



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY BULLETIN #15-55-SYS

CA POS RELEASE NOTES VERSION 19.2

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<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on June 22, 2015. Descriptions of the changes can be found in POS Release Notes Version 19.2 (Attachment A) and POS Report Updates – Cash Assistance (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 June 22, 2015</i></p> <p>Attachments:</p> <p>Attachment A POS Release Notes Version 19.2 Attachment B POS Report Updates – Cash Assistance</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
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CA POS Release Notes

Version 19.2 June 22, 2015

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.2, scheduled for Monday, June 22, 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. Repayment Agreements for Shelter Arrears for Safety Net Applicants

For shelter arrears paid under the ESNA (**Emergency Safety Net Assistance**) category, the entire shelter arrears payment is recoverable. The Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement (**W-147H**) form must be signed as a condition of eligibility. The Information About Repaying the Department of Social Services for Rental Arrears (**W-147PP**) form must be given to the applicant with the **W-147H** form.

Previously, the **W-147H** and **W-147PP** forms were printed after the approval for shelter arrears was received from the Rental Assistance Unit (RAU). The Notice to Report to Center (**M-3g**) was sent to the applicant asking them to return to the Job Center in which they applied, to sign the **W-147H** repayment agreement.

The **W-147H** was revised in order to capture the signature of the Safety Net applicants at the time of the request. The form now prints in the **Print Forms to Sign** (Task 5) window when the request for rent arrears or mortgage arrears is recorded, along with the **W-147PP**.

The **W-147H** form now prints with the requested amount of arrears.

- The JOS/Worker must print the form and capture the signature electronically in POS (Paperless Office System). The form must be signed by the applicant (and legal spouse, if necessary). The original copy of the form, with the **W-147PP** form, must be given to the applicant.
- If the signature cannot be captured in POS or the referral is initiated through the Rental Assistance Database (RAD), the JOS/Worker recording the grant request must print the **W-147H** and **W-147PP** form and ask the applicant to sign. The signed form must be scanned and indexed into the electronic case record.

2. Conversion of EAF Repayment Agreements for Shelter Arrears to PTM

Applicants applying for an EAF (Emergency Assistance to Families) grant that exceeds the Agency monthly shelter allowance must repay the excess portion of the EAF grant. The Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears (**W-147KK**) form informs the applicant that he/she will receive a monthly bill from the Division of Accounts Receivable and Billing (DARB) until the full amount of the excess portion of the EAF grant is paid in full. The **W-147PP** form must be given to the applicant with the **W-147KK** form.

Previously, this form required a signature from the applicant. The **W-147KK** form was revised and no longer requires an applicant signature. When required, the **W-147KK** and **W-147PP** are mailed by MIS (Management Information Systems) to the applicant via Print-to-Mail (PTM).

3. Repayment Agreement Mailer for ESNA applicants

MIS completed a mailer for ESNA applicants who received shelter arrears payments through the Centralized Rent Processing Unit (CRPU) from June 2014 to April 2015. This mailer includes the Notice of Requirement for a Signed Repayment Agreement for Payment of Rent Arrears indicating the requirement to sign a repayment agreement, the **W-147H** repayment agreement form, the **W-147PP** notice and a Business Reply Envelope.

Applicants who have not signed the repayment agreement must sign the enclosed repayment agreement and mail it to HRA within the enclosed envelope.

When the repayment agreement is returned, the responsible HRA staff must scan and index the entire signed repayment agreement into the electronic case record.

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If an applicant walks into the center with their signed repayment agreement, the center must route the applicant to the Customer Service and Information Center (CSIC) in Model Centers and to the Reception area in Non-Model Centers in order to have the signed repayment agreement scanned and indexed into the electronic case record.

4. Repayment FTP Process for IREA Claims and Collections

POS automated the File Transfer Protocol (FTP) processing of the monthly repayment data for shelter arrears, utility arrears and repayment agreements to the IREA (Investigation, Revenue and Enforcement Administration) Claims and Collections department.

Previously, the data was manually submitted to IREA in a file.

5. New Edit for Approved Shelter Arrears from Housing Courts

An edit is required to prevent the JOS/Worker from processing checks for the amounts approved by RAU (Rental Assistance Unit) for Rent and Moving Codes in the Non-Food Emergency/Special grant and CA Change Case Data activities if any of the following is true:

- The CA (Cash Assistance) Application Interview was not started;
- The case is marked as "Failed to Keep"; or
- The case is marked as "Failed to Complete."

6. Retrieve New CIN Clearance after Application Modification

POS was updated to retrieve the updated Client Identification Number (CIN) clearance results when an **Application Modification** is completed for the case.

7. New HASA (HIV/AIDS Services Administration) Shelter Supplement Replacement Issuance Code B4

WMS (Welfare Management System) was updated to add a new single issuance code with WMS release 2015.3:

- **B4** – HASA Shelter Supplement Replacement

This new issuance code is used as a replacement issuance code for the issuance code **B3** (HASA Shelter Supplement). The following new business rules were added in POS for code **B4**:

- This replacement check cannot be issued in WMS as the original grant **B3** is not found in WMS
- This replacement check cannot be issued in WMS as the replacement amount is greater than the original amount.
- This replacement check cannot be issued in WMS as the replacement issuance period is not within the original issuance period.
- Pick-up Code must be: 'PUC 1 - Special Roll'

8. NYCWAY (New York City Work Accountability and You) Update

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

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

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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 US 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 sends the action code **99EA** to NYCWAY to inform the agency that the immigrant employment is authorized. If POS identifies an undocumented immigrant, POS sends the action code **99UI** to NYCWAY.

9. BEV Referral Update for One Shot Deal Type

One shot deal cases referred to BEV (Bureau of Eligibility Verification) are now pre-filled with the FEDS code 36 when the case is pending rent arrears.

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

The screenshot shows the 'Response to Question' window. The 'BEV Ref Reasons (Fed Codes)' field is highlighted with a blue arrow and contains the value '36'. Other fields include 'Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error?' (No), 'Will the case be rejected because the applicant is ineligible for Cash Assistance?' (No), 'BEV Referral is required?' (Yes), 'One Shot Deal Arrears Type' (E - Rent Arrears), 'Appointment Date' (05/11/2015), 'Time' (09:00 AM), and 'Type' (SN). The 'BEV Response' section includes 'Recommendation Date' (00/00/0000), 'Recommendation', and 'Reason' fields.

10. Integration between POS and PAM for Manual E-Check Processing

The data entry of the WMS issuance records for manual electronic checks (Manual E-Checks) was moved from POS to PAM (Paperless Alternate Module).

Previously, after the checks are typed by Disbursement and Collection (D&C), manual E-Checks previously required entry into WMS from the POS Emergency Check Control Queue. This data entry will now take place at Centralized Data Entry (CDE).

POS was updated to remove this secondary data entry step from the Job Centers by passing the benefit issuance information to the CDE unit in the PAM.

The Data Entry Supervisor at CDE assigns the cases to the CDE control staff for entry of the benefit issuance record from PAM into WMS.

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11. Emergency E-Check Queue Update for Family Service Call Center (FSCC) Cases

The Family Services Call Center (Center # 17) has co-located units at several job centers. The Center 17 selection menu was added to the Emergency E-Check Queue for these locations, in order to allow the D&C unit to open the E-Checks from Center 17.

The Job Center is listed first, followed by the FSCC satellite locations.

Select Caseload Range and Location: 

Satellite Location	Job Center D&C
FSCC Brooklyn Satellite	FSCC 017
FSCC Manhattan Satellite	St Nicholas 018
FSCC Bronx Satellite	Hunts Point 040
FSCC Queens Satellite	Queens 053
FSCC Back Office	Jamaica 054

12. OCSE Referral Update for CILOCA and RTSC Cases

POS was updated to suppress the OCSE (Office of Child Support Enforcement) referral for Child Care in Lieu of Cash Assistance (CILOCA) and Residential Treatment Service Center (RTSC) cases.

13. W-145HH Print-to-Mail (PTM) Conversion for Grant Requests in POS Task List

For grant requests recorded in the **Single Issue Grant Requests Task List**, HRA (Human Resources Administration) must provide the applicant the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [For Applicants Only] (**W-145HH**) form to inform him/her of the Agency's decision on the request. Previously, this form was printed by the final supervisor approving the request(s) and mailed to the applicant from the Job Center making the decision.

This form was converted to the Print-to-Mail (PTM) process and is now mailed by MIS (Management Information Systems) mail distribution on the day after the decision is recorded in POS and approved by the appropriate supervisor(s).

14. Routing of City FEPS Cases to CRPU

The Centralized Rent Processing Unit (CRPU) is now responsible for processing of City FEPS (Family Eviction Prevention Supplement) cases, with the exception of ADVENT (Anti-Domestic Violence Eligibility Needs Team) cases, which will continued to be processed by the designated ADVENT unit. The RAD was updated to route approved City FEPS cases to new CRPU queues:

- City FEPS DHS Shelter *Provider* (the queue will include the name of the provider)
- City FEPS HDU PATH POST
- City FEPS Other

CRPU now has access to the following additional single issuance codes in order to process City FEPS approvals:

- **22** – Moving expenses
- **38** – Security deposit private housing
- **39** – Rent in advance to secure an apartment
- **42** – Broker's and finder's fees
- **60** – Establishment of a home

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15. New CRP5 Routing Code for City FEPS Approvals at CRPU

CRPU is now able to use the Routing Option (RO) process for City FEPS grants. This allows the checks to be routed to the offices of 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 for City FEPS cases, CRPU staff at Center **071** enter the routing location CRP5 (in uppercase) in the Routing Location field. This routing location ensures printing of the checks at MIS offices.

16. New Date Edit in RAD

A new edit in RAD prevents the entry of the same date in the “From” date and “To” date fields when approving a grant. This edit helps prevent transmission errors from RAD to POS.

17. Homebound/Home Visit Edits

The **CA Recertification Appointment Scheduling** activity was updated to add additional edits to prevent scheduling of an in-office appointment.

POS receives a daily file of all applicants and participants who are homebound and have requested home visit status from NYCWAY. This file is now used to prevent in-office appointments for these applicants/participants.

18. Homebound/Home Visit Daily Job for W-908T Appointment Notice

POS runs a daily job to find CA recertification appointments scheduled for in-office appointments that are marked as homebound or have home visit in POS.

The results of the daily look-up are sent to FIA (Family Independence Administration) when in-office appointments are found. For cases found in this job, POS removes the Notice of Recertification Appointment (**W-908T**) from the daily mail job.

POS now receives a daily file of all applicants and participants who are homebound and have requested home visit status from NYCWAY. This file was added to the daily job.

19. WMS Partitions for CDE and OCP

Additional WMS partitions were set up for staff at Centralized Data Entry (CDE) and the Office of Centralized Processing (OCP) to prevent cluster transmission issues. Staff designated to the new partitions has updated WMS icons on their desktop.

20. Updated HASA Waverly, Coney Island and Richmond Center Numbers

The Waverly, Coney Island and Richmond HASA centers previously shared center numbers with FIA Job Centers. The center numbers for these centers were updated as follows effective June 22, 2015:

- HASA Waverly was updated from center **013** to center **026**;
- HASA Coney Island was updated from center **063** to center **061**; and
- HASA Richmond was updated from center **099** to center **093**.

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21. New Message for FEPS Cases

POS was updated to display a new message when the current budget for the case has a FEPS supplement and the JOS/Worker clicks **No** for the “Has Additional Expenses? Specify” question, with **Yes** and **No** buttons:

- The case has FEPS. Changing the answer for the Additional Needs question to **No** will remove FEPS from the case. Do you want to keep FEPS on the budget?

If the JOS/Worker clicks **Yes** for the new message, POS leaves the answer of **Yes** for the additional expenses question and FEPS remains on the budget. If the JOS/Worker clicks **No** for the new message, the additional expenses question is changed to **No** and FEPS is removed from the budget.

22. Updates to Additional Language Read Fields for Chinese Applicants/Participants

POS was updated in February 2015 with the additional of the new language read values of Chinese Traditional (**CT**) and Chinese Simplified (**CS**). When one of these languages is selected, POS prints the **Chinese** language forms for the applicant/participant when required.

The following additional interfaces were updated in POS with the language read values:

- Preferred Language for Written Notices in Language Tracking window
- Preferred Language for Written Notices in Additional Suffix Level Information window

23. New Con Edison Information Table

HRA receives a quarterly file of all individuals that have a Con Edison account. The purpose of this file is for HRA to notify Con Ed of all individuals in receipt of a CA benefit to allow applicants/participants to have a discounted energy rate. POS now receives this quarterly file. In the future, this file will be used to verify Con Edison account information.

24. Update to POS Transmission for Closing Code E40

POS was updated to transmit the **Notice Budget Number** when closing code **E40** (Excess Income – Budgeting Error) is used for the case.

25. PAM Access for Bronx/Queens/FSCC Region Office

PAM was updated to grant access for the Bronx/Queens/FSCC Region Office (**CA4**).

26. W-113K Update for Dependent Care and Child Care Expenses

POS was updated in order to correct a reported problem for the deferral of documentation for dependent care and child care expenses on the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form.

27. Update to POS Look-Up for HEAP Payments for SUA (Standard Utility Allowance)

The question “Did the household receive HEAP (Home Energy Assistance Program) payments totaling greater than \$20 in the current month or in the immediately preceding 12 months?” must be answered by looking at the past HEAP payments for the applicants/participants on the case. POS was updated to implement improvements for this look-up in the application, recertification and change action activities.

CA POS Release Notes

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28. POS E-Forms

The following forms were updated:

- **M-42v** – Medicaid Choice/Managed Care Referral
- **W-147H** – Emergency Safety Net Assistance (ESNA) Shelter Arrears Repayment Agreement
- **W-147kk** – Emergency Assistance to Needy Families (EAF) Agreement to Repay Excess Shelter Arrears
- **W-147PP** – The Information About Repaying the Department of Social Services for Rental Arrears

29. POS Portal Update: Web Image Indexing

The POS Portal was updated to add a new link: Web Image Indexing. This link allows authorized JOS/Workers to access the new Web Image Indexing application. A desk guide will be issued for this new application.

POS Portal



30. POS Transmission to WMS via Open TI

New York State (NYS) mandated a change to the way POS transmits and communicates to WMS. POS was updated to enforce the new security functions and to retire the prior WMS transmission mechanism named MELROS. All POS transactions to WMS are now posted using the Open TI (Open Transaction Integrator) mechanism.

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31. PAM Transactions

POS was updated to receive an electronic record of transactions completed through PAM, in order to properly identify whether the transaction was completed through PAM, including transactions where the authorization number does not begin with the digit "4."

32. Statewide Clearance Update

The **Statewide Clearance** window is used to identify applicants/participants who are applying, already active or closed within the last 60 days in New York State (NYS) for CA, MA and/or SNAP. WMS was updated to provide the Statewide Clearance information to POS with the CIN clearance results.

The **Statewide Clearance** window is displayed after the **Disposition/Withdrawal** window within the CA application and after the **Education and Training** window in the **CA Recertification Interview**. The JOS/Worker can also request this clearance from the **POS Tool Menu**.

33. WMS 2015.2 Release Updates

Updates to RFI matches for Bank and FIRM

The look back period for the Bank RFI matches was updated to two years from the current date.

The Posted Date in the WMS RFI Bank screens (**NQRF09** and **NQRF06**) was updated to extract the original "Posted" date instead of using the current date. A new field was added in these screens to indicate whether the record was created new from a file posting process (FIRM and BANK) or from a previously posted record. Previously, the posting date was misleading if the bank data was old, but the posting action was current. This is because the date, which appeared was the current date, leading the user to think the bank account and balance information was as of the date showing. In reality, the information could be old.

34. POS Report Updates

POS Management Console Updates

The following POS Management Console reports were updated between March and June 2015:

- POS Usage Report
- POS FFRs Report
- Timeliness Report
- SCR Worker Only Report
- Notice/Grant Print Queue Report
- SI Grant Report

Special reports

The following special reports were completed between March and May 2015:

- CA Recertification Robo-Call Data
- HDU Pending Cases Report
- Initial City FEPS Tracking Report

For additional details, please see **Attachment B: Report Changes – Cash Assistance**

Attachment B – POS Report Updates – Cash Assistance

June 2015

Overview

This document describes changes to the POS Management Console and special reports developed for the Family Independence Administration (FIA) and the Homelessness Prevention Administration (HPA) between March and June 2015.

List of POS Management reports with changes

The following POS Management Console reports were updated between March and May 2015:

- POS Usage Report
- POS FFRs Report
- Timeliness Report
- SCR Worker Only Report
- Notice/Grant Print Queue Report
- SI Grant Report

POS Usage Report

The POS Usage report tracks whether transactions were completed through the Paperless Office System (POS), the Paperless Alternate Module (PAM) or manually (“Other”). The data in this report is available for the current month and the prior 12 months, from the time that the report runs.

The POS usage report was updated to:

- use the enhanced POS and PAM electronic data source to properly identify the source of the transactions;
- track electronic checks (“E-Checks”) completed from POS as POS transactions;
- track additional transaction types completed outside of POS; and
- enable the **Originating Center** filter for the Job Centers.

Previously, the identification of the transactions was based on the authorization number used and the transaction type. Transactions with authorization numbers beginning with the digit **9** that were greater than the latest POS transaction. Transactions with authorization numbers beginning with the digit “4” were reported as PAM transactions. All other transactions were identified as **Other**.

POS was updated to receive an electronic record of transactions completed through PAM, in order to properly identify whether the transaction was completed through PAM, including transactions where the authorization numbers do not begin with the digit **4**.

POS FFRs (Face to Face Recertification) Report Updates

The POS FFRs report tracks recertifications for Cash Assistance (CA) cases. The report was updated to add new filter options in the **Area Filter** and 4 new report columns:

New Filters:

- **Scheduled By** – this new filter allows the report user to retrieve recertification data by the Worker who scheduled the appointment.
- **Interviewer** – this new filter allows the report user to retrieve recertification data by the Worker who completed the interview.
- **Income** – this new filter allows the report user to retrieve recertification cases that were marked as receiving earned and/or unearned income during the interview.
- **Recert Type** – this new filter allows the report user to retrieve recertification data by the type of recertification.

Attachment B – POS Report Updates – Cash Assistance
June 2015

New filters: Scheduled By, Interviewer, Income, Recert Type

Area Filter

All Cases / Workers Income

UW [dropdown]

Scheduled By [dropdown]

Interviewer [dropdown]

Case [text input]

Recert Type

[All] [dropdown]

[Filter]

New Report Columns:

- **Recert Type** – this new column indicates the type of recertification that was scheduled for the case (i.e. in-office, home visit, etc.).
- **LDSS-3174 printed date** – this new column indicates the date that the Recertification Form for: Temporary Assistance (TA) - Medical Assistance (MA) - Medicare Savings Program (MSP) - Supplemental Nutrition Assistance Program (SNAP) (**LDSS-3174**) recertification form was printed in POS.
- **LDSS-3174 indexed date** – this new column indicates the date that the **LDSS-3174** recertification form was indexed in POS, if the signature was not captured electronically.
- **LDSS-3174 signature approval** – this new column indicates the date that the **LDSS-3174** recertification form was approved by a Supervisor in POS.

New report columns

Recert Type	LDSS-3174 printed date	LDSS-3174 indexed date	LDSS-3174 signature approval
-------------	------------------------	------------------------	------------------------------

Timeliness Report Updates

The Timeliness report was updated to add a new HDU (Homelessness Diversion Unit)/RAU (Rental Assistance Unit) column, add a new exemption for cases received from RAU and HDU, and to update the exemption for cases from the St. Nicholas Job Center (**018**).

New report column

- **HDU/RAU** – this new column indicates that the application for the case was received through HDU or RAU staff.

New report column

HDU / RAU

Updated Exemptions:

Attachment B – POS Report Updates – Cash Assistance
June 2015

- **HDU/RAU** – cases received from HDU or RAU are now exempt from the timeliness measurement. The cases have a value of “Y” (Yes) in the new HDU/RAU column and have a value of “NA” in the **PA Timely** column.
- **St Nicholas Exemptions** – Old obsolete exemptions for special housing caseloads and for CA-only cases in the St. Nicholas Job Center were removed.

SCR Worker Only Report Updates

Two new sections were added to the SCR (Selective Case Review) Worker Only report:

- **SCR Summary** – this new section provides a summary of actions completed by the center by type: Non-SCR activities, SCR exceptions, Supervisor-approved and Worker-only.

SCR Summary

Row Number	Date	Non-SCR Activity Worker	Exceptions	Supervisor Approved	Worker-Only	Grand Total
------------	------	-------------------------	------------	---------------------	-------------	-------------

- **SCR Exception Summary** – this new section provides a summary of SCR exceptions by the exception type and activity.

SCR Exception Summary

SCR Exception - Summary Report from 5/29/2015 to 5/29/2015									
Row Number	Exception Type	Application Interview	EFS	Recertification	Reopen	Re-Apply	Change Case Data	Non Food Emergency	Grand Total

Notice/Grant Print Queue Report Updates

The Notice/Grant Print Queue was updated to track grants that are transmitted from the **Backup Grant** queue.

The **Status** filter named **Printed** was renamed **Printed/Transmitted**.

The **Status** report column previously indicated **Printed** for cases where the **DSS-3575** was completed. This column now indicates **Printed/Transmitted** when the grant is completed.

A new **Issuance Code** column was added to track the issuance code for the pending or completed grant(s).

Attachment B – POS Report Updates – Cash Assistance
 June 2015

Status filter, new Issuance Code column and updated Status column

Case Number	Suf	Case Name	Worker	Start Date-time	End Date-time	Type	Issuance Code	Grant Status	Status	Description
				05/29/2015		Grants	Code 60 - Furniture/Household Items to Establish a Home	P-Grant Transmitted to WMS	Printed/Transmitted	DSS3575 - Cash Assistance Single Issuance

SI Grant Report Update

Backup grants that are removed from the **Backup Grant Queue** will have a status of **Removed** in the **SI Grant** report.

Special reports

The following special reports were completed between March and May 2015:

- **CA Recertification Robo-Call Data** – A special report was created to track robo-call and recertification outcomes for cases that received next-day reminder and/or missed interview reminder calls for scheduled CA recertification interviews. This report is delivered to the Office of Planning and Performance Management on a monthly basis.
- **HDU Pending Cases Report** – A special report was created indicating all pending HDU intake activities for HPA and FIA, in order to facilitate timely completion of all pending requests. This report was delivered to HPA and FIA management via email.
- **Initial City FEPS Tracking Report** – A special report was created, Initial City FEPS (Family Eviction Prevention Supplement) approvals at the time of the launch of the City FEPS program. These approvals are now tracked through the RAU Case Details report and a NYCWAY worklist.