





FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-10-SYS

CA POS RELEASE NOTES VERSION 19.1

Date: February 12, 2015	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 17, 2015. Descriptions of the changes can be found in POS Release Notes Version 19.1 (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 February 17, 2015</i></p> <p>Attachment:</p> <p>Attachment A POS Release Notes Version 19.1</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

CA POS Release Notes

Version 19.1 February 17, 2015

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.1 scheduled for Monday, February 17, 2015. 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. Supervisory Review of Adverse Actions for HVN/HB Recertifications

New business rules and interfaces were developed to require review of negative actions taken on cases that have requested a home visit or were approved for status of Home Visit Needed or Homebound (HVN/HB).

The new **Supervisory Review** window appears in the **Approve CA Recertification** activity. A new window appears for each HVN/HB household member with an answer of **Yes** for the question **Is any Adult in the Household Homebound or requesting a home visit?**

The new window appears when the Supervisor clicks **Next** in the **Resources** section and prior to the **Medical** section of the **Approval** activity.

The window displays the following information for each HVN/HB individual:

- Case Number
- Voluntary WeCARE (Wellness, Comprehensive Assessment, rehabilitation, and Employment) Referral Requested
- Identified Homebound Household Member
- Current Homebound Status – if the homebound status from NYCWAY is not found, POS will indicate that the individual was not found.
- RAR (Reasonable Accommodation Request) Status
- Case Comments

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- Adverse Action Code

The **View related documents in HRA One Viewer** button opens the HRA One Viewer and retrieves all documents in the **Home Visit/Homebound Documentation** folder. The **List of Homebound Documents** text box includes the list of scanned HVN/HB documents for the case.

The **View all documents in HRA One Viewer** button opens the HRA One Viewer and retrieves all documents in the viewer.

If the case or individual faces an adverse action (sanction, closing or rejection), the Supervisor must answer the following questions:

- Was the home visit attempted?
- Was the home visit conducted?
- Were RAR's provided?
- Is the negative action valid?

If there is an adverse action for the HVN/HB individual, but the supervisor has not answered the questions above, the following error messages appear:

- You must answer if the home visit was attempted.
- You must answer if the home visit was conducted.
- You must answer if a RAR's provided.
- You must answer if the adverse action is valid.

If there is no adverse action for the HVN/HB individual, these questions are disabled.

After addressing the required questions, the Supervisor must approve or disapprove the window. If the window is disapproved, the Supervisor must enter a detailed comment indicating the reason(s) for the disapproval. If the Supervisor has not approved or disapproved the window, the following error message appears:

- You must approve or disapprove this window.

If the Supervisor indicates that the negative action is invalid, but an invalid closing or rejection code is used, the following warning message appears:

- This case is being closed with a closing code that is not valid for the homebound client. Please return this case to the worker for corrective action.

2. Update to Home Visit Needed/Homebound Completion Edit

POS (Paperless Office System) was previously updated to prevent closings with Cash Assistance (CA) closing code **G10** (Failure to Recertify), **F81** (Refused Photo ID - Single Individual for Home Visit Needed/Homebound (HVN/HB) cases), **M88** (Failure to Comply with Automated Finger Imaging Requirement, Not Homebound or Group Resident) and **N88** (Failure to Comply with the Automated Finger Imaging System [AFIS] Requirements, Homebound or Group Home Resident [HH=1]).

For these cases, CA closing code **G20** (Failure to Recertify – Home Visit) must be used to close the case for failing to keep the recertification appointment.

The edit was expanded to include 2 new denial/closing codes:

- **E18**, Failed to keep BEV Office Appointment (3 months SNAP Transitional Benefits)
- **WX1**, Failure to Comply with Employment Requirements-90 Day Sanction

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When attempting to close the HVN/HB case with an incorrect closing code, POS displays the following error message:

- This homebound case cannot be closed with Closing Codes **G10, F81, M88, N88, E18** or **WX1**.

3. IVRS (Interactive Voice Response System) Robo-Call Updates for Recertifications

The IVRS Robo calls for CA recertification reminders and missed interview reminders for were updated to provide additional information on reasonable accommodations for participants who were referred to or open for WeCARE since September 2013 and for applicants and participants who were denied home visit or homebound status since September 2013.

NYCWAY passes a daily file to POS of all participants who are currently open for WeCARE, were open for WeCARE or were referred to WeCARE since September 2013. NYCWAY also passes a daily file to POS of all applicants/participants who were denied homebound or home visit status since September 2013.

These cases receive an updated robo-call when they are scheduled for a recertification interview or miss their recertification interview.

Updated Robo Call Reminder Script:

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have a Cash Assistance recertification interview tomorrow. You must come to the Job Center for this Interview. If you cannot keep this appointment or if you miss the appointment, please call 212-835-7304 between 8:30 am and 5:00 pm to reschedule it. When you call, please let us know if a health problem will make it difficult to keep the recertification appointment at the Job Center, and we can provide you with an accommodation to help you. That number again is 212-835-7304. Goodbye.

Updated Robo Call Missed Appointment Script:

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a Cash Assistance recertification interview at your Job Center yesterday. Our records show that you did not keep this appointment. To keep your benefits you must have a recertification interview. Please call 212-835-7304 between 8:30 am and 5:00 pm within the next five business days to reschedule your appointment. When you call, please let us know if a health problem will make it difficult to keep an appointment at the Job Center, and we can provide you with an accommodation to help you. That number again is 212-835-7304. Goodbye.

For further details please refer to the FIA Robo call policy directive.

4. Con Edison EFT Payments

A new process has been developed by Management Information Systems (MIS) to send single issue payments for utility arrears to Con Edison via an Electronic Funds Transfer (EFT). POS now has the ability to send payments to Con Edison using a Routing Option (RO) instead of issuing e-checks.

The new EFT process rolled out at the Crotona Job Center on January 26, 2015, and is expected to roll out citywide in the middle of February 2015. Utility grants that were processed prior to the new process will not be impacted. MIS sends a file to Con Edison that lists all of the single issue payments made. Con Edison uses the file to compare the payments received with the Con Edison PAC system entries to reconcile the accounts of their clients.

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The new process applies to the following special grant codes:

- **Code 10** – Utility Grant to Prevent Turn Off/Restore Services (prior to CA);
- **Code 41** – Utility Grant to Prevent Turn Off or Restore Utility Services (Mismanagement); and
- **Code 50** – Non-Recoupable Utility Grant (No Mismanagement)

There is no change to the process used by the JOS/Worker to generate the initial request for a utility grant.

If the utility service has already been shut off or if there is a pending shut off, Con Edison will begin the restoration of the utility service once the Utility Liaison enters the grant information into the Con Edison PAC system.

Gas/Electric Expense Window – Arrears/Clearance Information

Arrears/Clearance Information

Note: If Gas and Electric utilities are different make a separate entry for each. If the Utilities are from companies other than Con-Ed, you will not be able to obtain/verify utility account information from that company online.

Name On Bill Other Name Is the Name on this Utility bill a person residing in Household? Yes No

Company Name Account Number

Company Address

Company City Company State Company Zip Company Phone

Amount of Current Bill Bill Frequency Verified Yes No

Is this a Heat related Utility? (Is gas or electricity Necessary to run the furnace or thermostat?)

Document... Scan Comments

OK Cancel

- The JOS/Worker must ensure that the correct 15-digit Con Edison account number is entered in the **Account Number** field on the **POS Arrears/Clearance Information** window, see screen shot above, before submitting the case to the Group/Unit Supervisor for approval.

The Group/Unit Supervisor must confirm that the correct 15-digit Con Edison account number was entered by the JOS/Worker when s/he completes the approval activity.

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SI Grant Requests – Outstanding Requests Window

Version 18.3.1 - Paperless Office System - [Outstanding Requests List] 2:35:12 PM Thursday, January 22, 2015

File Edit Tools Window Help

Case Number: Case Name:

Request	Date	Request Source	Emg	SI	Recur	Status
Additional Payment to Maintain or Restore Utility Services	01/21/2015	Client Request-Person	Yes	Yes		Complete

Edit

Next Previous

SI Grant Requests – Request Action Window

Version 18.3.1 - Paperless Office System - [Request Action] 2:33:36 PM Thursday, January 22, 2015

File Edit Tools Window Help

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

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

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:	\$100.00	From:	10/01/2014	To:	01/31/2015
Abseyance Amt:	\$0.00	From:	00/00/0000	To:	00/00/0000
Up to Last 4 Months Owed:	\$100.00	From:	10/01/2014	To:	01/31/2015

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
\$25.00	10/01/2014	10/31/2014	Passed	10
\$25.00	11/01/2014	11/30/2014	Passed	10
\$25.00	12/01/2014	12/31/2014	Failed	41
\$25.00	01/01/2015	01/31/2015	Failed	41

View or Update Management Test

Recommendation: Payment Recommended? Yes No Reason:

Agency will issue grant? Yes No

Decision Due Date: Overdue? No

Run Grant Decision Rules Decision: Not ready for decision Accepted Denied

Other Action

Print Guarantee Letter

Approved Amt: From: To:

Second notice will be sent to inform client how ongoing benefits will be affected

Close Next Request Previous Request

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SI Grant Requests – Management Test Window

Management Test

Request 1 Amount: From To

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 Failed - Issue Code 41 (Recoupable Payment of Utility Arrears) if eligible

Request 2 Amount: From To

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 Failed - Issue Code 41 (Recoupable Payment of Utility Arrears) if eligible

Request 3 Amount: From To

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

Request 4 Amount: From To

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

SI Grant Requests – Single Issue Grant Summary Window

Version 18.3.1 - Paperless Office System - [Single Issue Grant Summary] 2:38:13 PM Thursday, January 22, 2015

File Edit Tools Window Help

Case Number: Case Name: Suffix:

Re-Use Case Number: Center: Category:

Filters

Show PA Grants Show SNAP Grants

Code	Description	From / To	Created	Amount	Next Month Amount	Special	Status
41	Additional Payment to Maintain or Restore Utility Services(41 - Recoupable Payment of Utility Arrears	12/01/2014-12/31/2014	01/21/2015	\$25.00			Ready
41	Additional Payment to Maintain or Restore Utility Services(41 - Recoupable Payment of Utility Arrears	01/01/2015-01/31/2015	01/21/2015	\$25.00			Ready
10	Additional Payment to Maintain or Restore Utility Services(10 - Utility Grant to Prevent Turn-Off or Restore	10/01/2014-10/31/2014	01/21/2015	\$25.00			Ready
10	Additional Payment to Maintain or Restore Utility Services(10 - Utility Grant to Prevent Turn-Off or Restore	11/01/2014-11/30/2014	01/21/2015	\$25.00			Ready

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POS pre-fills the Issuance code, Routing code and Pick up code fields on the **SI Grant Benefit Data Entry** window:

- **Issuance code:** The issuance code is pre-filled based on the results of the management test.
- **Routing code:** The routing code is pre-filled with a value of **RO94**.
- **Pickup code:** The pickup code is pre-filled with a value of **1** (Special Roll)

Single Issue Benefit Data Entry Window

Note: The Utility Liaison/Supervisor must enter the same grant information into PAC from POS. The Utility Liaison accesses the PAC system online at <http://www.coned.com/pac>.

5. Update to BEV Referral Reason Instruction Text

The instructions for the **BEV Referral Reason** window were updated:

- Please select a FEDS indicator only when appropriate. You may select up to three. If none of the reasons apply, please select “None of the above.”

6. Update to BEV Referral Available Appointments Window

The **BEV Referral Available Appointment** window for in-office appointments was updated to display all available appointment slots in the chronological order. The window previously displayed the earliest available appointment and a “Change Appointment” selection section.

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7. Alert for BEV Field Visit Appointment Selection

If a worker did not select the homebound indicator and selects **Field Visit**, a message will appear indicating that **BEV** field only appointments are primarily reserved for homebound participants. The Worker can continue with the selection, but this alert reminds them that they're making a homebound appointment for a non-homebound participant:

- Warning! The 'Field Visit' appointment is primarily reserved for the homebound clients. Please change the selection if 'In office' appointment slots are available.

8. Update to 3 Months Drill-Down Window for Self-Employment

The **3 Months Drill-Down Window** for Self-Employment has been updated to separate the business expenses into three separate tabs named **Month 1**, **Month 2** and **Month 3**.

The **Total Expenses** field will now track the combined expenses recorded in each tab.

Updated 3 Months Drill-Down Window

Drill Down Window

Who **Robert**

Please list the most recent three months of self employment income and all business expenses for the same period.

Gross Income: Month 1 Month 2 Month 3

Hours per Month: Month 1 Month 2 Month 3

Monthly Expenses

Do you have expenses? Yes No

Month 1 | Month 2 | Month 3

Business Item Types	Expenses
<input type="checkbox"/> Supplies	<input type="text" value="\$0"/>
<input type="checkbox"/> Telephone	<input type="text" value="\$0"/>
<input type="checkbox"/> Heat/Utilities	<input type="text" value="\$0"/>
<input type="checkbox"/> Advertising	<input type="text" value="\$0"/>
<input type="checkbox"/> Interest	<input type="text" value="\$0"/>
<input type="checkbox"/> Insurance	<input type="text" value="\$0"/>
<input type="checkbox"/> Bank Charges	<input type="text" value="\$0"/>
<input type="checkbox"/> Repairs	<input type="text" value="\$0"/>
<input type="checkbox"/> Business Taxes	<input type="text" value="\$0"/>
<input type="checkbox"/> Business Vehicle Expenses	<input type="text" value="\$0"/>
<input type="checkbox"/> Business Rent	<input type="text" value="\$0"/>
<input type="checkbox"/> Property	<input type="text" value="\$0"/>
<input type="checkbox"/> Equipment	<input type="text" value="\$0"/>
<input type="checkbox"/> Labor Costs (Wages/Salary)	<input type="text" value="\$0"/>
<input type="checkbox"/> Other <input type="text"/>	<input type="text" value="\$0"/>
TOTAL Expenses for <month>	
<input type="text" value="\$0"/>	

TOTAL EXPENSES

OK Cancel

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9. Updates to Expense Type in Household Expenses Windows

POS updated the **Expense Type** field within the **Response to Question** window of the **Yes/No** radio button question set “Does any Person, Group or Organization Outside The Household Pay Any of The Household Expenses?”

POS now allows the **Eligibility Specialist (ES)** to make more than two selections within the “Expense Type” drill down field.

The screenshot shows a software window titled "Response to Question". At the top, there is a list of questions with "Yes" and "No" radio buttons. The question "Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?" is highlighted in blue. Below this, the "Response to Question" window is open, showing a form with the following fields:

- Amount: \$300.00
- Frequency: M
- Expense Type: Rent/Mortgage (circled with an arrow)
- Paid To: Paid to Vendor, Paid to Client
- Contributor: Legally Resp Relative, Non Legally Resp Relative Outside H/H
- Loan: Yes, No
- Document... (with a Scan checkbox)
- Comment...

At the bottom of the window are "OK" and "Cancel" buttons.

10. CRPU (Centralized Rent Processing Unit) Aging Report

A new report named **CRPU Aging** was added to the Rental Assistance Unit (RAU) reporting portal. This report allows the CRPU to track the completion of rent arrears approvals.

The report includes two views: Data and Summary. The report users can filter using the:

- **Rent Arrears Case Status:** Case Not Assigned, Case Completed, Priority 1 Cases
- **Checks Printed:** Yes, No, ALL (default is ALL)
- **CRPU Processing Time:** 0-5 Days Old, 6-11 Days Old, 12-17 Days Old, 18-23 Days Old, 24-29 Days Old, 30+ Days Old

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Filters

POS Management Console - [RAU]

File Tools Window

RAU RO Checks RAU Approval **CRPU Aging**

Timeframe Selection

Today

Yesterday

Past 7 Days

Past 4 Weeks

A Month

Specify Range

00/00/00 to 00/00/00

Report Output

Data

Summary

Filter

Rent Arrears Case Status

Case Not Assigned

Case Completed

Priority 1 Cases

Checks Printed

Yes No ALL

CRPU Processing Time

0 - 5 Days Old

6 - 11 Days Old

12 - 17 Days Old

18 - 23 Days Old

24 - 29 Days Old

30+ Days Old

Report Data Elements:

- Center
- Case Number
- Suffix
- Case Number
- Priority 1 (Yes/No)
- Priority (Assigned by RAU: e.g. Eviction Scheduled, Post-Eviction)
- Priority Code (RAU priority 1, 2 or 3)
- Action Date (RAU approval date)
- CRPU Worker Assigned Date
- CRPU Worker Start Date
- CRPU Worker Complete Date
- CRPU Supervisor Start Date
- CRPU Supervisor Approval Date
- Check Printed Date
- Print Queue Date
- Special Roll or E-Check
- Completed (Yes/No)
- Days Old (from Action Date)
- Referral No (from RAD)
- Instance No (from RAD)
- Grant Type
- Approved Amount
- Approved From
- Approved To
- Landlord Name
- Landlord Address
- Landlord Phone
- Homebound Indicator
- Issued Amount

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Data View

Center	Case No	Suf	Case Name	Priority 1	Priority	Priority Code	Action Date	CRPU Worker Assigned Date	CRF St
# Rows:-0 02/05/15 15:29:19									

Summary View

Days Outstanding		Count
1		56
0		117

Completed Cases	Average Processing Time
61	0 Days

11. Updates to Chinese Language Read and Preferred Language for Written Notices

For WMS release 2015.1, two new language codes were added in the **Language Read** and **Preferred Language for Written Notices** fields:

- **CT** Chinese Traditional
- **CS** Chinese Simplified

The following language codes were removed from the **Language Read** and **Preferred Language for Written Notices** fields:

- **C** Chinese Mandarin
- **2** Chinese-Cantonese
- **3** Chinese-Other
- **CH** Chin-Toisanese

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12. New Edit for M-528n Form

A new edit was added to the Request for Child Care Assistance or Request to Close My Cash Assistance (CA) Case) Form (**M-528n**) to prevent the Worker from selecting both the applicant and participant checkboxes and to prevent selection of both the applicant and withdrawal checkboxes.