

FS POS Release Notes

Version 3.2 June 22, 2009

These Release Notes contain descriptions of changes in FS POS Release 3.2, scheduled for June 22, 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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1. Changes to EFS Activities with Ineligible Budgets

The EFS Issuance and EC – EFS Issuance activities have been updated to allow the Worker to indicate that an applicant is ineligible for expedited Food Stamp benefits when the WMS budget returns a result of ineligible. A new window named **WMS Budget Selection for EFS Determination** will be added to accommodate these changes.

WMS Budget Selection for EFS Determination Window

The WMS Budget Selection for EFS Determination window will allow the Worker to select the budget that will be used in the **EFS determination**.

The window will include the following fields:

- WMS Budget for EFS Determination
- FS Budget Result
- Coupon Amount
- Outcome and Next Action

New window: WMS Budget Selection for EFS Determination

The **WMS Budget for EFS Determination** list will include the saved FS budgets. The **FS Budget Result** field will indicate whether the selected budget has a result of eligible or ineligible. If the result is eligible, the amount from the saved WMS budget will be displayed in the **Coupon Amount** field. The **Outcome and Next Action** field will indicate the next step that should be taken by the Worker.

Revised Activity Flow for Cases with Ineligible Food Stamp Budget Result

If the case is initially marked as eligible for FS benefits under the expedited service criteria, but the WMS budget returns a result of ineligible, POS will:

- Reset the **EFS Eligibility Determination** to ineligible;
- Reset the FS case status to AP (applying);
- Reset the FS individual status will be reset to AP (applying) for all individuals applying for FS.

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2. Application Modification Changes

The **Application Modification** activity has been updated to allow the Worker to save time and increase accuracy of changes to application cases by implementing shortened flows:

- A new window named **Changes to Application Case** has been added to the beginning of the activity to ask the Worker to select the change that they want to make to the case.
- New communication with WMS will retrieve information on individuals who were previously on a case with the casehead and will be displayed in a new window named **Add individual(s) to case** in order to save data entry time. This window will allow the Worker to copy the name, sex, Social Security Number and date of birth information from WMS to POS for the individuals found on prior WMS cases.

File Edit Tools Window Help

Please select the change(s) that you would like to make to this application case and click the Next button to continue.
If necessary, you will be able to make additional changes once the change selected below is made.

Select one of the following options:

- Address Change
- Add individual(s) to the case
- Remove individual(s) from the case
- Change household member information
- Other change(s)

Next Previous

Address Change

When the Worker selects **Address Change** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Address
- Case Login

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Add individual(s) to the case

When the Worker selects **Add individual(s) to the case** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Add individual(s) to the case
- Adults
- Children
- Food Stamp Household Composition
- Case Login

Remove individual(s) to the case

When the Worker selects **Remove individual(s) to the case** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Remove individual(s) to the case
- Adults
- Children
- Food Stamp Household Composition
- Case Login

Change Household Member Information

When the Worker selects **Change household member information** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Adults
- Children
- Food Stamp Household Composition
- Case Login

Other Changes

When the Worker selects **Other change(s)** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Address
- Adults
- Children
- Food Stamp Household Composition
- Case Login

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New window: Add individual(s) to case

A new window named **Add individual(s) to case** will allow the Worker to add individuals to the case and will appear in the Application Intake activity after the Address window and in the Application Modification when the Worker selects **Add individual(s) to the case** in the **Changes to Application** window.

The window will have new instructions: "This window lists all individuals currently in the household and individuals found on prior WMS cases. To add an individual to the household, please click on the "Select" checkbox."

The individuals who are currently on the POS case will be listed in a new section named "Individuals currently in the household". This section will include the following information for each individual:

- Name
- SSN
- DOB
- Sex
- Relationship
- Individual Status PA/MA/FS

The individuals found on prior WMS cases will be listed in a new section named "Individuals currently in the household". This section will include the following information for each individual:

- Name, SSN, DOB, Sex, Select checkbox

To add individuals to the household, the Worker will need click on the "Select" checkboxes and click on the **Next** button.

This window lists all the individual currently in the household and individuals found on prior WMS case. To add an individual to the household, please click on the "Select" checkbox.

Individuals currently in the Household

Name	SSN	DOB	Sex	Relationship	Ind Status PA/MA/PS

Individuals from prior cases

Name	SSN	DOB	Sex	Select
				<input type="checkbox"/>

Next **Previous**

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New window: Remove individual(s) from case

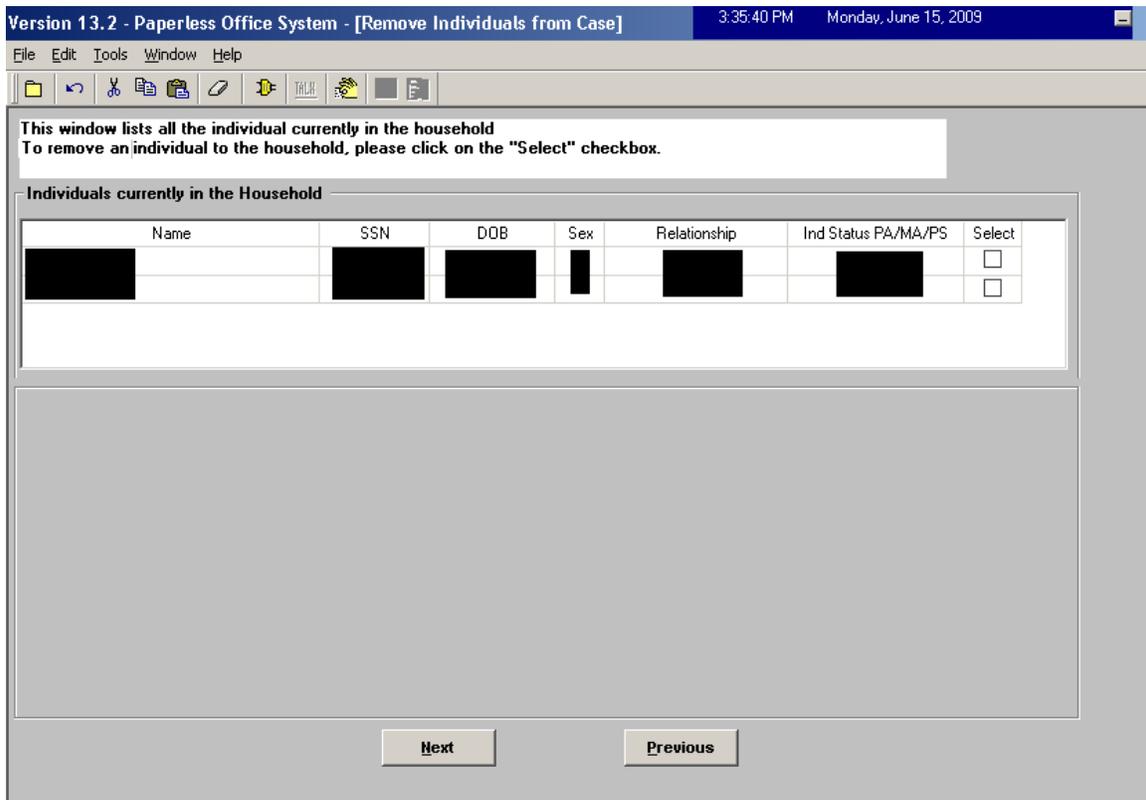
A new window named **Remove individual(s) from case** will allow the Worker to remove individuals from the case in the Application Modification.

The window will have instructions: "This window lists all individuals currently in the household and individuals found on prior WMS cases. To remove an individual from the household, please click on the "Select" checkbox."

This window will include the following information for each individual:

- Name
- SSN
- DOB
- Sex
- Relationship
- Individual Status PA/MA/FS
- Select checkbox

To remove individuals from the household, the Worker will need click on the "Select" checkboxes and click on the **Next** button.



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3. Change to POS Response to Question Windows

In order to allow Workers to differentiate between two individuals with the same name, the “Who” selection windows in the POS interview response windows will now include the line number and date of birth for the listed individuals.

Who	English One	Never	Start	End
1	English One			01/01/1967
2	English Two			01/28/1969
3	English Three			01/19/2007
4	English Four			07/19/2008
	ROW??? DELETE			00/00/0000

4. Changes to Income from Sponsor Window

The response window for the question “Is anyone in your household an immigrant who was sponsored for admission into the US” has been updated.

A new question “Is the sponsor making contributions” will be added to the window. If the Worker clicks “Yes” for this question, the following new fields will be enabled:

- Amount
- Frequency
- Start Date
- Expected End Date
- Program

Who	Income Type	Amount -Frequency	Start Date	Expected End Date
		Bv	00/00/0000	00/00/0000
Description		Program Indicator	Hrs. Worked	
Income from Trust		Expected Distribution Date		
<input type="radio"/> In Receipt <input type="radio"/> Not Yet Received		00/00/0000		
Training Allotment		Amount to be budgeted as income		
Full Amount of Allotment or Reimbursement (monthly)				

OK Cancel

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5. Case Transfer Activity

A new activity has been added to allow staff to transfer active Food Stamp cases to another office. This activity will be available to Eligibility Specialists and Supervisors. POS will prevent the transfer of cases that have an upcoming recertification interview.

This new activity is available in the Action menu and will include the following windows:

- Household Screen: This window will allow the Worker to view the details for the current case.
- Center Information: This window will allow the Worker to indicate the reason for the case transfer, the new center and the new caseload for the case.
- Approval Elements: This window will allow the Worker to send the case to the supervisor for approval.

Center Information window

The Center Information window will allow the Worker to indicate the reason for the case transfer, the new center and the new caseload for the case. The Worker will be able to select Food Stamp home centers in the New Center list.

POS Case Transfer - Center Information

File, etc.

Case Number: [REDACTED] Suffix: [REDACTED] Center: [REDACTED] Unit Worker: [REDACTED] Case Name: [REDACTED]

Reason for Case Transfer: [Dropdown]

New Center: [Dropdown]

Caseload: [Text Field] 00000

Next Previous Cancel Suspend

List of Reasons for Case Transfer:

- Out of Territory
- Transfer to Special Site
- Transfer for Administrative Reasons

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6. Transmission Business Rule

A new business rule will prevent Supervisors from accidentally completing activities with TAD changes that require transmission to WMS. If the Supervisor attempts to complete the activity and there are changes on the TAD window, the following error message will appear:

"Transmission is required in this activity. Please click on the Xmit button to transmit the TAD to WMS or click Suspend to return the case to the queue."

This new rule will run in the Approve EFS Issuance, Approve EC – EFS Issuance, Approve FS Application Interview, Approve EC – FS Application Interview, Approve FS Recertification Interview and Approve EC – FS Recertification Interview activities.

7. Updates to FS Recertification Interview Log

The **FS Recertification Interview Log** has been updated to add two new filters and a new column.

IVRS Filter

A new filter will be added to allow the Worker to filter for cases that may be eligible to complete their recertification via the Interactive Voice Response System (IVRS).



Appointment Type

- Telephone Interview
- In-Center Interview
- IVRS
- No Change
- Original Appointment date
- LDSS-4826 Received

No Change Filter

A new filter will be added to allow the Worker to filter for cases that were marked as “no change recertifications” in the FS Recertification Interview activity.



Appointment Type

- Telephone Interview
- In-Center Interview
- IVRS
- No Change
- Original Appointment date
- LDSS-4826 Received

New columns: No Change and Closing Requested

Two new columns have been added: The “No Change” column will be updated if a case is marked as a “no change recertification” and the “Closing Requested” column will be updated if the recipient requested a case closing in the FS Recertification Interview activity.

For additional details, please see **Appendix A**.

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8. Shortened Flow for IVRS, F15 and F61 “No Change” Recertifications

A shortened activity flow has been implemented in the **FS Recertification Interview** activity for the following types of cases:

- Cases that completed the recertification via the Interactive Voice Response System (IVRS) and have no changes;
- Cases from Center F15 (SSI) that have no changes;
- Cases from Center F61 (Residential Treatment Center) that have no changes.

When the case meets one of the criteria listed above, the following windows will appear in the activity:

- Household Information
- Case Member Information
- Budget
- TAD
- Form Data Entry
- Notice Data Entry
- Print Forms
- Approval Elements

Updates will be made in the **Case Member Information** window to accommodate this new flow.

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9. Updates to Case Member Information window in FS Recertification Interview

The Case Member Information window in the FS Recertification Interview activity has been updated to:

- Allow the Worker to change the recertification interview type indicator when necessary;
- Allow the Worker to indicate that the case is a “no change” recertification interview; and
- Allow the Worker to indicate the date that the LDSS-4826 was received;
- Allow the Worker to indicate that the recipient failed to keep the interview.

If the Worker indicates that the recertification interview type has changed, the **FS Recertification Interview Log** will be updated.

If the Worker indicates that the recipient failed to keep the interview, the FS recertification interview will be removed from the Worker’s queue and the appointment status will be updated to “Failed to Keep” for the case in the **FS Recertification Interview Log**.

Revised Case Member Information window in FS Recertification Interview

FS POS 3.2 - [Case Member Information] 4:09:16 PM Monday, June 15, 2009

File Edit Tools Window Help

The 'Case Member Information' window lists the individuals who are currently on the case. Please ask the applicant/recipient whether anyone who lives with them is not listed in the 'Case Member Information' section.

Case Member Information

Suff	Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Citizen / National	FS	AFIS / ST
1	1	TA18157V	Sthree E F	Casehead	01/01/1977	518-51-8848	1	M	<input checked="" type="checkbox"/>	AP	<input type="checkbox"/>

Household Composition

Is there anyone who lives with you who is not listed above? Yes No

Interview Disposition

Appointment Date: 6/15/2009 Appointment Time: 9:30 AM

Failed to Keep? Yes No

Telephone Interview? Yes No Telephone Number: _____ Extension: _____

LDSS-4826 Received? Yes No Date Received: _____

IVRS? Yes No

No Change Recert? Yes No Closing Requested? Yes No

Next Action

Next Previous

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10. Updates to Case Member Information window in FS Application Interview

The Case Member Information window in the FS Application Interview activity has been updated to:

- Allow the Worker to change the application interview type indicator when necessary;
- Allow the Worker to indicate that the recipient failed to keep the interview.
- Remove the unnecessary "LDSS-4826 Received" and "IVRS" indicators.

If the Worker indicates that the application interview type has changed, the **FS Application Interview Log** will be updated.

If the Worker indicates that the applicant failed to keep the interview, the FS application interview will be removed from the Worker's queue and the appointment status will be updated to "Failed to Keep" for the case in the **FS Application Interview Log**.

Revised Case Member Information window in FS Application Interview

FS POS 3.2 - [Case Member Information] 4:07:54 PM Monday, June 15, 2009

File Edit Tools Window Help

The 'Case Member Information' window lists the individuals who are currently on the case. Please ask the applicant/recipient whether anyone who lives with them is not listed in the 'Case Member Information' section.

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val Sex	Citizen / National	FS AFIS / ST
							<input checked="" type="checkbox"/>	AP <input type="checkbox"/>

Household Composition

Is there anyone who lives with you who is not listed above? Yes No

Interview Disposition

Appointment Date: 6/6/2009 Appointment Time: 9:15 AM

Failed to Keep? Yes No

Telephone Interview? Yes No Telephone Number: Extension:

Next Action

Next Previous

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11. WMS 2009.2 Updates

POS has been updated to match the following change in the WMS software version 2009.2 Release:

- Increase of Same Day Expedited Food Stamp Issuance Maximum to \$1999.99

These changes will be effective June 22, 2009. For additional information, please refer to the WMS 2009.2 system release policy directive.

12. Change to Address Windows

The **City** field in the Address windows in POS will be updated to include all possible city values in the borough of Queens.

13. E-Forms

The following E-Forms have been **updated**:

- W-515X, System Alien Verification of Entitlements (SAVE) Referral;
- W-680FF, Language Questionnaire

14. Reminder: Assigning and Starting CBO Cases

CBO cases scheduled for a FS application interview should be assigned to the Worker by a supervisor, so the FS Application Interview is moved from the "Applications CBO" queue and appears in the Worker's queue.

FS POS checks for the successful application registration when the FS Application Interview is started from the POS queue.

If the case was successfully registered at the time of submission by the CBO, POS retrieves the case number from WMS and updates all of the case data with the WMS registry number. If the case was not successfully registered at the time of submission, POS submits an application registration to WMS and updates all of the case data with the WMS registry number.

The Worker should not be looking for the WMS case number prior to starting the FS Application Interview activity. Starting the case with the WMS case number will result in the loss of the CBO entered data.

For additional details, please refer to **Appendix B**.

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Mass Caseloading

New functionality in POS will allow authorized users to change the caseload designation for multiple cases at the same time. The **Mass Caseloading** tool will retrieve single issue and active PA cases from the WMS Extract file, which includes caseload information as of the previous night. The cases will be shown by caseload and the authorized user will be able to move cases from their existing caseload to a new caseload. After the changes are made, POS will schedule a WMS transaction for each case to update the caseload indicator in WMS overnight.

Access

To access the **Mass Caseloading** tool in a Job Center, the FIA staff person must be marked as a **Mass Caseloading User** in the **Personnel Tasks** window in POS Enrollment and be enrolled in one of the following titles:

- Director
- Administrative Assistant
- Office Manager
- Supervisor
- Assistant Office Manager
- Error Correction Supervisor
- AJOSI
- AJOSII
- Admin JOSI
- Admin JOSII

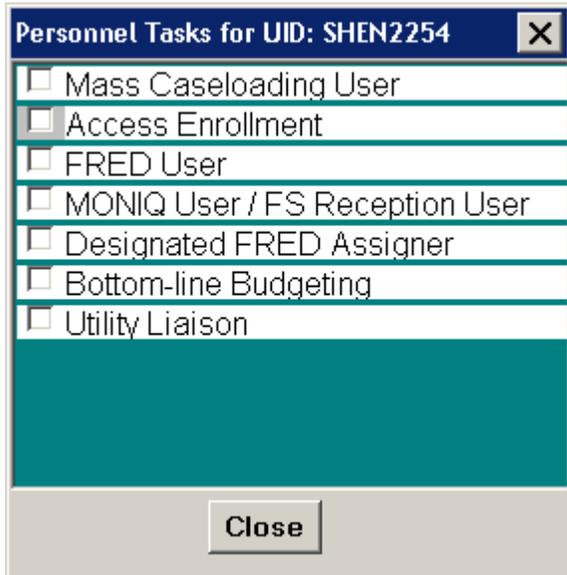
To access the **Mass Caseloading** tool in a HASA Center, the HASA staff person must be marked as a **Mass Caseloading User** in the **Personnel Tasks** window in POS Enrollment and be enrolled in one of the following titles:

- Director
- Administrative Assistant
- Office Manager
- Supervisor
- Assistant Office Manager
- Error Correction Supervisor
- AJOSI
- AJOSII
- Admin JOSI
- Admin JOSII
- HASA FH&C Director
- HASA FH&C Supervisor

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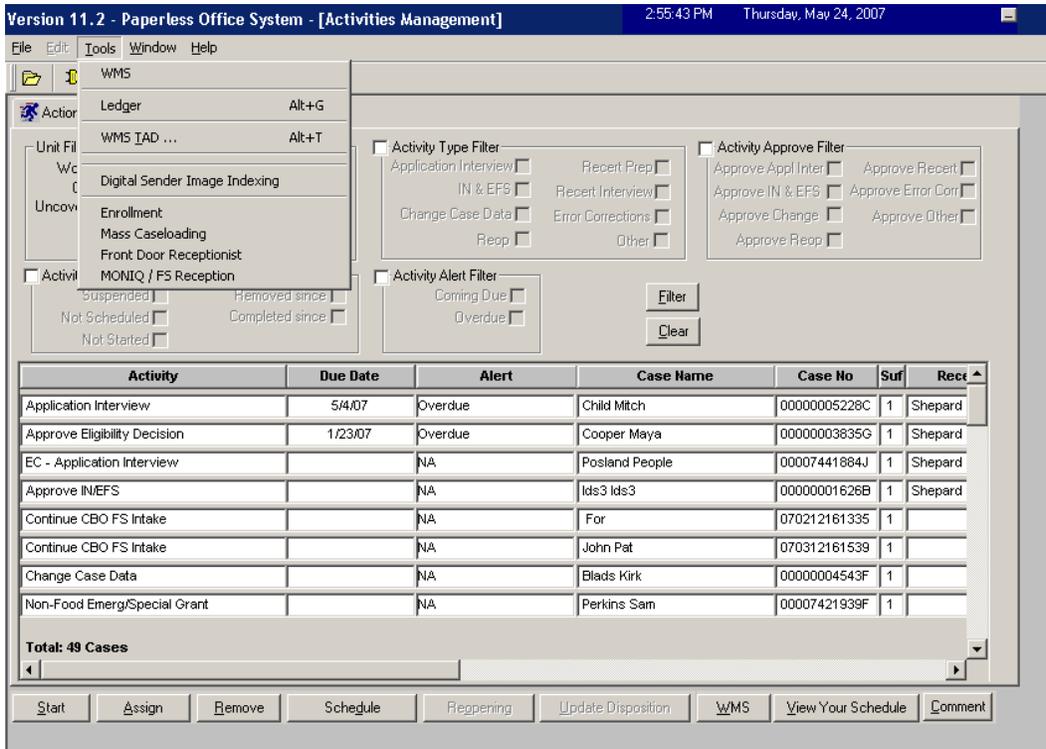
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Personnel Tasks window



The **Mass Caseloading** tool will be available through an option in the **Tools** menu on the **Activities Management** window.

Activities Management window

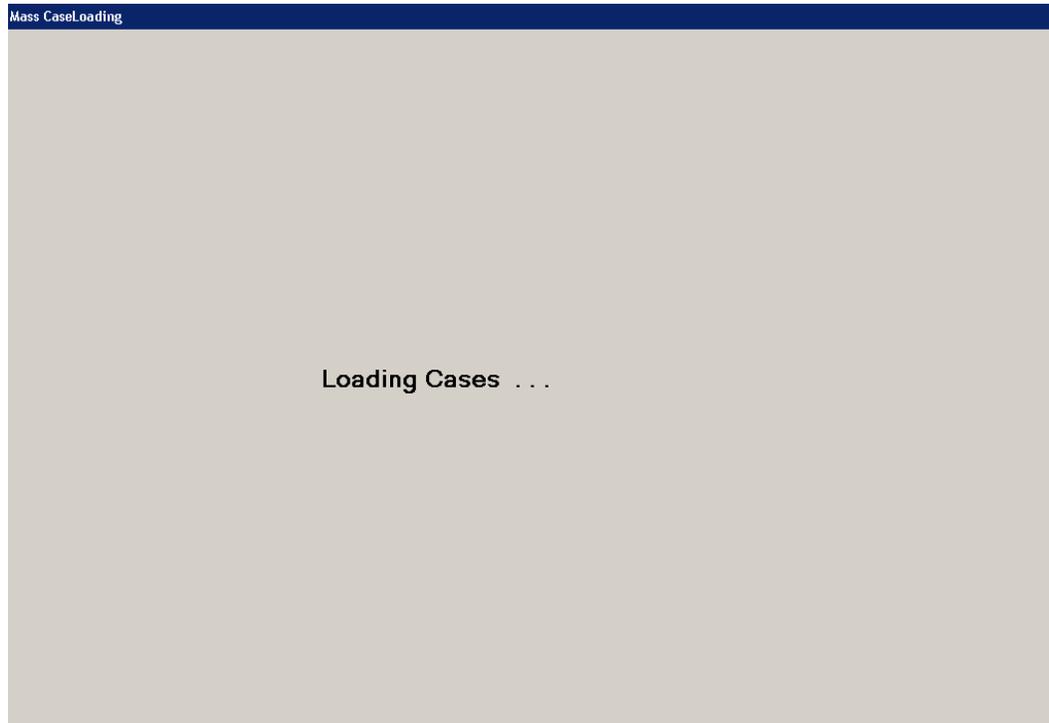


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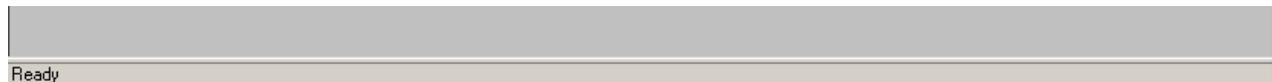
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Loading of Cases

When the Mass Caseloading tool is accessed, the cases will be retrieved from the WMS Extract file. The time that it takes to load the cases will vary according to the size of the center. A window will appear with the following message:



The staff person can continue work in another section of POS by clicking on the bottom tool bar:



The Mass Caseloading tool will now be accessible more than once per day at each center. If the tool was previously accessed, an error message will appear informing the staff person that the retrieval of data may take a long time.

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Change Caseload window

The main window in the **Mass Caseloading** tool is the **Change Caseload** window. This window will allow the Worker to view all POS caseloads for the center on the left-hand side of the window. The right-hand side of the window will list the cases for the selected caseload.

Updating the caseload

To update the caseload, the staff person must click on the case row in the **Cases in Selected Caseloads** section by clicking on the arrow to the left of the case number. Then, s/he must select the new caseload in the **Select new caseload** drop-down menu and click on the **Update** button. To select multiple rows, s/he must hold down the **Ctrl** key on the keyboard while clicking on each case row.

Once all required changes are made, the staff person must click on the **Transmit to WMS** button.

Adding a new caseload

To add a new caseload, the Worker must type the five character caseload in the **Add new caseload** text box and click on the **Add** button.

Change Caseload window

Mass Caseloading [Change Caseload]

This window will allow you to change the caseload for POS cases. The left-hand side of the window lists the current valid POS caseloads for the center. The right-hand side of the window lists the cases for the selected caseload. The changes will be transmitted to WMS from the **Confirmation** window.

Updating the caseload
To move a case from one caseload to another, click on the case row. To select multiple rows, hold down the Ctrl button on the keyboard while clicking. Then, select the new caseload and click on the **Update** button.
To save the changes made and transmit them to WMS, click on the **Transmit to WMS** button.

Caseloads			
Caseload	Worker	WMS ID	Total Cases
0203			1
000			1
0000			2
00000		907A65	59
00010	Testfour, M	000A04	86
00011	Elkordy, S	139G39	205
00012	Testfive, M	119E10	178
00013	Tessix, M	139D27	155
00014			179
00015			194
00021			7
00022			9
.....			-

Cases in Selected Caseload		
Case Number	Case Name	Language Spoken
00003588268H	Colon Daisy	English

Select new caseload: 000

Adding a new caseload
To add a new caseload, type the new five character caseload below and click on the **Add** button.

Add new caseload:

Save changes or exit the window
To save the changes, click on the **Transmit to WMS** button below. To undo all changes made, click on the **Cancel Changes** button. To exit this window, click on the **Exit** button.

Window edits

The following edits are in effect in the window:

- FIA staff will only be able to move cases out of and into reserved caseloads if the center is authorized to handle the caseload.
- FIA staff will not be able to move cases into a HASA caseload.
- HASA staff will only be able to move cases from one HASA caseload to another.

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When the staff person clicks on the **Transmit to WMS** button on the **Change Caseload** window, POS will check whether there is a pending **Recertification** activity (preparation or interview) for the case or whether the **Next Recert Date** is in the current or next month. If any such cases are found, the **Upcoming Recertification** window will appear. If no cases due for recertification are found, the **Confirmation** window will appear.

Upcoming Recertification window

The **Upcoming Recertification** window will list cases with pending or upcoming recertifications. To remove these cases from the list of caseload changes, the Worker must select the case row and click on the **Remove Cases from List** button. Clicking on this button will cancel the change to the selected case's caseload.

To proceed, the staff person must click the **Continue** button.

Mass CaseLoading [Upcoming Recertification]

The 1 case(s) listed below have a pending **Recertification** activity or are due for **Recertification** within the current or next month. Click the **Continue** button to continue with the changes. To remove cases from the list, highlight them and click the **Remove Cases from List** button.

Cases with pending Recertification						
Case Number	Case Name	Language Spoken	New Caseload	Worker	WMS ID	Next Recert Date
▶ 00003588268H	Colon Daisy	English	00013	Tessix, M	139D27	5/16/2007

Continue Remove Cases from List Cancel

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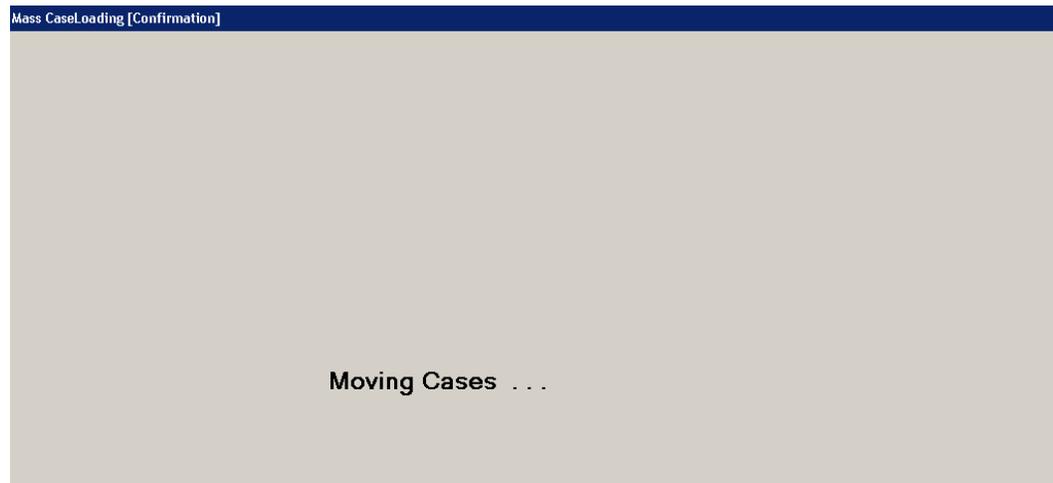
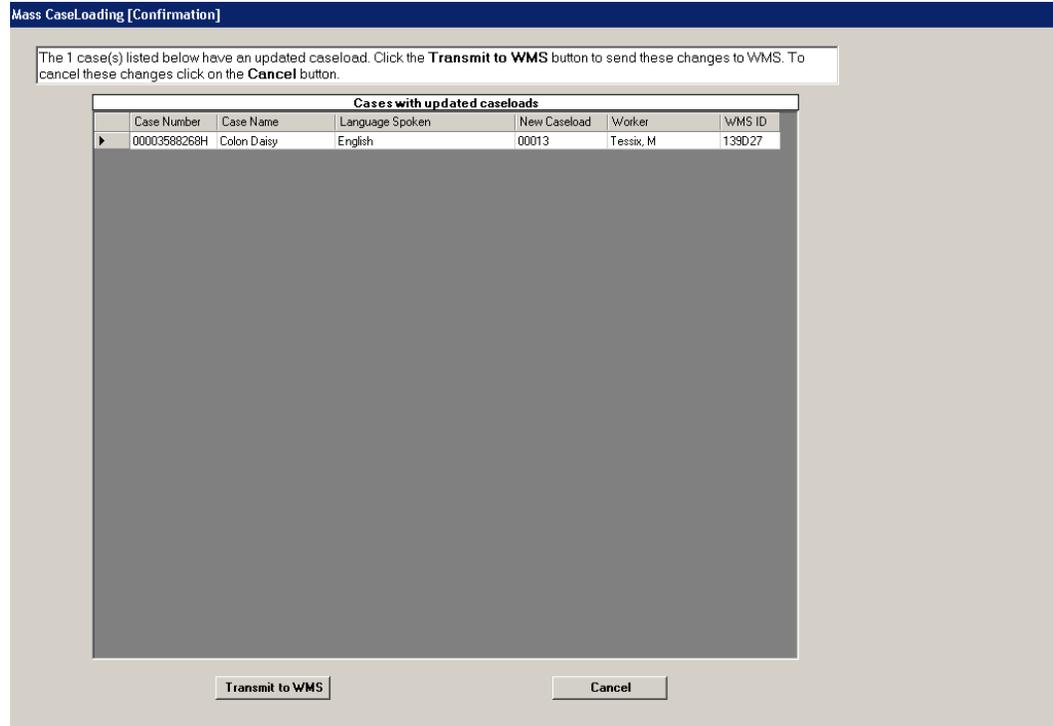
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Confirmation window

The **Confirmation** window lists the cases with an updated caseload. To send the changes to WMS, the person must click on the **Transmit to WMS** button.

Please note that all pending case actions will be moved from the queue of the previous worker into the queue of the new selected Worker.

POS will schedule transactions to update the caseload in WMS for each case. These transactions will be automatically posted by POS and will be processed overnight.



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Transaction Log Window

A new window will allow the Mass Caseloading user to view a list of Mass Caseloading transactions that were successfully transmitted from POS to WMS. The window will display the case number, case name and date of the transmission.

Error Log Window

A new window will allow the Mass Caseloading user to view a list of Mass Caseloading transactions that were not successfully transmitted from POS to WMS. The window will display the case number, case name, date of the transmission and the error.

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Assigning and Starting a CBO Case

Overview

This quick guide provides instructions on starting a CBO case that is a scheduled for a food stamp application interview.

Supervisor Assigns Case to Worker

The Supervisor accesses the **Application Interview Log**, selects the CBO case and assigns it to a Worker. The Supervisor must inform the Worker that the case has been assigned to them.

FS POS Version 2.3.1
File Retrieve Print Filter Display Summary

Application Interview Log [Center Number: F53]

Search By

Appointment Date Case Number

Selected Date Date Range

03/05/2009

From: To:

Last Name of Casehead or Payee

Application Type Filter

Working Families
 In-Center
 CBO
 Telephone
 Exclude dummy case numbers
 Original Appointment Date

Appointment Status Filter

Kept Appointment
 Failed to Keep Appointment
 None

Intake Date	Case No	Case Name	Appt Date	Appt Time	Appt Status	CBO	Tel Intv	Contact Number
03/04/2009	090304468760	Testing Case	03/05/2009	09:00 AM		Yes	Yes	212-628-7501

Assign Reschedule Contact Kept Appointment Failed to Keep Appointment Process Failed to Keep Transaction Exit

Referral Window

Selected Case

Case Number: 090304468760 Case Name: Testing Case

Casehead CIN: CIN00001 Casehead Name: Testing Case

Center: F43

Refer Case To

Title	Unit	Last Name	First Name	Phone
FS Supervisor	RCT	Breton	Jose	7185108589
FS Assistant Site Manag	DEV	Pawar	Sandeep	7185108598
FS Supervisor	FS	Rangaiah	Madhu	7185100564
FS Assistant Site Manag	MPU	Supervisor	907B01	
FS Assistant Site Manag	MPU	Syed	907A89	

Enter comments, if Any

OK Cancel

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If the case is scheduled for an In-Center Interview, the Worker calls the applicant from the waiting area. If the center is a Model Center, the Worker also updates the MONIQ Ticket. Once the Worker returns to their area, he or she goes into the queue to find the assigned FS Application Interview.

If the case is scheduled for a telephone interview, the Worker accesses the **Application Interview Log** to record the attempted telephone contact, as shown below.

Telephone Contact for CBO Telephone Interviews

When contacting an applicant scheduled for a telephone interview, the Worker accesses the **Application Interview Log**, selects the case and clicks on the **Contact** button. In the **Contact** window, the Worker records the contact attempt and clicks **OK**. If the applicant is successfully contacted, the Worker exits the Log, exits FS Reception/MONIQ and goes to their POS queue.

FS POS Version 2.3.1
File Retrieve Print Filter Display Summary

Application Interview Log [Center Number: F53]

Search By:

Appointment Date Case Number

Selected Date: 03/05/2009

Date Range: From: To:

Last Name of Casehead or Payee

Application Type Filter:

Working Families
 In-Center
 CBO
 Telephone
 Exclude dummy case numbers
 Original Appointment Date

Appointment Status Filter:

Kept Appointment
 Failed to Keep Appointment
 None

	Intake Date	Case No	Case Name	Appt Date	Appt Time	Appt Status	CBO	Tel Intv	Contact Number
▶	03/04/2009	090304468760	Testing Case	03/05/2009	09:00 AM		Yes	Yes	212-628-7501

Assign Reschedule Contact Kept Appointment Failed to Keep Appointment Process Failed to Keep Transaction Exit

Contact Attempted

Case Number: 090304468760
Case Name: Testing Case
Casehead Name: Case Testing
Contact Number: 212-628-7501 Extension:
Requested call time:

Contact Attempt 1
Did you successfully contact the client? Yes No
Date that the contact was attempted? 03/04/2009
Time that the contact was attempted?

Contact Attempt 2
Did you successfully contact the client? Yes No
Date that the contact was attempted? 03/04/2009
Time that the contact was attempted?

Contact Attempt 3
Did you successfully contact the client? Yes No
Date that the contact was attempted? 03/04/2009
Time that the contact was attempted?

Contact Attempt 4
Did you successfully contact the client? Yes No
Date that the contact was attempted? 03/04/2009
Time that the contact was attempted?

Comments:

Interview Type: Telephone In-Center

New Contact Number: Yes No

Contact Number: Extension:

OK Cancel

FS POS Release Notes: Appendix B

Version 3.2, June 22, 2009

Starting the FS Application Interview activity

The Worker accesses their queue and filters for **FS Application Interview** activities. If the Worker cannot see the case in their queue, they should refresh their queue:

The screenshot shows the 'FS POS 3.1 - [Activities Management]' window. The title bar includes the time '5:16:14 PM' and the date 'Wednesday, March 04, 2009'. The interface features a menu bar (File, Edit, Tools, Window, Help) and a toolbar with icons for file operations. Below the toolbar is a filter configuration area with several sections:

- Unit Filter:** Includes radio buttons for 'Worker', 'CMU', and 'Uncovered', and a dropdown menu set to 'Center'.
- Activity Type Filter:** A checked section containing checkboxes for 'FS Application Interview', 'EFS Issuance', 'FS Recert Interview', 'FS Change Case Data', 'Error Corrections', and 'Other'.
- Activity Approve Filter:** An unchecked section containing checkboxes for 'Approve FS Application Interview', 'Approve EFS Issuance', 'Approve FS Recertification', 'Approve FS Change Case Data', 'Approve Error Corrections', and 'Approve Other'.
- Activity Status Filter:** An unchecked section with checkboxes for 'Suspended', 'Not Scheduled', 'Not Started', 'Removed', and 'Completed'.
- Activity Alert Filter:** An unchecked section with checkboxes for 'Coming Due' and 'Overdue'.

Buttons for 'Filter' and 'Clear' are located below the filter sections. Below the filters is a table with the following data:

Activity	Due Date	Alert	Case Name	Case No	Suf	Receive
FS Application Interview	3/15/09	Due	[REDACTED]	090213165134	1	
FS Application Interview	3/15/09		[REDACTED]	00010004848H	1	
FS Application Interview	4/1/09		[REDACTED]	00010004915E	1	
FS Application Interview	3/14/09		[REDACTED]	00010004830F	1	

At the bottom of the window, there is a 'Total: 4 Cases' label and a row of action buttons: Start, Assign, Remove, Schedule, Reopening, Update Disposition, WMS, View Your Schedule, and Comment.

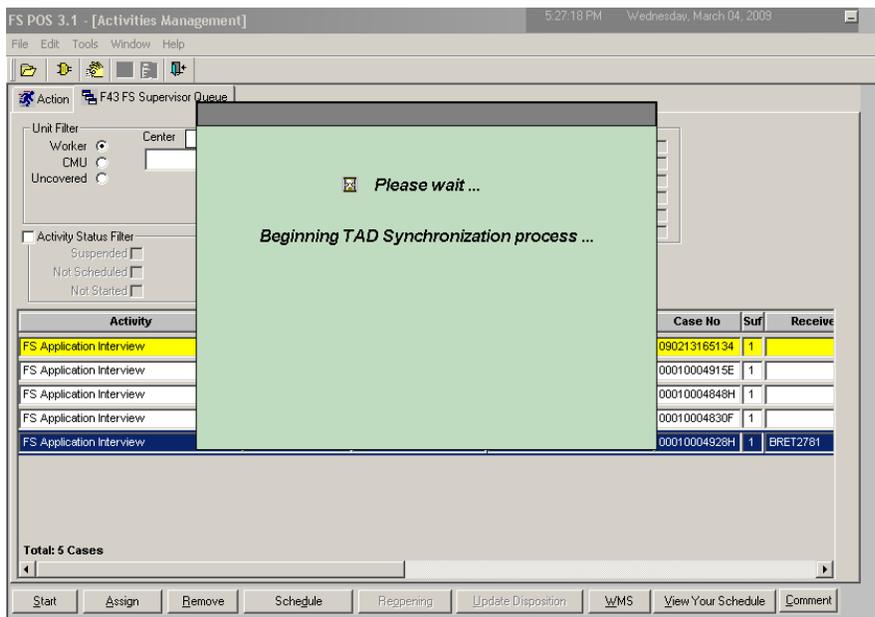
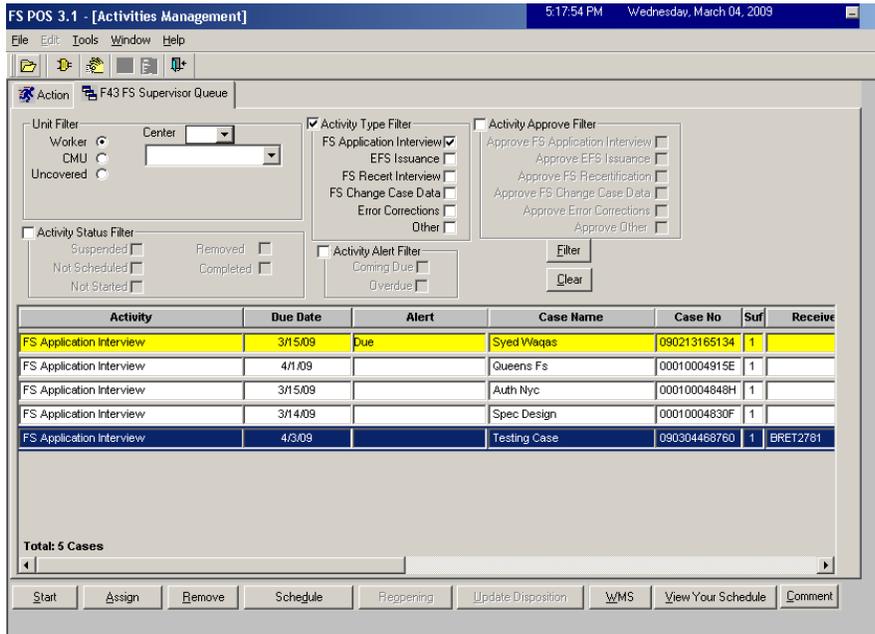


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Application Case Number

Once the case is found, the Worker must select it and click on the **Start** button. POS will check whether the case has been registered in WMS. If the case has been registered, POS will update the data entered by the CBO so it is available under the WMS case number. If the case has not been registered, POS will send the application registration to WMS and will update the data entered by the CBO so it is available under the WMS case number. The Worker then goes on to complete the **FS Application Interview** and the EFS issuance determinations.



Important Note:

The Worker should not be looking for the WMS case number prior to starting the FS Application Interview activity. Starting the case with the WMS case number will result in the loss of the data entered by the CBO.