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POLICY BULLETIN #10-02-SYS

FS POS RELEASE NOTES VERSION 3.3.1

Date:	**Subtopic(s):**
January 20, 2010	FS POS

💻 This procedure can now be accessed on the FIAweb.

This policy bulletin is to inform Non Cash Assistance Food Stamp Office 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 FS POS Release Notes Version 3.3.1 (**Attachment A**) and the related Appendices (**Attachments B**, **C**, and **D**).

These release notes can also be found on the HRA Intranet at:

http://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

Effective January 11, 2010

Related Items:

PB #09-105-SYS
PB #09-129-SYS

Attachments:

💻 Please use Print on Demand to obtain copies of forms.

Attachment A	FS POS Release Notes Version 3.3.1
Attachment B	FS POS Release Notes: Appendix A
Attachment C	FS POS Release Notes: Appendix B
Attachment D	FS POS Release Notes: Appendix C

Attachment A

FS POS Release Notes

Version 3.3.1 January 11, 2010

These Release Notes contain descriptions of changes in FS POS Release 3.3.1, 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://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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FS POS Release Notes

Version 3.3.1 January 11, 2010

1. Food Stamp (FS) Time Savers for Entry of Unearned Income and Resources

In order to streamline the Food Stamp (FS) interviews and change activities, the presentation of unearned income and resource questions in the Food Stamp Paperless Office System (FS POS) will be updated. The new presentation of these questions will reduce the time it takes for an interviewer to record the applicant or participant's responses.

Updated Unearned Income Windows
The question set for unearned income will be streamlined in a similar manner to the presentation of the Income section in the LDSS-4826 (Food Stamp Benefits Application/Recertification) to reduce the time required to record the applicant's or participant's responses. If no one in the household receives unearned income, the number of the times that the Worker will need to click "No" will be reduced from seventeen (17) to six (6).

Resources Window
The detailed resource questions will be eliminated for categorically eligible applicants and participants. For these households, only the total resource amount will be recorded for the determination of eligibility for expedited service and WMS budgeting, and eighteen (18) questions will be removed from the question set.

Appendix A
For additional details, please see **Appendix A (FS Time Savers)** and refer to Policy Bulletin 09-129-SYS (Food Stamps [FS] Time Savers).

2. FS Change Case Data Update

The **Individual Status Change** window in the **FS Change Case Data** activity will be updated to allow the Eligibility Specialist to:

- activate or close individuals in sanctioned (SN) status;
- reject individuals in applying (AP) status;
- close individuals in single issue (SI) or (AC) active status.

Current Status and Available New Status

Current Status	Available New Statuses
AP	SI, AC, RJ, SN
SI	AC, CL, SN
AC	SI, CL, SN
RJ	SI, AC
CL	SI, AC
SN	SI, AC, CL

3. Move of Deferred Application Cases to MPU Queues for F15 and F61

Deferred application cases from F15 (SSI Food Stamp Office) and F61 (Residential Treatment Food Stamp Center) will be moved to the MPU queues when the Supervisor completes the **Approve EFS Issuance** activity:

- The deferred application cases that receive Food Stamps (FS) under the expedited criteria from the following centers will move to the **MPU Home Center SI Queue**.
- The deferred application cases that do not receive FS under the expedited criteria from the following centers will move to the **MPU Home Center AP Queue**.

4. New FS TAD Business Rules

The FS TAD will be updated with new business rules for the effective date fields to help ensure that appropriate dates are entered:

- When the Eligibility Specialist enters a new value in the **From** suffix date field for a case in applying (AP) status, a new business rule will verify that the date is less than 30 days in the future.
- When the Eligibility Specialist enters a new value in the **To** suffix date field for a case in active (AC), single issue (SI) or closed (CL) status, a new business rule will verify that the date is less than 91 days after the 1st day of the current month.
- When the Eligibility Specialist enters a new value in the **Individual Effective Date** field for a case in applying (AP) status, a new business rule will verify that the date is less than 30 days in the future.
- When the Eligibility Specialist enters a new value in the **Individual Effective Date** field for a case in active (AC), single issue (SI) or closed (CL) status, a new business rule will verify that the date is less than 91 days after the 1st day of the current month.

5. Due Dates for FS Recertification Activities in Queues

The due date column in the FS POS queue for the FS recertification activities will be updated. The due date for the following activities will be set to the end date of the authorization/certification period:

- FS Recertification Interview
- Error Correction (EC) - FS Recertification Interview
- Approve FS Recertification
- Approve EC - FS Recertification

6. FS Recertification Log Update

The Food Stamp Recertification Log will be updated with a new column and filter:

- The current homebound indicator will be displayed and a new filter will be added to allow the center to view a list of homebound cases.

The Food Stamp Recertification Log will be updated with new rescheduling edits:

- Appointment rescheduling will be disabled after the 15th day of the final month of the certification period.
- New edits will prevent rescheduling on Sunday, holidays and non-business hours.

7. Saved Application Form (LDSS-4826) for Telephone Interviews

In order to allow additional review of application data through the forms saved in the HRA One Viewer, the **Food Stamp Application/Recertification Form** (LDSS-4826) will be saved in the **FS Application Interview** for telephone interview cases where:

- The Eligibility Specialist captures the electronic signature using the **Food Stamp Applicant Signature Form** (W-120) or the **Food Stamp Benefits Application Attestation Signature Form** (W-129B) in the **FS Reception Intake** activity or
- The Eligibility Specialist indicated that the paper Food Stamp Application/Recertification Form (LDSS-4826) was signed.

8. Printed Forms in FS Reception Intake and FS Logs

Forms printed in the **FS Reception Intake**, **FS Application Log** and **FS Recertification Log** windows will be available through the **Printed Forms** menu in the **Review Case** activity. The forms in these windows include:

- LDSS-3938, Food Stamp Application Expedited Processing Summary Sheet;
- W-119, Request for Contact on a Food Stamp Application;
- W-120, Food Stamp Applicant Signature Form;
- W-129A, Food Stamp Eligibility Interview Telephone Appointment Notice;
- W-129B, Food Stamp Benefits Application Attestation Signature Form;
- W-129PP, Food Stamp Eligibility Interview Appointment Notice;
- W-129RR, Notice of Food Stamp Recertification Appointment;
- W-680FF, Language Questionnaire.

9. Additional Forms Available in Print Forms Window

The following forms will be available in the **Print Forms** window for FS cases:

- LDSS-2474, SSI Referral
- W-700D, FIA School/Training Enrollment Letter

10. 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.

11. Update to Documentation Requested on W-113K for Earned Income

When the Eligibility Specialist indicates that documentation is needed on the **Is Employed** response window, the Documentation Requirements and/or Assessment Follow-up Form (W-113K) is prefilled with a request for "**Earned Income from Employer**".

Effective January 11, 2010, the W-113K will also be prefilled with a request for "**Documentation of the last 4 weeks of pay is required**" if the Eligibility Specialist requests that documentation is needed on the **Is Employed** response window.

12. Update to Potential IVRS Indicator in Case Member Window in FS Recert

The Potential **IVRS** indicator in the **Case Member Information** window in the **FS Recertification Interview** is set through a monthly file exchange process between Food Stamp POS and the Interactive Voice Response System (IVRS). The **Potential IVRS** field will be preset and protected by the file exchange to prevent the Worker from mistakenly removing this indicator.

13. Revised Messages for Vital Records Collateral Call

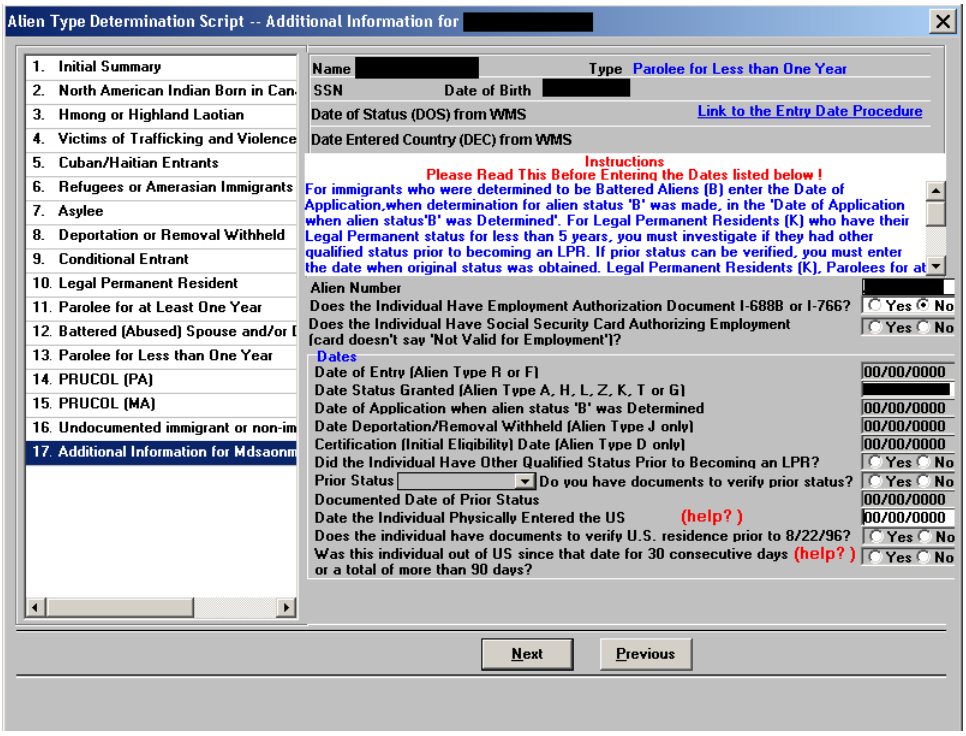
The messages in the Vital Records Collateral window will be updated to provide Workers with clearer instructions. For additional details, please review **Appendix B: Vital Records Collateral Call**.

14. 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).

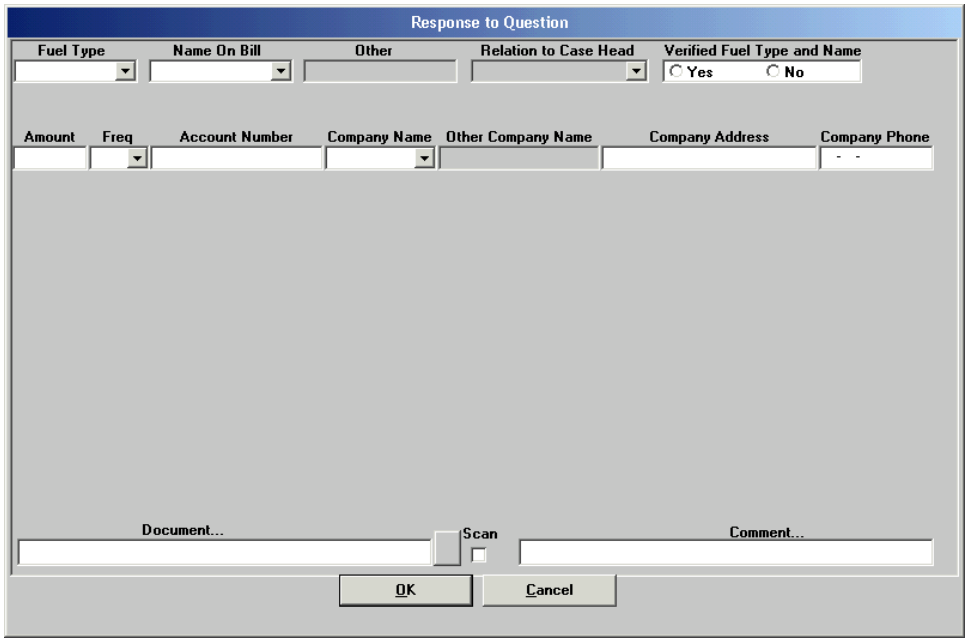
Additional Information window



15. 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.

Heat Expense Window



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”

Addition of Company Address Fields and Edits
New fields will be added to allow the Eligibility Specialist to enter the company name and address. This information is not required for Food Stamp cases, but assists the applicant/recipient in getting a higher HEAP grant.

New validations for account number
The **Account Number** field will have new validations when the selected company name is **Con Edison** or **Keyspan** and an account number is entered**:**

- 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.

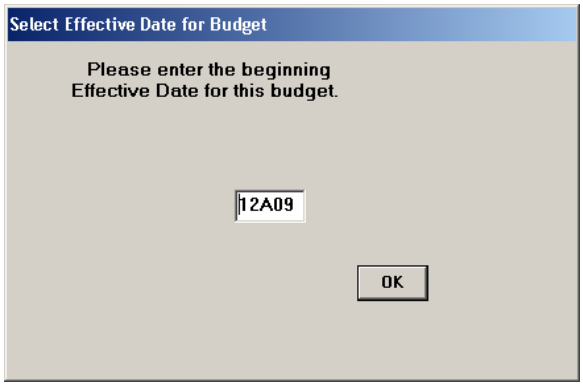
16. Individual Food Stamp Status Reason Transmission Rule

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 FS TAD window.

17. 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.



18. Special Assessment Referral

Food Stamp Center staff can make a Special Assessment referral via the **Referrals** window in the **FS Recert Interview** activity.

Appendix C
For additional details, please see Appendix C (Special Assessment Referral).

19. Reminder: Appendices

- Appendix A, FS Time Savers
- Appendix B, Vital Records Collateral Call
- Appendix C, Special Assessment Referral.

Attachment B

FS POS Release Notes

Version 3.3.1 January 11, 2010

Appendix A: FS Time Savers

Overview

In order to streamline the food stamp application interview, the Food Stamp Division has requested changes to the presentation of unearned income and resource questions in the Food Stamp Paperless Office System.

The new presentation of these questions will reduce the time it takes for an interviewer to record the applicant or participant's responses.

Affected Activities

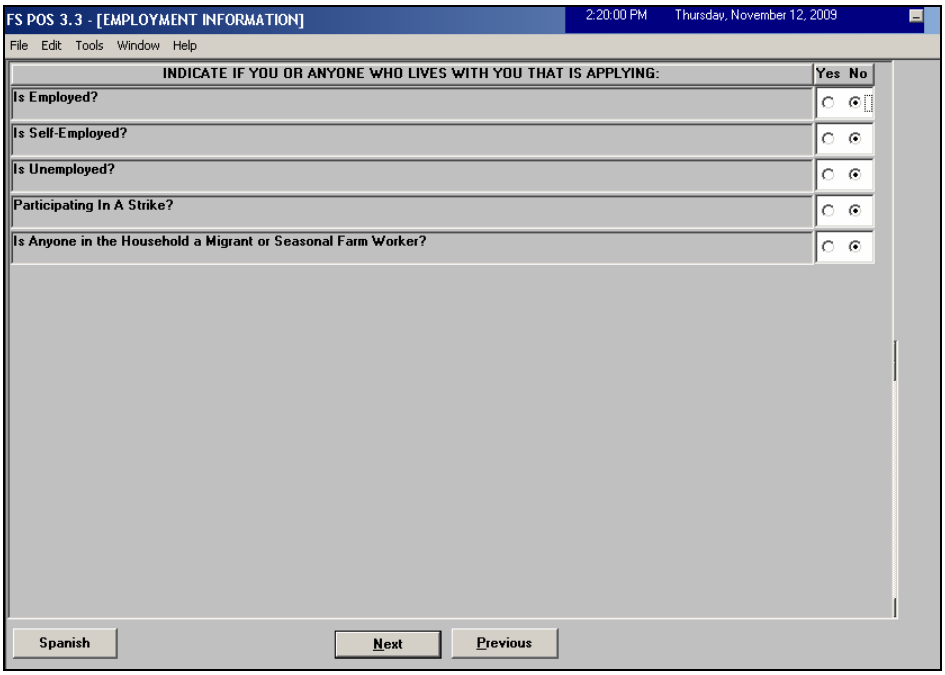
These changes will affect the following activities:

- FS Application Interview
- EC – FS Application Interview
- FS Recert Interview
- EC – FS Recert
- FS Change Case Data
- EC – FS Change Case Data
- FS Sep Det – Elig Decision
- EC – FS Sep Det – Elig Decision
- CBO FS Intake

Current Income Windows

The **Current Income** window currently appears when the Worker clicks the "Next" button in the **Employment Information** window.

Employment Information Window



FS POS Release Notes

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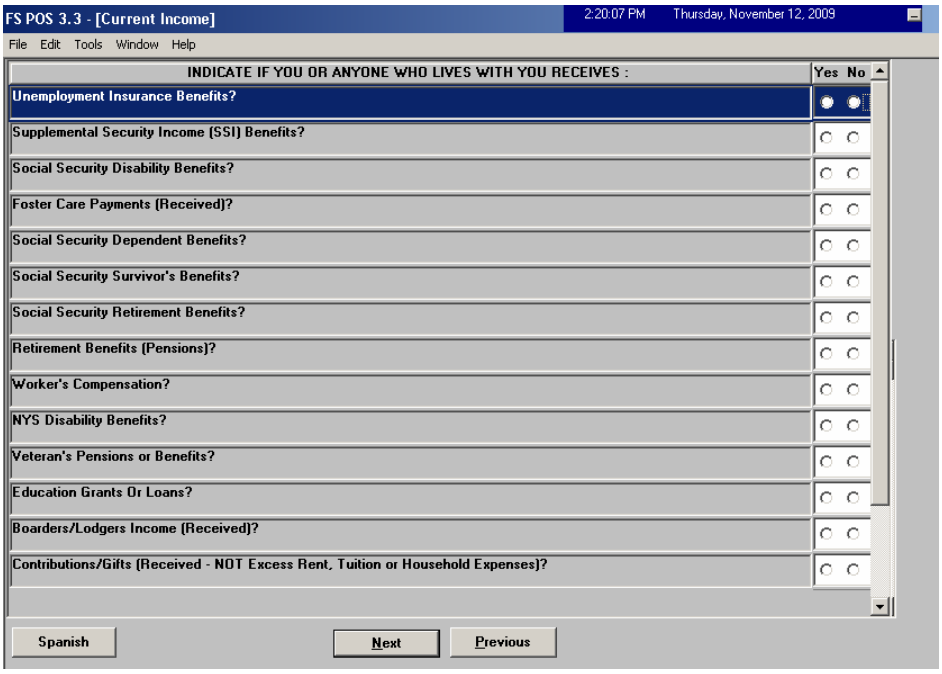
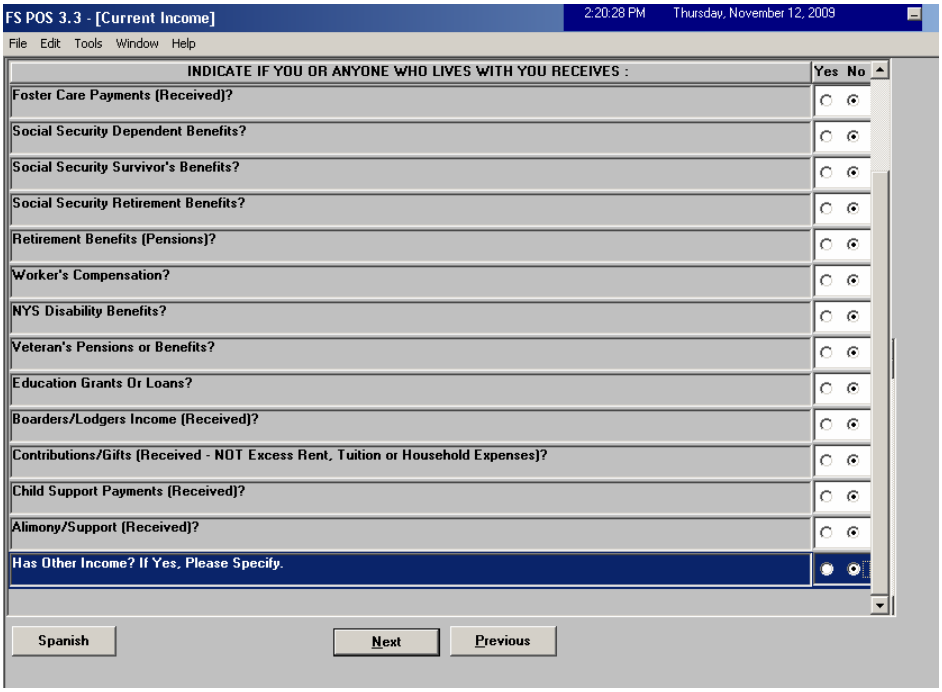
Appendix A: FS Time Savers

Current Income Window – prior to revisions





For each question that appears in the **Current Income** window, the Worker must click “Yes” or “No” based on the applicant or participant’s response. If the answer for the question is “Yes”, a response window appears, allowing the Worker to enter additional information.

Updated Unearned Income Windows

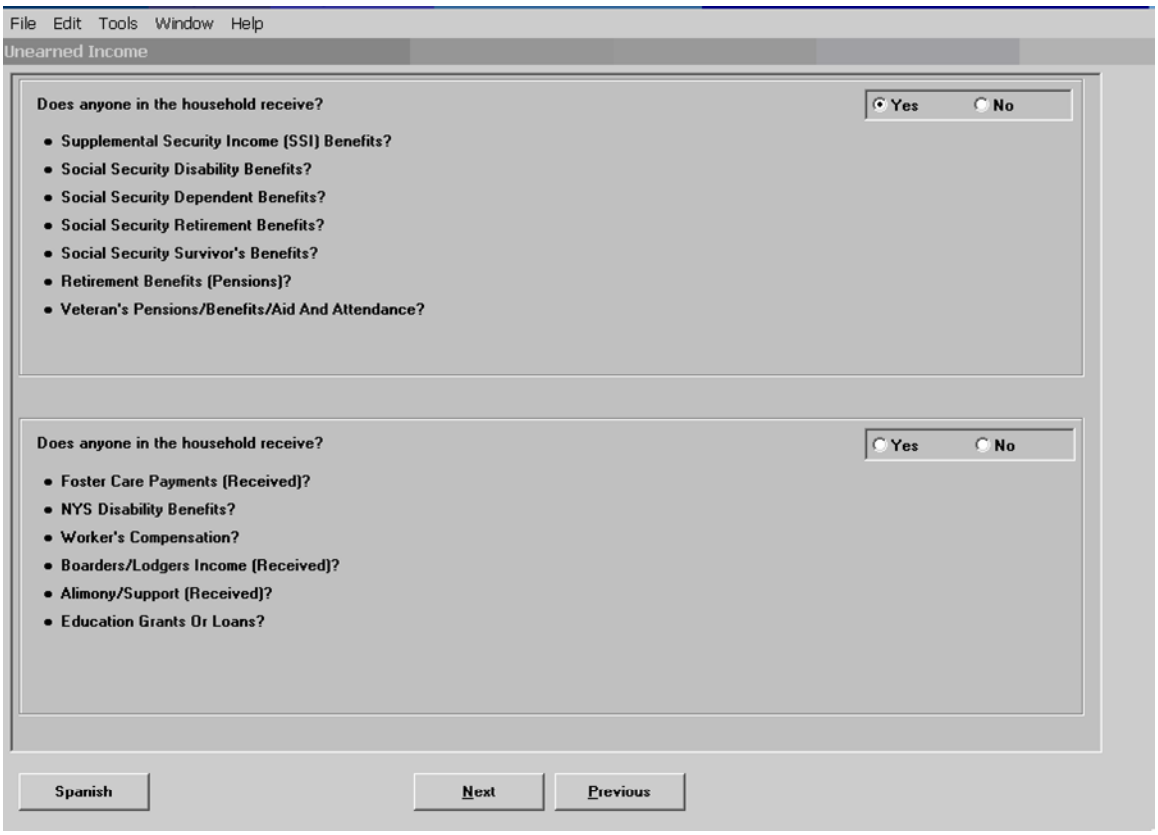
This question set will be streamlined in a similar manner to the presentation of the Income section in the LDSS-4826 (Food Stamp Benefits Application/Recertification) to reduce the time required to record the applicant's or participant's responses. If no one in the household receives unearned income, the number of the times that the Worker will need to click "No" will be reduced from seventeen (17) to six (6).

The Worker will ask the applicant or participant whether anyone in the household receives SSI, social security disability benefits, social security dependent benefits, social security retirement benefits, social security survivor's benefits, retirement benefits (pensions) or veteran's pensions, benefits or aid and attendance. If no one in the household receives these types of income, the Worker will only need to click "No" once.

The Worker will then ask the applicant or participant whether anyone in the household receives foster care payments, NYS disability benefits, worker's compensation, boarder/lodger income, alimony/support or education grants or loans. If no one in the household receives these types of income, the Worker will only need to click "No" once.

If no one in the household receives the types of incomes listed, the revised **Current Income** will appear.

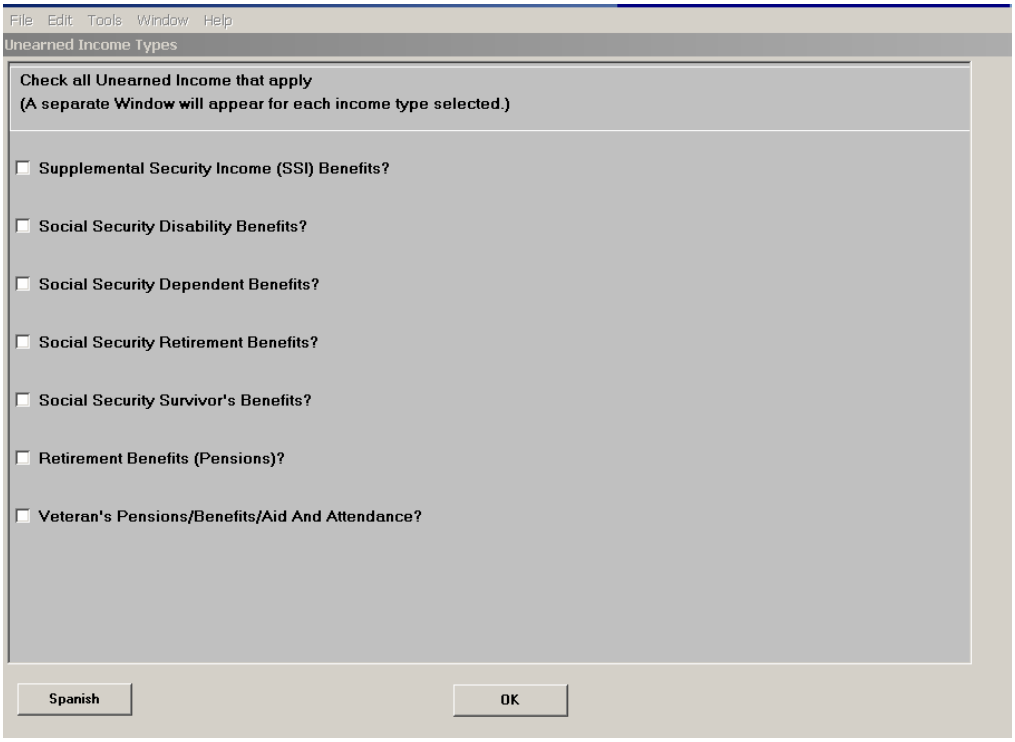
Unearned Income Window



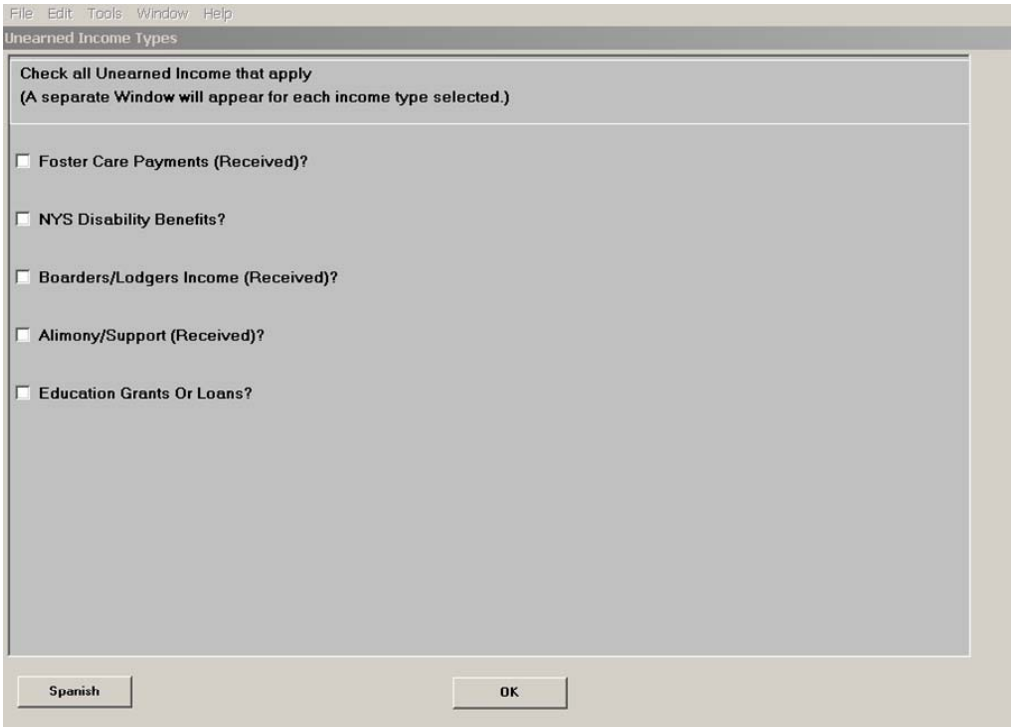
If anyone in the household receives these types of income, the Worker will click "Yes" and an "Unearned window will appear. In this window, the Worker will indicate the type of income(s) received. When the

Worker clicks on a checkbox, the detailed response window will appear to allow the Worker to record the details of the income.

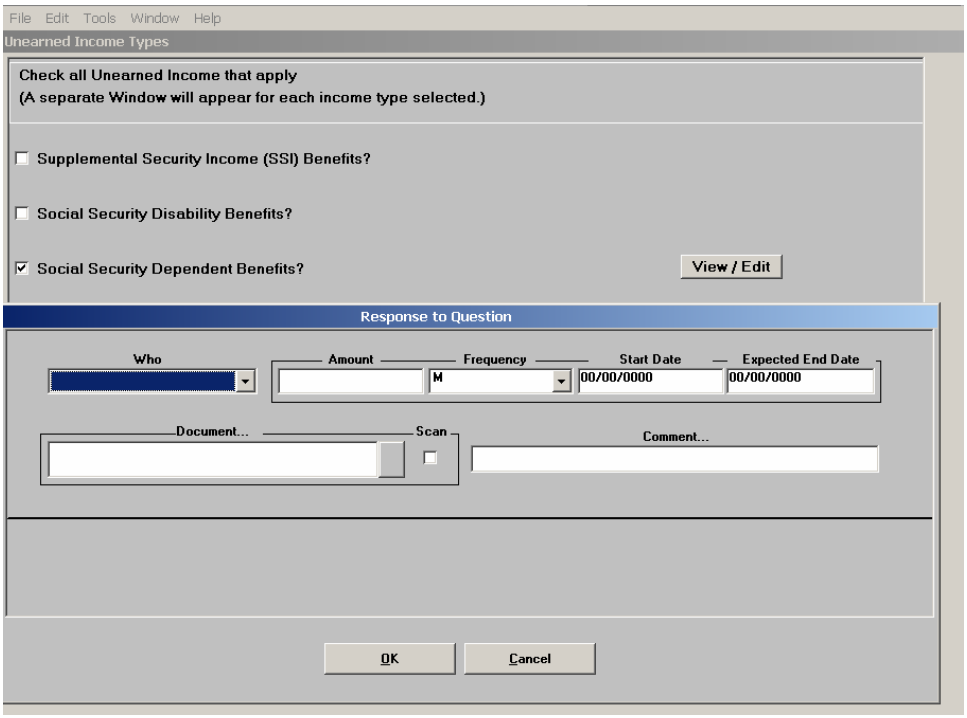
Unearned Income Types – Check all unearned income that apply – first window



Unearned Income Types – Check all unearned income that apply – second window

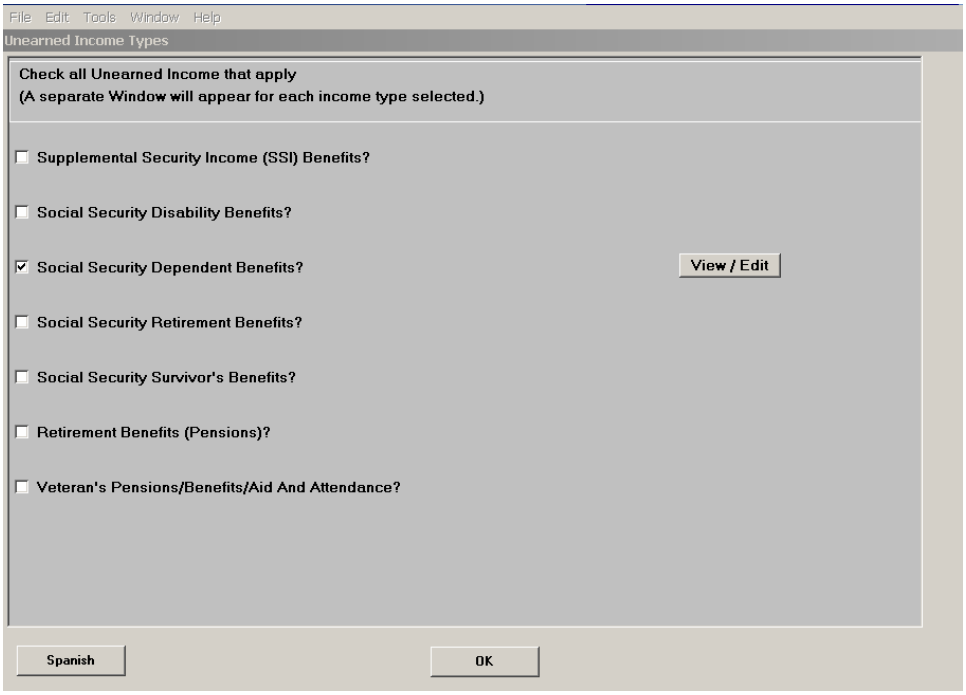


Sample of a response window – Social Security Dependent Benefits



Once the answers in the response window are recorded and the Worker clicks on the OK button, the Worker will return to the **Unearned Income Types** window and a **View/Edit** button will appear to allow the Worker to return to the response window if necessary.

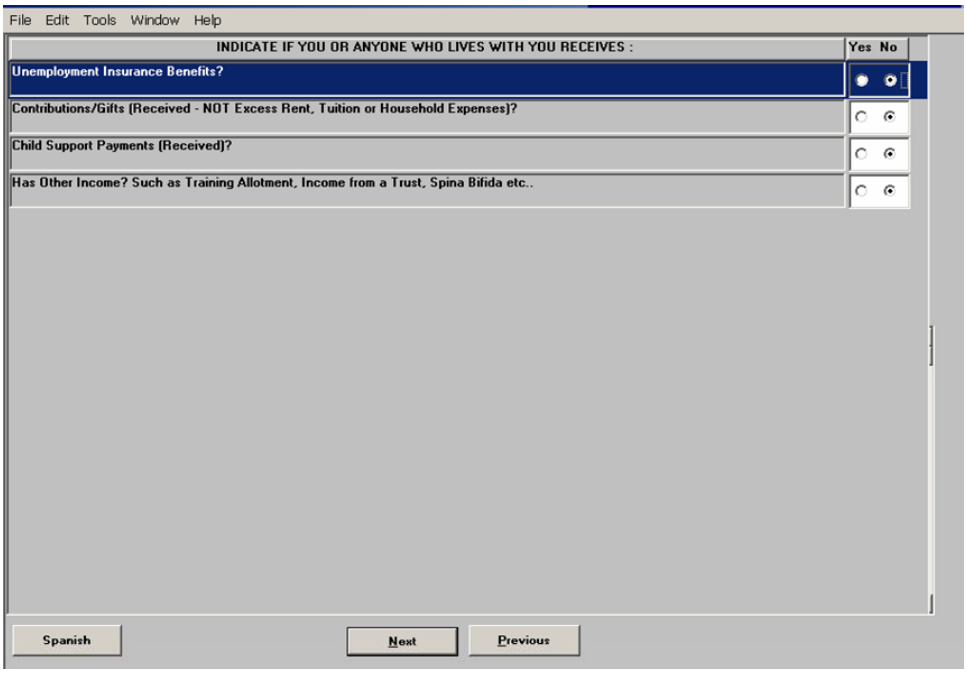
Sample View/Edit button enabled


File Edit Tools Window Help
Unearned Income Types
Check all Unearned Income that apply
(A separate Window will appear for each income type selected.)
Supplemental Security Income (SSI) Benefits?
Social Security Disability Benefits?
Social Security Dependent Benefits?
View / Edit
Social Security Retirement Benefits?
Social Security Survivor's Benefits?
Retirement Benefits (Pensions)?
Veteran's Pensions/Benefits/Aid And Attendance?
Spanish
OK

Current Income Window – after revisions

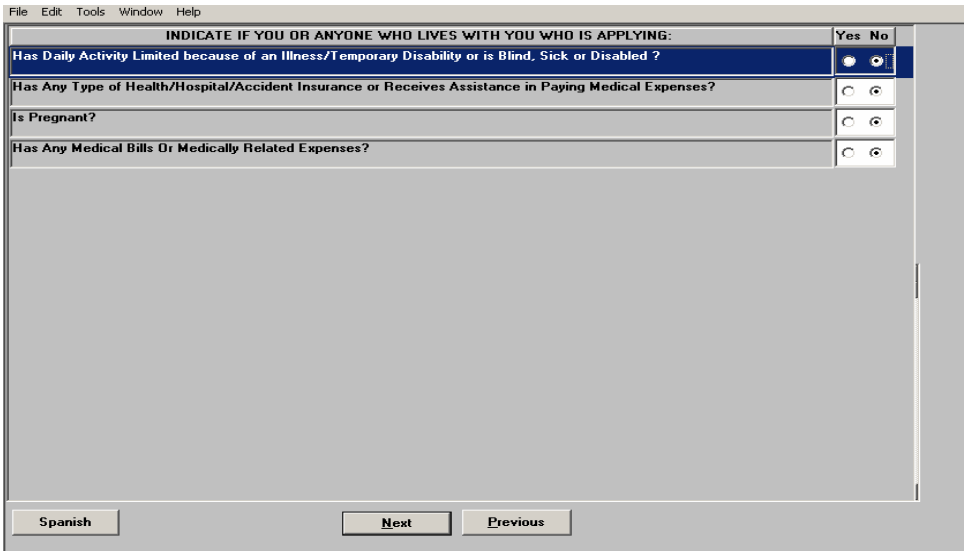
Following the **Unearned Income** window(s), the shorter **Current Income** window will allow the Worker to indicate whether anyone in the household receives unemployment insurance benefits (UIB), contribution or gifts, child support payments or other types of income.

Revised Current Income window



Medical Window

Following the **Current Income** window, the **Medical** window will appear. This window will not change.

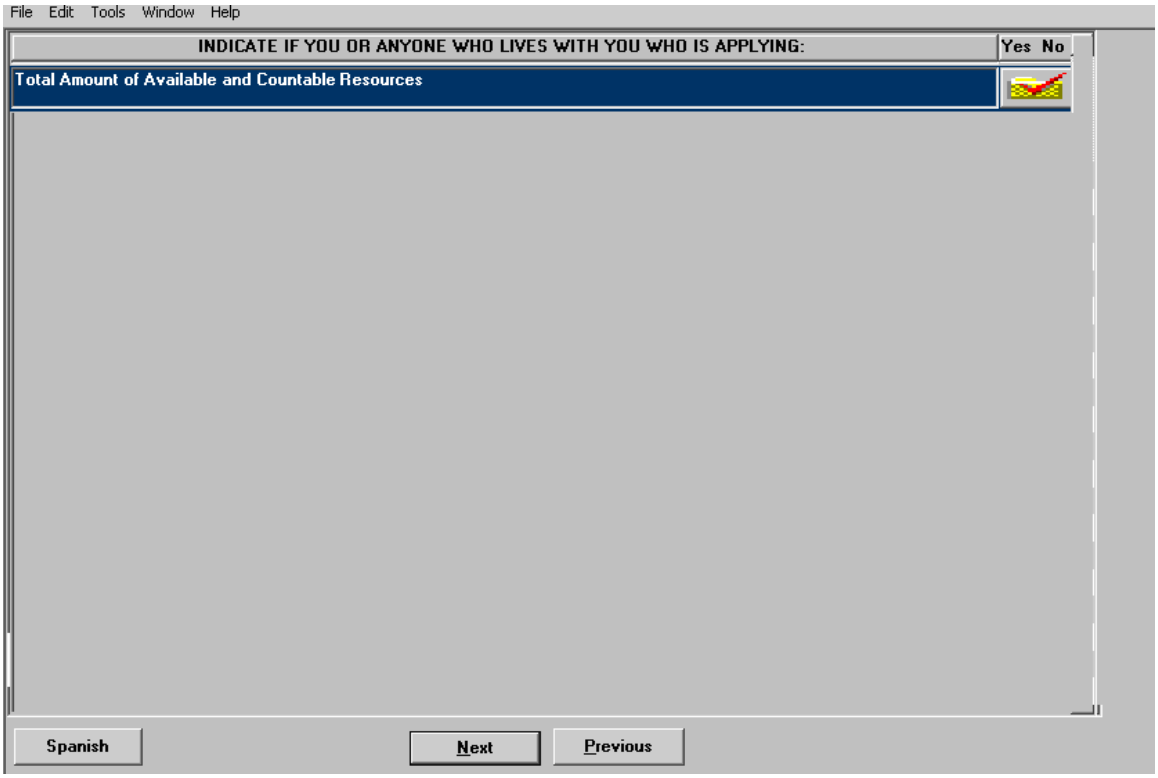


Resources Window

The detailed resource questions will be eliminated for categorically eligible applicants and participants. For these households, only the total resource amount will be recorded for the determination of eligibility for expedited service and WMS budgeting, and eighteen (18) questions will be removed from the question set.

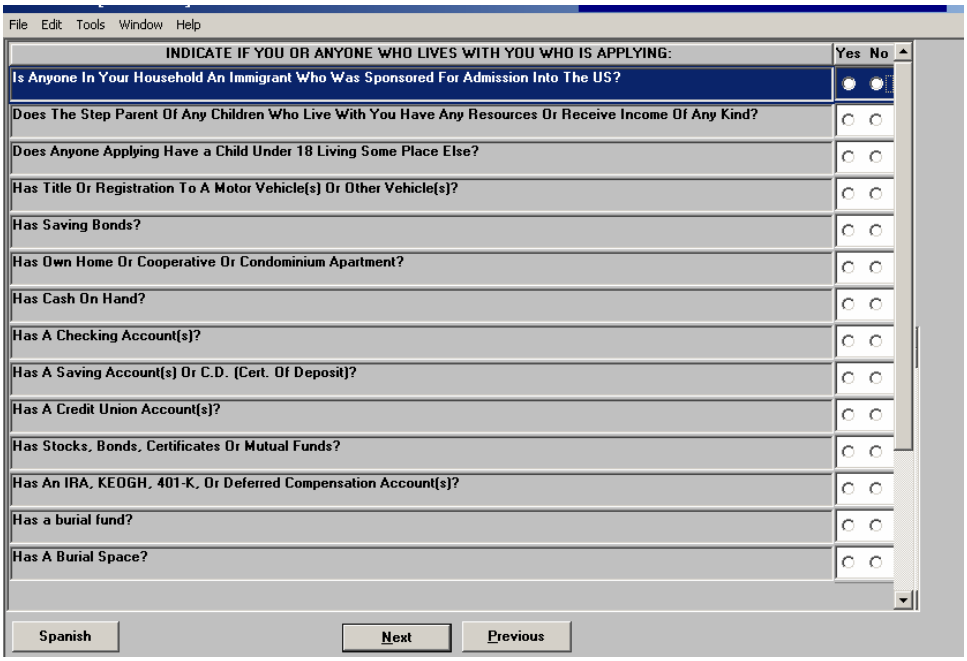
To distinguish the categorically eligible rules please refer to **Policy Bulletin #09-27-ELI Food Stamp Categorically Eligibility.**

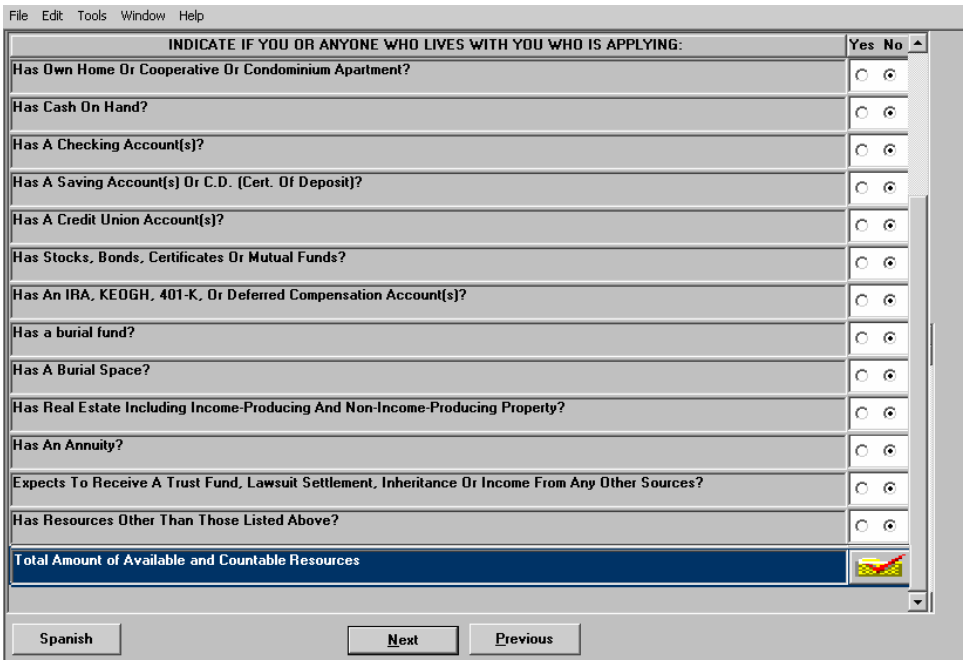
Revised Resources Window for Categorically Eligible Household



For households that are not categorically eligible, the full resource question set will appear.

Resources Window with Full Question Set – for households that are not categorically eligible





Attachment C

FS POS Release Notes

Version 3.3.1 January 11, 2010

Appendix B: 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.

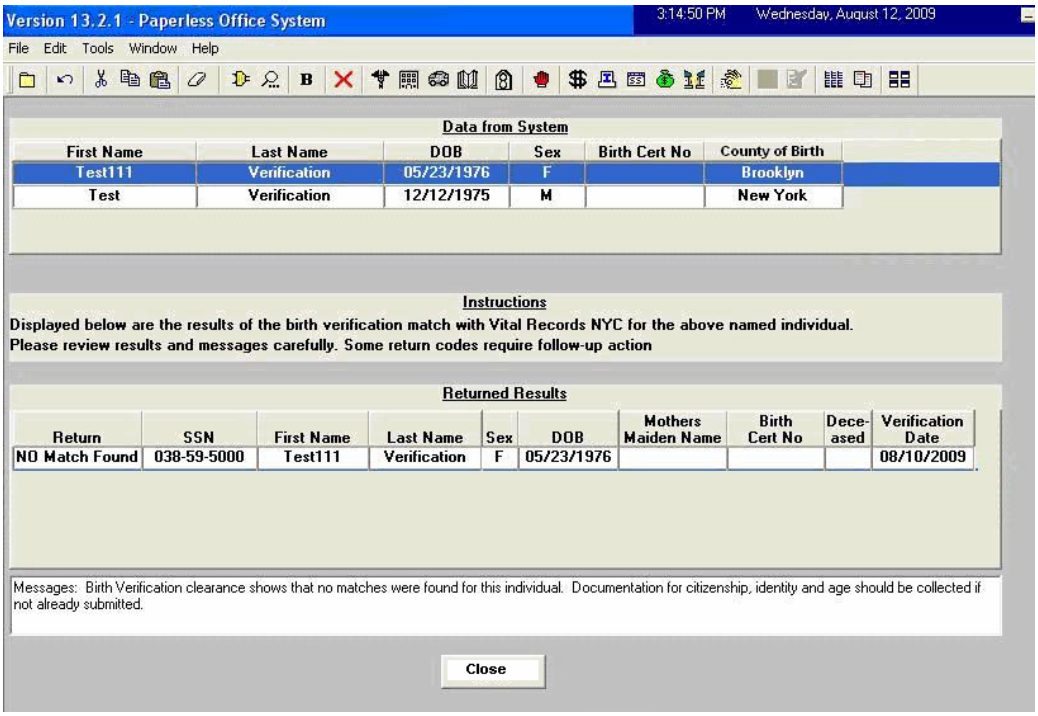
DOHMH will be hosting a web service which will return a system validation. The validation process should consist of two parts:

- 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 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:

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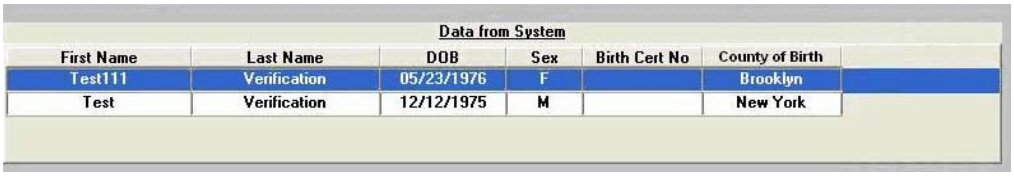
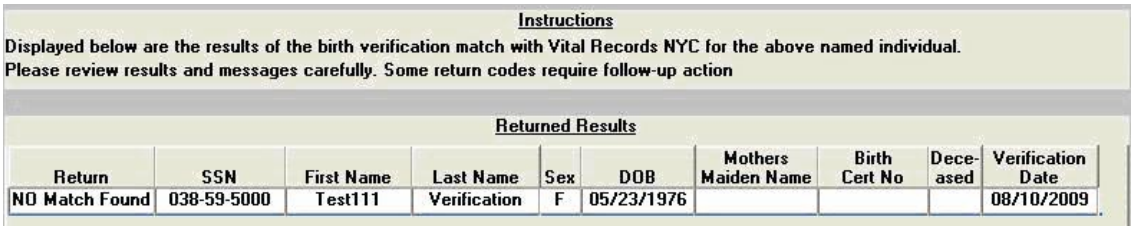
Appendix B: Vital Records Collateral Call



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:

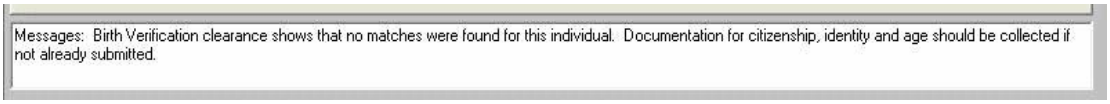


Instructions

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



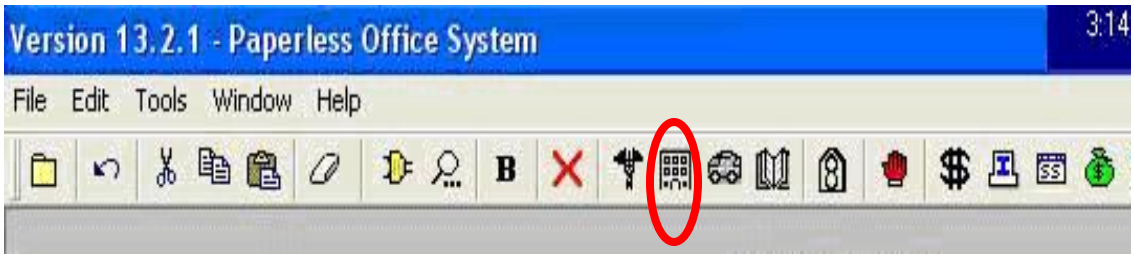
Messages: Birth Verification clearance shows that no matches were found for this individual. Documentation for citizenship, identity and age should be collected if not already submitted.

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 C

FS POS Release Notes

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Appendix B: Vital Records Collateral Call

Revised Messages for Vital Records		
Long Description	**Short Description**	**Messages**
The System cannot authenticate the Worker! Please contact: helpdesk-pos@hra.nyc.gov	Cannot Authenticate	The System cannot authenticate the Worker! Please contact: helpdesk-pos@hra.nyc.gov
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 C

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Appendix B: Vital Records Collateral Call

Revised Messages for Vital Records		
Long Description	**Short Description**	**Messages**
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 **Birth Certificate** 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 **Birth Certificate** 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 C

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Appendix B: Vital Records Collateral Call

Revised Messages for Vital Records		
Long Description	**Short Description**	**Messages**
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.

Attachment D

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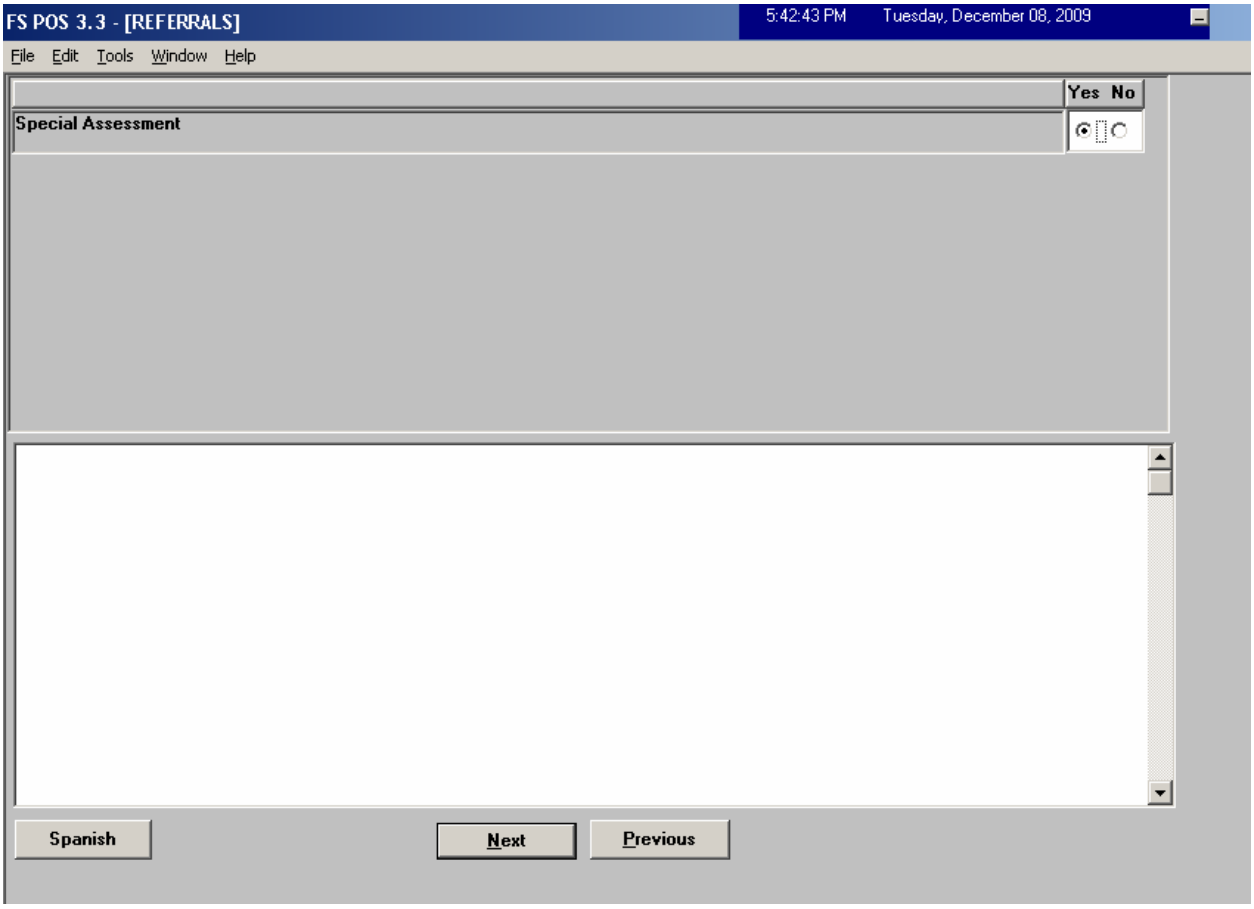
Appendix C: Special Assessment Referral

Food Stamp Center staff can make a Special Assessment referral via the **Referrals** window in the **FS Recert Interview** activity. The **Referrals** window appears after the **Other Information** window in the interview.

Instructions

To open the referral window, the Eligibility Specialist (ES) must click **Yes** for **Special Assessment**. The response to question window appears.



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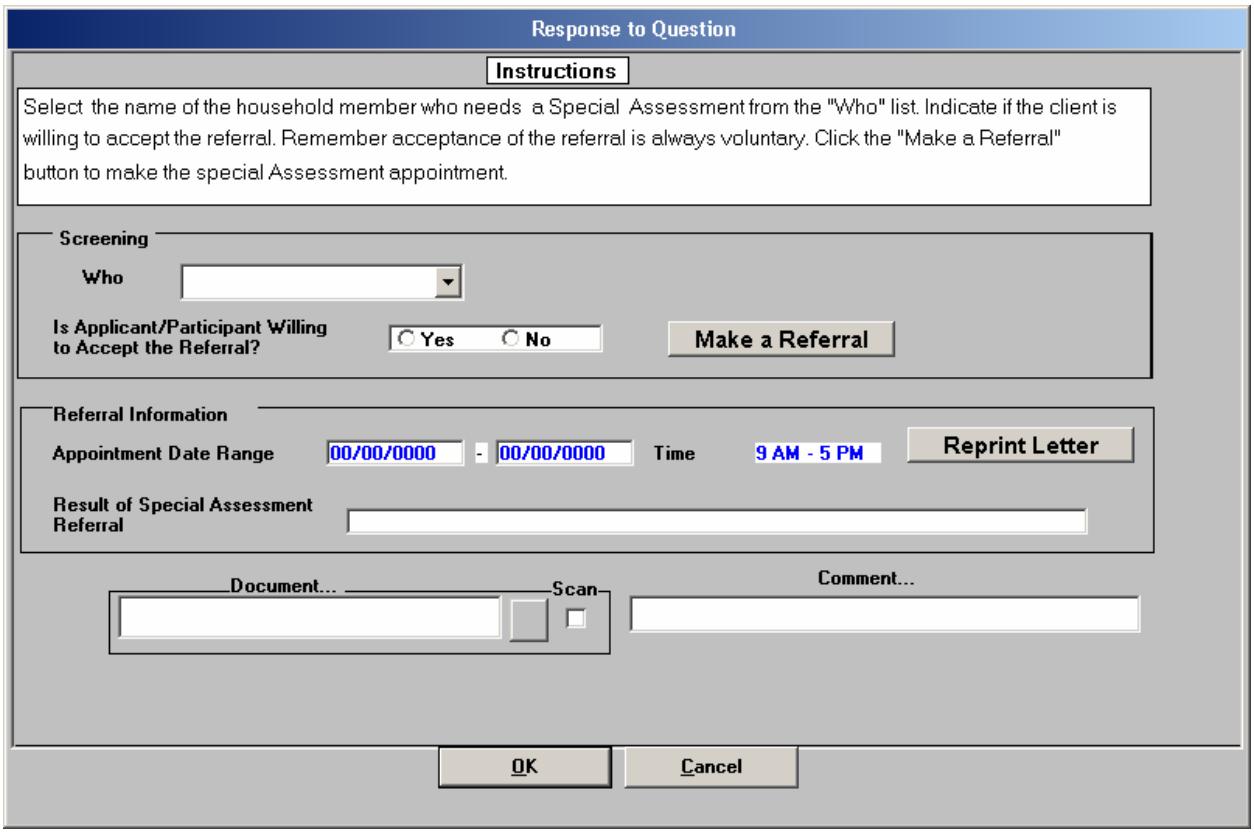
Appendix C: Special Assessment Referral

Response to Question window

The ES must select the name of the household member who needs a special assessment. The ES will then indicate whether the recipient is willing to accept the referral.

If the recipient is willing to accept the referral, the ES will click **Make a Referral** button to send the action code **191N** (Special Assessment) to NYCWAY. NYCWAY will then return the appointment date range.

If the interview is by telephone, the recipient will receive the appointment information verbally. If the interview is in-person, the **W-103D** (Special Assessment Notice) will be printed.

Upon returning to the window at a later date, the ES will be able to view special assessment referral results, if they were entered into NYCWAY by the special assessment unit.