POLICY BULLETIN #18-69-SYS

CA POS RELEASE NOTES VERSION 22.3

Date: October 29, 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 October 22, 2018. Descriptions of the changes can be found in CA POS Release Notes Version 22.3 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective Immediately* **Related Item:** CD #18-22 **Attachment:** **Attachment A** CA POS Release Notes Version 22.3

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

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These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 22.3 scheduled for Monday, October 22, 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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1. POS Reynolds Update (WMS)

To facilitate the 'HRA Paperless Medicaid Separate Determination into the existing Paperless Office System (POS) and the Eligibility Data and Image Transfer System (EDITS) environments' initiative, two new revisions to POS were developed to comply with the Reynolds decision. First, POS has removed the five day hold so a Medicaid Separate Determination (MSD) can be processed timely. Second, if POS determines they are active on another case for CA or Medicaid, the Worker must annotate their findings to document MSD.

2. POS Utility Guarantee Update

Since the implementation of the Notification to Utility Company (**M-858V**) form, POS has been sending multiple forms in one day for one issuance code for the same case number with the same Utility Company and including the same Utility Account Number. If the grant amount was larger than $999.99, the Worker would have to split the grant (for each amount on a different form).

POS fulfilled a request to calculate the utility payment into one lump sum for the grant and generate one form for the same issuance code to the same utility company. This update will make the **M-858V** process less complicated and much easier to process.

3. Utility Window Update

POS has been updated with validations to force the Worker to enter all required fields within the utility/heat process in the **Heat/Utility Response to Question** window:

HEAP Drill Down Window - From the **Heating Response to Question** window, when the Worker selected **Yes** for the question "Arrears/Pending Shut off/Less than 10 Days' Supply of Fuel", the Worker will be directed to **the 'Drill Down** window' below.

Revised Drill Down Emergency situation

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Revised CA Electricity and Gas **window** includes **Company Name, Company Address and the Utility Guarantee.**

Current Arrears/Clearance Info – Drill Down Window

From the **Arrears/Clearance Information** window when the Worker selects **Yes** for the question "Are there arrears?" they will be directed to the **Arrears/Clearance Information** window below.

- The Worker must fill in the requested information to process the utility request properly**.**

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4. Temporary SNAP Eligibility for Alien # A000000000

POS has been modified to accept a Selected group Of Non-Citizens. This is required for SNAP (Supplemental Nutritional Assistance Program) only applicants with the **temporary Alien Number A000000000** and **Alien Type G (**Persons paroled into the US for at least one year**)** or **B (**Certain battered aliens who are the immediate relatives [spouse or child] of a US citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent**)** or **K.** (Persons lawfully admitted for permanent residence). Per procedure, these individuals have a six months grace period to obtain and present proper immigration documentation for the next SNAP (Supplemental Nutrition Assistance Program0 Recertification. This rule applies for applicants that are 18 years old or older.

Alien FS Eligibility Summary (Supervisory Activity)

This is the **Summary** Window where the Supervisor will review the results of Eligibility Determination for these individuals.

In the below example applicants with Alien Num = **A00000000** and the Alien Citizenship Indicator **G**/**B**/**K,** and they are 18 yrs or older will always be eligible for SNAP. POS will display the correct result as shown below.

5. Fair Hearing Reason Code Update

The Cash Assistance (CA) and SNAP Fair Hearing Workers are now able to enter the Fair Hearing (FH) number on the **POS TAD** window. Previously, the FH number was associated with two opening codes **Y80** (Fair Hearing Compliance) and **Y81** (Case was closed or rejected up to one year ago and is being reopened due to a Fair Hearing decision). Now the FH number has been expanded to be used with any additional opening code.

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The Fair Hearing number is located under the **To Date** field of the **POS TAD** window.

If the format of the entered data is not valid, then POS will display the following message, "The FH number should be of 7 numeric followed by an alpha." The Fair Hearing number consists of seven numbers followed with a letter.

6. LDSS 4013 Updates

FIA (Family Independence Administration) General Counsel has requested POS to mail a budget letter (WINRO146/154/155) to the applicants/participants along with the manual notices for Action taken on their Assistance. The earned income reason codes are used when the budget determines that the excess income is sufficient for the household needs. The Current Excess income codes are: **E30** (Excess Income No TMA), **E31** (Increased Employment Earnings [TMA Eligible]), **E33** (Excess Income - Increased Earnings [TMA Guaranteed]), **E34 (**Excess Income - Receipt of SSI [HH=1]), **E35** (Excess Unearned Income [No TMA]), **E39, (Excess Income – COLA), E40** (Excess Income - Budgeting Error), and **F39** (Excess Income – COLA).
An Open TI call will be made when the supervisor prints or commits the form on cases that are closed due to the above excess income codes.

These codes will update the Action taken on your Application, Public Assistance, SNAP benefits, and Medical assistance **(LDSS 4013**) with additional information such as the date and time of appointment plus the location when possible.

- **W10** (Fail to Keep Investigatory Appointment)**, E18 (**Failed to Keep BEV Office Appointment)**, M98** (Duplicate Assistance, Non-AFIS, In NYS [Adequate])**, G10** (Failure to Recertify on [Date])**, G41** (Voluntary Quit or Reduced Earnings - Applicant [HH=1])**, F10** (Failed to Keep Appointment for Initial Eligibility Interview**), V21** (Failure to Provide Verification), **V20** Failure to Provide Verification)**, N10** (Failure to Keep Appointment [Adequate]).

In the event that the information cannot be found by POS, the Worker will receive the following message:

"The required case info is not found for the suffix reason code selected on the TAD window. Please change the reason code on the TAD window or enter the required info in the appropriate section."

In addition, **LDSS4013** will be sent **Print to Mail.**

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7. Office of Central Processing POS Update

POS has been implemented at the Office of Central Processing (OCP) . The Office of Central Processing will have the ability to process BRADH case. POS has added a BRADH application queue to receive these specific cases for processing.

8. Job Center Updates

On September 17, 2018 Brooklyn Family services Call center **# 17** moved to 404 Pine Street, Brooklyn , NY 11208.

On October 1, 2018. Dekalb Job center **#64** moved to 275 Bergen Street Brooklyn, NY 11217. Refer to CD #18-22 for details on the Brooklyn moves.

9. WMS (Welfare Management System) Release 2018.3

October 2018 SNAP Table Changes and THRIFTY Food Plan MRB

Effective October 1, 2018, SNAP Standard Deductions, Excess Shelter Maximum, 130%, 165% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP (New York State Nutrition Incentive Program), and Net Income Level has changed. The changed amounts will be used for budgets with Effective Dates of 10/A/2018 or later. Budgets with Effective Dates prior to 10/A/2018 will continue to use current amounts.

Monthly amounts for budgets with Effective Dates of 10/A/2018.

Standard Deduction

- Households of 1 through 3   – $164 (new)
- Households of 4   – $174 (new)
- Households of 5   – $204 (new)
- Households of 6 or greater   – $234 (new)

- Excess Shelter Maximum – $552 (new)

- Minimum SNAP allotment amounts for household size 1-2 – $15 (new)

130%, 165% 200% Gross Levels, Net Income Levels, Zero Benefit Levels, TFP Levels (new)

HH Size	Gross 130% Income Level	Gross 165% Income Level	Gross 200% Income Level	SNAP Net Income Level	SNAP Excess Income Level	SNAP Max. Allotment
01	$1,316	$1,670	$2,023	$1,012	NA	$192
02	1,784	2,264	2,743	1,372	NA	353
03	2,252	2,858	3,463	1,732	1,676.70	505
04	2,720	3,452	4,183	2,092	2,130.04	642
05	3,188	4,046	4,903	2,452	2,530.04	762
06	3,656	4,640	5,623	2,812	3,040.04	914
07	4,124	5,234	6,343	3,172	3,360.04	1,011
08	4,592	5,828	7,063	3,532	3,840.04	1,155

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Standard Utility Allowance (SUA)

The SNAP SUA amounts for New York City will change effective 10/A/2018:

- **Combined Heat/Utility/Phone SUA (Level 1) $800**
- **Combined Utility/Phone SUA (Level 2) $316**
- **Telephone SUA (Level 3) $30**

NYSNIP

- NYSNIP benefit levels will be provided later – TBD.

CNS
- CNS paragraphs will be updated separately.

Medicaid

- There are no MA implications with this mass update.

Adding CA Closing/sanctioning codes

Three new PA Closing/Sanctioning has been added to WMS and POS. The codes are:

- **N45-Voluntary Quit (HH=1)**
- **N46-Voluntary Quit (HH=1)**
- **N47- Voluntary Quit(HH=1)**

These codes will no longer have any specific sanction periods.

New SNAP Rejection/Closing Code J07

When the CA Worker is closing a case from SI (Single Issue)/AP (Application Pending)/AP to CL (Closed)/RJ (Rejected)/RJ, they must use the SNAP **J07** code to initiate the SNAP separate determination when the Worker determines that the case is ineligible for recurring CA assistance but is unable to determine if the case is eligible for SNAP benefits. If the budget determines they are ineligible for SNAP they should proceed to use another CA/SNAP rejection code to process the case.

Note: A "**1**" will automatically be placed in the **M3E** Indicator field to avoid a clock-down of the CA closing.

The SNAP Rejection Code **J07** should not be used in the following instances:

(1) If the CA Closing code is not a SNAP Separate Determination code the below error message will appear:

'**E2975 STATUS CODES INVILD FOR HYBRID R/C J07**

(2) If the prior PA opening code is not **Y37** (Case accepted for single issue payments that have been ordered by a Fair Hearing decision. MA will remain in NA or AP status. [Replaces 008.] This code is for Fair Hearing compliance) or **Y41** (Case accepted for immediate needs (pre-investigation). Case is applying for ongoing assistance. MA will remain in NA or AP status. [Replaces 033]), the below error message will appear:

'**E2975 STATUS CODES INVILD FOR HYBRID R/C J07**

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(3) If the case has individuals with State/Fed charge code 60 (Maintenance of Effort [MOE] Qualified Alien with less than 5 years in status [Can only be used if ACI Ind is **B**, **K**, **S**, or **G**]), **67** (State Charge/PRUCOL [Can only be used if ACI Ind is **O** or **T**]) or **68** (Qualified Alien [No children under 18 or pregnant women]. Can only be used if ACI Ind is **B**, **F**, **K**, **S**, or **G**) the below error message will appear:

'**E2977 FED-CHG 60,67,68 INVALID WITH R/C J07**'

Medical Benefit Information Response window

When the CA Worker checks **YES** to the following question from **Medical Information** window, **"**Has Any Health/Hospital Accident Insurance**."**

When Yes is selected the following **Response** window will be displayed for processing. If the applicant has their Health Insurance Claim Number (HICN) and /or Medicare Beneficiary Identifier (MBI) number, the Worker must answer the questions and fill-in the pertinent information.

HICN and MBI Numbers

If the MBI indicator is not correctly entered the following error message will be displayed:

MA Individual Code 99 Update

POS has been updated to reflect the Medicaid Code **99** has been updated for Medicaid. It is an individual closing code for Medicaid.

10. Document Viewer Update

The FIA has requested a modification to the pop-up window for document selection. This modification will force the Worker to reuse documents that are already in the viewer instead of requesting the same document over again. This will encourage the Worker to look for the document before requesting the applicant/participant to bring it back to the center.

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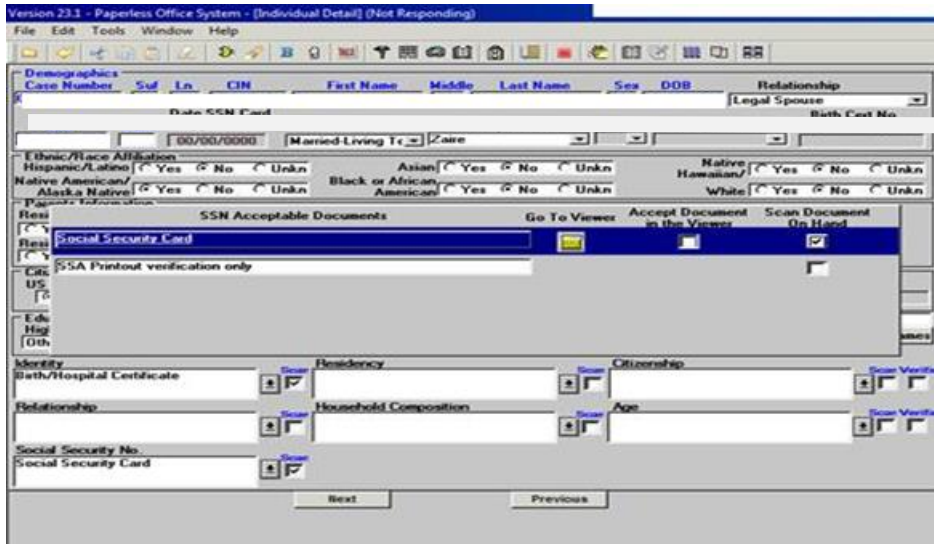
The updated window shown below will allow additional options to be selected by the Worker. The Worker is able to accept the document and/or scan the document.

Acceptable Documents	Go To Viewer	Accept Document in the Viewer?	Scan Document On Hand?
Birth/Hospital Certificate	🔍	☐	☐
Birth Certificate Bureau of Vital Statistics			☐
Marraige Certificate with DOB	🔍	☐	☐
Hospital Letter for Newborns			☐
Selective Service Registration Certificate			☐
EPFT-Photo ID with Signature			☐

11. POS E-Forms

The following forms have been revised and updated accordingly:

FLY-86	Help is in Your neighborhood
FIA 1124	Important Information About Your Case Notice of Missed Cash Assistance Appointment
FIA 1138	Do you have documents to submit? To the Human Resources Administration (HRA)?
FIA-1167	Cash assistance Recertification Form Available Online
W 274X	Getting a child care provider prior to your appointment
W908T	Notice of Recertification appointment
HRA 137O	Disability Screening-Clients response