



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #18-39-SYS

CA POS RELEASE NOTES VERSION 22.2

Date: June 25, 2018	Subtopic(s): POS
	<p>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 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachment:</p> <p>Attachment A CA POS Release Notes Version 22.2 Attachment B Disability Screening Process</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Distribution: X

CA POS Release Notes

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 <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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CA POS Release Notes

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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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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:

1. 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 **Specify Additional Expense** field and the Worker clicks **No** for the question “Has Additional Expenses? Specify”, POS will display the confirmation message with Yes and No buttons.
2. 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 in-center 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 In-center 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 in-person 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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Version 20.1 - Paperless Office System - [Activities Management] 4:25:22 PM Thursday, July 14, 2016

File Edit Tools Window Help

040 CA AJOSI Queue Login Queue

Unit Filter
 Worker
 CMU
 Uncovered

Activity Type Filter
 Application Interview
 IN & ESNAP
 Change Case Data
 Reop
 Schedule Recert
 Recert Interview
 Error Corrections
 Other

Activity Approve Filter
 Approve Appl Inter
 Approve IN & ESNAP
 Approve Change
 Approve Reop
 Approve Recert
 Approve Error Corr
 Approve Other

Activity Status Filter
 Suspended
 Not Scheduled
 Not Started
 Removed
 Completed

Activity Alert Filter
 Coming Due
 Overdue

Filter Clear

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						

Total: 184 Cases

Start Assign Remove Schedule Reopening Update Disposition WMS View Your Schedule Comment

Case Assignment

Selected Case
 No: [Redacted] Case Name: [Redacted] CIN: [Redacted]
 Suf: [Redacted] Caseload: [Redacted] Casehead: [Redacted] SSN: [Redacted]

Refer Case To
 Search Name: [Redacted]

Title	Unit	Last Name	First Name	U/W	Phone Number
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Enter Comments If Any
 [Redacted]

Cancel OK

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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

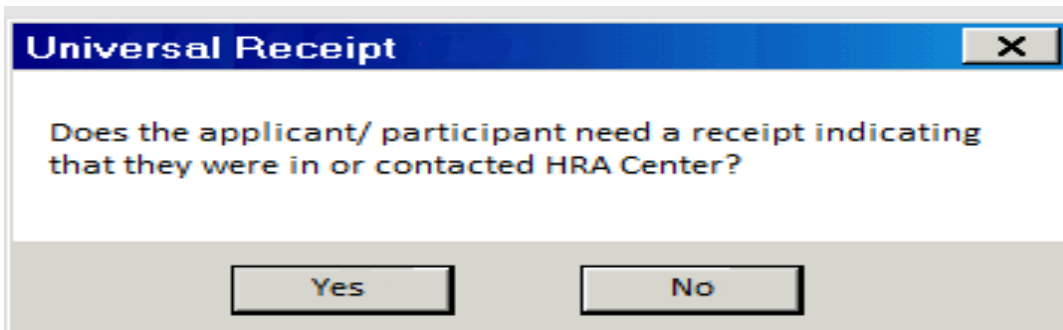
What will I need? Bring documents that prove who you are, your address, the people you are applying with, household income, and resources like bank accounts. See the list of documents on the ACCESS HRA confirmation page. This was also emailed to you. If there is more than one person over 18 in your household, 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)

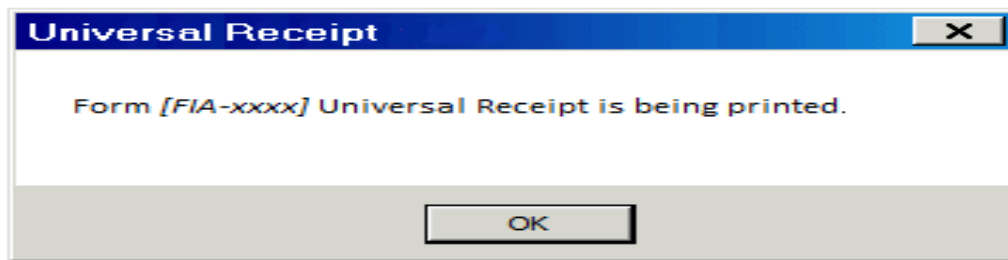
With the integration of HDU (Homeless Diversion Unit) into FIA, HDU has been provided the ability to produce the Notice of Contact with Center (1173) () from the **HDU Intake Activity** screen. They are also able to print this form from any other HDU activity involving the applicant/participant.

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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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	ZA	Code ZA - SOTA 1YR (SOTA 1 year up front)
AZB	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	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)
AZG	ZG	Code ZG - L1E 1 YR (LINC I enhanced 1 year up front)
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)
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 1st.

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.

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

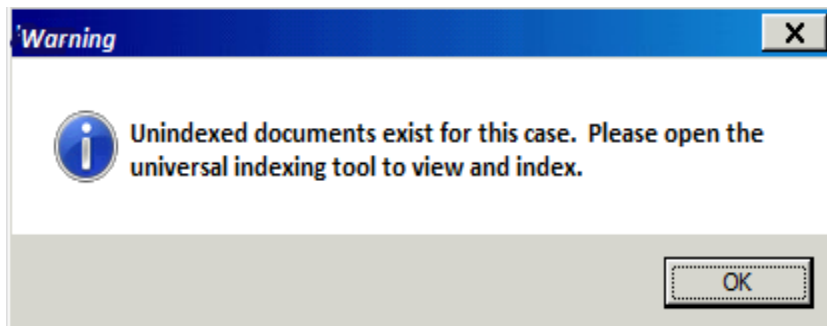
POS has initiated a new procedure to perform the following look-up functions to determine if there is an unindexed document on the case. If unindexed documents are found on the case POS will alert the Worker with a dialog box at the **Household** screen.

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.



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, 2018

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 ?		<input type="radio"/>	<input type="radio"/>
Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.		<input checked="" type="radio"/>	<input type="radio"/>
Pays Tuition and/or Fees?		<input type="radio"/>	<input type="radio"/>
Pay Court Ordered or Voluntary Child Support?		<input type="radio"/>	<input type="radio"/>
Pays Alimony/Spousal Support?		<input type="radio"/>	<input type="radio"/>
Owes At Least Four Months' Court-Ordered Support For A Child Under 21?		<input type="radio"/>	<input type="radio"/>
Buys Or Plans To Buy Meals From A Home Delivery Or Communal Dining Service?		<input type="radio"/>	<input type="radio"/>

Response to Question

Who	Specify Additional Expense	Amount	Frequency	Verified
Brown Rose	FHEPS A (Code 66)	\$0	M	<input checked="" type="radio"/> Yes <input type="radio"/> No

Housing Program Indicator: L- FHEPS A To Stay

FHEPS City	FHEPS State	FHEPS Total
0	935.00	935.00

Reason for FHEPS Application: FHEPS to stay in your apartment

Document... Scan Comment...

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

NEW POS Disability Screening Process

POS Release date:
July 12, 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 at the beginning 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-process:

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

Version 22.1 - Paperless Office System - [Household Screen] 9:20:09 AM Wednesday, February 28, 2018

File Edit Tools Window Help

No messages from WMS via OLTP

Control Information
 District : 66 Center : Hunts Point Job Center Worker : 12345 Case Number :

Present Address
 Street Number Direction Name Type Apt # City
 , (None) 5 St 500 Brooklyn
 State: NY Zip Code: 1

Suffix Information Active Applying No FS IPV or Sanction Found
 SNAP File Date 02/28/2018 CA File Date 02/28/2018 SNAP Suffix SNAP Status NA SNAP # AP 0

Suff	Case Name	Cat	Stat	# AP	Stat # AP	Language	Notice Language	Hardship Status		
1	Fisher Mark	E-SN	AP	3	NA	0	English	English	Reasonable Accommodations	Proba

Next CA Recert date Last CA Recert date Last MA Recert date

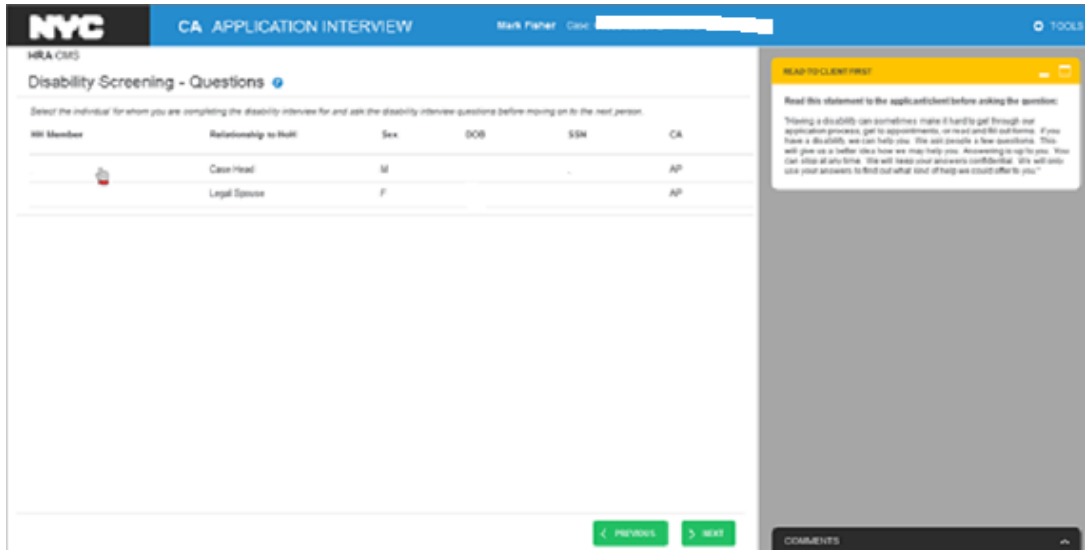
Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctzn/ NII	HB	CA	MA	SNAP	AFIS/S
1	1		Casehead				M	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>
1	2		Legal Spouse				F	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>
1	3		Natural Son				M	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>

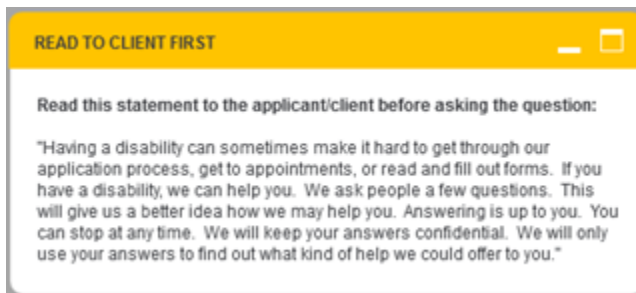
Next Previous

2. The worker selects only adults (over 18 years of old). 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.

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



- 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:



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 HRA CMS CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP
[REDACTED]	Legal Spouse	F	[REDACTED]	[REDACTED]	AP

Disability Interview Questions

Do you have a physical, mental, or emotional condition (stress, injury, or disability)?

Yes No Declined to Answer

READ TO CLIENT FIRST

Read this statement to the applicant/client before asking the question:

"Having a disability can sometimes make it hard to get through our application process, get to appointments, or read and fill out forms. If you have a disability, we can help you. We ask you a few questions. They 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."

PREVIOUS NEXT COMMENTS

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

NYC HRA CMS CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP
[REDACTED]	Legal Spouse	F	[REDACTED]	[REDACTED]	AP

Disability Interview Questions

Do you have a physical, mental, or emotional condition (stress, injury, or disability)?

Yes No Declined to Answer

ERROR ON PAGE

Select an individual to conduct disability screening.

PREVIOUS NEXT COMMENTS

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

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.

The screenshot shows the NYC CA Application Interview interface. The main section is titled "Disability Screening - Questions". It includes a table for selecting the individual for the interview, with columns for ID Number, Relationship to Adult, Sex, DOB, SSN, and CA. Below the table, there is a question: "Do you have a physical, mental, or emotional condition (illness, injury, or disability)?" with radio buttons for "Yes", "No", and "Declined to Answer". The "Declined to Answer" option is selected. At the bottom right, there is a "COMMENTS" section.

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

The screenshot shows a close-up of the "COMMENTS" section at the bottom of the right-hand side of the interface. It is a dark grey box with the word "COMMENTS" in white text and a small upward-pointing arrow icon.

(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 **11** questions will be displayed (see screen below):

The screenshot displays the 'Disability Screening - Questions' interface. At the top, it identifies the user as 'Mark Fisher' and the application as 'CA APPLICATION INTERVIEW'. A table lists personal information for two individuals:

NY Number	Relationship to fruit	Sex	DOB	SSN	CA
	Case Head	M			AP
	Legal Spouse	F			AP

Below the table, a series of questions are presented, each with three radio button options: 'No', 'Yes', and 'Declined to Answer'. The questions include:

- Are you blind or do you have difficulty seeing even when wearing glasses? *
- Because of your condition, do you have difficulty concentrating, remembering, or making decisions? *
- Do you have a condition that makes it difficult in general for you to learn? Such as attention problems (ADD), hyperactivity (ADHD), or dyslexia? *
- Do you have an emotional, psychological, or mental health condition, such as anxiety, depression, bipolar disorder, substance use disorder, or a problem with your nerves? *
- Do you have a disability such as autism, epilepsy, neurological condition, a brain injury, or an intellectual disability? *
- Because of your condition, do you have difficulty walking or climbing stairs? *
- Do you have difficulty walking about 5 city blocks, or a quarter of a mile? *
- Does this disability or health condition affect your ability to read, write, and/or communicate with people? *
- Does this disability or health condition affect your ability to travel around the city? *
- Do you have any other kind of disability or health condition (excluding conditions like chronic pain, difficulty sleeping, and side effects from medication)? *

At the bottom of the screen, there are buttons for 'CLEAR ALL ANSWERS', 'PREVIOUS', and 'NEXT', along with a 'COMMENTS' section.

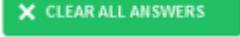
These **11** questions are:

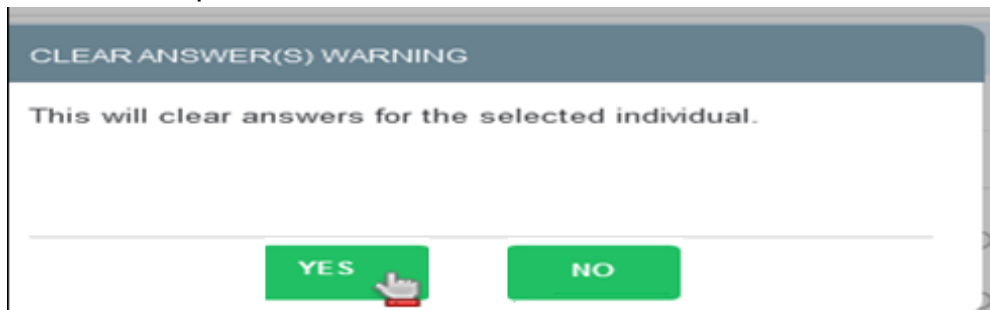
1. Are you deaf or do you have difficulty hearing?*
2. Are you blind or do you have difficulty seeing even when wearing glasses?*
3. Because of your condition do you have difficulty concentrating, remembering or making decisions?*
4. Do you have a condition that makes it difficult in general for you 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**.

7. 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.



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

Screen 1: Remaining 11 questions

NYC CA APPLICATION INTERVIEW Mark Fisher Case: [redacted] 100%

HRA CMS

Disability Screening - Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next screen.

HRA Number	Relationship to Hurt	Sex	DOB	DOB	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP
[redacted]	Legal Issues	F			AP

Are you blind or do you have difficulty seeing even when wearing glasses? Yes No Declined to Answer

Because of your condition, do you have difficulty concentrating, remembering, or making decisions? Yes No Declined to Answer

Do you have a condition that makes it difficult in general for you to learn? Such as attention problems (ADHD), hyperactivity (ADHD), or dyslexia? Yes No Declined to Answer

Do you have an emotional, psychological, or mental health condition, such as anxiety, depression, bipolar disorder, substance use disorder, or a problem with your nerves? Yes No Declined to Answer

Do you have a disability, such as autism, epilepsy, neurological condition, a brain injury, or an intellectual disability? Yes No Declined to Answer

Because of your condition, do you have difficulty waking or coming starts? Yes No Declined to Answer

Do you have difficulty walking about a city block, in a quarter of a mile? Yes No Declined to Answer

Does any disability or health condition affect your ability to read, write, and/or communicate with people? Yes No Declined to Answer

Does any disability or health condition affect your ability to travel around the city? Yes No Declined to Answer

Do you have any other kind of disability or health condition (including conditions like chronic pain, difficulty sleeping, and side effects from medication)? Yes No Declined to Answer

CLEAR ALL ANSWERS

PREVIOUS NEXT

COMMENTS

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case: 0000

HRA CMS

Disability Screening - Questions

Disability screening for all eligible individuals has been 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

The screenshot shows the 'NYC CA APPLICATION INTERVIEW' interface. The main heading is 'Disability Screening - RA Determination Questions'. Below this, there is a table with the following columns: HRA Member, Relationship to HRA, Sex, DOB, SSN, and CA. The table contains one row with the following data: Case Head, M, [redacted], [redacted], AP. At the bottom of the screen, there are 'PREVIOUS' and 'NEXT' buttons, and a 'COMMENTS' section on the right side.

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

The screenshot shows the 'NYC CA APPLICATION INTERVIEW' interface. The main heading is 'Disability Screening - RA Determination Questions'. Below this, there is a table with the following columns: HRA Member, Relationship to HRA, Sex, DOB, SSN, and CA. The table contains one row with the following data: Case Head, M, [redacted], [redacted], AP. Below the table, there are 'RA Questions' with radio button options for 'Yes', 'No', and 'Declined to Answer'. At the bottom of the screen, there are 'PREVIOUS' and 'NEXT' buttons, and a 'COMMENTS' section on the right side.

The 'EXISTING REASONABLE ACCOMMODATIONS' section on the right side of the screen displays a table with the following columns: RA Name, RA Status, RA Date, and RA Comment. The table contains the following data:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/05/2018	RA comment for help for access material etc...
Help for people who are blind or low vision	Active	01/05/2018	RA comment for some other kind of help
Help reading forms	Active	01/05/2018	
Help completing forms	Active	01/05/2018	

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.

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

The screenshot shows the 'Disability Screening - RA Determination Questions' section. The 'RA Questions' section includes the question: 'Use an American Sign Language interpreter today or at future appointments?'. The 'Yes' radio button is selected. Below the question is a text input field for the RA Comment. To the right, a sidebar displays 'EXISTING REASONABLE ACCOMMODATIONS' with a table of existing RAs.

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/09/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/09/2018	RA comment for some other kind of help
Help reading forms	Active	01/09/2018	
Help completing forms	Active	01/09/2018	

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

The screenshot shows the 'Disability Screening - RA Determination Questions' section. The 'RA Questions' section includes the question: '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?'. The 'Yes' radio button is selected. Below the question is a text input field for the RA Comment. To the right, a sidebar displays 'EXISTING REASONABLE ACCOMMODATIONS' with a table of existing RAs.

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/09/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/09/2018	RA comment for some other kind of help
Help reading forms	Active	01/09/2018	
Help completing forms	Active	01/09/2018	

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

The screenshot displays the 'Disability Screening - Requested RA Summary' interface. At the top, it shows 'NYC HRA CMS' and 'CA APPLICATION INTERVIEW'. The main content area is divided into three sections:

- Household Members Table:** A table with columns for HRA Member, Relationship to Staff, Sex, DOB, SSN, and EA. One member is listed as 'Case Head' with sex 'M' and EA 'AP'.
- New Requested RA:** A list of two new requests:
 - Sign Language interpretation
 - Help for people who are deaf or hard of hearing
- EXISTING REASONABLE ACCOMMODATIONS:** A table listing accommodations already provided:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/20/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/20/2018	RA comment for some other kind of help
Help reading forms	Active	01/20/2018	
Help completing forms	Active	01/20/2018	

Navigation buttons for 'PREVIOUS' and 'NEXT' are visible at the bottom.

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?

NYC CA RECERTIFICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HI Member	Relationship to Mail	Sex	BOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	RJ

RA Questions

Some other kind of help? If so, what kind of help do you need? Yes No Declined to Answer

EXISTING REASONABLE ACCOMMODATIONS

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/20/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/20/2018	RA comment for some other kind of help
Help reading forms	Active	01/20/2018	
Help completing forms	Active	01/20/2018	

PREVIOUS NEXT COMMENTS

Screen 2: RA Comment Script

NYC CA RECERTIFICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HI Member	Relationship to Mail	Sex	BOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	RJ

RA Questions

Some other kind of help? If so, what kind of help do you need? Yes No Declined to Answer

You 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?

RA Description

RA Comment

EXISTING REASONABLE ACCOMMODATIONS

HRA already provides you the following reasonable accommodations based on your disability:

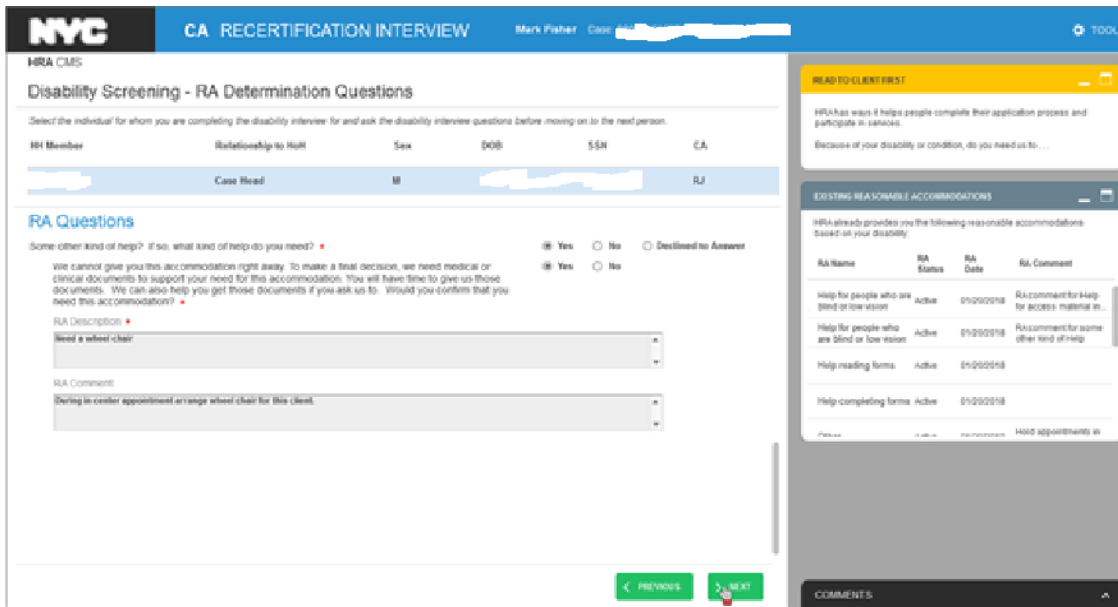
RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/20/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/20/2018	RA comment for some other kind of help
Help reading forms	Active	01/20/2018	
Help completing forms	Active	01/20/2018	

PREVIOUS NEXT COMMENTS

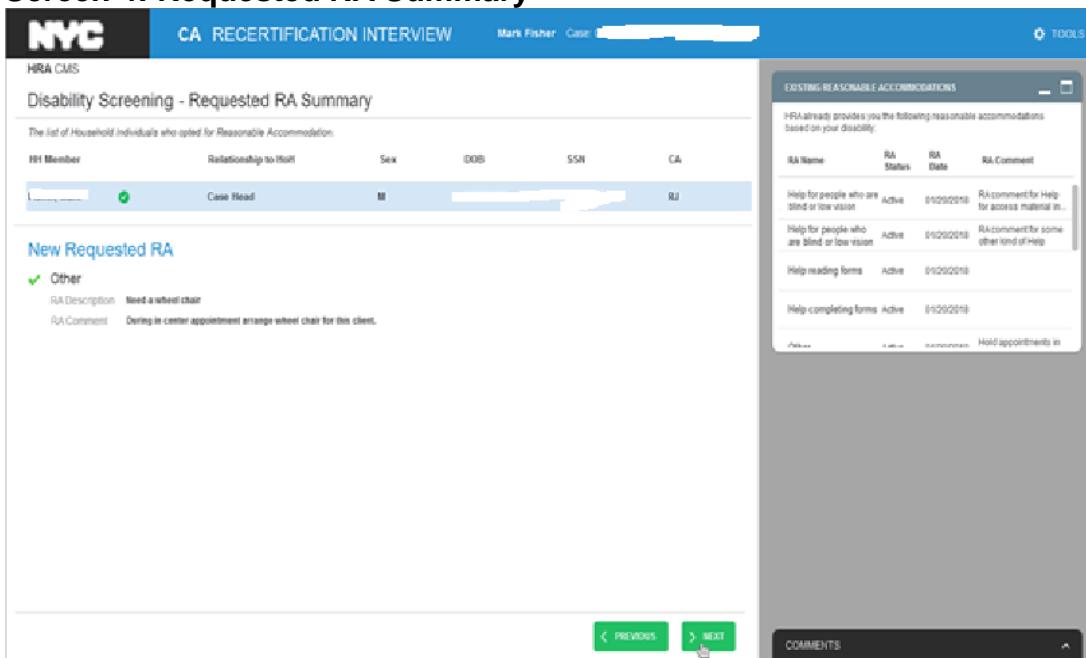
The script:

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?

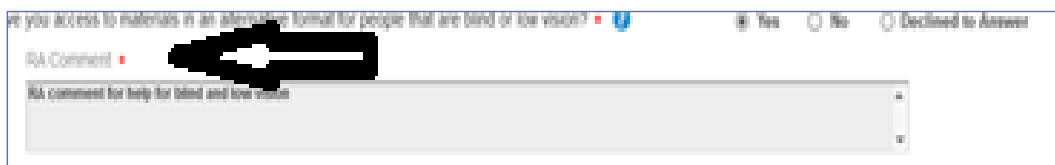
Screen 3: Confirmation of the RA Request



Screen 4: Requested RA Summary



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).



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

The screenshot displays the 'Disability Screening - RA Determination Questions' interface. At the top, there is a blue header with the NYC logo and 'CA APPLICATION INTERVIEW'. Below this, a table lists user information: HR Member, Relationship to H/H, Sex, DOB, SSN, and CA. The main section contains 15 questions, each with three radio button options: Yes, No, and Declined to Answer. The questions are:

- Give you access to materials in an alternative format for people that are blind or low vision?
- Give you some other kind of help for people who are blind or low vision? If yes, what kind of help do you need?
- Have a staff member help you read forms?
- Have a staff member help you fill out forms?
- Hold appointments in a quiet office space?
- Schedule future appointments so that a friend or family member can come with you?
- Not schedule your appointments during rush hour?
- Schedule appointments at certain days and times?
- Schedule appointments at a specific center?

 At the bottom, there are 'PREVIOUS' and 'NEXT' buttons. On the right side, there is a 'COMMENTS' section and a 'READ TO CLIENT FIRST' notification box.

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?

NYC CA APPLICATION INTERVIEW Mark Fisher Case: [REDACTED] Role: [REDACTED] TOOLS

HRA CMS
Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Questions

Use an American Sign Language interpreter today or at future appointments? Yes No Declined to Answer

RA Comment
[REDACTED]

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? Yes No Declined to Answer

PREVIOUS NEXT

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.
Because of your disability or condition, do you need us to...

EXISTING REASONABLE ACCOMMODATIONS

HRA already provides you the following reasonable accommodations based on your disability.

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low-vision	Active	01/29/2018	RA comment for HRA for access material in...
Help for people who are blind or low-vision	Active	01/29/2018	RA comment for some other kind of help
Help reading forms	Active	01/29/2018	
Help completing forms	Active	01/29/2018	

COMMENTS

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 INTERVIEW Mark Fisher Case [REDACTED] RecID [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HH Member	Relationship to Host	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Questions

Use an American Sign Language interpreter today or at future appointments? Yes No Declined to Answer

RA Comment: [REDACTED]

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? Yes No Declined to Answer

RA Comment: [REDACTED]

[PREVIOUS](#) [NEXT](#)

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

EXISTING REASONABLE ACCOMMODATIONS

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/00/00	RA comment for help for access material in ...
Help for people who are blind or low vision	Active	01/00/00	RA comment for some other kind of help
Help reading forms	Active	01/00/00	
Help completing forms	Active	01/00/00	

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 INTERVIEW Mark Fisher Case [REDACTED] RecID [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HH Member	Relationship to Host	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Questions

Give you access to materials in an alternative format for people that are blind or low vision? Yes No Declined to Answer

RA Comment: **RA comment for help for blind and low vision**

Give you some other kind of help for people who are blind or low vision? if yes, what kind of help do you need? Yes No Declined to Answer

Have a staff member help you read forms? Yes No Declined to Answer

Have a staff member help you fill out forms? Yes No Declined to Answer

Read appointments in a quiet office space? Yes No Declined to Answer

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific location? Yes No Declined to Answer

[PREVIOUS](#) [NEXT](#)

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

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?

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Questions

Give you access to materials in an alternative format for people that are blind or low vision? Yes No Declined to Answer

RA Comment: RA comment for help for blind and low vision

Give you some other kind of help for people who are blind or low vision? if yes, what kind of help do you need? Yes No Declined to Answer

RA Comment: [REDACTED]

Have a staff member help you read forms? Yes No Declined to Answer

Have a staff member help you fill out forms? Yes No Declined to Answer

Hold appointments in a quiet office space? Yes No Declined to Answer

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

[PREVIOUS](#) [NEXT](#)

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services. Because of your disability or condition, do you need us to ...

COMMENTS

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Comment: RA comment for help for blind and low vision

Have a staff member help you read forms? Yes No Declined to Answer

RA Comment: [REDACTED]

Have a staff member help you fill out forms? Yes No Declined to Answer

Hold appointments in a quiet office space? Yes No Declined to Answer

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No Declined to Answer

[PREVIOUS](#) [NEXT](#)

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services. Because of your disability or condition, do you need us to ...

COMMENTS

Screen 6. RA: Comment Box-Have a staff member help you fill out forms?

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] Sec ID [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HH Member	Relationship to Host	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

Have a staff member help you read forms? Yes No Declined to Answer
 RA Comment: [REDACTED]

Have a staff member help you fill out forms? Yes No Declined to Answer
 RA Comment: [REDACTED]

Read appointments in a quiet office space? Yes No Declined to Answer

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No Declined to Answer

READ TO CLIENT FIRST

Hi! Has your staff member helped you complete your application process and participate in services?
 Because of your disability or condition, do you need us to ...

COMMENTS

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 INTERVIEW Mark Fisher Case [redacted] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

Have a staff member help you fill out forms? Yes No Declined to Answer

RA Comment

Hold appointments in a quiet office space? Yes No Declined to Answer

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? Yes No

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No Declined to Answer

PREVIOUS NEXT

COMMENTS

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.
Because of your disability or condition, do you need us to ...

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 to. Would you confirm that you need this accommodation?

Screen 7.1. RA: Request and Confirmation description

NYC CA APPLICATION INTERVIEW Mark Fisher Case [redacted] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

Hold appointments in a quiet office space? Yes No Declined to Answer

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? Yes No

RA Description: Hold appointments in quiet office space

RA Comment: Client has serious health issues like cardiovascular disease and stroke

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No Declined to Answer

PREVIOUS NEXT

COMMENTS

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.
Because of your disability or condition, do you need us to ...

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Number	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	JP

Read appointments in a quiet office space? Yes No Declined to Answer

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?

RA Description: Read appointments in quiet office space

RA Comment: Client has serious health issues like cardiovascular disease and stroke

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?

Not schedule your appointments during rush hour? Yes No Declined to Answer

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No 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?

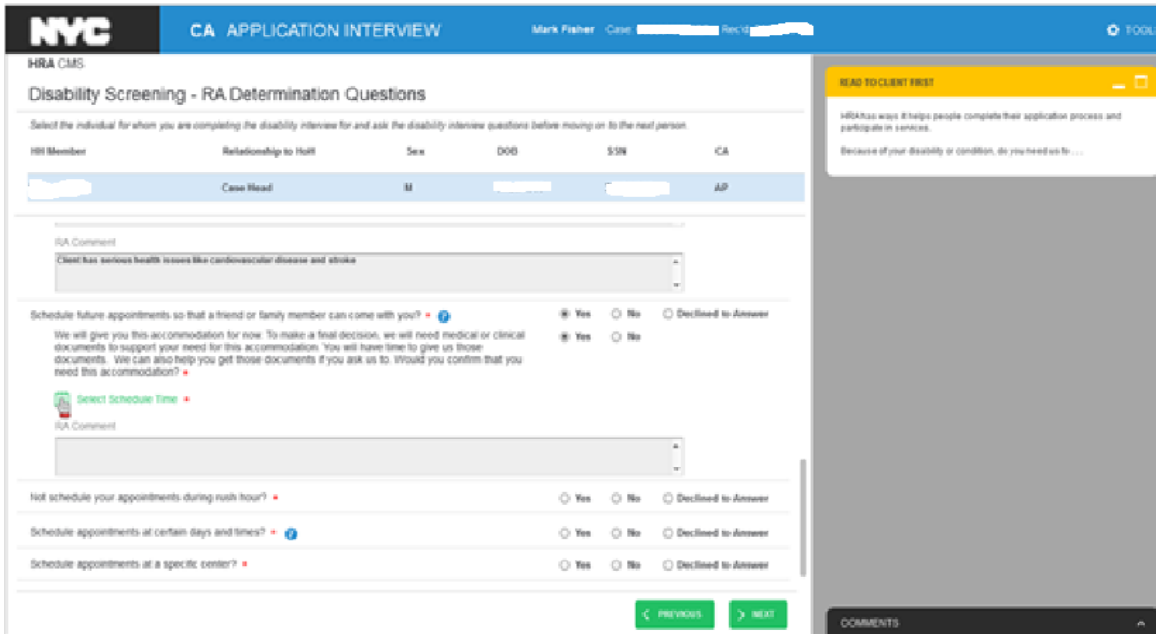
Such RA requests as:

- 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?*

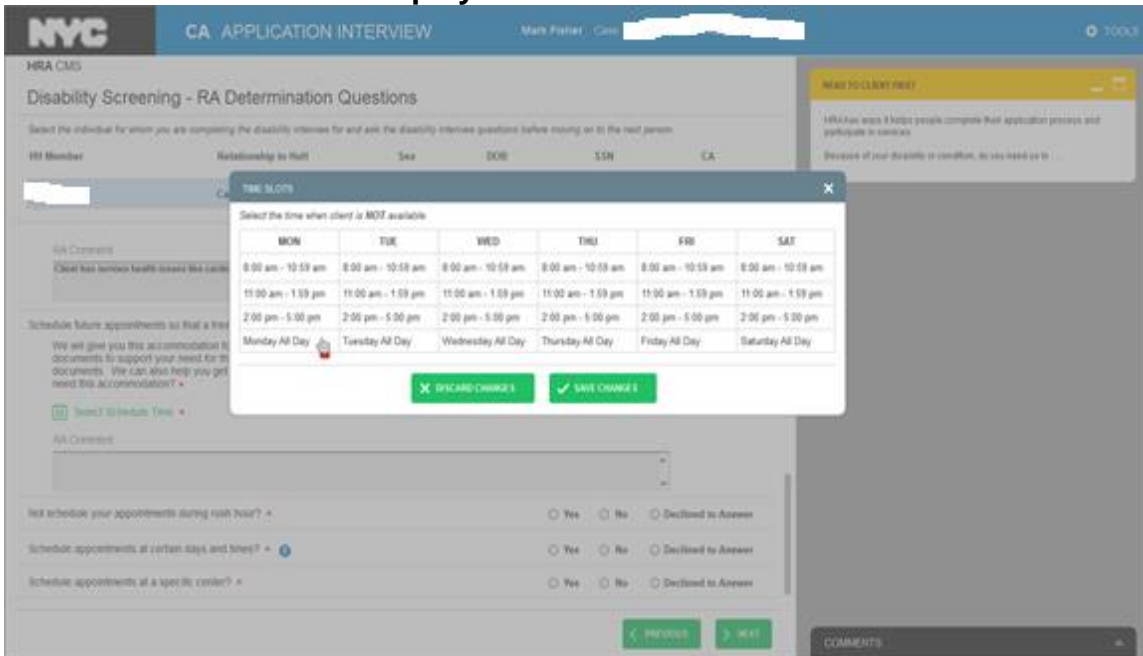
And request that are dealing with scheduling appointments will allow the worker to:

- **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**

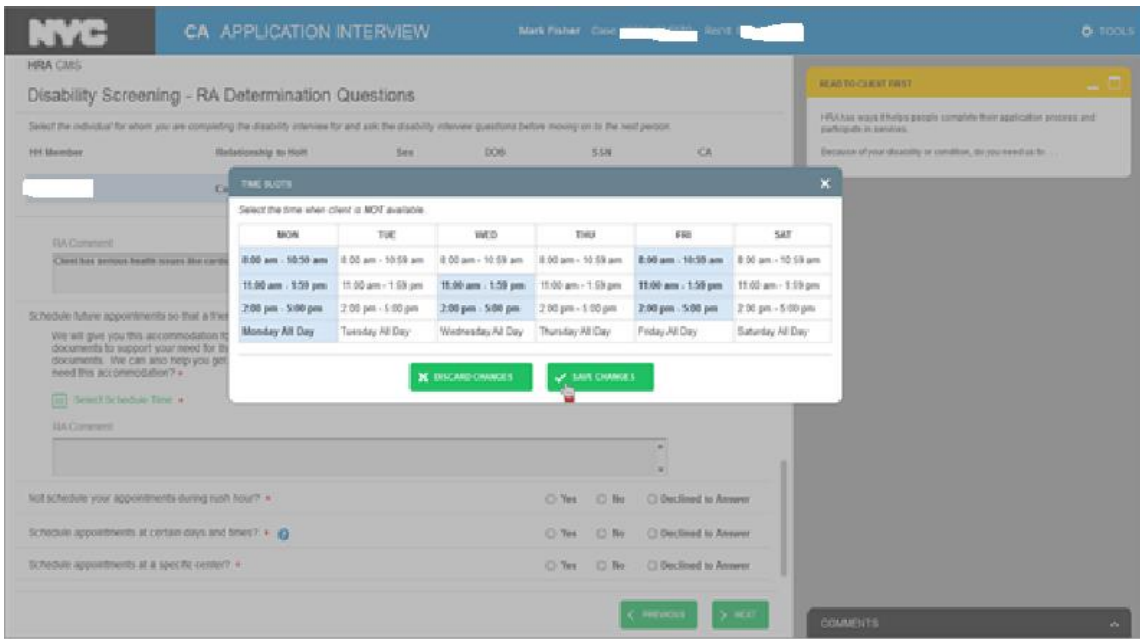
Screen 8.1. Select Schedule Time Icon



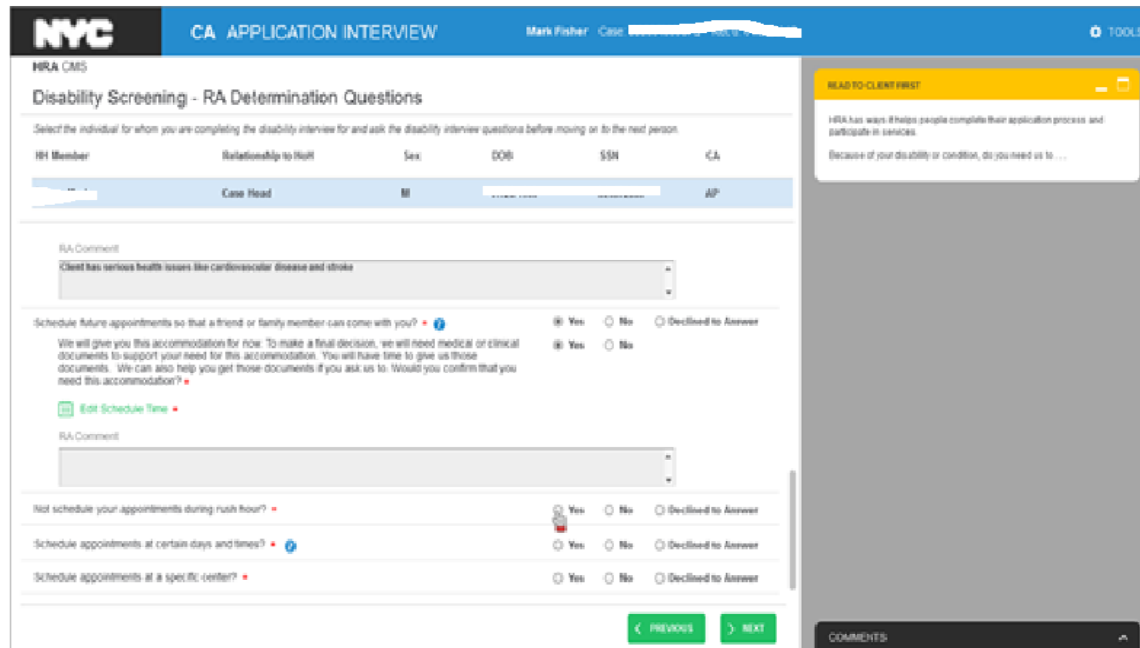
Screen 8.2. Time Slots Displayed



Screen 8.3. Time Slots Blocked (shaded in blue)



Screen 8.4. Edit Schedule Time



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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [redacted] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

Schedule future appointments so that a friend or family member can come with you? Yes No Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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? Yes No

[Edit Schedule Time](#)

RA Comment

Not schedule your appointments during rush hour? Yes No Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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? Yes No

Schedule appointments at certain days and times? Yes No Declined to Answer

Schedule appointments at a specific center? Yes No 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?

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

Not schedule your appointments during rush hour? Yes No Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?

RA Comment

Schedule appointments at certain days and times? Yes No Declined to Answer

Select Schedule Time

RA Comment

Schedule appointments at a specific center? Yes No Declined to Answer

PREVIOUS NEXT

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

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?

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

We will give you this accommodation for now. To make a final decision, we will 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?

RA Comment

Schedule appointments at certain days and times? Yes No Declined to Answer

Edit Schedule Time

RA Comment

RA comment for no appointments during certain days and times

Schedule appointments at a specific center? Yes No Declined to Answer

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?

PREVIOUS NEXT

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

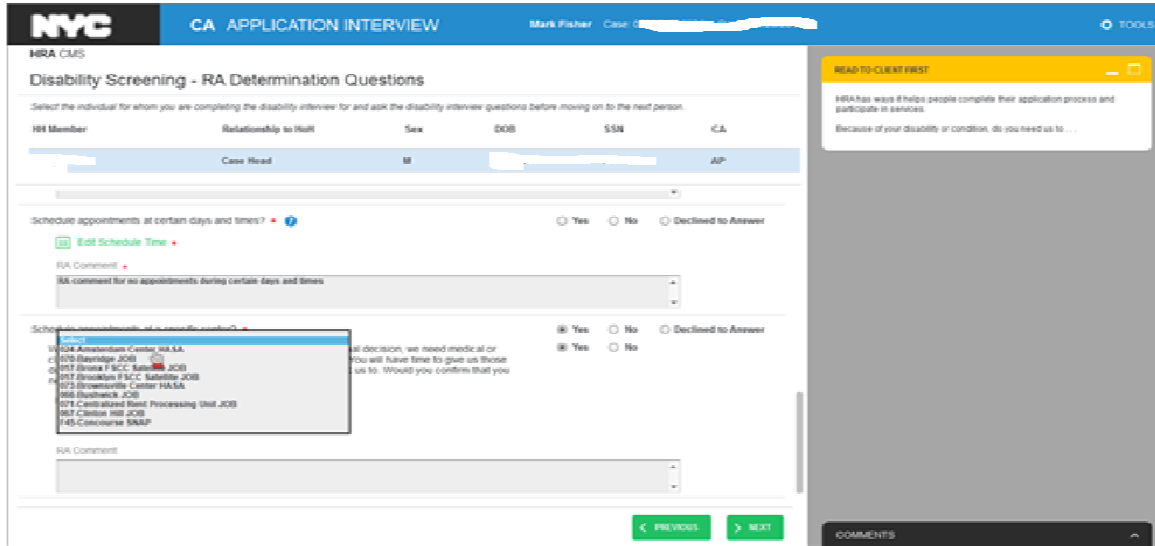
Because of your disability or condition, do you need us to ...

COMMENTS

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?

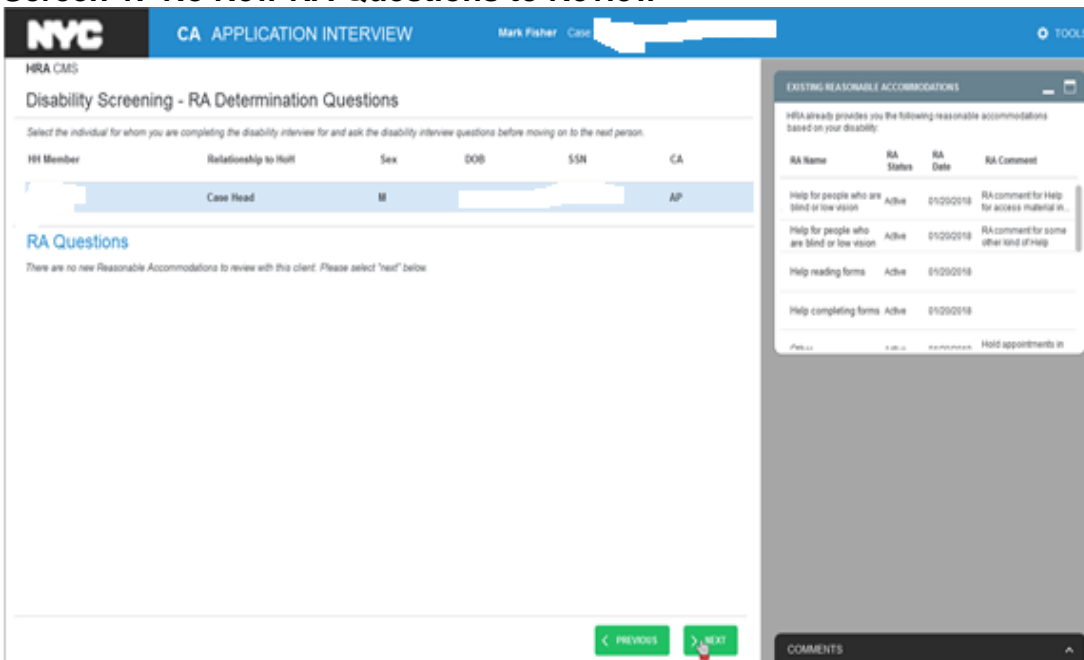
Screen 11.1. RA: HRA Center Selection



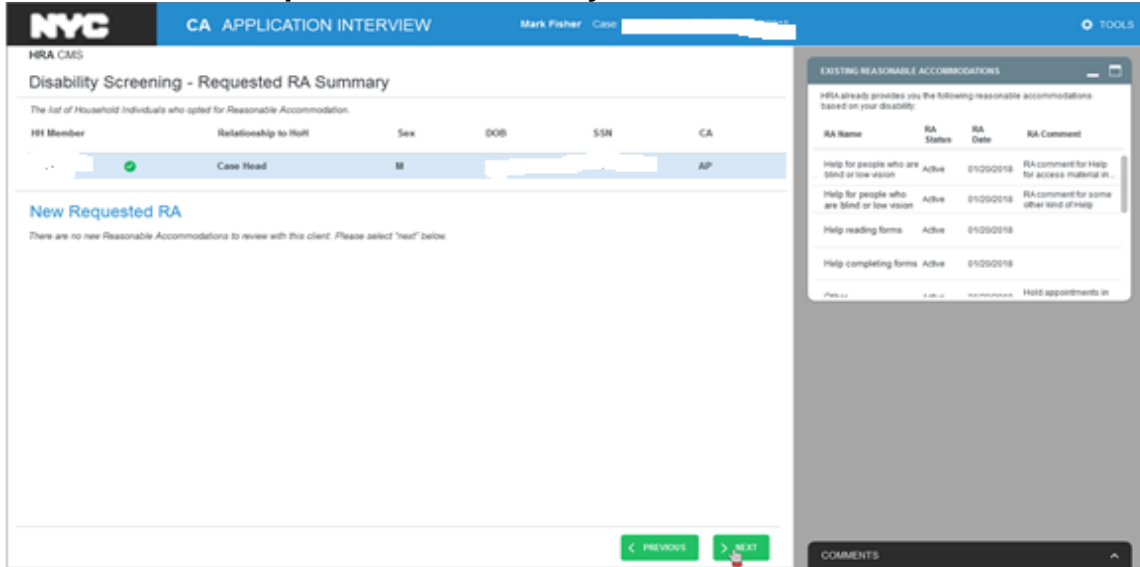
No New RAs Requests

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.

Screen 1. No New RA Questions to Review



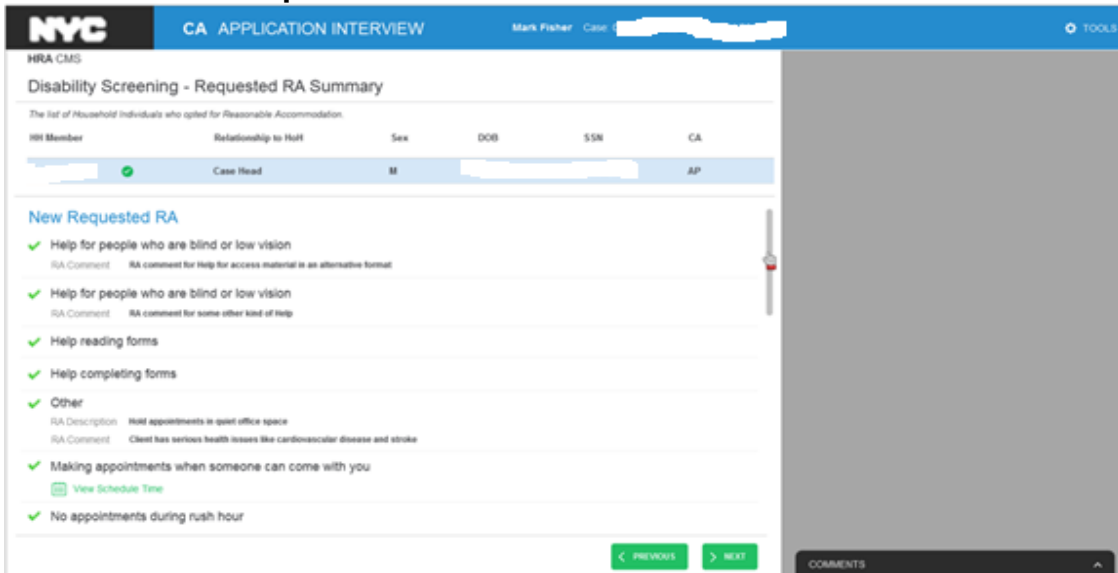
Screen 2: New Requested RA Summary



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)

The screenshot displays the 'Disability Screening - Requested RA Summary' page in the NYC HRA CMS. The page header includes 'NYC CA APPLICATION INTERVIEW' and 'Mark Fisher Case: [REDACTED]'. Below the header, there is a table of household members with columns for 'HRA Member', 'Relationship to HRA', 'Sex', 'DOB', 'SSN', and 'CA'. A table below lists various requested accommodations, each with a green checkmark indicating completion. The accommodations include: 'Help completing forms', 'Other' (with sub-points: 'Making appointments when someone can come with you', 'No appointments during rush hour', 'No appointments during certain days and times'), and 'Center transfer'. At the bottom, there are 'PREVIOUS' and 'NEXT' buttons, and a 'COMMENTS' section.

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.