Sign On page to access all Bronx Region SNAP Centers and Bronx Region Job Centers.

30. Loading of Scheduling CA Recertification Appointment Activities

The loading of the **Scheduling CA Recertification Appointment** activities from the **WIN32X** (CA Recertification Interviews) was moved to the first Monday after the first full weekend of the month.

Previously, the activities were loaded on the first Thursday after the first full weekend of the month. For example, in October 2013, the activities were loaded on October 7, 2013, instead of October 11, 2013.

31. Updates to Form Utility Arrears/Emergency Heating (M-858m) Edits

The edits for form **M-858m** were updated. Previously, the form was only required for heat-related utility arrears. The Worker is now required to print the form for all requests for utility arrears.

If the Worker has recorded a request for utility arrears, has not printed the form and clicks **Next** on the **Print Forms** window, the following revised error message will appear:

- The M-858m form must be printed.

If the Worker has not recorded a request for utility arrears and they attempt to print form **M-858m** on the **Print Forms** window, the following revised error message will appear:

- In order to print the M-858m, the client must have utility arrears.

If the Worker has recorded a request for utility arrears, has not printed the form and attempts to complete the activity, the following revised error message will appear:

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- You have indicated that there are utility arrears. You must print the M-858m form OR you must scan and index the completed paper M-858m form.

32. Signature Capture Report Update

The signature capture report now includes the following additional forms to track the signature or the reason for non-signature:

- **W-147KK** – Emergency Assistance to Needy Families EAF Agreement to Repay Excess Shelter Arrears
- **W-147P** – Broker's Fee Voucher
- **W-147Q** – Primary Tenant's Statement Regarding Occupancy of Secondary Tenant
- **W-147X** – Utility Arrears Repayment Agreement

The Signature Capture report includes the following existing forms to track the signature or the reason for non-signature:

- **LDSS 2921** – Common Application for CA/MA/SNAP
- **LDSS 3174** – Recertification Form for CA/MA/SNAP
- **W-113K** – Documentation Request
- **W-147H** – Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement
- **M-384** – OCSE Appointment Notice

The user is able to select one of the above forms. The report will expand to other forms as requested by the Family Independence Administration (FIA).

33. NYCWAY Code 94NA Update

POS was updated to prevent New York City Work Accountability and You (NYCWAY) Action Code **94NA** (OCSE Ref Not Needed No Non-Custodial Situation Exists) from posting multiple times for the same application case.

34. OCSE Address Update

Effective October 4, 2013, the address for the OCSE Brooklyn office was updated to:

OCSE Brooklyn Borough Office
1 Metrotech Center, 6th Floor
Brooklyn, NY 11201

POS and NYCWAY were updated with the new address.

35. POS Management Console Security Enhancements

The security for the POS Management Console was upgraded for all POS locations. Effective September 16, 2013, all requests for access to the POS Management Console must be submitted to the POS Enrollment Coordinator(s) for the location and changes in access will require an approved POS Access Request form (**M-327J**).

The Enrollment Coordinator must assist users with POS Management Console access requests by completing a **M-327J** for the user.

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The Enrollment Coordinator must indicate in the "justification" section that the request is for access to the POS Management Console; include all required information and provide a concise justification of why access to the POS Management Console is required.

The **M-327J** must be submitted to the Center Director or Deputy Director for approval.

The Enrollment Coordinator must inform users once requests are approved and initial processing is completed by Management Information Systems (MIS).

The Center Director(s) or Deputy Director(s) must review and approve POS Management Console access request and submit approved forms to the POS Help Desk via email.

Processing of Request

The POS Help Desk will review the request for access for completeness. If the request is incomplete, it will be returned to the requestor. Completed requests will be submitted to MIS for review and approval. Enrollment and access problems must be reported to the POS Help Desk at (718) 510-0551.

POS Enrollment Policy Documents

For details regarding maintenance of the Enrollment tables, please refer to **Center Directive 05-10** (Management of Paperless Office System (POS) and Enrollment Tables) and **Training Manual 05-08** (POS Enrollment Manual).

36. Reminder: POS SignOn Page

Staff must log into POS using the POS Portal. The portal will take the user to the POS SignOn site at <http://possignon/>

The old login pages (POS Primary and POS Secondary) at <http://pos> are no longer supported and can lead to slowness during the sign-on process and while using the system.