



Department of  
Social Services

Human Resources  
Administration

Department of  
Homeless Services

# OFFICE OF POLICY, PROCEDURES AND TRAINING

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**DSS Policy Bulletin #2023-015**

**Date: July 20, 2023**

**DISTRIBUTION: ALL STAFF**

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## CURRENT NYC RELEASE NOTES

### ■ PURPOSE

This policy bulletin is to inform staff that the latest version of the CURRENT/Landlord Management System (LMS) will migrate into production on July 22, 2023. Descriptions of the changes can be found in the Current/LMS Release Notes (**Attachment A**) and Current NYC Landlord Portal Release Notes (**Attachment B**).

*Effective July 22, 2023*

### ATTACHMENT:

<b>Attachment A</b>	Current/LMS Release Notes
<b>Attachment B</b>	Current NYC Landlord Portal Release Notes



## Current/LMS Release Notes

Current/LMS Production Release 3.0 July 22nd, 2023

### Release Overview

This is a Production major release of the Current/LMS application effective July 22<sup>nd</sup>, 2023. The defect fixes and enhancements being deployed in this release are outlined in detail below.

Users will see improvements on several of the defects observed. Notably, this includes:

- Only one tenant record being created for converted tenants where there was a change in the WMS Case # in HAPS
- Change Owner workflow – the same user can not approve the workflow that they submitted, it must be approved by a different supervisor
- Subsidy amount is no longer recalculated in Renewal Amendment when supervisor navigates to Household section during review
- Payment details report filters on payment status and payment code produce correct filtered results applicable results

### Enhancements

The following section provides detail on enhancements/changes made to the Current LMS system based on feedback from the users thus far, as well as policy priorities.

ADO ID*	Description
77090	The FHEPS application workflow and resulting form after submission (HRA-146a) will be updated to align with recent policy updates. This includes: # of bedrooms, arrears questions, and the sanction worksheet.
84549	History pane updates within the tenant & landlord records (ex: applications, renewals, change owner). This will not impact the actual workflows, just content updates for consistency. A history update will be included for all actions taken (save/exit, submit with decision, etc.) <ol style="list-style-type: none"> <li>1. If submitted without decision - "[First Name] [Last Name] from [Business Unit/Organization] submitted."</li> <li>2. If submitted with decision- "[First Name] [Last Name] from [Business Unit/Organization] submitted with &lt;approve/deny/follow-up&gt; decision."</li> <li>3. If saved, but not submitted- "[First Name] [Last Name] from [Business Unit/Organization] saved changes."</li> <li>4. Comments, if included, will always display with the statement. The comments do not need to be referenced in the statement itself.</li> </ol>
91650	Furniture Allowance section has a switch/toggle to change between regular vs. enhanced that updates the calculations on the page automatically.
93323	Based on the new HRA-194a worksheet provided from program, updates will be made to the FHEPS application payment page, the payment codes used for Single Suffix &



	Multi Suffix. The HRA-194a form will replace the existing HRA-146h form generated by Current.
111716	Full address with city, state and zip code displays on Current Subsidy tab.
112853	Preferred payment method displays and is tracked for each unit in a property, so that even unoccupied/non-ongoing payment units have a preference tracked that can be used in later workflows
112983	Updated legal service providers' access to process CityFHEPS applications
113205	Updated the application approval error for WMS Case Status to be a non-blocking warning message instead of an error. The warning will display for cases in the incorrect statuses and not display if in the correct status.
113345	Estimated CA shelter allowance calculation updates
114439	Removed subsidy clock criteria from the Auto-Renewal process

## Defects Fixes

The following section provides a more detailed list of all the defect fixes included in this build for the defect/ServiceNow incidents mentioned.

ADO ID	SNOW #	Description of the fix introduced
111987	INC0699108 INC0703456 INC0710015	Payment details report filters on payment status and payment code produce correct filtered results
113079	INC0747932	Hyperlink for "Task Assigned to" user redirects to pending workflow card on tenant's Current Subsidy page
113125	INC0700770 INC0763108	Request Claim Workflow - when user performs any of the following actions, then they will be able to select the SSAF radio buttons and process the workflow: <ol style="list-style-type: none"> <li>1. Initiate a new claim workflow and navigates back and forth between sections within the same workflow</li> <li>2. Re-validate the WMS case # in the same session</li> <li>3. Exit the current workflow and initiates a new claim again with the same tenant</li> </ol>
113139	INC0748389	SSAF payments can be reissued for Landlords for cases without previous approved applications
112747	INC0725655	SSAF claim workflow can only be approved in one tab (ie. If multiple tabs with pending workflow are open, approval will only be allowed in one of the tabs)
112843	INC0716042	Modification workflow - Income sent from POS appears on the income section



109782	INC0657736 INC0677381	Change Owner workflow – the same user can not approve the workflow that they submitted; it must be approved by a different supervisor
111356	INC0684136 INC0732943	Change Owner Workflow - when the user selects only one unit to update for property w/ unit-level ownership, only that unit appears in the impacted units section
111581	INC0687695	Change Ownership Type workflow - HRA System Admins can initiate workflow
111252	INC0677854	Change Payment Instructions workflow - uploaded documents are linked to the landlord record for which they were uploaded
110421	INC0663299	Property Search screen - number of units displayed on search preview matches the number of units within the property record
110873	INC0671108	HRA System admin able to edit property record without blocking error
113021	INC0674977	User can click submit multiple times, however only the first click is recorded to the database when submitting decision on change owner workflow eliminating the issue where the user was seeing a 500 error when clicking multiple times.
111165	INC0678647 INC0753593	Leasing, property, unit, and application records convert without duplicates
111525	INC0686391	For a converted case, Case History and Current Subsidy section shows correct monthly breakdown amounts that appear in backend
111701	INC0690231	Renewal Amendment - Change in Individual CA status satisfies change condition on Household screen and amendment can be submitted
112419	INC0697240 INC0740560	Corrected duplicates in payment detail report
111959	INC0697905 INC0833051	DHS Client ID populated in application details report extract
112449	INC0709237	Able to search for payments within landlord record without blocking error
113064	INC0740272	DSS System Admin can open approved application hyperlinked workflows in tenant's history tab
113092	INC0742439	CityFHEPS Community To Stay application - comments are retained in the Arrears section
113185	INC0754760 INC0798731	Late renewal amendments will not trigger an error if the tenant has a previous application with a lease end date later than the latest application's lease end date
113307	INC0768963 INC0750931 INC0765658 INC0810401 INC0822317	Subsidy amount is not recalculated in Renewal Amendment when supervisor navigates to Household section during review
113401	INC0773778 INC0829822	Upon approval of a late renewal (more than 12 months in the past), the Start and End Dates of the lease will remain, prior to this fix, the dates were changing back to the previous lease period on the prior renewal/application
114604	INC0798826 INC0819612	Renewal Amendment – Complete All Required fields error does not appear when income section is filled out completely



	INC0841125	
113016	INC0756239 INC0762972 INC0805231	Property record Unit card & Unit Record corrected to show name of current tenant instead of "n/a"
112683	INC0779521 INC0782434	Application Details Report - Most Recent Updated Date logic fixed
113469	INC0780592	After late renewal amendment/modification, search screen/documents are populated with new tenant's Name/SSN/DOB/etc.
114887	INC0801517	CityFHEPS Community to Move - Calculation factors in "is eligible for reasonable accommodation" response in subsidy amount calculation
113745	INC0802344	Duplicate subsidies do not get created for renewal hearing
92668	INC0803154 INC0814800	Tenant records do not get deactivated (intermittently) by Shopping Letter generation
114944	INC0803195	Issued date for payments appear on the Landlord record payments (owner) tab
114541	INC0809569 INC0825110 INC0819612 INC0840746	Failed Auto-Renewal Conflict task – User able to select Yes/No to process the renewal without error
115523	INC0814980	APS user is no longer able to submit a CityFHEPS community application when it is in Pending Review status and assigned to RAP for action
115439	INC0814980	Users from business units other than APS are no longer able to approve CityFHEPS applications when status is in Pending Decision and assigned to RAP for action
115871	INC0830309	CityFHEPS Community To Stay application – Corrected routing after a follow-up by RAP
115898		CityFHEPS Application – Corrected routing – Application goes to Pending decision status when APS user first saves and exits and then resubmits a followed-up application
115948		Provider can initiate a CityFHEPS to Move Application after creating Shopping Letter for a converted case
115963		'Pending Review' Application Task is being routed to RAP-R supervisor when unit type is room for converted cases
115454		HRA-194a also generates in English when User selects any preferred language
115465		Updated HRA_146a Notice content (multiple updates to language/formatting)
115477		Updated calculations for HRA-194a - Multi Suffix FHEPS A Community to Move Application
115237		Updated formatting of multiple fields in Notice HRA-194a - Single Suffix
114871		Updated formatting of multiple fields in Notice HRA-194a - Multi Suffix



115560		Updated formatting of HRA-194a Notice when user types more than 180 characters in 'FHEPS Scenario Description' Field so it does not overlap with other fields
115664		FHEPS Ongoing Payments and Notice HRA-194a - Multi Suffix - Negative values will not appear in payment amount field
115516		FDCU admin can approve pending decision FHEPS Community to Move application workflow
115549		Homebase Provider Supervisor selection on Sanction Worksheet is retained when FCDU caseworker approves FHEPS Application
115618		Autorenewal - payments are generated for new payment period and payment details for cases auto-renewed in 12th month of the lease after a change in payment instructions workflow updates the payee for the property
115655		Able to complete Lease Section of CityFHEPS applications for tenants created by POS with no error
115672		RAP-R Supervisor can submit approval decision for a late renewal amendment
115740		Created a new record in adminProfile table for Service Now user
115806		Approve/Deny/Follow-up buttons are displayed for CityFHEPS HRA shelter application while in pending review status as DV supervisor
115826		Reissued SSAF payment is picked by Daily Payment batch
115197		Claims SSAF payment reissue workflow – payee section is populated
115832		Fixed discrepancies in generated payments after successful renewal amendment completed for Leap Year Feb 2024
114897		Auto Renewal - Pulling only one latest income from POS/WMS
114704		Able to Initiate FHEPS/CityFHEPS Community To Move application when Shopping Letter is issued first for all applicable tenants
114953		Full Property name displays on Current Subsidy tab.
114960		Payments will be created for tenants with leases not equal to 12-month period
115187		HRA-194a - Multi Suffix notice is generated as expected
115253		FHEPS A Community To Stay Application - When Lease End Date is less than 1 year from the current date, complete all required fields error does not display when trying to submit
115260		Removed Extra Question mark = in question displayed on Lease section of a FHEPS Application when the Lease End Date is less than 1 year from the current date
115407		FHEPS B HRA Shelter Application - Complete All Required Fields Error does not appear when sanction section is complete
115420		FEHPS A Community To Stay sanction worksheet section – fixed spelling of “Sanction”



114028		Adhoc Autorenewal - Pending submission/Pending follow-up late Renewal task is closed post-auto renewal processing
114068		Corrected discrepancies in generated payments after successful auto renewal is completed for leap year 2024
114469		Supplement payment for 12th month of lease is linked to new payee after for Renewal in 12th month is completed with increase in subsidy amount after change owner workflow.
113591		Payee payment view button is not present post change owner workflow approval if the landlord is no longer payee. (Both CP and LP)
113343		Transfers Valid post-Renewal / Only counting application packages in the transfer check
113279		CityFHEPS - When prorated rent start date is selected in the next month, Lease start date is set to the first of the month following next month
113101		Modification: Post-deleting the income, caseworker can submit the modification
113105		Applications where the payee has been changed have routing and pick up code populated when both payee and payment account are both updated
112919		Performance: Tenant & Landlord Search: Search Result slowness - Performance (SearchUsers API)
112923		Performance: Add Owner/Payee in CityFHEPS To Stay Application Workflow [ Business / Individual] - Add Owner Step
111994		Performance: Payee Change - Search step for Individual & Business LLS
112250		Performance: Intermittent 500 Internal Server Error
111718		Performance: Application Approval: Pending Decision Review
114483		Performance: API SearchPropertiesExact call having high response time in PRD -
114488		Performance: API CheckForDuplicatePaymentsTenant call having high response time in PRD
114496		Performance: API SearchPayments call having high response time in PRD -
113545		Performance: Deadlocks Issue observed during 300 User performance run - Performance (Intermittent Errors)
113438		Performance: Change Payment Instructions WF - Approval taking 1.3 minutes
115099		Performance: Removed the backend refresh process that auto-updates the "Tasks" count in the top header
116092		Performance: Improved performance on Renewal Details Report when API response time > 30 secs
112939		Performance: Tenant Search: Open Property from CS tab
112945		Performance: Landlord Edit (Business, Individual)



115864		Technical Fix: Updated Common/GetFHEPSSuffixCalculations API
115164		Technical Fix: Landlord.user table Landlordrequeststatus will not display as Active for newly created Payee in LandlordInformation Form
115287		Technical Fix: Updated logic of Adhoc AR batch to pick only record with NULL status for which there are 2 entries- 1 in failed and 1 in NULL Status

**\*Note:** Azure DevOps (ADO) User Story (Enhancements) and Bug IDs will be referenced going forward given the migration from JIRA to Azure)



# Current NYC Landlord Portal Release Notes

## Current NYC Landlord Portal Release 3.0 July 22<sup>nd</sup>, 2023

This is a release of the Current NYC Landlord Portal application which is currently in the Pilot roll out phase. The Production deployment will be on Saturday, July 22<sup>nd</sup>, 2023. From a high-level, users will see improvements on several of the defects observed during pilot. Notably, this includes:

- Corrected multiple accessibility issues across the entire Landlord Portal
- Multiple performance updates across the entire Landlord Portal
- Updates to the DSS-85 notice formatting and fields

## Enhancements

The following section provides detail on enhancements/changes made to the Current NYC LMS Landlord Portal based on feedback from the users thus far, as well as policy priorities.

In addition to the enhancements, the “Update Payment Preferences” workflow will be enabled allowing Landlords to change payment preferences (e.g., Mailed check to EFT).

ADO ID*	Description
97262	Add Property workflow – updated order of fields within workflow
109711	Restrict Landlord Portal Payment History to only show payments starting or issued on/after 7/1/2022

## Defects Fixes

The following section provides a more detailed list of all the defect fixes included in this build for the defect/Service Now incidents mentioned.

ADO ID	Description of the fix introduced
114825	Formatting update: TIN field placed correctly in payee page in landlord information form workflow
114863	User able to upload documents for update payment preference workflow
106722	“Upload Required Documents” task gets closed after CityFHEPS To Move Application is Withdrawn in CityPortal
109795	Fixed discrepancies observed on scheduled payments after approving update payment preference workflow
109469	DSS-85b notice fixed to show correct property info and missing details.
107673	Payment Method and Details are populated on DSS-85 notice
109596	Users can no longer navigate to properties after access is removed by LMU Supervisor
103311	Accessibility: Corrected Multiple issues in Reset Password Page and Forgot Password Page

## Attachment B

103601	Accessibility: Corrected Multiple Issues with My Account Registration Screens while Creating new Account in LP
104561	Accessibility: Corrected Multiple Issues in Security Voucher To Do Task
105873	Accessibility: Corrected Multiple Issues in Landlord Information To Do Task
106039	Accessibility: Remove Button – added Label on My Coworker Page
106092	Accessibility: Corrected Multiple Issues on My Payment Methods
106765	Accessibility: Corrected Multiple Issues on Update Payment Preference Workflow
108107	Accessibility: Corrected Multiple Issues on My Dashboard
108197	Accessibility: Corrected Multiple Issues on Payments tab
110723	Accessibility: Corrected Multiple Issues on LP setup Page
114187	Accessibility: Corrected Multiple Issues on Register Page
114194	Accessibility: Corrected Multiple issues on Update Payment Preference
114226	Accessibility: Corrected Multiple issue on Upload document section
108388	Performance: Sign Security Voucher_ Sign & submit button slowness issue
99101	Performance: Login slowness issue
99123	Performance: High CPU utilization issue
239527	Clicking on “Create an Account” no longer results in an error message and user can use Create an Account or Register links when initially setting up LP account for first time. Register link was working previously, and now Create an Account can also be used.

**\*Note:** Azure DevOps (ADO) User Story (Enhancements) and Bug IDs will be referenced going forward given the migration from JIRA to Azure)