



FAMILY INDEPENDENCE ADMINISTRATION

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CA POS RELEASE NOTES VERSION 19.2.1

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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 September 28, 2015. Descriptions of the changes can be found in CA POS Release Notes Version 19.2.1 (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 Immediately</i></p> <p>Attachment:</p> <p>Attachment A CA POS Release Notes Version 19.2.1</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 19.2.1 September 28, 2015

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.2.1 scheduled for Monday, September 28, 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. Rental Assistance Database Update

The data from the Rental Assistance Decision Management System (RADMS) will now display in the **Rental Assistance Database (RAD) Case Information** window to show past Rental Assistance Unit (RAU) decisions within RAD. The updated window will display two tabs to display current and past information.

RAD will provide case number linkage from WMS (Welfare Management System) in which the casehead/payee was involved to retrieve the current and past RAU referrals/reconsiderations. The system retrieves the RADMS information by request based on the casehead Social Security Number (SSN) and the case number.

Rental Assistance Database **Case Information Window** Help About

RAD DATA **RADMS DATA**

Instructions :
Review the information below for case number _____ (_____ - **Post-Eviction**).
 Shows Empty Sections when checked

Referral Information
Total (Current + Past) Referrals/Recons: 10/20/2012 ADV,AMZ,BFV,CCG,MOV,MTX,PTX,RAR,SEC Inst

Referrer Info

ORIGINATING AREA	REFERRER NAME	REFERRER SUP NAME	REFERRER PHONE	REFERRER SUP PHONE

Grant Info - Other(s)

GRANT TYPE	BENEFIT CATEGORY	REQ AMT	APPR AMT	REQ FROM	REQ TO	APPR FROM	APPR TO
Broker Fee		\$.00	\$.00				
Security		\$.00	\$.00				
Amortization		\$.00	\$.00				
Property Taxes		\$.00	\$.00				
Carrying Charges		\$.00	\$.00				
Advance Rent		\$.00	\$.00				
Back Mortgage		\$.00	\$.00				
Back Rent		\$500.00	\$500.00	10/10/2011	10/15/2011	11/01/2012	11/17/2012

When you are ready to review the Consultant's decision, click Next. To return to the Dashboard, click Back.

Case Information Window Sections

The RADMS data will be displayed in 5 sections:

- Client Info
- General Info
- Referrer Info
- RAU Info
- Grant Info

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Rental Assistance Database



Case Information Window

Help About

RAD DATA

RADMS DATA

Client Info

CASENUMBER	DOB	FIRST_NAME	LAST_NAME	MIDDLE_NAME	REGISTRATION_NUMBER	SOCIAL_SECURITY_NUMBER

General Info

CA_STATUS	CASE_CATEGORY	CASE_UNIT	CATEGORY	CENTER_ADDRESS	CENTER_NAME	LT_NUMBER	LT_NUMBER_VERIFIED
1		HDU	2		Rider		T
1		HDU	2		Rider		T
1		HDU	2		Rider		

Referrer Info

CASE_REFERRAL_SOURCE	CENTER_NO	COURT	HASA_CASE
2			
2			
2			

RAU Info

CONSULTANT_DECISION_DATE	CONSULTANT_NAME	PHONE	SUPERVISOR_DECISION	SUPERVISOR_DECISION_DATE
			1	
			1	

2. Rental Assistance Unit access to POS Enrollment

RAU processes application intakes through POS (Paperless Office System). Based on their processing of the POS application it is essential for RAU to access POS enrollment to update caseloads, telephone numbers and any other additional staff information that is required to access POS.

3. BEV Updates

POS will restart in the beginning of October to schedule the special BEV (Bureau of Eligibility Verification) recertification interview for Family Tier II cases for November 2015. POS will identify cases that belong to the allocated Bronx zip codes (listed below) for BEV to process and complete the recertification interviews.

Bronx Zip Codes for Family Shelter Tier II BEV Recertification Cases

- 10451
- 10452
- 10453
- 10454
- 10455
- 10456
- 10457
- 10458
- 10459
- 10460

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- 10461
- 10462
- 10463
- 10465
- 10466
- 10467
- 10468
- 10469
- 10470
- 10472
- 10473
- 10474
- 10475

These CA (Cash Assistance) recertifications will be completed by BEV staff at two Bronx locations associated with the Bronxworks Community Based Organization with additional expansion in the future. POS will load Bronx cases to new queues with the personnel ID of **FMSH01**, **FMSH02** and others in Center **37** (East River) that will be accessible by designated BEV staff. The Investigation, Revenue and Enforcement Administration (**IREA**)/BEV supervisor will be responsible for assigning the special recertification interviews to the Eligibility Specialist (ES) along with the approval after the IREA/BEV staff complete the full recertification interview, document deferral and decision process.

Updated IVRS Robo-Calls for BEV

The Robo call text has been updated to include BEV participants and those participants who have or have requested special accommodations due to WeCARE or Home Visit Needed/Homebound status. The IVRS (Interactive Voice Response System) robo-call process will now include the new Lovely H class members for WeCARE (Wellness, Comprehensive Assessment, Rehabilitation, and Employment) and HVN/HB (Home Visit Needed/Homebound) denials. BEV will begin completing recertifications in October 2015. The robo call text has been updated and has a new indicator to indicate BEV interviews. CA recertifications scheduled by BEV will have a separate rescheduling telephone number.

Missed CA Recertification In-Center Interview – BEV Robo-Call Message

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a Cash Assistance recertification application interview yesterday. According to our records you did not keep this appointment. If you want to continue receiving Cash Assistance you must have a recertification interview. Please call 718-254-0400 during normal business hours 8:30 am to 5:00 pm within the next 5 business days to reschedule your appointment. That number again is 718-254-0400. Goodbye.

Missed CA Recertification – We Care (Lovely H) for BEV Robo-Call Message

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a Cash Assistance recertification interview yesterday. Our records show that you did not keep this appointment. To keep your benefits you must have a recertification interview. Please call 718-254-0400 between 8:30 am and 5:00 pm within the next 5 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 location on your appointment notice, and we can provide you with an accommodation to help you. That number again is 718-254-0400. Goodbye.

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Missed CA Recertification – HVN/HB (Lovely H) for BEV Robo-Call Message

Hello, this is an automated call from the Human Resources Administration. You were scheduled to have a Cash Assistance recertification interview yesterday. Our records show that you did not keep this appointment. To keep your benefits you must have a recertification interview. Please call 718-254-0400 between 8:30 am and 5:00 pm within the next 5 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 location on your appointment notice, and we can provide you with an accommodation to help you. That number again is 718-254-0400. Goodbye.

Next day CA recertification in-center interview – BEV Robo-Call Message

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have a Cash Assistance recertification interview tomorrow. You have to come to the location on your appointment notice for this Interview. Goodbye

Next day CA recertification– We Care (Lovely H) for BEV Robo-Call Message

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have a Cash Assistance recertification interview tomorrow. You have to come to the location on your appointment notice for this Interview. If you cannot keep this appointment or if you miss the appointment, please call 718-254-0400 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 location on your appointment notice, and we can provide you with an accommodation to help you. That number again is 718-254-0400. Goodbye.

Next day CA recertification– HVN/HB (Lovely H) for BEV Robo-Call Message

Hello, this is an automated reminder call from the Human Resources Administration. You are scheduled to have a Cash Assistance recertification interview tomorrow. You have to come to the location on your appointment notice for this Interview. If you cannot keep this appointment or if you miss the appointment, please call 718-254-0400 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 location on your appointment notice, and we can provide you with an accommodation to help you. That number again is 718-254-0400. Goodbye.

4. BEV Referral Updates

For cases that require a BEV referral, MAPPER will accept the referral as a payee case only if all children are under 18 years of age. However FIA (Family Independence Administration) considers a payee case if all children are below the age of 19. If a payee case has a child between the ages of 18 and 19, MAPPER will consider it as a custodian case. These custodian case referrals will be treated as a homebound referral when processed in MAPPER.

Update to Printing BEV referral

This update accommodates the need to print the BEV referral forms from POS if the appointment was made directly in MAPPER or if the appointment was made in POS but the appointment date was not saved in POS for some reason. The JOS/Worker will receive the following new messages when this situation occurs.

If an appointment date is not found when the user attempts to print the form, then instead of printing the form, the following message should be displayed with the **OK** button:

“The BEV appointment was not scheduled or saved for this case. Please go to the BEV Referral screen and make sure the BEV appointment is scheduled. Then print the BEV referral form.”

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If the BEV appointment was directly made in MAPPER, MAPPER will print the BEV referral notice. In case the applicant/participant request for a referral notice later for the appointment made directly in MAPPER, the Worker can go to the **BEV** window. POS will bring the latest scheduled appointment from MAPPER into the BEV window.

- **Once the Worker verifies the date, he/she can go to the Print Forms window and print the relevant BEV referral form.**

5. TAD Business Rule Updates

POS has created new business rules to stop CA cases from being closed or rejected when there is a power outage. The following message will be implemented during these types of outages:

" This case should not be closed or rejected for failure to keep a scheduled appointment at Rockaway JC on 6/27/2015 due to a power outage occurrence at the Center that day"

POS has also created an additional business rule to stop CA cases from incorrect closings due to non-compliance during the period the POS system was down. The following message will be implemented:

"This case should not be closed or rejected for failure to keep a scheduled appointment on July 20th or 21st due to the unavailability of POS Database on those days"

6. POS Usage Report Updates

POS has updated the usage report to remove all dummy withdrawn case numbers from the usage report and has added "ALL" centers to the list of Originating centers for the CA Usage report.

7. DATA Retrieval from POS for Early Intervention Outreach Program

The purpose of the Early Intervention Portal (EIP) system is to build a platform for the Early Intervention Outreach Team (EIOT) HPA (Homelessness Prevention Administration) Workers to track referrals that are forwarded to Legal Service Providers and Emergency Rental Assistance. It caters to the needs of our applicants/participants, New Yorkers, who are in need of financial help before they are evicted and become homeless. In addition to, it will also have the ability to connect to other HRA (Human Resources Administration) systems to better access the needs of applicants/participants.

POS will connect to the following WMS screens to display the following three Inquiry screens through Open TI based on the input data entered on the **Entry Form** screen.

- **Nqcs01** – Case Composition-Suffix/Individual Summary
- **Nqin2A** – Client Information as of xx/xx/xx
- **Nqcs5A** – All Benefits Issued xx/xx/xx Thru xx/xx/xx

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Input from Early Intervention Referral @ EIOT Portal

The following "inputs" will always be available:

- First Name
- Last Name
- Residential Address

The following "inputs" may or may not be available:

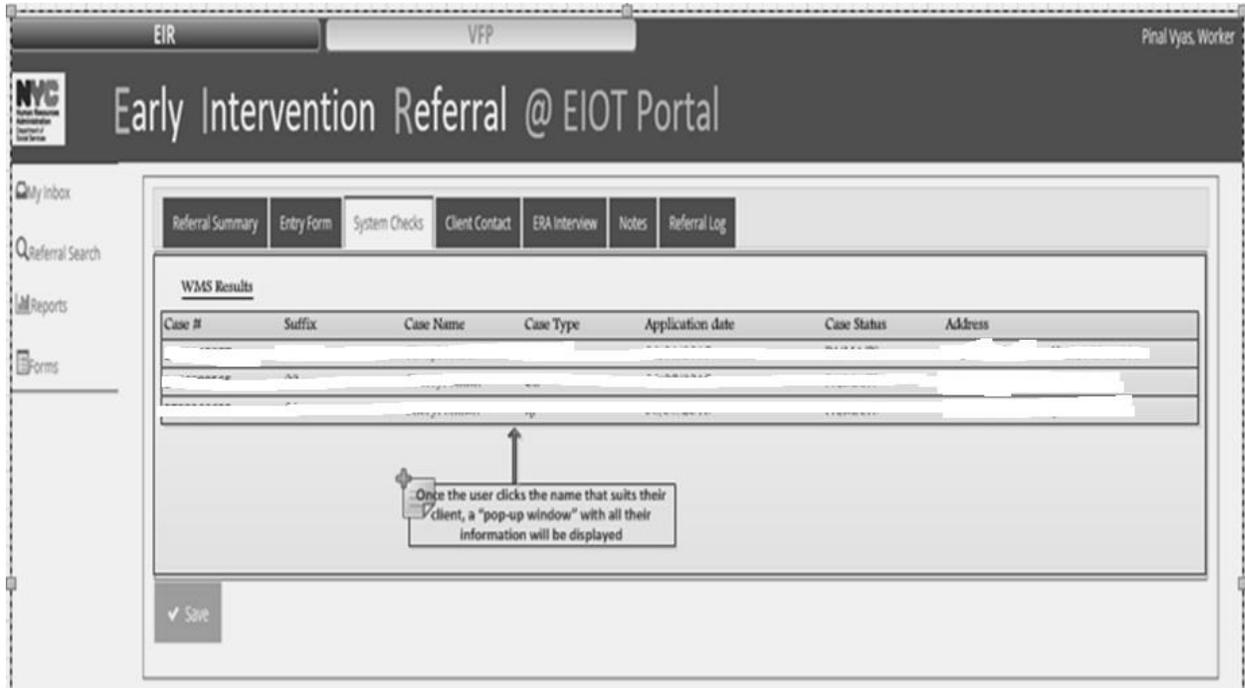
- SSN (Social Security Number)
- Case Number
- DOB (Date of Birth)
- Sex

POS Search method:

Based on the data from the 'Entry Form', the EIP system passes the Input factors to POS. POS will retrieve the data which will be displayed on a **Possible Match** Screen. The user will then select the row on the **Possible Match** screen. The EIP will then pass the selected case number to POS. POS would then return all the associated CINs(**Client Identification Number**) of the case to the EIP system. EIP will then make the Open TI call with the selected case number and the associated CINs.

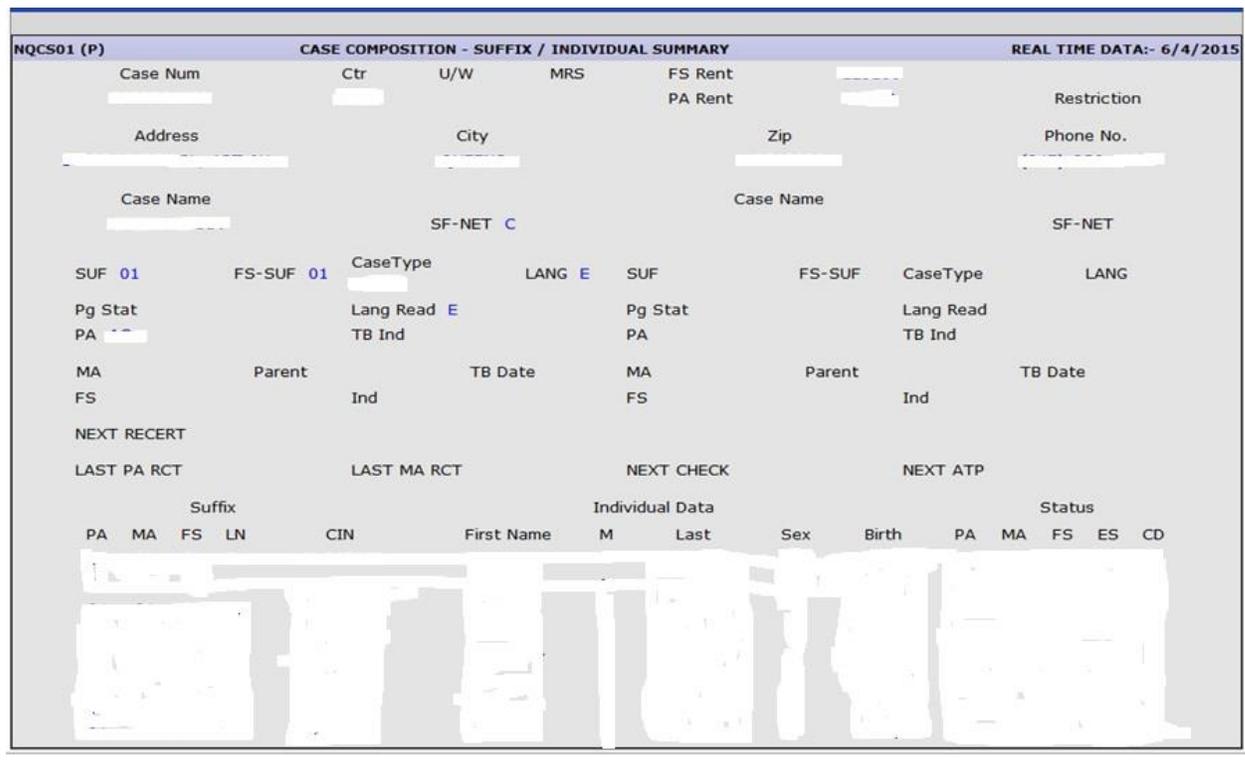
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The Worker selects the case from the possible match screen. The EIP System should then send another call to POS to get the CIN of each individual in the case.

Case Composition Screen: **NQCS01**



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The following additional screens retrieved from WMS will also display the same format:

Client Information Screen: **NQIN2A**

This screen will replicate the WMS screen, the elements will be in the same format even though the background and the foreground will change.

All Benefits Issued Screen: **NQCS5A**

This screen will replicate the WMS screen, the elements will be in the same format. However, the background and the foreground will change.

8. POS E-Forms

The following forms were revised and updated:

- **EXP- 76R** Document Receipt
- **M-858Y**, Request for Utility Grant
- **M-42Q**, Certification for Retroactive Medicaid Coverage
- **W-147CC**, Certification of Move Statement
- **W-145F**, Recoupment Worksheet to Determine Undue Hardship
- **W-519**, Finger Imaging Notice
- **FIA-1104**, Notice of Determination Regarding your Request for a Utility Request

9. Reminders:

- **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. 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 records the grant request and must print the **W-147H** and **W-147PP** forms and ask the applicant to sign. The signed form must be scanned and indexed into the electronic case record.

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- **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.**

- **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.