**OFFICE OF POLICY, PROCEDURES, AND TRAINING** 



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# POLICY BULLETIN #18-39-SYS

# CA POS RELEASE NOTES VERSION 22.2

<b>Date:</b> June 25, 2018	Subtopic(s): POS		
	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on June 18, 2018. Descriptions of the changes can be found in CA POS Release Notes Version 22.2 ( <b>Attachment A</b> ).		
	These release no	otes can also be found on the HRA Intranet at:	
	http://intranetnew.hra	a.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx	
	Effective Immedi	ately	
	Attachment:		
	Attachment A Attachment B	CA POS Release Notes Version 22.2 Disability Screening Process	

# Version 22.2 June 18, 2018

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 22.2 scheduled for Monday, June 18, 2018. 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 <u>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</u>

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Version 22.2 June 18, 2018

#### 1. POS New Disability Process

POS (Paperless Office System) was updated to present a new disability screening process to help identify individuals who may need reasonable accommodations (RA). The following centers will roll out the POS disability screening process on **July 12, 2018**:

- Waverly # 13
- Richmond # 99
- Fordham #44
- Coney Island #63
- Jamaica # 54

Additional Job Centers will roll-out this POS disability process at an announced later date.

This screening process was devised to help staff identify individuals that may need reasonable accommodations and/or individualized services due to a mental or physical health condition. The screening will only be done at the application or recertification interview for all adults and minor heads of household. If an adult member is not present, the member must be screened at the return appointment.

**Note:** If more than one adult is being screened they should be given the option to complete his/her screening without the other adult present if requested. In addition, the applicant/participant can decline the disability screening at any time during the disability screening process.

#### Selective Case Review (SCR) Implications

CA (Case Assistance) Case actions with answers in the disability script and/or with the resulting RA are eligible to be selected for SCR, however, there will be no approval/disapproval reasons list and checkbox on the windows that appear in the approval activities. The supervisory activities will show the windows as read only.

#### POS Disability Process

The Worker will be prompted by POS to read the script below (that will appear in POS) to each individual that may require the disability process:

"HRA offers help to people with disabilities as they go through the application process and participate in services. We ask people to answer a few questions, so we have a better idea of how to help them. Your answers will be kept confidential and will only be used to find out what kind of help we can offer you".

The Worker will be prompted to ask the first question, "Do you have a physical, mental or emotional condition (illness, injury, or disability?"

- If the applicant/participant responds NO or refuses to respond the Worker will record the response in POS and the disability interview will end.
- If the applicant/participant gives a **YES** response to the first question, the Worker will record the answer in POS and will be prompted to continue asking the questions on the script.

If at any time after the disability screening is initiated, the applicant/participate can decline to answer.

• The Worker will record the response in POS and will terminate the disability screening.

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Once the disability interview is completed, if the individual answers **YES** to any of the disability questions 2-12, POS will proceed to step two (RA) of the disability screening and the corresponding questions that relate to question 2-12 will be enabled.

- The Worker must enter the response in POS to determine if a reasonable accommodation is needed. If the individual does not want the reasonable accommodation, the Worker must record their response and the disability interview is ended. The Worker will suspend the activity and submit to the supervisor for approval.
- If the individual wants the reasonable accommodation, the Worker must enter the response into POS.

After the disability screening is completed POS will automatically notify the following systems:

- Intranet Quorum (IQ)
- NYCWAY
- HRA One Viewer
- WECARE
- Central Database

This notification of the reasonable accommodations request will alert the IQ system to generate and mail the receipt for the Reasonable Accommodation you asked for Receipt for the Reasonable Accommodation You Asked For (**HRA 102b**) form to the applicant/participant.

If the request is for a Home visit needed/Homebound (HVN/HB), POS will generate the Receipt for the Request for the Home Visit needed status (**FIA-1028x**).

# • The Worker must print and give the FIA 1028x to the applicant/participant at the interview if present or mail the receipt to the applicant/participant.

For additional details, please see Attachment B, New POS Disability process and PB 16-27-OPE for disability Disability Process to get additional information.

#### 2. FHEPS Updates

# The Family Homelessness and Eviction Prevention Supplement (FHEPS) program will be updated with the following:

For CA cases, POS has added a new field named "**Contributor Name**" after the Contributor field for the window "Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?"

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- [SHELTER (HOUSING) EXPENSES] 5.29.44 PM Wednesday, January 03, 1	2018
Edit Tools Window Help	
	Yes No
You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses?	<u> </u>
You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent Or Shelter Expense?	00
You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?	00
You (Or Anyone Who Lives With You) Pay For Air Conditioning In Your Electric Bill Separate From Your Rent Or Is There Additional Charge In Your Rent For The Use Of Your Air Conditioner?	00
You (Or Anyone Who Lives With You) Have Other Utilities (Water, ETC.) Bill Separate From Your Rent Or Mortgage?	00
es Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?	••
es Anv Person Living In The Household Who Is Not Applying. Pay Anv Of Your Household Expenses?	
J Paid to Client   (* Non Legally Resp Relative Outside H/H   *	es 🖲 No
Contributor Name	
Document Scan Comment	
<u>QK</u> <u>Cancel</u>	

POS has added a pop-up message in the **CA Recertification Interview** to confirm that when the Worker intends to remove FHEPS from the case when changing the answer of the Additional Expenses question to **No**.

#### FHEPS Confirmation Message:

# "The case has a Family Homelessness and Eviction Prevention Supplement (FHEPS). Changing the answer for the Additional Needs question to No will remove FHEPS from the case. Do you want to keep FHEPS on the budget?"

There will be two circumstances in FHEPS when this message will appear:

- If the Additional Expenses question currently has Yes in POS and the FHEPS A (Code 66)" or "FHEPS B (Code 67)" is selected in the <u>Specify Additional Expense</u> field and the Worker clicks No for the question "Has Additional Expenses? Specify", POS will display the confirmation message with Yes and No buttons.
- If the current budget has a value of 47 in the Additional Needs field and the Worker clicks No for the question "Has Additional Expenses? Specify", POS will display the confirmation message with Yes and No buttons.

#### 3. HVN/HB Rule Updates

POS will now do additional look-ups to determine if the individual is identified as home visit needed or home bound to prevent scheduling in center appointments for applicants or participants who have been identified to have any of the following reasonable accommodations.

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CDB RAR_TYPE	CDB RAR_DESCRIPTION	CDB RAR_MESSAGE
Temp Call-in Exemption	No Appointments While You Recuperate	Do not make any appointments outside of the client's home while this RA is in effect.
Temp Travel Exemp.	No Appointments while waiting for Paratransit (Access a ride) Approval	Please arrange for a home visit for this appointment and any other scheduled appointment.
HVN/HB Granted 192F	HVN/HB Exemption for 90 to 180 days.	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Granted 192L	HVN/HB Exemption approved for 365 Days	Do not make any appointments outside of the client's home while this RA is in effect.
HVN / HB Requested	HVN/HB Request Pending decision	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	HVN/HB Exemption Renewal request pending	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Granted 192U	HVN/HB Exemption for more than 365 days	Do not make any appointments outside of the client's home while this RA is in effect.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.

## 4. Non-PC Bank CA/E-APP Model Office Appointments

#### Overview

FIA (Family Independence Administration) has begun a pilot program with 16 Community Based Organizations (CBO) to submit CA E-Applications using ACCESS HRA.

OTDA (Office of Temporary Disability Assistance) is requiring all those who apply for CA online have an incenter appointment scheduled and an appointment notice CA ANYC E-Application Non-PC Bank (FIA-1204) to be given to them.

The **99AC** (Appointment Interview Scheduled0 Action Code will be posted to NYCWAY (New York City Work Accountability and You) file to indicate that POS has scheduled an in-person Interview appointment for a applicant/participant who has initiated an application online using AHRA from an authorized CBO.

This notice will be given only to the clients who submit their CA application outside of a PC Bank. The form Help for People with Disabilities (**HRA-102C**) will be attached to the Office or Program Monitoring Weekly Activity Log (**FIA-1204**) when being mailed out.

The new notice FIA-1204 has been created to be given to Non-PC Bank CA-EAPP applicants when an Incenter appointment has been scheduled for them.

• The form has been implemented in all twelve languages based on OPPT (Office of Policy, Procedures and Training) requirements.

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- The **FIA-1204** Notice will be automatically sent via Print to Mail when POS identifies the applicants/participants who file a CA application via ACCESS HRA from outside of a PC Bank.
- Provide the applicants with a notice that informs them that an Interview is required to complete their online Cash Assistance Application.
- The NON-PC Bank CA E/APP Workflow
  - a. Applicant completes the CA E-Application using AHRA (Access HRA) outside of a PC bank.
  - b. Applicant submits CA EAPP to HRA (Human Resources Administration).
  - c. Case is submitted to POS
  - d. Appointment record is created for the applicant in the Model Office.
  - e. Case gets registered by POS in the WMS (Welfare Management System) according to the Zip Code/Location
  - f. CA Application Interview is placed in the CA E-Application queue in POS
  - g. POS sends action code 99AI (Application Interview Deferred)/99AA (Manual Application Interview Appointment) to NYCWAY for these appointments.
  - h. FIA-1204 PTM notice request is generated in POS

#### Homebound Applicants

For all identified homebound applicants who submit their application outside of the PC bank POS will suppress all in-center appointments including the **FIA 1204** and all in-center letters.

#### **CBO** Applicants

The **99AC** Action Code will be posted to NYCWAY file in order to indicate that POS has scheduled an inperson Interview appointment for a applicant/participant who has initiated an application online using AHRA from an authorized CBO.

#### **Recertification Participants**

POS will be updated from NYCWAY when a CA EAPP case with a pending interview gets rescheduled in NYCWAY. By using the existing nightly process, POS will now be updated with the rescheduled appointment details when the NYCWAY Action Code 99AR (Appointment Interview Rescheduled) is picked up during the nightly process for the CA EAPP participants.

NYCWAY will also produce the CA EAPP Recertification Rescheduling letter (FIA-1204a) for the participant via Print-to-Mail and will send the updated appointment record to POS.

#### Supervisors Accessing the CA E-APP

#### **Required Steps:**

- 1. The Supervisor clicks on the **Worker** radio button and selects the **CA E-App** option in the drop down menu to access the queue.
- 2. The Supervisor then selects the case in the queue and clicks on the Assign button.
- 3. Select the Worker, enter a case comment (if applicable) and click **OK**. The application interview will be assigned to the selected worker.

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Case Assignment						
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## 5. NON-PC BANK CA/E-APP Email Messages

FIA has requested ITS to create E-mail Messages to remind all CA E-Application Applicants to call for his/her application interview. The following message will be sent after applicant successfully submits application.:

#### E-mail Message:

Thank you for successfully submitting your application for Cash Assistance.

Your next step is:

Complete Your Required Interview

When? Within the next three business days. Our business hours are Monday to Friday 8:30am to 5pm. You can come in on any business day and a worker will interview you on that day.

Where? At the location listed on the ACCESS HRA My Cases page. This can be viewed by going to www.nyc.gov/accesshra or on a mobile device at nyc.gov/accesshramobile

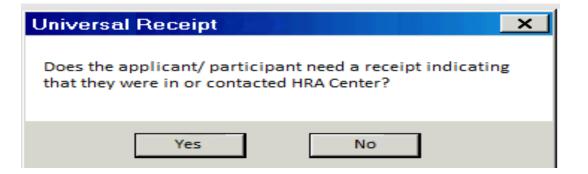
What will I need? Bring documents that prove who you are, your address, the people you are applying with, household income, and resources like bank accounts. See the list of documents on the ACCESS HRA confirmation page. This was also emailed to you. If there is more than one person over 18 in your household, try and have them come to the interview with you. If they can't make it that day, we will schedule an appointment for them to come on another day.

Need some extra help? Call the HRA Info Line at 718-557-1399.

#### 6. Notice of CA Contact with Center from HDU (1173)

With the integration of HDU (Homeless Diversion Unit) into FIA, HDU has been provided the ability to produce the Notice of Contact with Center (**1173**) () from the **HDU Intake Activity** screen. They are also able to print this form from any other HDU activity involving the applicant/participant.

A new data entry window has been provided in POS for the Worker to produce the **1173** receipt for the applicant/participant when they have been engaged in any HDU intake activity.



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Universal Receipt	×
Form [FIA-xxxx] Universal Receipt is being printed.	
ОК	

## 7. POS Informational Notification

Crotona PC Bank, Periodic Mailer, and Refugee Relocation Model Office System Updates

APPLICATION/SERVICE IMPACTED: FIA Model Office, Self-Service

Planned Start Date: 6/1/18 9:00 PM Planned End Date: 6/1/18 11:00 PM

- CHANGE DESCRIPTION AND IMPACT DETAIL: On Friday, 6/1/2018 DSS ITS (Department of Social Services Information Technology Support) teams will be deploying Model Office and Self-Service system changes for implementation of the following system requests:
- PC Bank expansion at Crotona
  - A PC Bank has been installed at Crotona and Model Office and Self-Service changes will be deployed for the submission of SNAP E-apps, SNAP E-Recerts and CA E-Recerts beginning on Monday 6/4/2018 with submission of CA E-Apps scheduled for Monday, 6/18/2018.
- Periodic Mailer Reporting Routing (USR 2811-00)
  - With the availability of the online Periodic Reporting in ACCESS HRA, SNAP (Supplemental Nutrition Assistance Program) applicants/participants that go in-center during their Periodic Reporting period will be routed to a PC Bank in order to give them the option to submit online. Applicants/Participants who submit an online Periodic Mailer Report will now receive a document return appointment that will route the clients to the self-service scanner.

#### Re-location of Refugee Center to Queens

Model Office & Self-Service system changes to accommodate the relocation of Refugee Center (**047**) into Queens, 32-20 Northern Boulevard.

# To report any issues with Model Office and Self-Service systems, please contact the POS Help Desk by phone at 718-510-0551 or by e-mail at helpdesk-pos@hra.nyc.gov

#### 8. WMS Release 2018.2

#### **Rent Payments**

New SI CA rent payment type codes have been added to WMS for New NYC Funded Rent Initiative **Programs.** These rent payment amounts can be issued up to 5,000.00.

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The POS Code Table was modified accordingly. The new CA rent payment codes in POS and WMS are:

POS Code	WMS Code	Code Description	
AZA	A ZA Code ZA - SOTA 1YR (SOTA 1 year up front)		
AZB	ZB   ZB   Code ZB - CFP 1 YR (City FEPS 1 year up front)		
AZC	ZC	Code ZC - SEP 1 YR' (SEPS 1 year up front)	
AZD	ZD Code ZD - LN4 1 YR (LINC IV 1 year up front)		
AZE	AZE ZE Code ZE - LN5 1 YR (LINC V- 1 year up front)		
AZF ZF Code ZF - L1S 1 YR (LINC I standard - 1 year up front)		Code ZF - L1S 1 YR (LINC I standard - 1 year up front)	
AZG ZG Code ZG - L1E 1 YR (LINC I enhanced 1 year up front)		Code ZG - L1E 1 YR (LINC I enhanced 1 year up front)	
AZH	AZH ZH Code ZH - L2S 1 YR (LINC II standard - 1 year up front)		
AZI ZI Code ZI - L2E 1 YR (LINC II Enhanced - 1 year up front)		Code ZI - L2E 1 YR (LINC II Enhanced - 1 year up front)	
AZJ	AZJ ZJ Code ZJ - UNITHOLD (Unit Hold)		

#### 2018 Earned Income Disregard & Poverty Level Changes MRB (Mass Rebudgeting)

Annually on June 1, as required by Social Services Law Section 131-a (8)(a)(iii), the percentage of earned income disregarded from a Public Assistance case must be adjusted to reflect changes in the most recently issued poverty guidelines of the United States Bureau of the Census. This change also requires that income thresholds for the PA Poverty Level Income Test be updated. For 2018, the disregard will increase from 51% to 52% effective June 1<sup>st</sup>.

#### DETAILS:

- I. For budgets with Effective Dates of 06/A/2018 or later, the earned income disregard is changed from 51% to 52%. Budgets with Effective Dates prior to 06/A/2018 should continue to use 51%.
- II. For budgets with Effective Dates of 06/A/2018 or later, the following table look-up amounts should be used for the PA (Public Assistance) Poverty Level Test. Budgets with Effective Dates prior to 06/A/2018 should continue to use current table amounts.

HH Size	PA Poverty Level
01	\$1,011.67
02	1,371.67
03	1,731.67
04	2,091.67
05	2,451.67
06	2,811.67
07	3,171.67
08	3,531.67
09	3,891.67
10	4,251.67
11	4,611.67

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12	4,971.67
13	5,331.67
14	5,691.67
15	6,051.67
16	6,411.67
17	6,771.67
18	7,131.67
19	7,491.67
20	7,851.67

III. For budgets with Effective Dates of 06/A/2018 or later, the formatted field on Report WINR0146 should display 52% instead of 51%. Budgets with Effective Dates prior to 06/A/2018 should continue to display the 51% format.

#### WINRO 32 and 32X Updates for Y53 SI Opened Cases

POS has been updated to reflect the removal of EAA (Emergency Assistance for Adults), EAF (Emergency Assistance for Families) and SNCA (Safety Net Cash Assistance) cases from the WMS **WINRO 32** and **WINRO 32X**. These cases are appearing in error due to the new opening SI (Single Issue) opening code **Y53** (Open for Utility Arrears Payment and Six-Month Utility Guarantee Period.) which allows the case to receive the utility guarantee for six months if found eligible.

#### Post MAI (Medicare Status) indicator to WMS

Applicants and participants over the age of 65 are currently on Medicaid instead of Medicare. As a result, these applicants/participants should apply for Medicare as a condition to qualify for Medicaid.

Res	ponse to Question		
	Who:	Is applying for Medicaid or currently is on Is On Medicaid With a Spenddown? Has Medicare (Red, White and Blue Card Medicare Application Indicator (MAI)	
	Has Health or Hospital/Accident Insurance		N-Not Eligible for Medicare P-Verified for Medicare (Manu
	Has Any Government Agency (Public Progr Assistance or Medicare Paid Any of Your M	-	S-SLIMB Ineligible for Medica
	Document	Scan	Comment
		OK Cancel	Scroll Between Rows

POS will check the MAI indicator when the value of **V** (Verified) is entered for Medicaid.

It was found that Workers are posting codes in the MAI indicator field even when the MAI indicator in WMS is verified with the value **V**. POS will no longer allow the worker to change the **V** when it has been verified in WMS.

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### 9. POS Alerts on Household Screen

POS has been updated with enhancements requested by FIA/BPI (Business Process Innovation) for the below listed activities for CA to inform the Worker of the existence of unindexed documents.

#### Impacted activities

- CA application interview
- CA recertification interview
- CA change case data

POS has initiated a new procedure to perform the following look-up functions to determine if there is an unindexed document on the case. If unindexed documents are found on the case POS will alert the Worker with a dialog box at the **Household** screen.

The following will occur if unindexed documents are found for a case:

• POS will display an alert informing the Worker that there are unindexed documents on the **Household** screen.

#### Household screen

The new alert dialog box with an **OK** button that says "Unindexed documents exist for this case. Please open the indexing tool to view and index." When the user presses **OK**, then the dialog box closes and user can resume working.

Warning	×
1	Unindexed documents exist for this case. Please open the universal indexing tool to view and index.
	OK

#### 10. POS FEPS Code 47 (FEPS Supplement) Update

#### Beginning with the June 2018 release the following will occur:

- 1. The old FEPS code **47** will be removed from the additional expense type menu in the **Additional Expenses** window.
- 2. An error message will appear in the budget if the Worker attempts to use FEPS code 47.

#### Window change:

POS removed the **FEP Supplement (Code 47)** option from the **Specify Additional Expense** menu in the response window for the question **Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.** 

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Version 21.3 - Paperless Office System - [OTHER EXPENSES] 11:04:12 AM Tuesday, January 16, 2	018 _
File Edit Tools Window Help	
INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:	Yes No
Are You Able to Prepare Meals At Home ?	© C
Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.	••
Pays Tuition and/or Fees?	00
Pay Court Ordered or Voluntary Child Support?	00
Pays Alimony/Spousal Support?	00
Owes At Least Four Months' Court-Ordered Support For A Child Under 21?	0 0
Buvs Or Plans To Buv Meals From A Home Deliverv Or Communal Dining Service? Response to Question	
Who       Specify Additional Expense       Amount       Frequency       Verified         [Brown Rose       FHEPS A (Code 66)       Image: State       FHEPS Total       Image: State       FHEPS Total         Housing Program Indicator       FHEPS City       FHEPS State       FHEPS Total       Image: State       FHEPS Total         IL- FHEPS A To Stay       Image: State       Image: State       FHEPS Total       Image: State       Image: State         Reason for FHEPS Application       Image: State       Image: State       Image: State       Image: State       Image: State         Image: Document       Image: State       Image: State </th <th></th>	
OK Cancel	

#### **Budget message**

If the Worker attempts to calculate a budget with the old FEPS code 47, display the following error message: "FEPS Code 47 cannot be used. Please use FHEPS Code 66, 67 or 68 if appropriate."

#### **11. Voluntary Referrals to WeCare**

POS/NYCWAY will disable the Voluntary referral to WeCare (Wellness, Comprehensive Assessment, Rehabilitation and Employment) for home bound applicants/participants with action codes **19WC** (HVN/HB-Active-Appt Needed) or **99WC** (HVN/HB-Active-Appt Needed). These codes have been deemed obsolete by the Office of Legal affairs.

#### **12.TAD Business Rule Updates**

FIA has requested POS to stop the closing/rejection of V20 (Failure to Provide Verification), Y29 (Failure to Provide Verification – Expedited Food Stamps {Timely}) and V21(Failure to Provide Verification) cases for the dates of February 21 and 22, 2018. There was a problem with the scanner and the TAD business rule has been updated to prevent these cases from being closed or rejected improperly.

#### **13.POS Telephone Updates**

As per your request, CNS Subsystem has been updated to reflect the Fair Hearing telephone number for the BFI (Bureau of Fraud Investigation) Center. This action was effective Monday, May 14, 2018.

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## 14.POS E-Forms

The following E-forms were updated:

- FIA 1204, Non-PC Bank CA-E/APP Notice
- FIA 1204a, CA EAPP Recertification Rescheduling letter
- FIA 1173, CA Notice of Contact with CENTER for HDU activity
- W 897 PT, Notice of Rent Payment Responsibility

The following forms were updated in 12 languages:

- EBT-23, Notice of Special Cash Assistance and/or SNAP benefit
- FHA-2B, Fair Hearing Compliance Statement
- **FIA-1148**, Important Information about your Cash Assistance and your LINC/CITYFEPS Rental Assistance
- FIA-1148A, Notice of Missed Cash Assistance Recertification Home Visit Appointment
- W 145, Notice of Intent to Restrict Shelter Allowance
- W 145HH, Notice of Decision On Assistance
- W 145K, Notice of Voluntary Restriction Of Food and Other Grant

POS Release Notes June 18, 2018

# NEW POS Disability Screening Process

POS Release date: July 12, 2018

POS Release Notes June 18, 2018

# Overview

The POS (Paperless Office System) was updated to present a new disability screening (DS) process to help identify individuals who may need reasonable accommodations (RA). The disability screening questions must be offered to all CA applicants and participants <u>at the beginning</u> of the eligibility interview.

This new POS Disability Screening process will roll-out on **July 12, 2018**. The first 5 CA centers selected for the pilot project represent one center in each NYC borough. These pilot centers are: **Fordham (#44), Coney Island (#63), Waverly (#13), Jamaica (#54),** and **Richmond (#99).** 

The following POS activities are impacted:

- **CA Application Interview –** In the Office
- CA Application Interview On Phone/Homebound
- CA Recertification Interview In the Office
- CA Recertification Interview On Phone/Homebound
- CA Application Supervisor Approval
- CA Recertification Supervisor Approval

This screening process was devised to help staff identify individuals that may need reasonable accommodations and/or individualized services due to a mental or physical health condition. The screening will be done at the application or recertification interview for **all adults** and **minor (under 18 years of age) head** of household. If an adult member is not present, the member must be screened at the return appointment.

# **Selective Case Review Implications**

CA Case actions with answers in the disability script and/or with the resulting RA are eligible to be selected for SCR, however, there will be no need for approval/disapproval reasons list and checkbox on the windows that appear in the approval activities. The supervisory activities will show the **RA Summary** window as read only for all the eligible individuals. The Review case activity should display all the details captured in all three steps of Disability Screening process, as read only, for all individuals in the case.

# **Disability Screening (DS) Three-Way Process**

The disability screening 3 step-proces:. :

- 1. Disability Screening Questions
- 2. Reasonable Accommodation (RA) Determination Questions
- 3. Review the RA Summary

# Step I: Disability Screening (DS) Process Flow

1. The DS process starts from the POS Household Screen

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AS via OLTP
Case Number :
Type Apt # City
St _  500  Brooklyn
No FS IPV or Sanction Found
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ice Hardship Status
lish Reasonable Accommodations Probs
Last MA Depart date
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B SSN Val Sex Ntl HB CA MA SNAP AFIS/S
B SSN Val Sex Ntl HB CA MA SNAP AFIS/S

The worker selects <u>only adults (over 18 years of old)</u>. However, if the head of the household is under 18, the disability screening is allowed. There is no disability screening for children under the age of 18. The worker will clicks Next to start the Disability Screening.

**3.** The New Disability Screening Questions window will open. This window is built in a new web design (similar to the POS SNAP Streamline Process).

NYC	CA APPLICATION IN	TERVIEW	Mark	namer Case:		0 100
HRA CMS						MAD TO CLEMIT PAST
Disability Screening	ng - Questions 🥹					
Select the individual for whom yo	to are completing the disability interview for a	ed ask the deability in	niev questions before	moving on to the next pers	104.	Read this statement to the applicanticlent before asking the gorstion: "Naving a disability can sometimes material handlo get through our
tit Member	Relationship to Holl	Sex	008	SSM	CA	application process, get to appointments, or read and fill out larme. Fyree have a disability, we can help you. We ask people a few questions. This
6	Case Head	м			AP	<ul> <li>will plow up a before idea hoar we may help you. Anowening in regime yous: You call along at any time. The will been your answers confidential. Vin with only up a your anowens to find out what long of their we could after to you?</li> </ul>
	Legal Spruse	F			AP	
				<. m	NOUS 3 MENT	COMMENTS

4. Before selecting an adult and asking the DS questions, the worker has to read the statement "READ TO CLIENT FIRST" located at the top right hand side:

READ TO CLIENT	FIRST	_ 🗆
	nent to the applicant/client befor ity can sometimes make it hard t	
have a disability, will give us a bett can stop at any ti	ess, get to appointments, or read we can help you. We ask people ter idea how we may help you. Ar me. We will keep your answers s to find out what kind of help we	a few questions. This nswering is up to you. You confidential. We will only

The statement reads: "Having a disability can sometimes make it hard to go through our application process, get to appointments, or read and fill out forms. If you have a disability, we can help you. We ask people a few questions. This will give us a better idea how we may help you. Answering is up to you. You can stop at any time. We will keep your answers confidential. We will only use your answers to find out what kind of help we could offer to you."

**5.** Select the individual for whom the disability interview will be conducted and disability screening questions asked (before moving on to the other household member).

NYC	CA APPLICATION IN	TERVIEW	Mark Pie	Ner Care			<b>O</b> 10043
HRA CMS						MEAN-TO-CARDIT HIMPT	
Disability Screen	ing - Questions O						
Select the induitual for whom,	you are completing the disability interview for	and ask the disability in	terview greations before no	ving on Its the next pers	04.	Triang a deability on sometimes mate if hard to pellimate a	
101 Mamber	Relationship to Hull	Sea	DOB	5.5N	CA	application process, get to appointments, or read and the authors have a disability we can help you. We ask people a few gambles	na. Thus
	Case Head				10°	will plea six a believ ick a how we may help you, Answering is up? can stop at any time. The will help your adversi confidential. Will sixe your answers to find out what sind of help we could other to yo	to will belly
	Legal Spoore-				AP		
				< 100	1000 X 1000	0000003	

**Note:** If the worker does not select an individual, the **Error** message will be displayed on the right side.

NYC	CA APPLICATION IN	TERVIEW	Mark P	lahar Ciric	-	<b>0</b> 100.3
HRACMS						
Disability Screeni	ing - Questions o					Read this violement to be applicationed before asking the question:
Select the individual for whom y	you are completing the datability interview for an	d ask the disability into	view questions before r	roving on Its Ine next pers	UK.	"Namp a deability can sometimes make Ehard to pel Tereghi ser
101 Bender	Relationship to Hold	Sex	008	\$58	CA.	application process, getto apportments, or need and to authoms. If you have a devalutily, we can help you. The axis people a flow people and. This will go a she ability the behavior and have than help you. Arcsenting is you're too. You
	Case Mead	м			AP.	can altig at any time, the will have your answers confidential, the will only use your answers to find out what kind of help we could offer to you."
	Logal Spruna	<i>p</i>			AP.	
						ERRORS ON HERE 📃 🗖
						Drived an indextwarts candud disability screening
				< 100	nos Ser	COMENTS A

The **Error message** reads: **Select an individual to conduct disability screening**.

- Information Technology Systems
  - 6. The opening disability interview question is:

**Do you have a physical, mental, or emotional condition (illness, injury or disability)?** The question is mandatory (has a red\*asterisk) and displays 3 types of answers:

- Yes
- No
- Declined to Answer

If the adult's answer is "**No**" or "**Declined to Answer**", the screen will return to the initial DS Questions window, for the worker to move on to another adult to ask similar DS questions.

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HRA CMS						MAAT TO COMMENT
Disability Scre	ening - Questions 9					-
Send the relivation for	their you are completing the disability interview for a	ng anit the disability of	www.paties.betwo	no-ing on to the next per	per l	final list element is the application but infers using the professor Marky a thatbilly on anterimer main Charles pettrooph or
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	Courthat	N			10	will goe es a tother that troe an may help one. Antenening or all to one (an etter aller) these. The will have our antenenis confidential. The will one year appears include all and all of diarity are could affer the year.
	Logal Spream	F.		1.4	47	

If the other adult answers "No" or "Declined to Answer", the worker needs to record the reason for refusal in the **Comments** section

COMMENTS

(bottom of the right-hand side) and

still continue with the CA application or CA recertification interview

If the answer to the opening question is "**Yes**", the remaining <u>11</u> questions will be displayed (see screen below):

NYC	CA APPLICATION INTERVIEW				core d		• 10
HRA CMS							
<b>Disability Screen</b>	ning - Questions o						
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NY Metalair	Relationship to that	Sea	008		\$58	C.A.	
	Case Hand					47	
4	Logit Symmetry					*	
Are you blind or do you ha	ue Sflicitly seeing over when analog gams	eD •		0.94	10.746	C Dublined in Annex	
Because of your condition.	ity you have placety concentrating remain	caring or making per	+ farmer	C 944	# Pr	C Declined to Answer	
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	psychological, or mental health-condition, a solution or a problem with your nervers? •	wit as arciety depre-	neer, bgolw	C 84	* **	Duffied to Amount	
Do-you-future a doubling so doubling? =	while advanceptopic neurological condition	n, a brain sport, or a	n intellectual	C Xee	* **	<ul> <li>Declined to Animat</li> </ul>	
Because of your condition.	do you have difficulty waiting or camping at	- (219		0.84		C Declined to Amount	
Eo you have attenty walk	ing about 5 kity blocks, or a quarter of a mar-	**		() Teo	* **	O Declined to America	
Does this deadedly or head	In condition affect your ability to mark, write, a	activ consumates	- faqued the	O Yes	* **	C Declined to Annure	
Does this disability or head	th condition affect your ability to Yavel aroun	a the capit =		() No.	# 10	C Declined to Assaw	
Do-you have any other kin storping, and side effects t	d of dealerty or health condition (including o transmatication)? +	indhora lite chonic	pan attouty	() Yes	**	O Declined to America	
	St Cane	ALL CONTRACTOR					
						And and a second se	COMMENTS .

These **11** questions are:

- 1. Are you deaf or do you have difficulty hearing?\*
- 2. Are you blind or do you have difficulty seeing even when wearing glasses?\*
- 3. Because of your condition do you have difficulty concentrating, remembering or making decisions?\*
- 4. Do you have a condition that makes it difficult in general for you to learn? Such as attention problems (ADD),hyperactivity (ADHD) or dyslexia?\*
- 5. Do you have an emotional, psychological or mental health condition such as anxiety, depression, bipolar disorder, substance use disorder, or problems with your nerves?\*
- 6. Do you have a disability such as autism, epilepsy, neurological condition, a brain injury, or intellectual disability?\*
- 7. Because of your condition, do you have difficulty walking or climbing stairs?\*
- 8. Do you have difficulty walking about 5 city blocks or a quarter of a mile?\*
- 9. Does this disability or health condition affect your ability to read, write, and/or communicate with people? \*
- 10. Does this disability affect your ability to travel around the city? \*

11. Do you have any other kind of disability or health condition (including condition like chronic pain, difficulty sleeping, or side effects from medication)?\*

All these 11 questions are marked with the asterisk (\*) and provide the same 3 answering options: **Yes, No, Declined to Answer**.

- If after answering half of the questions, the client decides **not** to answer the rest of them, the worker should mark the remaining questions as "Declined to Answer".
- 8. If the client indicates that s/he wants the worker to disregard the answers

given prior, the worker should click button located at the bottom of the screen. Before POS removes all the selections, the worker will see the **Clear Answer(s) Warning** message to ensure s/he wants to complete this action.

CLEAR ANSWER(S) WARNING
This will clear answers for the selected individual.
YES 🖕 NO

The worker clicks **Yes**, all answers are cleared out, and the worker marks all answers as **No.** 

# Screen 1: Remaining 11 questions

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because of your combine.	to you have difficulty concentrating, tensors	turning or making over	NUMBT #	0.84	8.84	Concloued to Annuary	
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Does this muscely or head	to condition affect your atteny to travel arrively	the ch/1+		O Yes		O Declared to Annante	
Do you have any other kon seeping, and side effects t	d of anadolfy of health considers (including of from headcallon(2 4	andmone the choice of	wa pilicuty	0.94	8*	O Cochood IV, Manager	
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- 9. If the worker has completed all DS questions within the disability interview process for the first individual, s/he can either select the next individual on the case to begin asking the disability screening questions, or click the Next button to continue with the disability screening interview by moving to Step II: Reasonable Accommodation (RA) Determination Questions.
- 10. When DS Questions have been asked to all adults on the case, the window will display the following message: Disability screening for all eligible adults has been completed (see screen below).

# Screen 2: DS for all eligible individuals has been completed

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HRA GMS		
Disability Screen	ing - Questions o	
Disability screening for all eng	ble individuals has deen completed.	

# Step II: Reasonable Accommodation (RA) Determination Questions

# **CA Application Interview**

Once the disability screening question "**Does any adult have a physical**, **mental or emotional condition (illness, injury or disability)?** has been asked and answered as **Yes**, the worker starts the determination for any disability or reasonable accommodations the applicant requires.

# Screen 1: Disability Screening-RA Determination Questions

NYC	CA APPLICATION IN	TERVIEW	ware a	wher Case		<b>0</b> 100.
HRA CMS						
	ng - RA Determination Q					
	u are completing the alkability interview for a					
101 Member	Relationship to Null	5ex	008	5.5W	CA	
- <u>6</u>	Care Head				14	
-						
				C 19	NUMBER OF BERT	COMENTS A

Some applicats/partipants may have already requested RAs (**Existing Reasonable Accommodations**) which are displayed on the right-hand side of the window.

# Screen 3: Existing Reasonable Accommodations

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erect the individual for whom	you are compreting the disacrity interview for a Relationship to NoN	Sex	DOB	ine moving i	5.5M	t person.	ca		participate in senices. Decause of your disabili			h-
or memory	Hardbording to nom	368.	000		3-344		~		pecanese or your disapoint	i- te conde	ion, do you nee	0.04.00
	Case Nead						AP.		DESTING PLANTAGE			
RA Questions								15	HRA almade provides yo			
	wage interpreter today or at future appoint			(C. No.	O No.	O Budie	ed to Annewer		based on your disability			
				8 <sup>9</sup> **	0.00	0.00010			RA Name	RA Status	RIA Dielle	RA-Comment
ave you some other kind o wed? •	f help for people who are deaf or hard of h	earing? If yes, what kin	d of help do you	O Yes	© No-	O Declin	ed to Answer	н	Integrity people who are brind or low vision	Active	01202010	RA comment for Help for access material in
									Help for people who are blind or low vision	Active	01202018	RAcomment for som other kind of Help
									Help reading forms	Albre	01000018	
									Help completing forms	Adhre	01252018	
												Hold appointments in

If that is the case, the worker should review the Existing RAs, their status and the date of the request to **not ask the client the same questions again**. Instead, the worker should ask RA Questions that have not yet been asked, (like in our sample these are 2 remaining questions):

- Use an American Sign Language interpreter today or at future appointments?
- Give you some other kind of help for people who are deaf or hard of hearing. If yes, what kind of help do you need?

If the answer to any of them is **Yes**, the RA Comment box will open up. Comments are needed only if the RA Comment has an asterisk(\*) symbol next to it.

#### Mark Fisher Case NVC 0.1 Disability Screening - RA Determination Questions tas ways it helps people or topic in cambras Relationship to Null 101 Member Sec 5.539 68 Case Nead M AP RA Questions 8 Yes O No O Declined to An an American Sign Language interpreter today or at future appo -RAccommentation Help for access material in: . ulp for people who Adhe ne other kind of help for people who are deal or hard of hearing? If yes, what kind of help-do you 🔗 744 🔿 No 🔿 Deck Give your < PREVIOUS - 5 NEXT

# Screen 4: RA Comment Box - Use an American Sign Language

# Screen 5: RA Comment Box - Give You Some Other Kind of Help...

HRA CMS Disability Screening - RA Dete Select the interduct for shore yets are competing the d HR Member Relations Case the RA Questions Use an American tigen Language interpreter today RA Convenient Give you some other kind of help for people who is med? * RA Convenient	diately observes for and ack D addg to Hadi	e disability interview que Terri C Mil -		558	CA AP Stood to Annexes	MADIO-CLEAN THIST MADIO-CLEAN THIST MADIO CLEAN THIS P PROVING A STATE PROVING A STATE CONTINUE AND ADDRESS MADIO-CLEAN THIS PROVING MADIO-CLEAN T	a i contaci	n, da you need Gallichet	_ 7
Select Reinstauf für erhann ybur wei comparing die uf Hit Meenter Reinstauf Case Rein RA Questions Use an American Tigen Alarguage intergreter folge RA Common Over you some offer Kind of help for people who a meet? *	diately observes for and ack D addg to Hadi	e disability interview que Terri C Mil -	2008	558	10	participate in participate Decavore if your disabilit CONTINUE REALIZABLE With admarks provides you based on your disability	a i contaci	n, da you need Gallichet	anton process and fact to
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RA Comment	are deaf or hard of hearing? I	yes, what kind of help	do you 🛞 Yee	O No O Dec	fined to Answer	Help for people who are blind or low vision	Adve	01000018	RAccommentition some other Kindl of Intellig
						Help reading forms	Adve	01000018	
				1		Help completing forma	Active	0.0000018	
								-	Hold appointments in
				< maxim	n 55000	COMMENTS.			

If the applicant/par/participant requested these 2 new RAs (Sign Language interpretation and Help for people who are deaf or hard hearing), the screen will display the RA Summary of these 2 new requests asked for. **Screen 6: Requested RA Summary** 

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RA CMS	anian Description Di O					DRISTING BLASCH		COATIONS	- 5
	sening - Requested RA Su					- HRA alreads provide based on your dis		wing reasonable	accommodationa
t Member	Relationship to Hoff	Sex	DOB	558	CA.	RAName	RA Stature	RA Date	RA Comment
	Case Head				NP.	Help for people w	no are Adhe	01202018	RA comment for Help for access material in.
ew Request	ad PA					Intelp for people a are blind or low v	No Athe	01202018	RA commercitor some other kind of melp
Sign Language						Help reading for	ns Adhe	01202018	
Help for people	e who are deaf or hard of hearing					Help completing	forms Active	01000010	
	-								Hold appointments in

# **CA Recertification Interview**

During recertification interview, the RA Determination Questions window will be displayed for those individuals that have opted to apply or state they already have a Reasonable Accommodation. The worker will select the individual and click the Next button to proceed to the corresponding RA questions based on their original assessment. They may also have to record new RA questions based on the individual's new responses.

# Screen 1: Some Other kind of Help?

#### POS Release Notes June 18, 2018

NYC	CA RECERTIFICATIO	ON INTERVIE	W Marki	lisher Case			O TOOLS
HRA CMS						MAD TO CLENT FIRST	
Disability Screening	g - RA Determination Q	uestions					
Select the individual for whom you	are completing the disability interview for an	d ask the disability into	view questions before r	noving on to the next	person.	HRAhas ways 8 helps people-complete their application process part-opate in services.	214
HH Member	Relationship to Hull	Sex	808	\$54	CA,	Brecause of your disability or condition, do you need us to	
1 - 10 - 10	Case Nead				RJ	EXESTING REASONABLE ACCOMMODATIONS	
RA Questions	what itind of help do-you meed?			Yes O No	O Declined to Answer	HRAaheado provides you the following reasonable accommodate based on your disability:	***
some oner kind of nep / if so,	www.wine.ormed.co-lost woods.		1		C DECIMINE IN ACCESS	RATIame RA RA RA Commen	
						Help for people who are blind or low value. Adve 010002018 RAccomment for access ma	uHelp Anala
						Help for people who are blind or low vision. Active 010002018 RAccomment! other kind of a	
						Help reading forms Active 01000018	
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				×	PREVIOUS 5 NEXT	COMMENTS	~

# Screen 2: RA Comment Script

NYC	CA RECERTIFICATI	ON INTERVIE	W **	rk Fisher	Case						<b>Q</b> 100	
HRA.CMS								UENTFRIST				
Disability Screeni	ng - RA Determination C	uestions									_ U	1
Select the individual for whom yo	ou are completing the disability interview for	and ask: the disability into	eview questions beh	on making a	to the next	person.		ays it helps p in penvices.	seople com	plata their appl	callon process and	I
HH Member	Ratationship to Huill	Sex	DOB		SSN	CA .	Decause of	fyour disabili	te ur condit	ion, dia you mee	d us to	I
	Case Head					RJ		_		_	_	d
							DESTING I	CASOMUU	ACCOUNT	DEATION S	0	
RA Questions								h provides yo our disability		ing Hasonabi	accommodations	I
We cannot give you this	<ul> <li>what kind of help do you need? •</li> <li>accommodation right away. To make a fl oport your need for this accommodation.</li> </ul>	nal decision, we need r	nedical or	(i) Yes (i) Yes	⊖No ⊖No	O Declined to Answer	RAName		RA Status	RA Date	RA Comment	I
	o help you get those documents if you a			•			Help for pr	eopie who ar ervision	Active	01000010	RAcommentitor Help- for access material in	I
RA Description +								eogle who s' low vision	Adve	01000018	RAcommentitor some other kind of Help	
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RA Comment							Help com	plating form	Adhe	01202010		I
						*			1.00.00		Hold appointments in	
						_						
					3	PRIVING	COMMEN	<b>†</b> \$			~	

#### The script:

We cannot give you this accommodation right away. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

# Screen 3: Confirmation of the RA Request

	POS	Release	Notes	June	18,	2018
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Disability Screening - RA Determination Questions  Selectifie individual for show you are completing the disability interview (averagions before moving on to the need person.  He Member Ratedowskip to Hall Sex DOB SSN CA He Case Head H Au RJ Cost He disability or condition, do you need to to.  He Member RA Questions  Ke Yes He Re Composition of the point succommodation of the accommodation.  He Member to the accommodation of the accommodation of the accommodation.  Ke Yes He Re Composition  Ke Yes He Re Co	NYC	CA RECERTIFICATI	ON INTERVIE	W 🔤	k Pisher Cr	111 I.I.I.					<b>0</b> 10
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Constructions     Construction	01 Member	Relationship to Holl	Sex	008	54	IN .	CA.	Because of you	disability or cond	Bion, do you mee	ed un the
A Questions     Conceptions     Concepting     Concepting     Concepting     Concepting     Concepting		Case Head		100			RJ.				
Come other shind of help? If iso, shall kind of help do you not help to y								EXISTING REAS	ONABLE ACCOUNT	NOG4710NS	_ 0
We cannot give you this accommodation rgreat array. To make a final decision, we need medical or clinical documents to support you feed to this accommodation. You will have their to give us those documents. We can also help you get those documents is requested to accommodation or any set will be accommodation or	RA Questions							HRA already pri based on your	wides you the folio Suability:	wing reasonabl	e accommodationa
documents. We can also help you get those documents if you ask us to: Would you content that you help the construction *     Null to provide who are active and the provide the construction *       RA Description *     *	We cannot give you this	accommodation right away. To make a fi					Declined to Answer	AAName	RA Status	RA Date	Ril-Comment
Need a valuesi chair         n         and bit of the valuesi         Addee         010200101         Addee         010	documents. We can also	a help you get those documents if you as	it will have take to go ik us to. Would you con	from that you				Help for people blind-price via	who are Adhe	01000018	RAcomment for Help for access material in
RA Comment							_	Help for people	entro Active	01000018	RAcomment for some
RA Comment	Need a wheel-chair						1		e vision		other Kind of Heigi
							5	Help reading t	orms Adhe	01202018	
		ont arrange wheel chair for this client.						Help completi	ng forms Active	01000010	
									,		
Petrus sales percentant Held Sporters									1.00.0	14.000.014.0	Hold appointments in

Screen 4: Requested RA Summary

NYC	CA	RECERTIFICATIO	ON INTERVIE	W Mark Fish	er Case 🗖					TOOLS
HRA CMS							EXISTING REASO	NABLE ACCOUNT	ICEATIONS	
r	*	equested RA Sumr	nary				HRAalmady provi based on your di	idea you the follo	wing reasonabl	e accommodations
He Member		ior Reasonable Accommodation. Railationship to Holf	Sex	008	SSN	CA	RA Name	RA Status	RA Dete	RA Comment
·	•	Case Head				RJ	Help for people 	etro are Adve	01202018	RAcommentifier Help- for access material in
New Request	ted RA						Help for people are blind-or low	who Adver	01202010	RAcomment for some other kind of Heip
✓ Other							Help reading for	ms Adve	01202018	
	Need a wheel chair During in contact accord	sintment arrange wheel chair for t	his class.				Help completive	ptoms Adve	01202018	
1911 Systematic							100.00	1.46.4		Hold appointments in
					C PROVIDE					
					< nexue	S D MERT	COMMENTS			^

Regardless the type of the interview, all RA Determination Questions are mandatory and display **RA Comment boxes**. Only the RA Description marked with a red asterisk (\*) requires a worker's comments (see below).

RA Comment •	⊛ Yes ⊖ No	0
RA comment for help for blind and low vision		
		Ŧ

The RAs may be granted **provisionally** or **permanently**. To grant a applicant/participant permanently, **medical documentation** is required. A script will be displayed to remind the worker to ask for medical documents when required.

## Main Screen: RA Determination Questions

NYC	CA APPLICATION IN	TERVIEW	•	fark Fisher	Case			<b>0</b> 10
HRA CMS Disability Screeni	ing - RA Determination Q	uestions					READ-TO-CLENT FIRST	- 0
Select the individual for whom yo	ou are completing the doability interview for a	nd ask the disability into		efore moving a			<ul> <li>HRAhas ways it helps people complete their application process pericipate in services.</li> </ul>	and
101 Member	Relationship to HoH	Sex	008		5.5N	CA	Elecause of your disability or condition, do you need us to	
	Case Head					, MP		
RA Questions								
Give you access to materials	in an alternative format for people that an	e blind or low vision?		S	O No	C Declined to Answer		
Give you some other kind of I need?	help for people who are blind or low vision	? If yes, what kind of h	eip-do-you	O Yes	O No	C Declined to Answer		
Have a staff member help you	u read forms? •			O Yes	O No	C Declined to Answer		
Have a staff member help you	u fill out forms? •			O Yes	O No	C Declined to Arewer		
Hold appointments in a quiet	office space? •			⊖ ¥e+	O No	C Declined to Answer		
Schedule future appointments	ts so that a triend or family member can co	ene with you? = 😡		O Yes	O No	O Declined to Answer		
Not schedule your appointme	ents during rush hour?			O Yes	O No	C Declined to Answer		
Schedule appointments at ce	etain days and times? 🔸 👔			$\odot$ Yes	O No	O Declined to Answer		
Schedule appointments at a s	specific center? •			O Yes	O No	C Declined to Answer		
						PREVIOUS > NEXT	COMMENTS	

There are 15 RA Determination Questions of them:

- 1. Use an American Sign Language interpreter today or at future appointments? \*
- 2. Give you some other kind of help for people who are deaf or hard of hearing. If yes, what kind of help do you need?\*
- 3. Give you access to materials in an alternative format for people that are blind or low vision?\*
- 4. Give you some other kind of help for people who are blind or low vision. If yes what kind of help do you need?\*
- 5. Have a staff member help you read forms?\*
- 6. Have a staff member help you fill out forms?\*
- 7. Have an appointment in a quiet office space?\*

- 8. Schedule future appointments so that a friend or family member can come with you?\*
- 9. Not schedule your appointment during rush hours?\*
- 10. Schedule appointments during certain days and times?\*
- 11. Schedule appointments at a specific center?\*
- 12. Postpone HRA office appointments until you apply for Access-A-Ride?\*
- 13. Have shorter waiting times for appointments\*
- 14. Have appointments take place in your home?\*
- 15. Give you some other kind of help? If so, what kind of help do you need? \*

Questions **1-6** display RA requests that can be granted **right away** and do **not require medical documents**.

# Screen 1. RA: Use an American Sign Language interpreter today or at future appointments?

CA APPLICATION IN	TERVIEW	Mark Fishe	Case 📫	Rent	-			O 100LS
a - RA Determination O	uestions				READ TO CLIM	THEST		_ 0
		view questions before moving	on to the new	f person.			giele their app	ication process and
	Sex	DOB	55N		Because d'yo	r disability or cond	tion, dia you mee	edus to
Case Head			-	NP	EXISTING NEW	IONABLE ACCORD	obahows	_ 0
te intercontectoday or at future accounts	works? •		0.16	C Declared to Assess			wing reasonsol	e accommodations
p p. 1			0.10		RA Same	RA Stature	itA Date	RA Comment
				- -	. Bland or row W	up4	012302018	RAccommentation Help for access multimitation
tip for people who are deal or hard of he	anng? If yes, what kin	d of help-do you 🛛 🔓 Yee	O No	O Declined to Answer	are blind or lo	w vision		RA comment for some other kind strikelp
					Annu			Hold appointments in
				PREVIOUS > NEXT	COMMENTS			
	ig - RA Determination Q are completing the disability interview for a Batationship to Hall Case Head ge interpreter locity or at future appoints	Reference from the set of the set	ing - RA Determination Questions are completing the disability interview for and asis the disability interview questions before moving Relativiseship to Half Sex 008 Case Head N ge interpreter locity or at future appointments? • • • •	are completing the disability interview for and asis the disability interview puestions before moving on to the rever Reflectiveships on NuM Sex OOB SSH Case Head M pe Interpreter today or at 8.4ure appointments? •	are completing the disability interview for and activitie disability interview quantitors before moving on to the near person. Relationships to Hard Exc 008 S5H CA <u>Care Head H</u> P per Interpreter today or at future appointments <sup>9</sup> * Yer O Har Obselfeed to Anerver per for people who are deal of hard of bearing? If yes, what kind of heip 60 you Yer O Har O Declineed to Anerver	And Conceptions are completely the disability interview for and suic the disability interview questions before moning on to the next person. Relationships to NuM Sex OOB SSN CA <u>Care Head N</u> pe interpreter today or at future appointments? • Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of heips do you Propositions are deal of hearing? T yes, what kind of hearing? T yes, what kind of hearing? Propositions are deal of h	An a complete the datability interiver for and suit the distability interiver questions before mensing on the tens person. The desired lap to test The last tens and the distability interiver questions before mensing on the tens person. The desired lap to test The last tens and the distability interiver questions before mensing on the tens person. The desired lap to test The last tens and the distability interiver questions before mensing on the tens person. The desired lap to test The last tens and test tens a	

Screen 2. RA: Give you some other kind of help for people who are deaf or hard of hearing?

If Yes, what kind of help do you need?

NYC	CA APPLICATION IN	TERVIEW	Mark Fis	wr Case	Recit	-			O TOOLS
HRA.CMS						READ TO-CLENT P	#IST		
-	ing - RA Determination Qu					- HRAhas wave it h	ibi pecple-cor	olde their soci	lication process and
	ov are completing the disability interview for an					participate in servi	ces.		
HH Member	Relationship to HoH	Sex	008	5.SN	CA	Because of your d	sability or cond	for, d <sup>a</sup> you nee	stine to
	Case Nead			-	18	EXISTING REASON	AR FACTORS	CENTERS	- 0
RA Questions							es you the follo		le accommodiations
Use an American Sign Langu RA Comment	age interpreter today or at future appointm	ents:? •	*	les () No	O Declined to Answer	RA Name	RA Status	RA Date	RA-Comment
					- -	Help for people w blind or low vision	No are Adhe	01000018	RAcommentifier Help for access material in
Give you some other kind of need?	help for people who are deaf or hard of hel	uing? If yes, what kin	d of help-do-you 🛞	les () No	O Declined to Answer	Help for people is are blind or low i	hō Adve	01000018	RAcommentitor some other kind of Help
RA Comment						Help reading for	ts Adve	01000018	
						Help completing	forms Adve	01000018	
								******	Hold appointments in
				< 0	NEWDOS NEWT	COMMENTS			^

# Screen 3. RA: Comment Box- Give you access to materials in an alternative format for people that are blind or low vision?

NYC	CA APPLICATION IN	TERVIEW	Mar	k Fisher	Case				• 10
HRA.CMS Disability Screeni	ing - RA Determination Q	uestions						MEAD TO CLEWE RIGHT	- 1
elect the individual for shore (	you are completing the disability interview for a	d ask the disability int	eview puestions befo	m moving a	in to the next	person.		HRAhas ways Kheips people complete heir application process participate in services.	and
H Member	Restationship to Hulf	Sex	DOB		55N		CA	Because of your disability or condition, do you need us to	
	Case Head						A#		
A Questions									
we you access to materials RAComment: •	s in an attentiative format for people that an	blind or Rev vision?	• 0	8 Yes	() No	O Decilie	sed to Annwer		
KA comment for help for	blind and low vision					1			
iwe you some other kind of eed?	Thelp for people who are blind or low vision	Fif yes, what kind of t	telp do you	8"	() No	O Declin	ed to Answer	1	
ave a staff member help yo	• Carried Torms?			0 Yes	() No	O Declin	ed to Answer		
ave a staff member help yo	ou fill out forms? •			$\odot$ Yes	O No	O Declin	ed to Answer		
old appointments in a quiet	coffice space? •			O 944	O No	O Declin	ed to Answer		
chedule future appointment	its so that a friend or family member can co	ne with you? • 🧐		O 944	O No	O Declin	ed to Answer		
iol schedule your appointme	ents during rush hour?			$\bigcirc$ Yes	O No	O Declin	sed to Answer		
ichedule appointments at ce	ertain days and times? + 🔞			$\odot$ Yes	() No	O Declin	and to American		
chark-la second-marks at a	marific carter's .			$\cap v_{ss}$	A 84	$\cap$ Partie	and in American	-	
					<	PREMOUS	> 800	COMMENTS	

Screen 4. RA: Comment Box- Give you some other kind of help for people who are blind or low vision? If Yes, what kind of help do you need?

# POS Release Notes June 18, 2018

NYC	CA. APPLICATION IN	TERVIEW	Mark Fisher	Case:		• 100LS
HRA CMS						READ-TO CLEANT IRST
Disability Screen	ing - RA Determination Qu	estions				READ-TO CLENT FIRST
Select the individual for whom	you are completing the disability interview for an	fack the disability interview que	estions before moving o	n So the next	person.	HRAhas ways it helps people complete their application process and participate in senses.
HH Member	Relationship to Hull	Sex 0	008	SSN	CA.	Because of your disability or condition, do you need us to
19.00	Case Head				AP	
RA Questions						
Give you access to material RA.Comment •	s in an alternative formal for people that are	blind or low vision? • 👔	® Yes	0 No	<ul> <li>Declined to Answer</li> </ul>	
Rik comment for help-for	blind and low vision					
Give you some other kind of need? • RA Comment •	Theip for people who are blind or low vision?	If yes, what kind-of help-do y	ou 🛞 Yes	() No	O Declined to Answer	
4					Ĵ	
Have a staff member help yo	ou read forms? .		O Yes	() No	O Declined to Answer	
Have a staff nember help yo	ou fill out forms? .		() Yes	() No	O Declined to Answer	
Hold appointments in a quiet	toffice space? -		O Yes	() No	O Declined to Answer	
Schedule future appointmen	its so that a friend or family member can con	e with you? • 🔞	O Yes	O No-	<ul> <li>Declined to Answer</li> </ul>	
Not schedule your appointing	ents during rush hou? •		O Yes	0.10	O Declined to Answer	
				<	PREVIOUS > NEXT	COMENTS A

# Screen 5. RA: Comment Box- Have a staff member help you read forms?

NYC	CA APPLICATION IN	TERVIEW		ark Fisher	Case	incid	© T004
HRA CI//S							-
Disability Screen	ning - RA Determination Q	uestions					READ TO CLENT FIRST
Select the individual for whom	you are completing the disability intensies for a	nd ask the disability inte	vier questions be	fore moving a	n to the new	person.	HRAhas ways Ehelps people complete their application process and participate in services.
HH Member	Relationship to HoH	Sex	008		\$51	CA.	Because of your disability or condition, do you need us to
	Case-Head					NP	
RA.Comment =							
RA comment for heip to	or blind and low vision					2	
Have a staff member help y RA.Comment	you read forms? •			® Yes	O No	O Declined to Answer	
						-	
Have a staff member help (	you fill out forms? +			8 400	() No	O Declined to Answer	
Hold appointments in a qui	et office space? •			O Yes	O No	O Declined to Answer	
Schedule future appointme	ents so that a triend or family member can co	me with you? • 🟮		O Yes	O No	O Declined to Answer	1
Not schedule your appoints	ments during rush bour? •			O Yes	() No	O Declined to Answer	
Schedule appointments at	certain days and times? • 😝			$\bigcirc$ Yes	() No	O Declined to Answer	
Schedule appointments at	a specific center? •			O Yes	O No	O Declined to Answer	
					4	PREMIOUS > NEXT	COMENTS A

11 C -	CA APPLICATION IN	ITERVIEW		Mark Fisher	Case	Recid		TOOL
RA CMS							READ-TO-CLENT FIRST	
isability Screen	ing - RA Determination G	uestions					NOW TO CAUGITINAT	
lect the individual for whom	you are completing the disability interview for a	nd ask the disability into	view questions	before moving o	n lo the next	person.	HRAhas ways ithelps people complete their applicat participate in services.	ion process and
Member	Relationship to HoH	Sea	008		S-SN	CA	Because of your disability or condition, do you need o	s 10
	Case Head					AP .		
ve a staff member help y	ou read forms? •			8 Yes	0.80	O Declined to Answer		
RA Comment								
ve a staff member help y	ou fill out forms? •			® Yes	0.80	O Declined to Answer		
RA Comment								
8d appointments in a quie	A Mira solara ?			0.84	0.84	O Declined to Assess		
	ts so that a friend or family member can co				0.0	O Declined to Answer II		
		ene with you? • 😡		0 he	() No			
t schedule your appointm	ents-during rush hour?			O Yes	() No	O Declined to Answer		
hedule appointments at c	ertain days and times? • 🧿			O Yes	O No	O Declined to Answer		
in the manufacture of an	specific center?			O Yes	O No	O Declined to Answer		

Screens 7-15 display RAs that can be granted permanently only upon provision of medical documents. The RA Comment box displays the script reminding the worker that medical documents are to be submitted. Some of these requests may be granted provisionally prior to the documents submission, but the permanent granting still requires medical/clinical documents.

If the applicant/participant answers Yes to any of the requests below, the confirmation of these requests is mandatory. Below screen samples for questions 7-11 are displayed.

## Screen 7. RA: Comment Box-Have an appointment in a quiet office space?

NYC	CA APPLICATION IN	ITERVIEW		erk Fisher	Case		<b>0</b> 100.5
HRA CMS							READ TO CLIMIT FIRST
Disability Screen	ing - RA Determination Q	uestions					
Select the individual for whom y	you are completing the disability interview for a	nd ask the disability into	rview guestions bef	bre moving o	n to the next	person.	HRAhas ways it helps people complete their application process and participate in-services.
121 Member	Relationship to Hull	Sex	DOB		55N	CA	Recause of your disability or condition, do you need us to
	Case Head					HP	
						*	-
						*	
Have a staff member help yo	ou fill out forms? =			O Yes	() No	O Declined to Answer	
RA Comment							
						-	
Hold appointments in a quiet	toffice-space? •			B Yes	O No	O Declined to Answer	
clinical documents to se	s accommodation right away. To make a fin upport your need for this accommodation. Y so help you get those documents if you as on?	You will have time to gr	ve us those	a Yes	⊖ No		
Schedule future appointment	ts so that a triend or family member can co	me with you? + 🔕		O Yes	O No	O Declined to Answer	1
Not schedule your appointme	ents during rush flour?			O Yes	⊖ No	O Declined to Answer	
Schedule appointments at co	ertain days and times? • 🔞			O Yes	() No	O Declined to Answer	
Schedule appointments at a	specific center? •			O Yes	O No	O Declined to Answer	
					¢	PREVIOUS 3 ND-T	COMMENTS A

#### The script:

We cannot give you this accommodation right away. To make a final decision, we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can help you get these documents if you ask us. Would you confirm that you need this accommodation?

# Screen 7.1. RA: Request and Confirmation description

NYC	CA APPLICATION IN	ITERVIEW	W14	n Fisher	Case		0 10013
HRACMS							Construction of the second
Disability Screening	ng - RA Determination Q	uestions					READ TO CLEMY FIRST
Select the individual for shorn yo	u are completing the disability interview for a	ed ask the deability into	niew guestions beh	ve moving o	n to the next	t person.	HRAhas ways it helps people complete their application process and participate in services.
HH Member	Relationship to Hull	Sex	DOB		\$58	CA	Because of your disability or condition, do you need us to
	Case Head	ы				AP	
						-	
Hold appointments in a quiet of	iffice space? •			8 74	$\odot$ No	O Declined to Answer	
clinical documents to sup	accommodation right away. To make a fir yorfl your need for this accommodation. In help you get those documents if you as n?	You will have time to gi	ve-us those	@ Yes	0 %		
	pointments in quiet office space						
RA Commont Client has serious health is	nees like cardiovascular disease and stroke						
						-	
Schedule future appointments	so that a friend or family member can co	one with you? + 👔		8,744	() No	O Declined to Answer	1
Not schedule your appointment	its during rush bour? •			O Tes	$\odot$ No	O Declined to Answer	
Schedule appointments at cert	tain days and times? • 🥥			O Yes	$\odot$ No	O Declined to Answer	
Schedule appointments at a s	pecific centier? =			O 168	0.80	O Declined to Answer	
					×	HENOUS Y HOR	COMMENTS A

Screen 8. RA: Comment Box-Schedule future appointments so that a friend or family member can come with you?

NYC	CA APPLICATION IN	ITERVIEW	14	n Tisher	Case 📼		• 0 10
HRA CMS							
Disability Screening	g - RA Determination Q	uestions					READ TO CLEMIT FIRST
Select the individual for whom you a	are completing the disability interview for a	nd ask the deability inter	iev guestions beh	one moving a	n to the next	person.	<ul> <li>Individual ways it herps people complete their application process and participate in seniors.</li> </ul>
101 Member	Relationship to HoH	Sex	008		5.5N	CA	Recause of your disability or condition, do you need us to
	Case Head					NP	
Hold appointments in a quiet off	loe space? •			O Yes	() No	O Declined to Answer	
clinical documents to supp		You will have time to giv	er us those	8 Yes	0 №		
RA Comment							
Clent has serious leath rus	ers like cardiovascular disease and stoke					-	
Schedule luture appointments s	o that a firend or family member can co	ome with you? • 👔		8 74	() No	O Declined to Answer	
documents to support your	modation for now. To make a final dec r need for this accommodation. You will help-you-get those documents if you as	have time to give us the	54t	ੂ <del>ਆ</del>	O No		1
Not schedule your appointments	s during rush hour? •			O 944	© No	O Declined to Answer	
Schedule appointments at certa	in-days and times? • 🤨			⊖ ¥es	O No	O Declined to Anneer	
Schedule appointments at a spe	ecific center? •			O Yes	O No	O Declined to Answer	
					×	PREVIOUS > NEXT	COMMENTS

## The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Such RA requests as:

- Have an appointment in a quiet office space?
- Schedule future appointments so that a friend or family member can come with you? \*
- Not schedule your appointment during rush hours?\*
- Schedule appointments during certain days and times?\*
- Schedule appointments at a specific center?\*
- Postpone HRA office appointments until you apply for Access-A-Ride\*
- Have shorter waiting time for appointments?\*
- Have appointments take place at home?\*

And request that are <u>dealing with scheduling appointments</u> will allow the worker to:

- Select Schedule Time icon
- Edit Time slots icon
- Block Time slots that do not work for a client
- Save Schedule/Blocked/Edited date/time slots
- Discard changes

#### Screen 8.1. Select Schedule Time Icon

NYC	CA APPLICATION IN	TERVIEW		rk Pisher	Cere :		Recid			<b>0</b> 100LS
HRA CMS										
Disability Screen	ing - RA Determination Q	uestions						- 12	READ TO CLENT FRIST	
Select the individual for shore	you are completing the disability interview for a	nd ask the disability into	niew questions bet	ive moving i	n to the new	d person.		-	HIGAhas ways it helps people complete their application process a participate in services.	ed .
HBI Member	Relationship to Holt	Sex	008		5:5%		CA		Because of your dasability or condition, do you need us to	
	Case Head	ш					10	1h		
								- 88		
RA.Comment										
Client has serious health	issues like cardovascular disease and stroke					-				
						*				
	its so-that a triend or family member can co commodation for now. To make a final deci		callor clinical	· Yes	O No	() Decla	sed to Annuer			
documents to support	your need for this accommodation. You will so help you get those documents if you as	have time to give us th	ose	÷	0.00					
Select Schedule T	ine •									
RA Comment										
						1				
Not schedule your appointm	ents during rush hour?			O Yes	O No	O Decla	ued to Answer			
Schedule appointments at o	erfain days and times? • 👩			O Yes	O No.	OBerle	and to American			
Schedule appointments at a	appente conten /			O Yes	O No	O Decile	ned to Annuer	1		
					¢	PREVIOUS	) and	ľ	COMMENTS	~

# Screen 8.2. Time Slots Displayed

Disability Screening -	RA Determinatio	n Questions					WAR POLINY NET	
intert the order that for service you are o	unpining the dashifty interest	tor and aris the disation	) interview providence inte	Are covery or 21 the re	of person		Which as any Alexys propietion will application prove production in common	14.945
0 Number	Notationship to Halt		Because of your doubles to condition, do you need to be					
	-						×	
	Select the Sine who	stert is NOT available						
	NON	TUE	WED	THU	FRI	SAT		
Client has services have? It course it	0.02 am - 10.53 am	8.00 am - 10.58 am	8.00 am - 10.58 am	8-02 an - 10-03 an	8.95 am - 10.55 am	8:00 am - 10:18 ar		
	11 00 am - 1.10 per	11:00 am - 1:09 pm	11.00 am - 1.09 pm	11:00 an - 1.09 pm	12:00 pm - 1:09 pm	11 00 am - 1 59 pr		
chardule bears approvingents as the		2:00 pm - 5:00 pm	2 00 pm - 5.50 pm	2:00 pm - 5:00 pm	2:00 pm - 5:00 pm	2:00 pm - 5:00 pm		
We set give you the accombod documents to support your new		Tuesday Al Day	Wednesday All Day	Thursday All Day	Friday All Day	Baturday All Day	-	
documents. We can also help need this accommodator?	vive get		DISCHO CHINES	V MICONNA				
In heart minutes (see +			1000					
					1			
a scholas yne sportfeette dat	ng rash tour? +			0 744 C Re	C Declared to As			
chedult appointments at certain to	is and server + 0			0 %e 0.8e	O Declared to Av	aparent		
chedule appointments at a specific	conter? a			0 No. 0 No.	D Declared to Ar	-		

# Screen 8.3. Time Slots Blocked (shaded in blue)

	PPLICATION	INTERVIEW	14	ek Pisher Core	Review Revi		1	<b>6</b> 100.5
HRA CAS	allo main attern	Outestinne					READ TO CLIENT FIRST	
Disability Screening - RA D							HACAse want thefers people complete their application process.	enti
Select the individual for whom you are completing							parhispate in services.	
HH Manshar Rad	ationship to Holt	See.	006	558	CA		Excaves of your disability or condition, do you need at to	
6	THE ROOM						*	
	Select the time when a	elocieve TOM o treit						
RA Constant	BION	TVE	WED	THU	FRE	SAT		
Clerif has perious boatte seven also cards	8.00 am - 10.50 am	il 05 am - 10 59 am	8.00 am - 10.59 am	8.00 am - 50.59 am	8:50 am - 10:55 am	8:00 am - 10:59 am	•	
		11.00 am - 1.59 pm	15.90 am - 1.59 pm	15:00 pm - 1.59 pm	11:00 am - 1:59 pm	11.02 am - 1.19 pr		
Schedule future apportiments so that a free	2:08 pm - 5:00 pm	2 00 pm - 5 00 pm	2:00 pm - 5:00 pm	2 00 pm - 1 00 pm	2:00 pm - 5:00 pm	2 00 pm - 5 00 pm		
We will give you this accommodation it; documents to support your need for the	Monday All Day	Tuesday All Day	Wednesday All Day	Thursday All Day	Friday All Day	Saturday All Day		
documents. We can also help you get need this accommodation? +			DESCARD CHARGES	V LAN CARRY				
(iii) Sensit Schedue Time +								
Not schedule your appointments during rush	hour? ×			⊖ Yes © Bu	O Declined to An	-		
Schooule appointments at certain days and b	mes? + 0			🗇 7es 🛛 Br	O Declined to An	ment.		
Tchedule appointments at a specific center?	#:			O Tex D Tex	CI Declined to An	meror.		
					C meneral 2		COMMENTS	~

# Screen 8.4. Edit Schedule Time

NYC	CA APPLICATION I	NTERVIEW	Mar	k Fisher	Case:	1000	• 100
HRA CMS Disability Screenin	ng - RA Determination (	Juestions					MAD TO-CLENT PHIST
Select the individual for whom you	ware completing the disability interview for	and ask the disability into	nview questions befo	ne moving	or to the next	person.	HRA.has ways it helps people complete their application process and participate in services.
HH Member	Railationship to HuH	Sex	DOB		SSN	CA.	Because of your disability or condition, do you need us to
	Case Head					HP	
RA Comment							
Clent has serious health is	issues like cardiovasocular disease and stroke	,				1	
Schedule future appointments	so that a friend or family member can o	ome with you? • 👩		(8) Yes	O No	O Declined to Answer	
documents to support you	ommodation for now. To make a final de sur need for this accommodation. You wi o help you get those documents if you a n? =	I have time to give us th	hose	(8) Yes	O No		
Edit Schedule Time	•						
NO CONTRACT						1	
Not schedule your appointment	its during rush hour? =			S. Yes	O No	O Declined to Assesser	
Schedule appointments at cert	tain days and times? • 🧿			о ¥н	O No	O Declined to Answer	
Schedule appointments at a sp	pecific center? •			O Yes	$\odot$ No	O Declined to Answer	
					K	PREVIOUS () NEXT	COMMENTS A

# Screen 9. RA Comment Box-Not schedule your appointment during rush hours?

NYC	CA APPLICATION IN	TERVIEW	Ma	n Fisher	Case C		<b>0</b> 100
HRA CMS							NEAD-TO-CLENT FIRST
Disability Screenin	g - RA Determination Q	uestions					
Select the individual for whom you	are completing the disability interview for a	rd ask the disability interv	ier puestions beh	re moving a	to the next	person.	<ul> <li>HRAhas ways theips people complete their application process and participate in services.</li> </ul>
HH Member	Relationship to Hull	Sex	008		\$58	CA	Delayse of your disability of condition, do you need up to
	Case Head					AP.	
Ichedule future appointments s	so that a friend or family member can co	me with you'? • 🙆		· Yes	O No	O Declined to Answer	
documents to support you		have time to give us tho	94	8 Yes	⊖ No		
						1	
Not schedule your appointment	s during rush hour? •			8 Yes	0.84	O Declined to Answer	
documents to support you	renoxiation for now. To make a final deck r need for this accommodation. You will help you get those documents if you ask 7 •	have time to give us those	iale de la companya d	§ ***	⊖ No		
Schedule appointments at certa	in days and times? • 👩			0 Yee	O No	O Declined to Answer	
Schedule appointments at a sp	elific center? •			O %es	0.84	O Declined to Answer	
					<	PRIVIOUS > NOT	COMMENTS A

## The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 10. RA: Box- Schedule appointments during certain days and times?

#### POS Release Notes June 18, 2018

NYC	CA APPLICATION IN	TERVIEW	Mark	Fisher	Case 🖬		<b>0</b> 100
HRA CMS							READ-TO-CLENT FILST
Disability Screenin	g - RA Determination Q	uestions					HRAhas wars Photos people complete their application process and
Select the individual for shorn you	are completing the disability interview for a	dack the doublily inte	view questions before	mawing a	to the next	t person.	participate in services.
HH Member	Relationship to Hull	Sex	008		SSN	6A	Because of your disability or condition, do you need up to
	Case Head					AP	
						1	
Not schedule your appointment	Is during rush hour? • modation for now. To make a final deck			8 Yes	O No	O Declined to Assesser	
documents to support you	r need for this accommodation. You will help you get those documents if you ask	have time to give us th	010	# Yes	() No		
RA Comment							
Schedule appointments at cert	ain days and times? + 👔			8 Yes	O No	O Declined to Answer	
Belect Schedule Tim	•						
						*	
Schedule appointments at a sp	ecific center? •			⊖ ¥ee	0 No	O Declined to Answer	
					<	PREVIOUS > NEXT	COMMENTS

## The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

NYC	CA APPLICATION IN	TERVIEW		lark Fisher	CHH (	Rect	• 100
RACMS Visability Screen	ning - RA Determination Q	uestions					
1	n you are completing the disability interview for a		riew questions be	dan maxima a	n io De real	person.	HRAss ways it helps people complete their application process and patropute in sensors.
Member	Relationship to Holl	Sex	008		5.5N	CA	Because of your disability or condition, do you need up to
	Case Bead					AP-	
documents to support	e commodation for now. To make a final deci typer need for this accommodation. You will also help you get those documents if you au dicen? •	have time to give us the	19401	10 mm 18 Yes	i no	$\chi_{\mathcal{O}}$ when the second se	
	certain Gays and Imes? • (2)			C Tes	O No	C Declined to Answer	
E Cot Schedule Tr				0.11	1.00 HH		
RA Comment							
RA-comment for no app	continents during certain days and times					Ĵ	
nedule appointments at	a specific center? •			8 Yes	O No	O Declined to Answer	
clinical documents to su	s accommodation right away: To make a fina apport your need for this accommodation. Yo is help you get those documents if you ask is act? •	su will have time to give	us those	ines Tes	() No		
					<	PREVIOUS. ) MEXT	COMMENTS

## Screen 11. RA: Comment Box-Schedule Appointments at a specific center?

The script:

We cannot give you this accommodation right away. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 11.1. RA: HRA Center Selection

NYC	CA APPLICATION IN	ITERVIEW	Mari	Fisher	Case 0		_	ē ī	
HRA CMS Disphility Screeni	ng - RA Determination Q	usetione						READ-TO-CLEAR WIRST	
-	ou are completing the disability interview for a		questions before	e mawing a	n to the new	f person.		HRAhas wass thelps people conglete their application process and softcaste in services.	
HH Member	Relationship to NoH	Sex	DOB		SSN	CA		Because of your disability or condition, do you need us to	
	Case Head					AP			
Schedule appointments at ce	rtain duys and times? • 👔			O Yes	O No	O Declined to A	Answer .		
Edit Schedule Time	•								
EA Comment • RA comment for iso appoint	dmeets during certain days and times								
Scholl Select				(i) Yes	O No	O Declined to A	Answer		
VI DB Amatendam Contex II 010 Bayridge 200 017 Broaks FSCC Safet 072 Broakse FSCC Safet 073 Broakse FSCC Safet 073 Broakse A.00	JOB INF JOB ASA	Edectsion, we need medical to will have time to give us t as to. Would you confirm the	Pose -	® Yes	0 169				
671 Centralized Rend Pro- 987 Clinice Hill 208 F45 Concourse SNAP	cessing that JOB								
RA Comment									
							I		
						PREVIOUS.	> stat		
					1.1		2 mar	COMMENTS	~

# No New RAs Requests

Based on the Disability Screening responses given by the client and review of the Existing RAs, the system determines that no new RAs need to be reviewed with the client.

NYC		TERVIEW	Mark P	sher Case					•
RA CMS						DISTING REASONAL			
isability Scree	ening - RA Determination C	luestions				HRAdradi provider			-
elect the individual for who	om you are completing the disability interview for i	and ask the disability inte	niew questions before n	oving on to the next pera	pri.	based on your disabl		eng maximate	10000000000000
H Member	Ratationship to Hull	Sex	008	S-SN	CA	RA Name	RA Status	RA Date	RA Comment
	Case Head				NP .	Help for people who blind or low vision	are Athe	01202018	RAccommentitor Hel for access material
A Questions						Help for people who are blind or low visi		01202018	RAcommentitor sor other kind of Help
re are no new Reasonab	ble Accommodations to review with this client. Ple	ase select 'next' below.				Help reading forms	Active	01202018	
						Help completing for	ns Adve	01202018	
									Hold appointments
				< 100	NOUS JUNIT				

# Screen 1. No New RA Questions to Review

# Screen 2: New Requested RA Summary

N	YC		CA APPLICATION IN	NTERVIEW	Mark	Fisher Case		15				• 100	
HRAC									DUSTING REASONABLE	ACCOUNTS	CATION 5	_ 0	1
			Requested RA Sun	<i>r</i>				-15	HRAaiready provides you based on your disability	the follow	ing reasonable		Т
HH Mer		f Individuals who o	pled for Reasonable Accommodation Relationship to Hult	sex.	008	S-SN	CA		RA Name	RA Status	RA Date	RA Comment	1
÷.,		0	Case Head	ш			AP.	di:	Help for people who are blind or low-vision		01202018	RA comment for Help for access material in	il
hlow	Dear	ated DA							Help for people who are blind or low vision	Adhre	01202018	RAcommentitor some other kind ut Help	1
		ested RA	odations to review with this client. Ph	nase select 'next' below.				T.	Help reading forms	Active	01202010		1
								I.	Help completing forms	Active	01202018		1
									An		******	Hold appointments in	Л
						< 190	wous Satest		COMMENTS			^	h

## Step III- Review RA Summary

After all the corresponding RA questions have been addressed, the answers will be summarized in a final window to see any new requested accommodations. This window is called **Requested RA Summary.** 

# Screen 1. New Requested RA

# Screen 2. New Requested RA (continued)

NVC			TERVIEW	Mark Fis	her Case Case	
HRA.CMS						
Disability	Screening - R	Requested RA Sum	nmary			
The Just of House	hold Individuals who oph	d for Resonable Accommodation				
HH Member		Relationship to Hull	Sex	DOB	55N	CA.
	•	Case Nead				AP.
•						
<ul> <li>Help cor</li> </ul>	npieting forms					
RA-Commo		s in quint effice space I health issues line cardiovescular ( In someone can come with				
-	intments during ru	sh hour				
C Ver	Schedule Time	ertain days and times	ines			
Center b     HRA Center     RA Commo	2 034 Ansterdam	Center IIA SA ent and less than 4 mile from home	location. Client preferance fo	r center is \$34.Amsterd	am Center NASA.	
					< 100	wous America

The worker should select **Tools** icon to suspend the interview. Then s/he should send it to the Supervisor for approval.

# **Supervisory Approval**

The Supervisor will review all the Requested Accommodations and scheduling. After the POS disability screening has been approved by the Supervisor, POS will notify **Intranet Quorum (IQ)** which passes information to **Central Database**.

Thus indicating that a reasonable accommodations request was made and the IQ system generates and mail HRA-102b receipt to the applicant/participant for the Reasonable Accommodation a client asked for.

If the request is for a **Home Visit Needed/Homebound (HVN/HB)**, POS will generate the FIA-1028x receipt for the request for the Home Visit Needed status. The worker must print and give the FIA-1028x to the applicant/participant at the interview.