



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-48-SYS

CA POS RELEASE NOTES VERSION 19.1.1

Date: May 21, 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) migrated into production on May 4, 2015. Descriptions of the changes can be found in POS Release Notes Version 19.1.1 (Attachment A) and Preparing Grants with Routing Locations for LINC cases (Attachment B).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Related Item:</p> <p>PB #15-12-ELI</p> <p>Attachments:</p> <p>Attachment A POS Release Notes Version 19.1.1</p> <p>Attachment B Preparing Grants with Routing Locations for LINC cases</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 19.1.1 May 4, 2015

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.1.1 scheduled for Monday, May 4, 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

Version 19.1.1 May 4, 2015

1. Cash Assistance (CA) Automated Child Care Information System (ACCIS) Update

POS has been updated to accommodate the new web service IBM Message Broker for ACCIS. POS will display the following messages when attempting to communicate with the new service:

- **“The communication between POS and ACCIS has failed please try again later using the tool bar option is under clearances.”**
- **“Communication between POS and ACCIS Failed. Please go to the tools menu, select clearances Click on “ACCIS employment” to generate a new ACCIS clearance. If the problem continues POS will auto attempt one more time on the ‘print forms’ window.**
- **“Communications between POS and ACCIS was unsuccessful”. Please make a case note in comments field and continue with the interview. Reminder: The ability to retrieve the ACCIS’ clearance is available from the tool menu.”**

The JOS/Worker will continue to process the ACCIS match when retrieved successfully and follow the error messages to process the ACCIS clearance correctly.

2. POS-TAD Update

A new POS-TAD business rule has been added to flag the removal of Level 1 Standard Utility Allowance (SUA) from the CA/ Supplemental Nutrition Assistance Program (SNAP) cases and SNAP only cases.

If the case is CA/SNAP only and the POS/SNAP Suffix status is Single Issue (SI) or Active (AC) and the case has an Current Active Budget in the Welfare Management System (WMS) and a newly authorized budget, the following message appears:

- **“Current WMS budget has SUA Level 1 and the new budget does not have the Level 1 SUA. Please review the HEAP payments codes which are (Greater Than) \$20 for the current month or the past 12 months.**

Codes for Home Energy Assistance Program (HEAP) Payments

HEAP payments can be identified in WMS Benefit Issuance screen by the following special grant codes:

- **80:** Emergency HEAP payment
- **82:** Direct HEAP payment to LIPA (currently PSEG)
- **84:** NPA HEAP payment
- **90:** Direct HEAP payment to Con Ed, and
- **91:** Direct HEAP payment to National Grid
- **96:** HEAP Fair Hearing
- **98:** Regular HEAP vendor payment

If the applicant/participant has received the HEAP payment for over twenty dollars within the past twelve months he/she is entitled to a new budget reflecting the SUA level one deduction. If he/she is not entitled to the Level one SUA the Worker must process a new budget without the Level 1 SUA deduction along with applicable case comments supporting this determination.

For extensive details please see, **PB 15-12-ELI Standard Utility Allowance (SUA) Eligibility Changes and Revisions to the Shelter Type Codes/Standard Utility Allowance (SUA) Levels Desk Guide (W-205HH).**

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3. Office of Child Support Enforcement (OCSE) EDIT for PATH Cases

After the review of cases that went through an Application Interview at Prevention Assistance and Temporary Housing (PATH) and subsequently were assigned to the Job Center, Family Independence Administration (FIA) have noticed that PATH workers neglect to schedule OCSE appointment for cases where Make a Referral recommendation was received at PATH.

In order to rectify this problem POS created an edit for the **Next** button in the Referrals window and a new edit in the **Print Forms** window that will not allow the PATH worker to continue the activity if the OCSE appointment wasn't scheduled.

4. Updated Supervisory Approval window for Homebound

POS has completed the final update for the **Supervisory Approval** Window for Homebound applicants/participants due to the Lovely H lawsuit. This window is mandatory for those applicants who requested Home Visit Needed/ Homebound Status since 9/13/2013. POS will run the Homebound Determination business rules to check if the individual is currently homebound in WMS, New York City Work Accountability and You (NYCWAY) and POS. If a request was found or homebound status has been determined the Supervisor must complete the **Approval** window.

This **Supervisory Approval** window will be displayed in the following POS activities:

Approve CA Recertification, Approve CA Eligibility Decision, Approve CA Case Action, Approve Non-Food Emerg/Special Grant, Approve IN/ESNAP (CA Case), Approve EC - CA Recertification, Approve EC - CA Application Interview, Approve EC - CA Change Case Data, Approve EC - Non-Food Emerg/Special Grant, Approve EC - IN/ESNAP (CA Case).

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Homebound Closing Edit

The following closing codes have been identified as incorrect when applying the closing code to a homebound case:

- **G10** - Failed to Recertify – On Date
- **E18** - Failed to keep BEV Office Appointment (3 months SNAP Transitional Benefits) (SNAP Separate Determination)
- **WX1** - Failure to Comply with Employment Requirements-90 Day Sanction (SNAP Separate Determination)
- **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
- **N88** - Failure to Comply with the Automated Finger Imaging System [AFIS] Requirements, Homebound or Group Home Resident [HH=1]).

When the JOS/Worker attempts to use one of these codes POS will display the following message:

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

5. New Race/Ethnic Indicator

POS has been updated to accommodate applicants/participants who refuse to identify their race or ethnicity. WMS introduced a new option of ethnicity indicator Unknown (**U**) for each race in addition to the existing Yes (**Y**) and No (**N**) indicators. POS will add the new field called **Unknown** as the third option radio button to all six ethnic fields of POS. When the user selects **Unknown** for any race, POS will save this option with the value of **U**. The following windows in POS has the **Unknown** field added to the existing ethnicity fields which are already displayed in the below windows:

- **Application Intake/Adults in Household Window**
- **Application Intake/Children in Household Window**
- **POS Individual Detail Window**

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The screenshot shows the 'Adults' form in the 'Paperless Office System'. The form is divided into several sections:

- Personal Information:** Last Name, First Name, Middle Name, Relationship (Casehead), Sex (M).
- Individual is a:** Radio buttons for Spouse of Casehead/Payee, Casehead (selected), Payee, and None of the above.
- Applying For:** Checkboxes for CA (checked), MA, SNAP, and None.
- Required for Applying Adults ONLY:** Fields for SSN, Bath Certificate No., County of Birth, Other Name(s), Marital Status (Single/Never Married), and Receiving SSI.
- Multi Ethnic Fields:** Radio buttons for Yes, No, and Unknown for Hispanic/Latino, Asian, Native Hawaiian/Other Pacific Islander, Native American or Alaska Native (with 'Unknown' circled in red), Black or African American, and White.
- List Parents' Names Ever, If Not On Bath Certificate:** Fields for Mother's - Maiden Name, Father's - Last Name, and First Name/Middle Name for both parents.

6. NYCWAY Update

POS will send the following codes to NYCWAY to update the employment plan for immigrants when applicable:

- **99EA-** Employment Authorized
- **99UI-** Undocumented Immigrant

In the event that the Alien Type changes from:

- **B** - Certain battered aliens who are the immediate relatives (spouse or child) of a US citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent
- **T** - Persons paroled into the U for less than one year
- **G** - Persons paroled into the US for at least one year
- **D** - Federally certified victim of human trafficking
- **O** - PRUCOL individual who may be eligible through TANF/Safety Net to
- **K** - Persons Lawfully admitted for permanent residence
- **R** - Persons admitted as refugees, including Amer-Asians, and victims of human trafficking
- **S** - Persons lawfully admitted for permanent residence who have worked or can be credited with 40 qualifying quarters of coverage as defined under Title II of the Social Security Act
- **A** - Person granted asylum
- **H** - Cuban-Haitian Entrant or
- **J** - Persons whose deportation is being withheld

POS will send the **99EA** to NYCWAY to inform FIA that the immigrant employment is authorized. If POS identifies an undocumented immigrant it will send the **99UI** to NYCWAY.

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7. Bureau of Eligibility Verification (BEV) Referral Update for One Shot Deal Type

One shot deal cases referred to BEV will require an Identification Type for BEV. Only the arrear types Rent (E), Utilities (U) and Rent and Utility (B) are valid for One Shot applications.

- If the One shot deal is for rent arrears then the indicator must be **E**.
- If the One shot deal is for utilities arrears then the indicator must be **U**.
- If the One shot deal is for rent and utilities then the indicator must be **B** for both.

Previous BEV Response Window

New Case and One-Shot deal types for BEV Response Window

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8. Prevent Issuance of Rental Assistance Unit (RAU) checks

POS will prevent the issuance of RAU approved checks on cases that were closed under closing code Failure to Keep/Complete Initial Interview (**E10**), Failed to Keep Appointment for Initial Eligibility Interview (**F10**), Failure to Complete Eligibility Process (**N17**) or when the application interview has not taken place.

9. POS E Forms

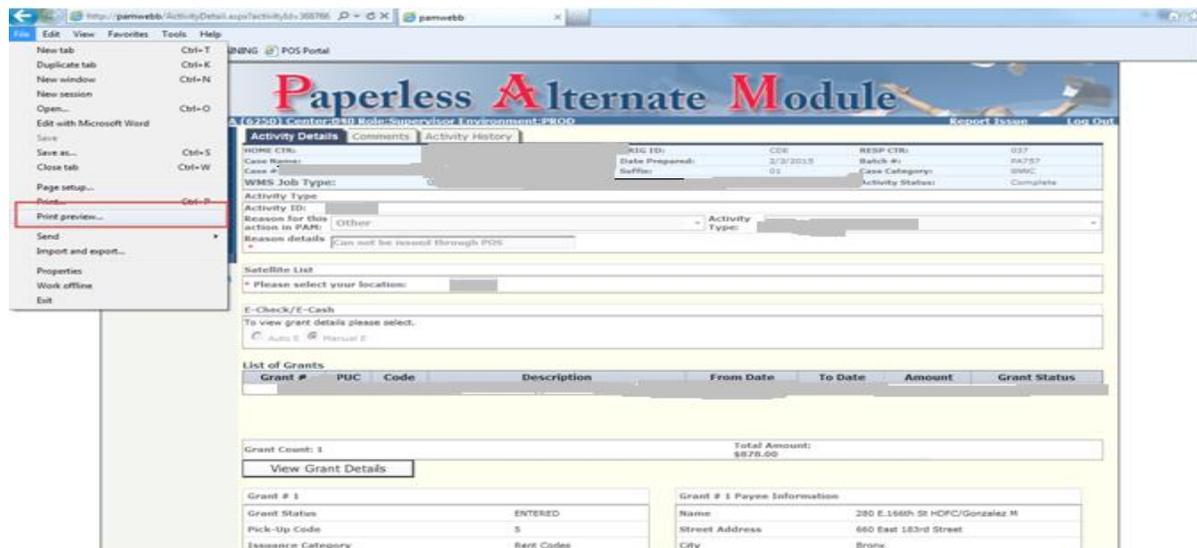
The following forms have been updated to E forms and include the required updates:

- W 532R-E**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)
- W 532R-S**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)
- W 532R-A**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)
- W 532R-D**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)
- W 532R-K**, Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit)
- W 5893Y-E**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W 5893Y-S**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W 593Y-A**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W 593Y-C**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W 593Y-D**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W 593Y-K**, Notice to Applicant Referral to Bureau of Eligibility Verification (East River)
- W700D**- FIA School/Training Enrollment Letter
- W700D (S)** –FIA School/Training Enrollment Letter

10. PAM Printing Alert

Recently Management Information Systems (MIS) was alerted that the Job Center was unable to see anything from the Paperless Alternate Module (PAM) when he/she printed the form. The following steps will increase the size of the font:

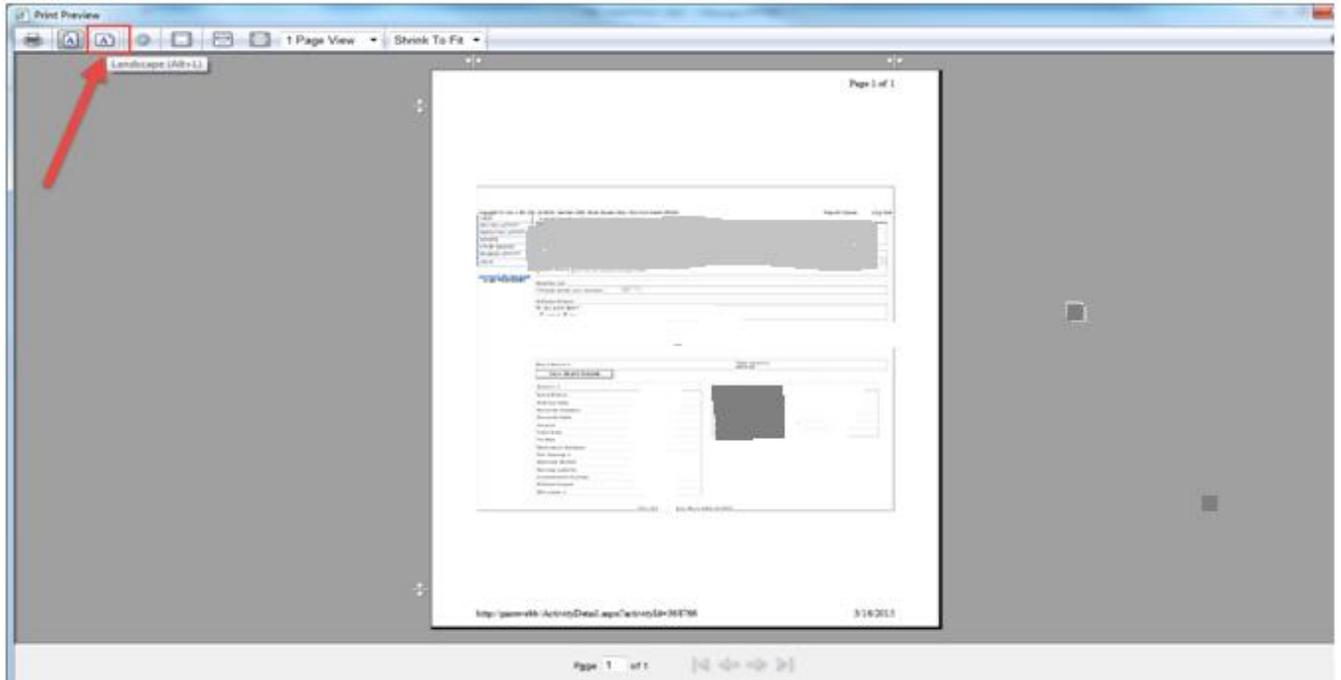
1. PAM Print Preview



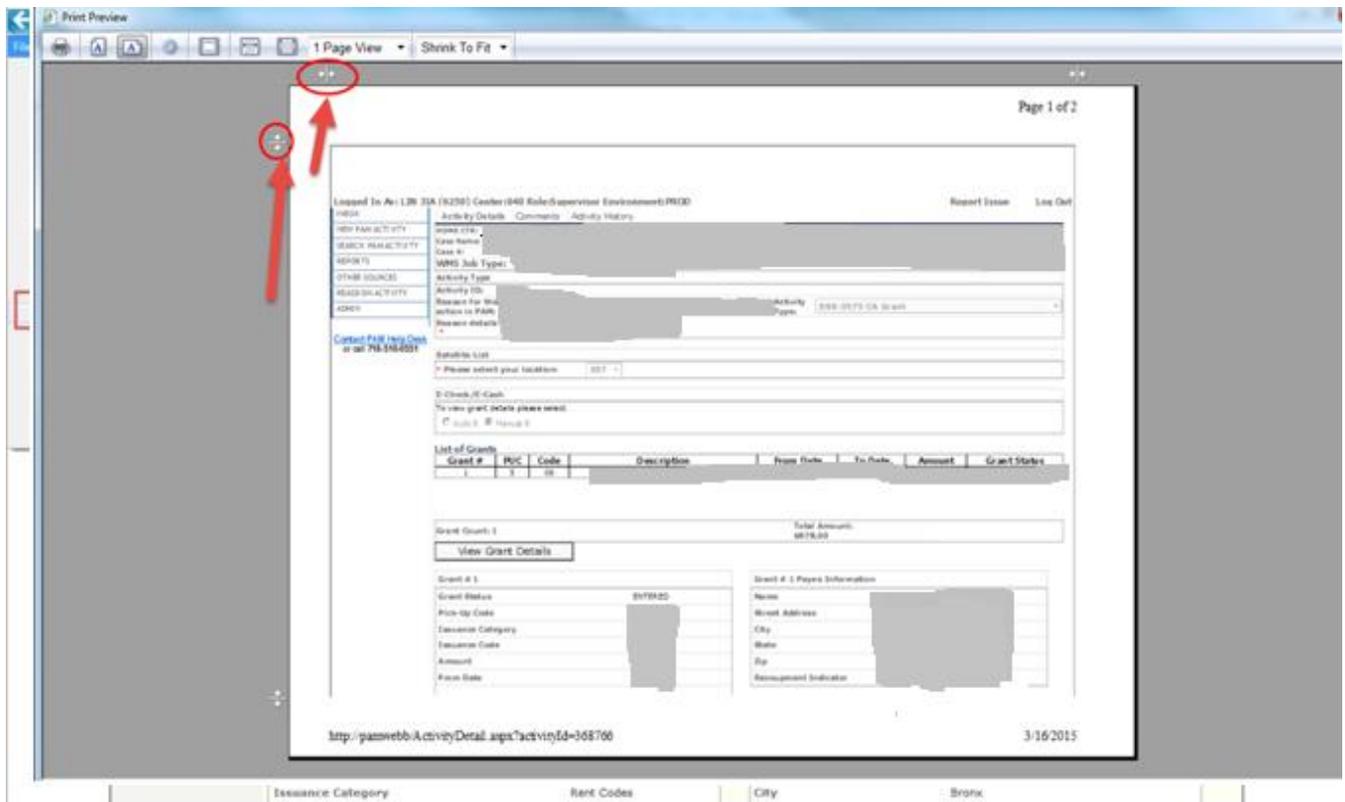
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2. Change to Landscape



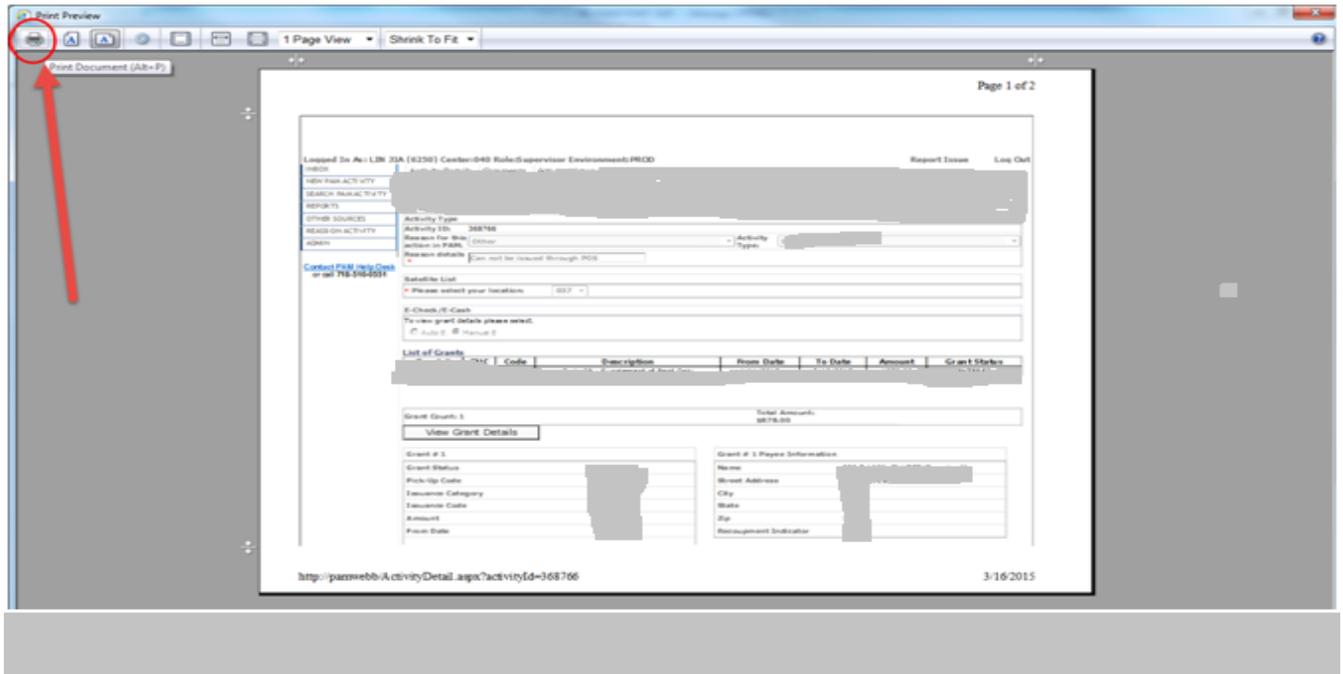
3. Adjust margins to your desired settings



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4. Print in larger format

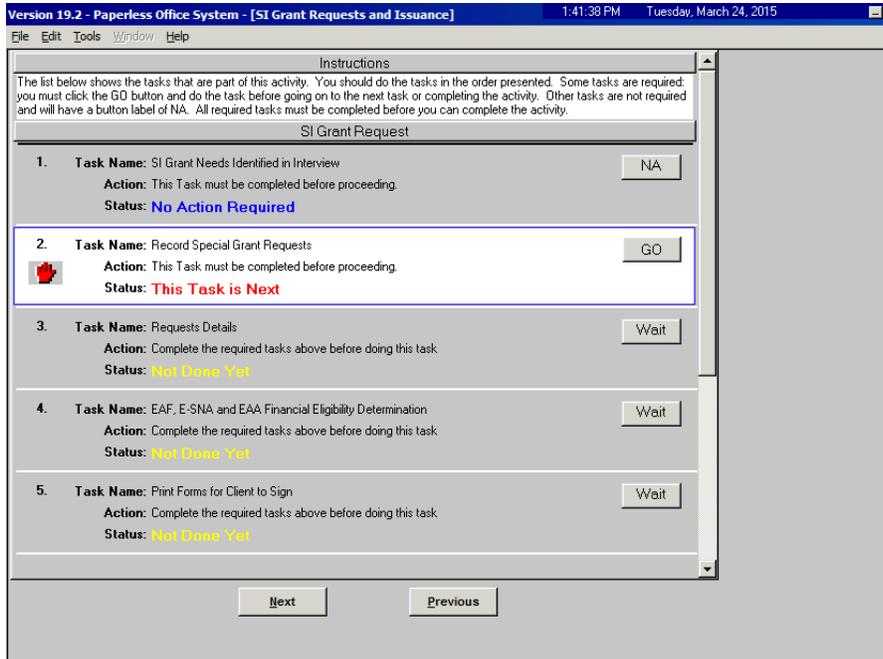


Attachment B

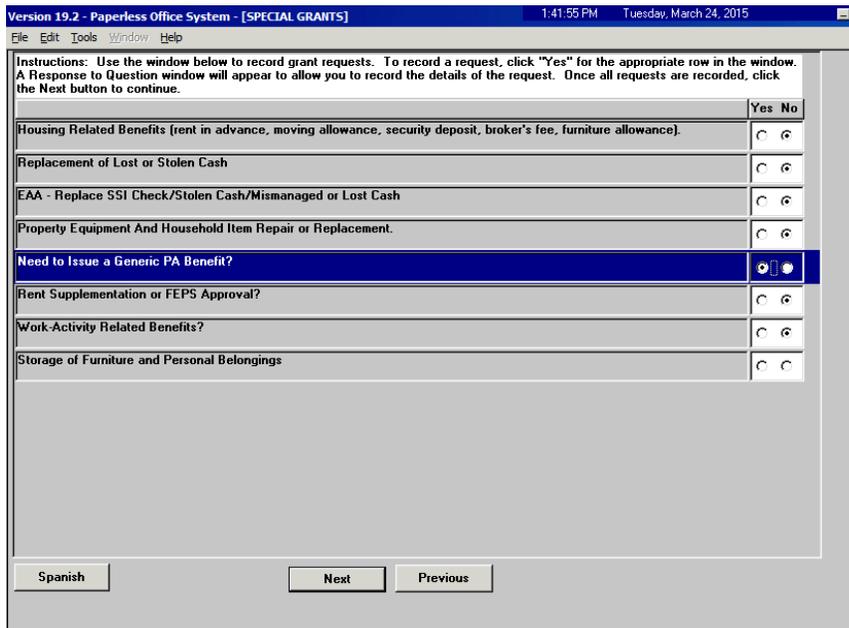
Preparing Grants with Routing Location for Living In Community (LINC) Cases
May 2015

Recording Requests for LINC Supplements - Cash Assistance (CA)

- The grant request must be recorded in **SI Task 2**.



- To record a broker's fee, security deposit or furniture allowance for a LINC case, the Worker must access the **Record Special Grant Requests** section (SI Task 2) and click **Yes** for **Need to Issue a Generic PA Benefit**.



Attachment B

Preparing Grants with Routing Location for Living In Community (LINC) Cases

May 2015

- The Worker must select **Other (Special Grant Request)** in the **Benefit Type** field and must enter the type of LINC grant in the **Specify Other Type** field.

Response to Question

This window allows you to record various Public Assistance requests. Select the name of the casehead and the benefit type requested. Record the details of the request. Click on the down arrow in the Scroll bar to record additional requests.

Case Head	Benefit Type	Specify Other Type
Benefit Amount	Total # Requesting Allow.	From Period Covered To
		00/00/0000 00/00/0000
Restriction Indicator	Check Replacement No.	Fair Hearing No.
Document	Scan	Detail

OK Cancel

Response to Question

This window allows you to record various Public Assistance requests. Select the name of the casehead and the benefit type requested. Record the details of the request. Click on the down arrow in the Scroll bar to record additional requests.

Case Head	Benefit Type	Specify Other Type
	Other (Special Grant Request)	Broker's Fee LINC
Benefit Amount	Total # Requesting Allow.	From Period Covered To
\$1200.00	1	00/00/0000 00/00/0000
Restriction Indicator	Check Replacement No.	Fair Hearing No.
Direct Vendor		
Document	Scan	Detail
		Broker's Fee for LINC

OK Cancel

Attachment B

Preparing Grants with Routing Location for Living In Community (LINC) Cases

May 2015

- To record the request for a LINC supplement, the Worker must click **Yes** for **Rent Supplementation or FEPS Approval**.

Version 19.2 - Paperless Office System - [SPECIAL GRAINTS] 1:42:14 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Instructions: Use the window below to record grant requests. To record a request, click "Yes" for the appropriate row in the window. A Response to Question window will appear to allow you to record the details of the request. Once all requests are recorded, click the Next button to continue.

	Yes	No
Housing Related Benefits (rent in advance, moving allowance, security deposit, broker's fee, furniture allowance).	<input type="radio"/>	<input type="radio"/>
Replacement of Lost or Stolen Cash	<input type="radio"/>	<input type="radio"/>
EAA - Replace SSI Check/Stolen Cash/Mismanaged or Lost Cash	<input type="radio"/>	<input type="radio"/>
Property Equipment And Household Item Repair or Replacement.	<input type="radio"/>	<input type="radio"/>
Need to Issue a Generic PA Benefit?	<input type="radio"/>	<input type="radio"/>
Rent Supplementation or FEPS Approval?	<input checked="" type="radio"/>	<input type="radio"/>
Work-Activity Related Benefits?	<input type="radio"/>	<input type="radio"/>
Storage of Furniture and Personal Belongings	<input type="radio"/>	<input type="radio"/>

Spanish Next Previous

- The Worker must then enter the details of the LINC supplement in the response window.

Response to Question

This window allows you to record one-time single-issue requests for rent supplementation. Click on the down arrow in the Scroll bar to record additional requests.
Note: To add recurring rent to the budget, go to the Shelter (Housing) Expenses window and answer "Yes" to the question "Do you (or anyone who lives with you) have a rent, mortgage or other shelter expenses?" Update the required information in the Response to Question window. Then, calculate and authorize a new budget.

Case Head: [Dropdown] Benefit Amount: [Text] Period Covered: From [00/00/0000] To [00/00/0000]

Reason for Rent Supplementation: [Dropdown] Other Reason Detail: [Text]

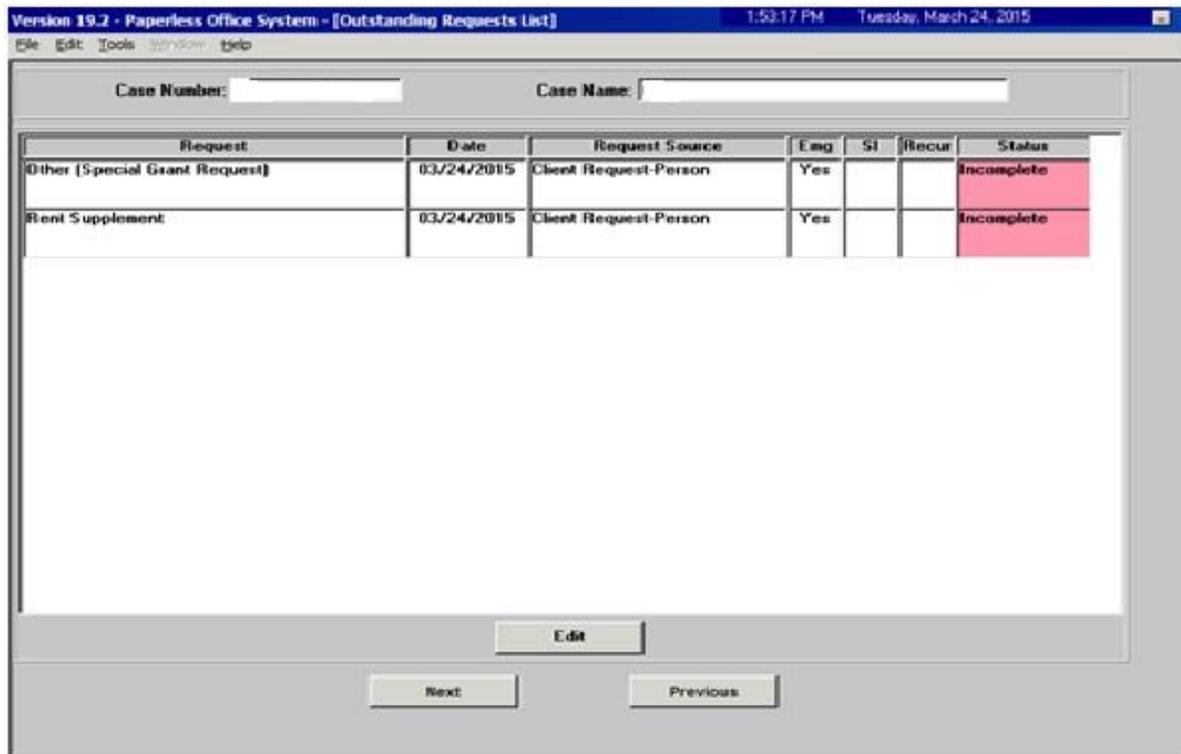
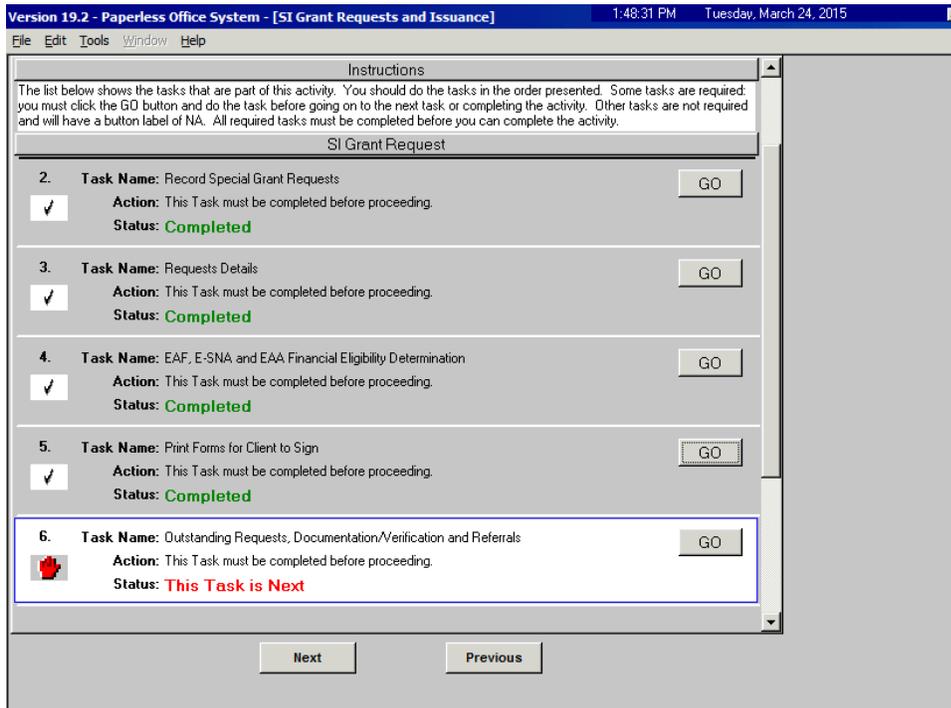
Restriction Indicator: [Dropdown] Copy Current Rent Restriction Info [Button] Name: [Text] House Number/Dir/Name/Type: [Dropdown] City/State/Zip: [Dropdown] Apt.: [Text]

Document... [Text] Scan [Text] Comment... [Text]

OK Cancel

*Attachment B
 Preparing Grants with Routing Location for Living In Community (LINC) Cases
 May 2015*

- The Worker must complete Tasks **3, 4** and **5**, then click **Go** for Task 6 (Outstanding Requests).



Attachment B
 Preparing Grants with Routing Location for Living In Community (LINC) Cases
 May 2015

- The Worker must enter the details of the decision for each request.

Version 19.2 - Paperless Office System - [Request Action] 1:53:57 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Request Type: Other (Special Grant Request) Financially Eligible for: EAF? E-SNA? EAA?

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

CA Household Size: 0 Monthly Home Energy Allowance: \$0.00
 Monthly Rent Allowance: \$0.00 Monthly Fuel for Heating Allowance: \$0.00

Grants Referrals and Outcomes Documentation and Verification

SI Grant Details

SI Grant Needed? Yes No

Decision Due Date: 03/26/2015 Overdue? No

Comments: View Benefit Issuance History

SI Grant Decision

Decision: Not ready for decision Accept Deny

Retrieve Prior Payment History

Other Action

Close Next Request Previous Request

Version 19.2 - Paperless Office System - [Request Action] 1:54:07 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Request Type: Other (Special Grant Request) Financially Eligible for: EAF? E-SNA? EAA?

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

CA Household Size: 0 Monthly Home Energy Allowance: \$0.00
 Monthly Rent Allowance: \$0.00 Monthly Fuel for Heating Allowance: \$0.00

Grants Referrals and Outcomes Documentation and Verification

Referrals

Referral to: ADM? Yes No

Other Referral? Yes No Referral made to: LINC

Received external assistance? Yes No Source of assistance:

Recommendation Received

Recommendation Received: Issue Grant Issue Grant Conditionally Deny Grant

Approved Amount: \$1,250.00 Approved Period: From: 00/00/0000 To: 00/00/0000

Accept Voucher? Yes No

Comments: Approved LINC Broker's Fee

Close Next Request Previous Request

Attachment B
 Preparing Grants with Routing Location for Living In Community (LINC) Cases
 May 2015

- The Worker must enter the details of the decision for each request.

Version 19.2 - Paperless Office System - [Request Action] 1:54:33 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Request Type: Financially Eligible for: EAF? 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 Details

SI Grant Needed? Yes No

Decision Due Date: Overdue?

Comments:

SI Grant Decision

Decision: Not ready for decision Accept Deny

Other Action

Version 19.2 - Paperless Office System - [Request Action] 1:54:39 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Request Type: Financially Eligible for: EAF? 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

Referrals

Referral to: Yes No

Other Referral? Yes No Referral made to:

Received external assistance? Yes No Source of assistance:

Recommendation Received

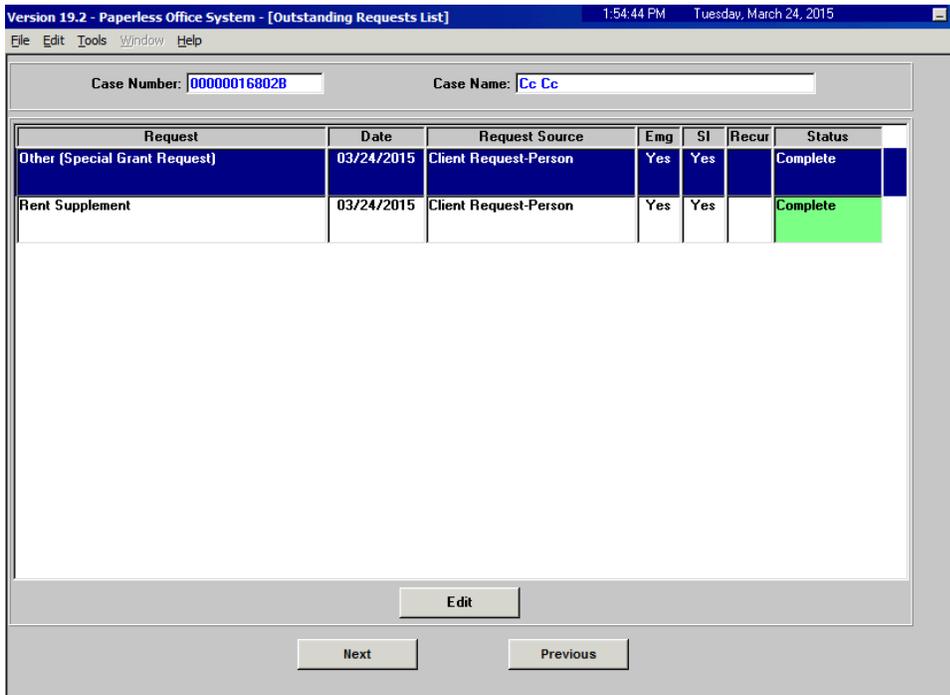
Recommendation Received: Issue Grant Issue Grant Conditionally Deny Grant

Approved Amount: Approved Period: From: To:

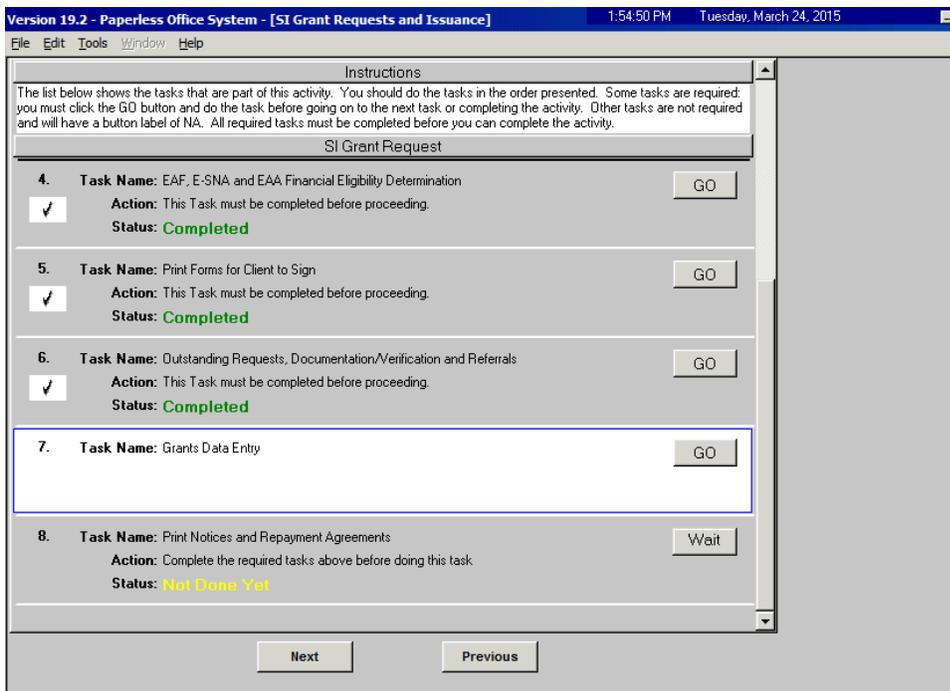
Accept Voucher? Yes No

Comments:

Attachment B
 Preparing Grants with Routing Location for Living In Community (LINC) Cases
 May 2015



- After completing Task 6, the Worker will proceed to the Grants Data Entry section.



Attachment B
 Preparing Grants with Routing Location for Living In Community (LINC) Cases
 May 2015

Version 19.2 - Paperless Office System - [Single Issue Grant Summary] 1:55:05 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Case Number: 00000016802B Case Name: Cc Cc Suffix: 1
 Re-Use Case Number: Center: Hunts Point Job Center Category: SNCA

Filters
 Show PA Grants Show SNAP Grants View Grant Issuance History

Code	Description	From / To	Created	Amount	Next Month Amount	Special	Status
	Rent Supplement()		03/24/2015	\$833.35			Awaiting Action
	Rent Supplement()		03/24/2015	\$833.33			Awaiting Action
	Rent Supplement()		03/24/2015	\$833.33			Awaiting Action
	Rent Supplement()		03/24/2015	\$833.33			Awaiting Action
	Rent Supplement()		03/24/2015	\$833.33			Awaiting Action
	Rent Supplement()		03/24/2015	\$833.33			Awaiting Action
	Other (Special Grant Request())		03/24/2015	\$625.00			Awaiting Action

Grant Details New Grant
 Next Previous

- The Worker must enter the details of the grant. In order to generate the RO Checks, the Worker must enter a value of **PUC 1 – Special Roll Check** in the **Pick-Up Codes** and a value of **CRP6** in the **Routing Location** field.

Version 19.2 - Paperless Office System - [Single Issue Benefit Data Entry Window] 1:56:43 PM Tuesday, March 24, 2015

File Edit Tools Window Help

Case Number: 00000016802B Case Name: Cc Cc Suffix: 1
 Re-Use Case Number: Center: Hunts Point Job Center Category: SNCA

Request Type: Rent Supplement()
 What type of grant needs to be issued? PA SNAP Total grant amount: \$5,000.00 View CA Toe Digit Schedule

PA Single Issue Grant Information
 1. POS Rule Status:

Pick-Up Codes: PUC 1 - Special Roll Check
 Issuance Category: Other Allowances
 Issuance Code: Code S1 - LINC 1 Living in Community Shelter Family with Employment
 Case Category for Emergency Grant: SNCA
 Fair Hearing:
 Shelter Type: Is this a back-up grant? Yes No

Amount	From	To	Routing Location	Replaces Check Number	Restricted Indicator	Authorization Number
\$833.33	03/01/2015	03/31/2015	CRP6		Vendor	

Message
 Delete Grant

Done Cancel