POLICY BULLETIN #16-11-SYS

(This Policy Bulletin Replaces PB #16-05-SYS)

CA POS RELEASE NOTES VERSION 19.3.1a

Date: January 28, 2016	**Subtopic(s):** POS
🖥 This procedure can now be accessed on the FIAweb.	**Revisions to Original Policy Bulletin** This policy bulletin has been revised to indicate that the sign language queues and changes to Self-Service Check in the Self-Service Check-In section of **Attachment A** will be effective February 1, 2016. **Purpose** This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on January 19, 2015. Descriptions of the changes can be found in CA POS Release Notes Version 19.3.1a (**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* **Related Item** PB #16-01-OPE **Attachment:**
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment A** CA POS Release Notes Version 19.3.1a

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 19.3.1a January 19, 2016

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 19.3.1a scheduled for January 19, 2016. 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

Table of Contents

CA POS Release Notes
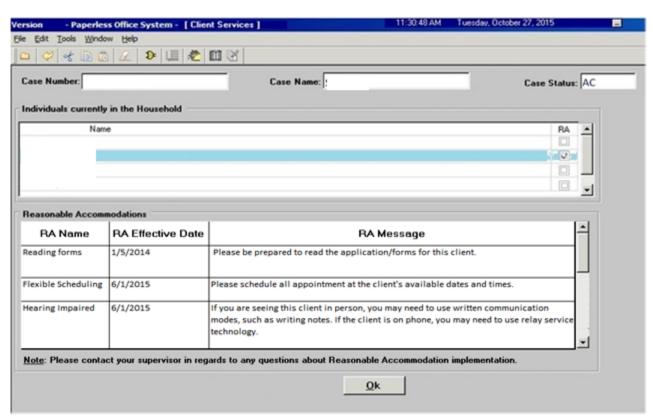**Version 19.3.1a January 19, 2016**

1. Client Services Screen Phase 1

Applicant/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

In compliance with the Lovely H litigation, reasonable accommodations are now listed in a new window named the **Client Services** Screen. At the beginning of intake, interview, change action and approval activities, POS (Paperless Office System) connects to new web services that retrieve accommodations from the Central Database (CDB) for reasonable accommodations and other required sources.

The new window is also available under the **Client Services** option in the **Tools** menu in POS.

Client Services Screen

The new window includes the following sections:

- **Case Number** – This field displays the current case number
- **Case Name –** This field displays the current case name
- **Case Status –** This field displays the current case status (CA (Cash Assistance) for CA cases, SNAP (Supplemental Nutrition Assistance Program) for SNAP cases)
- **Individuals currently in the Household –** This list displays the current household members. If the web services return any match that does not match the name of a current household member, the name of the match appears in this list. The first individual with a reasonable accommodation is automatically selected. If a household member does not have any active or pending reasonable accommodation, then the list indicates: "The selected household member of the case does not have any pending or active reasonable accommodation."

- o **RA (Reasonable Accommodation) Checkbox –** This checkbox indicates whether any reasonable accommodations were found for the household member.
- **Reasonable Accommodations** – This list includes
  - o **RA Name –** This column lists the name of the reasonable accommodation.
  - o **RA Effective Date –** This column lists the effective date of the reasonable accommodation.
  - o **RA Message –** This column lists the detailed message for the reasonable accommodation. If the message is too large for the box, the Worker must click on the message to view the full text.
- **OK button** – This button closes the **Client Services** Screen.

RA Types and Messages

RA Type	RA Message
Blind/Visually Impaired	Please examine the information below and give the applicant/participant assistance or service as needed. *{Show IQ Text}*
Case Transfer	All in center appointments must occur at the center that applicant/participant requested.
Completing forms	Please be prepared to assist the applicant/participant to complete the forms, if the applicant/participant is on phone please encourage the client to come into the HRA center if possible.
Flexible Scheduling	Please schedule all appointment at the applicant/participant's available dates and times. *{Show CDB Text indicating dates and times}*
Hearing Impaired	If you are seeing this applicant/participant in person, you may need to use written communication modes, such as writing notes. If the applicant/participant is on phone, you may need to use relay service technology.
HVN / HB Requested	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192F	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192L	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192U	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Non-Rush Hour Travel	Please schedule all appointments weekdays between the hours of 11:00am until 2:00pm.
Prevent Transfer	You cannot transfer this case to another site.
Reading forms	Please be prepared to read the application/forms for this applicant/participant.
Shorter Wait Times	The applicant/participant's wait time must be minimized.
Shorter Wait Times When Using Paratransit (Access-A-Ride)	The applicant/participant's wait time must be minimized.
Sign Language	Please arrange for sign language interpretation for this applicant/participant
Temp Call-in Exemption	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Temp Travel Exemption	Please arrange for a home visit for this appointment and any other scheduled appointment.
Travel Companion	Please schedule the applicant/participant's appointment when their travel companion is also available
Other	Please examine the information below and give the applicant/participant assistance or service as needed. *{Show IQ Text}*

CA POS Release Notes
Version 19.3.1a January 19, 2016

Search criteria
The search for reasonable accommodations is based on the case number and the Social Security Number (**SSN**), Client Identification Number (**CIN**) and alien number (if applicable) for each household member. All possible results are returned and displayed in the window.

Messages
If the web service calls fail, the following message appears: "The system or the network is down and RA information couldn't be retrieved at this time. Please try again later or contact the POS Helpdesk."
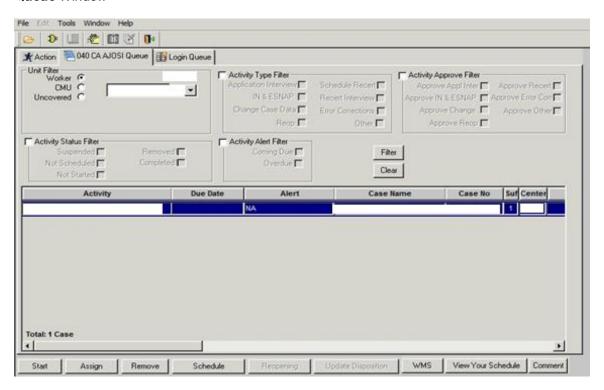
2. Rescheduling Receipt Number for Application and Recertification Rescheduling

In compliance with the Lovely H litigation, POS was updated to provide a receipt number when a CA recertification is rescheduled. This receipt number should be provided to the participant at the time that the appointment is rescheduled.

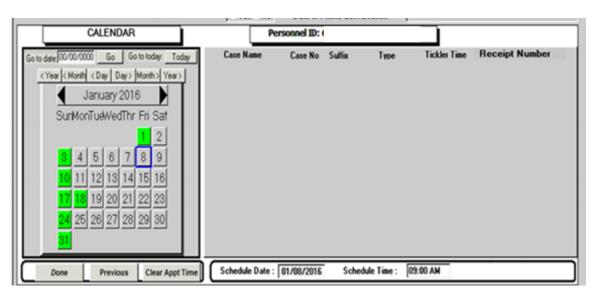The receipt number is generated in the following windows:

- **Schedule** window when the CA recertification interview is rescheduled via the Worker's queue.
- **Schedule** window when the CA recertification interview is rescheduled via the **Schedule CA Recertification Appointment** activity.
- **Schedule Appointments** activity

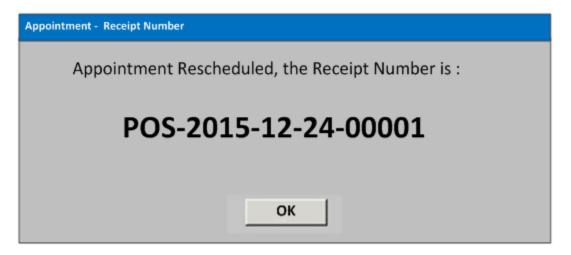*Queue* Window

CA POS Release Notes
Version 19.3.1a January 19, 2016

Schedule Window

Receipt Number Window

3. Case Comment Interface between POS and FHEMS

A new interface was developed to allow retrieval of POS case comments from the Fair Hearing Evidence Management System (FHEMS). Users enter the case number and desired timeframe in FHEMS and the case comments are retrieved from the POS database into a new screen in FHEMS, where they are available for review and printing.

CA POS Release Notes
Version 19.3.1a January 19, 2016

4. New RAU (Rental Assistance Unit) Homebase Locations

The following RAU Homebase locations were added in the POS CA Application Intake:

- Home Base 1958 Fulton Ave Brooklyn
- Home Base 4377 Bronx Blvd Bronx
- Home Base 161-10 Jamaica
- Home Base 120 Stuyvesant

5. New Daily File for Recertification Dates

A new daily file process was implemented with WMS (Welfare Management System) to update POS recertification reports and web services with the new next recertification dates and SNAP authorization dates after the case is recertified in WMS.

6. IDNYC Card Update

The IDNYC Card now appears in the list of acceptable documents for **Identity** in the POS **Individual Details** window. This form appears under the **Personal Documents** folder in the HRA One Viewer after it is indexed.

7. New form Action is required! You must submit documents for your SNAP case (FIA-1146) to replace form Documentation Requirements and/or Assessment Follow-Up (W-113K)) for SNAP separate determination cases

POS was updated with the new **FIA-1146** notice to replace the **W-113K** for Non-Cash Assistance (NCA) SNAP cases.

The **W-113K** form was previously used to request documentation at application and recertification interviews for Supplemental Nutrition Assistance Program (SNAP) cases.

The first page of the new form indicates the due date, the contact number for information, and the ways that documents can be submitted, including: fax, document upload, mail, in-center or neighborhood organizations/community-based organizations (CBOs).
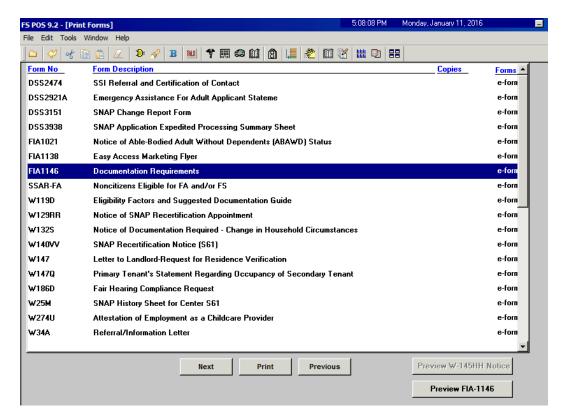
The second and third pages of the form includes the list of document categories (eligibility factors) for which documents are requested, household members for whom the documents are requested and the common documentation that can be submitted for the category.

For each document category (eligibility factor), a new column indicates whether the information is required to make a decision on the application (value of **M**) or the information may affect if the applicant/participant is eligible for SNAP or the amount they will receive (value of **O**).

The Worker can preview the form by selecting it in the **Print Forms** window and click the **Preview FIA-1146** button.

CA POS Release Notes
Version 19.3.1a January 19, 2016

Print Forms Window and Preview FIA-1146 Button

When the **FIA-1146** is generated, POS also generates the following forms:

- **W-129G -** SNAP Documentation Guide
- **FIA-1138 -** Do you have documents to submit to the Human Resources Administration (HRA)?

The **W-113K** form will continue to be used for documentation requests for Cash Assistance cases.

Refer to **PB #16-01-OPE** for more details on the **FIA-1146**.

CA POS Release Notes
Version 19.3.1a January 19, 2016

8. New FIA-1146 Data Entry Window for SNAP separate determination cases

The new data entry window for the **FIA-1146** form appears in the **Form Data Entry** window. The Worker can enter the due date and select the Statement of Occupancy for Secondary Tenant (**W-147Q**) form, if necessary.

The due date must be at least 10 days in the future and cannot be on a holiday or Sunday.

9. New FIA-1146 Snippets and Household Member List for SNAP separate determination cases

With the implementation of the new **FIA-1146**, the snippets for the document deferrals at SNAP application and recertification interviews were updated to clarify the document categories (eligibility factors) and common documentation for each document category (eligibility factor).

Additionally, the household members are now grouped by document category (eligibility factor). For example, if two household members must submit verification of identity, they are now listed on the same row for the document category of **Identity** on the form. Previously, each household member received a separate row.

10. New Form FIA-1146 Print to Mail and Printing for SNAP separate determination cases

For SNAP separate determination activities, the FIA-1146 form is mailed to the applicant/participant after the SNAP separate determination activity is suspended from the **Print Forms** window. The form is generated via Print to Mail (PTM) and is sent from MIS mail distribution. The mailing includes the **FIA-1146**, **W-129G** and **FIA-1138** forms.

For in-center interviews, the form is printed at the Worker's printer from the **Print Forms** window.

11. Removal of W-113K Form Removal and Edit Removal for SNAP separate determination cases

The **W-113K** form was removed from the Print Forms window and printing edits for the form were removed for SNAP separate determination cases.

CA POS Release Notes
Version 19.3.1a January 19, 2016

12. Updated W-129G Form for SNAP separate determination cases

The **W-129G** form was updated to:

- Remove the note regarding the name change from Food Stamps to SNAP.
- Add an additional column labeled Box that corresponds to the directions that appear on the FIA-1146.
- Add three eligibility factors related to work registration requirements; Disabled/Incapacitated, Referral, and School Attendance.
- Add Health Insurance to the eligibility factors related to expenses.
- Change the name of two eligibility factors: Household Composition became Household Composition/Size; and Alien Status became Immigration Status.
- Change the column heading for eligibility factors related to expenses from Expense to Eligibility Factor.

13. New Sign Language Queues and Tickets in Self-Service Check-In, FRED and MONIQ

The Self-Service Check-In, Front Door Reception (FRED) and Model Office Number Identification Queue (MONIQ) interfaces were updated with the following changes for hearing-impaired applicants/participants:

- A new **I need a sign language interpreter** button was added in Self-Service Check-In.
- New **CA Sign Language** and **SNAP Sign Language** ticket types were created in Self-Service Check-In and FRED.
- New **CA Sign Language** and **SNAP Sign Language** queues were created in MONIQ.

These changes will be effective February 1, 2016.

14. Updated Voter Registration Form (NVRA-05)

The (**NVRA-05**) was updated in POS. This form prints with the Statewide Common Application (**LDSS-2921**) and the Recertification Form for: Temporary Assistance (TA) – Medical Assistance (MA) – Medicare Savings Program (MSP) – Supplemental Nutrition Assistance Program (**LDSS-3174**) forms.

15. Updated Referral to BEV East River (W-593Y) Address

The address on the W-593Ywas updated to:

34-00 Northern Boulevard, Floor 6
Long Island City NY 11101

16. Self-Service Check-In and Model Office Updates

The Self-Service Check-In and Model Office interfaces were updated with the following changes:

- The Model Office ticket for document requests for SNAP applications and recertifications was updated from Document Rtn Appt to CSIC/Reception for SNAP Eligibility (**W-113k**) to Document Rtn Appt to CSIC/Reception for SNAP Eligibility (**FIA-1146**).
- The **SSN** screen in Self-Service Check-In devices was enhanced to ask applicants/participants to enter the SSN twice. If the entered SSNs do not match, then an error message appears asking the applicant/participant to re-enter the SSN. These changes will be effective February 1, 2016.

CA POS Release Notes
Version 19.3.1a January 19, 2016

- The instructions on the **Visitor Pass** screen in Self-Service Check-In were updated: "We are ready to print your ticket. Please select one of the following to tell us how many tickets you need. If you have anyone with you today who is 18 years of age or older, they will also need a ticket to enter the center." These changes will be effective February 1, 2016.
- A new **CSIC Special** queue and a new **Self-Service Check-In** queue were created for the Veterans Job Center to allow service areas to re-route misrouted tickets.
- When the **Something Else** button is pressed in Self-Service Check-In, a new screen appears with the following options, with the changes being effective on February 1, 2016:
    - Cash Assistance Document Return
    - Homelessness Diversion Unit (HDU) Appointment
    - Pick Up Emergency Check
    - Cash Assistance Information
    - Cash Assistance Childcare
    - None of the above
- The **POP** (Parks Opportunity Program) queue is now a non-counter ticket that can be issued to the applicants/participants by program staff as required.
- Document return requests by HDU now appear for 7 days after the **W-113A** form is generated.
- SNAP Concourse (**S45**) queues in FRED and MONIQ were updated to accommodate new swing space.
- SNAP East End (**S02**) queues in FRED and MONIQ were updated to accommodate staff relocation from the 5th floor to the 3rd floor.