FAMILY INDEPENDENCE ADMINISTRATION
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POLICY BULLETIN #15-93-SYS

CA POS RELEASE NOTES VERSION 19.3

Date: October 9, 2015	**Subtopic(s):** POS
🖥 This procedure can now be accessed on the FIAweb.	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on October 19, 2015. Descriptions of the changes can be found in CA POS Release Notes Version 19.3 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective Immediately* **Attachment:** **Attachment A** CA POS Release Notes Version 19.3
🖥 Please use Print on Demand to obtain copies of forms.	

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*

Distribution: X

CA POS Release Notes
Version 19.3 October 19, 2015

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.3 scheduled for Monday, October 19, 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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Attachment A

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1. POS- ACCIS Updates

ACCIS Clearance

This window will be displayed after Matches in the ACCIS system have been found using the applicant/participant Social Security Numbers (SSN). This window will open in any POS (Paperless Office System) activity as a part of the flow.

- If the match is found for more than one individual on the case, click the **Next** button, which will open a new window for each additional match.

Version- POS- ACCIS Clearence

The clearance below represents a Social Security Match in the Automated Child Care Information System (ACCIS) for the Applicant/ Participant. You must choose a resolution in order to complete an Activity before this case is forwarded for supervisory approval.

Applicant/Participant demographics in POS

Name	SSN	DOB	Address
John Doe	111-22-3333	12/12/1980	163 East 178th Street 4H Bronx, NY 10453

Information From Child Care System (ACCIS)

Child Care Provider SSN	Child Care Provider #	Last Name	First Name	ACCIS Residential Address	Provider Type	ACCIS Provider Status
111-22-3333	746352	Doe	John	225 West 22nd Street, NY- 10011	Informal	AC

Payment Information

Payment Months	Feb-14 (View service month)	March-14 (View service month)	April-14 (View service month)	May-14 (View service month)	June-14 (View service month)
Earnings	$230.60	$222.30	$200	$280	$245.10
Parent/Guardian Fee due Amount	$30.00	$22.00	$30.00	$40.00	$30.10
Amount paid by HRA	$200.60	$200.30	$170.00	$240.00	$215.10

Is the individual disputing this match?   ○ Yes   ○ No   ○ Pending

Enrollment Information

Date provider is activated in ACCIS [   ]

Number of children enrolled with the provider [   ]

View Details

Resolution

Participants

Was this child care income previously budgeted with the correct amount?   ○ Yes   ○ No   ○ Pending

Was a recoupment initiated due to this childcare income match?   ○ Yes   ○ No

[Next]   [Previous]

The **ACCIS** window has been updated with a number of modifications to assist the Worker and Supervisor in processing the child care provider match. These modifications have been added to the existing ACCIS window within POS for both CA (Cash Assistance) and NCA (Non Cash Assistance) cases. The following new fields has been added to the **ACCIS Clearance** window:

- **Provider Type-**

Information From Child Care System (ACCIS)

Child Care Provider SSN	Child Care Provider #	Last Name	First Name	ACCIS Residential Address	Provider Type	ACCIS Provider Status
111-22-3333	746352	Doe	John	225 West 22nd Street, NY- 10011	Informal	AC

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- **Payment Months**
- **Sum of Parent/Guardian Fees**
- **Sum of Amount paid by HRA**

Payment Information	Service Month Jan-14	Payment Information (after deductions if any)			
Payment Months	Feb-14 (View service month)	March-14 (View service month)	April-14 (View service month)	May-14 (View service month)	June-14 (View service month)
Sum of Earnings	$230.60	$222.30	$200	$280	$245.10
Sum of Parent/Guardian Fees	$30.00	$22.00	$30.00	$40.00	$30.10
Sum of amount paid by HRA	$200.60	$200.30	$170.00	$240.00	$215.10

Under the Payment information section the selection of **View service month** will link to an ACCIS file for each payment month. The **Sum of Earnings** is the total monthly gross pay of the Sum of the Parent/Guardian Payment amount and the sum of HRA payment amount.

- **Pending Button**

Is the individual disputing this match?

◉ Yes ◎ No ◎ Pending

The new addition of the **Pending** button will save this selection and display the window again for the Worker to complete the review before the case is forwarded for supervisory approval.

Supervisory Approval

Supervisors will only see the selected response the Worker has chosen when they process the approval activity.

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Child Care Provider Information

- This window is displayed when the Worker clicks on either the **Next** button or the **View Details*** button from the **ACCIS Clearance** window. This window will list and display each child's information that is enrolled under the same provider from the **ACCIS Clearance** window by clicking on **View Details** button from the **ACCIS Clearance** window. This is existing functionality.

- Each child will be listed under a different tab. The default opening from the **ACCIS Clearance** window appears when the Worker clicks on **Next** button. A specific child tab will be highlighted on the top when opened by the Worker or Supervisor.

- The Worker will view each child's information by clicking on the **Next** button from a **Child** window. The last child tab on this window will not have the **Next** button but instead will display the **Close** button by clicking on the 'Close' button from the last child window.

2. POS SNAP Intentional Program Violation (IPV)

Federal mandate requires that all SNAP (Supplemental Nutrition Assistance Program) applicants be screened for SNAP IPV violation. The state maintains a repository of all SNAP IPV applicants/participants reported to the eDRS (Electronic Disqualified Recipient System) database. OTDA (Office of Temporary and Disability Assistance) will be connecting to retrieve the SNAP IPV disqualification records for each NYC SNAP applicant as part of the clearance process. It will display the SNAP IPV Indicator and store the SNAP IPV disqualification indicator and the records in the state database.

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POS will retrieve the latest clearance on each individual applying for SNAP benefits based on SSN or Name match and additional business rules applied by OTDA. Applicants that are found to have a IPV records match based on the OTDA match filters will not be categorically eligible for SNAP benefits IREA (Investigation, Revenue and Enforcement Administration) will be required to investigate each applicant's IPV and obtain supportive documents in order to disqualify SNAP benefits due to a IPV violation.

After retrieving the IPV disqualification records from Oracle Web Service call, POS will check the IPV expiration date to see if the IPV record is still active (not expired).

- **If EXPIRATION-DT** is past the system date = **Yes**, POS will mark the record as "Expired IPV" in a separate column in the POS database and no further action needed (IPV Investigation record will not be created).
- **If EXPIRATION-DT** is past the system date = **No**, **Create the new 'IPV Investigation' activity** and **insert it into new 'IREA IPV Investigation Queue' in POS**.

- **NOTE:** This will be a brand new POS activity **IPV Investigation** (for the IREA BEV Investigation process) and these activities will be created/inserted per individual/person on a case using the CIN (Client Identification Number) as the key and <u>not</u> by cases.

IPV Clearance Process

- Applicant/participant applies for SNAP benefits on CA/SNAP and or NCA SNAP case
- Each individual line in Account Pending (**AP**) status, the clearance process runs and will return the SNAP IPV Indicator from the State eDRS workflow and will be displayed where the clearance related data is displayed in the current process

Note: The IPV process will run each time a clearance runs on all **SNAP Application Interview**, **SNAP Recertification Interview** (if there is a new person added/clearance performed), **SNAP Change Case Data** (if there is a new person added/clearance performed), **CA Application Interview** (if applying for SNAP also), **CA Recertification Interview** and **CA Change Case Data** (if there is a new person added/clearance performed).

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SNAP IPV Screen (POS - Eligibility Worker)

File   Edit   Tools   Window   Help

Verified SNAP IPV

#	First Name	Middle Initial	Last Name	DOB	Offense Code	Offense #	Duration	Start Date	Expiration Date	State	Locality	Verifed on Date	View Documents
1	Peppermint	J	Paty	01/1/1111	D	2	20 months	4/1/2012	4/1/2014	MI	69	1/1/2015	Click
2	Jack		Doe	1/2/1111	Z	1	24 months	6/1/2012	5/3/2015	NJ	77	6/15/2015	Click

[Next]   [Previous]

The above grid has all the IPV disqualification details needed to make the eligibility determination. The Worker has the ability to click on the relevant line from the grid which will display the **IPV Disqualification Information** Screen.

IREA Supervisor approval

The **IPV Recommendation** screen and **IPV Disqualification Information** screens in POS will only be displayed once the IPV has been approved/signed off by IREA BEV (Bureau of Eligibility Verification) Supervisor and the IPV outcome is verified, in addition the Case status is Application Pending (**AP**) and the **POS Case Activity** is in the Worker's queue. These screens will be displayed in the 'Read-Only' mode so that the Worker can make the eligibility determination accordingly.

These new windows will appear during the following POS activities:

- **SNAP Application,**
- **Recertification and**
- **SNAP Change case data**
- **CA/SNAP Application**

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Note: **IPV Disqualification Information** window will be a 'Read-Only' screen and will be leveraged from the **IPV Investigation Activity**.

IPV Disqualification Information Window for IREA BEV Investigator

This window is displayed when the investigator clicks the **View Details** button under **Record info tab** on the **IPV Disqualification Information** window.

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Note: IPV Disqualification Transaction Sequence window will be 'Read-Only' and will be leveraged from the IPV Investigation Activity.

Refresh Call - Refresh call will be made every time the investigator opens the **IPV Investigation Activity** from the queue. Below are the steps to be followed in order to initiate a refresh call:

- IPV Investigations are loaded to the IREA Supervisor Queue
- The IREA Supervisor accesses the IPV Queue and assigns the IPV activity(Case) to the Investigator
- The Investigator opens the IPV Activity in Queue
- POS will make the **"Refresh" Web Service Call** using the case number function.

  - The Web Service returns IPV records successfully.
  - POS will overlay IPV records returned in the latest response in the IPV record activity data:

    1. **If no new updates are found but a record with the same transaction sequence(s) exist, then check for a resolution code per record:**
       - If Blank- No updates needed.
       - If code found = **S** or **E** then update resolution code on the POS and mark the record 'System Removed'.

    2. **If a new record/ transaction sequence was found then POS will update the activity by inserting the new IPV record.**

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- An alert message for the Investigator to inform him/her that "System has updated IPV record due to new clearance activity. Prior IPV activity/record(s) were removed by system".
- The Investigator acknowledges the message and proceeds with the IPV investigation process accordingly.
- 'System removed' records should be updated on the POS report daily.

- The IREA Investigator and Supervisor have the ability to review all IPV Investigation Activities including 'System removed' activities/records through case review POS function. The IREA Investigator and Supervisor have the ability to search and review an activity that has been marked as either 'Completed' or 'System removed' and thus no longer exist in Investigation/Supervisor queue.

- The IREA Investigators have the ability to work/make updates on a 'Completed' **IPV Investigation Activity**. This is needed to cover the following scenarios where IREA:

  - either needs to change the prior IPV outcome to new information or,
  - verifies updates that may have been received on the IPV record **or,**
  - enters resolutions on multiple IPVs cases where the **IPV Investigation Activity** was completed because at least one IPV record was verified/resolved previously and now other IPV records need to be updated.

- The Investigators should be restricted from making an update on "System Removed" investigations that were removed from his/her queue either because they were marked as "System Resolved" or "Expired" by state.

3. Intentional Program Violation (IPV) Investigation for IREA BEV

IREA will use POS to access the windows listed below:

- **Activities Management**
- **Household** Screen
- **IPV Disqualification Information** Screen- New window
- **IPV Recommendation** Screen- New window
- **Supervisor Approval** Window**/**Refer to Worker Window
- **Worker Submit for Approval** Window

IREA BEV IPV Supervisor Assignment process

- **The IPV Investigation Activity** is loaded in the IPV Supervisor's queue – **Activities Management** Window.
- The IPV Supervisor Assigns **IPV Investigation Activity** to the IPV Investigator.

IPV Investigator workflow

- The IPV Investigator opens the **IPV Investigation Activity** from the Investigators queue - **Activities Management** Window and starts the investigation process.
- The First Screen displays **Household** Screen.
- **IPV Disqualification Information** Screen- New window.
- **IPV Recommendation Screen-** New window.
- Submits for Approval.
- IPV Investigation is forwarded to the IPV Supervisor's queue 'Pending Approval.'

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IREA BEV IPV Supervisor Approval process

▪ The IPV Supervisor opens the **IPV Investigation 'Pending Approval' Activity** to start the approval process.

New User Roles and Permissions

The following new roles and titles have been created to accommodate the IREA IPV process:

- IREA BEV IPV Worker – IREA IPV Worker
- IREA BEV IPV Supervisor- IREA IPV Supervisor

New IPV activities

- **IPV Investigation**- this activity type will be displayed when a Supervisor is working on a case as a Worker and has no rights to approve or disapprove the case.
- **Assign IPV Investigation**- this activity type will be displayed when a supervisor needs to assign a particular activity to a Worker.
- **Approve IPV Investigator**- A Supervisor is needed to complete the approval process on a activity submitted by a Worker.

When the IREA Worker clicks on the row with the status column in Closed (**CL**) or Rejected (**RJ**) status, POS will auto-complete the activity and fill the case comments with the message:

▪ Case was denied by FIA prior to the completion of the IPV investigation review

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4. Undue Hardship Recoupment Review

FIA has requested to have an Undue Hardship Recoupment Reduction Review to be determined systemically at all POS interviews. An Undue Hardship Recoupment Reduction review will be required at every CA Application and Recertification interview when a case has an active recoupment greater than 5%. The Recoupment Reduction evaluation can also be requested at the **Change Case Data Activity**.
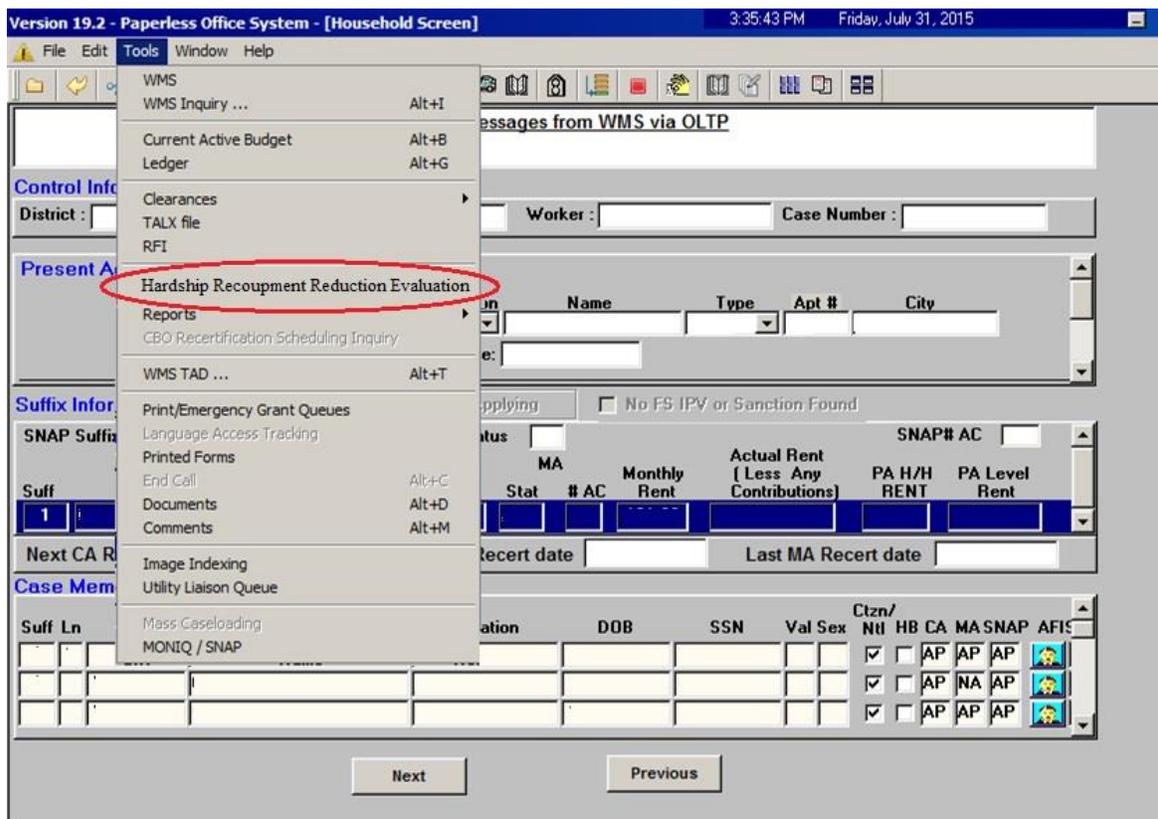
To implement Undue Hardship Recoupment Reduction review, the applicant/participant will be screened during the POS process. A set of questions will be added to the POS Interview after all (existing) interview questions are opened and answered. If the applicant/participant requests the Undue Hardship Recoupment Reduction, he/she will do the evaluation based on the information provided.

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Once all the existing interview questions have been answered this screen will be displayed to start the recoupment. The **Undue Hardship Recoupment Reduction Review Questions** screen will be opened only if the case has an active recoupment greater than 5%. If the case does not have an active recoupment greater than 5%, this screen will not appear during **Application** or **Recertification** activity.

This screen will be added after all the interview questions have been answered – when a case is identified as a potential case for Undue Hardship Recoupment Reduction where an active recoupment greater than 5% exists.

The Undue **Hardship Recoupment Reduction Review Resource** window has been added to the **Screen Pick List.**

- If the applicant agrees to apply for Undue Hardship Recoupment Reduction, they must sign the form Request for Determination of Undue Hardship (**FIA-1125**) to Request Undue Hardship Recoupment Reduction.

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Instructions

- Select and scan available documentation of expenses.
- Click **Print FIA-1125** button to print from **FIA-1125**.
- Place the printed form on Signature Pad and capture the applicant/participant's signature.
- The applicant/participant must sign form **FIA-1125** to request determination of undue hardship.
- Then click the **Recoupment Worksheet** button to enter hardship expenses and calculate recoupment percentage.
- To erase data on this screen and reset answers on the **Review Questions** screen, click **Cancel**."

The Worker will select the documentation of expenses supplied by applicant/participant (if any) and/ or be able to request from this screen. Also, the Worker will capture signatures and print form **FIA-1125** from this screen. Data captured on this screen will be utilized to prefill forms **FIA-1125** and the Request For Documentation of Expenses Form (**FIA-1125E***).

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In the processing of the **CA Application Interview:**

- when the **Next Recoupment Worksheet** button above is selected it will prompt the Worker to calculate the *Budget* before continuing to the **Recoupment Worksheet** window (Budget calculation is required to prefill data on next screen).

Recoupment Worksheet

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After the applicant has requested determination of Undue Hardship and the Worker has completed the *Budget* calculations (in case of the CA Application Interview), the Recoupment Worksheet to Determine Undue Hardship (**W-145F***)* will be pre-populated and opened.

- If the applicant/participant is eligible for recoupment reduction due to undue hardship down to 5% regardless of hardship expenses being accounted for the message should be displayed **"Client is eligible to 5% recoupment reduction. No additional documentation is required"**.
- The applicant/participant may be eligible for recoupment reduction after submission of documentation of expenses requested by the worker on [previous] Request for Determination of Undue Hardship screen.

    Note: The **FIA-1125E** should be prefilled and printed with a due date.

The following new recoupment review completion forms will print together and be sent from MIS print to mail:

- **FIA 1125a-** Outcome of Review of Undue Hardship Claim
- **W-145F-** Recoupment Worksheet to Determine Undue Hardship

Supervisory Approval windows

- The applicant/participant is screened for potential eligibility of Undue Hardship Recoupment Reduction during all Application and Re-certification interviews and if requested, the **Change Case Data** activity.
- For all non-SCR (Selective Case Review) centers, the Supervisory approvals will go to Supervisory approval. For SCR centers, all cases where the Undue Hardship Recoupment Reduction applies will require supervisory review. The Supervisor is able to review all screens for Undue Hardship Recoupment Review to approve or deny the case. All screens displayed to the Supervisor will be Read-Only.

    - **Approve Recertification**
    - **Approve a Case Action**
    - **Approve Eligibility Decision**

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Supervisor Disapproval Reasons

- Utility and/or Medical expense documentation is received but not recorded in the **Recoupment Data Entry window.**
- Utility and/or Medical expenses are recorded in the **Recoupment Data Entry** window but supporting documentation is not found in the Viewer.

5. NYCWAY (New York City Work Accountability and You)- POS Homebound/Home Visit Look-up

New NYCWAY_HVN table lookup

An additional look-up has been added for the NYCWAY_HVN table.

For **case level appointments**, a match should be flagged if the SSN of the case-head/payee (POS relationship **001** or **002** in the CASE_CLIENT table) matches an SSN in the NYCWAY_HVN file. If the casehead/payee does not have an SSN it should match against case number, first name and last name. If POS finds a match, then the case must be flagged as a home visit case.

For **individual level appointments**, a match will be flagged if the SSN of the selected individual matches an SSN in the NYCWAY_HVN file. If the selected individual does not have an SSN they should match against case number and CIN. If POS finds a match, then the individual must be flagged as a home visit person.

6. New Con Edison Match

The HRA (Human Resources Administration) pays Con Edison for customers/applicant/participant's Electricity Utility bills.. There have been payment errors due to lack of functionality to verify the customer's Con Edison account data with POS. POS will now be required to use the new table of Con Edison data. This table will be used to match the applicant/participant details, e.g. Con Edison account number, Social Security Number, applicant/participant name and the address; this detail will then be verified from the existing data entered in POS. Based on a match from this table, POS will prefill the **EGAS** window or will show the error message during the interview process.

7. WMS 15.2 Release Changes

Effective October, 1, 2015, Supplemental Nutrition Assistance Program (SNAP) Standard Deductions, Excess Shelter Maximum, 130% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP, and Net Income Level will change. The changed amounts will be used for budgets with the Effective Dates of 10/A/2015 or later. Budgets with Effective Dates prior to 10/A/2015 will continue to use current amounts.

A. Monthly amounts for budgets with Effective Dates of 10/A/2015 or later:

1. Standard Utility Allowance (SUA)

The SNAP SUA amounts for New York City are as follows:

Combined Heat/Utility/Phone SUA (Level 1)	$768.00	**(NEW)**
Combined Utility/Phone SUA (Level 2)	$304.00	**(NEW)**
Telephone SUA (Level 3)	$33.00	**(UNCHANGED)**

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2. <u>Standard Deduction</u>

   Households of 1 through 3 - $155.00 **(UNCHANGED)**
   Households of 4 - $168.00 **(NEW)**
   Households of 5 - $197.00 **(NEW)**
   Households of 6 or greater - $226.00 **(NEW)**

3. <u>Excess Shelter Maximum</u> - $504.00   **(NEW)**

4. <u>Minimum SNAP allotment amounts for household sizes: 1 & 2</u> - $16 **(UNCHANGED)**

5. <u>Monthly 130%/200% Gross Levels, Net Income Levels, Zero Benefit Levels (NEW), TFP Levels</u> **(UNCHANGED)**

HH Size	Gross 130% Income Level	Gross 200% Income Level	SNAP Net Income Level	SNAP Excess Income Level	SNAP Max. Allotment
01	$1,276	$1,963	$981	NA	$194
02	1,726	2,655	1,328	NA	357
03	2,177	3,349	1,675	1,700.04	511
04	2,628	4,043	2,021	2,160.04	649
05	3,078	4,735	2,368	2,566.70	771
06	3,529	5,429	2,715	3,080.04	925
07	3,980	6,123	3,061	3,403.37	1,022
08	4,430	6,815	3,408	3,893.37	1,169
09	4,881	7,509	3,755	4,380.04	1,315
10	5,332	8,203	4,102	4,866.70	1,461
11	5,783	8,897	4,449	5,353.37	1,607
12	6,234	9,591	4,796	5,840.04	1,753
13	6,685	10,285	5,143	6,326.70	1,899
14	7,136	10,978	5,490	6,813.37	2,045
15	7,587	11,672	5,837	7,300.04	2,191
16	8,038	12,366	6,184	7,786.70	2,337
17	8,489	13,060	6,531	8,273.37	2,483
18	8,940	13,754	6,878	8,760.04	2,629
19	9,391	14,448	7,225	9,246.70	2,775
20	9,842	15,142	7,572	9,733.37	2,921

New CA Issuance Code from WMS (Welfare Management System):

Code **B6**-(Tenant Based Rental Assistance) has been added to the following system's WMS (**B6**), POS (**IB6**) and PAM (Paperless Alternate Module) (**B6**).

8. POS E-Forms

The following E-forms were updated and revised:

BEV 201   Real Property Homebound Field Visit Letter
BEV 100   Notice to Applicant Referral to BEV
FIA 1124   Missed Appointment Reminder

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FIA 1125	Request for Determination of Undue Hardship
FIA 1125a	Outcome of Review of Undue Hardship Claim
FIA 1125e	Request for Documentation of Expenses Undue Hardship Determination

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