



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



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

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #10-01-SYS

### POS RELEASE NOTES VERSION 13.3.1

<b>Date:</b> January 20, 2010	<b>Subtopic(s):</b> POS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on January 11, 2010. Descriptions of the changes can be found in POS Release Notes Version 13.3.1 (<b>Attachment A</b>) and Appendix A (<b>Attachment B</b>).</p> <p>These release notes can also be found on the HRA Intranet at:  <a href="http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79">http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79</a></p> <p><i>Effective January 11, 2010</i></p> <p><b>Related Items:</b></p> <p><a href="#">PB #07-151-SYS</a>  <a href="#">PB #09-105-SYS</a>  <a href="#">PB #09-132-OPE</a>  <a href="#">PB #09-135-SYS</a></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b>    POS Release Notes Version 13.3.1  <b>Attachment B</b>    POS Release Notes: Appendix A</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*

# POS Release Notes

Version 13.3.1 January 11, 2010

These Release Notes contain descriptions of changes in POS Release 13.3.1 scheduled for January 11, 2010. 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://hrwebapps/HRAintranet/CMT\\_page\\_template.cfm?page\\_id=79](http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79)

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# POS Release Notes

Version 13.3.1 January 11, 2010

## 1. Form W-145HH Updates

The denial section of the following E-Form was updated:

- **W-145HH**, Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)

### Food-Related Immediate Need Denial Section

A new area was added to allow the Worker to indicate the reason that a food-related immediate was denied. This section will be completed in the **No Food – Reason for No Immediate Need Grant** window.

Assistance to meet a food-related immediate need is denied because you:

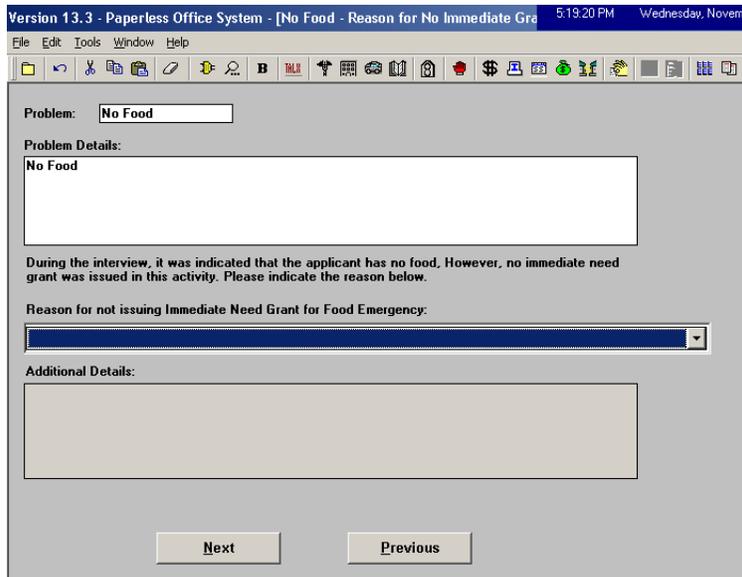
- failed to establish/document identity
- have excess resources
- are an undocumented alien
- received an immediate needs grant in the past 90 days and failed to subsequently comply with eligibility requirements
- were issued same day Food Stamps
- other reason for denial (please specify):

### No Food – Reason for No Immediate Grant Window

The list of reasons on the window will be updated to:

- Change the text for the reason “Expedited Food Stamps authorized” to “Same Day Food Stamps authorized”.
- Remove the reason “Failed to Establish Immediate Need for Food”.

### No Food – No Immediate Need Grant Reason Window



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## Nonfood Related Immediate Need Section

The existing denial area was relabeled as nonfood-related and additional checkboxes were added.

- Assistance to meet a nonfood-related immediate need is denied because you:
  - failed to establish/document identity
  - have excess resources
  - are an undocumented alien
  - received an immediate needs grant in the past 90 days and failed to subsequently comply with eligibility requirements
  - applied for Cash Assistance on \_\_\_\_\_ (within the last three months) and were issued one of the following: \_\_\_\_\_ (Date)
    - immediate need(s) grant(s)
    - health and safety kit(s)
    - Goodwill Voucher(s)
    - other grants (please specify):

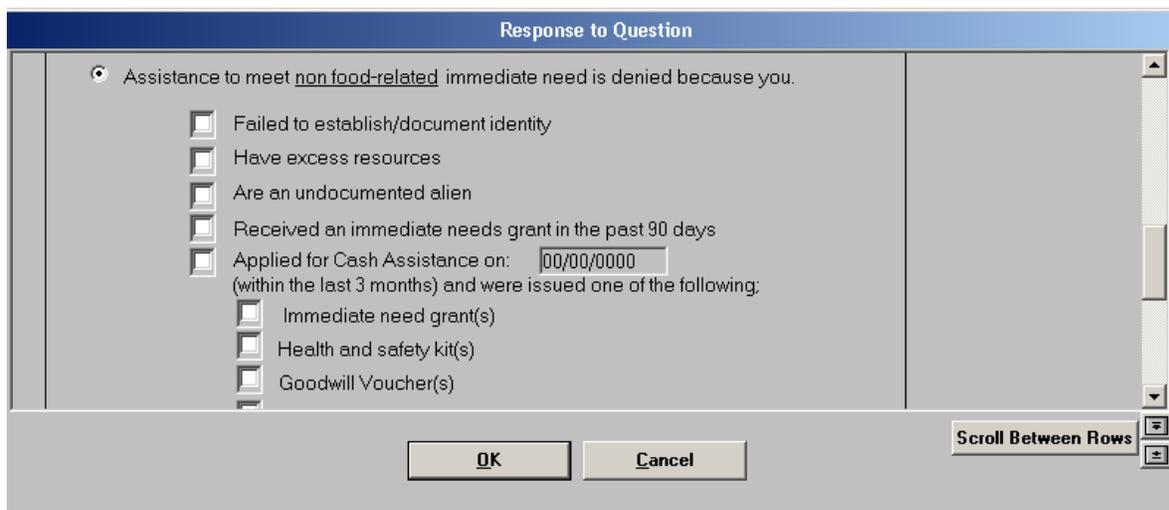
and subsequently, failed to comply with the eligibility requirements without good cause. The regulations that allow us to do this are 18 NYCRR § 351.1, § 351.8, and § 352.7.

## W-145HH Data Entry Window Update for Non-Food Related Immediate Need Denial

The denial section on the data entry window will be updated for non food-related immediate needs. The **Other** checkbox will be related as **Other Grant(s)** and 4 new checkboxes will be added:

- Failed to establish/document identity
- Have excess resources
- Are an undocumented alien
- Received an immediate needs grant in the past 90 days

W-145HH data entry window



# POS Release Notes

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## 2. Re-Opening in CA Recertification Interview

Workers will be able to process a re-opening using the CA Recertification Interview activity. This change will allow re-opening of the Cash Assistance (CA) and Food Stamp (FS) programs in one transaction for cases requiring a new CED and interview date values. In order to allow the Worker to process this type of action, the following windows will appear after the **Household Screen** when the **CA case status in WMS is closed (CL)**:

- Re-Open the Suffix
- Suffix Program Status
- Individual Program Status

The changes in these windows will preset the POS TAD window.

### Re-Open the Suffix window

In the Re-Open the Suffix window, the Worker must choose the suffix that will be reopened and select a reason for the reopening. If the suffix was closed in error, the Worker must provide the details of the error. If the reopening is more than 60 days after the closing, the late reopening field will be set to "Yes" and the reason for the late reopening must be entered.

*Re-Open the Suffix window*

File Edit Tools Window Help

Instruction  
First choose the suffix to be reopened. Then select a reason for the reopening. If the suffix was closed in error, you will be required to supply details of the error

Suffix to Reopen [ ] Reason for Reopening [ ]

Details of Error [ ]

Closing Date: [ ] Days Elapsed Since Closing: [ ] Late Reopening [ ]

Reason for Late Reopening: [ ]

Originating Center [ ] Closing Reason Code: [ ]

	From Date	To Date	Amount
Last Recurring Grant	[ ]	[ ]	[ ]
Rent:	[ ]	[ ]	[ ]
Last Food Stamp Grant	[ ]	[ ]	[ ]
FS Authorization:	[ ]	[ ]	[ ]

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## Suffix Program Status window

In the Suffix Program Status window, the Worker must indicate whether they want to change the case category and the program(s) that will be re-opened.

### Suffix Program Status window

File Edit Tools Window Help

**Instructions**

First, determine if you need to change the case category. If the FS Authorization has expired, and there is no record that a recertification interview was completed with in the last six months, you will see a warning message and you will only be able to activate FS if you can say that you know that a recertification interview was done.

Suffix: 1 Current Category: [redacted]

Do you want to change the category:  Yes  No New Category: SNNC

Program Status	Date From	Date To	Suffix Reason
PA CL to [dropdown]	[redacted]	[redacted]	[redacted]
MA CL to [dropdown]	[redacted]	[redacted]	[redacted]
FS CL to [dropdown]	[redacted]	00/00/0000	[redacted]

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# POS Release Notes

Version 13.3.1 January 11, 2010

## Individual Program Status window

In the Individual Program Status window, the Worker must indicate the program(s) that they want to reopen for each individual. POS will preset all individuals in closed (CL) status with a closing date equal to the suffix closing date to active (AC) status. To keep the prefilled system changes, the Worker should click on the "Keep new Program Statuses" checkbox.

For all other individuals, the existing status will remain in place, but the Worker can change the status by checking the "Override new statuses" checkbox.

### Individual Program Status window

The screenshot shows a software window titled "Individual Program Status window". At the top, there is a menu bar with "File", "Edit", "Tools", "Window", and "Help". Below the menu bar is a section titled "Instructions" with a scrollable text area containing: "In the reopen activity, POS will pre-set any individuals with a PA status of 'CL' and the same individual closing date as the suffix".

Below the instructions is a table with the following columns: Suffix, Category, Suffix PA Status, Suffix MA Status, and Suffix FS Status. The first row shows the value "1" under Suffix, and "from [redacted] from CL to AC" under Suffix PA Status, "from CL to AC" under Suffix MA Status, and "from CL to AC" under Suffix FS Status.

There are two individual status forms, each with a light blue header. The first form contains:
 

- Name : [redacted] SSN : [redacted] DOB : [redacted] Sex : [redacted]
- PA Status : from  to  reason [redacted]
- MA Status : from  to  reason [redacted]
- FS Status : from  to  reason [redacted]
- Keep new Program Statuses:
- Override new status:

The second form is identical to the first, with the same fields and values.

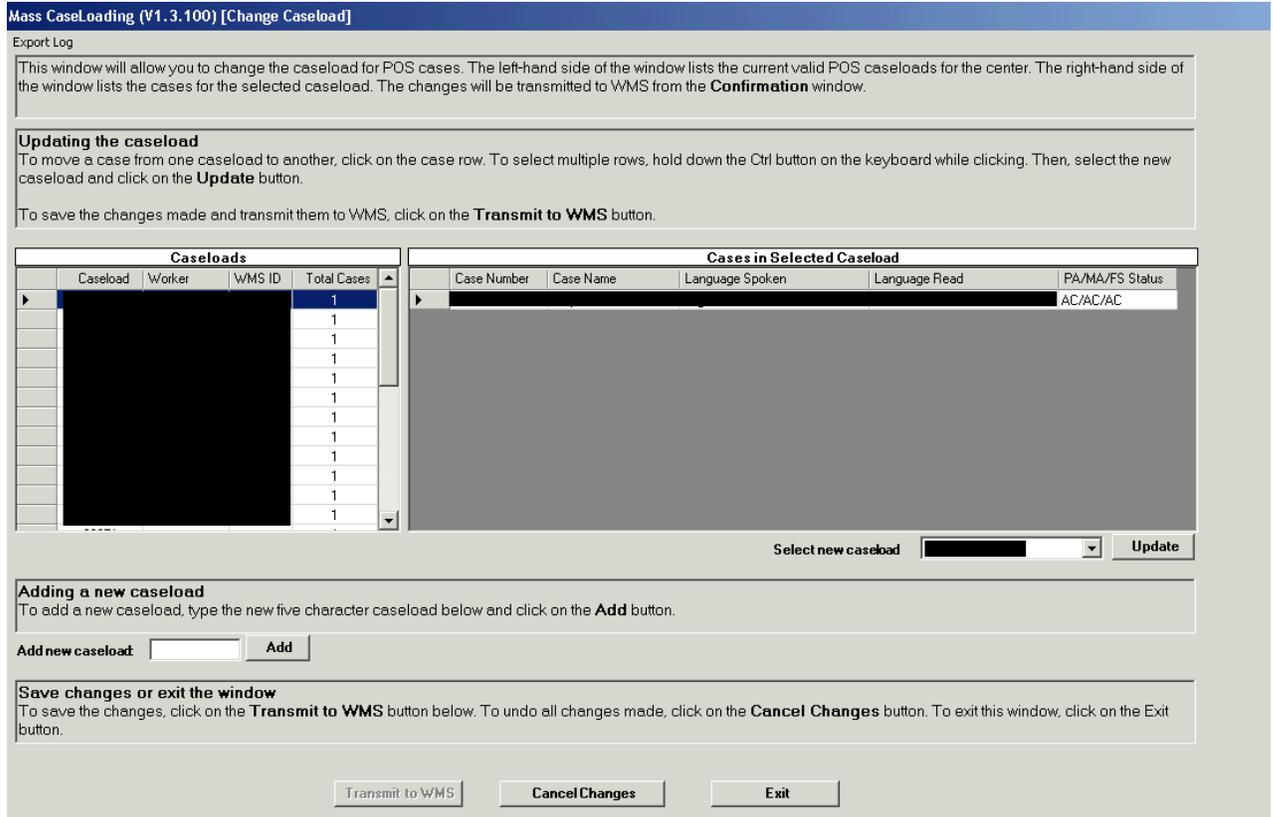
At the bottom of the window, there are two buttons: "Next" and "Previous".

# POS Release Notes

Version 13.3.1 January 11, 2010

## 3. Mass Caseloading Update

The **Mass Caseloading** window will be updated to add the current WMS status for **Cash Assistance**, **Medical Assistance** and **Food Stamps**.



## 4. OCSE Referral Window Updates

The **OCSE Referral** window in the CA Application Interview will be updated to incorporate a new business rule from the Office of Child Support Enforcement (OCSE).

### Parents who are not legally married

OCSE requested a change to the rule for parents who are not legally married and residing in the household. When both parents are in the household and they are not legally married, the mother will be considered the custodial parent and the father will be marked as a non-custodial parent (NCP). The **Deprivation Factor** field will be set to 'None' for these types of cases.

### Non-Custodial Parent (NCP) Name

When the Worker enters a value of "Unknown" for the non-custodial parent (NCP) of a child, but OCSE provides the NCP's name as part of the database communication, POS will update the application interview with the NCP's name.

# POS Release Notes

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**Reminder: OCSE Referral window updates in POS Release 13.3**

The OCSE non-custodial parent windows were updated with several text changes and the removal of data that was deemed unnecessary in POS release 13.3. In addition, a new window was added for Good Cause claim.

The following questions were **updated on the Non-Custodial Information Window:**

- Does the Applicant/Participant confirm that this is the Non-Custodial Parent of the Child (ren)?
- Does the Applicant/Participant have any new information about the Non-Custodial Parent?

The following question was **updated on the Non-Custodial Summary Window:**

- Is there a prior or existing OCSE sanction for this person/household?

**Reminder: Good Cause window added in POS release 13.3**

Please refer to the Help link on the OCSE window to navigate to the **Office of Child Support Enforcement (OCSE)** Manual. The **Good Cause** policy starts on Page 56 of the OCSE manual.

When the worker answers yes to the Good Cause Claim button, the following window opens:

The screenshot shows a software window titled "Good Cause Claim". At the top, there are three tabs: "Good Cause Claim", "Claim Status", and "Claim Detail". Below the tabs are three input fields. The first two are dropdown menus, and the third is a text box. The main area is divided into four sections: "Fear of Harm To:" with checkboxes for "An Adult" and "A Child"; "What Kind Of Harm?:" with checkboxes for "Physical" and "Emotional"; "Determination Based On" with checkboxes for "Documentation Presented" and "Special Assessment Evaluation"; and "Document..." with a text box and a button. At the bottom right, there is a "Comments..." section with a text box.

**Reminder: Instructions added in POS release 13.3**

The following instructions were added to the Non-Custodial Parent Information window to assist in the correct processing of these cases:

*"The information displayed below in blue font was received from the Office of Child Support. First confirm the name of the non-custodial parent(s) with the participant. Then ask the participant about any new information and enter the new information in the window. If no data is displayed, you must fill in the information based on the participant's answers."*

The following instructions were added to the Non-Custodial Parent Summary window to assist in the correct processing of these cases:

*"Below are the Non-Custodial Parents for all applying individuals who are under the age of 21. If the parents are not legally married, they are considered non-custodial parents for OCSE purposes and must be evaluated for an Office of Child Support Referral."*

# POS Release Notes

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## 5. Changes to Heat Expense Window

The heat expense window will be updated to add a new menu option, a new field, change field labels, remove a checkbox and add validations to the window.

The screenshot shows a 'Response to Question' dialog box with the following fields and sections:

- Fuel Type:** Natural Gas (dropdown)
- Name On Bill:** Sam Perkins (dropdown)
- Other:** (text field)
- Relation to Case Head:** (dropdown)
- Verified Fuel Type and Name:** Yes (checked), No (radio)
- Fuel on Budget:** Yes (radio), No (radio)
- Service is:** On (checked), Off (radio)
- Service End Date:** 00/00/0000
- Amount:** (text field)
- Freq:** (dropdown)
- Account Number:** (text field)
- Company Name:** Other (dropdown)
- Other Company Name:** (text field)
- Company Address:** (text field)
- Company Phone:** (text field)
- Participating Vendor?:** Yes (radio), No (radio)
- Contract with company?:** Yes (radio), No (radio)
- Expires:** (text field)
- Non-Participating Vendor Payment Plan Type:**
  - Price Protection Plan (checkbox)
  - Budget Plan with a Price Cap (checkbox)
  - Prepayment Plan (checkbox)
  - Service Contract (checkbox)
- Is the applicant/participant willing to select a new vendor?:** Yes (radio), No (radio)
- New Vendor Information:** Company Name, Company Address, Company Phone (text fields)
- Old Vendor Information:** Company Name, Company Address, Company Phone (text fields)
- Fuel Restriction Type:** (dropdown)
- Restriction Name:** (text field)
- Restriction Address:** (text field)
- Vendor City:** (text field)
- Vendor State:** (dropdown)
- Vendor Zip Code:** (text field)
- New Vendor:** (checkbox)
- Document...:** (text field)
- Scan:** (checkbox)
- Comment...:** (text field)
- Buttons:** OK, Cancel

### Company Name options

A new menu option of "Other" will be added in the **Company Name** field.

### Other Company Name Field

A new field named **Other Company Name** will be added within the response window for the question "Do you or anyone who lives with you have a heat bill separate from your rent or shelter expense?" The new field will be enabled when "Other" is selected in the **Company Name** field.

If the Worker selects "Other" in the **Company Name** field, but fails to enter the other company name, the following error message will appear: "Please enter the Other Company Name"

### Non-Participating Vendor Payment Plan Type section

The checkboxes in the Non-Participating Vendor Payment Plan Type will be renamed:

Current Description	New Description
Pre Payment Purchase Plan	Price Protection Plan
Price Per Gallon Capped or Locked in Plan	Budget Plan with a Price Cap
Annual Service Contract Plan	Prepayment Plan
Other Type of Contract Plan	Service Contract

The **Monthly Budget Plan** checkbox will be removed.

### New validations for account number

The **Account Number** field will have new validations when the selected company name is **Con Edison** or **Keyspan**:

- When Con Edison is selected, at least 14 characters must be entered in the account number field.
- When Keyspan is selected, at least 10 characters must be entered in the account number field.

# POS Release Notes

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## 6. Additional Information Window Update in Alien Type Determination Script

Individuals with an alien/citizenship indicator value of "T" (Parolees for less than 1 year) no longer require a date to be entered in the date entered country (DEC) field on the TAD. As a result, the edits for the **Date Physically Entered the US** field in the **Additional Information** window in the **Alien Type Determination Script** will be updated accordingly.

For additional information about this policy changes, please review **Policy Bulletin # 09-105-SYS** (Noncitizen-Related Systems and Processing Changes).

*Additional Information window*

Alien Type Determination Script -- Additional Information for [REDACTED]

1. Initial Summary	Name [REDACTED] Type Parolee for Less than One Year
2. North American Indian Born in Can.	SSN [REDACTED] Date of Birth [REDACTED]
3. Hmong or Highland Laotian	Date of Status (DOS) from WMS <a href="#">Link to the Entry Date Procedure</a>
4. Victims of Trafficking and Violence	Date Entered Country (DEC) from WMS
5. Cuban/Haitian Entrants	
6. Refugees or Amerasian Immigrants	<b>Instructions</b> Please Read This Before Entering the Dates listed below ! For immigrants who were determined to be Battered Aliens (B) enter the Date of Application when determination for alien status 'B' was made, in the 'Date of Application when alien status 'B' was Determined'. For Legal Permanent Residents (K) who have their Legal Permanent status for less than 5 years, you must investigate if they had other qualified status prior to becoming an LPR. If prior status can be verified, you must enter the date when original status was obtained. Legal Permanent Residents (K), Parolees for at
7. Asylee	Alien Number [REDACTED]
8. Deportation or Removal Withheld	Does the Individual Have Employment Authorization Document I-688B or I-766? <input type="radio"/> Yes <input checked="" type="radio"/> No
9. Conditional Entrant	Does the Individual Have Social Security Card Authorizing Employment (card doesn't say 'Not Valid for Employment')? <input type="radio"/> Yes <input checked="" type="radio"/> No
10. Legal Permanent Resident	<b>Dates</b>
11. Parolee for at Least One Year	Date of Entry (Alien Type R or F) 00/00/0000
12. Battered (Abused) Spouse and/or I	Date Status Granted (Alien Type A, H, L, Z, K, T or G) [REDACTED]
13. Parolee for Less than One Year	Date of Application when alien status 'B' was Determined 00/00/0000
14. PRUCOL (PA)	Date Deportation/Removal Withheld (Alien Type J only) 00/00/0000
15. PRUCOL (MA)	Certification (Initial Eligibility) Date (Alien Type D only) 00/00/0000
16. Undocumented immigrant or non-im	Did the Individual Have Other Qualified Status Prior to Becoming an LPR? <input type="radio"/> Yes <input checked="" type="radio"/> No
17. Additional Information for Mdsaoonm	Prior Status [REDACTED] Do you have documents to verify prior status? <input type="radio"/> Yes <input checked="" type="radio"/> No
	Documented Date of Prior Status 00/00/0000
	Date the Individual Physically Entered the US (help?) 00/00/0000
	Does the individual have documents to verify U.S. residence prior to 8/22/96? <input type="radio"/> Yes <input checked="" type="radio"/> No
	Was this individual out of US since that date for 30 consecutive days (help?) or a total of more than 90 days? <input type="radio"/> Yes <input checked="" type="radio"/> No

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# POS Release Notes

Version 13.3.1 January 11, 2010

## 7. Display of Last Synchronized Budget window

The **Last Synchronized Budget** window appears for Cash Assistance cases in single issue (SI) or active (AC) status. This window currently appears at the beginning of the interview section, to allow the Worker to view the current budget information. The window will now appear after the **Address Information** window.

The window will be enhanced to highlight the fields with updated data and display a popup window with instructions. The Worker will be required to review the **Household budget information** and **Individual Income/Needs** tabs in order to close the window when there are changes.

### Last Synchronized Budget Window

### Instructions

# POS Release Notes

Version 13.3.1 January 11, 2010

## 8. Updates to CA Login Queue

The **CA Login Queue** will be updated to add 2 new columns, change a label and update the disposition rule for incomplete intakes.

### New columns

Two new columns will be added to the queue:

- **Mail or Fax** – this column will be checked when the receptionist or worker indicates in the Site Determination window that the application was received by mail or fax.
- **Cannot Stay** – this column will be checked when the receptionist or worker indicates in the Site Determination window that the applicant could not stay for a same-day interview.

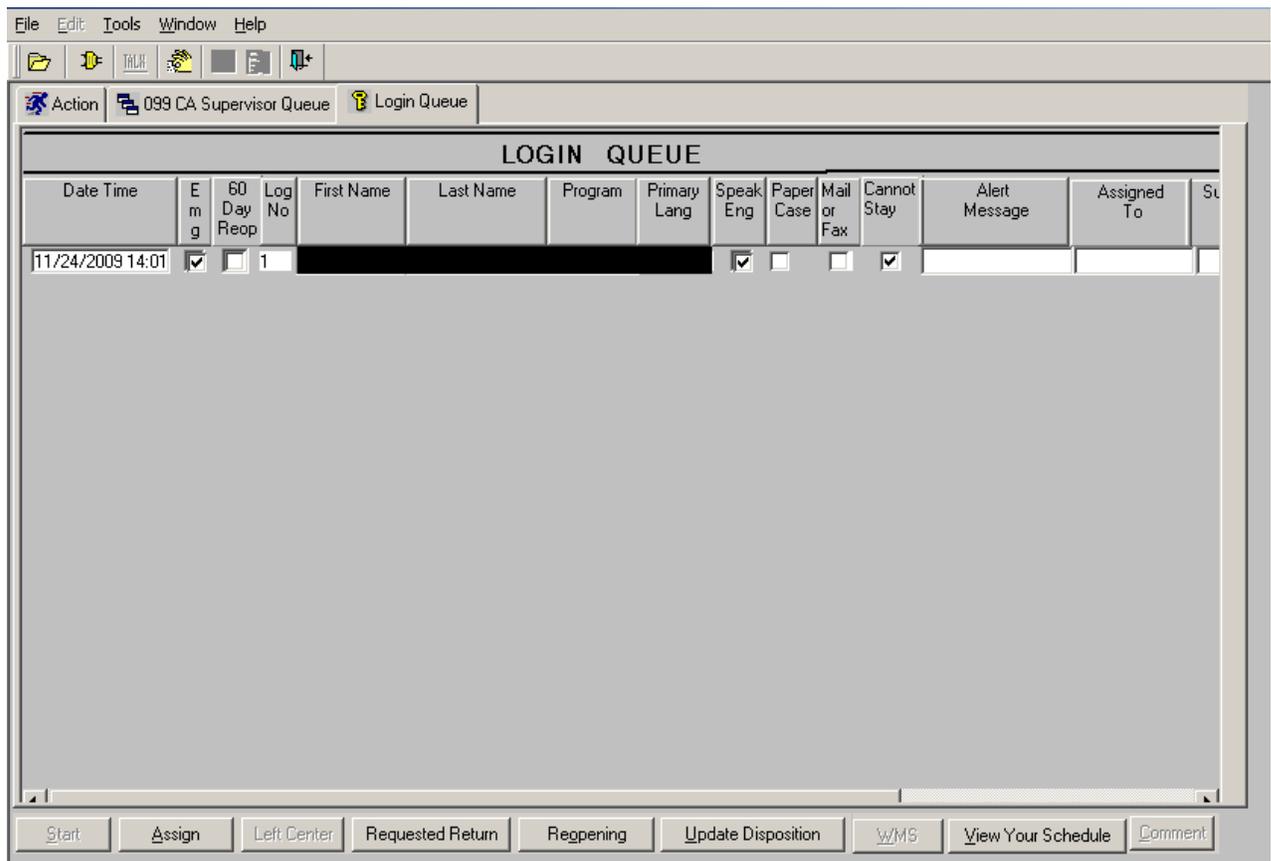
### Updated label

The column previously labeled “30 Day Reop” will be relabeled as “60 Day Reop” to match the changes made in the Site Determination window.

### Updated disposition for incomplete intakes

Currently, incomplete intakes are removed from the queue after five (5) business days and marked with a final disposition according to the latest action taken on the intake. The removal period will be extended to seven (7) business days.

### Revised Login Queue



# **POS Release Notes**

**Version 13.3.1 January 11, 2010**

## **9. Updates to CA Opening Code and Single Issuance Code Edits**

The edits for CA opening code and single issuance code combinations will be revised to allow the use of single issuance codes W3 and W4 when the CA case is changed to single issue (SI) status using opening code Y19. For additional information, please refer to Policy Directive # 09-39-SYS (Welfare Management Software Version 2009.3).

## **10. Revised Messages for Vital Records Collateral Call**

The messages in the Vital Records Collateral window will be updated to provide Workers with clearer instructions. For additional details, please review **Appendix A: Vital Records Collateral Call**.

## **11. New Form Data Entry Edits for Appointments**

The data entry window for four (4) POS forms will be updated to add appointment edits. The following form data entry windows will be updated:

- M-3g, Notice to Report to Center;
- W-113K, Documentation Requirements and/or Assessment Follow-Up;
- W-186D, Fair Hearing Compliance Request; and
- W-908CC, Notice of Rescheduled Appointment for Recertification Interview.

These new edits will:

- Prevent scheduling of appointments on Sundays and holidays;
- Warn the users about booking Saturday appointments;
- Prevent scheduling of in-office appointments for homebound and exempt clients; and
- Prevent scheduling of an appointment at a time that is marked as unavailable for a client with travel accommodation codes in NYCWAY.

If the client has travel accommodation codes in NYCWAY, the unavailable days and times will appear in a popup window.

These edits were integrated into the **Schedule CA Recertification Appointment** activity in a previous release. For additional information about the edits in the recertification activity, please refer to Policy Bulletin # 07-151-SYS (POS Release Notes Version 11.3.1 and FS POS Release Notes Version 1.3.1).

# POS Release Notes

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## 12. Changes to Husband or Wife Response Window

The response window for the question “Does anyone applying have a husband or wife?” will be updated to re-arrange related fields, improve the entry order for required information, add additional business rules and allow the Worker to return to the **Individual Detail** window.

### Current window

### Revised window

### New Edits

If the marital status for the case member is “Married-Living Together” and the Worker selects “Living Else Where” or “Deceased” in the “Is Spouse” menu, the following error message will appear: “Spouse must be residing in the household when marital status is ‘married living together’”. If you wish to change the marital status, click on ‘Go back to Individual Detail window’ button.”

If the marital status for the case member is not “Married-Living Together” and the Worker selects “In H/H” in the “Is Spouse” menu, the following error message will appear: “The Spouse cannot be residing in the household if marital status is not ‘married living together’”. If you wish to change marital status, click on ‘Go back to Individual Detail window’ button.”

### New button

The **Return to Individual Detail** window will allow the Worker to close the window and return to the **Individual Detail** window to correct the relationship and marital status for case members when necessary.

# POS Release Notes

Version 13.3.1 January 11, 2010

## 13. Individual Food Stamp Status Reason Transmission Rule

The transmission rule for the individual Food Stamp (FS) status reason “LZ” (Override code to reopen sanctioned individual) will be updated to ensure that it is always submitted when the user selects it in the POS TAD window.

## 14. Select Effective Date for Budget Window

The **Select Effective Date for Budget** window will be updated to prefill the beginning effective date field with the next budget cycle based on the current date and the “toe digit” for the case.

The Worker will still be able to enter a different beginning effective date.



## 15. TAD Business Rule for Employment Code 24

FIA has revised the policy regarding the use of the pregnancy employment code “24” (Pregnant within 30 days of medically verified date of delivery – exempt). The revised policy requires the use of employment code **24** only when the applicant/participant is in their eighth month of pregnancy or later, or is documented as having a high-risk pregnancy by WECARE.

If the code is used inappropriately for an individual prior to the 8<sup>th</sup> month of pregnancy, the following error message will appear: “Employment code cannot be 24 for individuals less than their 8<sup>th</sup> month of pregnancy unless the applicant/participant is documented as having a high-risk pregnancy by WECARE.”

If the individual is documented by WECARE in **NYCWAY** as having a high-risk pregnancy, the Worker should click on the **Ignore Errors** button for this business rule only. For additional details, please refer to Policy Bulletin 09-135-SYS (Use of the Appropriate Employment Status (ES) Code for Pregnant Women).

## 16. Removal of Form M-384 Notice from Print Forms Window

The Child Support Appointment Notice (Form M-384) is printed in the OCSE Referral window. Accordingly, the form will be removed from the **Print Forms** window.

# **POS Release Notes**

**Version 13.3.1 January 11, 2010**

## **17. Printing of W-119D Eligibility Factors and Suggested Documentation Guide**

The Eligibility Factors and Suggested Documentation Guide (W-119D) will automatically print when the Documentation Requirements and/or Assessment Follow-up Form (W-113K) is printed.

## **18. Reminder: Appendix A**

- Appendix A, Vital Records Collateral Call

## Attachment B

# POS Release Notes

Version 13.3.1 January 11, 2010

## Appendix A: Vital Records Collateral Call

### Updated Vital Records Collateral Call

POS will resume the Birth Verification process with NYC Vital Records for applicants/participants. POS will validate the Birth Certificate based on the Department of Health and Mental Health (DOHMH) records.

DOHMH will be hosting a web service which will return a system validation. The validation process should consist of two parts:

- Birth Authentication
- Death report check.

The death verification is based on the Death Report results from DOHMH. It represents the info about the demographics entered showing the individual as deceased. The data is passed to POS for possible follow up action by the worker. The System will process this validation as well as the Birth Records search.

Only POS workers who are allowed in the application interview and recertification activities can process the call to Vital Records for Birth Authentication:

- Entering the Birth Certification number in the Individual Details window (if available) will narrow the search and make it possible to receive a single exact match.
- Based on the results they obtained from DOHMH, the worker may have to continue to process the verification.
- The Vital records messages will determine if the worker must follow-up with any additional action.

The screenshot shows a software window titled "Version 13.2.1 - Paperless Office System" with a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main content area is divided into several sections:

- Data from System:** A table with columns: First Name, Last Name, DOB, Sex, Birth Cert No, County of Birth. It contains two rows: "Test111 Verification 05/23/1976 F Brooklyn" and "Test Verification 12/12/1975 M New York".
- Instructions:** Text stating: "Displayed below are the results of the birth verification match with Vital Records NYC for the above named individual. Please review results and messages carefully. Some return codes require follow-up action".
- Returned Results:** A table with columns: Return, SSN, First Name, Last Name, Sex, DOB, Mothers Maiden Name, Birth Cert No, Deceased, Verification Date. It contains one row: "NO Match Found 038-59-5000 Test111 Verification F 05/23/1976 [blank] [blank] [blank] 08/10/2009".
- Messages:** Text stating: "Messages: Birth Verification clearance shows that no matches were found for this individual. Documentation for citizenship, identity and age should be collected if not already submitted."
- Close:** A button at the bottom center.

- The individuals born in a New York City borough will appear at the top of the window, with the data submitted to DOMMH.
- The User must click on the name to view the result of the collateral call:

**Attachment B**

# POS Release Notes

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## Appendix A: Vital Records Collateral Call

Data from System					
First Name	Last Name	DOB	Sex	Birth Cert No	County of Birth
Test111	Verification	05/23/1976	F		Brooklyn
Test	Verification	12/12/1975	M		New York

- The results will be displayed for each selected individual:

**Instructions**

Displayed below are the results of the birth verification match with Vital Records NYC for the above named individual. Please review results and messages carefully. Some return codes require follow-up action

**Returned Results**

Return	SSN	First Name	Last Name	Sex	DOB	Mothers Maiden Name	Birth Cert No	Deceased	Verification Date
NO Match Found	038-59-5000	Test111	Verification	F	05/23/1976				08/10/2009

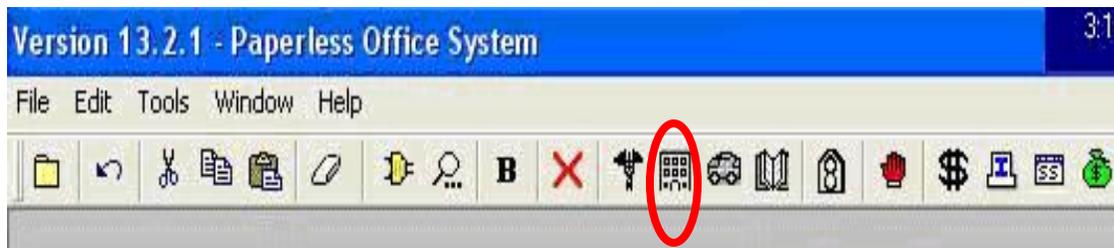
Messages: Birth Verification clearance shows that no matches were found for this individual. Documentation for citizenship, identity and age should be collected if not already submitted.

The worker may need to add or change existing demographic information on the individual detail window based on the verification results.

They may also need to modify the birth certificate number if it has been entered incorrectly on this window and **click re-run BV process**.

### ***Vital Records Collateral Call***

The Vital Records result can also be seen by clicking on the Vital Records Icon in the toolbar.



**Attachment B****POS Release Notes**

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**Appendix A: Vital Records Collateral Call**

<b>Revised Messages for Vital Records</b>		
<b>Long Description</b>	<b>Short Description</b>	<b>Messages</b>
The System cannot authenticate the Worker! Please contact: <a href="mailto:helpdesk-pos@hra.nyc.gov">helpdesk-pos@hra.nyc.gov</a>	Cannot Authenticate	The System cannot authenticate the Worker! Please contact: <a href="mailto:helpdesk-pos@hra.nyc.gov">helpdesk-pos@hra.nyc.gov</a>
You are missing some required entries. Please return to the Individual Details window and fill in all data including parents' names.	Return to Individual Details	You are missing some required fields. Please return to the Individual Details window and fill in all data including parents' names.
You have exceeded the maximum number of clearances allowed for this individual. Please continue with the next person on the case.	Exceeded no. of attempts	You have exceeded the maximum number of clearances allowed for this individual. Please continue with the next person on the case.
Multiple Match found based on spelling of first and last names, DOB, gender.	Multiple Match	Birth Verification has been received from Vital Records. More than one person has been found with matching data based on spelling of first and last names, DOB, gender.
Multiple Match found based on spelling of first and last names, DOB, gender. Individuals have been verified as Deceased.	Deceased - Multiple Match	Birth Verification has been received from Vital Records. More than one person has been found with matching data based on spelling of first and last names, DOB, gender. Individuals have been verified as Deceased. Case should be referred to BFI. Select link from Help Menu and submit Form BFI-14.
Multiple Match found based on spelling of first and last names, DOB, gender and mother's maiden name.	Multiple Match	Birth Verification has been received from Vital Records. More than one person has been found with matching data based on spelling of first and last names, DOB, gender and mother's maiden name.
Multiple Match found based on spelling of first and last names, DOB, gender and mother's maiden name. Individuals have been verified as Deceased.	Deceased - Multiple Match	Birth Verification has been received from Vital Records. More than one person has been found with matching data based on spelling of first and last names, DOB, gender and mother's maiden name. Individuals have been verified as Deceased. Case should be referred to BFI. Select link from Help Menu and submit Form BFI-14.
Multiple Match found based on spelling of first and last names, DOB, gender and Birth Certificate number.	Multiple Match	Birth Verification has been received from Vital Records. More than one person has been found with matching data based on spelling of first and last names, DOB, gender and Birth Certificate number.

**Attachment B**

# POS Release Notes

Version 13.3.1 January 11, 2010

## Appendix A: Vital Records Collateral Call

<b>Revised Messages for Vital Records</b>		
<b>Long Description</b>	<b>Short Description</b>	<b>Messages</b>
Single match found using four-factor matching (exact spelling of first name, last name, date of birth, and gender).	Single Match	Birth Verification has been received from Vital Records. Match based on exact spelling of first name, last name, date of birth, and gender. The externally verified checkbox on the Individual Details window will be checked for citizenship and age. One additional document is needed for proof of identity if not already submitted.
Single match found using five-factor matching (with exact spelling of first name, last name, date of birth, gender, and with mother's maiden name normalized )	Single Match	Birth Verification has been received from Vital Records. Match based on exact spelling of first name, last name, date of birth, gender, and with mother's maiden name. The externally verified checkbox on the Individual Details window will be checked for citizenship and age. One additional document is needed for proof of identity if not already submitted.
Single match found using four-factor matching (exact spelling of first name, last name, date of birth, and gender) after failing using the five-factor matching (with exact spelling of first name, last name, date of birth, gender).	Single Match	Birth Verification has been received from Vital Records. The externally verified checkbox on Individual Details window will be checked for citizenship and age. One additional document is needed for proof of identity if not already submitted.
Single match found with provided birth certificate number, first name, last name, gender and date of birth.	Single Match	Birth Verification has been received from Vital Records. Match based on birth certificate number, first name, last name, gender and date of birth. The externally verified checkbox on the Individual Details window will be checked for citizenship and age. One additional document is needed for proof of identity if not already submitted.
Single match was found for the individual. Individual has been verified as Deceased.	Deceased - Single Match	Birth Verification has been received from Vital Records. Only one person has been found with matching data and this person is deceased. Case should be referred to BFI. Select link from Help Menu and submit Form BFI-14.
Single match was found for the individual. Individual has been verified as Deceased.	Deceased - Single Match	Birth Verification has been received from Vital Records. Only one person has been found with matching data and this person is deceased. Case should be referred to BFI. Select link from Help Menu and submit Form BFI-14.
NO Match found based on <b>Birth Certificate</b> number, first and last names, DOB and gender.	NO Match Found	Birth Verification clearance shows that no matches were found for this individual based on <b>Birth Certificate</b> number, first and last names, DOB and gender. If Birth Certificate number entered has been verified, case should be referred to BFI. Select link from Help Menu and submit Form BFI-14.
NO Match found based on spelling of first and last names, DOB, gender.	NO Match Found	Birth Verification clearance shows that no matches were found for this individual based on spelling of first and last names, DOB, gender. Documentation for citizenship, identity and age should be collected if not already submitted.

**Attachment B**

# POS Release Notes

Version 13.3.1 January 11, 2010

Appendix A: Vital Records Collateral Call

<b>Revised Messages for Vital Records</b>		
<b>Long Description</b>	<b>Short Description</b>	<b>Messages</b>
NO Match found based on spelling of first and last names, DOB, gender.	NO Match Found	Birth Verification clearance shows that no matches were found based on spelling of first and last names, DOB, gender for this individual. Documentation for citizenship, identity and age should be collected if not already submitted.