



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY BULLETIN #19-31-SYS

### CA POS RELEASE NOTES VERSION 23.2

<b>Date:</b> May 31, 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 June 17, 2019. Descriptions of the changes can be found in CA POS Release Notes Version 23.2 (<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 June 17, 2019</i></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>     CA POS Release Notes Version 23.2</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 23.2 June 17, 2019

These Release Notes contain descriptions of changes and fixes in the POS Release for June, 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

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## 1. Overview of Changes

The following changes and fixes are in this release to reflect the changes in the WMS 2019.2 release:

- New TAD (Turnaround Document) status reason codes were added for SNAP (Supplemental Nutrition Assistance Program) rejections, closings and sanctions.
- Four SNAP employability codes were removed and two SNAP employability codes were revised.
- The homeless shelter deduction was increased.

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

- SI (Single Issue) Grant Brown Reporting.
- Sanction/post-sanction changes for CA and SNAP.
- Loading **Change Case Data** activities when documents are submitted and no interview or processing is pending.
- FHEPS (Family Homelessness and Eviction Prevention Supplement) functionality at Pilot Job Centers.
- Changes to OCSS (Office of Child Support Services) forms for child support arrears match.
- Verification of of Secondary Tenant's Residence and House Costs (**W-147Q**) changes.
- Updated DFRP (Division of Financial Review and Processing) forms.

The following changes were made in POS (Paperless Office System) in April 2019:

- OCP (Office of Central Processing) access to Application Modification in POS.
- Add access to all SNAP separate centers for Brooklyn Job Centers.
- Update to BEV (Bureau of Eligibility Verification) Referral Timeframe.
- Weekend report of Application and Recertification transmissions and TADs.
- Updates to forms for NYC Local 30 compliance.
- Excel export functionality in POS Audit Tool in Management Console.
- Updating the Mail-in Recertification/Eligibility Questionnaire (**M-327h**) form and ICPWEB.
- One-time run of pending utility requests.

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## 2. WMS Release 2019.2

POS was updated to match changes in WMS (Welfare Management System) and to fix issues with WMS errors.

### Update to Homeless Shelter Deduction

The Homeless Shelter Deduction was updated from \$143 to \$147.55 in the WMS budget calculations; the SNAP expedited processing determination, and the SNAP benefit eligibility determination.

### New TAD SNAP status reason codes

New TAD status reason codes were added for SNAP:

- **I92** (No Eligible Individual for SNAP)

New TAD individual status reason codes were added for SNAP:

- **M73** (Continue Employment Requirement Sanction, HH Size=1)
- **M74** (Continue Employment Requirement Sanction, HH Size > 1)

The Client Notice System (CNS) was updated for these new codes.

### New TAD MA (Medical Assistance) status reason codes

New TAD status reason codes were added for MA. MA applicants/participants 64 years of age and 10 months are required to apply for Medicare as a condition to keep their Medicaid. If they fail to comply, the MA portion of their CA case is rejected or closed. WMS created two new status reason codes, for the MA portion of the CA case, when a client failed to comply with the Medicare process:

- **H55** (Fail to respond to Over 65 Medicare)
- **H56** (Failure to respond to Over 65 Medicare)

The CNS was updated for these new codes.

### Removal of SNAP Employability Codes

The following SNAP employability codes were removed:

- **24** (Pregnant within 30 days of medically verified date of delivery Exempt)
- **31** (Parent or Caretaker Relative of a child in the household under 12 months of age/Exempt)
- **40** (Responsible for the care of an incapacitated person part-time Non-exempt)
- **64** (Substance abuse / Non-exempt)

### Updated SNAP Employability Codes

The following SNAP employability codes were updated:

- **Code 38** (Responsible for the care of an incapacitated person) was updated to remove the full-time requirement.
- **Code 63** (Regularly participating in an approved alcohol/substance abuse rehabilitation program) was updated to reflect the removal of code **64** and the determination of ability to work.

## 3. Single Issue Brown Report

A new **SI Grant Brown** report replaced the current **SI Grant Ad Hoc** report in the **POS Management Console**. The new report reduces the indicators from 100 to 24 key indicators. The report provides an efficient and manageable tool to monitor the life cycle through completion of these requests for additional grants, case changes, and emergency needs.

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The report tracks Brown grant requests on active CA cases from the **SI Grant Requests** and **Issuance Task List**. The report also includes other Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case [For Participants Only] (**W-137A**) requests processed in the **Non-Food Emergency, Change Case Data** and **Recertification Interview** activities for active CA cases.

The report tracks each individual type of request, even if they are all part of one larger request. The report data is updated on Monday through Friday nights, excluding holidays. The report output is available for exporting to Excel.

The report includes two views. The **Center** view includes grant requests for the selected FIA (Family Independence Administration), Job Center or HASA (HIV/AIDS Services Administration) center. The **Citywide** view includes grant requests for the entire city.

## Report Data

The report includes the following data:

- WMS Center ID
- Case Number, Case Suffix, Case Name
- Request Type, Request Date
- Request Source, PC Bank Name, CBO Site ID
- Emergency Request
- Document Return Notice Date and Due Date
- Decision Due Date, SI Decision, Decision Date, Disposition
- Grant Amount, Grant Request Created
- Request Notice Generated, Decision Notice Issued and Date
- Worker and Caseload, CA status

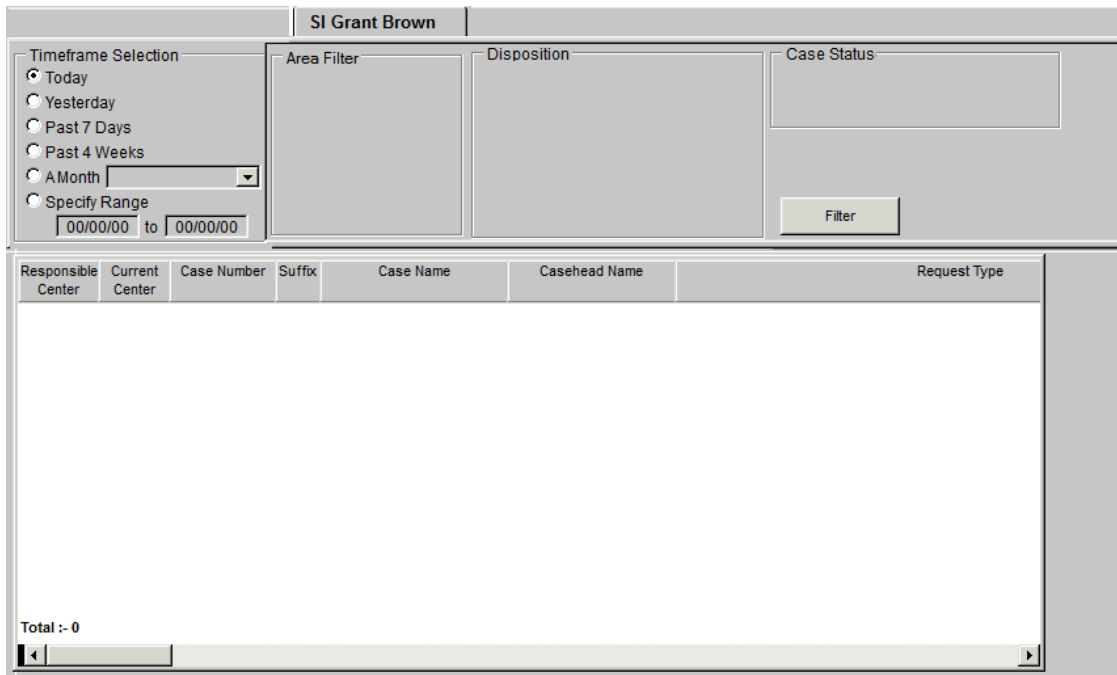
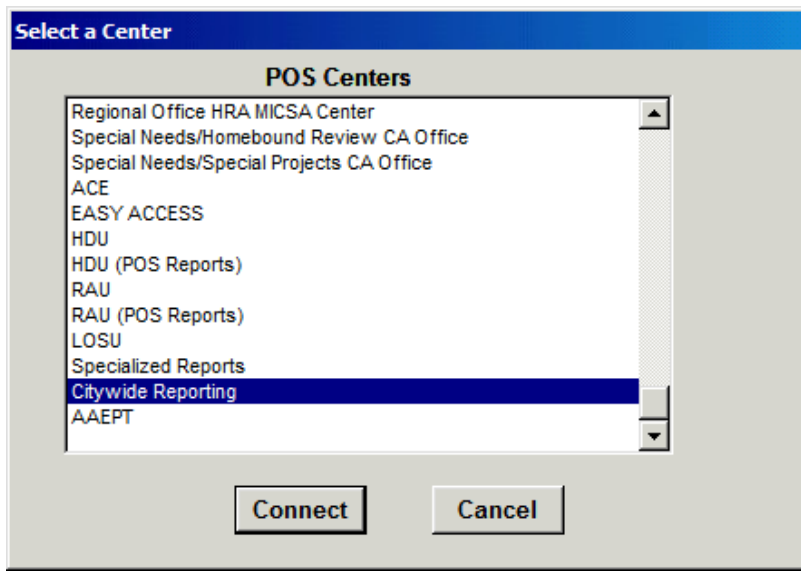
## Report Filters

The report includes the following filters:

- **Request Type**
- **Request Source:** AHRA (Access HRA) PC Bank, AHRA non-PC Bank, In-person, RAU (Rental Assistance Unit)/FCDU (FHEPS Centralized Diversion Unit), Mail/fax/other
- **SI Disposition:** All, Approval in process, Complete, Denial in progress, Manual Decision, Other action in progress, Grants Issued, Pending
- **Notice Type:** Action Taken on Your Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Case Assistance Case [For Participants Only] (**W-137B**), Notice of Determination Regarding Your Request for a Utility (Natural Gas, Utility Heat, Lights, Electricity) Arrears Payment (**FIA-1104**)
- **Center**

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## 4. Sanction/Post-sanction Changes for CA and SNAP

Automated lookups, messages and functionality were added to determine when there is an open SNAP sanction for a CA case.

The POS TAD allows reopening of the SNAP case and/or any sanctioned individual(s) on multi-person CA cases for individual(s) that has complied. The POS TAD also allows reopening of SNAP after re-application for SNAP and compliance for single-person cases.

POS connects to the **WMS Client Infraction** screen (NQIN22) to determine whether an open sanction for SNAP exists and the CA case status is active CA:

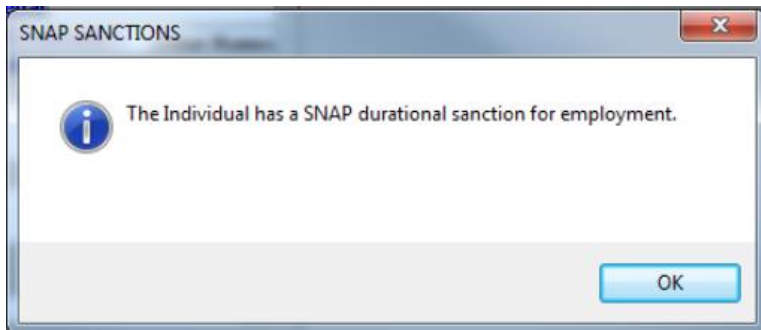
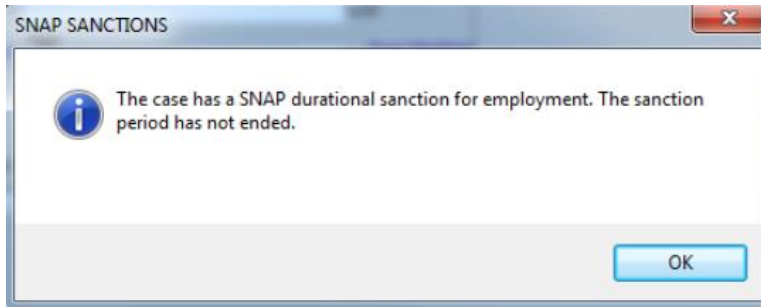
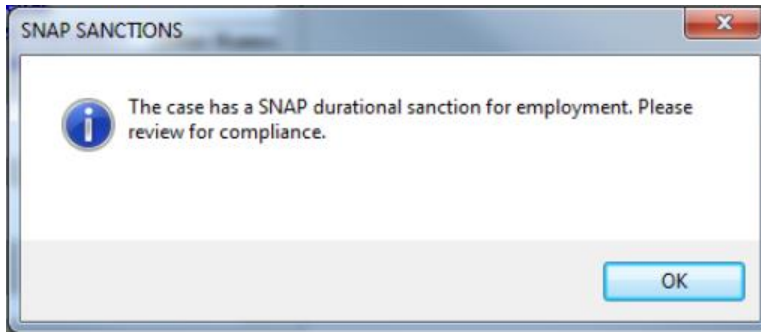
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## Messages in Individual Details Window

The following messages appear:

- Message in the **Individual Detail** window for the casehead/payee if the SNAP portion of the case is closed and the sanction has not ended: **“The case has a SNAP durational sanction for employment. Please review for compliance.”**
- Message in the **Individual Detail** window for the casehead/payee if the SNAP portion of the case is closed and the sanction has ended: **“The case has a SNAP durational sanction for employment. The sanction period ended.”**
- Message in the **Individual Detail** window for other individuals if the person has an open sanction: **“The individual has a SNAP durational sanction for employment.”**



## New SNAP Status Reason Codes in WMS

New rejection and closing codes were added in WMS:

- **M73** (Continue Employment Requirement Sanction, HH Size=1)
- **M74** (Continue Employment Requirement Sanction, HH Size > 1)

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## New Window and Message in POS TAD

A new pop-up window appears in the TAD when the SNAP suffix is reopened and the SNAP suffix was closed with a SNAP employment sanction code.

The JOS/Worker must indicate whether the applicant or participant complied. If the applicant or participant did not comply, the JOS/Worker receives an error message and must update the SNAP decision.

SNAP Employment Sanction Message

Is the applicant/participant complying with work requirements or are they now exempt from SNAP work requirements?

( X ) Yes ( ) No

Date of Compliance \_\_\_\_\_

[OK] [Cancel]

SNAP Employment Sanction Message

Is the applicant/participant complying with work requirements or are they now exempt from SNAP work requirements?

( ) Yes ( X ) No

**Message:**  
The individual must comply with SNAP work requirements or must be exempt from SNAP work requirements in order to restore benefits.

[OK] [Cancel]

## 5. Document Submission Updates

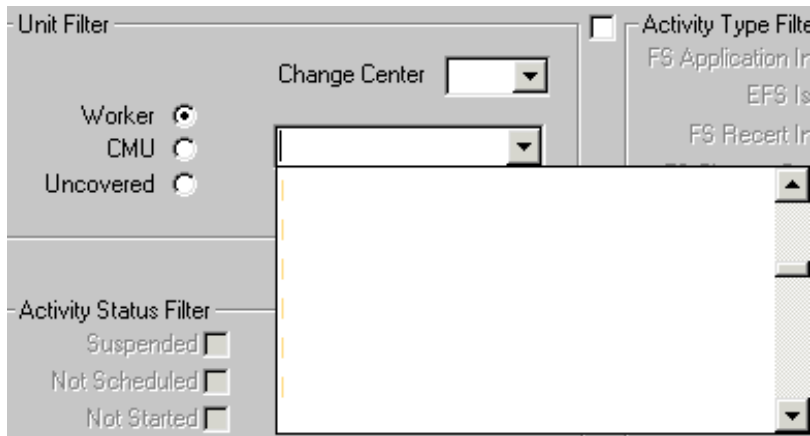
For active cases, when indexing is completed for applicant/participant-submitted documents (e.g. pay stubs), POS checks for a pending interview, change action, error correction or approval activity. If POS determines that no activity is pending, POS now adds a new **Change Case Data** action in the queue of the home center (WMS Center ID) for review and processing of any changes from the documents.

For these cases, new queues were added at each center. The Home Center Supervisor must access the document submission queue and assign the **Change Case Data** Activity to a Worker. These are identified as **Mob Doc Submission** with the center number. For example, for Waverly, the queue is named: **Mob Doc Submission 013**.



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## 6. FHEPS Functionality at Pilot Job Centers

The POS Functionality to accept FHEPS applications for active cases at job centers will be turned on for the following pilot sites in the summer of 2019:

- St. Nicholas (018) Job Center
- Southern Brooklyn (070) Job Center
- Jamaica (054) Job Center

Details will be available in a separate policy.

## 7. Form Updates

The OCSS (Office of Child Support Services) forms used for referral to OCSS for assistance with child support arrears were combined into a single form: OCSS Legal and Financial Services Provided for Non-Custodial Parents (NCPs) (OCSE-181).

The following forms were updated in June 2019:

- **W-147Q**, Verification of of Secondary Tenant's Residence and House Costs
- **DFRP-100**, OCSS Greater than PA Grant Closing Notice
- **DFRP-104**, Court Settlement Letter to Client
- **IREA-131D**, IREA Conference Resolution Notice
- **W-140KK**, Division of Financial Review and Processing (DFRP) Notification to Job Centers
- **W-588H**, DFRP Report of BFI Case Action Taken
- **W-593T**, ARU Notification to Center

The following forms were updated in April 2019:

- **FIA-1124**, Important Information About Your Case Notice of Missed Cash Assistance Appointment
- **FIA-1104**, Notice of Determination Regarding Your Request for a Utility (Natural Gas, Utility Heat, Lights, Electricity) Arrears Payment
- **FIA-1104B**, Utility Guarantee Determination
- **FIA-1104C**, Your Utility Guarantee Is No Longer In Effect
- **FIA-1104D**, Your Utility Guarantee is no Longer in Effect (For Cash Assistance Cases Closed Due To Receipt Of SSI)

# CA POS Release Notes

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## 8. Updates to ICP Web Periodic Mailers

The periodic mailers for CA were updated in April 2019 to match NYS changes and comply with LL30:

- The Mail-in Recertification/Eligibility Questionnaire (**M-327h**) was revised to incorporate changes made to the State version (**LDSS-4887**). The form is now six pages long.
- The Do You Still Need Cash Assistance? (**FIA-1157**) notice was updated from one to two pages. The form was translated into additional languages to be in compliance with Local Law 30.
- The ICP Web interfaces were updated to match the changes to the forms.

## 9. Access Updates for OCP and Brooklyn Job Centers

Enhanced POS access was provided in April 2019 for FIA:

- The **Office of Central Processing (OCP)** was provided with access to the **Application Modification** Activity for Brad H cases.
- **Brooklyn FIA job centers** were provided with citywide access for the SNAP Separate Determination activities.

## 10. BEV Referral Update

POS no longer refers applicants for a BEV (Bureau of Eligibility Verification) appointment when there is a positive recommendation from BEV in the past 60 days, effective April 2019. The previous timeframe was 30 days.

## 11. New Weekend Transaction Report

A new weekend report of Application and Recertification TAD transmissions is provided to FIA management, effective April 2019.

## 12. Excel Export Functionality for POS Audit Tool Report

The POS Audit Tool report was updated in April 2019 to allow exporting of the report data to Excel.