



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY BULLETIN #19-07-SYS

### CA POS RELEASE NOTES VERSION 23.1

<b>Date:</b> February 15, 2019	<b>Subtopic(s):</b> POS
	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate into production on February 19, 2019. Descriptions of the changes can be found in CA POS Release Notes Version 23.1 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective Immediately</i></p> <p><b>Attachment:</b> <b>Attachment A</b>    CA POS Release Notes Version 23.1</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

# CA POS Release Notes

CA POS Version 23.1 February 19, 2019

These Release Notes contain descriptions of changes and fixes in the POS Release for February 19, 2019. 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 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

CA POS Version 23.1 February 19, 2019

## 1. Overview of Changes

The following changes and fixes were in this release for the WMS (Welfare Management System) 2019.1 release:

- Language Spoken Code at Individual Level.
- ABAWD (Able Bodied Adult Without Dependents)- Add Queens Community District 10 zip codes to ABAWD waiver list in POS (Paperless Office System).
- ABAWD – Fix for ABAWD indicator for SNAP (Supplemental Nutrition Assistance Program) Employment Code **35** (A person age 16 or 17 who is not the head of household OR 16 or 17 who is attending school or an employment training program on at least a half time basis – Exempt).
- Suppress Six Month Mailer for WeCARE (Wellness, Comprehensive Assessment, Rehabilitation, and Employment) SSI (Social Security Income) and Wellness Participants.

The following changes and fixes were added to this release for CA (Cash Assistance) cases:

- Streamlining Rent and Mortgage Arrears for Emergency Assistance Applicants.
- New Forms Document Request for Housing Related Special Grants (**FIA-1211**) and Documentation Guide for Housing Related Special Grant Requests (**FIA-1211a**) for Document Requests for Housing Related Special Grants).
- Residential, Mailing and Landlord Address Normalization.
- Update **W-145HH** (Emergency Request Notice).
- CA Fair Hearing Re-Opening Code **Y81** (Fair Hearing Compliance).
- SNAP Fair Hearing Reopening Code **Y80** (Fair Hearing Compliance).
- Edit for limit of 28 characters for check restriction name in Single Issuance Data Entry, Rent window and Budget.
- Self-service routing for applicants/participants with Notices of Intent (NOIs) and applicants/participants with conciliation and sanction appointments.
- CA in Community Pilot reporting for OTDA (Office of Temporary and Disability Assistance).
- Updates to HRA (Human Resources Administration) Express Queue Report.
- Update to Unindexed Document Alert.
- Fair Fares Document Folder for Indexing/Imaging/HRA One Viewer.

The following changes were made in POS in January 2019:

- Access HRA CA applications with non-citizens.
- Changes for the Shelter Code **40** (NYCHA/Section 8 Voucher - 30% Limit) edits.
- HRA Express Queue report.
- AT-HOME Project: Scheduling system for home visit needed / homebound appointments.
- Access HRA 5.

# CA POS Release Notes

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## 2. WMS Release 2019.1

POS was updated to match changes in WMS and to fix issues with WMS errors.

### Language Spoken (LS) Code at Individual Level

A new LS field was added at the individual level in POS and WMS. The new field is required in POS and WMS individuals age 16 or older for CA/SNAP and SNAP applications, recertifications and re-applications. The new field is optional for individuals younger than 16 years old.

The new field was added in the following POS windows:

- Adults in Household – in **Application Intake**, **Application Modification** and **Case Member Addition**.
- Children in Household – in **Application Intake**, **Application Modification** and **Case Member Addition**.
- Individual Details – in Interview and **Change Action** Activities.
- TAD (Turnaround Document) – in all processing activities.

The screenshot shows the 'Individual Detail' form in a web browser. The form is divided into several sections:

- Demographics:** Includes fields for Case Number, Suf, Ln, CIN, First Name, Middle, Last Name, Sex, DOB, Relationship (Casehead), SSN, Valid, Date SSN Card Applied For, Marital Status, Country of Birth, State, County Of Birth, and Birth Cert No (NYC Only).
- Ethnic/Race Affiliation:** Includes checkboxes for Hispanic/Latino, Asian, Black or African American, Native American/Alaska Native, Native Hawaiian, and White.
- Parents Information:** Includes checkboxes for 'Residing in the household?' and dropdowns for Mother's Name and Father's Name.
- Citizen/Non-Citizen Information:** Includes checkboxes for 'US Citizen / National' and 'Non-Citizen' type, and fields for Non-Citizen No., Date of Status, and Qualified Non-Citizen Type and Description.
- Education:** Includes fields for Highest Degree Obtained, Education Level, and Student ID.
- Individual Status:** Includes checkboxes for PA, MA, FS, AP, NA, and a checkbox for Food Meals.
- Identity:** Includes fields for Birth/Hospital Certificate, Residency, and Citizenship.
- Relationship:** Includes fields for Relationship, Household Composition, and Age.
- Social Security No.:** Includes a field for Social Security Card.
- Language Spoken:** A dropdown menu at the bottom right of the form.

The language spoken selected for the household during the application or recertification is used for new Access HRA submissions for applications and recertifications. The language spoken field is available for a new individual during the interview.

### ABAWD - Add Queens Community District 10 zip codes to ABAWD waiver list in POS

Zip codes in Queens Community District 10 were added to the ABAWD waiver area in POS in January 2019.

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## **ABAWD – Fix for ABAWD indicator for SNAP employment code 35**

A bug in the ABAWD indicator logic was fixed in January to return a correct result of **N** (Non-ABAWD) for all individuals with SNAP Employment Code **35**. Workers will no longer need to process error corrections for cases with this issue in the Paperless Alternate Module (PAM).

## **CA Periodic Mailer Update**

The six-month periodic mailer is now suppressed for WeCARE, SSI and Wellness participants. The mailers are suppressed for those participants who are unable to work and have completed an application for the appropriate Federal Disability Benefits (SSI or SSDI) and are awaiting a decision. It also includes those participants who are temporarily unable to work requiring a Wellness Plan due to an untreated or unstable medical or mental health decision.

## **3. Streamlining Rent and Mortgage Arrears for Emergency Assistance Applicants**

FIA (Family Independence Administration) Operations wants to decrease its referrals to the Homeless Diversion Unit (HDU) by having the Job Center staff make decisions for all One Shot Deal applications for rent arrears only if certain criteria are met. If the identified conditions are met, the case is not referred to HDU via POS, but instead the Job Center will make the determination and route it to RAU (Rental Assistance Unit) for final approval.

These changes apply to cases with the following case types:

- **EAF** – Emergency Assistance for Families
- **EAA** – Emergency Assistance for Adults
- **E-SNA** – Emergency Safety-Net Assistance

## **Rent/Mortgage Arrears Window Updates**

For emergency assistance cases, new questions and indicators were added to the **Rent and Mortgage Arrears** window to determine whether the case should be routed to HDU:

- **Rent Arrears indicators:**
  - Hold Over
  - Post Eviction
  - Marshal's Notice
- **Mortgage Arrears indicators:**
  - Foreclosure
  - Reverse Mortgage
  - Property Tax Arrears
  - Tax Liens
- **New question:**
  - Receiving rental subsidy (FHEPS (Family Homelessness And Eviction Prevention Supplement), CITY FHEPS, LINC (Living in Communities), SEPS (Special Exit Prevention Supplement), HOME, TBRA (Home Tenant Based Rental Assistance)?)
- **System look-ups:**
  - Failed Poverty Level
  - Rent arrears above \$7,200
  - Total arrears above six months of actual rent
  - No future ability to pay (rent is  $\geq$  65% of income and have 3rd party contribution)
  - Arrears received in past 24 months

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- **New Routing Decision Alert field:**
  - The Worker will click on this button to run the rules for routing indicators and system look-ups.

[SHELTER (HOUSING) EXPENSES] 9:01:01 AM Monday, January 28, 2019

File Edit Tools Window Help

	Yes	No
Do You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses?	<input type="radio"/>	<input type="radio"/>
Do You (Or Anyone Who Lives With You) Have A Heat Bill Separate From Your Rent Or Shelter Expense?	<input type="radio"/>	<input type="radio"/>
Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?	<input type="radio"/>	<input type="radio"/>
Do You (Or Anyone Who Lives With You) Pay For Air Conditioning In Your Electric Bill Separate From Your Rent Or Is There An Additional Charge In Your Rent For The Use Of Your Air Conditioner?	<input type="radio"/>	<input type="radio"/>
Do You (Or Anyone Who Lives With You) Have Other Utilities (Water, ETC.) Bill Separate From Your Rent Or Mortgage?	<input type="radio"/>	<input type="radio"/>
Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?	<input type="radio"/>	<input type="radio"/>
Does Any Person Living In The Household Who Is Not Applying, Pay Any Of Your Household Expenses?	<input type="radio"/>	<input type="radio"/>
<b>Are There Rent Mortgage or Tax Arrears?</b>	<input checked="" type="radio"/>	<input type="radio"/>
Do You (Or Anyone Who Lives With You) Have Utility/Telephone Installation Fees Separate From Your Rent Or Mortgage?	<input type="radio"/>	<input type="radio"/>
Did the household receive HEAP payments totaling greater than \$20 in the current month or in the immediately preceding 12 months?	<input type="radio"/>	<input type="radio"/>

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<input type="radio"/> Rent Arrears	Arrears Amount	Period From	Period To	Months of Arrears
	\$ .00	00/00/0000	00/00/0000	
Hold Over <input type="checkbox"/> Post Eviction <input type="checkbox"/> Marshal's Notice <input type="checkbox"/>				
<input type="radio"/> Mortgage Arrears	Arrears Amount	Period From	Period To	Months of Arrears
	\$ .00	00/00/0000	00/00/0000	
Foreclosure <input type="checkbox"/> Reverse Mortgage <input type="checkbox"/>				
Property Tax Arrears Amount	Property Tax Period From	Property Tax Period To	Property Tax Months of Arrears	
\$ .00	00/00/0000	00/00/0000		
Property Tax Arrears <input type="checkbox"/> Tax Liens <input type="checkbox"/>				
Receiving rental subsidy (FHEPS, CITY FHEPS, LINC, SEPS, HOME TBRA)? Yes <input type="radio"/> No <input type="radio"/>				
Routing Decision Alert				Routing Decision
<input type="text"/>				
<input type="checkbox"/> Amortization of mortgage on applicant/recipient-owned property	Amount	\$ .00		
<input type="checkbox"/> Carrying charges on applicant/recipient-owned property	Amount	\$ .00		
Document...	<input type="checkbox"/>	Comment...		
<input type="text"/>				
OK		Cancel		

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Case referred to HDU and RAU:

Indicators	Route to HDU	Route to RAU
<ul style="list-style-type: none"> <li>Agency level rent of six months or less</li> <li>No previous rent or mortgage arrears grant received in the past two years/24-months</li> <li>Documents will be returned to FIA</li> <li>No HDU indicators</li> </ul>	No	No – decision by FIA
<ul style="list-style-type: none"> <li>&lt; \$7,200 in total arrears</li> <li>&lt;= six months of arrears</li> <li>No previous rent or mortgage arrears grant received in the past two years/24-months</li> <li>Documents will be returned to FIA</li> <li>No HDU indicators</li> </ul>	No	Yes – referral from FIA to RAU
<ul style="list-style-type: none"> <li>Total arrears are more than six months actual rent</li> <li>Total arrears &gt; \$7,200</li> <li>Failed the poverty level eligibility test</li> <li>Previously received a rent arrears grant within 24 months (i.e. grant &lt; 24 months)</li> <li>Holdover, post-eviction or has Marshal's notice</li> <li>Foreclosure or reverse mortgage property tax arrears, tax liens</li> <li>No future ability to pay</li> <li>Not on the lease/not primary tenant</li> <li>Receiving rental subsidy</li> </ul>	Yes	Yes

For cases referred to HDU, the information captured in the rent arrears/mortgage arrears prefills the **Shelter Details** window in the **HDU Intake**.

For cases referred from FIA to RAU, the Worker must send the case to the Supervisor using the **Non-Food Emergency/Special Grant** Activity.

- The Supervisor submits the case to RAU from the **Approval Elements** window.

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## 4. New Forms for Document Requests for Housing Related Special Grants

The HDU Documentation Request Form (**W-113A**) was replaced with two new forms:

- Document Request for Housing Related Special Grants (**FIA-1211a**)
- Documentation Guide for Housing Related Special Grant Requests (**FIA-1211**)

The **FIA-1211a Data Entry** window is available in the following windows:

- **Form Data Entry** for CMU staff
- **HDU Information** for HDU staff

The **FIA-1211a** and **FIA-1211** forms are printed in the **Print Forms** window.

	Yes	No
Family Care Assessment (Form W-582A)	<input type="radio"/>	<input type="radio"/>
Request for Contact on a SNAP Application(Form DSS4753)	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from Agencies Outside New York City (Form W680)	<input type="radio"/>	<input type="radio"/>
Documentation Requirements (Form W-113K)	<input type="radio"/>	<input type="radio"/>
School Verification Letter (Form W-700E)	<input type="radio"/>	<input type="radio"/>
RAU Case Documentation Transmittal(Form W153P)	<input type="radio"/>	<input type="radio"/>
Declaration of Application for a Social Security Number (Form EXP-83H)	<input type="radio"/>	<input type="radio"/>
Notice of SNAP Recertification Appointment (Form W-129RR)	<input type="radio"/>	<input type="radio"/>
FIA School/Training Enrollment Letter (Form W-700D)	<input type="radio"/>	<input type="radio"/>
SNAP History Sheet for Center F61 (Form W-25M)	<input type="radio"/>	<input type="radio"/>
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from New York City Department of Health (Form W701)	<input type="radio"/>	<input type="radio"/>
<b>Document Request Deferral (Form FIA-1211A)</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Medicaid Choice/Managed Care Referral (Form M-42v)	<input type="radio"/>	<input type="radio"/>

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[HDU Information] 11:18:39 AM Tuesday, January 29, 2019

File Edit Tools Window Help

Instructions: Use the window below to record grant requests. To record a request, click "Yes" for the appropriate row in the window. A Response to Question window will appear to allow you to record the details of the request. Once all requests are recorded, click the Next button to continue.

	Yes	No
Is Employed?	<input type="radio"/>	<input checked="" type="radio"/>
Is Self-Employed?	<input type="radio"/>	<input checked="" type="radio"/>
Do You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses?	<input checked="" type="radio"/>	<input type="radio"/>
Are There Rent Or Mortgage/Tax Arrears?	<input checked="" type="radio"/>	<input type="radio"/>
Mortgage/Property Tax Arrears?	<input type="radio"/>	<input type="radio"/>
HDU Shelter Arrears Detail	<input checked="" type="radio"/>	<input type="radio"/>
Household Resources, Expenses and Other Potential Savings	<input type="radio"/>	<input type="radio"/>
HDU Decision/Plan of Action	<input type="radio"/>	<input type="radio"/>
Document Request Deferral	<input checked="" type="radio"/>	<input type="radio"/>

Spanish Next Previous

Instructions: This Documentation Deferral window lists the names of all active adult household members over 18 years of age. If there is someone residing in your household over 18 that does not appear on this list, select 'Other Person Not Listed', then enter the name in the 'Other Name' field. Once you have selected from the 'who' list box, you should select all of the documents needed for the name you selected only. If you have more than one selection for a request type, you can make multiple selections per each request type group. Hold the 'Ctrl' button down on your keyboard and left click with your mouse). If you need to make additional request for the next household member. Please use the 'scroll bar' to view the next available row so that you can fill their request information separately.

Deferral Due Date / /  Must See Your Worker

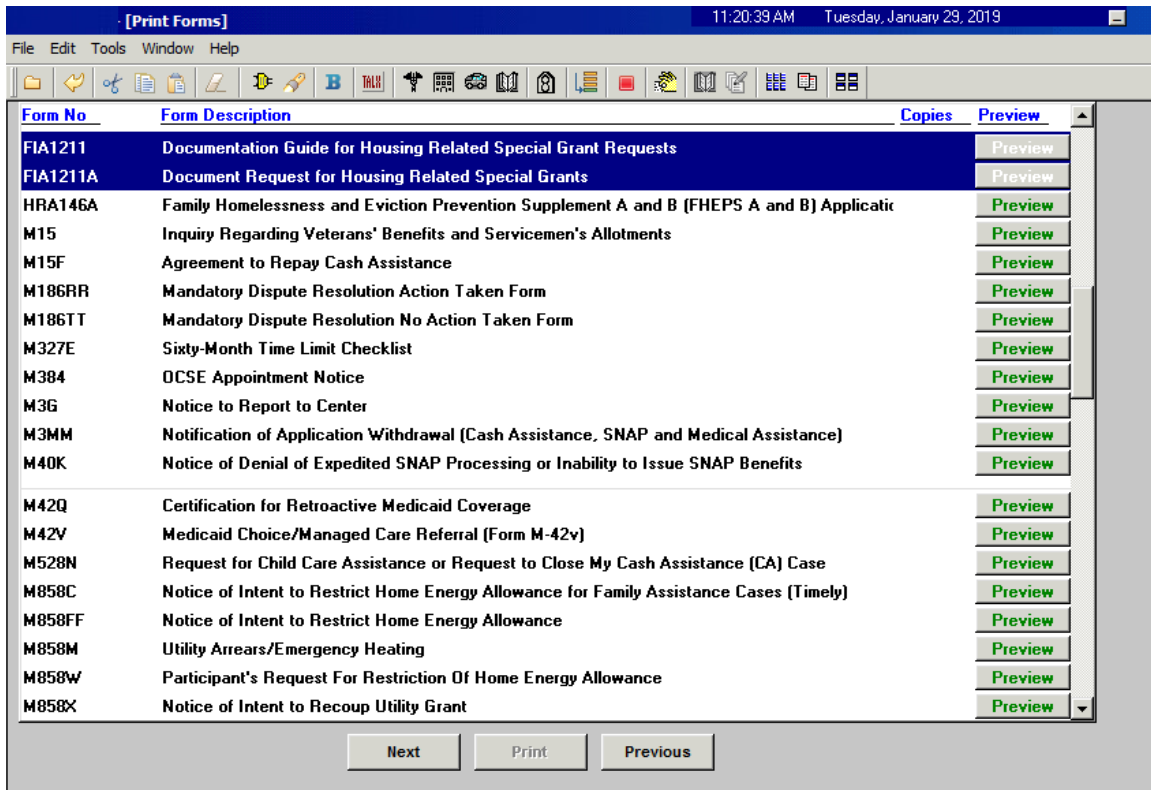
Who **One Person** Other Name

<input checked="" type="checkbox"/>	Request Type	<input checked="" type="checkbox"/>	Select Documentation For				
<input type="checkbox"/>	Mortgage Payments/Arrears	<input type="checkbox"/>	Amount Owed	<input type="checkbox"/>	Your Housing Cost	<input type="checkbox"/>	Risk of Eviction or Foreclosure
<input type="checkbox"/>	Property Tax Payments/Arrears	<input type="checkbox"/>	Legal Occupancy In the Future	<input type="checkbox"/>	Future Ability to Pay	<input type="checkbox"/>	Unforeseen or Special Circumstances
<input type="checkbox"/>	Rent Supplement/Arrears	<input type="checkbox"/>	Contributions to Help Pay Arrears				

OK Cancel Scroll Between Rows

# CA POS Release Notes

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## 5. Address Normalization: Residential, Mailing and Landlord Addresses

The address sections for residential address, mailing address, landlord or management company addresses and rent restriction in POS were updated to use an address normalization service that allows the user to see and choose the corrected address in real time. This service does not run for Post Office (PO) boxes.

Address normalization runs in the following windows:

- Address Information
- Rent expense window
- Housing-related benefits window

# CA POS Release Notes

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**Address Information** 11:46:27 AM Monday, January 28, 2019

File Edit Tools Window Help

**Present Address**

St No/Dir/Name: 45 [None] Dahill Type Rd Apt # City Brooklyn

State: NY Zip Code: 112150000

Primary Phone: 564-456-8645 Ext: Cell Alternate Phone: Ext:

Number for Text Messaging: - -

Would the client like to receive TEXT MESSAGES, at the number for text messaging provided above? Text message and data rates may apply.  Yes  No

**Mailing Address**

Care of Name: Type Apt # City

St No/Dir/Name: [None] State: Zip Code:

Delete Mailing Address  Yes  No

**Shelter Information**

Shelter Type Shelter Code Actual amount charged for Rent/Mortgage Frequency Verified

Apt pvt house... 01 \$500.00 M  Yes  No

Lives with friends or relatives

Housing Advantage Indicator(HAI) Rent Charged To Secondary Tenant Frequency

.00

**Landlord Information**

Landlord Type SSN/Tax Number

Landlord Name Phone

House/PO Box Number Apt/Suite Number

Street Dir Street Name Street Type

City State Zip

New York

**Restriction Information**

Has The Household Requested A Rent Restriction Exemption?  Yes  No

Rent Restriction Type Direct Involuntary (PA level)

PA Shelter Amount 215.00

Is the restriction information the Same As The Landlord Information?  Yes  No

Name

House Number or PO Apt/Suite

Box

Street Dir Street Name Street Type

City State Zip

New York

Routing Number

Document... Scan Comment...

OK Cancel

This window allows you to record requests for rent in advance to secure an apartment, security deposit, storage fees, broker's fee or voucher and furniture allowance.

**New Address:** Street Number/dir/Name/Type/apt City/State/Zip

**Landlord Name:** Street Number Dir/Name/Type City/State/Zip

**Landlord Address:** Street Number Dir/Name/Type City/State/Zip

Moving Allowance  Yes...  No

Security Deposit  Yes...  No

Broker's Fee/ voucher  Yes...  No

Furniture  Yes...  No

OK Cancel

The Worker can see the address entered in POS, the address returned by the USPS (United States Postal Service) address normalization service and any messages.

- The Worker selects whether to use the address found by the USPS service. If the address from the USPS service is used, the POS window is updated with the normalized address.

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Address Normalization

Address entered in POS:

House No  Street  Apt/Suite

City  State  Zip Code

---

Address found by United States Postal Service (for speedier and more accurate mail delivery):

House No  Street  Apt/Suite

City  State  Zip Code

Would you like to use the address found by United States Postal Service?  Yes  No

Message:

## 6. Update Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) (W-145HH) Emergency Request Notice

There are several updates for the **W-145HH** notice in this release.

### Availability in Worker activity

The Worker is now able to generate the **W-145HH** notice to address same-day emergencies.

### New checkbox when there is no same-day emergency

A new checkbox was added to the **W-145HH Data Entry** window:

- No same day emergency, continue to process by due date.

When this checkbox is selected, the following text appears on the form:

- Since this is not a need of yours that must be met today, we will continue to consider your application. We may ask for more information or documents. You will get a new notice telling you our final determination on your request.

When the new “No same day emergency, continue to process by due date” checkbox is selected, the following fields are available in the **Data Entry** window:

- Requested Date
- Request of Immediate Need

All other fields will be disabled.

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[Notice Data-Entry] 9:32:21 AM Monday, January 28, 2019

File Edit Tools Window Help

Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (Applicants Only)

Who: [Dropdown]

Request Date: 01/28/2019

Request of Immediate Need: Code [Dropdown]

Decision:  No same day emergency, continue to process by due date

Approved

No same day emergency, continue to process by due date

Amount: [Text] From: 00/00/0000 To: 00/00/0000

A Goodwill Voucher has been provided in the amount of [Text]

OK Cancel Scroll Between Rows

## Suppression of Action Taken on Your Application: Part A Public Assistance, Supplemental Nutrition Assistance Program (LDSS-4013A-NYC) and Action Taken on Your Application: Part B Public Assistance, Supplemental Nutrition Assistance Program (LDSS-4013B-NYC) for Emergency Assistance cases

The LDSS-4013A-NYC and LDSS-4013B-NYC CA application decision forms are now suppressed for the Emergency Assistance cases. The W-145HH is used as the decision notice for these cases.

## 7. Allow Fair Hearing Opening Codes for Re-Openings

POS and WMS were updated to allow CA Fair Hearing Re-Opening Code **Y81** (Fair Hearing Compliance) to reopen the CA case from closed (CL) to active (AC) status:

- The Worker must enter the Fair Hearing number on the TAD.
- POS sends authorization number **20170216** when this reopening code is used.

POS and WMS were updated to allow SNAP Fair Hearing Re-Opening Code **Y80** (Fair Hearing Compliance) to reopen the SNAP case from closed (CL) to active (AC) status:

- The Worker must enter the Fair Hearing number on the TAD.
- POS will send authorization number **20160381** when this reopening code is used.

## 8. Edit for limit of 28 characters for check restriction name in Single Issuance Data Entry, Rent Window and Budget

Edits were added in POS to remind Workers about the limit of 28 characters for the vendor restriction name in the **Single Issuance Data Entry** window (LDSS-3575 form), the **POS Rent** window and the **POS Budget** for Cash Assistance cases.

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## 9. Self-service routing for participants with Notices of Intent (NOIs) and participants with conciliation and sanction appointments

Participants with a Notice of Intent to close (NOI) with their case in clock-down status are now routed to the **Fair Hearing and Conference (FH&C) Queue** directly. Previously, these participants were directed to the CSIC (Customer Service and Information Center) general queue and then to the FH&C Queue which delayed the process. Participants are able to see their appointments in Access HRA.

Additional types of NYCWAY (New York City Work Accountability and You) Infraction codes, conciliation codes and pre-conciliation codes were added to the **Self-Service Routing** kiosks. Cases with these codes are now routed to the appropriate queues directly – FH&C, CA Conciliation or CA Pre- Conciliation Outreach queues. Participants are able to see their appointments in Access HRA.

## 10. CA in Community Pilot reporting for OTDA

ITS (Information Technology Services) completed specialized data runs for FIA and Office of Planning and Performance Management (OPPM) on the progress of the Access HRA pilot for CA applications through Community-Based Organizations (CBOs). These data runs allow completion of required reporting to the NYS Office of Temporary and Disability Assistance (OTDA).

## 11. HRA Express Queue Report

Participants with an active CA, MA (Medical Assistance) or SNAP case can use the HRA Express Service Site for various services, i.e., a new POS Management Console report of case actions that are originated at HRA Express that tracks the initiation of an activity and completion at another Job center, SNAP Center or Medicaid Office. The report is available in the Citywide Reporting portal in the POS Management Console.

The HRA Express Queue report was limited in February 2019 to the following activities:

- SNAP Change Case Data
- CA Change Case Data
- Non-Food Emergency/Special Grant

The report data included the following data in the initial rollout:

- Case number
- Suffix
- Report date
- Activity sequence number
- Activity
- Case name
- Responsible center
- HRA express center
- Activity start date
- WMS PA/MA/FS case statuses
- Disposition (completed, in progress, overdue, outstanding/not started)
- Process date
- Approval date

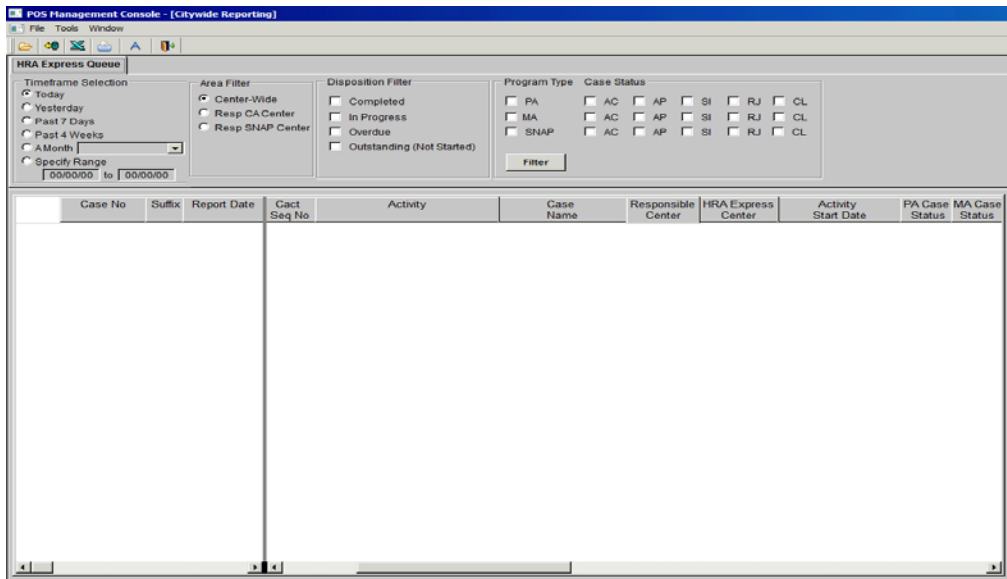
# CA POS Release Notes

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- Transmission date
- CA issuance code and amount
- SNAP issuance code and amount

The following activity removal data was added to the report in February 2019:

- Removed Column
- Removed Disposition
- Who Removed the Activity
- Reason for Removal of Activity



Case No	Suffix	Report Date	Cact Seq No	Activity	Case Name	Responsible Center	HRA Express Center	Activity Start Date	PA Case Status	MA Case Status
1	1	12/26/2018	710	Document Intake		F28	050	12/26/2018 11:52:49 am	NA	NA
2	1	12/26/2018	713	Document Intake		F28	050	12/26/2018 03:39:34 pm	NA	NA
3	1	12/26/2018	93	Make Case Comment		F28	050	12/26/2018 02:04:18 pm	NA	NA
4	1	12/26/2018	676	Stop Adverse Action		F28	050	12/26/2018 10:51:45 am	NA	NA
5	1	12/26/2018	92	Document Intake		F28	050	12/26/2018 11:47:28 am	NA	NA
6	1	12/26/2018	404	Document Intake		F28	050	12/26/2018 02:14:15 pm	NA	NA
7	1	12/26/2018	315	Document Intake		F28	050	12/26/2018 02:26:59 pm	NA	NA
8	1	12/26/2018	135	Document Intake		F26	050	12/26/2018 11:20:11 am	NA	NA
9	1	12/26/2018	39	Document Intake		F28	050	12/26/2018 01:42:51 pm	NA	NA
10	1	12/26/2018	31	Make Case Comment		F28	050	12/26/2018 05:03:31 pm	NA	NA
11	1	12/26/2018	9	Approve SNAP Change Case Data		F28	050	12/26/2018 09:08:49 am	NA	NA
12	1	12/26/2018	24	Make Case Comment		F28	050	12/26/2018 02:57:33 pm	NA	NA
13	1	12/26/2018	11	Document Intake		064	050	12/26/2018 09:48:06 am	AP	AP

## 12. Update to Unindexed Document Alert

The alert for unindexed documents was added to the **Print Forms** window for the CA application, recertification and change actions:

- Newly submitted documents exist for this case, therefore please open the universal indexing tool to view and index. If the submitted documents satisfy an eligibility factor, change the documentation selection in the appropriate window once documents have been verified, indexed and committed.

# CA POS Release Notes

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## 13. Fair Fares Document Folder for Indexing/Imaging/HRA One Viewer

A new document folder named **Fair Fares** is available for indexing of documents. The new Fair Fares folder can be selected in the HRA One Viewer to view Fair Fares documents.



The screenshot shows a search interface titled "Index to Document Type and Household Member". It includes a "Search By" section with a "Document Category" dropdown menu set to "Fair Fares". Below this is a "Document Description" dropdown menu set to "FF-3g Fair Fares NYC Report for Damaged, Lost, or Stolen Equipment". At the bottom, a table header is visible with columns: CIN, Name, Sex, SSN, DOB, and Relation.

## 14. CA Online Applications with Non-citizens

CA applications with non-citizens are interviewed and processed by Job Opportunity Specialists specially trained in the non-citizen determination process. CA online application cases that are successfully registered are loaded into new **CA E-App Non-Citizen** queues.

- The FIA Supervisors assign the applications for the CA application interview to the specially trained Workers.

Each job center that receives online applications has a new queue with the following structure effective January 18, 2019: **CA E-APP Non-Citizen**.

### New queues

The following queues were added:

- CA E-APP Non-Citizen 013
- CA E-APP Non-Citizen 017
- CA E-APP Non-Citizen 018
- CA E-APP Non-Citizen 023
- CA E-APP Non-Citizen 035
- CA E-APP Non-Citizen 038
- CA E-APP Non-Citizen 039
- CA E-APP Non-Citizen 040



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- CA E-APP Non-Citizen 044
- CA E-APP Non-Citizen 045
- CA E-APP Non-Citizen 046
- CA E-APP Non-Citizen 047
- CA E-APP Non-Citizen 053
- CA E-APP Non-Citizen 054
- CA E-APP Non-Citizen 063
- CA E-APP Non-Citizen 064
- CA E-APP Non-Citizen 066
- CA E-APP Non-Citizen 067
- CA E-APP Non-Citizen 070
- CA E-APP Non-Citizen 079
- CA E-APP Non-Citizen 099

## 15. Shelter Code 40 Edits

Approval by an AJOS II or above is required to change the Shelter Code **40** (NYCHA/Section 8 Voucher - 30% Limit).

- When the shelter code must be changed from **40** to another value, FIA Workers access the **Print Forms** window and click the **Next** button to submit the request for approval. The AJOS II or above must approve the change in shelter type in the Approve CA Shelter Type activity.

The edits for this type of change were updated in December 2018 to allow the Supervisor to refer the case back to the Worker after an approval or disapproval, to disable the **Complete Activity** button and to add new messages.

The Special Project Center (**FSP/080**) Deputy Director and Director were provided access for this activity with this update.

The following edits were added for the Supervisors using this activity:

- No approval or disapproval of the change: You must either approve or disapprove changes for shelter code.
- If no verification was selected when approving: You must indicate that verification was provided when you are approving shelter code change.
- Detailed comment missing: You must enter a comment when selecting "Verification Provided"

## 16. At-Home Project for Home Visit Needed/Homebound Scheduling

A new scheduling system named At-Home was developed for Infoline and **FIA HVN Center 90** staff. Infoline and FIA can schedule, reschedule and cancel home visit appointments, and provide confirmation numbers.

The HVN (Home Visit Needed) CA recertifications are loaded to the new system and the interviews are scheduled in At-Home. Once a date and time is scheduled, the scheduling activity is loaded to POS. The W-908T Notice of Recertification Appointment (**W-908T**) recertification appointment notices are mailed after the Schedule CA Recertification Appointment activity is completed in POS. The scheduling activity is automatically updated the scheduled date and time captured in At-Home.

# CA POS Release Notes

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**NYC**  
Human Resources  
Administration  
Department of  
Social Services

## Welcome to POS (Paperless Office System)

Good Afternoon ! Today is Friday, December 21, 2018 4:35 PM [HRA Home Page](#)

- Streamline POS
- NCA SNAP Application Log
- NCA SNAP Recertification Log
- Centralized Image Indexing
- NCA SNAP Deferral Log
- NCA SNAP Calendar
- SNAP Fair Hearing Compliance Calendar
- AT - HOME
- Rental Assistance Database (RAD)

- POS (Paperless Office System)
- PAM (Paperless Alternate Module)

- POS Management Console
- POS Release Notes
- Child Care System (ACCIS)
- Public Transportation Automated Reimbursement (PTAR)
- HRA One Viewer
- Front Door Reception (FRED)
- FIA IVRS Telephone Recert Reporting System (IVRS)
- SNAP Employment

**NYC ITS** AT - HOME Syed Saeed

[Client Search](#) [Recertification Cases](#) [Unassigned Cases](#) [Assigned Cases](#) [Dashboard](#)

### Client Search

Search Criteria

**Mandatory Search Criteria. At least one input is required.**

SSN	Case Number	Optional Search Criteria	
<input type="text"/>	<input type="text"/>	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
CIW	Confirmation Number	Date of Birth	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

[CLEAR CRITERIA](#) [SEARCH](#)

Search Results

No information reported.

Create New Client Information

Client information do not exists. Get started by pressing the button to the right [NEW CLIENT](#)

# CA POS Release Notes

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Confirmation Number	Name	SSN	Case Number	Request Type	Emergency	Home Visit Appointment Date&Time	Borough	Home Visit Address	Interview Outcome
HW1811				CA Application	Y	PM TO 03	Manhattan		Home Visit Completed
HW1811				02	Y	AM TO 01	Manhattan		ENTER HOMEVIST OUTCOME HERE
HW1811				CA Application	Y	AM TO 01	Manhattan		ENTER HOMEVIST OUTCOME HERE
HW1811				CA Recertification	Y	AM TO 01	Manhattan		ENTER HOMEVIST OUTCOME HERE
HW1811				Rent or Utility Issue	Y	AM TO 01	Manhattan		ENTER HOMEVIST OUTCOME HERE

## 17. Access HRA (AHRA) Updates

There were two releases for Access HRA in January 2019 with the following updates:

- Re-design AHRA: mobile-responsive on smart phones and tablets
- Language selection to assist applicants/participants
- Google maps integration for appointments and HRA locations

## 18. Form Updates

The following forms were updated:

- **W-137A** Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case (For Participants Only)
- **W-137B** Action Taken on Your Request for Emergency Assistance, Additional Allowances or to Add a Person to the Cash Assistance Case (For Participants Only)
- **W-908CC** Notice of Rescheduled Appointment for Recertification Interview
- **W-700E** Release of School Attendance Information
- **W-147KK** Emergency Assistance to Needy Families EAF Agreement to Repay Excess Shelter Arrears
- **M-384** Office of Child Support Enforcement (OCSE) Appointment Notice
- **M-186RR** Mandatory Dispute Resolution Action Taken Form
- **M-186TT** Mandatory Dispute Resolution No Action Taken Form
- **W-186C** Fair Hearing Compliance Statement
- **W-186D** Fair Hearing Compliance Request
- **FIA-1211a** Document Request for Housing Related Special Grants
- **FIA-1211** Documentation Guide for Housing Related Special Grant Requests
- **HRA-146A** Family Homelessness & Eviction Prevention Supplement A and B (FHEPS A and B) Application

# CA POS Release Notes

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- **HRA-146B** Family Homelessness and Eviction Prevention Supplement A (FHEPS A) Approval Notice
- **HRA-146C** Family Homelessness and Eviction Prevention Supplement B (FHEPS B) Approval Notice
- **HRA-146D** Family Homelessness and Eviction Prevention Supplement A (FHEPS A) Denial Notice
- **HRA-146E** Family Homelessness and Eviction Prevention Supplement B (FHEPS B) Denial Notice
- **M-858V** Notification to Utility Company
- **W-145HH** Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)
- **FHA-1** Fair Hearing Resolution Notice

## Form Updates – M-858V

Two new validations were added in the data entry window for the **M-858V**:

- **Account Number cannot be changed in this window.** Please return to the **Shelter** window and enter the account number for the utility company.
- **Account Number is empty.** Please click the **Cancel** button, return to the **Shelter** window and enter the account number for the utility company.

The utility address was updated to retrieve values from the **Utility Data Entry** window when **Other Company** is selected.

## Form Updates – LDSS-3152-NYC

A new edit was added to the **Print Forms** window to prevent printing of the Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (NYC) (LDSS-3152-NYC) form when the SNAP case status is applying (AP) in POS.

## Form Updates – FHA-1

The available space for the **Other** text box on the FHA-1 was extended to 250 characters and the form was updated to capture the Worker's name.