POLICY BULLETIN #23-34-SYS
(This Policy Bulletin Replaces PB#23-33-SYS)

CA POS RELEASE NOTES

Date: June 23, 2023	Subtopic(s): POS
	Revisions to the Original Policy Bulletin: This policy bulletin has been revised to inform staff that **Attachment A** was updated with the following: • Certain rent requests can be processed within the Center without any referral to the Homelessness Diversion Unit (HDU) or the Rental Assistance Unit (RAU). Other types of rent requests need to be referred to RAU. Others may need to be first referred to HDU and HDU will in turn send to RAU. In either instance, the Centralized Rent Processing Unit (CRPU) will continue to issue the grants upon approval from RAU. • For the Rent Supplement Program (RSP), the "Additional Expenses" and "Budget Results" still only reflect the State and City portions. The State portion displayed will reflect the State and RSP portions combined until the Paperless Office System (POS) can be updated to reflect the new source. • Safety Net applicants are no longer required to wait for 45 days to receive their first Food & Other benefits. Information was added regarding the Time Limit option of "45" days for Safety Net applicants being removed from the PA Timeliness Report in the Management Console. **Purpose:** This policy bulletin is to inform Benefits Access Center staff that the latest version of the Paperless Office System (POS) migrated into production on June 17, 2023. Descriptions of the changes can be found in Cash Assistance Paperless Office System (CA POS) Release Notes Version 27.2 (**Attachment A**).

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

These release notes can also be found on the HRA Intranet at:

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSRelease Notes.aspx

Effective Immediately

Attachment:

Attachment A   CA POS Release Notes Version 27.2

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for June 17, 2023. These and prior Release Notes can also be found on the Human Resources Administration (HRA) Intranet at
http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Table of Contents

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

1. Overview of Changes

The following changes and fixes were made in this release:

- Office of Child Support Services (OCSS) Referral Updates.
- Front Door Electronic Reception (FRED) and Model Office Numbering, Identification, and Queuing (MONIQ) system updates for OCSS.
- Display Failed to Keep (FTK) Face to Face Recertification (FFR) Window Updates.
- Update to the Welfare Management System (WMS) Case information search from CURRENT system.
- New Issuance Codes for Rent Supplement Program (RSP) funded Family Homelessness and Eviction Prevention (FHEP A) Supplement
- Updated CA Levels of Approval for Rent Arrears
- Changes to Homelessness Diversion Unit (HDU) and Rental Assistance Unit (RAU) Deferrals for Rent Arrear Requests
- Disable "Launch LMS Webservice" button on Shelter Window
- Changes to Poverty Level
- Paperless Office System (POS) changes due to New York City Work Accountability and You (NYCWAY) to Self-Sufficiency, Employment, Assessment and Management System (SEAMS) migration.
- Solution to mitigate the CA Duplicate Application Issues
- Form Updates.
- CA On Demand Phase 2.

2. OCSS Referral Updates

Currently all clients with an OCSS referral in the POS CA interview only have Phone appointments available in the referral screen. OCSS is now starting an "In-Person" interview at the OCSS Borough offices. The OCSS Referral screen in POS will be updated with a new "In-Person" interview radio button. If the case requires an OCSS referral, the "In-Person" referral will be the default option on the referral screen. The phone interview will be a secondary option. The phone option will only be used if the client cannot find appointments available on the OCSS calendar for an In-Person interview.

POS was updated to add a new OCSS appointment type field to support the operations for OCSS workers. As a result, the OCSS Referral window is modified with a new field titled "**OCSS Appointment Type**" containing the options 'In Person' and 'Telephone'. OCSS requested that the "In-Person" interview be the default option on this screen. The telephone interview will serve as a backup option.

When selecting a time and date for interview appointments, there is a secondary selection of appointments available to the worker. The phone option will only be utilized if there are no available In-Person interview appointments on the OCSS calendar.

Below are the two action codes that will be posted to NYCWAY when the "In Person" option is selected in the '**OCSE Appointment Type'** field:

- **940A**: This action code will be posted to NYCWAY if the "In Person" option is selected in the **CA Application Interview** activity.
- **140A**: This action code will be posted to NYCWAY if the "In Person" option is selected in the **CA Recertification Interview** or **CA Change Case Data** activities.

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

Below are the two action codes that will be posted to NYCWAY when "Telephone" option is selected in the '**OCSE Appointment Type**' field:

- **941A**: This action code will be posted to NYCWAY if the "Telephone" option is selected in the **CA Application Interview** activity.
- **141A**: This action code will be posted to NYCWAY if the "Telephone" option is selected in the **CA Recertification Interview** or **CA Change Case Data** activities.

New POS OCSS Appointment Type Screen "In Person" and "Telephone" Radio buttons

3. FRED and MONIQ system updates for OCSS

Beginning in June 2023, OCSS (Office of Child Support Services) borough offices intend to resume "In-Person" OCSS appointments in all four borough offices. POS will resume scheduling "In-Person" appointments for OCSS child support.

At borough offices, FRED and MONIQ are utilized by OCSS. The servers must be updated with the most recent security patches for the following locations:

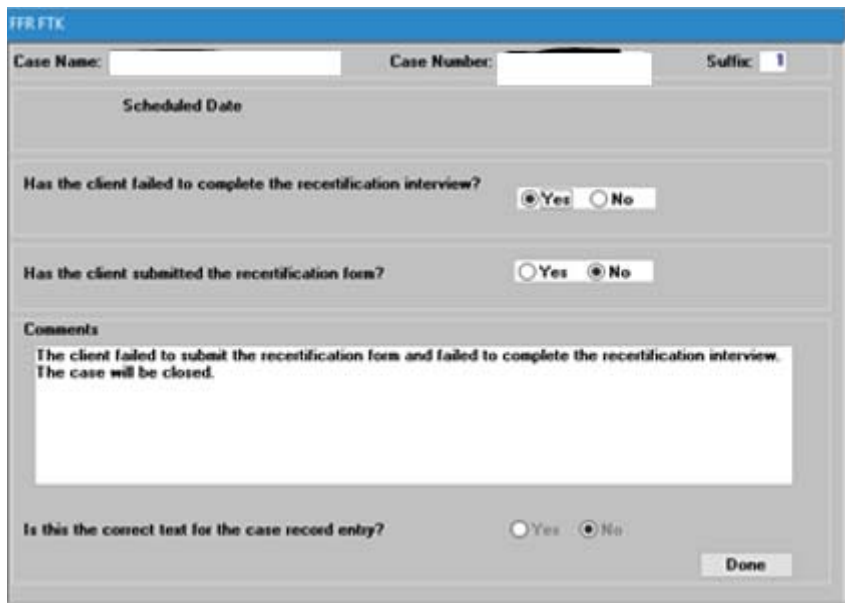| CENTER_ID	CENTER_NAME	HOUSE_NUMBER	STREET NAME	ZIP
O01	OCSS MANHATTAN	115	Chrystie St. 3rd. Fl	10002
O02	OCSS BROOKLYN	1	METRO TECH NORTH 6TH	11201
O03	OCSS BRONX	894	Garrison Avenue	10474
O04	OCSS QUEENS	One	Honeywell Street	11101

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

4. Display FTK FFR Window Updates

The FTK FFR window was expected to appear at the start of the Recertification activity when the worker opens the activity after the scheduled appointment date. However, it has been noted that the FTK FFR window does not appear for recertification cases submitted through ACCESS HRA (AHRA), even if the Recertification activity is initiated after the scheduled appointment date.

In this release, the FTK FFR window will be displayed if the recertification activity is initiated after the scheduled appointment date. For the CA On Demand (OD) cases, when the recertification is not completed by the 10th day of the last month of recertification, the case will be moved to the newly created **CAOD RCT FTK xxxG69** and **CAOD RCT FTK xxxG70** queues. The display of FTK FFR window will help the workers to process the **G69** and **G70** closings without going through the regular screens.

FFR FTK Screen

5. Update to the WMS Case info search from CURRENT system:

POS has updated the data delivered by POS in the case information search from the CURRENT system. This update will prevent the delivery of duplicate client records and ensure the most recent income data.

Note: This information is relevant to CURRENT users only.

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

6. New Issuance Codes for RSP funded FHEP A Supplement:

A new funding source called **Rent Supplement Program (RSP)** has been created as the third funding source for FHEPS A rent supplement. The grant will be issued recurrently with issuance code **WV.** When it is required to issue in single issuance (SI) payments, it will be issued through two new SI grant codes **QK** and **QL.**

- **QK** – Supplement FHEPS A Rent Supplement Program
- **QL** – FHEPS A Supplement Multi Suffix RSP

These new SI grant codes are added to the **Single Issue Benefit Data Entry Window** in POS.

Note: The "Additional Expenses" and "Budget Results" still only reflect the State and City portions. The State portion displayed will reflect the State and RSP portions combined until POS can be updated to reflect the new source.

Below are the rules for using these codes:

1. These new codes should be allowed as a manual E-check, auto E-check, regular single issue, and Electronic Fund Transfer (EFT).
2. These new codes should be acceptable for all CA case types.
3. These new codes should be issued as a direct (restricted) payment to landlord. Restrict Indicator should be '**2**' (Direct Payment to Vendor).
4. The new payments should be rejected if the dollar amount and period covered exactly duplicate another payment with the same code that was already issued or that is scheduled for imminent payment.
5. These codes are to be issued only on active cases allowing future payment dates, but disallowing overlapping of payment periods for the same code. Error message "**E1313** – BENEFIT ALREADY ISSUED FOR DATES LISTED" will result if this occurs.
6. Payment should not be greater than $9,999.99 for any one payment.
7. Pick-up codes should be **1**, **5** or **6**.
8. These new codes should be data entered directly into the Welfare Management System (WMS) or accepted via the Paperless Office System (POS) issuance transaction to WMS, via the Housing Assistance Payment (HAPS) interface file to WMS, and through Current.

Screenshot of Single Issuance Benefit Data Entry Window:

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

7. Updated CA Levels of Approval for Rent Arrears:

Currently the Family Independence Administration (FIA) Centers are allowed to approve the rent arrear requests within Centers only if the requested arrears amount is below $7200, the monthly rent is within agency level, and the arrears request is for a period of up to 6 months. Any requests beyond these limitations need HDU and/or RAU referrals. These restrictions create bottlenecks for the approval process at the Center as more cases are found to be falling outside these limitations.

With this Release, the threshold for the level of approval for rent arrear requests will be increased. Following are the current and new approval level thresholds for a rent arrears request package that include issuance codes **30** and **31**. The threshold for other request packages that does not contain issuance codes **30** and **31** will remain the same.

Level of Approval	Current	New
Associate Job Opportunity Specialist (AJOS) I (Group Supervisor) level approval	$1 to $999.99	$1 to $3999.99
AJOS I & AJOS II (Assistant Deputy Director) level approval	$1000 to $ 1999.99	$4000 to $9999.99
AJOS I & Director/Deputy Director level approval	>$1999.99	>$9999.99

8. Changes to HDU and RAU Deferrals for Rent Arrear Requests:

Currently, certain rent requests can be processed within the Center without any referral to HDU or RAU. Other type of rent requests need to be referred to RAU. Others may need to be first referred to HDU and HDU will in turn send to RAU. In either instance, the Centralized Rent Processing Unit (CRPU) will continue to issue the grants upon the approval from RAU.

Changes need to be made in the HDU/RAU Referral Determination logic in Task 3, and if needed in the confirmation window triggering logic in Task 6.

(a) **Referral Requirements for FIA Center Level Processing (No referral to HDU/RAU): Current and New**

Current	New (changes are in bold font)

The request should meet all of the following conditions:
• Agency level Rent
• Arrear period is for 6 months or less
• No previous arrears issued in the past 2 years
• None of the complex indicators exist:
  - Hold over court case
  - Marshall's notice of eviction
  - Post-eviction case
  - Foreclosure case
  - Reverse mortgage case
  - Property tax arrears or tax liens case
  - No future ability to pay
  - Not on the lease/not the primary tenant
	The request should meet all of the following conditions:
	• **Can be above Agency level Rent**
	• **Arrear period is for 12 months or less**
	• **The arrear amount <= $15,000**
	• No previous arrears issued in the past 2 years
	• None of the complex indicators exist:
	  - Hold over court case
	  - Marshall's notice of eviction
	  - Post-eviction case
	  - Foreclosure case
	  - Reverse mortgage case
	  - Property tax arrears or tax liens case
	  - No future ability to pay
	  - Not on the lease/not the primary tenant

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

- City subsidy cases (FEPS, NYCHA, Section 8) - Failing the poverty level test for EAF and ESNA	- City subsidy cases (FEPS, NYCHA, Section8) - Failing the poverty level test for EAF and ESNA

(b) Referral Requirements for RAU Level Processing: Current and New

Current	New

The request should meet all of the following conditions:
• Total arrear is < $7200
• Arrear period is for 6 months or less
• No previous arrears issued in the past 2 years
• None of the complex indicators exist:
  - Hold over court case
  - Marshall's notice of eviction
  - Post-eviction case
  - Foreclosure case
  - Reverse mortgage case
  - Property tax arrears or tax liens case
  - No future ability to pay
  - Not on the lease/not the primary tenant
  - City subsidy cases (FEPS, NYCHA, Section 8)
  - Failing the poverty level test for EAF and ESNA
	No requests need to be referred to RAU. All the previous RAU referral requirements are met in the expanded FIA Center-level requirements

(c) Referral Requirements for HDU Level Processing: Current and Proposed

Current	New (changes are in bold font)

The request is referred to HDU if it meets any of the following conditions:
• Total arrears > $7200
• Arrear period is more than 6 months
• arrears issued previously within the past 2 years
• Any of the following complex indicators exist:
  - Hold over court case
  - Marshall's notice of eviction
  - Post-eviction case
  - Foreclosure case
  - Reverse mortgage case
  - Property tax arrears or tax liens case
  - No future ability to pay
  - Not on the lease/not the primary tenant
  - City subsidy cases (FEPS, NYCHA, Section 8)
  - Failing the poverty level test for EAF and ESNA
	The request is referred to HDU if it meets any of the following conditions:
	• **Total arrears > $15,000**
	• **Arrear period is more than 12 months**
	• arrears issued previously within the past 2 years
	• Any of the following complex indicators exist:
	  - Hold over court case
	  - Marshall's notice of eviction
	  - Post-eviction case
	  - Foreclosure case
	  - Reverse mortgage case
	  - Property tax arrears or tax liens case
	  - No future ability to pay
	  - Not on the lease/not the primary tenant
	  - City subsidy cases (FEPS, NYCHA, Section8)
	  - Failing the poverty level test for EAF and ESNA

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

9. Disable "Launch LMS Webservice" button on Shelter Window:

Currently the "**Launch LMS Webservice**" button is enabled on the Classic POS Shelter window for shelter types **01, 02, 11,24,25,26,38,39,40** when activities are Non-Food Emergencies, Application Interview, Recertification Interview or Change Case Data. Triggering this button currently passes the Shelter information from POS to the CURRENT (previously LMS) system. Since the CURRENT system is not updated to consume this data, this button will be turned off (disabled) for a year or so until CURRENT will be updated to consume these data.

10.   Changes to Poverty Level:

The CA poverty level amount used to determine how much income can be disregarded as part of the Earned Income Disregard (EID) increased effective June 2023. POS tables are updated to reflect these changes.

Following are the new monthly Poverty Level Amounts for each household size:

Household Size	New Poverty Level Amount
1	1215.00
2	1643.33
3	2071.67
4	2500.00
5	2928.33
6	3356.67
7	3785.00
8	4213.33
9	4641.67
10	5070.00
11	5498.33
12	5926.67
13	6355.00
14	6783.33
15	7211.67
16	7640.00
17	8068.33
18	8496.67
19	8925.00
20	9353.33

Refer to PD #23-05-ELI for more information on the EID. Refer to PB #23-18-ELI for the EAF and ESNA Poverty Level Guidelines.

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

## 11.   POS Changes due to NYCWAY to SEAMS migration:

NYCWAY will cease to conduct the Employment Plan (EP) effective 6/16/2023. The EP plan from now on will be conducted through **SEAMS** (**Self Sufficiency Employment Assessment Management System**). Currently, the CA worker is directed to conduct the Employment Plan (EP) in NYCWAY at the end of Immediate Needs (IN)/Expedited Supplemental Nutrition Assistance Program (ESNAP) or Recertification activity. From now on, the workers will be directed to the SEAMS link to conduct the EP at the end of these activities.

The SEAMS link is also added to the POS Portal to enable workers to access SEAMS at any time.

Blackout Days for NYCWAY and SEAMS:

To accomplish the proper transition from NYCWAY to SEAMS, both the systems will be shut down for three (3) days from 6/13/2023 to 6/15/2023. POS workers will be able to post NYCWAY codes during these days, but those codes will be saved into NYCWAY only on 6/16/2023. The POS edit that requires the workers to complete the Employment Plan (EP) at the end of the Application Interview activity will be disabled for these 3 days. The EP should be conducted for these cases at a later time.

Screenshot showing the suggested placement of SEAMS within the POS Portal:
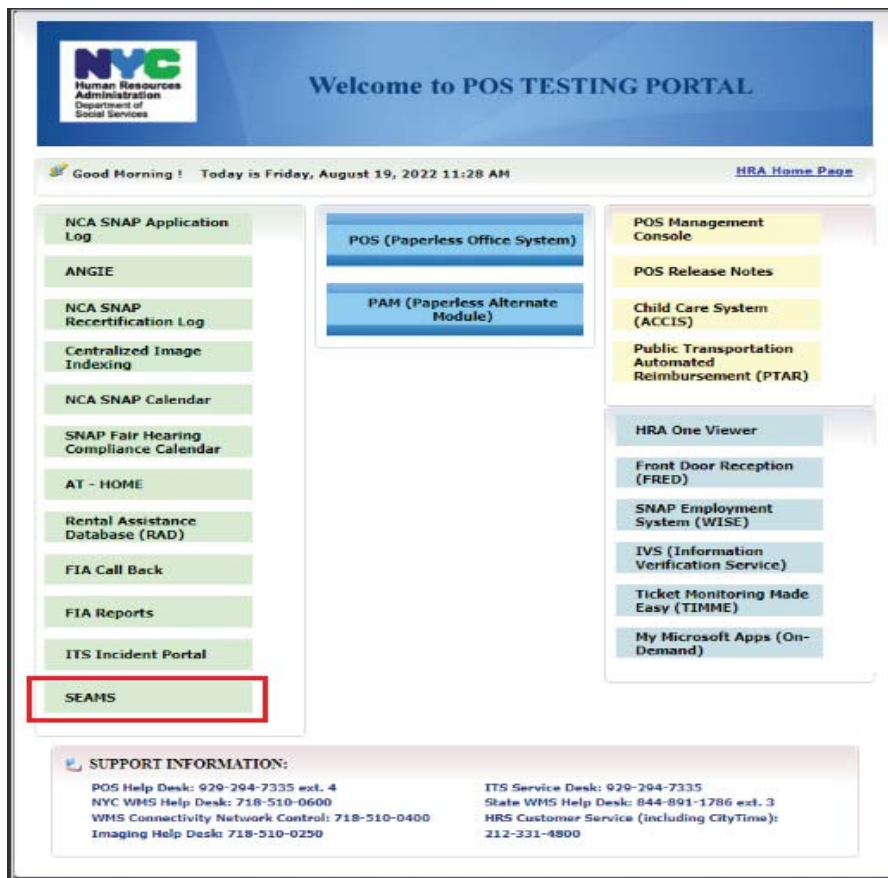
12. Solution to mitigate the CA Duplicate Application Issues:

Classic POS found a spike in the number of duplicate applications in the recent past. It was found that applicants submit multiple application cases online without waiting for the determination of their prior application. Processing of duplicate applications by different workers simultaneously results in the wastage of time and resources. To mitigate this issue, the agency came up with an idea of "Parking" or hiding the duplicate application cases until the oldest or the primary case is processed.

Below are the details for resolving the issues regarding (1) current existing duplicate cases and (2) ongoing duplicate application submissions.

(1) For Existing Duplicate Cases:

a. Process to Identify duplicate cases:

A process will identify all existing duplicate cases based on the 5 match criteria. These match criteria are: (1) Casehead's SSN/demographic info, (2) case size and individuals, (3) Income, (4) Address, (5) Shelter expense. In consideration for the duplicate cases, only the cases in the same program will be counted. Cases across the program (like SNAP case vs CA case) will not be counted among duplicates.

b. Process to identify primary case:

From among the duplicate cases, a process will identify the primary case based on the case status and file dates. If one case is found in Single Issue (SI) status, that case will be the primary case. Otherwise, if more than one case is found in the same status as **SI** or **AP**, the case with the oldest file date will be the primary case. The identified primary case will be either loaded into a separate queue or indicated as the primary case to distinguish them from the regular cases.

c. Case Comment update on primary case:

If any of the duplicate case has an arrear or emergency request and the same is not requested in the primary case, the system will enter a case comment on the primary case with the type and necessary detail of the request and the duplicate case number that had the request. Training instructions will be given to the workers working on the primary cases to review the case comments for any arrear or emergency requests submitted through the duplicate applications and process it accordingly with the primary case.

d. 'Parking' of duplicate cases:

Remaining duplicate cases will be "parked" or hidden from user queues and reports (Aging, Timeliness and Tracking) until the primary case is processed.

e. <u>Resurrection of duplicate cases in User queue:</u>

On the day after the primary case is processed, based on the eligibility decision taken on the primary case, the associated duplicate cases will be loaded into 3 separate queues.

i.   If the primary case is accepted (activated), the duplicate cases will be loaded into a queue to be reviewed and rejected with **M66** by the Family Independence Administration (FIA) worker.

ii.   If the primary case is rejected due to an interview compliance reason (interview FTK), the duplicate case will be loaded into a queue to conduct the interview.

iii.   If the primary case is rejected due to non-interview compliance reasons, the duplicate case will be loaded into the queue to be reviewed and a determination will be made based on the review.

f. <u>Resurrection of duplicate cases in Management Console Reports</u>

On the day after the primary case is processed, the duplicate cases will be loaded into the reports. The report will display the status when an action is taken on the respective duplicate cases.

(2) **For Ongoing duplicate application submission**:

a. When a new application is submitted online, after the case registration, POS will run a search for any previously submitted application for the same client based on the 5 match criteria.

These match criteria are (1) Casehead's SSN/demographic information, (2) case size and individuals, (3) Income, (4) Address, (5) Shelter expense. In consideration for the duplicate cases, only the cases in the same program will be counted. Cases across the program (like SNAP case vs CA case) will not be counted among duplicates.

b. If a prior duplicate application is found, POS will designate the prior duplicate case as the primary case.

c. If the newly submitted duplicate application has an arrear or emergency request and the same is not requested in the primary case, the system will enter a case comment on the primary case with the type and necessary detail of the request and the duplicate case number that had the request. Training instructions will be given to the workers working on the primary cases to review the case comments for any arrear or emergency requests submitted through the duplicate applications and process it accordingly with the primary case.

d. The newly submitted duplicate case will be "parked" or hidden from user queues and reports (Aging, Timeliness and Tracking) until the primary case is processed.

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

e. On the day after the primary case is processed, based on the eligibility decision taken on the primary case, the associated duplicate case will be loaded into 3 separate queues.

(i) If the primary case is accepted (activated), the duplicate case will be loaded into a queue to be rejected with **M66** by FIA worker.

(ii) If the primary case is rejected due to interview compliance reason (interview FTK), the duplicate case will be loaded into a queue to conduct interview.

(iii) If the primary case is rejected due to non-interview compliance reasons, the duplicate case will be loaded into a queue to be reviewed and a determination will be made based on the review.

f. On the day after the primary case is processed, the duplicate case will be loaded into the reports. The report will display the status when an action is taken on the respective duplicate cases.

13.   Forms Updates:

13.1   Form Template Updates

The following forms were updated:

W-145F: Recoupment Worksheet to Determine Undue Hardship.
FIA 1125A/W-145F: Outcome of Review of Undue Hardship Claim & Recoupment Worksheet to Determine Undue Hardship.
LDSS- 4571:   Update template Alcohol-Substance Abuse Screening Treatment to remove signature requirement and other text changes.

Updated the following forms with the new Bureau of Eligibility Verification (BEV) appointment telephone number

* **BEV-251:**   Notice to Applicant Referral to Bureau of Eligibility Verification.
* **BEV-255:**   Notice to Applicant (Referral to Bureau of Eligibility Verification (BEV) Scheduled Phone Conference.
* **W-523R:**   Notice of Home Visit Referral to Bureau of Eligibility Verification.

13.2   More Forms Updated:

LDSS-4013: LDSS-4013 Snippets for closing code **E18** and rejection code **W10** as BEV is in the process of resuming investigations with a different approach to interviews (phone, in-office, and at client's home). Therefore, the language for the related denial/closing codes was updated.

* **EXP-76R:** New Document "DSS-8q (E) Landlord Utility Information" was requested to be populated in the EXP-76R when received from the clients.

13.3 All Forms Updated:
Updated agency conference telephone number to the OneNumber (718-557-1399).

14. CA On Demand Phase 2:

CA On Demand Phase 2 will be implemented on June 20, 2023. In Phase 2, the Interactive Voice Response (IVR) system will prompt the caller to enter either case number (without last alpha), SSN or the ACCESS HRA (AHRA) confirmation number. The call for the CA Recertification Interview will be authenticated by the IVR system before the call is directed to a Recertification Interviewer. If the participant for recertification is calling within the recertification period and the recertification form is submitted within the due period, the call will be authenticated and forwarded to a Recertification Interviewer. If a call for recertification is not authenticated, IVR will play a message explaining the reason for non-authentication.

All non-authenticated calls and the calls for Application Interview will be forwarded to an Agent as is currently done in Phase 1.

Automatic call authentication will save the Agents time in case search and determining the case's eligibility for recertification interview.

14.1 Identification of Cases for CA OD Recertification Interview Authentication.

For a case to be authenticated for CA On Demand (OD) Recertification, it must satisfy the following conditions:

- Case is in the recertification due period, which is up to 60 days prior to the SNAP Authorization expiration and up to 15 days past the SNAP Authorization expiration date.
- The recertification form **LDSS 3174** is submitted through online, paper or mail/fax not earlier than 75 days prior to the SNAP Authorization Expiration or 15 days past the SNAP Authorization expiration date.
- Recertification interview is not yet started.
- Case is not either HIV/AIDS Services Administration (HASA), Domestic Violence, or Homebound.

14.2 IVRS Call Prompts for CA Recertification.

When a call is made to IVRS for a CA OD interview, there are five identified scenarios based on which IVRS will play a message to the caller.

Scenario 1: Case is authenticated for CA OD Recertification Interview.
Message: Thanks! We have located your case. Please hold for the next available Interviewer.

Scenario 2: CA Recertification interview already completed.
Message: Thanks! We found your case. You already completed your Cash Assistance recertification interview. Please make sure that you submit all documents we requested for your recertification. You can submit your documents on ACCESS HRA at http://nyc.gov/accesshra or by any of the ways shown on your notice. To end this call, please hang up. If you have any questions about your case, please call Infoline at 718-557-1399.

Scenario 3:   Recert due, but the **LDSS 3174** Recertification Form is not received 75 days prior to authorization expiration date or 15 days past authorization expiration date.

Message: Thanks! We found your case. We did not receive your Cash Assistance recertification form. Please submit your recertification form and then call us back to complete your interview as soon as possible. You can submit your recertification form on ACCESS HRA at http://nyc.gov/accesshra or by any of the ways shown on your notice.

Scenario 4:   CA Recertification Form received but too early (earlier than 75 days before authorization expiration date).

Message: Thanks! We found your case. We received your Cash Assistance recertification form, but it is too early for you to complete your interview. Please try again in few day

Scenario 5:   All other non-authenticated clients.

Message: Please hold for a representative. Your call may be monitored or recorded to ensure the quality of our service.

14.3 Failed to Keep (FTK) queue for CA OD Cases.

Two new FTK (Failed To Keep) queues were created for each case center to move the CA OD recertification cases that either failed to complete the recertification interview or submit the recertification form within the due period.

If the participant failed to submit the recertification form (**LDSS 3174**) and complete the recertification interview by the 10th day of the last month of recertification (month of SNAP authorization expiration), the system will move the cases to the newly created **CAOD RCT FTK xxxG69** queue (xxx is the case center number). These cases are to be closed with reason code **G69.**

If the participant submitted the recertification form (**LDSS 3174**) but failed to complete recertification interview by the 10th day of the last month of recertification (month of SNAP authorization expiration), the system will move the cases to the newly created **CAOD RCT FTK xxxG70** queue (xxx is the case center number). These cases are to be closed with reason code **G70.**

15. Removal of "45" day Time Limit Option in the PA Timeliness Report.

As per policy PB#22-61-ELI (ELIMINATION OF THE 45-DAY WAITING PERIOD FOR SAFETY NET ASSISTANCE APPLICATIONS), Safety Net applicants are no longer required to wait for 45 days to receive their first F&O (Food & Other) benefits. This policy also requires a change in the calculation of the CA Timeliness of Safety Net Applicants. The new calculation should be based on the 30-day time limit instead of 45-day. In this Release, the Time Limit option of "45" days for Safety Net applicants is removed from the PA Timeliness Report in the Management Console.

CA POS Release Notes
CA POS Version 27.2 June 17, 2023

PA Timeliness Report screen prior to this release

PA Timeliness Report screen after this release (Option of "45" is removed for SN category).