



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #14-13-SYS

CA POS RELEASE NOTES VERSION 18.1

Date: February 11, 2014	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on February 18, 2014. Descriptions of the changes can be found in POS Release Notes Version 18.1(Attachment A), and Desk Guide: Right-Fax Desk Guide for Document Intake (Attachment B).</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 February 18, 2014</i></p> <p>Related Item:</p> <p>PD #14-01-ELI</p> <p>Attachments:</p> <p>Attachment A POS Release Notes Version 18.1 Attachment B Desk Guide: Right-Fax Desk Guide for Document Intake</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 18.1 February 18, 2014

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 18.1 scheduled for Monday, February 18, 2014. 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. Re-Evaluation of Inactive Noncitizens in Recertification Interview

A re-evaluation of eligibility is required for all inactive noncitizens at the recertification interview. In order to ensure that this determination is completed, new business rules were added in the **Individual Detail** window to determine whether there are inactive noncitizen adults and/or children are in the household.

In order to ensure that the eligibility re-evaluation is completed for the inactive noncitizens, the new **Individuals Requiring Re-Evaluation** business rules were added in the **CA Recertification Interview** activity. These rules run after the **Individual Detail** window when there is at least one noncitizen individual is in Rejected (**RJ**) or Closed (**CL**) status for Cash Assistance (CA), Medical Assistance (MA) or Supplemental Nutrition Assistance Program (SNAP), the individual is not in Active (**AC**), Applying (**AP**) or Single Issue (**SI**) for any program and the Worker has not indicated that the individual has died (Closing code or Denial code **E95** {Died [HH=1]} or **G95** {Died - BEV Only [HH=1] [Adequate]}).

When an individual is found through these new business rules, POS presets the “**Add a person to the case or Has anyone moved into the household in the past year?**” question to **Yes** with the names of the household members that must be re-evaluated. This allows the Worker to generate 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**) Request form.

For individuals who must be reevaluated, POS changes the individual status of the line as follows:

- If the individual status is currently in **RJ** status, POS will change individual to applying **AP** status;
- If current individual POS status is **CL**, change to active **AC**.

The **Alien Summary** checklist will reset to **Incomplete** for all inactive noncitizens that require re-evaluation. After completion of the alien eligibility determination, POS updates the CA status and the SNAP status for the individuals based on the eligibility determination.

When the Worker completes the activity, POS updates the grant decision section in the **Outstanding Requests** section with the determination of the re-evaluation for the noncitizen. The decision is then printed on the Action Taken on Your Request for Emergency Assistance, Additional Allowances, or Adding a Person to the Case (For Participants Only) (**W-137B**) and sent to the casehead or payee, informing them of the reevaluation outcome.

2. Evaluation of New Noncitizen Household Members in Recertification Interview

An evaluation of eligibility is required for all new individuals at the recertification interview. In order to ensure that this determination is completed, new business rules were added in the **Individual Detail** window to determine whether there are adults or children in the household in Non-Applying (NA) status and to ensure that new individuals are added to the case.

In order to ensure that the eligibility re-evaluation is completed for new case members and noncitizens in the household in non-applying status, the new **Individuals Requiring Re-Evaluation** business rules were added in the **CA Recertification Interview** activity. These rules run after the **Individual Detail** window when the father or mother of the child is in the household and does not appear on the case or an individual in the household does not appear in the POS case, or an individual is on the POS case in status (NA for CA, MA and SNAP) and does not appear in WMS.

POS opens the **Add Immigrant for Re-evaluation** pop-up window with the following message:

“You have indicated that a parent(s) of the children on the case or another individual is residing in the household. This individual must be added to the case and his/her eligibility has to be evaluated. POS will now suspend the current activity and start the Case Member Addition activity. Click OK if you want to proceed.

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Click Cancel if you want to return and change your answers.” If the Worker clicks Yes, POS suspends the CA Recertification Interview and starts the Case Member Addition activity to allow the Worker to add the individual to the case. The Worker completes the activity then returns to the CA Recertification interview to continue the interview.

When an individual is found through these new business rules, POS presets the “Add a person to the case or Has anyone moved into the household in the past year” question to **Yes** with the names of the household members that must be re-evaluated or were added to the case. This allows the Worker to generate the **W-137A**)

The Alien Summary checklist will reset to **Incomplete** for the new noncitizen individuals. After completion of the alien eligibility determination, POS update the CA status and the SNAP status for the individuals based on the eligibility determination.

When the Worker completes the activity, POS updates the grant decision section in the Outstanding Requests section with the determination of the re-evaluation for the noncitizen. The decision is then printed on the **W-137B** and sent to the casehead or payee, informing them of the reevaluation outcome.

3. Updates to Electric/Gas Window

The **Response** window for the question “Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?” was updated to capture additional information.

Current window

Updated Fields

The following updates were made:

- The **Company Name** field was updated to add a new option of **Other**.
- The **Amount** field was renamed **Amount of Current Bill**.
- The **Frequency** field was renamed **Bill Frequency**.
- The **Verified** field was renamed **Verify Account Info**.
- The **Service Is** field was renamed **Gas or Electricity Service Is**
- The **Arrears/Pending Shut Off** field was renamed **Are There Arrears?**

New Fields

The following fields were added in the window:

- **Other Company Name** – a new field was added to allow the Worker to enter the company name when **Other Company** is selected in the **Company Name** field.

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- **Company Address, Company City, Company State, Company Zip, Company Phone** – these new fields display the address for the selected company. If the Worker selects **Other** in the **Company Name** field, they must enter the company address and telephone number in these new fields.

Updated Window

The screenshot shows a software window with a blue title bar and a light beige background. It contains several sections of input fields:

- Name on Bill:** A dropdown menu, an "Other Name" text field, and a radio button group for "Is the Name on This Utility bill a person residing in Household?" with "Yes" and "No" options.
- Company Information:** A dropdown for "Company Name", an "Other Company Name" text field, and an "Account Number" text field.
- Address:** A "Company Address" text field, and separate text fields for "Company City", "Company State", "Company Zip", and "Company Phone".
- Bill Details:** "Amount of Current Bill" text field, "Bill Frequency" dropdown, and "Verify Account Info" radio button group.
- Service Status:** "Gas or Electricity Service is:" with "On" (selected) and "Off" radio buttons, "Service End Date" text field, and "Are There Arrears?" radio button group.
- Heat Related:** "Is this a Heat Related Utility ? (Is gas or electricity Necessary to run the furnace or thermostat)" with "Yes" and "No" radio buttons.
- Guarantee/Restriction:** "Utility Guarantee WMS Indicator" text field with value "7", "Utility Guarantee" dropdown, and "Utility Restriction" dropdown.
- Document/Comments:** "Document" text field with a checkbox, and "Comments" text field.

At the bottom center, there are two buttons: "OK" and "Cancel".

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4. Updates to Electric/Gas Arrears Window

The **Response** window for the electric/gas arrears was updated to capture additional information.

Current window

Amount	Period From	Period To	Reason for Arrears/ Shut Off Notice
\$500.00	08/01/2013	11/30/2013	Other

Have You Applied for Regular HEAP? Yes No Date of Application: 00/00/0000
 Have You Applied for Emergency HEAP? Yes No Date of Application: 00/00/0000
 Have You Received a Regular HEAP Payment? Yes No Date: 00/00/0000 Amount:
 Have You Received Emergency HEAP Payment? Yes No Date: 00/00/0000 Amount:
 Is a Deferred Payment Agreement in Effect? Yes No
(Answer "Yes" if the Applicant/Participant has not defaulted and there is no turn off notice)

Updated Fields

The following updates were made:

- The **Reason for Arrears/Shut Off Notice** field was renamed **Reason for Arrears or Shut-off Notice** and was moved to the top of the window.
- The **Amount** field was renamed **Total Amount Owed**.

New Fields

The following fields were added in the window:

- **Clearance Status** – This field is reserved for future use.
- **Arrears Breakdown (10 Months Max)** – This new section allows the Worker to enter the amount owed, period from and period to for up to 10 months of arrears.
- **Total Clearance Amount** – This new section allows the Worker to enter the amount owed, period from and period to for the latest four months of arrears.
- **Suspended Unpaid Amount (Previous 6 months)** – This new section allows the Worker to enter the amount owed, period from and period to for up to Six months of arrears prior to the latest four months owed.
- **Last 4 Months Payment Made to Utility Company** – This new section allows the Worker to enter the amount paid and payment date for the latest four months.
- **HEAP Season** – This new field allows the Worker to indicate whether the HEAP (Home Energy Assistance Program) season is open or closed.
- **Was Deferred Payment Agreement Discussed** and **Discussion Date** – This new section allows the Worker to indicate whether a deferred payment agreement was discussed and the date of the discussion, if applicable.

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Updated Arrears Window

Arrears/ Clearance Information

Clearance Status

Reason for Arrears Shut-off Notice ▼

Total Amount Owed Period From Period To

Arrears Breakdown (10 Months max)

Amount	Period From	Period To
<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>

<p>Total Clearance Amount (4 month amount)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Period From</th> <th style="text-align: left;">Period To</th> </tr> </thead> <tbody> <tr> <td><input style="width: 100px;" type="text"/></td> <td><input style="width: 100px;" type="text"/></td> <td><input style="width: 100px;" type="text"/></td> </tr> </tbody> </table>	Amount	Period From	Period To	<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>	<p>Suspended Unpaid Amount (Previous 6 mo.)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Period From</th> <th style="text-align: left;">Period To</th> </tr> </thead> <tbody> <tr> <td><input style="width: 100px;" type="text"/></td> <td><input style="width: 100px;" type="text"/></td> <td><input style="width: 100px;" type="text"/></td> </tr> </tbody> </table>	Amount	Period From	Period To	<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>	<input style="width: 100px;" type="text"/>	<p>Last 4 Months Payment Made to Utility Company</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Amounts</th> <th style="text-align: left;">Date</th> </tr> </thead> <tbody> <tr> <td><input style="width: 50px;" type="text"/> .00</td> <td><input style="width: 100px;" type="text"/></td> </tr> <tr> <td><input style="width: 50px;" type="text"/> .00</td> <td><input style="width: 100px;" type="text"/></td> </tr> <tr> <td><input style="width: 50px;" type="text"/> .00</td> <td><input style="width: 100px;" type="text"/></td> </tr> <tr> <td><input style="width: 50px;" type="text"/> .00</td> <td><input style="width: 100px;" type="text"/></td> </tr> </tbody> </table>	Amounts	Date	<input style="width: 50px;" type="text"/> .00	<input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/> .00	<input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/> .00	<input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/> .00	<input style="width: 100px;" type="text"/>
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HEAP Section

Heap Season: Open Closed

Have You Applied for Regular HEAP? Yes No Date of Application

Have You Applied for Emergency HEAP? Yes No Date of Application

Have You Received a Regular HEAP Payment? Yes No Date Amount \$

Have You Received a Emergency HEAP Payment? Yes No Date Amount \$

Is Deferred Payment Agreement In Effect? Yes No Effect Date Was Deferred Payment Agreement Discussed? Yes No Discussion Date

Documents

Comments

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5. Revision for Forms in Utility Process

The utility process has been revised to mandate the use of the Acknowledgment of Utility Guarantee (**M-858d**) with every request of utility arrears. POS was updated to integrate the form into the **Print Forms for Client to Sign** window in the **Single Issue Task 5**.

The utility process was revised in the 17.3.1 release to mandate the use of the Utility Arrears/Emergency Heating form (**M-858m**) and the Request for a Utility Grant (**M-858y**) with every request of utility arrears, including both heat and non-heat related emergency. The forms were integrated into the **Print Forms for Client to Sign** window in the **Single Issue Task 5**.

The **M-858y** and **M-858d** are printed and must be signed by the applicant/participant. Once the forms are signed, they are saved to the HRA One Viewer.

A copy of the **M-858m** is saved to the HRA One Viewer without printing.

6. Acknowledgment of Utility Guarantee (M-858d)

The Utility Guarantee E-Form (**M-858d**) has been revised. The payment information to the utility company has been removed and the name has been changed to **Acknowledgment of Utility Guarantee**.

7. Updated Request for a Utility Grant (M-858y)

The Request for a Utility Grant E-Form (**M-858y**) has been revised to remove the Notice of Determination Regarding Utility Grant section on the reverse side of the form.

8. SI Grant Request Action Window Update

The **SI Grant Request Action** window in the Outstanding Requests section was updated to add new allowance fields, to change the layout of the decision area and to update the other action and denial sections for applicant requests.

Allowances

The following new read-only controls were added in the **SI Grant Request Action** window in the **Outstanding Requests** action (SI Task 6) to assist the Worker in making the grant decision:

- CA Household Size
- Monthly Rent Allowance
- Monthly Home Energy Allowance
- Monthly Fuel for Heating Allowance



The screenshot shows a horizontal layout of four input fields. The first field is labeled 'CA Household Size', the second 'Monthly Rent Allowance', the third 'Monthly Home Energy Allowance', and the fourth 'Monthly Fuel for Heating Allowance'. Each field is a simple text box with a light blue border.

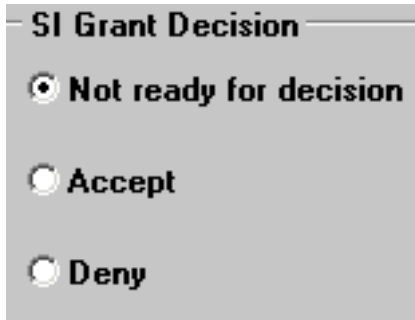
SI Grant Decision Layout

The **SI Grant Decision** section was updated to change the decision fields to a horizontal layout.

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Previous layout:



SI Grant Decision

Not ready for decision

Accept

Deny

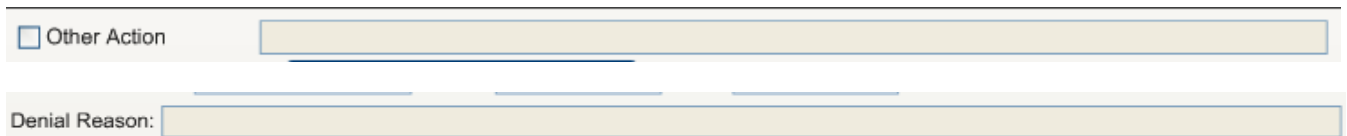
New layout:



Decision Not Ready for Decision Accepted Denied

Other Action and Denial Reason for Applicant Requests

POS was updated to carry over the Worker's entries in the **Other Action** textbox and **Denial Reason** textbox when a decision is entered for an applicant's request, instead of displaying a separate pop-up window.



Other Action

Denial Reason:

9. Updates to Request Action Window for Utility Arrears

The **Request Action** window in the **Outstanding Requests** section was updated for the following utility arrears request types:

- Additional Payment to Maintain or Restore Utility Services
- Additional Allowance for Fuel

The top section of the **Grants** tab was updated to capture up to 10 months of owed arrears, the amount and period of abeyance and the amount and period for the latest four months of utility arrears owed.

When a household has been determined by HEAP Central to be ineligible for a HEAP or emergency HEAP grant or all HEAP benefits have been exhausted, it must first be evaluated for a Non-Recoupable Utility Grant/No Mismanagement (Special Grant Code **50**) or Utility Arrears Prior to CA (Special Grant Code **10**). If there is no evidence of mismanagement of funds, payment to prevent a utility shutoff or restore services should be issued as a Special Grant Code **50**. For natural gas or electric arrears incurred prior to receipt of CA, the grant is issued as Special Grant Code **10**. Special Grant Code **41** (Utility Grant To Prevent Turn Off OrRestore Utility Services (Mismanagement)) is issued to prevent a utility shutoff or restore utility services caused by the participant's mismanagement of funds. The grant must be repaid through recoupment from the participant's ongoing CA grant.

For the latest four months of arrears, the Worker enters the amount owed, from date and to date for each month in the new **Management Test** section. A new button named **View or Update Management Test** allows the Worker to complete the management test for each requested month of utility arrears. The new **Management Test** window opens for the Worker to indicate whether the request month covers a period prior to Cash Assistance and whether the applicant/participant should receive a Special Grant Code **10**, **41** or **50**.

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Decision on Paper

The area to indicate that decision was made on paper was replaced with 3 new checkboxes to allow easier selection by the Worker:

- Approved on Paper
- Denied on Paper
- Notice(s) Scanned

Print Guarantee Letter

A new checkbox was added to indicate that a utility guarantee letter must be printed for the case. This checkbox is automatically selected by POS when the applicant is in receipt of Supplemental Security Income (SSI), the case type is Emergency Assistance for Adults (EAA) and the request for utility arrears is marked as **Accepted**.

Approved Amount

The values in the **Approved Amount**, **From** date and **To** date will be retrieved from the **Management Test** section. The approval fields are only displayed when the **Decision** is **Accepted**. The denial fields are only displayed when the **Decision** is **Denied**.

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Updated Request Action Window for Additional Allowance for Additional Payment to Maintain or Restore Utility Services

Request Action Window

Request Type: Financially Eligible for: EAF? E-SNA? EAA?

Grant Info: Incomplete Documentation and Verification: Complete Referrals and Outcomes: Incomplete

CA Household Size Monthly Home Energy Allowance
 Monthly Rent Allowance Monthly Fuel for Heating Allowance

Grants | Referrals and Outcomes | Documentation and Verification

SI Grant Needed? Yes No Heat-Related Utility? Yes No Vendor:

SI Grant Decision

Up to Last 10 Months Owed: From: To:
 Abeyance Amount: From: To:
 Up to Last 4 Months Owed: From: To:

Management Test – Enter the amount, from date and to date for each month owed (up to 4 latest months owed)

Amount Owed	From	To	Management Test Outcome	Grant Code
200.00	4/1/2013	4/29/2013	Passed	10
200.00	4/30/2013	5/27/2013	Passed	10
200.00	5/28/2013	6/28/2013	Passed	10
200.00	6/29/2013	8/1/2013	Failed	41

Recommendation Payment Recommended? Yes No Reason:

HEAP Central will issue grant? Yes No Agency will issue grant? Yes No

Decision Due Date: Overdue? Overdue Reason:

Approved on Paper Denied on Paper Notice(s) Scanned Authorization Number:

Decision Not Ready for Decision Accepted Denied

Other Action

Print Guarantee Letter

Approved Amount: From: To: Agency Override – Repayment Agreement Required

Denial Reason:

Ongoing benefits - second notice will be issued

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Updated Request Action Window for Additional Allowance for Fuel

Request Action Window

Request Type: Financially Eligible for: EAF? E-SNA? EAA?

Grant Info: Incomplete Documentation and Verification: Complete Referrals and Outcomes: Incomplete

CA Household Size: Monthly Home Energy Allowance:

Monthly Rent Allowance: Monthly Fuel for Heating Allowance:

Grants | Referrals and Outcomes | Documentation and Verification

SI Grant Needed? Yes No Heat-Related Utility? Yes No Vendor:

SI Grant Decision

Up to Last 10 Months Owed:	<input type="text" value="1,800.00"/>	From:	<input type="text" value="11/2/2012"/>	To:	<input type="text" value="8/1/2013"/>
Abseyance Amount:	<input type="text" value="1,000.00"/>	From:	<input type="text" value="11/2/2012"/>	To:	<input type="text" value="3/31/2013"/>
Up to Last 4 Months Owed:	<input type="text" value="800.00"/>	From:	<input type="text" value="4/1/2013"/>	To:	<input type="text" value="8/1/2013"/>

Management Test – Enter the amount, from date and to date for each month owed (up to 4 latest months owed)

Amount Owed	From	To	Management Test Outcome	Grant Code
200.00	4/1/2013	4/29/2013	Passed	10
200.00	4/30/2013	5/27/2013	Passed	10
200.00	5/28/2013	6/28/2013	Passed	10
200.00	6/29/2013	8/1/2013	Failed	41

Recommendation Payment Recommended? Yes No Reason:

HEAP Central will issue grant? Yes No Agency will issue grant? Yes No New Oil Vendor

Decision Due Date: Overdue? Yes Overdue Reason:

Approved on Paper Denied on Paper Notice(s) Scanned Authorization Number:

Decision Not Ready for Decision Accepted Denied

Other Action

Print Guarantee Letter

Approved Amount: From: To: Agency Override – Repayment Agreement Required

Denial Reason:

Ongoing benefits - second notice will be issued

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New Management Test Window

The **Management Test** window opens when the Worker clicks on the **View or Update Management** button. For each month of requested arrears, POS displays the following questions:

- Does the request cover a period prior to Cash Assistance?
- Has the monthly shelter allowance been applied to the monthly shelter cost?
- Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill?
- Has the client paid the monthly fuel for heating allowance to the fuel bill?

If the request covers a period prior to CA, the outcome indicates that a Special Grant Code **10** should be issued if the household is eligible.

The screenshot shows a window titled "View or Update Management Test" with a blue header. It contains four request entries, each with a set of questions and an outcome field. The questions are: "Does the request cover a period prior to Cash Assistance?", "Has the monthly shelter allowance been applied to the monthly shelter cost?", "Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill?", and "Has the client applied the monthly fuel for heating allowance to the fuel bill?". The outcomes for all four requests are "Passed - Issue Code 10 Grant (Utility grant prior to CA acceptance) if eligible". At the bottom, there are "OK" and "Cancel" buttons.

Request 1 Amount: 150.00 From: 8/2/2013 To: 9/1/2013
 Does the request cover a period prior to Cash Assistance? Yes No
 Has the monthly shelter allowance been applied to the monthly shelter cost? Yes No Pending
 Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill? Yes No Pending
 Has the client applied the monthly fuel for heating allowance to the fuel bill? Yes No N/A Pending
Outcome Passed - Issue Code 10 Grant (Utility grant prior to CA acceptance) if eligible

Request 2 Amount: 150.00 From: 9/2/2013 To: 10/1/2013
 Does the request cover a period prior to Cash Assistance? Yes No
 Has the monthly shelter allowance been applied to the monthly shelter cost? Yes No Pending
 Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill? Yes No Pending
 Has the client applied the monthly fuel for heating allowance to the fuel bill? Yes No N/A Pending
Outcome Passed - Issue Code 10 Grant (Utility grant prior to CA acceptance) if eligible

Request 3 Amount: 150.00 From: 10/2/2013 To: 10/30/2013
 Does the request cover a period prior to Cash Assistance? Yes No
 Has the monthly shelter allowance been applied to the monthly shelter cost? Yes No Pending
 Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill? Yes No Pending
 Has the client applied the monthly fuel for heating allowance to the fuel bill? Yes No N/A Pending
Outcome Passed - Issue Code 10 Grant (Utility grant prior to CA acceptance) if eligible

Request 4 Amount: 150.00 From: 10/30/2013 To: 11/28/2013
 Does the request cover a period prior to Cash Assistance? Yes No
 Has the monthly shelter allowance been applied to the monthly shelter cost? Yes No Pending
 Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill? Yes No Pending
 Has the client applied the monthly fuel for heating allowance to the fuel bill? Yes No N/A Pending
Outcome Passed - Issue Code 10 Grant (Utility grant prior to CA acceptance) if eligible

OK Cancel

The determination for each requested month is displayed in the **Request Action** window. POS proceeds with the determinations below:

- Received restricted grants without mismanagement (will receive Special Grant Code **50**)
- New Applicants or Requests Prior to CA (will receive Special Grant Code **10**)
- Reapplicants (will receive Special Grant Code **10, 41** or **50** according to determination)
- Single Issue Cases (will receive Special Grant Code **10, 41** or **50** according to determination)
- Active Cases (will receive Special Grant Code **10, 41** or **50** according to determination)
- Rejected or Closed Cases (Worker will make the determination)

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The Worker must confirm the POS determination and must enter updates if needed.

Cases with restricted grants for the request period

If the household received restricted grants during the request period for shelter, utility, and fuel (if applicable), Special Grant Code **50** is issued for these periods if the household is eligible for a utility grant.

New Applicants or Requests Prior to Cash Assistance

New applicants without a prior CA case will receive Special Grant Code **10** (prior to Cash Assistance) if the household is eligible for a utility grant.

Reapplicants

If the household is a reapplicant, the request period was not prior to CA and a reuse case number is selected, POS retrieves the prior case data to determine the answers for the Management Test questions. If POS cannot determine the answers, the Worker must enter the answers. If there was mismanagement of funds, the outcome indicates that a Special Grant Code **41** must be issued if the household is eligible for a utility grant. If there was no mismanagement, the outcome indicates that Special Grant Code **50** should be used.

Active Cases

If the household is AC for CA, the request period was not prior to CA and a reuse case number is selected, POS retrieves the prior case data to determine the answers for the Management Test questions. If POS cannot determine the answers, the Worker must enter the answers. If there was mismanagement of funds, the outcome indicates that a Special Grant Code **41** must be issued if the household is eligible for a utility grant.

Rejected and Closed Cases

If the Worker attempts to process a request for a closed or rejected case, they must complete the management test questions to determine the appropriate issuance codes.

10. Updates to Single Issuance Data Entry for Special CA Grant Codes 10, 41 and 50

POS was updated for special CA Special Grant Codes **10**, **41** and **50**. These grant codes are only available for the following request types in the **Grant Data Entry** window:

- Additional Payment to Maintain or Restore Utility Services
- Additional Allowance for Fuel

The determination made in the **Management Test section** in the **Request Action** window determines the special grant code for each month of utility arrears requested.

If the Worker attempts to use the special grant code for an improper request, the following error message appears:

- The grant code 10, 41 and 50 must be used only with utility arrears.

11. Updates to Setup of Grant Codes for Special CA Grant Codes 10, 41 and 50

POS was updated for the setup of special CA Special Grant Codes **10**, **41** and **50** when a request for utility arrears is marked as **Accepted** in the **Request Action** window of the **Outstanding Requests** section (**SI Task 6**).

These grant codes are created in the **Single Issue Grant Data Entry** window when one of the following request types is marked as **Accepted**:

- Additional Payment to Maintain or Restore Utility Services
- Additional Allowance for Fuel

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The determination made in the **Management Test section** in the **Request Action** window determines the special grant code for each month of utility arrears requested.

Note: When part of a requested month covers a period prior to CA, the portion prior to CA will be setup as Special Grant Code **10** and the remainder will be setup as Special Grant Code **50** if there was no mismanagement of funds or as Special Grant Code **41** if there was mismanagement.

12. New Business Rules for Special CA Grant Codes 10, 41 and 50

A new POS business rule in the **Grant Data Entry** window was added for Special CA Grant Code **41**:

- The Management Test must have a result of failed in order to issue a grant code 41.

13. New Notice of Determination Regarding Your Request for a Utility Grant (FIA-1104)

POS was updated to add the new Notice of Determination Regarding Your Request for a Utility Grant (**FIA-1104**). The form was created to notify the participant of the determination regarding their request and it includes determinations made on the recoupment, the restriction and the utility guarantee.

14. Updated Notice of Intent to Recoup a Utility Grant (Timely) (M-858x)

The Notice of Intent to Recoup a Utility Grant (Timely) (**M-858x**) has been revised. A line has been added to inform the participant that he/she will receive another notice regarding the recoupment.

POS was updated in version 17.3.1 to print the **M-858x** in **Single Issue Task 8** if a Special Grant Code **41** is issued by the supervisor or manager completing the final level of approval. For Selective Case Review/High Performance Review (SCR/HPR) centers, the form is selected in the **Notice Selection** window and printed from the **Notice Print Queue** after supervisory approval is completed.

15. Addition of Reasonable Accommodation Messages in CA Re-Open a Case

When the Worker opens the **Re-Open a CA Case** activity for a participant with a reasonable accommodation, a pop-up message appears in POS to inform the Worker about the reasonable accommodations.

16. Text Update for LDSS-4013A/B Notice for WMS Rejection Code F10

The text description for the WMS **F10** Rejection Code (**Failed to Keep Appointment for Initial Eligibility Interview**) was corrected on the Action Taken On Your Application Part A Public Assistance, Supplemental Nutrition Assistance Program (SNAP) Benefits and Medical Assistance Coverage (NYC) (**LDSS 4013A**) notice. The text of "You did not keep the interview appointment" now displays for the individual line rejected with this code.

17. Paperless Alternate Module (PAM) Rollout

PAM rolled out in the following locations in January 2014:

- Clinton Hill Job Center (**067**)
- Crotona Job Center (**046**)
- Crotona SNAP Center (**S46**)
- East River Job Center (**037**)
- Queens SNAP Center (**S53**)
- Refugee Job Center (**047**)
- Rockaway Job Center (**079**)
- Rockaway SNAP Center (**079**)

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- TIPS 24
- TIPS 43
- Waverly Job Center (013)
- Waverly SNAP Center (S19)

PAM rolled out in February to the following locations:

- Bushwick (066)
- Williamsburg SNAP (021)
- DeKalb (064)
- North Brooklyn SNAP (026)
- East New York SNAP (028)
- TIPS 11
- Coney Island (063)
- Coney Island SNAP (022)
- Bay Ridge (070)

For detailed information on the Paperless Alternative Module (PAM), please refer to the PAM policies and manual.

18. Synchronization of Enrollment Information between POS to PAM

The following updates were made to the **POS Enrollment** window:

- POS was updated to transmit updates made in the **POS Enrollment** window to PAM every 15 minutes.
- The **POS Enrollment** window was also updated to track PAM usage when POS determines whether the user's ID should be deactivated for lack of activity.

19. Validation for Network ID in POS Portal

The windows for the NCA SNAP Application Log, NCA SNAP Recertification Log, NCA SNAP Deferral Log, Rental Assistance Database (RAD) and Ticket Monitoring Made Easy (TIMME) were updated to validate the Windows ID when users log in.

If the Worker's network ID in POS Enrollment does not match the network ID used to log into the computer, the following error appears:

- The Windows ID for Worker Name with the WMS ID '123XXX' and the Windows ID 'abcd123' does not match the current POS information. Please contact your POS Enrollment Coordinator or the POS Help Desk to update the POS data.

To correct their Windows ID in POS, the Worker must contact their location's POS Enrollment Coordinator or the POS Help Desk.

20. TALX Information Window Update in Recertification and Change Case Data

The **TALX** window was updated to pre-fill the match information when a TALX hit is found within the past 75 days at the time of the **Recertification Interview** or the **Change Case Data**.

POS pre-fills the **System Match** checkbox and the match information at the time that the window opens for the first time in the activity when a match is found. When a match is not found within the past 75 days, the TALX Match Found field is updated with an answer of **No**.

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21. POS TAD Business Rule Update for Individual Denial/Closing Code W12

The POS TAD business rules for the employment code and categorical code fields were incorrect when the CA individual Denial or Closing code **W12** (Failure to keep appointment for DSS medical assessment) was used to close or reject an individual on a CA case. This conflict resulted in the following error messages from WMS:

- **E0448**- IND CAT CODE Wrong for Case Type
- **E1241**- EMP CODE CONFLICT with Individual Status

The POS TAD business rules were updated to correct this discrepancy. The following error messages appear if the Worker uses an incorrect employment code or an incorrect categorical code:

- Numeric Employment Codes must be used for individuals who are being closed or rejected with Reason Code **W12**. Using employment code WE, WR or WA will result in an error.
- Numeric Categorical Codes must be used for individuals who are being closed or rejected with Reason Code **W12**.

22. Prevent start of HDU (Homelessness Diversion Unit) Activity

POS was updated to prevent the start of the **HDU Intake** activity when no pending grant request with the HDU request checkbox was selected. When the Worker attempts to start the **HDU Intake** activity and there is no pending HDU grant, POS displays the following error message:

“You cannot start the HDU activity because the case does not have any pending HDU grant requests. To record an HDU grant request, please access the SI Grant Request Task List in the Non-Food Emergency/Special Grant activity.”

23. CIN Reuse Window Update

Participants that have been approved for APTC/PP in the New York State Health Exchange appear with a case type of FHP (Family Health Plus), but have not yet enrolled in a plan appear in AP status on the Client Identification Number (CIN) Clearance report. For the purposes, these cases are considered as active C cases.

The CIN Hierarchy logic in the **POS CIN Re-Use** window was updated accordingly. These CINs are considered after active/single issue/sanctioned CA CINs, active/single issue SNAP CINs, and active Health Exchange CINs, and active MA CINs in the clearance hierarchy.

24. Childcare Provider Income Update

POS was updated to copy the salary information and hours worked recorded in the **Childcare Provider** drill-down window to the main **Response** window for the “Is Employed (Including Babysitting)?” question.

25. Right Fax Upgrade

CA and SNAP locations along with other HRA affiliated sites will be upgraded with the new right fax application. The Right-fax application is a virtual fax which allows participants to send requested documents from any fax machine to the specific Family Independence Administration (FIA) location. The faxed documents do not require printing because they are retrieved and processed directly within the POS scanning and indexing feature.

Please see **Attachment B** Right-Fax Desk-Guide for details.

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26. POS SI Emergency Check Queue Update

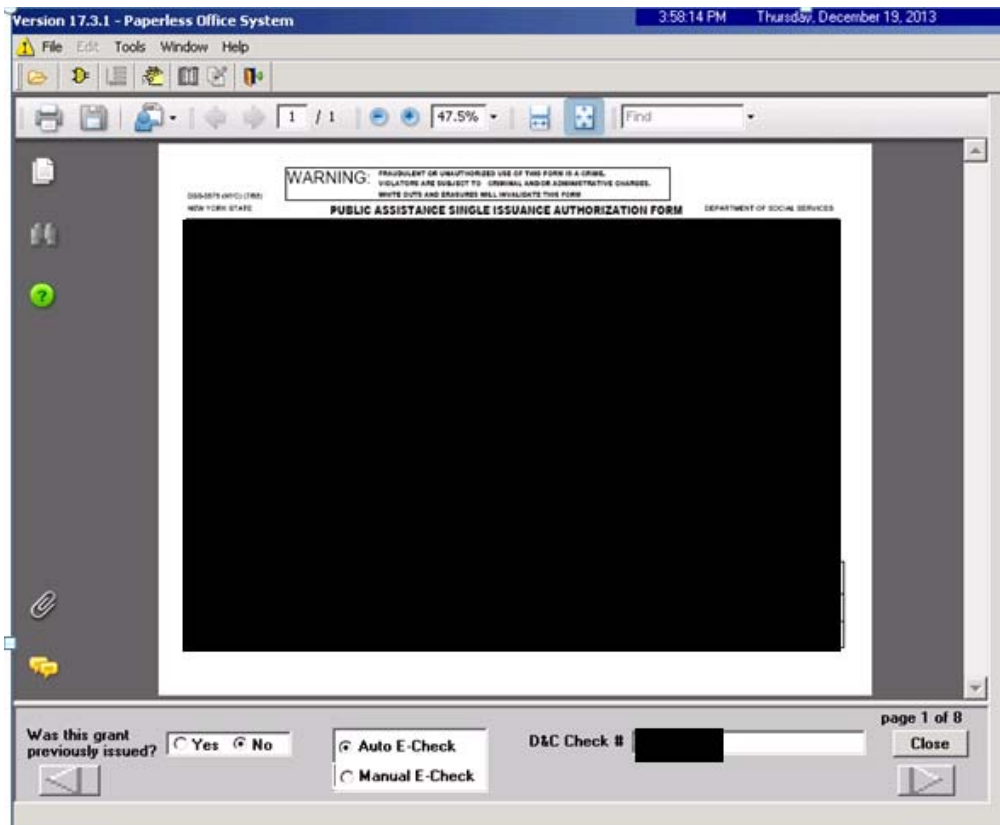
POS was updated to select the **Auto E-Check** radio button in the **LDSS-3575 Preview Window** when any of the following conditions are met for centers where the **POS SI Emergency Check Queue** is turned on:

- CA case is in AP status in WMS and a reuse case number has not been selected;
- CA case is in AP status in WMS, a reuse case number was selected, and the reuse case number was closed less than 30 days ago;
- CA case is in SI status in WMS; or
- CA case is in CL status in WMS and the case has been closed less than 30 days.

If POS does not select the **Auto E-Check** when the window opened, the Worker must select **Auto E-Check** or **Manual E-Check**.

For additional details regarding the **SI Emergency Check Queue**, please refer to the CA POS Release Notes for version 17.3.1.

LDSS-3575 Preview Window in SI Emergency Check Queue



ATTACHMENT B

Desk Guide: Right-Fax Desk Guide for Document Intake
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Right-Fax Desk Guide for Document Intake

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Desk Guide: Right-Fax Desk Guide for Document Intake

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It is now possible for FIA workers to obtain faxed documentation from their applicant/participants directly into the POS system. This documentation does not require printing and can be scanned and indexed within the POS system. The Right-Fax application integrates with the POS system to convey high quality faxes directly to a Cash Assistance (CA) / Supplemental Nutrition Assistance Program (SNAP) designated folder.

These faxes can be sent from any location throughout the city provided they are sent to the location's specific RightFax number. This desk guide provides an overview of retrieving, indexing and printing the faxed documentation.

Requesting Faxed Documentation

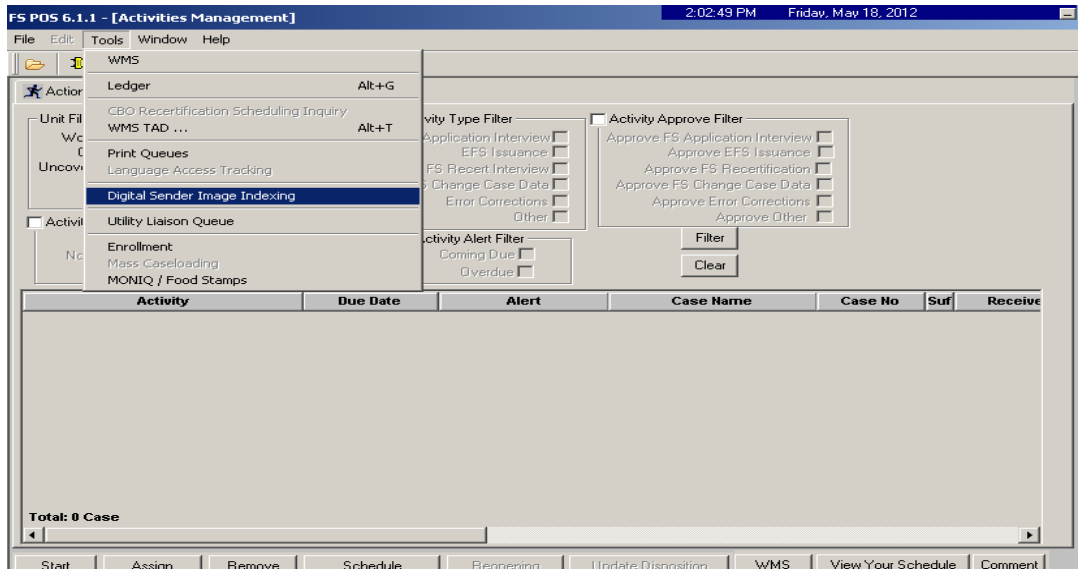
- Tell the applicant/participant what documents are required for the fax. These requested documents should be listed on an FIA acceptable document form.
- Tell the applicant/participant to get a confirmation after they have successfully faxed their documents from their chosen fax machine.

NOTE: The applicant/participant will be responsible for their fax confirmation receipt but FIA is responsible for sending a documentation receipt (EXP-76R) once they obtain the faxed documentation.

Retrieving and indexing the RightFax documents within POS

- Sign in to POS and click on the **Tools** menu then highlight and click on **Digital Sender Imaging Indexing**.

Activities Management



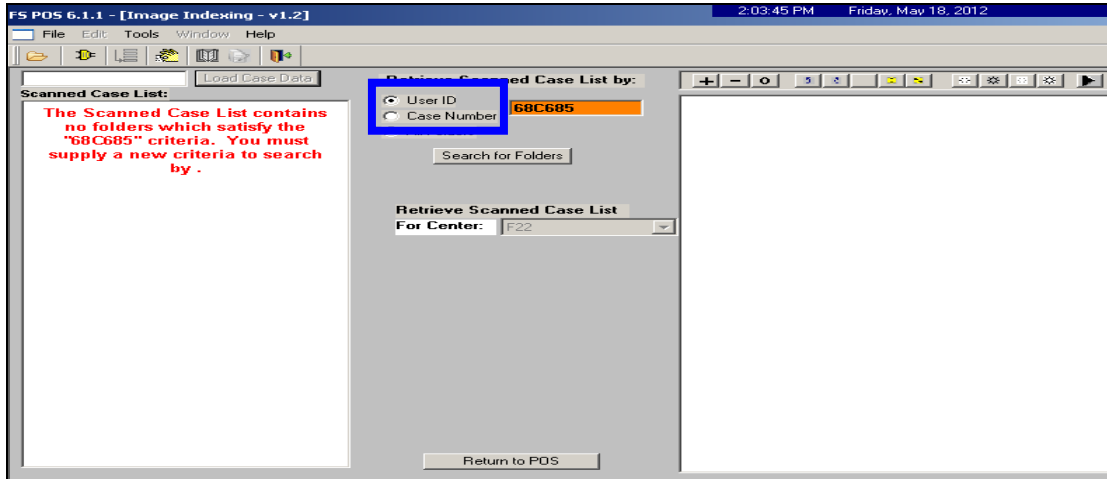
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The **Image Indexing** window will display. This is the first step in identifying your folders for processing.

Image Indexing Window



- To locate the site's Right Fax folders please enter the specific name given to your site's right fax folders. To enter the name of the folder remove the User ID number (the user's WMS numbers) displayed in the red highlighted field and enter the name of your CA or SNAP specific folder name and Click on the Search for Folders button.

Note: When entering the name of the folder do not click off the User ID button.



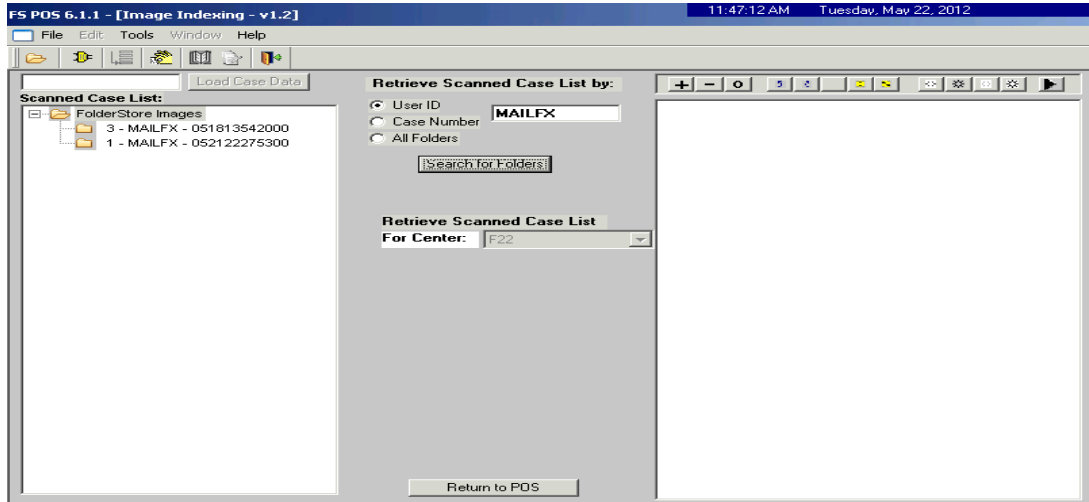
In this example the name of the right fax folder is **MAILFX** (entering the name in caps or not does not matter but it must be an exact match to your specific RightFax folder's name). The MAILFX folders will display in the Scanned Case list.

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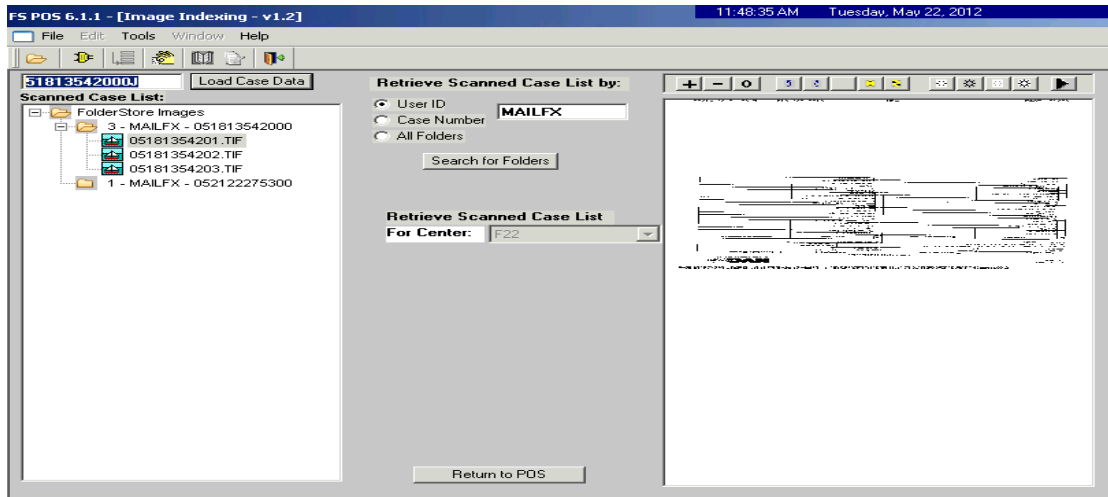
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Image Indexing Window



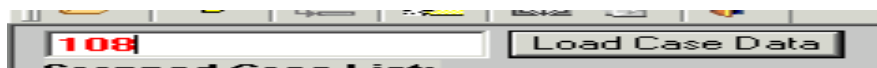
- Click into the folder under the **Scanned Case List** and choose the icon for the document. Highlight the document and the item will be displayed in the window on your right.

Document displayed in imaging window



Note: Check the documents and keep a record (Hard Copy) of the case number to complete the indexing process. Check to make sure this is the correct document requested with the name of the applying or active individuals.

- After identifying the document(s) remove the system entry number displayed within the load case data field and enter the correct case number.

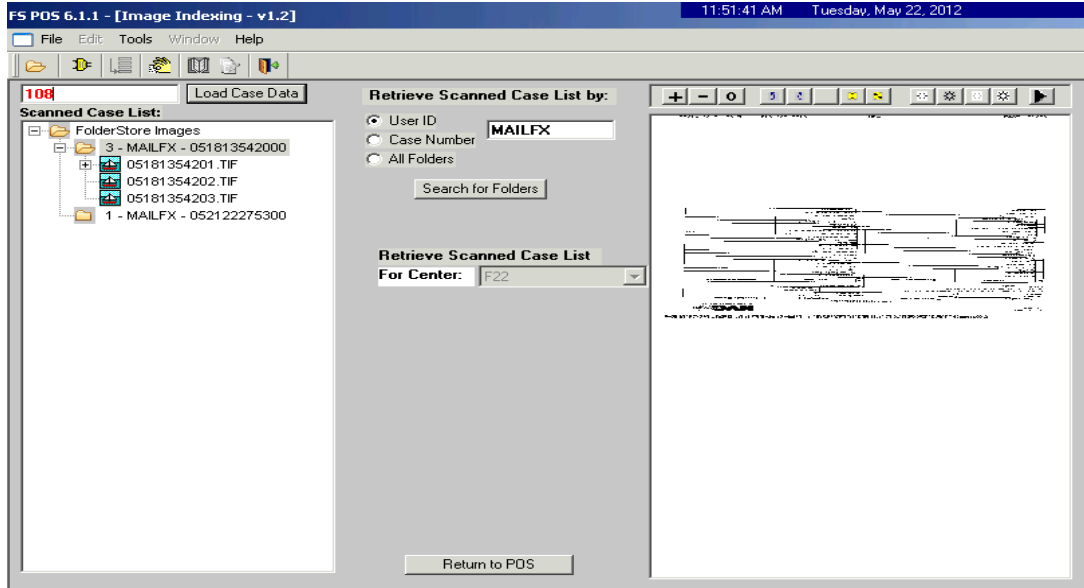


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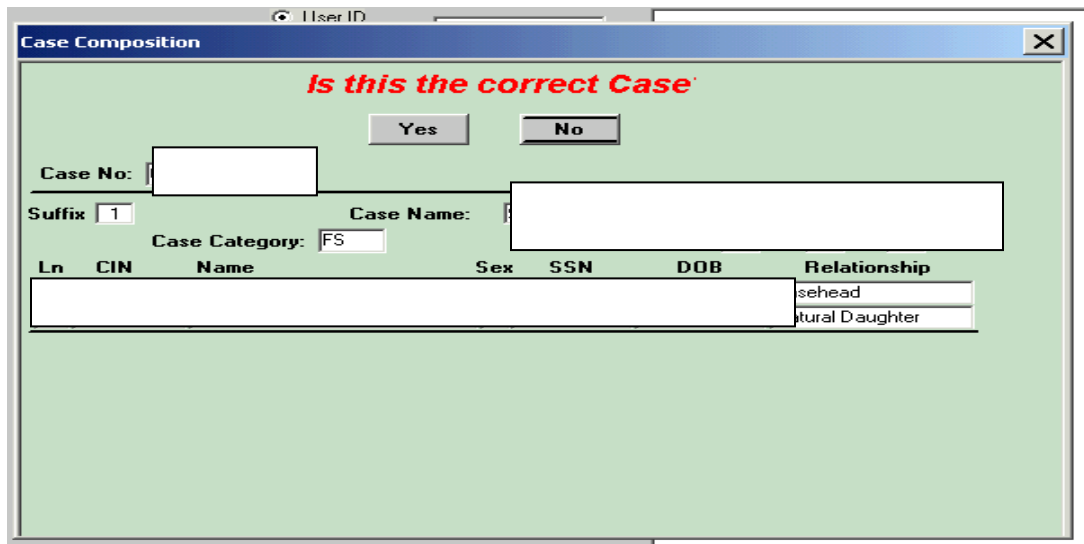
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Image Indexing Window



- Then click on the **Load Case Data** button to go to the next **Indexing** window.

POS will process a look-up to find the correct case number.

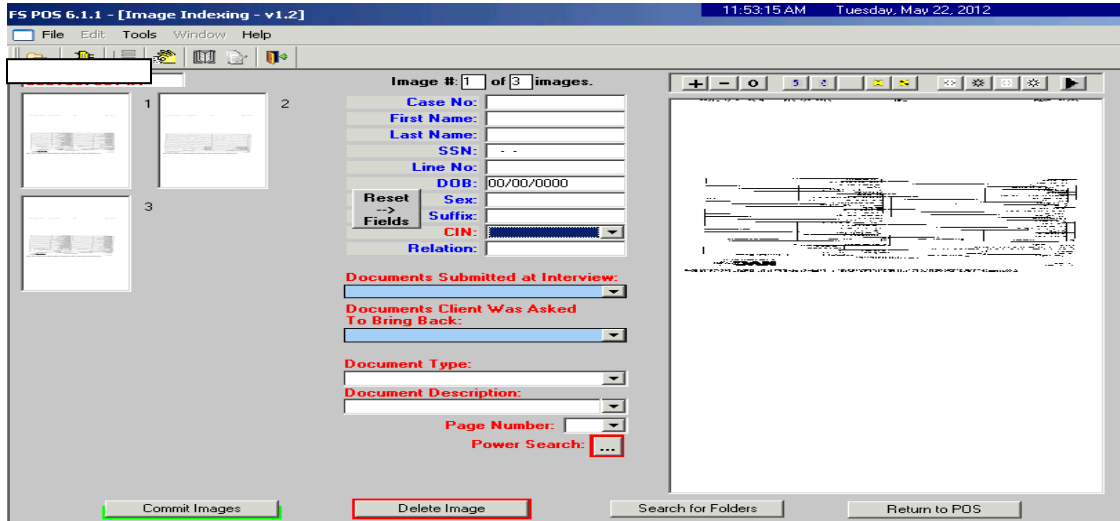


- Choose **Yes** if this is the correct case, if not click **No** and go back to enter the correct case number in load case data. The identified images will load and display in the imaging window.

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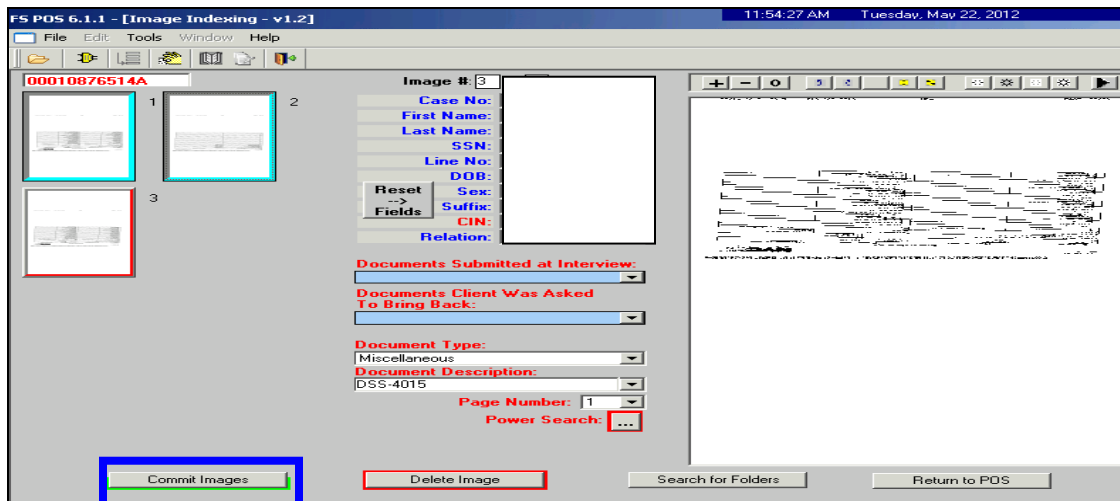


Committing the Documents

In the **Indexing** window on the next page view each identified faxed document from the applicant/participant. Click on the icon and the document will appear in the left side of the screen. Click on each image to index them individually.

- Highlight the image, click the **CIN** option and click on the household member the image belongs to.
- Next click on the documents submitted button and identify the appropriate name for the image.
- Choose the Document Type and Description.
- Do this for all images associated with this case.
- Commit the Indexed document by clicking on the Commit Images button located at the bottom of the Index Imaging window.

Committing Images

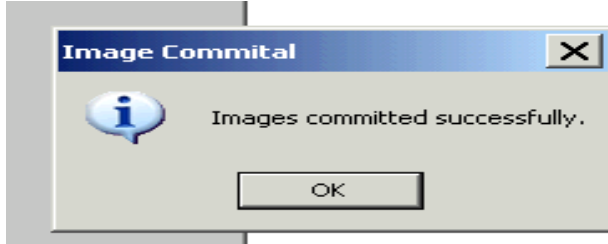


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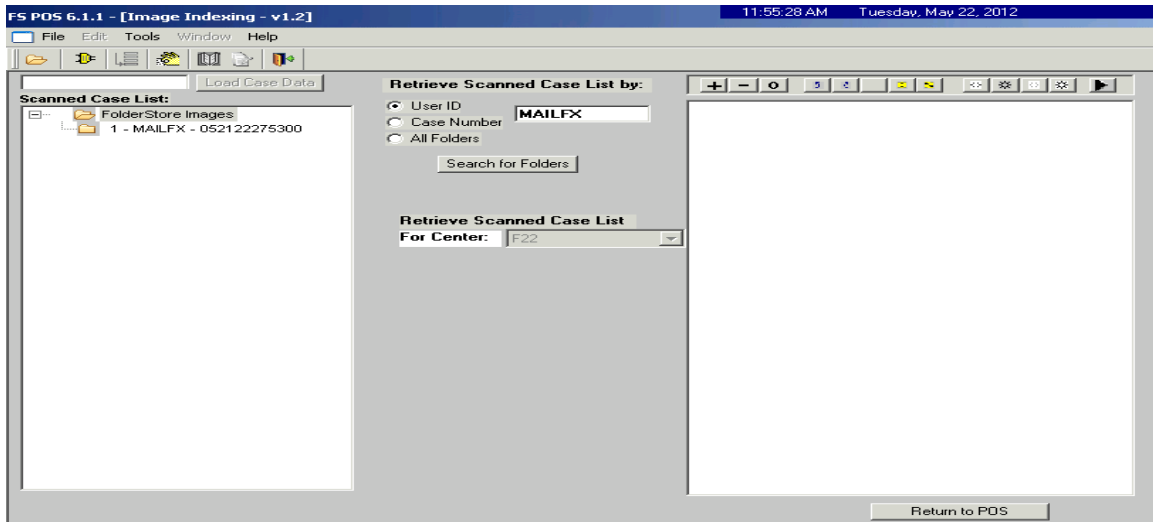
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If the images were successfully committed the following message will display:



- Click on **OK** button and return back to the original **Indexing** window.



- Follow the same steps to process the additional **MAILFX** folders until you have completed the entire batch.

Printing the Documentation Receipt (EXP-76R)

- After completing the indexing process of the right fax folders, print and send the documentation receipt for each case to the specified participant. Click on the **Return to POS** button to go to the print a form activity.

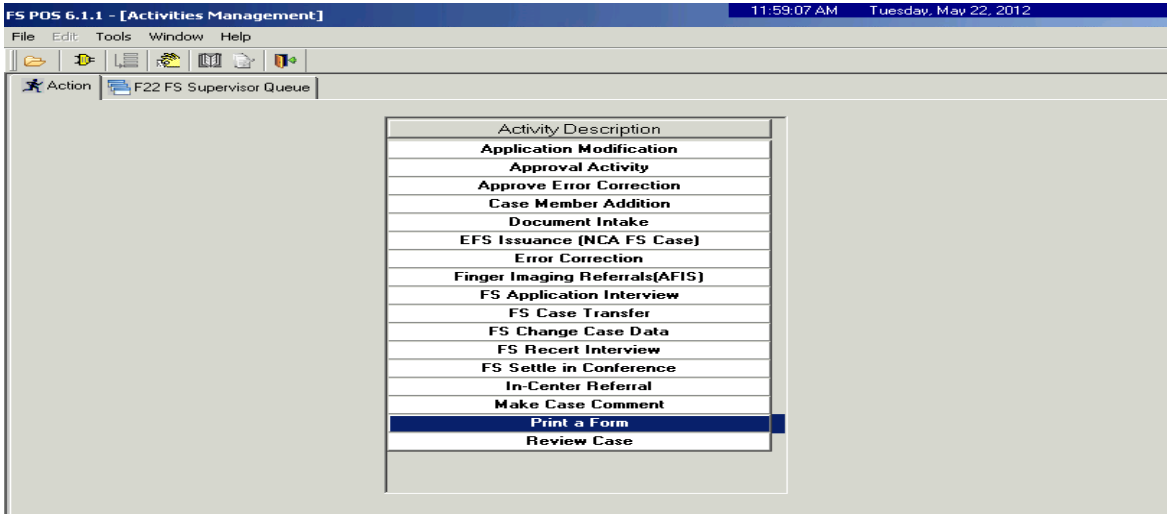


- Choose the **Action Tab** and click on **Print a Form** to begin the **print form activity**.

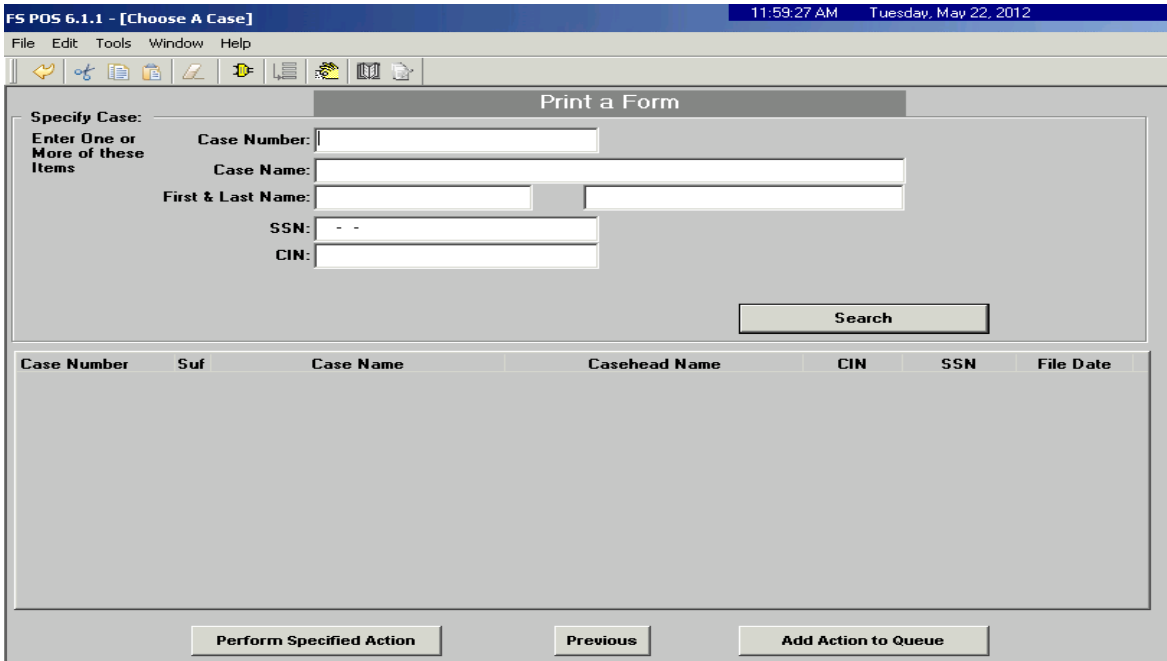
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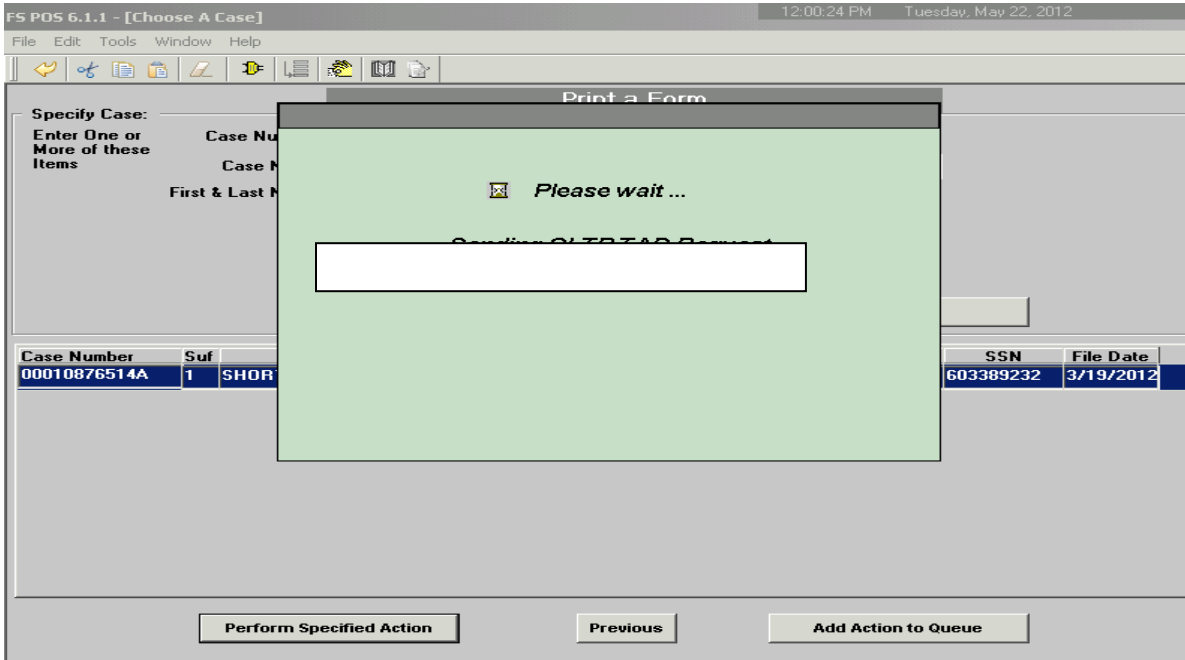
- Enter the case number from the list of processed cases (MAILFX folders or your site's specific folder name) . POS will search for the case number. Choose the case and click on **Perform Specified Action** at bottom of the POS **Choose a Case** window.



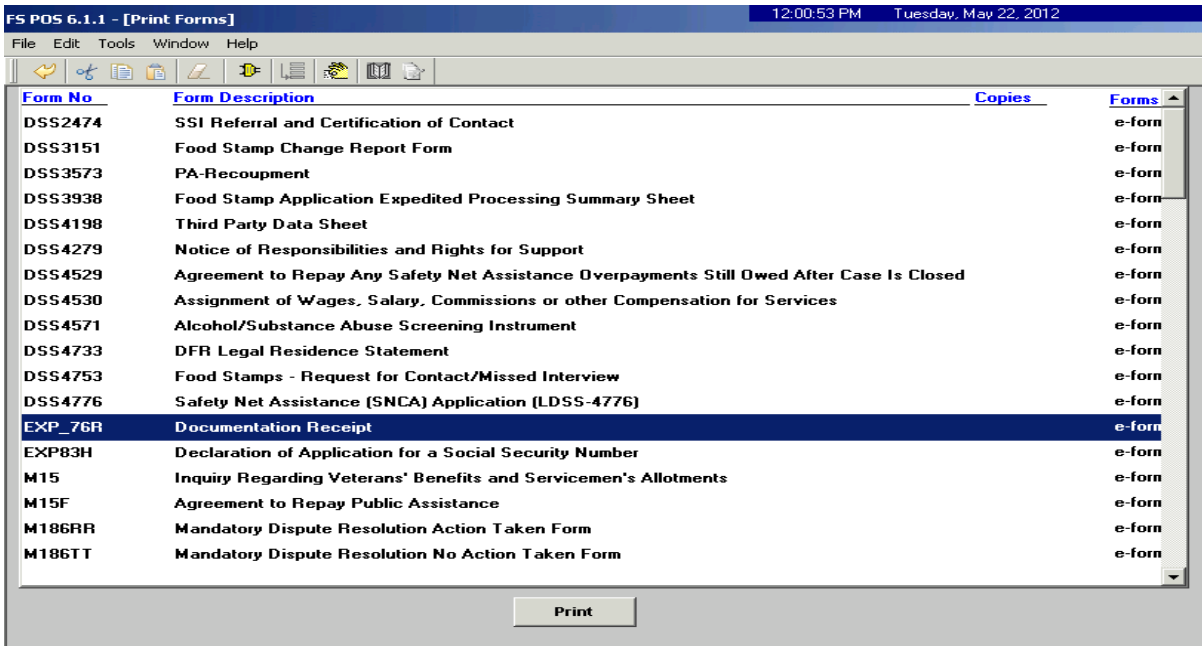
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- Choose the **EXP-76R** and click on **Print**. The **EXP 76R** will print with all the listed document types you previously indexed successfully.



Important reminder:

Print the **EXP 76R** the same day that the documents are indexed. It should be done immediately after you have completed indexing the case.

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If the document receipt is not printed, it will not auto save to the HRA OneViewer. Also if there is a delay in processing because of an outage POS will save the indexed documents to the HRA Oneviewer. In the instance that the document receipt is not printed within the day of indexing, the Worker must process the **EXP-76** receipt manually.

To process the EXP-76 R manually:

- Go to the **Print a Form** activity to print out the **EXP-76R** blank, then open the HRA Oneviewer and locate the indexed documents. Manually list all the indexed documents (can retrieve the document list of scanned and indexed documents from the HRA OneViewer) that were scanned and indexed previously and proceed to scan the **EXP 76R** for documentation purposes. Send the receipt to the specified party based on your site's Right Fax operational process.

Checking the Committed Fax Documents

- After indexing and committing each or the entire associated faxed images in POS check to see if the images were committed successfully. Open the HRA One Viewer and enter the Case Number for the case, click on search to obtain a list of documents for the applicant/participant.

HRA OneViewer

The screenshot shows the HRA OneViewer web application interface. The browser title is "HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration". The address bar shows the URL "http://m1e1oneview07.hra.nycnet/hraoneviewer/Universal/NYC_HRA/Public/Intake.aspx". The page header includes the NYC Human Resources Administration logo and the text "HRA OneViewer". A navigation bar contains "Log Out", "Tools", and "Intake". Below this is a search form with the following fields: "Please Enter: Case Number" (with "6132" entered), "OR", "SSN", "OR", "CIN", "OR", "First Name", "AND", "Last Name". There are "SEARCH" and "CLEAR" buttons at the bottom of the form. A welcome message "Welcome, Abigail Pizarro FIA->RAU" is visible in the top right corner.

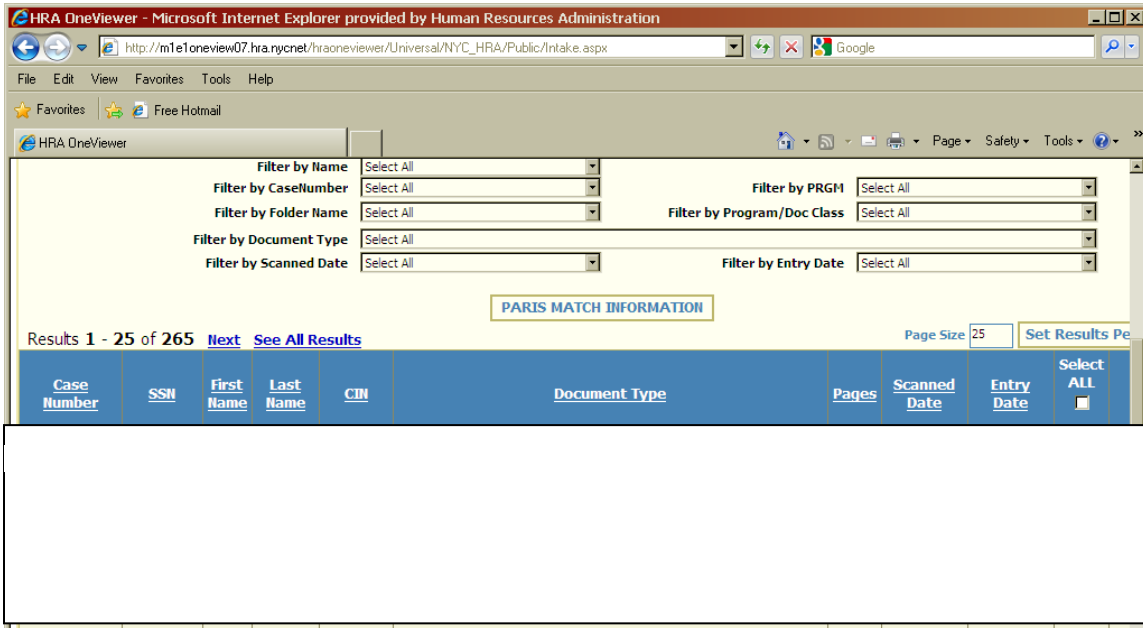
The next window will appear with the list of committed documents for this case.

- Highlight the faxed documents indexed and committed thru POS.

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If the faxed image was processed correctly, the committed image of the faxed document will appear in the HRA OneViewer.

