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# POLICY BULLETIN #09-18-SYS

## POS RELEASE NOTES VERSION 13.1

| Date:<br>February 18, 2009 | Subtopic(s):<br>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 to production on February 17, 2009. Descriptions of the changes can be found in POS Release Notes Version 13.1 (**Attachment A**).<br><br>These release notes can also be found on the HRA Intranet at:<br><br>http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79<br><br>**Note:** The new Denial/Closing Code **E86** (Unable to Prove Identity to an Investigatory Agency) is only for use by staff from the Bureau of Fraud and Investigation (BFI) and will be disabled on the TAD window for center staff.<br><br>*Effective Immediately*<br><br>**Attachment:**<br><br>**Attachment A**     POS Release Notes Version 13.1 |
| 🖥 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*

Distribution: X

# POS Release Notes
**Version 13.1 February 17, 2009**

These Release Notes contain descriptions of changes in POS Release 13.1, scheduled for February 17, 2009.  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://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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# POS Release Notes
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## 1. Updates to Immediate Needs Windows

FIA has updated its immediate needs policy.  As a result, changes are required in the following POS windows:

- Personal Care Kit Question window
- Immediate Needs window
- Immediate Needs Determination

**Personal Care Kit Question window**

The "Personal Care Kit" question appears in the **"Expedited Processing"** / "**Expedited Food Stamp Questions**" window. A response question appears when the Worker clicks 'Yes' for the question. The text for the question will be updated:

- "ATTENTION TO THE INTERVIEWER: Based on the interview is there any indication that the applicant needs any non-food related personal item necessary for health and personal care or a food-related immediate need grant?"

The Response window for this question will also be updated.

*Current Personal Care Kit Question Window*



**Revised Personal Care Kit Question Window**

The response window will be updated to add new questions and text:

1. The "Personal Care Kit" label will be removed from the top of the window.
2. A new question will be added for clothing vouchers.
3. A new question will be added for food-related immediate need grants.
4. New text will be added to remind the worker that if additional immediate needs grants are required, they should access the Non-Food Emergency activity.

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**Revised Personal Care Kit Question Window**



The approval window will be updated to reflect the updates to the Worker's window.

**Revised Approval window for Personal Care Kit Question Window**

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### Immediate Needs window

The Immediate Needs window will be updated to add a new question.  This question will account for whether the applicant is a re-applicant who has received immediate needs or a personal care kit within the past 90 days and whether he/she has good cause for failing to complete the prior application process.

### Revised Immediate Needs Window



### New Response window for Grant in Past 90 Days

If the Worker answers "Yes" for the question "Was the applicant issued an immediate needs grant in the past 90 days?" a new response window will appear. This response window will allow the Worker to indicate whether the applicant is in need of a food-related immediate needs grant and whether the applicant has good cause for failing to complete the application process. There will also be information on the good cause policy.

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**New Approval window: Grant in 90 Days**



A new supervisory approval window will be displayed as part of the immediate needs process. In the approval activities, this window will be displayed with the approval drop-down menu under the "Window" menu option.

**Policy Information**

Please refer to Policy Directive (PD) **09-05-ELI** (Processing Immediate Needs (Code 44) and/or Emergency Assistance) and Policy Bulletin (PB) **09-14-OPE** (Revision to the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [for Applicants Only] Form [W-145HH]) for additional information.

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## 2. Required Comment for No Food cases that do not receive Immediate Needs

A case comment will be required for applicants that reported "No Food" as a problem during the application process and did not receive an Immediate Need grant (CA grant code 44).

The following windows allow the Worker to enter a problem of no food:

- Site Determination Window
- Non-Food Emergency/Special Grant Window

**Revised Non-Food Emergency/Special Grant Window**

The Non-Food Emergency/Special Grant window will be revised to allow the Worker to enter comments for a problem reported by the applicant.
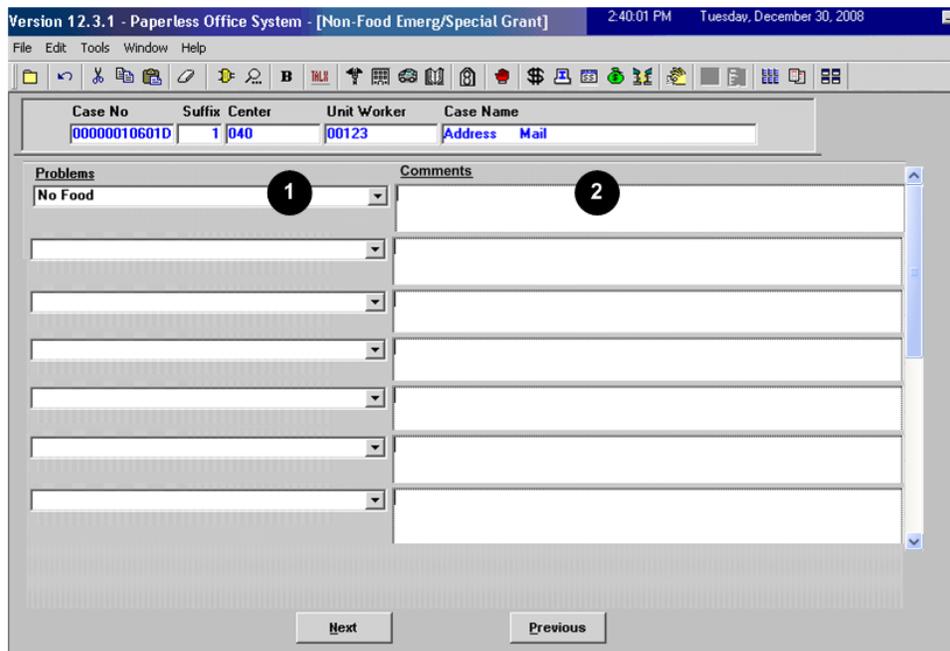


**New window: "No Food – Reason for No Immediate Need Grant"**

When there is a recorded problem of **"no food"** and there is no grant code 44 issuance recorded for the case in the application interview, EFS and non-food emergency interview activities, a new window will appear to allow the Worker to record the reason why no immediate need grant (PA grant issuance code 44) has been prepared and issued for the case.

This window will also appear in the review for the supervisors and the corresponding approval activities. This window will appear after the final **Print Forms** window in the application interview, EFS and non-food emergency interview activities. This new window will display the problem of **"No Food"** and the comments entered by the Worker during the intake or non-food emergency/special grant activities.

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*No Food – Reason for No Immediate Grant Window*



**Reason list for not issuing immediate need grant for food emergency:**

- Expedited Food Stamps authorized
- Failure to establish/document identity
- Excess Resources
- Undocumented Alien
- Received Immediate in last 90 days – Failed to complete/comply
- Failed to Establish Immediate Need for Food
- Other

A comment will be required in the **"Additional Details" entry** if the selected reason is **"Other".** The reason selected and comments entered in this window will also be saved in the Case Comments window.

**New completion edit: "No Food – Reason for No Immediate Need Grant"**

If the required reason is not recorded, the Worker should be prevented from completing the current activity until the reason is recorded in the "No Food – Reason for No Immediate Need Grant" window.

This edit should run when the Worker clicks on the "Complete Activity" button in the Close window.

**Policy Information**

Please refer to Policy Directive (PD) **09-05-ELI** (Processing Immediate Needs (Code 44) and/or Emergency Assistance) and Policy Bulletin (PB) **09-14-OPE** (Revision to the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [for Applicants Only] Form [W-145HH]) for additional information.

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### 3. Changes to W-145HH Form data entry window

The W-145HH form has been updated to add additional applicant request outcomes. The data entry window will be updated to match the changes to the form.



A. "Casehead"
A1. "Approved" – this existing field will now enable the new checkboxes.
A2. Relabeled checkbox: "Approved for an emergency grant (one shot deal)"
A3. Relabeled field: "Amount"
A4. Relabeled field: "From"
A5. Relabeled field: "To"



A6. New checkbox: "A health and safety kit has been provided on"
A7. New text box for the date that the health and safety kit was provided
A8. New checkbox: "A Goodwill Voucher has been provided in the amount of"
A9. New text box for amount of Goodwill Voucher
A10. New text box for description of Goodwill Voucher
A11. New text box for date of Goodwill Voucher
A12. New checkbox: "If this box is checked, you are responsible for repaying as shown below"
A13. New text box for repayment amount
A14. New checkbox: "This amount must be repaid to us in accordance with the agreement to repay which you signed on".'

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**Revised W-145HH data entry window (continued)**



A15. New text box for repayment agreement signature date
A16. New checkbox: "You must repay the amount shown above because it is more…"
A17. New text box for HRA shelter maximum amount for family size
A18. New text box for family size



A19. Selecting "When you applied for public assistance" will now enable a new checkbox.
A20. New checkbox: "Goodwill Voucher(s)"

**Policy Information**

Please refer to Policy Bulletin (PB) **09-14-OPE** (Revision to the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [for Applicants Only] Form [W-145HH]) for additional information.

## 4. Prefilled Form W-145HH for FTK CA Cases with "No Food" Problem

The W-145HH form data entry window will be prefilled if the applicant reported a problem of "No Food" at the time of application, but failed to keep the initial eligibility interview. When the Worker closes the Failed to Keep Initial Interview window, the data entry will be prefilled with a decision of "Denied" and the following reason: "Failed to Establish Immediate Need for Food".

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## 5. WMS 2009.1 Updates

POS has updated the system with the following components based on the WMS software version 2009.1 Release:

- New Housing Advantage Indicator (HAI) for Housing Advantage Program Type
- New Codes for Language Read Indicator and Language Spoken Indicator fields
- New Denial/Closing Code E86 (Unable to Prove Identity to an Investigatory Agency) for Identity Theft on the TAD window.
- New Rejection/Closing Code M13 (Duplicate Assistance - Active Cash Assistance [CA] Case in Another State) on the TAD window.
- New Line Level Sanction Override Code Y48 (All - Approved Override with Documentation that Allows the Opening of CvB or JOB Search Sanction during the Infraction Period. No Notice Required) on the TAD window.
- New Income Source Code 67 (Earned Income, Safety Net Case Under a Plan of Self Support) for Safety Net Adult Only Cases
- Deletion of State/Federal Charge Codes 34 (Cuban Entrants), 35 (Cuban/Haitian Unaccompanied Entrant Minor) and 36 (Haitian Entrants)
    - o State/Federal charge code 34 and 36 will be replaced by 30 or 88 on the TAD window.
    - o State/Federal charge code 35 will be replaced by 31 or 88 on the TAD window.
- New CA Single Issue (SI) Code G2 (Emergency Clothing Voucher) in the **Grants Data Entry** window.

These changes will be effective February 17, 2009. For additional information, please refer to the WMS 2009.1 system release policy directive.

## 6. Updates for New Language Codes

The following POS windows and activities will be updated to list the new Language Spoken and Language Read codes:

- Site Determination window in the Application Intake, Application Modification and Case Member Addition activities
- Case Login window in the Application Intake, Application Modification and Case Member Addition activities
- Additional Suffix Information window in the Application Interview, Recertification Interview and Change Case Data activities
- TAD window in the Application Interview, IN/EFS Issuance, Non-Food Emergency Interview/Special Grant, Recertification Interview and Change Case Data activities.

English and Spanish will be the first two choices and the remaining languages will be listed in alphabetical order in the language fields on the windows listed above.

**Policy Information**

For a full list and description of the new languages codes, please refer to the WMS 2009.1 system release policy directive.

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### 7. Revisions for Housing Advantage Cases

The Human Resources Administration (HRA) provides rent supplements and case management to help families maintain permanent housing. A new monthly file provided by the Department of Homeless Services (DHS) will indicate selected shelter residents and former shelter residents who obtained permanent housing through the HSP program with rental assistance to secure assistance and establish permanent housing.

**Rent, Mortgage and Shelter Expense window update**

If the applicant's household is found in the DHS file, POS will retrieve the lease type and display the value in the new "Housing Advantage Indicator (HAI)" field in the **Rent, Mortgage and Shelter Expense** window. This value will also prefill the WMS budget window with the proper HAI value.

New edits in the window will help ensure that the proper shelter code and rent restriction amounts are used for cases that receive this type of special rental assistance.

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**Budget Household window update**

WMS will also add a new field to the Budget Household window for this type of cases. This new field will also be added in the POS Budget Household window and will be pre-filled according to the value in the Rent, Mortgage and Shelter Expense window.



**Policy Information**

For additional information, please refer to Policy Directive (PD) 08-32-ELI (Advantage Rental Assistance Programs for Shelter Residents) and the WMS 2009.1 system release policy directive.

## 8. Update to Application Modification

A new informational message will be added during application modification activity to inform the worker of the correct processing of the application. The following message will be displayed when the address information is opened:
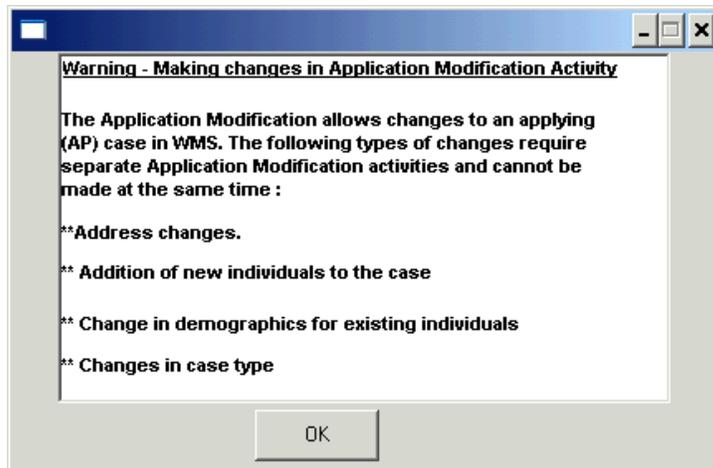
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## 9. Update to Income Question in expedited processing windows

The text for the question about income received this month in the application and EFS activities will be updated: "Has Anyone Who Is Applying for Food Stamp Had Income or Expect to Receive Income from Any Sources (Such As Employment, SSA, SSI, UIB, Or Contribution) This Month?

## 10. Net Child Care Income Field in Approval Activities

The Child Care section of the "Is Employed" question has been updated.  Currently, this approval section displays the number of children for whom care is provided, total number of hours worked per week, whether care is provided in the home of the provider, the number of days per week that each child is cared for and the amount charged for each child per week.

A new field in the Child Care section: "Total net income" will be added with the following calculation as needed:

- **Total 1** is the addition of the childcare **"amount charged per week";**
- **Total 2** is the child care amount for each child who has been identified as **"Yes" in "care provided in home"**, or any other identified child care amount.
  - o **For those children that are identified as care provided in the home, POS will multiply the "number of days" per week by $5; if the child is not cared for in provider's home, POS will not deduct the $5 per a day credit.**
- **Total net income** will equal **Total 1 minus Total 2.**

*Revised Approval Window for Employment Income*

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## 11. Caseload Update for FS Cases Registered for One-Shot Deal Applicants

In an ongoing pilot program of Food Stamp Separate Determination through POS, POS allows Workers at three Job/Model Centers (Dekalb Center # 064, Bushwick Center # 066 and Linden Center # 067) to register a Non-Cash Food Stamp case for One-Shot Deal (EAF, EAA or E-SN category) applicants that also want Food Stamps.

In order to improve tracking of these cases, POS will now designate a value of "OSD" and the last two digits of the CA center number as the caseload for the registered NCA FS case.

**Selected Centers**

The following centers have access to this functionality during the pilot period:

| CA Center | Caseload for Registered NCA FS Cases for OSD Applicants |
|---|---|
| Dekalb # 064 | OSD64 |
| Bushwick # 066 | OSD66 |
| Linden # 067 | OSD67 |

## 12. Enabling SAVE button in the Review Case Activity

The **SAVE** button will be added to the Review Case Activity on the Alien Checklist.
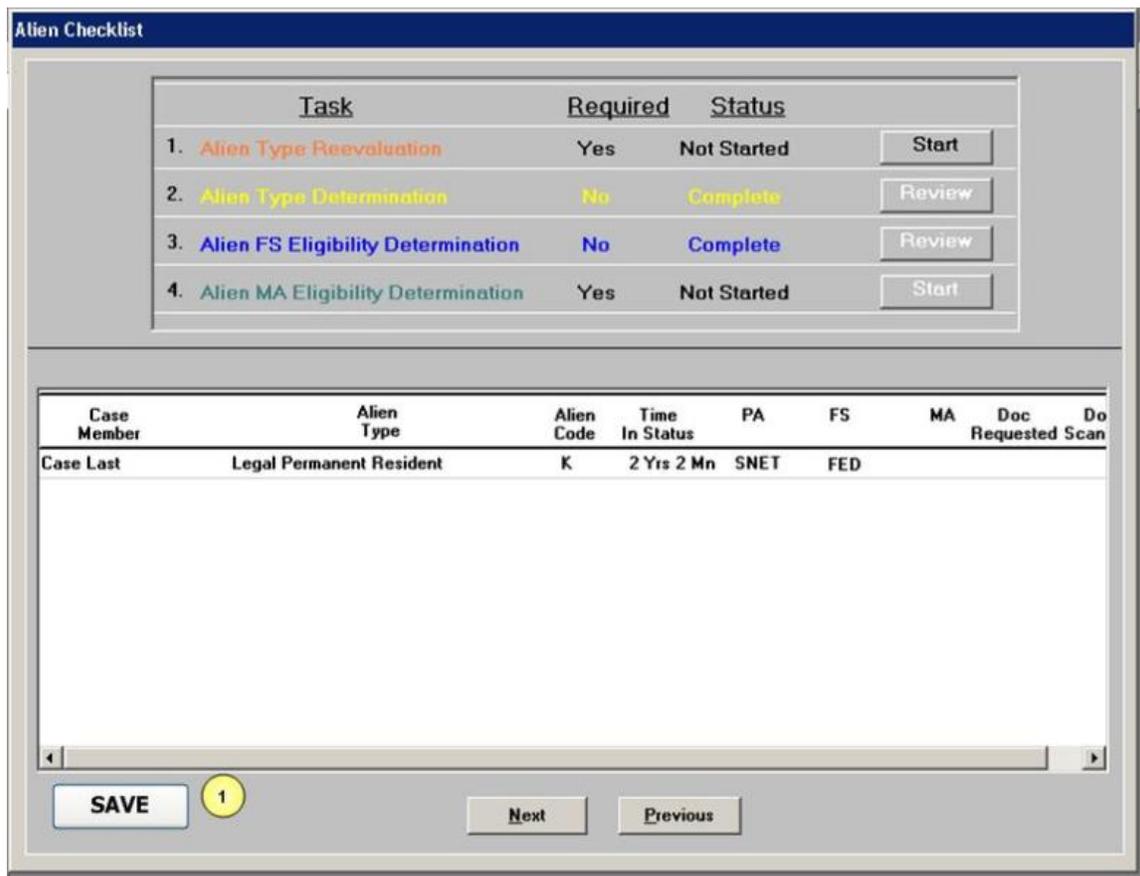


For interview activities, the SAVE button is enabled after the Alien Type Determination is completed.

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### 13. Revised W-186C Form Data Entry Window

The W-186C (Fair Hearing Compliance Statement) form data entry window will be updated to match revisions to the form. The following sections will be revised:

- Cash Assistance: Food and Other
- Food Stamp Section
- Appointment Scheduled Section

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The following sections will be added to the W-186C data entry window:

- Shelter Allowance
- Other Actions
- Medical Assistance
- Miscellaneous

### *Revised W-186C Form Data Entry Window*

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## 14. Revised W-186D Form Data Entry Window

The W-186D (Fair Hearing Compliance Request) form data entry window will be updated to match changes to the form. The following fields will be added:

- "If you were in receipt of child care benefits prior to your Fair Hearing request and your child care was Interrupted, please follow the instruction provided in the check marked section that applies to your Current situation;
- "If your child care provider has not changed, please provide a completed Child Care Provider Enrollment Supplement form (CS-274W).
- "If you need a new provider, you and your provider must complete the Child Care Provider Enrollment Supplement form (CS-274W) and if you are using a legally-exempt (informal) Child Care provider you must also submit the Enrollment Form for Provider of Legally-Exempt Family Child Care (LDSS-4699), or the Enrollment Form for Provider of Legally-Exempt Group Child Care (LDSS-4700).



## 15. Updated Edits in Data Entry Windows for Forms W-102, W-636 and W-637B

New edits will confirm that the required data is entered for the following forms prior to completion of the data entry windows:

- Notice of New Worker Assigned (W-102)
- Notice of Special Grant (W-636)
- Notice of Recoupment of Advance Repayment (W-637B)

This will help ensure that the E-Forms listed above have all the required data when printed.

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### 16. Revised W-34A Form Data Entry Window

The W-34A (Referral Information Letter) form data entry window will be updated to add a "Referral to D&C for Goodwill Voucher" checkbox.

When this checkbox is selected, POS will:

- Prefill the "Referral" option for the form;
- Prefill the "To (Agency):" field with the text "Disbursement and Collection (D&C)";
- Enable a new "Amount" field. The Worker must enter the amount for the Goodwill Voucher in this field;
- Prefill the "Subject" field with "Goodwill Voucher"
- Prefill the "Comments" field with "Goodwill Voucher" and the value entered in the "Amount" field.

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## 17. E-Forms

The following E-Forms will be **updated**:

- M-858m, Utility Arrears/Emergency Heating
- W-145HH, Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)
- W-186C, Fair Hearing Compliance Statement
- W-186D, Fair Hearing Compliance Request

The following form is **obsolete** and will be **removed** from POS:

- M-314. Documentation of Non-Resident State Change Status