



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #23-41-OPE



INTRODUCTION OF THE POS CASE COMMENTS DESK GUIDE

Date: July 20, 2023	Subtopic(s): Cash Assistance Desk Guide
	<p>The purpose of this policy bulletin is to introduce the POS Case Comments Desk Guide (FIA-1262).</p> <p>The FIA-1262 has been developed to assist POS and Streamlined POS users in entering appropriate case comments. Case comments are a critical piece of the case record and help establish the reasoning behind the determinations staff are making. They are also critical when requesting approval as Supervisory staff must have as much information as possible when reviewing a staff member's determination.</p> <p>The Desk Guide contains both preferred and non-preferred case comment structures and examples.</p> <p>A sample of the FIA-1262 is attached.</p> <p><i>Effective Immediately</i></p> <p>Attachment:</p> <p>FIA-1262 POS Case Comments Desk Guide</p>

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POS CASE COMMENTS DESK GUIDE

This desk guide is designed to help staff enter appropriate case comments in POS. Following the tips in this guide will help ensure a complete picture of the case becomes a part of the case record and will allow anyone who is reviewing the case to know what actions were taken and why.

 Preferred case comment structures:	 Non-preferred case comment structures:
<p>Common Elements</p> <ol style="list-style-type: none"> The comment needs to start with the program the client is applying for. What is the need? The comment should include their citizenship/immigration status, employment status/history and housing status of all household members. The comment should note if the available information is sufficient for an eligibility determination. If a determination is not possible, it should be noted why. If unable to determine eligibility and/or benefit level, the worker needs to summarize next steps for next workers with instructions to applicant, documents requested, deadlines for documentation and any referrals to other agencies. The comment should note any emergency needs such as utility bills, rent arrears and immediate needs and/or expedited SNAP. The comment should include all dates of requested coverage when determining any emergency needs. The comment should summarize the worker's action on the case whether it is intake, review and/or eligibility determination. The comment should include all systems that have been used in the eligibility determination process such as TALX, HRA OneViewer or AHRA. If authorizing benefits, the worker needs to include benefit issuance codes and budget numbers. If determining eligibility, the worker needs to include all denial/opening/closing codes. When sending the action to the supervisor in POS, include what the ask is to your supervisor. 	<p>Common Elements</p> <ol style="list-style-type: none"> The comment cannot be too short with not enough information to build the client's narrative and share the actions taken. The comment should not overload on abbreviations and should write out selected terms such as code (and not CD). <i>Abbreviations that are agency wide are acceptable such as program names, agency/units, common systems, form names and months.</i> The comment should not be too long as a supervisor may not read it in its entirety. Only highlight actions requested by client, actions taken by worker and actions that need to be taken by supervisor or another JOS worker. The comment does not need to include all research conducted but highlight key aspects that led to next steps (such as pending review, determination, etc.). Information needs to be identical to case information.

POS CASE COMMENTS DESK GUIDE (continued)



Preferred case comment Structures Examples:

1: Client is applying for ongoing assistance.

Client states she is homeless and has no income. The last time she worked was October 2022 and she does not have a physical or mental health issue that limits her ability to work. She applied for unemployment benefits. Her family and friends were supporting her, but they can no longer do so because of their own financial situation. Client is seeking assistance with emergency cash for toiletries and for money to buy food. The client is already known to the system and all identification documentation is in the HRA OneViewer. The worker processed a TALX clearance which showed no employment hits since October 2022. Budget #1 authorized, agency will issue immediate needs, code 44 for \$79.00 covering the period from 06/12/23 to 06/26/23 and the client is eligible for SNAP benefits under expedited processing rules and will be issued benefits with code 54 for \$177.00 covering the period 06/12/23 to 06/30/23. CA and SNAP status changed from AP to SI. Please review and approve.

2: Client is applying for OSD.

Client is employed by JP Morgan Chase and earns \$500.00 per week. Client is seeking assistance with rent arrears in the amount of \$17,000 for the months of January 2022 through October 2022. Client current rent is \$1,700, he resides in a one-bedroom apartment, no section 8 or any housing subsidy assistances and his utilities are included in his rent. Client states that he fell behind in his rent because his mother passed away back in January 2021, and he had funeral expenses and had to pay some of her outstanding bills. Ever since then he has been playing catch up. Client also mentioned that he was in housing court on 05/01/23 and that the next court date is 12/15/23. Client was informed to submit current landlord letter or current lease, breakdown of the arrears, rent receipts showing any payments that were made towards the rent arrears, court documentation and an employment letter or paystubs for the prior four weeks. Client was told that he has until 06/22/23 to submit documentation that was listed on the W-113k which was generated. Case was referred to HDU for assessment. - No further action was taken.

3: Client is applying for recertification.

Worker reviewed HRA OneViewer. The client did not submit her recertification online (ACCESS HRA) online or a paper version. According to her CED date in WMS, her next recertification is due on 06/30/23. Worker informed client that she should submit a recertification application online using ACCESS HRA. If she has difficulty completing and/or submitting a recertification application, then she can go to her nearest center and request the recertification application (LDSS-3174), which she scan fill out and give it to the designated person or department to scan and index. Then she can call back the on-demand telephone number 929-273-1872 either from the designated in-center telephone or on their own outside of the center and an agent will be able to conduct her interview once her recertification application is available in HRA OneViewer. No further action was taken.

4: Client is applying for ongoing assistance.

Client resides in a household with his spouse and two children. His spouse is employed making \$1000.00 weekly, but client is unemployed due to medical reasons and has no source of income. Client's current rent on the lease is \$1500 monthly, but client gets assistance with Section 8. Client states their portion is \$247.00 monthly. Client is requesting assistance with her back rent arrears which totals \$5,147.00 for the months of 03/22 to 03/23. Client states the reason she fell behind in her rent was due to her assisting her sister with her mortgage which is \$2,800.00 from the period of 03/22 to 03/23. Client also stated that she applied back in 05/22 for ERAP but was denied. Client submitted all identity documentation, current lease, 4 current paystubs, school letters and her Section 8 letter. Case was not sent to HDU due to the client rent arrears amount agency can address. Agency has made the recommendation: client has been approved for back rent arrears in the amount of \$5,147.00. Code 09 \$999.99 03/01/22 to 06/30/22. Code 09 \$999.99 07/01/22 to 09/30/22. Code 09 \$999.99 10/01/22 to 12/31/22. Code 09 \$715.67 01/01/23 to 01/31/23. Code 09 \$715.68 02/01/23 to 02/28/23. Code 09 \$715.68 03/01/23 to 03/31/23.

POS CASE COMMENTS DESK GUIDE (continued)



Non-preferred case comment Structures Examples:

1: Congregate Care level II case supporting housing.

- Application date 01/18/23
- Pickup date 08/30/22
- S/M benefits F&O \$101.00, rent \$573.50, and SNAP \$281.00.
- Issuing code 02 for \$75.40 for the period 01/18/23 to 01/31/23 and \$202.00 from 02/01/23 to 02/28/23.
- Issuing rent via code 09 for \$75.40 for the period 08/30 to 08/31 and code 09 for \$6,882 for the period 09/01/02 to 02/28/23.
- No SNAP issued due to active SNAP only case

2:

No.	Date	Activity	Staff Member	Case Name Casehead Name:	CIN	SSN	Comment
4/28/2023	CA Application Interview	Staff Name	Staff Name	Staff Name	Staff Name	Staff Name	Two calls placed and no answer. No voicemail left because I was using my personal cell phone.
5/4/2023	CA Application Interview	Staff Name	Staff Name	Staff Name	Staff Name	Staff Name	Worker read the non-discrimination statement to applicant informing them of their right to file a complaint and how to do that during the interview process or after upon request. Applicant indicated that they did not have any questions.
5/5/2023	CA Application Interview	Staff Name	Staff Name	Staff Name	Staff Name	Staff Name	H/H composition of four applying for ongoing assistance. Applicant employed earning \$380 weekly off the books. Applicants Blanco and Genaro are undocumented.
5/15/2023	CA Application Interview	Staff Name	Staff Name	Staff Name	Staff Name	Staff Name	Case done by worker Harris Felicia – case needs a Specialized Immigration Worker.
4/8/2023	CA Application Interview	Staff Name	Staff Name	Staff Name	Staff Name	Staff Name	Applicant has an AC case # XXXXXXXX with an application dated 4/4/23.