



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-23-SYS

(This Policy Bulletin Replaces PB#24-19-SYS)

CA POS RELEASE NOTES

<p>Date: May 16, 2024</p>	<p>Subtopic(s): POS</p>
	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to inform staff that Attachment A was updated with the following:</p> <ul style="list-style-type: none"> The Office of Child Support Services (OCSS) referral option for Telephone Appointment is disabled in the POS OCSS Referral screen. This is because the Family Independence Administration (FIA) no longer schedules telephone appointments for OCSS. However, OCSS telephone appointments are still an available option for applicants/participants who request them directly from OCSS. FIA staff must continue to schedule appointments in POS and inform applicants/participants who indicate a preference for a telephone interview to contact OCSS when they get their appointment letter. <p>Purpose:</p> <p>This policy bulletin is to inform Benefits Access Center staff that the latest version of the Paperless Office System (POS) migrated into production on April 29, 2024. Descriptions of the changes can be found in Cash Assistance Paperless Office System (CA POS) Release Notes Version 28.1.2 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachment: Attachment A CA POS Release Notes Version 28.1.2</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

CA POS Release Notes

CA POS Version 28.1.2 April 29, 2024

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) released on April 29, 2024. 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>

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1. Overview of Changes

The following changes and fixes were made in this release:

- BEV Referral Updates, Reinstate the Front-End Detection (FED) Codes to Bureau of Eligibility Verification (BEV) Referral Automation.
- Office of Child Support Services (OCSS) Referral Updates, POS disallows **Telephone** referrals.
- POS-SEAMS Referrals Request.
- Forms Updates.

2. BEV Referral Updates

Currently, only the cases found with FED code **42** are referred to the Bureau of Eligibility Verification (BEV). Previously, the BEV referral window had been updated to automatically determine the FED codes **60, 14, 42, 89** and **30** and makes a referral if any of these codes are found for the case. However, since the Investigation, Revenue and Enforcement Administration (IREA) office was not ready to accept referrals with other FED codes, BEV referrals were limited to FED code **42** only.

Now IREA is requesting to reinstate FED codes **60, 14, 89** and **30** for BEV referrals.

This release reinstates FED Codes **60, 14, 89**, and **30** into the BEV referral, in addition to FED Code **42**. With this change, if any of the specified FED codes **42, 60, 14, 89**, or **30** are detected for a case, a referral to BEV will be initiated. In essence, the system will trigger a BEV referral whenever one of these codes are determined to be present.

FED Codes	Automated Referral Description
60	IPV Sanction is still active
14	Large Grant Requests (grants over \$10K)
42	Prior case characteristics are integrity concern
89	PARIS
30	Stated circumstances may lead to ineligibility and require further review (0 income and 0 expenses)

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3. Office of Child Support Services (OCSS) Referral Updates

In the prior release, POS implemented a new alert in the Office of Child Support Services (OCSS) Referral window. Previously, the OCSS referral window provided both in-person and phone appointment referral options. Starting March 16, 2024, if users selected the Telephone appointment option for an appointment date on or after May 1, 2024, they received an alert message.

In this release, the OCSS referral option for **Telephone** Appointment is disabled in the POS OCSS Referral screen. This is because FIA will no longer be scheduling telephone appointments for OCSS. Upon request of the applicant/participant, OCSS can schedule telephone appointments.

Starting on May 1, 2024, the FIA worker options for scheduling were limited to in-person appointments only.

The screenshot below shows that the **telephone appointment type is disabled**.

Instructions

An OCSS Appointment is necessary for this case. Please click the 'Make a New Appointment' button to request available appointment dates. If the appointment is already scheduled and you need to change the date of the appointment, click on the 'Reschedule the Existing Appointment' button. You can cancel the existing appointment by clicking on the 'Cancel the Existing Appointment' button, but remember that you will have to schedule a new appointment for this case.

Casename	Latest OCSS Appointment Date	Office ID
[Redacted]	04/29/24 10:00 AM	003

OCSS Appointment Type: In Person Telephone

Make a New Appointment Reschedule Existing Appointment Cancel Existing Appointment

Result of OCSS Appt: [Redacted] Did Not Cooperate Detail: [Redacted]

Follow Up Action: [Redacted]

OK Cancel

FIA staff must continue to schedule the appointments in POS and inform applicants/participants who indicate a preference for a telephone interview to contact OCSS when they get their appointment letter.

4. POS-SEAMS Referrals Request

Currently, if the case has an Employment engageable adult and the Employment Plan (EP) is not initiated in SEAMS (NYCWAY), POS will not allow the case to be sent to the Supervisor for **Application, CA Recertification or IN/EFS Issuance** Interview activities.

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In this release, modifications are made to the rule that require the EP launching in the SEAMS Application.

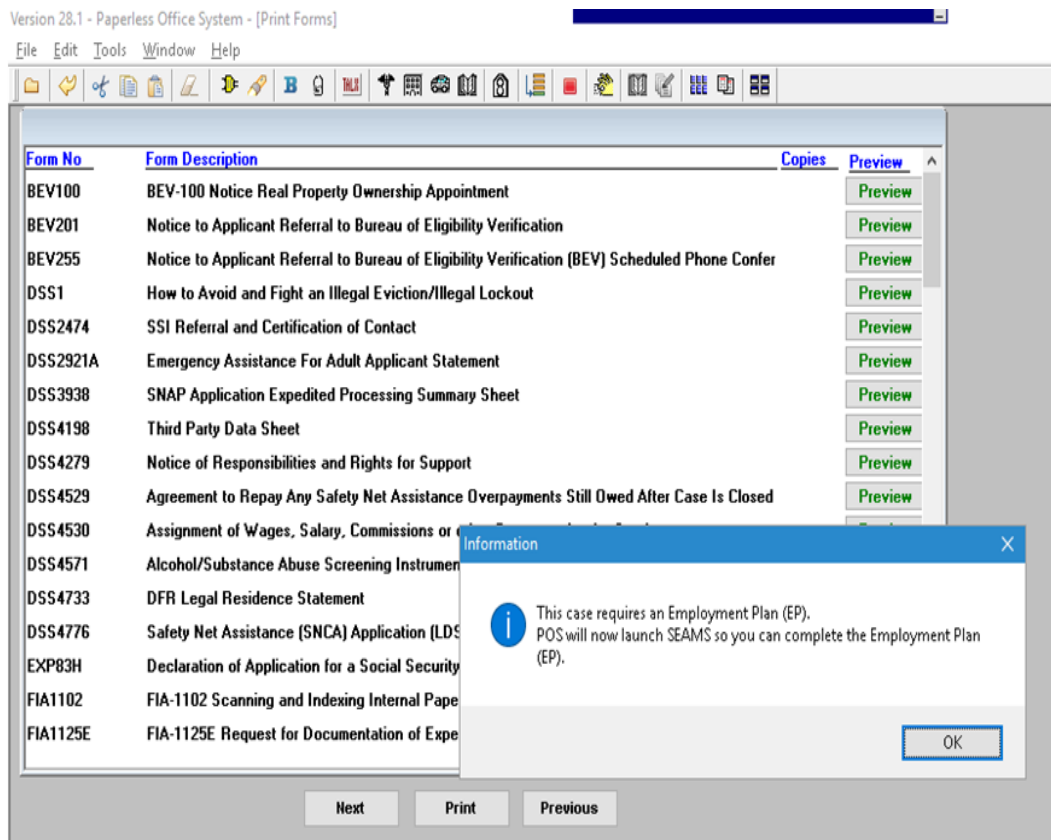
- If an engageable adult is present with Emp Code other than “20”, EP initiation code **119A** must be present in NYCWAY within the past one year.
- If an engageable adult is present with Emp code “20”, EP Tier II completion code **119N** must be present in NYCWAY within the past one year.

If the above criteria are not met, POS will not allow the case to be sent to the supervisor without doing the EP initiation or Tier II completion.

Non-Recurring (One Shot Deal) cases are exempt from these EP requirements.

If the above conditions are not met and the worker is in the **CA Recertification** or **IN/EFS Issuance** Interview activities, the following message will appear when the worker clicks the **Next** button on the **Print Forms** window.

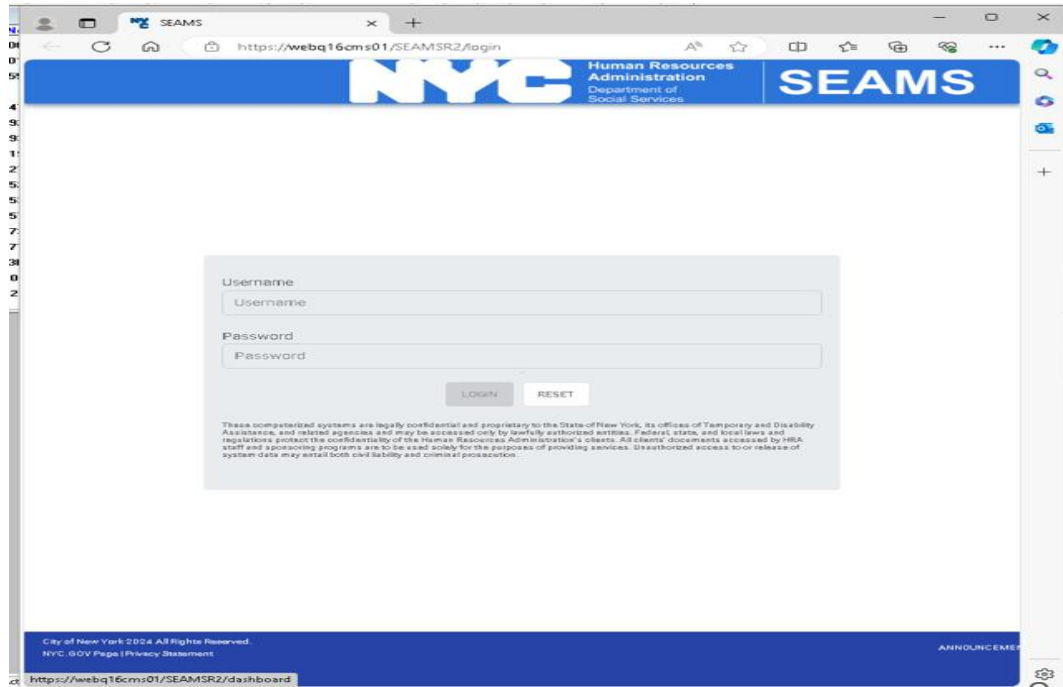
Note: If the worker is in the **CA Application Interview** activity, the message appears when the worker attempts to send the case to the supervisor.



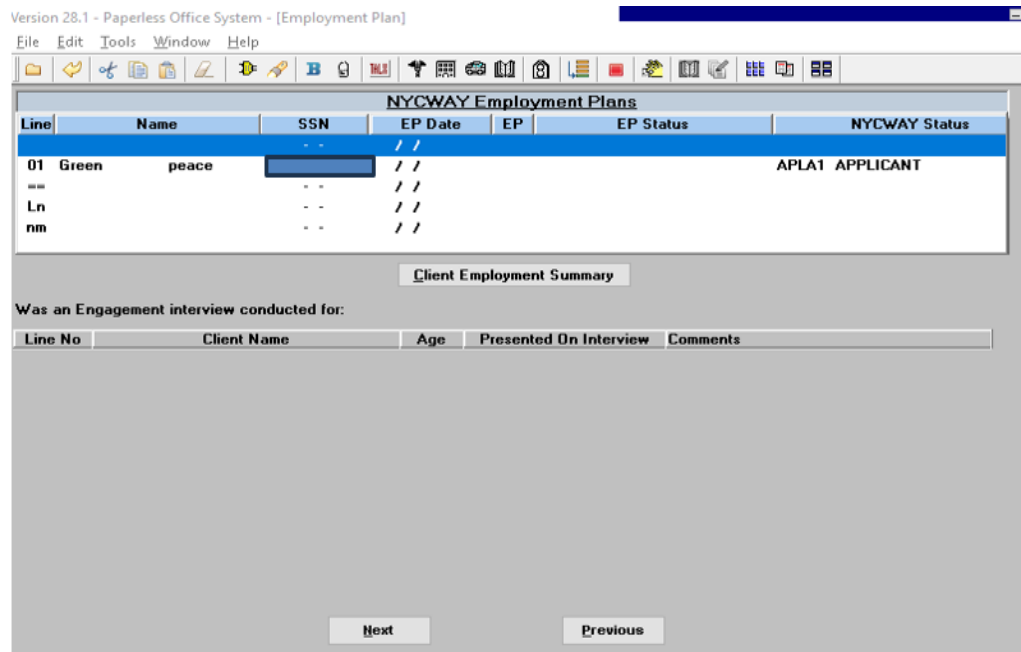
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The below screenshot of **Launch SEAMs** is displayed when the worker clicks the “OK” button on the above message.



The screenshot of the NYCWAY Inquiry screen is displayed below. (For **Change Case Data** activity, this screen can be accessed from the **Tools** menu).



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5. Forms Updates

FORMS	DESCRIPTION	STATUS
HRA-102C	Help For People with Disabilities	FIA has revised several forms in POS that have the old Office of Constituent Services number (212-331-4640) as the RA request is being fully decommissioned and the (718-557-1399) One Number will replace it. Templates have been updated in all languages to reflect the change.
LDSS-3152	Action Taken on Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (NYC)	LDSS-3152 to suppress generating from SPOS if the Client Notices System (CNS) notices have been created for the cases in the AC/RJ/CL status.
HRA-146A	Family Homelessness & Eviction Prevention Supplement A and B (FHEPS A and B) Application	Field Added - Application Date
HRA-146AA	Family Homelessness & Eviction Prevention Supplement A and B (FHEPS A and B) Monthly Accounting of Arrears Worksheet	New Column Added to Worksheet (Rent Supplement Plan (RSP) Funded. Amount changes on Worksheet.
W-145HH	Notice of Decision on Assistance to Meet an Immediate Need or Emergency Grant (For Applicants Only)	Develop a functionality within the workflow to automatically generate the form when a worker completes a case activity that bypasses supervisor approval.
FIA-1104	Notice of Determination Regarding Your Request for a Utility (Natural Gas, Utility Heat, Lights, Electricity) Arrears Payment	Develop a functionality within the workflow to automatically generate the form when a worker completes a case activity that bypasses supervisor approval.