James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #09-79-SYS

POS RELEASE NOTES VERSION 13.2

Date: June 30, 2009	Subtopic(s): POS
🖥 This procedure can now be accessed on the FIAweb.	**Revisions to the Original Policy Bulletin:** This policy bulletin is being revised to inform all Job Center staff that the following has been removed from the Welfare Management System (WMS) 2009.2 Updates section of the Paperless Office System (POS) Release Notes Version 13.2: • New Cash Assistance (CA) Issue Code **G2** (Emergency Clothing Voucher) • New Income Source Code **78** (Earned Income for [MKB] FA/SNCA Alien Budgeting Cases Only) for Documented Aliens **Purpose:** The purpose of this policy bulletin is to inform Job Center staff that the latest version of the POS migrated to production on June 22, 2009. Descriptions of the changes can be found in POS Release Notes Version 13.2 (**Attachment A**) and POS Release Notes Version 13.2: Appendix A (**Attachment B**). These release notes can also be found on the HRA Intranet at: http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79 *Effective Immediately* **Attachments:** **Attachment A** POS Release Notes Version 13.2 **Attachment B** POS Release Notes Version 13.2: Appendix A

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 13.2 June 22, 2009

These Release Notes contain descriptions of changes in POS Release 13.2, 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

Table of Contents


POS Release Notes
Version 13.2 June 22, 2009

1. OCSE Referral and Non-Custodial/Absent Parent Window Updates

The Non-Custodial/Absent Parent questions and OCSE referral rules has been updated to accommodate changes requested by the Family Independence Administration (FIA) and the Office of Child Support Enforcement (OCSE).

Move of Non-Custodial/Absent Parent Questions to Referrals window
The Non-Custodial/Absent Parent questions have been moved from the **Absent LRR** window to the **Referrals** window so the Worker can indicate whether the applicant/participant is homebound prior to completing the OCSE referral determination.
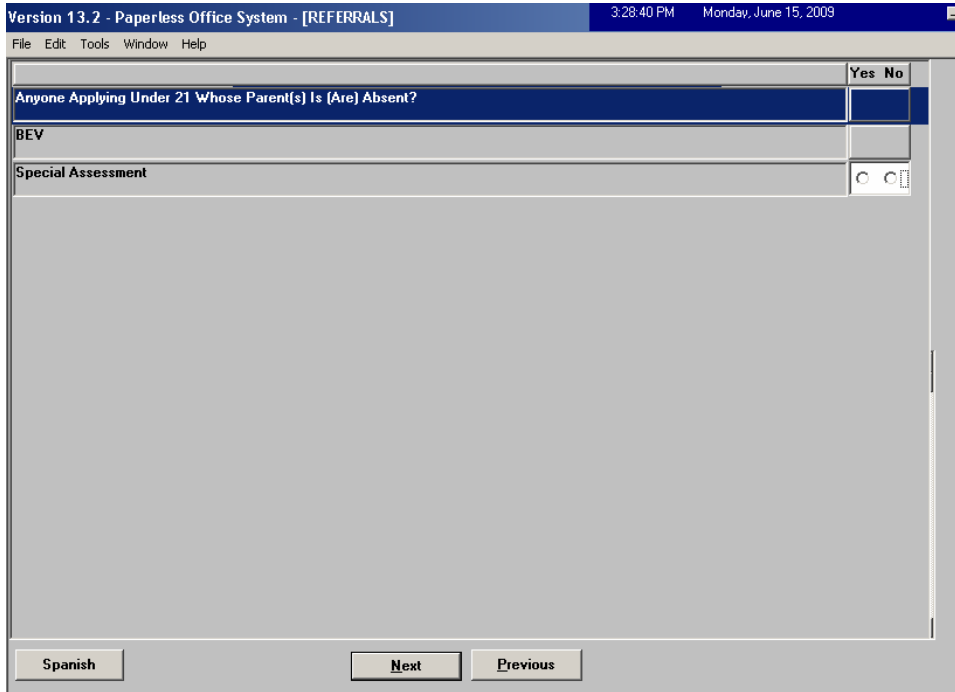
Changes to OCSE Referral
OCSE appointments in the POS Application Interview are no longer scheduled for "One Shot Deal" (case category of EAA, EAF or E-SN) cases, HASA cases, and for cases where the casehead or payee is homebound.

LDSS-4279 (Notice of Responsibilities and Rights for Support) Print Edit Change
The Worker will no longer be required to print the LDSS-4279 for "One Shot Deal" and HASA cases because these types of cases will not be referred to OCSE via POS.

POS Release Notes
Version 13.2 June 22, 2009

2. OCSE Action Codes Posted from POS to NYCWAY

POS posts OCSE-related codes for applicants to NYCWAY through Open TI (Open Transaction Integrator) transaction and through nightly file exchanges. The action codes are based on answers recorded in the **Application Interview**. Two new action codes will be implemented in June and July 2009.

Action Code 94NA (OCSE Not Applicable)
The question "**Anyone applying under 21 whose parent is absent?**" in the **Application Interview** tracks the non-custodial parent(s) for children on the case under the age of 21. When there are no children on the case with a non-custodial parent, the answer for the question is set to "No" and a red hand appears. For these cases, POS sends action code **94NA** (OCSE not applicable) in a nightly file.

Action Code 94NR (OCSE No Referral)
When a child is found with a non-custodial parent, POS connects and transmits data to the OCSE database. The OCSE database then runs business rules to determine whether a child support referral is necessary. When the OCSE database returns a value of "No referral required", POS saves and displays the result for the Worker in the response window. For these cases, POS sends action code **94NR** (OCSE No Referral) in a nightly file.

Action Code 940A (OCSE Referral)
When a child is found with a non-custodial parent, POS connects and transmits data to the OCSE database. The OCSE database then runs business rules to determine whether a child support referral is necessary. When the OCSE database returns a value of "Referral required", POS connects to NYCWAY through Open TI to schedule a child support appointment. The scheduled appointment appears in NYCWAY with action code **940A** (OCSE Referral).

Homebound applicants will no longer be scheduled for a child support appointment using action code 940A.

Action Code 94HB (OCSE Homebound Referral)
When a child is found with a non-custodial parent, POS connects and transmits data to the OCSE database. The OCSE database then runs business rules to determine whether a child support referral is necessary. When the OCSE database returns a value of "Referral required" and the applicant is homebound, POS will transmit action code **94HB** (OCSE Homebound Referral) with a Future Action Date (FAD) to NYCWAY through Open TI.

This action code will be transmitted to NYCWAY when the Worker clicks the **Next** button in the **Print Forms** window.

OCSE Pilot of NYCWAY Action Code 94AP at Coney Island and Dekalb Job Centers
Beginning July 1, 2009, FIA and OCSE will implement a pilot in the Coney Island (**63**) and DeKalb (**64**) Job Centers. In these pilot sites, the OCSE appointment for cases requiring a child support appointment will not be made until the case is accepted except for cases where a prior sanction exists.

For centers **63** and **64**, cases where a child has a non-custodial parent and the OCSE database returns a value of "Referral required", POS will send action code **94AP** (OCSE Pilot Referral) with a Future Action Date (FAD) to NYCWAY in a nightly file.

For cases where a prior OCSE sanction exists, the appointment will be made using action code **940A** on the day of the application interview.

POS Release Notes
Version 13.2 June 22, 2009

3. Citywide Rollout of Food Stamp Separate Determination Functionality

The POS activities that allow Workers to make decisions on Separate Determination Food Stamp cases were rolled out to all Job Centers.

Job Center	Name	FS Center	Associated Site Name
013	Waverly	F19	Waverly
017	Family Services Call Center	F54	Jamaica
018	Riverview Annex	F14	St Nicholas
023	East End	F02	East End
035	Dyckman	F13	Washington Heights
037	East River	F53	Queens
038	Rider	F38	Rider
039	Union Square	F13	Washington Heights
040	Melrose	F40	Melrose
044	Fordham	F44	Fordham
045	Concourse	F38	Rider
046	Crotona	F46	Crotona
047	Refugee	F23	Boro Hall
052	RTSC	F41	RTSC Separate Determination
053	Queens	F53	Queens
054	Jamaica	F54	Jamaica
062	Veterans	F20	Fort Greene
063	Coney Island	F28	Brighton
064	DeKalb	F26	North Brooklyn
066	Bushwick	F21	Williamsburg
067	Linden	F23	Boro Hall
070	Bayridge	F27	New Utrecht
071	Intensive Services	F02	East End
078	Euclid	F20	Fort Greene
079	Rockaway	F79	Rockaway
080	Special Projects	F23	Boro Hall
084	Senior Center	F19	Waverly
099	Richmond	F99	Richmond

Reports
The following reports are available in the POS Management Console by connecting to the associated Food Stamp site:

- WMS/POS Food Stamp Separate Determination Report;
- Report of Food Stamp Cases Registered for One Shot Deal Applicants

POS Release Notes
Version 13.2 June 22, 2009

4. Assignment of Separate Determination Food Stamp Cases

To assign separate determination Food Stamp activities to the Worker, the Supervisor must access the **FS Sep Det Queue** or the **Assign FS Sep Det – Elig Decision** activities.

Assigning Cases that appear in the FS Sep Det Queue

POS receives daily files from New York State that include the cases listed on the **WINR0827** report (Daily FS Pending Separate Determination). For cases appearing on the daily **WINR0827** files, POS loads **FS Sep Det – Elig Decision** activities in the **FS SEPDT** queue.

The Supervisor can assign the case to the Worker from this queue. The queue is accessed by clicking on the **Worker** menu and is labeled with the words **FS SEPDT** and the CA center number.

Assigning Cases that do not appear in the FS Sep Det Queue

For cases that do not appear on the daily **WINR0827** files or were manually registered in WMS by the Job Center, the activity named **Assign FS Sep Det – Elig Decision** allows Supervisors to assign the **Separate Determination** activity to a Worker.

The Supervisor will access this new activity through the "Activity Description" list in the **Action** tab of the **Activities Management** window.

In the **Choose a Case** window, the Supervisor must type the case number and click on **Search**. Then, the Supervisor must select the case and click on the **Perform Specified Action**.

Activity Flow
This activity will include two windows:

- Household Screen;
- Case Assignment

Household Screen
This window will provide a summary of the current case information from WMS. The Supervisor should click the **Next** button to continue.

Case Assignment window
This window will allow the Supervisor to select the Worker to whom the case will be assigned for processing. The Supervisor should select the Worker, enter a case comment (if needed) and click on the **OK** button.

The **Assign** activity has been completed and the activity **FS Sep Det – Elig Decision** will appear in the selected Worker's queue.

POS Release Notes
Version 13.2 June 22, 2009

5. Change to List ALL Individuals in the Household Window

The **List ALL Individuals in the Household** window in the **Application Intake** and **Application Modification** activities has been improved to add better instructions and improve the selection of individuals from prior cases. There are two versions of the revised window:

▪ Add Individual(s) to the Case
▪ Removed Individual(s) from the Case

Existing window: List ALL Individuals in the Household

POS Release Notes
Version 13.2 June 22, 2009

Add individual(s) to case
The first version will allow the Worker to add individuals to the case and will appear in the **Application Intake** activity after the **Address** window. It will also appear in **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 must click on the "Select" checkboxes and click on the **Next** button.
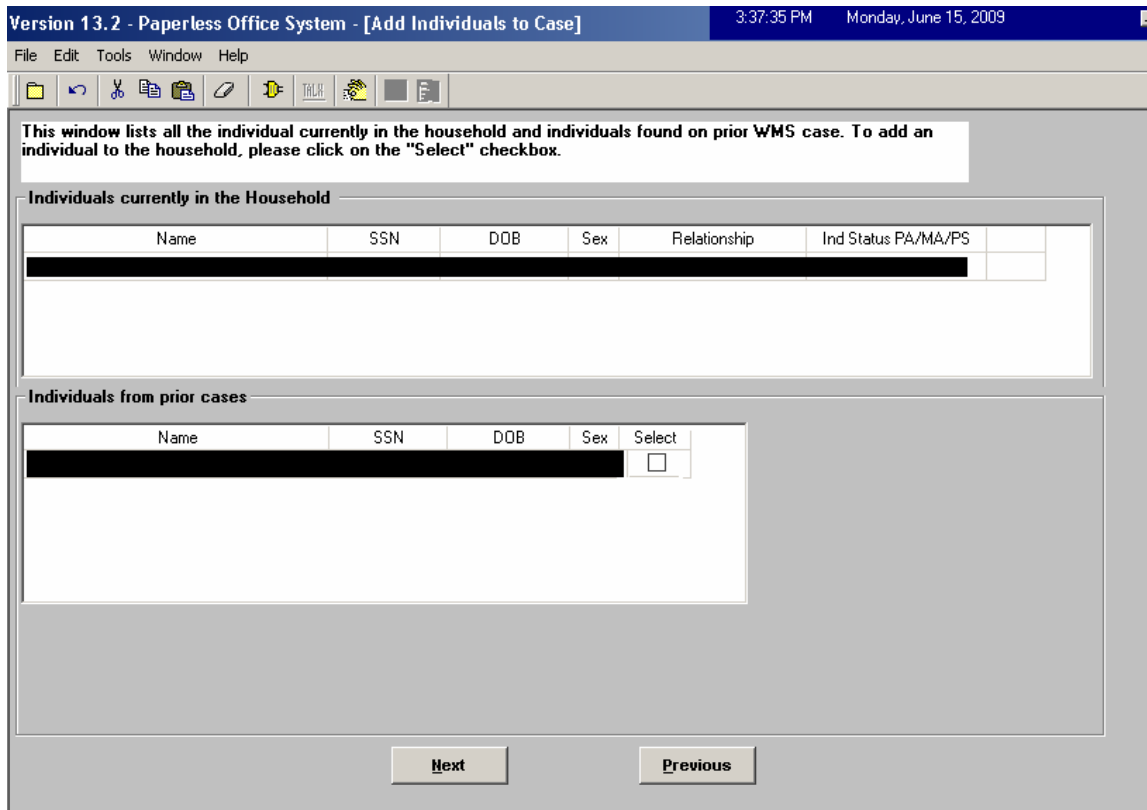
Revisions to window – Remove individual(s) from case
The other version of the window will allow the Worker to remove individuals from the case in the
Application Modification when the Worker selects **Remove individual(s) to the case** in the
Changes to Application window.

The window has new 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.
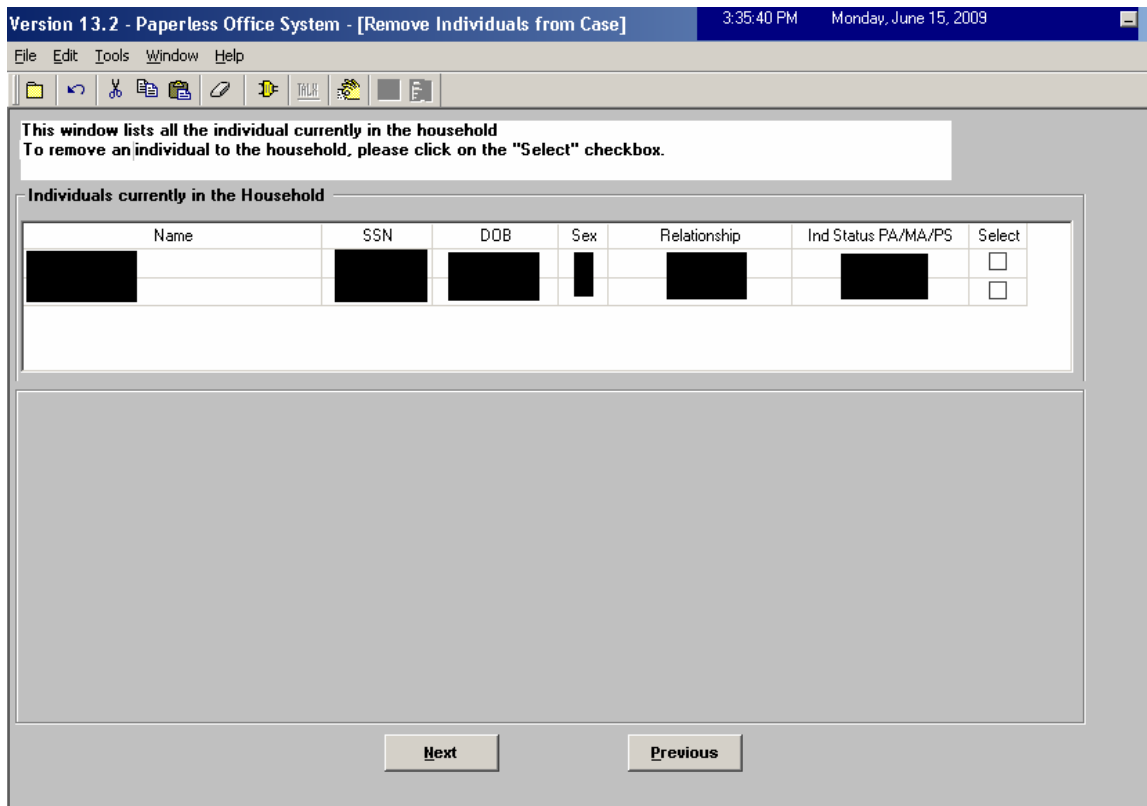
POS Release Notes
Version 13.2 June 22, 2009

6. Application Modification Changes

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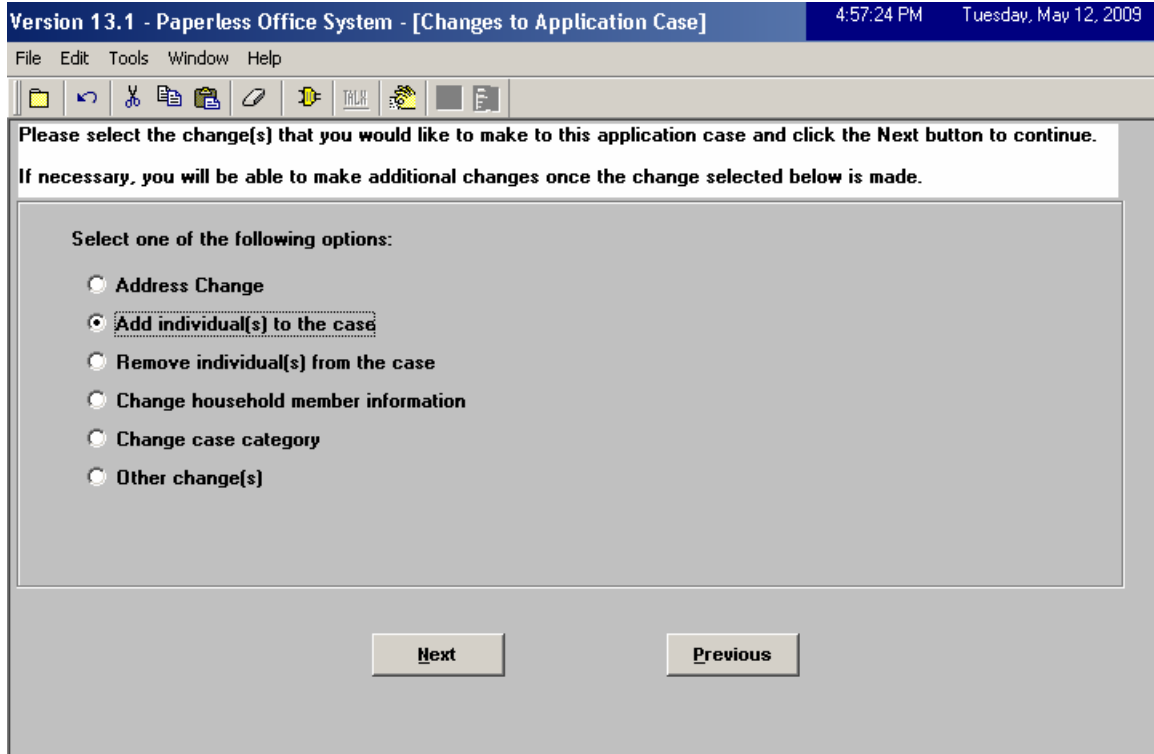
Address Change
When the Worker selects **Address Change** in the **Changes to Application Case** window, the following windows will appear after the **Changes to Application Case** window:

- Address
- Case Login

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
- Is anyone pregnant
- Food Stamp Household Composition
- Case Login

POS Release Notes
Version 13.2 June 22, 2009

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
- Is anyone pregnant
- 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

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

- Site Determination
- Address
- Adults
- Children
- Is anyone pregnant
- 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

7. 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.

8. Mass Caseloading Activity

The **Mass Caseloading** activity has been repaired and enabled for Job Centers. The activity will be available to Center Directors, Admin JOS, AJOS II, AJOS I and other Supervisors who are authorized by the Center's Enrollment Coordinator in the **POS Personnel Tasks** window.

The revised Mass Caseloading functionality will be released as a pilot on June 22, 2009 at the Dyckman Job Center # 35. The functionality will be rolled out to additional Job Centers during the summer of 2009.

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

9. Unearned Income Reconciliation

POS retrieves the latest budget information when a case action or case review activity is started.

A new window named **Unassigned Income from Current Active Budget** has been added to reconcile the POS budget and interview data when there is income with income source code of **98** or **99** that is not associated with a **POS Interview** window.

This window will appear when the Worker clicks on the **New Budget** button in the **Existing Budgets** window or when the Worker closes the **Latest Synchronized Budget** window in the **Change Case Data** activity.

The Worker will need to indicate the specific income source. If the income is determined to be "Contributions for Excess Rent", the Worker is directed to the Shelter question where the contributor information must be entered. If the client is present and is disputing the information from the current active budget, the Worker must indicate whether he/she has proof that the client does not receive the budgeted income or that the income has stopped.

Once the income source has been specified in the window, POS will update the appropriate interview section.

If there is additional unassigned income with source code **98** or **99**, the window will appear for the next income row, until all unassigned unearned income is updated.
Unassigned Income from Current Active Budget

10. Changes to Other Resources Window

The response window for the **Has Other Resources** question has been updated. A new "Earned Income Credit" option has been added and "Lump Sum" option has been removed from the Type of Resource list.

11. Changes to Other Income Window

The response window for the **Has Other Income** question has been updated. New options have been added to the Income Type field:

- Lump Sum Payment
- Severance Pay - Lump Sum
- Severance Pay (Not Lump Sum)
- Income in Kind

12. 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" has been 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

13. Changes to Income and Resources from Stepparent Window

The response window for the question "**Does the stepparent of any children who live with you have any resources or income of any kind**" has been updated. Instructions have been added to the window to indicate how income should be treated according to whether the stepparent is in the household or is not in the household.

To address the CA filing unit policy, two questions have been added:

(1) Is the stepparent in the household?
(2) Is the stepparent applying/active on the CA (PA) filling unit?

If the stepparent is not in the household, the following will appear:

▪ "If the Stepparent is not in the household and is contributing to the children's needs, then you must click on the 'Cancel' button and consider the stepparent's income as Child Support or Alimony."

If the stepparent is in the household and is applying or active as part of the CA filing unit, the following message will appear:

▪ "If the Stepparent is part of the CA Filing Unit, then, you must click on the 'Cancel' button and use the appropriate income source on the stepparent's line."

If the stepparent is in the household and the Worker indicates that the stepparent is not applying or active on the CA filing unit, the Worker must complete the Step-Parent/Grandparent Budget Worksheet - Cash Assistance form (**W-648B**) to determine the total deemed income and maximum CA shelter allowance. This amount will be applied against the CA household needs. The Worker should enter this amount in the field named **Total Deemed Income from Section VI of the W-648b form**. The Worker should enter the amount from the **Maximum CA Shelter Allowance from Section VII of the W-648b form** in the new field on the window.

POS Release Notes
Version 13.2 June 22, 2009

14. WMS 2009.2 Updates

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

- Increase of Same Day Expedited Food Stamp Issuance Maximum to $1999.99
- New FS Single Issue Code **G3** (Reynolds Retroactive FS Benefits)

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

15. Change to Access to M3E Indicator for Active CA Cases

The **Personnel Tasks** window has been updated with a new **Special TAD Access** option to allow the Enrollment Coordinator to indicate which Workers have access to the **M3E Indicator** field on the POS **Undercare TAD** window for CA cases in active (AC) status.

If the Worker is not marked with **Special TAD Access in the enrollment table**, the **M3E Indicator** field will be disabled on the **Undercare TAD** window for CA cases in active (AC) status.

16. Change to Address Windows

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

17. Change to Pending Activities Notification Window

The **Pending Activities Notification** window allows Workers to see all pending activities for a case that they are attempting to start. At centers with the Selective Case Review pilot, pending **Print Grant** and **Print Notice** activities will be listed in this window.

18. Removal of Old Activities

In order to ensure that the POS queues remain manageable, activities that are more than 90 days old has been removed from the queue when the queue is refreshed.

19. Special Text on LDSS-4013A for MA Separate Determination Cases

POS will pre-fill special text in the **MA Other** text box when a case is denied for CA with a rejection or closing code that requires separate determination for MA:

- "We are reviewing your application to see if you and the other members of your household are eligible for Medical Assistance. We will send you our decision in the mail."

20. E-Forms

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

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

POS Release Notes: Appendix A
Version 13.2, June 22, 2009

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

POS Release Notes: Appendix A
Version 13.2, June 22, 2009

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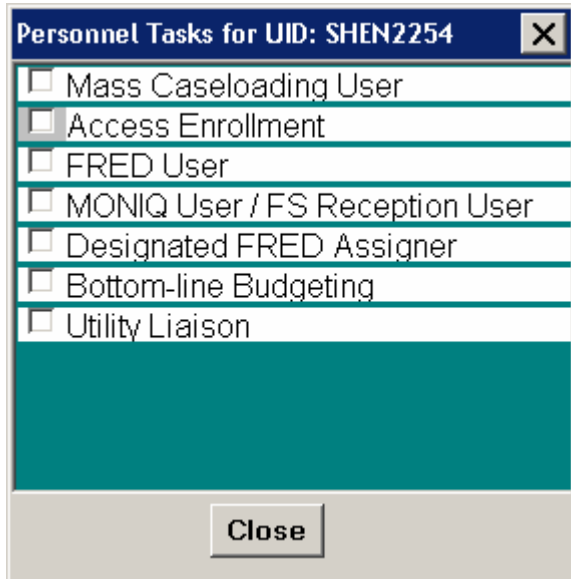
The **Mass Caseloading** tool will be available through an option in the **Tools** menu on the **Activities Management** window.

Activities Management window
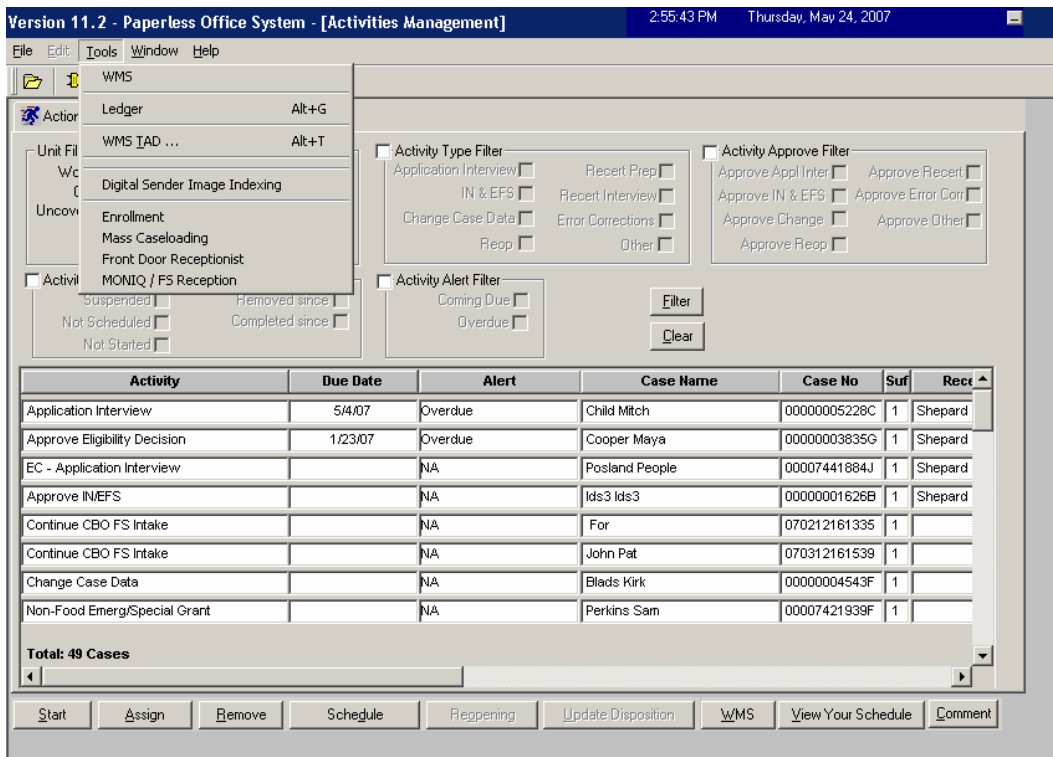
Loading of Cases

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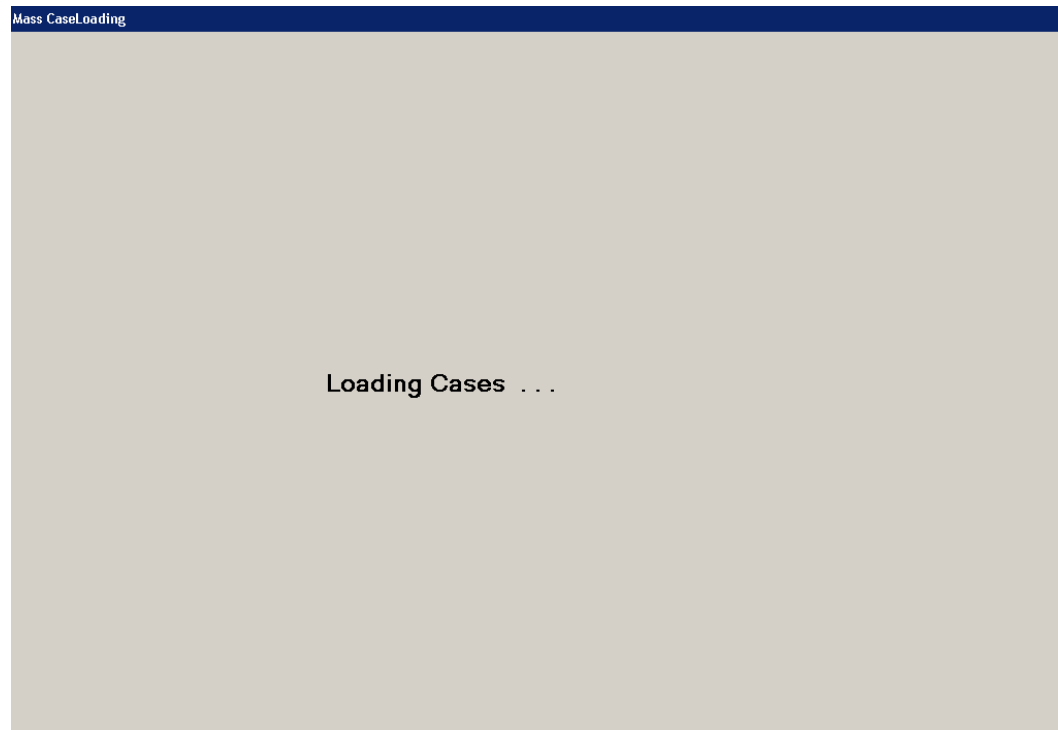
The staff person can continue work in another section of POS by clicking on the bottom tool bar:

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.

POS Release Notes: Appendix A
Version 13.2, June 22, 2009

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

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.
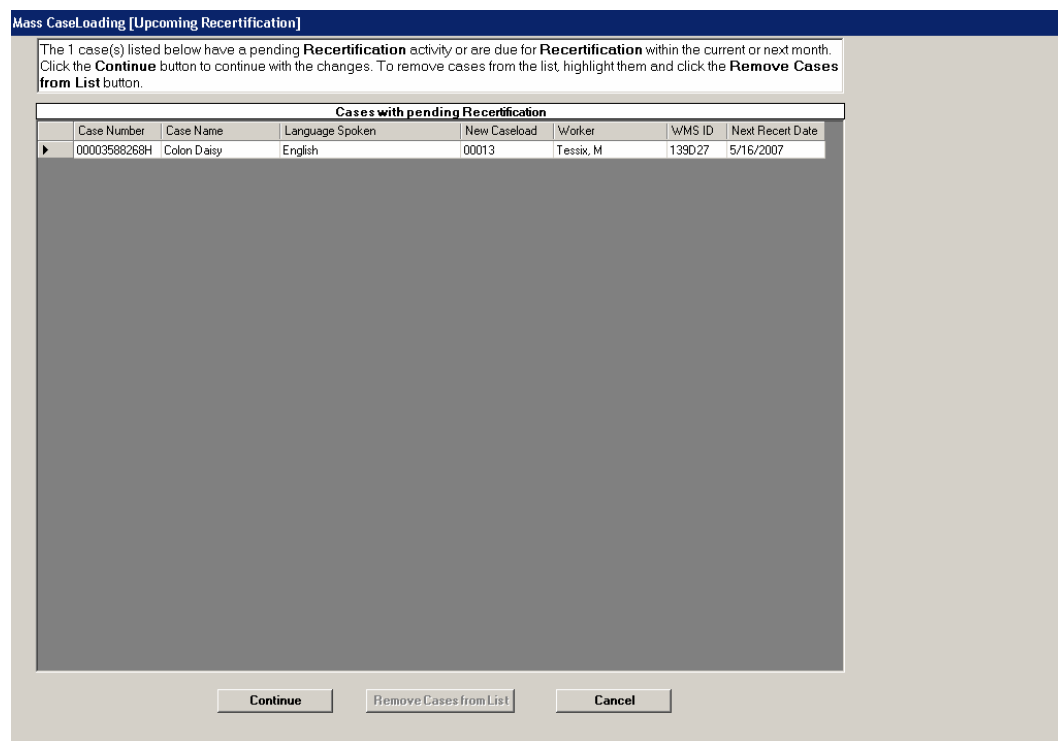
When the staff person clicks on the **Transmit to WMS** button on the **Change Caseload** window, POS will check whether there is a pending **Recertification** activity (preparation or interview) for the case or whether the **Next Recert Date** is in the current or next month. If any such cases are found, 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
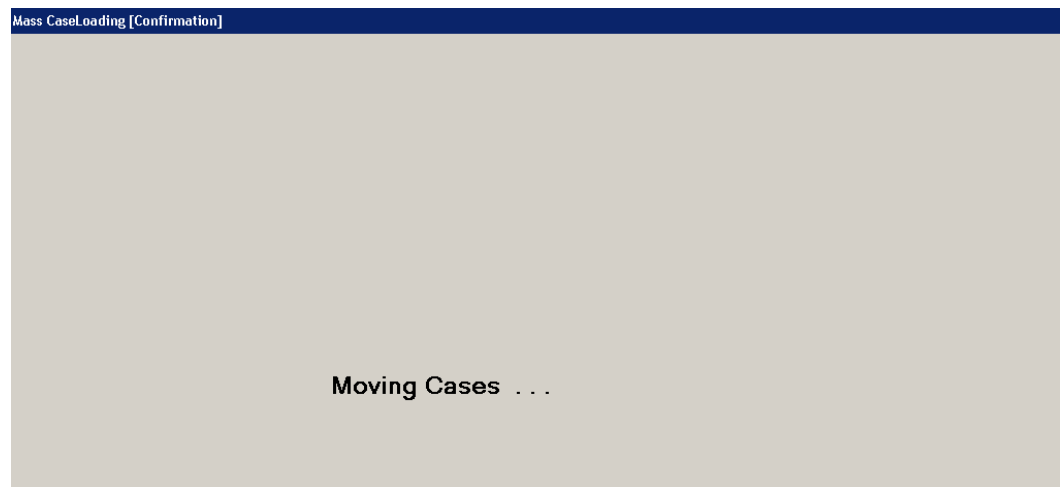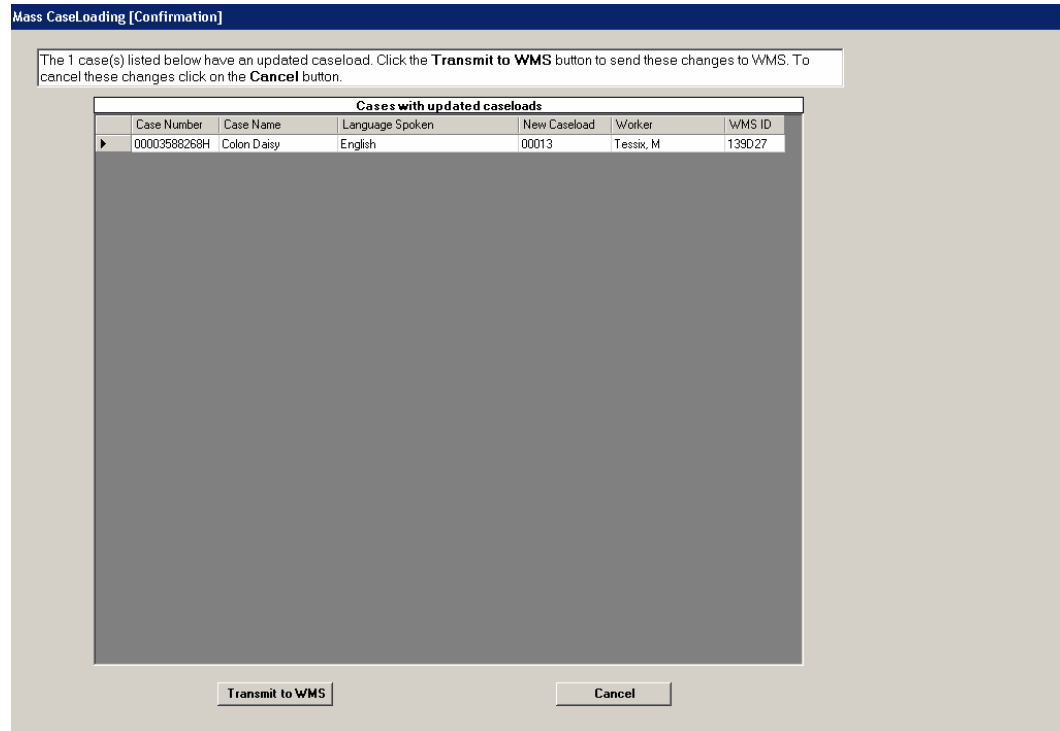
POS Release Notes: Appendix A

Version 13.2, June 22, 2009

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.

Mass CaseLoading [Confirmation]

The 1 case(s) listed below have an updated caseload. Click the **Transmit to WMS** button to send these changes to WMS. To cancel these changes click on the **Cancel** button.

Cases with updated caseloads

Case Number	Case Name	Language Spoken	New Caseload	Worker	WMS ID
00003588268H	Colon Daisy	English	00013	Tessix, M	139D27

Transmit to WMS   Cancel

Mass CaseLoading [Confirmation]

Moving Cases . . .

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.