



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #09-44-SYS *(This Policy Bulletin Replaces PB #09-43-SYS)*

MODEL OFFICE RELEASE NOTES VERSION 5.0

<p>Date: April 17, 2009</p>	<p>Subtopic(s): Model Office</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>Revisions to Original Policy Bulletin:</p> <p>This policy bulletin is being revised because the original migration date of April 27, 2009 for the Model Office Release Notes Version 5.0 has been changed.</p> <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform Job Center staff and Non Cash Assistance Food Stamp (NCA FS) Center staff that the latest version of the Model Office software is scheduled to migrate to production on May 11, 2009.</p> <p>Descriptions of the changes can be found in Model Office Release Notes Version 5.0 (Attachment A).</p> <p>The release notes will be added to the Family Independence Administration (FIA) Model Center Handbook and page replacements will be provided under separate cover.</p> <p>These release notes can also be found on the FIAweb at:</p> <p>http://hrwebapps/HRAintranet/CMT_page_template.cfm?page id=79</p> <p><i>Effective May 11, 2009</i></p> <p>Attachment:</p> <p>Attachment A Model Office Release Notes Version 5.0</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*

Model Office Release Notes

Version 5.0, May 11, 2009

These Release Notes contain descriptions of changes in the Model Office software version 5.0, scheduled for May 11, 2009. These release notes will be distributed via HRA email. If you would like to be added to the distribution list, please contact **John Mark**.

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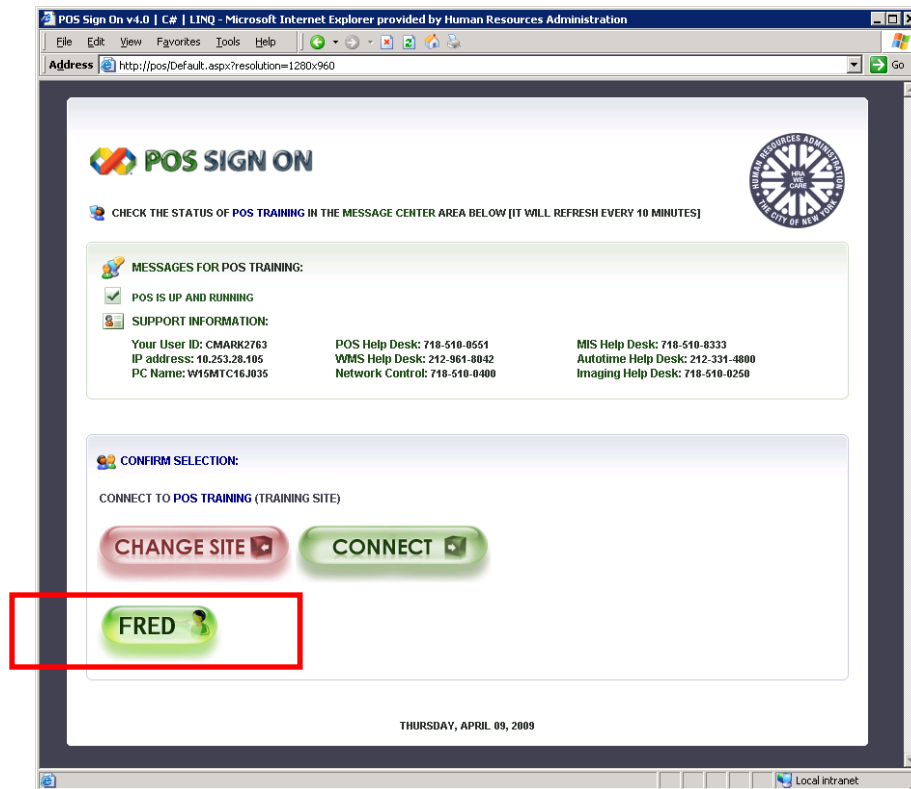
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1. Web-Based Front Door Reception (FRED) System

The Front Door Reception software known as “FRED” will be upgraded to a web-based interface (“Web FRED”), will be accessible from the POS Login page and will run in an Internet Explorer window. This will help improve the performance, speed and stability of the software.

2. Updates to Front Door Reception (FRED) System Login

Front Door Reception (FDR) staff will no longer need to log into POS to access the FRED system. Instead they will be able to access the Front Door Reception (“Web FRED”) software directly from the POS login page, via a new **FRED** button.



When the FDR staff clicks on the **FRED** button, the new “Web FRED” login page will appear. Staff will need to enter their WMS User ID in the “User ID” field and their WMS password in the “Password” field, and then click on the **LOGIN** button.



The FRED Notifications window will then appear, as it does now. When the user clicks Continue the **FRED Main Menu** window appears.

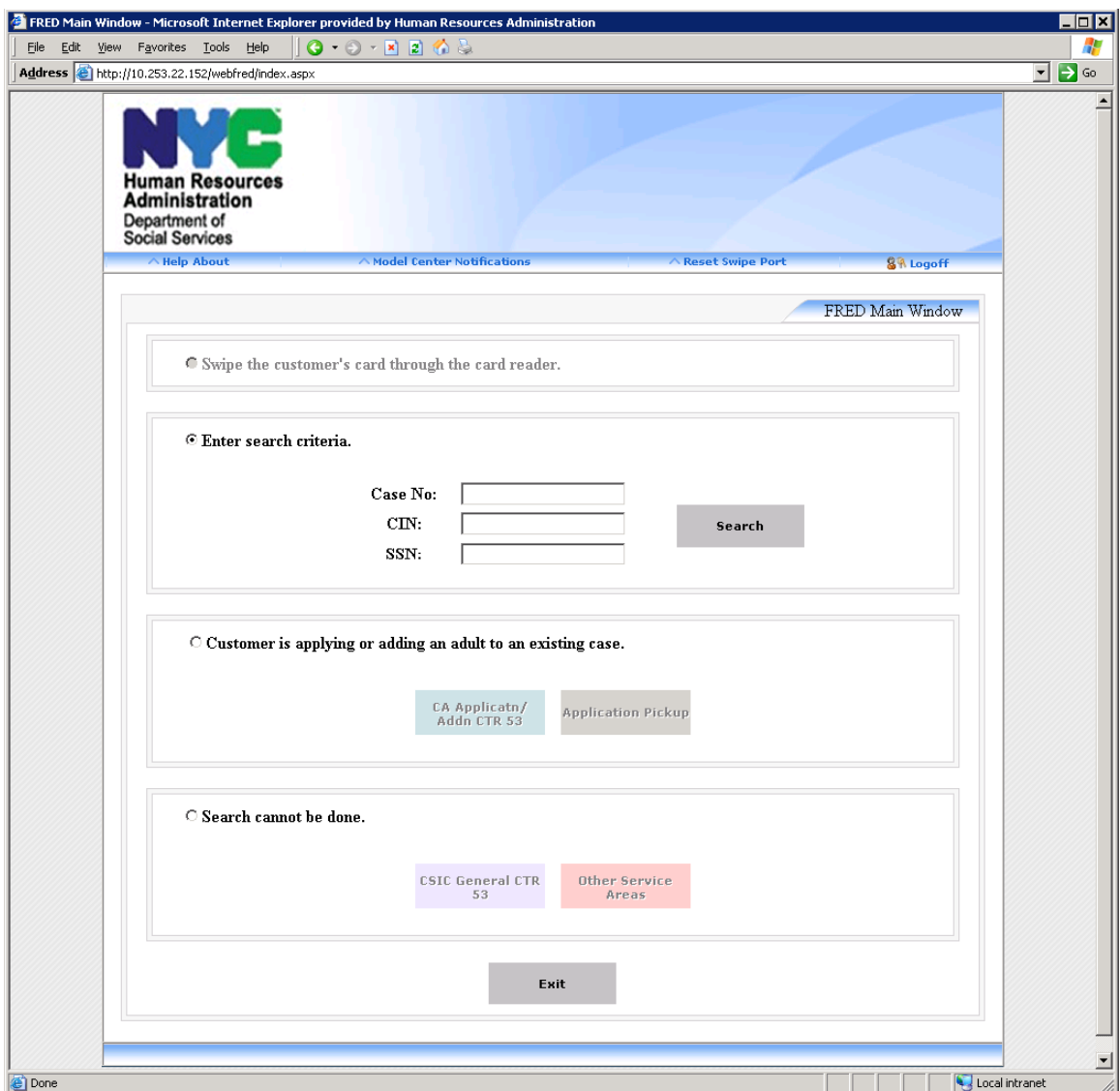
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3. Changes to FRED Main Window

The FRED Main Window will be updated as follows:

- A new **CSIC General** button will be added for each Cash Assistance center that exists in the building, which will be enabled if the case search cannot be completed or returns no matches.
- A new **NCA General** button will be added for each Food Stamp office in the building, which will be enabled if the case search cannot be completed or returns no matches.
- A new **Other Service Areas** button will be added, which will be enabled if the case search cannot be completed or returns no matches.
- The **Today's Appts** and **Other Routing Options** buttons will be removed.
- The "Open POS" menu is no longer available in FRED.



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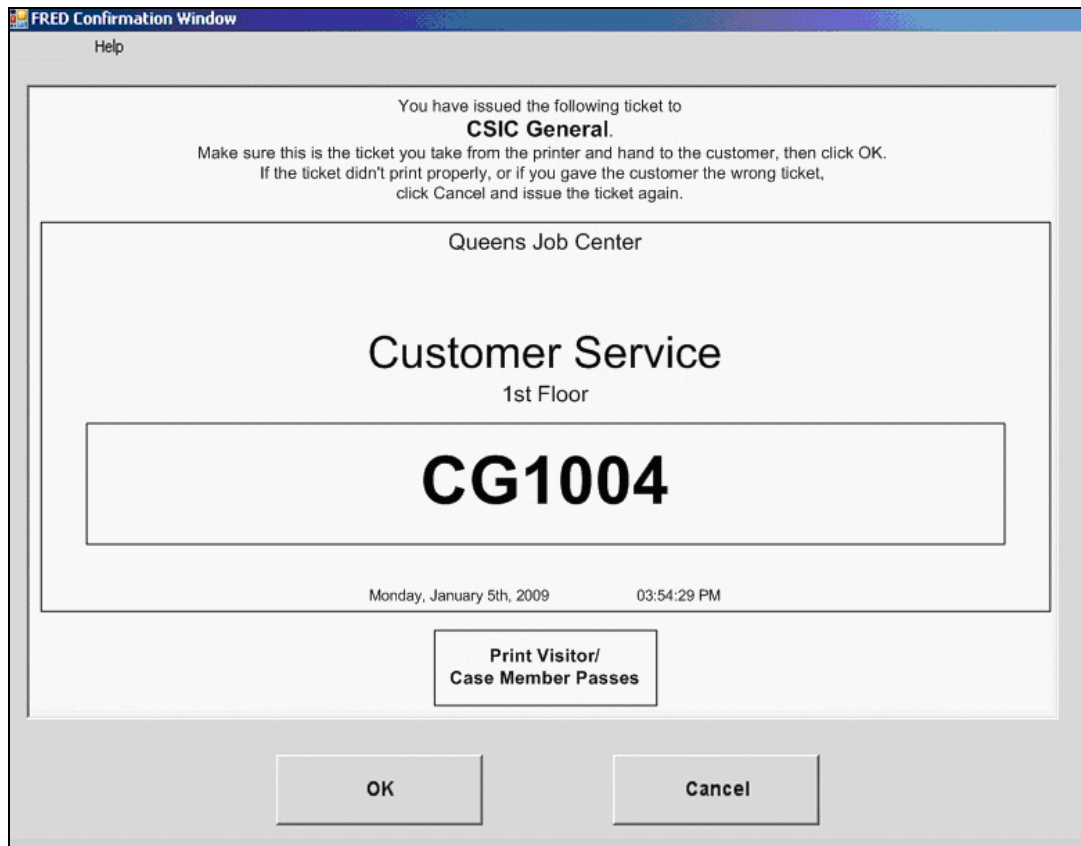
4. Changes to FRED Customer Identification Window

The FRED Customer Identification window will be updated as follows:

- The **Caseload** field will be blank when the customer is not assigned to the current center.
- For cases with a caseload of 00444, a description of "PARKS" will appear in the Caseload field.
- For cases with a caseload between 00690 and 00699, a description of "ADVENT" will appear in the Caseload field.

5. Changes to FRED Confirmation Window

The layout of the **FRED Confirmation** window will be updated as indicated below to show an image of the top half of the actual paper ticket that was printed. Below the ticket image, the "Print Visitor/Case Member Passes" button will appear, as it does currently.



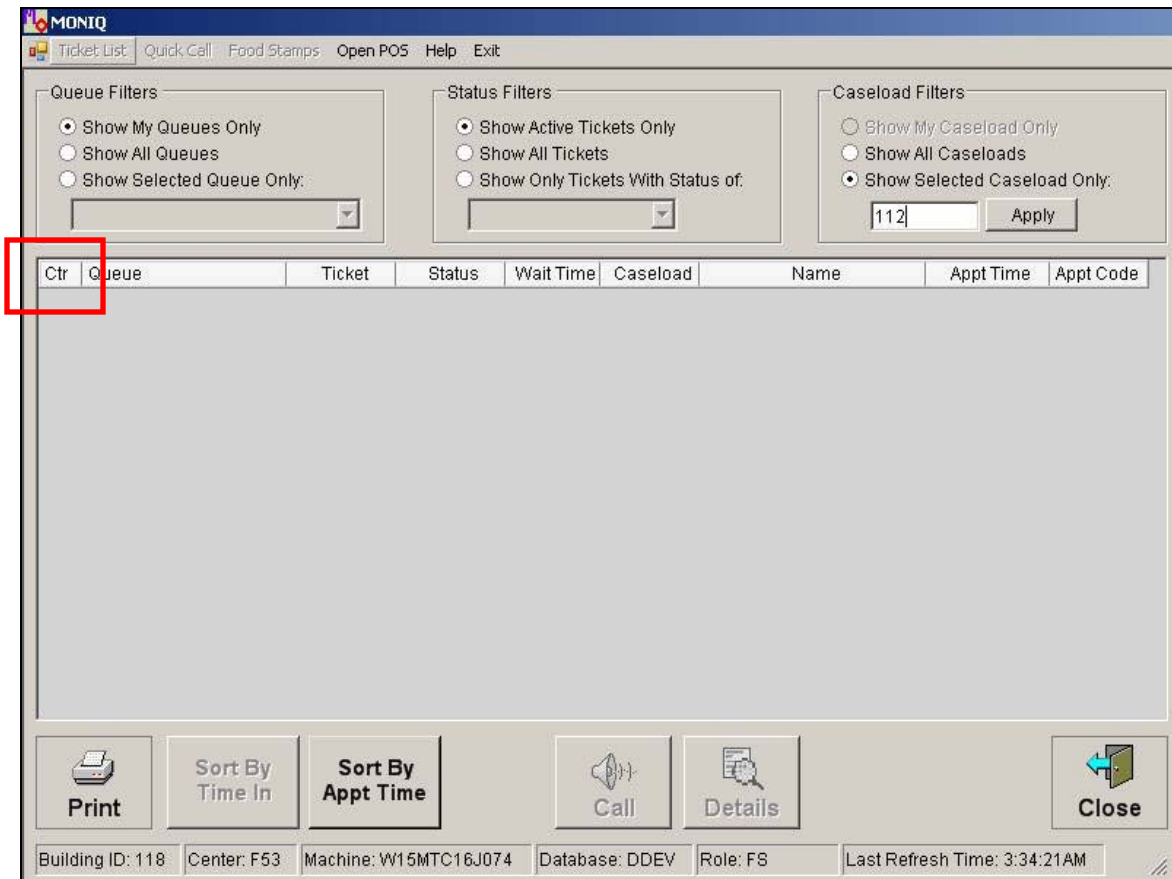
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6. Changes to MONIQ Ticket List Window

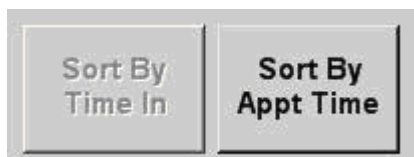
The Ticket List window in the MONIQ system will be updated as follows:

- Currently, workers can only see their own center's tickets in Ticket List. In 5.0, workers will have the capability to see all tickets in their *building*, provided they set their filters appropriately.
- A Center column will be added to Ticket List.
- The Appt Time column will be empty for tickets associated with appointments that are not scheduled for today or do not have a time component, such as document return appointments.



New Sort Buttons

Currently the tickets in Ticket List are sorted by "Time In" by default, and workers are not able to change the sort order. Beginning with version 5.0 Workers will also be able to sort by "Appt Time," and to switch between that and the default sort using new "Sort By" toggle buttons, as shown below.



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Selected Caseload Field

The Selected Caseload filter will be changed from a drop-down to a text box, and an **Apply** button will be added. When the Worker types the caseload and clicks on the new **Apply** button, tickets marked with the entered caseload will appear in the Ticket List window. If the Worker wants to see tickets that have no caseload, they can clear the text box and click on the **Apply** button.



New Ticket Alert

For MONIQ 5.0, a message box will appear when a Ticket List user tries to call a new ticket but still has an earlier ticket open:

"You started processing ticket fill-in-the-blank-ticket at fill-in-the-blank-time, but never finished it. Are you sure wanted to move to a new ticket? If you click YES you will not be able to resume processing fill-in-the-blank-ticket."

This message will not appear for **Quick Call** users.

If the worker clicks YES, s/he will continue processing the new ticket as usual. The original ticket will be marked as FINISH in MONIQ, but Mgmt Console report users will be able to tell the difference between user-finished tickets and tickets finished from the above message box.

If the worker clicks NO, the message box will close, and the worker can then select the original ticket and resume processing it as usual.

7. Changes to Launch of FS POS Intake in MONIQ

The **FS Reception Intake** activity will automatically be launched when an **NCA Intake** ticket is answered. At the end of the activity, MONIQ will display FS POS, instead of the Ticket Finish window, to allow the Worker to continue the intake process. At the end of the Intake or Interview, the Worker must go back to MONIQ and finish the ticket. Workers will no longer have to issue themselves a second ticket in the middle of the process, but Mgmt Console users will be able to tell the difference between same-day and next day interviews.