



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-20-SYS

CA POS RELEASE NOTES VERSION 19.1a

Date: March 17, 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 March 17, 2015. Descriptions of the changes can be found in POS Release Notes Version 19.1a (Attachment A) and Desk Guide: SI Emergency Grant Queues (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 March 17, 2015</i></p> <p>Related Items:</p> <p>PB #15-03-ELI PB #15-12-ELI PB #15-13-OPE PB #15-14-OPE</p> <p>Attachment:</p> <p>Attachment A POS Release Notes Version 19.1a Attachment B Desk Guide: SI Emergency Grant Queues</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

March 16, 2015

These Release Notes contain descriptions of changes in the Paperless Office System (POS) for the Cash Assistance (CA) scheduled for March 16, 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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CA POS Release Notes

March 16, 2015

1. New HRA-102C Insert Notice Added to W-908T and FIA-1124 Mailers

A new insert notice, the “Do You Have A Medical, Mental Health, Or Learning Problem That Makes It Hard For You To Meet HRA Requirements?” (HRA-102c) has been developed. The HRA-102c has been created to give the participant the opportunity to request a reasonable accommodation.

This new insert notice is included in the mailing of the following notices, effective 2/18/2015:

- Notice of Recertification Appointment (**W-908T**).
- Important Information about Your Case Notice of Missed Cash Assistance Appointment (**FIA-1124**).

If a participant reports to the Job Center with this notice, the JOS/Worker must accept the notice and initiate the reasonable accommodation.

For additional details, please refer to:

- **Policy Bulletin 15-14-OPE:** Introduction of New Notice: “Do you have a medical, mental health, or learning problem that makes it hard for you to meet HRA requirements?” (HRA-102C)

2. Update to Temporary Housing Facilities Form (W-145UU)

POS was updated to reflect the recent updates to the Temporary Housing Facilities Form (W-145UU). Form **W-145UU** is available in the **Temporary Housing** Drill Down window in CA and SNAP POS and is accessible by clicking on the **Help** button and selecting **List of Temporary Housing Facilities**.

Temporary Housing Drill Down window

Temporary Housing	Amount	Frequency
<input type="radio"/> Homeless Shelter - Tier 1 or 2 < 3 Meals - Code 33	\$101.00	Per Night
<input type="radio"/> Homeless Shelter - Tier 2 -- 3 Meals - Code 34		
<input type="radio"/> Homeless Shelter - Non Tier 1 or 2 - Code 35		
<input type="radio"/> Homeless Shelter - Tier 1 - Code 23		
<input checked="" type="radio"/> Hotel/Motel Temporary		
<input type="radio"/> Scatter Site - Non Tier 1 or 2 < 3 Meals - Code 30		

Amount for First Person per Night: _____

Amount for Additional Person per Night: _____

[List of Temporary Housing Facilities](#)

OK Cancel

Help Menu

- Help
- E-mail POS Help
- FIA web pages
- Bureau of Fraud Investigation (BCFI)
- List of Temporary Housing Facilities
- POS Help on the Intranet
- Kelly Blue Book
- Print On Demand
- Print On Demand Liasons
- POS Status
- About

For additional details, please refer to:

CA POS Release Notes

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- **Policy Bulletin 15-03-ELI:** Revisions to the Temporary Housing Facilities (W-145UU) Form

3. Standard Utility Allowance (SUA) Changes

POS was updated to accommodate revisions to the Standard Utility Allowance levels based on clarifications received from the United States Department of Agriculture (USDA):

- Households that received HEAP payments greater than \$20 in the current month or the immediately preceding 12 months are eligible for a Level I (heating/cooling) SUA even if the household currently resides in a non-HEAP eligible shelter type;
- HEAP payments received by a household in a shared living arrangement does not confer eligibility for a Level I SUA to other households that reside in the same dwelling unit.

Effective February 14, 2015 with software release 15.1, WMS has been programmed to allow the authorization of a heating/cooling Level I SUA for the following shelter type codes:

- 06 Hotel/Motel Temporary
- 11 Room Only
- 13 Residential Programs for Victims of Domestic Violence (Less Than 3 Meals Per Day)
- 14 Residential Programs for Victims of Domestic Violence (3 Meals Per Day)
- 23 Undomiciled
- 33 Homeless Shelter - Tier I or II (Less Than 3 Meals Per Day)
- 34 Homeless Shelter - Tier II (3 Meals Per Day)
- 35 Homeless Shelter - Non Tier I Non Tier II

Staff should use the Shelter Type Codes/Standard Utility Allowance (SUA) Levels Desk Guide (**W-205HH**) for help in determining the correct SUA level. The W-205HH has been revised to reflect the changes in the eligibility to receive a heating/cooling Level I SUA and to reflect the clarifications received from the USDA.

For additional details, please refer to:

- **Policy Bulletin 15-12-ELI:** SUA Eligibility Changes and Revisions to the Shelter Code/SUA Levels Desk Guide (W-205HH)

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4. MSD Code Changes

POS was updated effective 2/17/15 to accommodate changes for individuals whose cases are closed or denied because of an Intentional Program Violation (IPV) and are now eligible for a Separate Medicaid Determination regardless of age.

The age restriction has been lifted on the following (IPV) closing/denial codes:

- WS1 - Six Months 1st Offense-Less Than \$1,000 (HH=1) - Manual Notice Required.
- WS2 - Twelve Months 2nd Offense-Less Than \$3,900 (HH=1) - Manual Notice Required.
- WS3 - Twelve Months 1st Offense Amount between \$1,000 and \$3,900 (HH=1) - Manual Notice Required.
- WS4 - Eighteen Months if 3rd Offense (HH=1) – Manual Notice Required.
- WS5 - Eighteen Months if-1st Offense More Than \$3,900 (HH=1) - Manual Notice Required.
- WS6 - Eighteen Months if-2nd Offense More Than \$3,900 (HH=1) - Manual Notice Required.
- WS7 – Five Years 4th or Subsequent Offense (HH=1) - Manual Notice Required.
- WS8 –Court-ordered Disqualification (HH=1) - Manual Notice Required.

For additional details, please refer to:

- **Policy Bulletin 15-13-OPE:** Revisions to the Cash Assistance Closing/Denial Codes Requiring Separate Medicaid Determination Desk Guide (M-42f)

5. Routing Code for LINC Grants

The LINC (Living in the Community) Unit at the Union Square Job Center is now able to use the routing option (RO) process for LINC grants. This allows the checks to be routed to the offices of Management Information Systems (MIS) where they are printed and available for pick up on the following business day.

When completing the Public Assistance Single Issuance Authorization Form (**LDSS-3575**) in POS, LINC staff at Center 039 enter the routing location **CRP6** (in uppercase) in the **Routing Location** field. This routing location ensures printing of the checks at MIS offices.

6. Manhattan Roll-out of the POS E Check Queue

D& C Operator process

The POS E check queue has been rolled out in the Manhattan region. The following sites have been updated with the e check print queue Waverly, RTSC, East End, and Dyckman. The checks go directly to the D& C operator for processing who completes they typing of the checks and selects done to complete their part of the process.

New POS Return to Worker process

When the D & C supervisor opens the DSS 3575 form they will be able to select at the bottom of the DSS3575 the return to worker button to return any echeck that requires a error correction. Once selected the D&C supervisor will select the worker (or another worker) and enter the required comment to return the check for error correction.

These checks will be returned to the worker's queue as an Error Correction Non-Food Emergency activity. In addition, the forms associated with the checks must also be returned to the worker for correction. This activity will also require the error correction and the review and signature of the required levels of approval before returning to the D&C echeck queue.

CA POS Release Notes

March 16, 2015

It is important to note that E checks are time sensitive and require the prompt attention of the worker to reprocess the benefit as soon as possible.

The screenshot displays a software window titled 'Version 17.3.1 - Paperless Office System' with a timestamp of 2:50:14 PM on Thursday, December 18, 2013. The main content is a 'PUBLIC ASSISTANCE SINGLE ISSUANCE AUTOMATION FORM FORM'. The form includes sections for 'PERSONAL INFORMATION', 'EMPLOYMENT INFORMATION', and 'BENEFIT INFORMATION'. At the bottom of the form, there are several checkboxes and buttons: 'Was this grant previously issued?' with 'Yes' and 'No' options, 'Auto E Check', 'Manual E Check', and a 'Return to Worker' button. A 'D&C Check #' field contains the value '09770003'. The bottom right corner shows 'page 1 of 8' and a 'Close' button.

Supervisor Completion

The Supervisor will select the complete box and refresh the queue to remove checks that have been processed by their operator.

Manual E Completion

All checks that are manual e checks require the second step of the control data entry operator to enter in the manual numbers of the echeck that was identified as a manual check by D&C. Once the manual echeck number is entered in WMS the operator will select done.

The Control supervisor will access the control SI emergency check queue to access the checks done by the control unit operator and select complete to remove the check from the queue permanently.

For additional detailed information please see **Attachment B SI Emergency Check** March 2015 process.

7. Streamlined POS Sign-on Site

With the implementation of the POS One Database, the POS Sign-On page was streamlined to reduce the number of steps required to log into the system. To log into their center, the POS user will click on their program area. This change is effective March 9, 2015.

The following options will now appear on the updated page:

- POS CA
- POS SNAP
- POS TRAINING
- POS HASA

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The screenshot shows the POS SIGN ON portal interface. At the top left is the "POS SIGN ON" logo. At the top right is the "NYC Human Resources Administration Department of Social Services" logo. Below the logos, there is a greeting: "It's Monday, have a great week!". A disclaimer follows: "DISCLAIMER: 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".

Under the heading "LINKS:", there are three links with checkmarks:

- POS PORTAL
- POS MANAGEMENT CONSOLE
- ACCIS (Child Care System)

Below the links is a green box with a checkmark and the text: "This is where POS Helpdesk would provide any relevant information".

At the bottom, there are four colored buttons for different systems:

- POS CA (green button)
- POS SNAP (green button)
- POS TRAINING (blue button)
- POS HASA (red button)

ATTACHMENT B

Desk Guide: SI Emergency Grant Queues

Date: March 2015

Overview

FIA has requested to electronically forward authorization forms for single issuance emergency checks from the approving Supervisor directly to the D&C Unit. POS has added new SI Emergency Grant queues to the existing print queues. These two new queues are the **SI Emergency Grant D&C Queue** and the **SI Emergency Control Queue**.

To prepare for the new SI emergency queues, staff must be enrolled with special tasks to allow access to the POS emergency check (E check) queues and recognize the user's role in assigning, processing and completing the e check. Those centers that currently have the Paperless Alternate Module (PAM) system will receive the POS SI emergency check queue since the previously installed dual monitors are also required to process the POS E checks. The SI emergency queues retrieve grants with pick-up code 5 (Emergency Cash Assistance Check) and pick-up code 7 (Emergency Cash Payment). The **LDSS-3575** (Public Assistance Single Issuance Authorization Form) is displayed on the POS screen and will no longer print for centers with these new queues.

Note: The POS E check queue does not process benefits from PAM. Only POS E checks will be sent to the POS SI emergency queue.

Enrollment

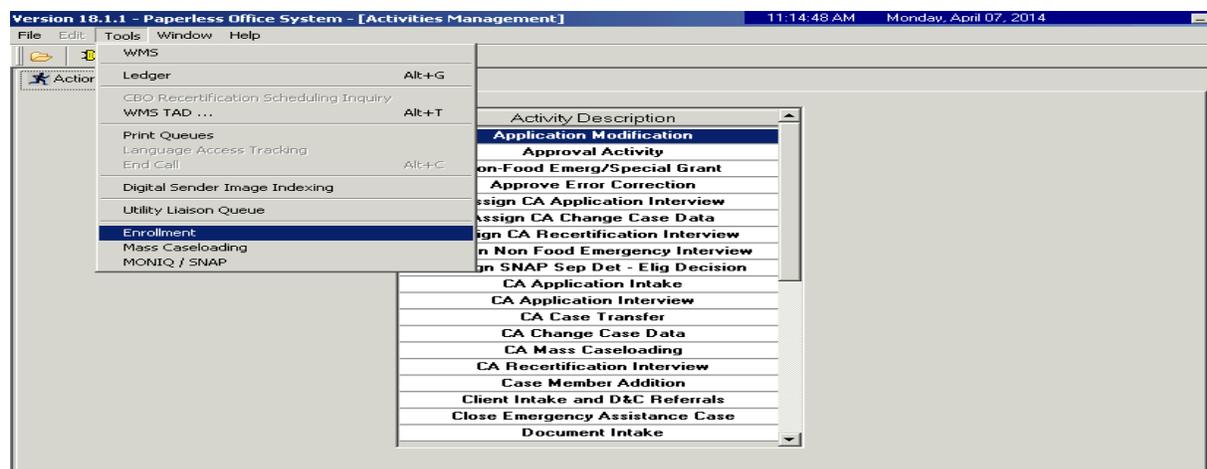
All individuals that work in the D & C or Control unit must be enrolled to process emergency benefits sent directly to the new queues. All staff must be identified and must have one of the following selections:

- PAM Data Entry Supervisor
- PAM Data Entry Operator or
- PAM D&C Operator

In addition to the selected PAM title all enrollees must have the task, Single Issue Print queue User selected to gain access to the e check queue.

Note: The Data-entry supervisor task is the correct selection and the equivalent title for the D & C supervisor.

Please confer with your center's enrollment coordinator to assist with the enrollment process for the E check queue. To access the enrollment table you must go to Tools on top of the POS menu and select Enrollment:



ATTACHMENT B

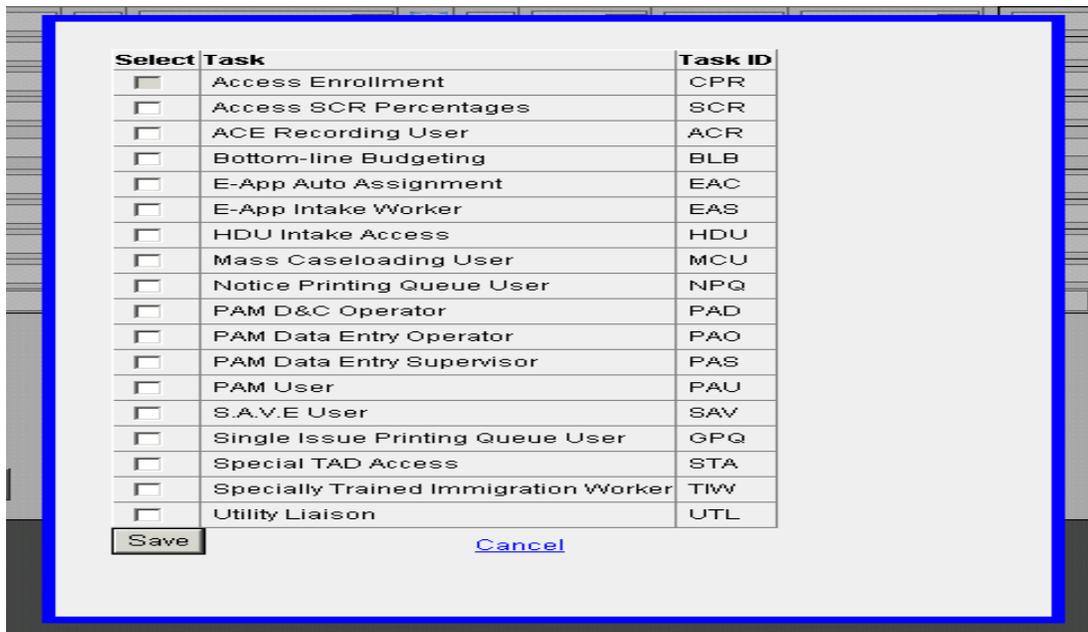
Desk Guide: SI Emergency Grant Queues

Date: March 2015

Select **TASK** button;



Select the tasks to allow access to the SI emergency queues and processing of the emergency benefits :

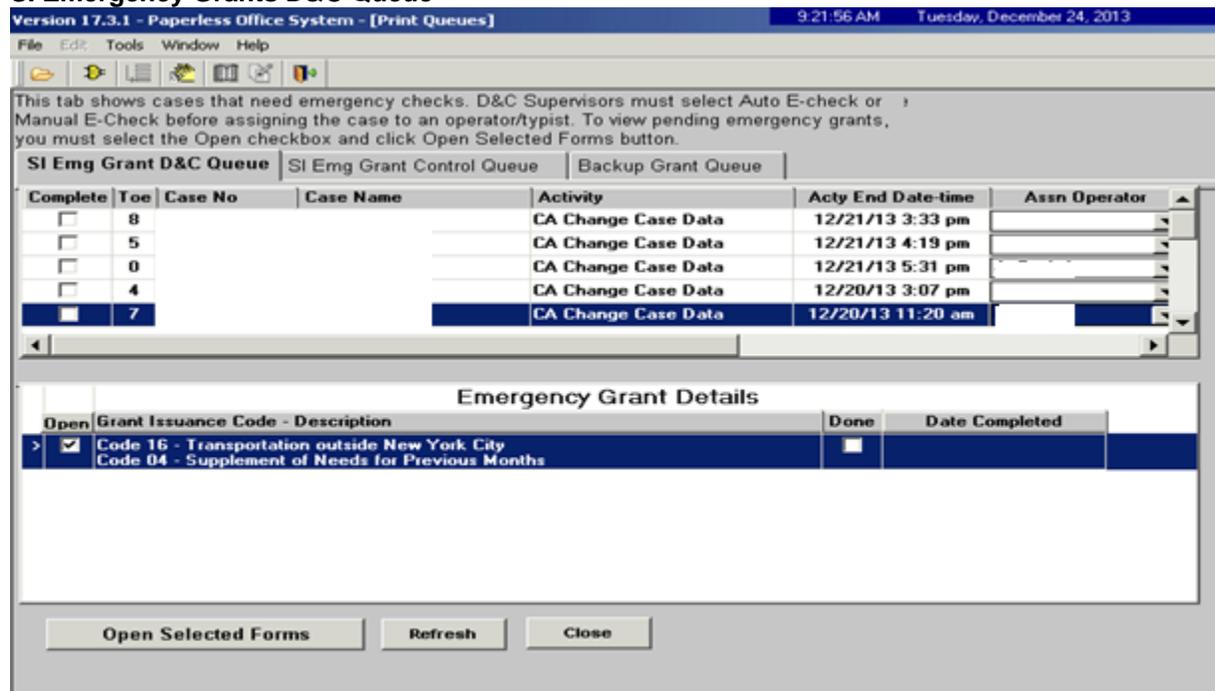


Save all changes to the enrollment table and have the individual restart POS to accept the added tasks.

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Desk Guide: SI Emergency Grant Queues
Date: March 2015

SI Emergency Grants D&C Queue



Instructions:

This tab shows cases that need emergency checks, D & C supervisors must select Auto E-check or Manual E-Check before assigning the case to the operator typist. To view pending emergency grants, you must select the Open checkbox and Click Open selected forms button.

D & C Supervisor Responsibilities

The D & C supervisor will select the tab SI emergency grant D & C queue to view and assign the E checks for processing by the D & C operator or typist. Prior to assigning the case to the operator, the D & C supervisor must check to determine if the E check was issued previously and the type of e check being issued, auto-e or manual. If there are any discrepancies, the D & C will be able to return the case back to the worker for reprocessing.

POS Return to Worker process

When the D & C supervisor opens the DSS 3575 form they will be able to select the return to worker button to return any echeck that requires a error correction. Once selected the D&C supervisor will select the worker (or another worker) and enter the required comment to return the check for error correction.

These checks will be returned to the worker's queue as a Error Correction Non-Food Emergency activity. The activity will require the correction and the required levels of approval before returning to the D&C echeck queue.

It is important to note that E checks are time sensitive and require the prompt attention of the worker to reprocess the benefit as soon as possible.

Completion & removal of cases

Once the operator has completed the assigned cases by selecting done, the D & C supervisor will be required to complete and remove the case from the SI emergency D & C queue.

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Desk Guide: SI Emergency Grant Queues

Date: March 2015

SI Emergency Grant D& C Queue

Complete – this checkbox allows designated supervisors to complete and remove case from the queue once all pending grants are done.

Case No – this field indicates the case number for which the forms will be open.

Case Name – this field indicates the case name for which the forms will be open.

Activity – this field indicates the activity in which the JOS/Worker prepared the grants.

Acty End Date-Time – this field indicates the end date and time of the activity in which the JOS/ Worker prepared the grants.

From – this field indicates the name of the JOS/Worker who prepared the grants.

Caseload – this field will indicate the current caseload for the case

Assn Operator – this field is a drop down list box displaying operators/typist awaiting assignment of emergency grants.

Emergency Checks Details section

Open – this checkbox allows designated staff to select grant to be opened

Grant Issuance Code-Description – this field displays pending grant issuance code and code description

Done – this checkbox allows designated operator\typist to select grants that were done

Date Completed – this field displays date when designated operator checked “Done” checkbox

Command Buttons

Open Selected Form – on the click of this button generate the e-form and open it in the window for user to view.

Refresh – this button removes the case were marked as complete (“Complete” checkbox is selected) from the queue

Close – this button closes the Emergency Checks Queue.

Open Selected Form Window

The following window opens displaying the E check when the supervisor or operator/typist clicks on Open selected form button in the SI Emergency D& C queue. POS will **enter the authorization number** on the window when an e-form is generated.



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Desk Guide: SI Emergency Grant Queues

Date: March 2015

LDSS 3575

Version 17.3.1 - Paperless Office System 3:58:14 PM Thursday, December 19, 2013

File Edit Tools Window Help

1 / 1 47.5% Find

WARNING: PROHIBITED OR UNAUTHORIZED USE OF THIS FORM IS A CRIME. VIOLATORS ARE SUBJECT TO FEDERAL AND/OR ADMINISTRATIVE CHARGES. STATE OFFICE AND EMPLOYERS WILL INVESTIGATE THIS FORM.

PUBLIC ASSISTANCE SINGLE ISSUANCE AUTHORIZATION FORM DEPARTMENT OF SOCIAL SERVICES

NEW YORK STATE

WAS THIS GRANT PREVIOUSLY ISSUED? Yes No

Return to Worker

Auto E-Check Manual E-Check

D&C Check #: 09770909

Close

page 1 of 8

Was this grant previously issued – Allows the operator to answer if grant on the form was previously issued.

Return to Worker - D & C supervisor selects to return the Echeck for error correction.

Auto E-Check – radio button that is selected by supervisor/operator to indicate that grant is an auto e-check

Manual E-Check – radio button that is selected by supervisor/operator to indicate that grant will be manually typed.

D & C Check # - this field is enabled and required only if the **Manual E-Check** radio button is selected.

Grant 1 of MM – this field depicts the count of emergency grants on the case.

Close button – this button will be enabled only on the last SI emergency grant. Clicking on close will close the window.

Back Arrow – this arrow opens the previous SI emergency grant for the case.

Forward Arrow – this arrow opens the next SI emergency grant for the case.

D&C Operator Completion

The D&C supervisor (or assigned operator) selects the Auto E or manual E Check description. If it is a manual E check the operator must enter the D&C check number. If the **Manual E-Check** radio button is selected and **D & C Check #** field is left empty, the operator will see the following:

“You must enter check number for all Manual E-Checks”

After the D&C operator processes all the pending E-checks they were assigned, they will go back to the SI Emergency Grant D & C queue and **select done**. The date will be displayed (system output) in the Date Completed field.

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Desk Guide: SI Emergency Grant Queues

Date: March 2015

Open	Grant Issuance Code - Description	Done	Date Completed
> <input checked="" type="checkbox"/>	Code 21 - Storage Fees	<input checked="" type="checkbox"/>	

Open Selected Forms Refresh Close

Removal of E-Check cases from D&C Emergency Queue

Once the data entry operator or typist completes their processing of the E checks from the queue, the supervisor is responsible for completing and removing the case from the queue by selecting the complete checkbox and the refresh button.

Version 17.3.1 - Paperless Office System - [Print Queues] 9:21:56 AM Tuesday, December 24, 2013

File Edit Tools Window Help

This tab shows cases that need emergency checks. D&C Supervisors must select Auto E-check or Manual E-Check before assigning the case to an operator/typist. To view pending emergency grants, you must select the Open checkbox and click Open Selected Forms button.

SI Emg Grant D&C Queue SI Emg Grant Control Queue Backup Grant Queue

Complete	Toe	Case No	Case Name	Activity	Acty End Date-time	Assn Operator
<input type="checkbox"/>		8		CA Change Case Data	12/21/13 3:33 pm	
<input type="checkbox"/>		5		CA Change Case Data	12/21/13 4:19 pm	
<input type="checkbox"/>		0		CA Change Case Data	12/21/13 5:31 pm	
<input type="checkbox"/>		4		CA Change Case Data	12/20/13 3:07 pm	
<input checked="" type="checkbox"/>		7		CA Change Case Data	12/20/13 11:20 am	

Emergency Grant Details

Open	Grant Issuance Code - Description	Done	Date Completed
> <input checked="" type="checkbox"/>	Code 16 - Transportation outside New York City Code 04 - Supplement of Needs for Previous Months	<input type="checkbox"/>	

Open Selected Forms Refresh Close

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Desk Guide: SI Emergency Grant Queues
Date: March 2015

SI Emergency Grants Control Queue

Complete	Case No	Case Name	Activity	Acty End Date-time	Assn Operator
<input type="checkbox"/>	7		CA Change Case Data	12/20/13 11:20 am	

Open	Grant Issuance Code - Description	Done	Date Completed
<input checked="" type="checkbox"/>	Code 16 - Transportation outside New York City Code 04 - Supplement of Needs for Previous Months	<input type="checkbox"/>	

Instructions:

This queue shows cases with Manual E-Checks issued at D& C. Control supervisor must select the data-entry operator in Assn Operation. To view grants, select Open and click Open Selected Forms. After data entry is complete, the operator selects the "Done" checkbox. After all manual e checks for the case are data entered, the Supervisor selects the Complete checkbox and clicks Refresh to remove the case from the queue.

Control Supervisor Responsibilities

The control supervisor will select the tab SI emergency control queue to view and assign the Manual E checks issued previously by the D& C unit. These cases must be assigned to the Data entry operator who will enter the D& C check information into welfare management system (WMS) for batch processing.

Once the operator has completed entering the echeck information they will return to the SI emergency grants control queue to select done to complete their part of the echeck process. Once the control operator has completed the cases by selecting done, the control supervisor will be required to complete and remove the case from the SI emergency control queue.

SI Emergency Grants Control Queue

Complete – this checkbox allows designated supervisors to complete and remove case from the queue once all pending grants are done.

Case No – this field indicates the case number for which the forms will be open.

Case Name – this field indicates the case name for which the forms will be open.

Activity – this field indicates the activity in which the JOS/Worker prepared the grants.

Acty End Date-Time – this field indicates the end date and time of the activity in which the JOS/ Worker prepared the grants.

From – this field indicates the name of the JOS/Worker who prepared the grants.

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Desk Guide: SI Emergency Grant Queues

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Caseload – this field will indicate the current caseload for the case

Assn Operator – this field is a drop down list box displaying operators/typist awaiting assignment of emergency grants.

Emergency Checks Details section

Open – this checkbox allows designated staff to select grant to be opened

Grant Issuance Code-Description – this field displays pending grant issuance code and code description

Done – this checkbox allows designated operator/typist to select grants that were done

Date Completed – this field displays date when designated operator checked “Done” checkbox

Command Buttons

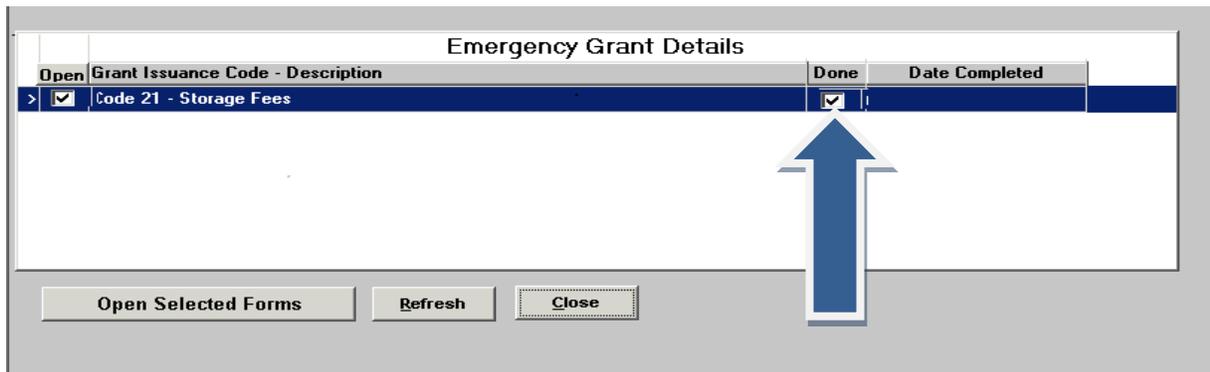
Open Selected Form – on the click of this button generate the e-form and open it in the window for user to view.

Refresh – this button removes the case were marked as complete (“Complete” checkbox is selected) from the queue

Close – this button closes the Emergency Checks Queue.

Control data-entry operator

Once the data entry operator completes their processing and batching of the assigned manual E checks, they will return to the SI Emergency control queue and select **done**.



Removal of Manual E Check cases from SI Emergency Control Queue

The Control supervisor will remove the case from the queue by selecting the **complete** checkbox on the top of screen and the **refresh button**.

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Desk Guide: SI Emergency Grant Queues

Date: March 2015

The screenshot shows the 'Paperless Office System - [Print Queues]' interface. At the top, it displays the version '17.3.1' and the date 'Monday, December 23, 2013'. Below the title bar is a menu bar with 'File', 'Tools', 'Window', and 'Help'. A message box states: 'This tab shows cases that need emergency checks. D&C Supervisors must select Auto E-check or Manual E-Check before assigning the case to an operator/typist. To view pending emergency grants, you must select the Open checkbox and click Open Selected Forms button.'

There are three tabs: 'SI Emg Grant D&C Queue' (selected), 'SI Emg Grant Control Queue', and 'Backup Grant Queue'. The main table has columns: 'Complete', 'Tot', 'Case No', 'Case Name', 'Activity', 'Acty End Date-time', and 'Assn Operator'. The data rows are:

Complete	Tot	Case No	Case Name	Activity	Acty End Date-time	Assn Operator
<input checked="" type="checkbox"/>	1			Non-Food Emerg/Special Gran	11/19/13 7:47 pm	
<input type="checkbox"/>	1			CA Application Interview	12/20/13 8:04 pm	
<input type="checkbox"/>	3			CA Application Interview	12/20/13 5:26 pm	
<input type="checkbox"/>	3			Non-Food Emerg/Special Gran	12/21/13 8:41 am	
<input type="checkbox"/>	1			CA Application Interview	12/20/13 8:12 pm	

Below the table is the 'Emergency Grant Details' section with columns: 'Open', 'Grant Issuance Code - Description', 'Done', and 'Date Completed'. The data row is:

Open	Grant Issuance Code - Description	Done	Date Completed
<input checked="" type="checkbox"/>	Code 21 - Storage Fees	<input checked="" type="checkbox"/>	

At the bottom, there are buttons for 'Open S...', 'Refresh', and 'Close'. A blue arrow points to the 'Open S...' button.

Note: Each individual must log in using their password to retrieve their correct tasks to complete their part of the e check process. For instance, a supervisor cannot complete cases unless they have signed in as the supervisor and have accessed the e check queue after the D & C or data - Entry operator has checked done on their assigned cases.

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Desk Guide: SI Emergency Grant Queues

Date: March 2015

SI EMERGENCY GRANT QUEUE WORKFLOW

