POLICY BULLETIN #24-30-SYS

CA POS RELEASE NOTES

Date: July 10, 2024	Subtopic(s): POS

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, 2024. Descriptions of the changes can be found in Cash Assistance Paperless Office System (CA POS) Release Notes Version 28.2 (**Attachment A**).

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

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Effective Immediately

Attachments:

Attachment A   CA POS Release Notes Version 28.2

CA POS Release Notes
CA POS Version 28.2 June 17, 2024

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for June 17, 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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CA POS Version 28.2 June 17, 2024

1. Overview of Changes

The following changes and fixes were made in this release:

- Implementation of 100% Earned Income Disregard (EID).
- Updated Routing Location Field in Single Issue (SI) Benefit Data Entry Window.
- Changes to the launching and "End of Activity" rule for Employment Plan (EP).
- Implement Enhancement for Review Activity for Automated Non-Discrimination, Work Rules, & Able-Bodied Adults Without Dependents (ABAWD) case comments logic.
- Changes to Poverty Level.
- Report Changes.
- Updates to CA Timeliness Report.
- Forms Updates.

2. Implementation of 100% Earned Income Disregard (EID).

Due to the Office of Temporary and Disability Assistance (OTDA) policy change that went into effect on December 29, 2023, the following earned income will get a once in a lifetime 100% earned income disregard for 6 consecutive months if the gross income is not more than 200% of the Federal Poverty Level. This earned income disregard should only be applied to new income.

- Earned income from Wages/Salary (income code **01**)
- Earned income from Daycare Provider (income code **05**)
- Earned income from Self-employment (income code **06**)

The following earned income will get 100% earned income disregard for the lifetime of its recipience if the gross income is not more than 200% of Federal Poverty Level.

- Earned income from On-the-job training (income code **02**)

Since the Policy went into effect on December 29, 2023, the Family Independence Administration (FIA) and HIV/AIDS Services Administration (HASA) began applying a 100% Earned Income Disregard (EID) for Cash Assistance (CA) cases. However, the Welfare Management System (WMS) was not ready to accommodate these changes until June 2024. During this period, from January to June 2024, FIA and HASA followed instructions laid out in PD# 24-01-ELI and HASA-PB-2024-001, respectively, by entering income program codes "**F**" (SNAP Only) instead of "**B**" (CA & SNAP).

Effective June 16, 2024, WMS implemented some of the required changes. FIA and HASA will continue to have centralized processes but some of the manual processing will cease. FIA and HASA will forward all cases exempted since December 29, 2023 to OTDA for one-time budgeting to capture the correct start and end dates of the exemptions. Additionally, POS incorporated these changes effective June 16, 2024.

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<u>**The following instructions are ONLY intended for use by the designated centralized FIA or HASA teams working on the EID cases. They are informational for all other staff.**</u>

Required WMS Changes for CA Budget Calculation (for budgets Effective June 16, 2024):

To disregard eligible earned income, WMS is creating three new CA Exemption codes:

1. **Code 08 - 100% CA Earned Income Exemption – Employment Income**
   o Applicable for income codes **01** (Wages/Salary), **05** (Daycare Provider), and **06** (Self-employment).
   o The income is disregarded by entering code **08** in the CA Exemption field. If eligible, WMS will auto populate the income (exclusion amount) in the CA Exempt Amount field.
   o WMS will record the initial entry date and set an end date six months later.
   o The system will exempt the amount for up to six months if the income is ≤ 200% of the federal poverty level.

2. **Code 09 - 100% CA Earned Income Exemption – Training Income**
   o Applicable for income code **02** (On-the-job training).
   o The income is disregarded by entering code **09** in the CA Exemption field. If eligible, WMS will auto populate the income (exclusion amount) in the CA Exempt Amount field.
   o There is no end date for the 100% EID for this income type.
   o The system will exempt the amount if this income code is in the budget and if the income is ≤ 200% of the federal poverty level.
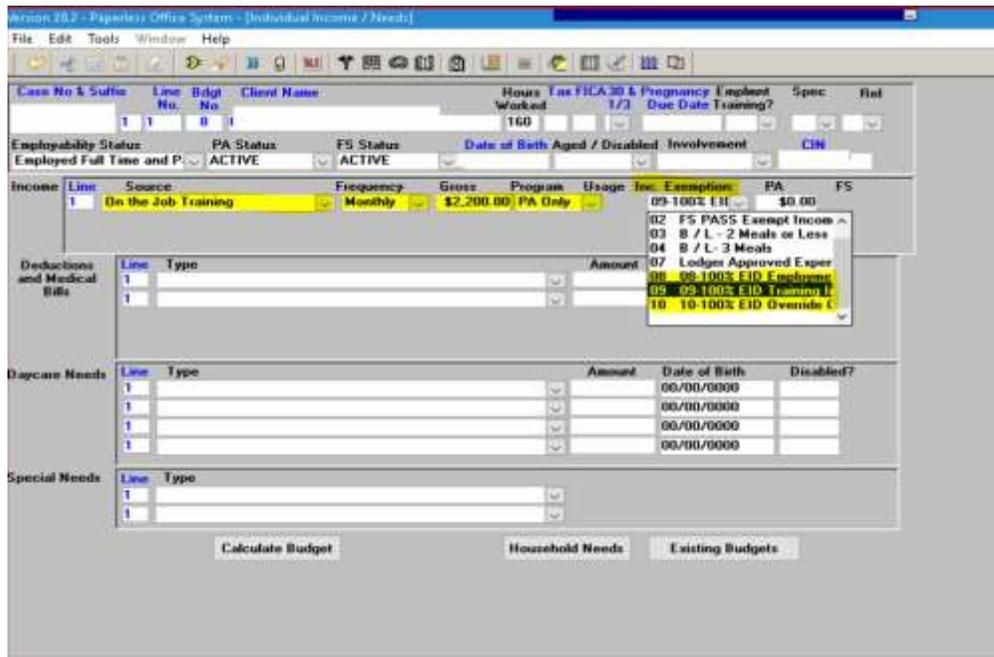
3. **Code 10 - 100% CA Earned Income Exemption – Override Code**
   o Applicable for income source codes **01, 05,** and **06**.
   o This code is used for continuing the six-month employment exemption for individuals moving to NYC from another county.
   o This code is also used for cases that exhausted the six-month period that has Aid to Continue pending a Fair Hearing decision.
   o No end date is set for this exemption code. It is the worker's responsibility to remove it once the six (6) month period has ended. Once the exemption code has been removed, an end date will be set.

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Required POS Changes for CA Budget Calculation (For budgets Effective July 1, 2024):

1. **Adding 3 New CA Exemption Codes:** Currently, we have CA exemption codes **01, 02, 03, 04,** and **07** in POS. The new codes **08, 09,** and **10** will be added to the "**Inc. Exemption**" drop-down list in the CA POS Individual Income/Needs window. This update allows workers to enter the new CA Exemption codes. The user will enter the exempt amount (the full gross earned income amount) in the CA Exempt Amount field. The following screenshot shows the newly added Inc. Exemption codes.

2. **Use of Exemption Code 08 (100% CA Earned Income Exemption – Employment Income)**

   Individuals with income codes **01** (Wages/Salary income), **05** (Daycare Provider income) and **06** (Self-employment income) can have their income disregarded by entering the newly created code **08** in the CA Exemption field and the income amount in the CA Exempt Amount field.

   The following screenshot illustrates the POS screen where individuals can enter their employment income.

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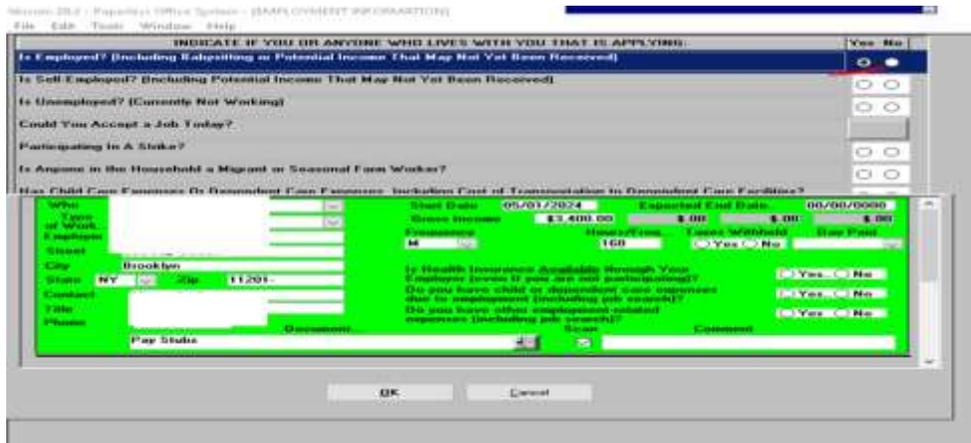
When the worker clicks on the **Calculate Budget** button on the CA POS **Individual Income/Needs** window, an alert message will pop up if the following scenario exists:

- The income code is either **01, 05, 06** for any active or applying individual in the case.
- The income amount is not greater than 200% Federal Poverty level.
- The earliest income start date is after the file date and after December 29, 2023, and the current date is within 6 months of the earliest start date.
- The CA exempt code **08** or **10** is not entered.
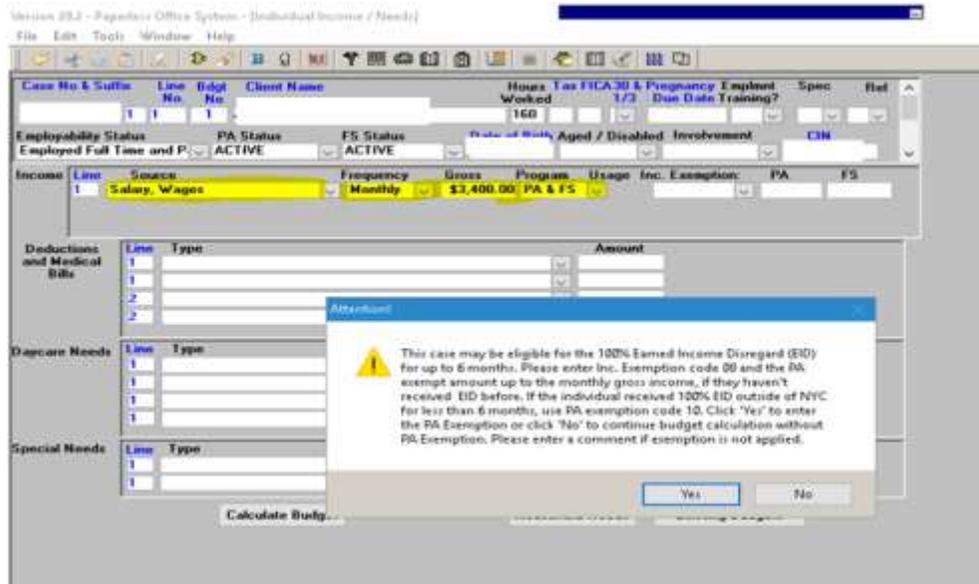
The following screenshot demonstrates selecting exemption code **08** and entering the CA Exempt Amount. However, in WMS, users are unable to enter the CA Exempt Amount. It is automatically populated if the total income for that individual is below the 200% FPL for the household size. If POS is allowing this to be a user entered field, staff must ensure that the value entered here can only equal the gross income amount entered.

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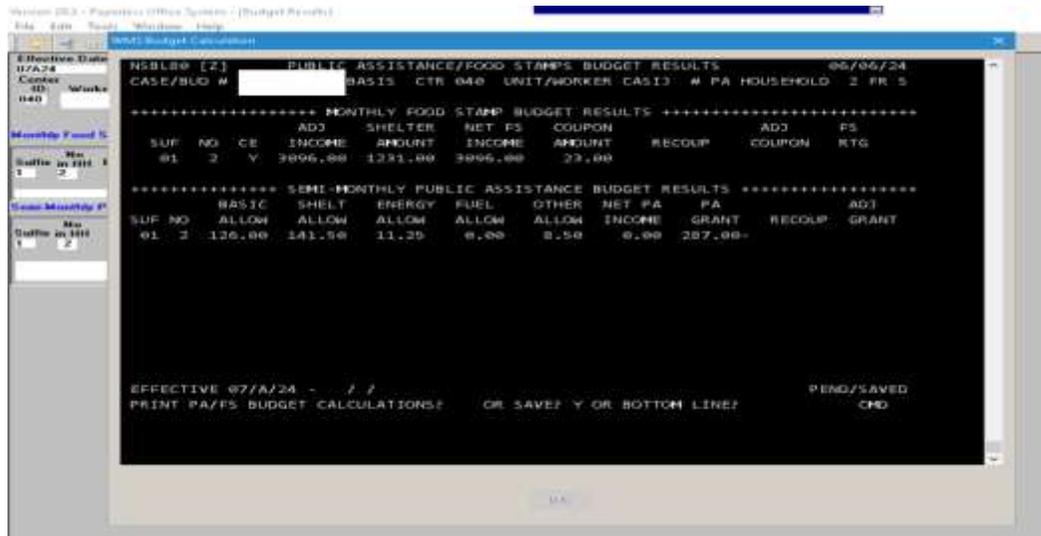**CA POS Version 28.2 June 17, 2024**
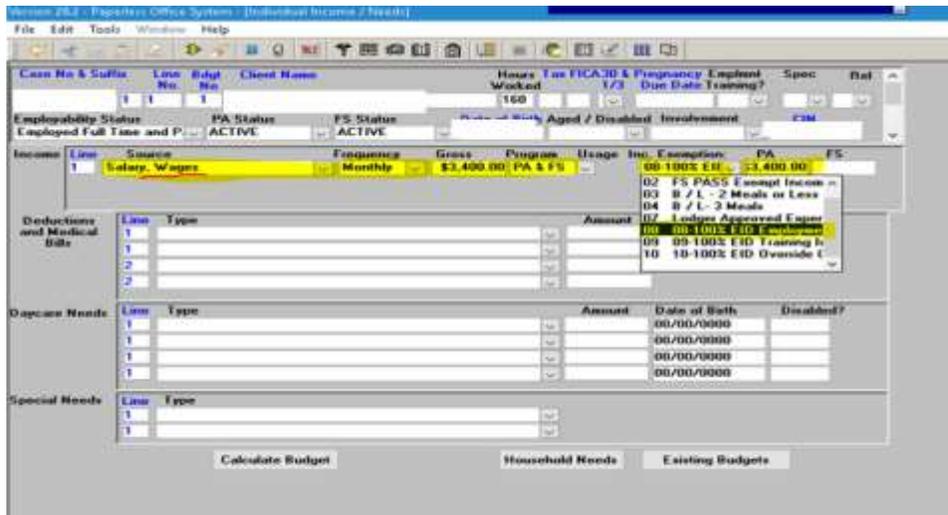
The following screenshots illustrate that in budget calculations, exemption Code **08** is eligible for disregarding, ensuring individuals remain eligible to receive benefits.
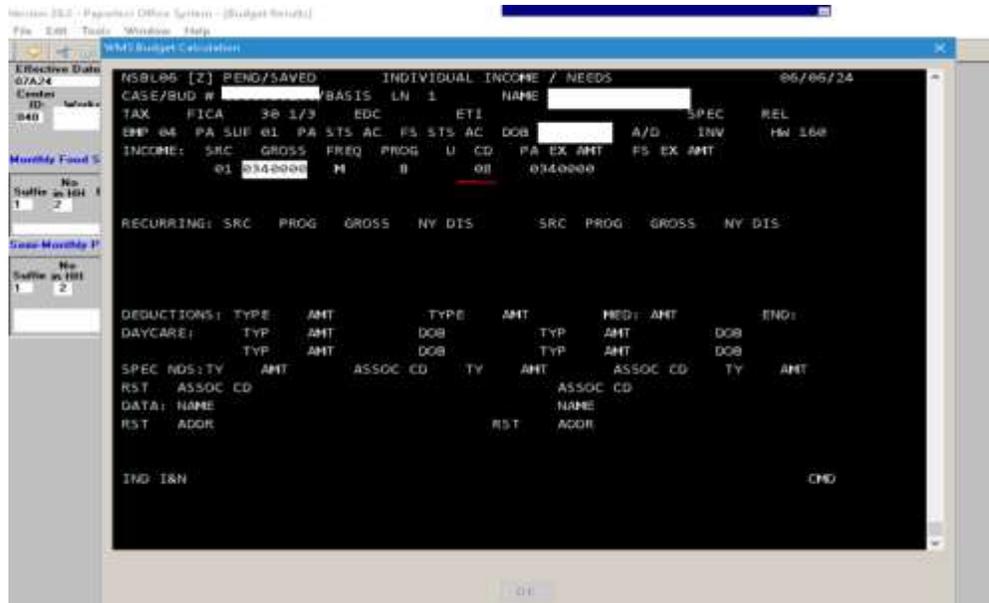
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3. **Use of Exemption Code 09 (100% CA Earned Income Exemption – Training Income)**

    Individuals with income code **02** (On the job training income) can have their income disregarded by entering the newly created code **09** in the CA Exemption field and the income amount in the CA Exempt Amount field. There is no expiration date for the 100% EID for this income type. In the budget calculation, WMS will exempt the amount entered in the CA exempt amount field if this income code is in the budget and the income amount is <= 200% Federal Poverty Level.

    The following screenshots illustrate the POS screen where individuals can enter their training income.

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When the worker clicks on the **Calculate Budget** button on the CA POS **Individual Income/Needs** window, an alert message will pop up if the following scenario exists:
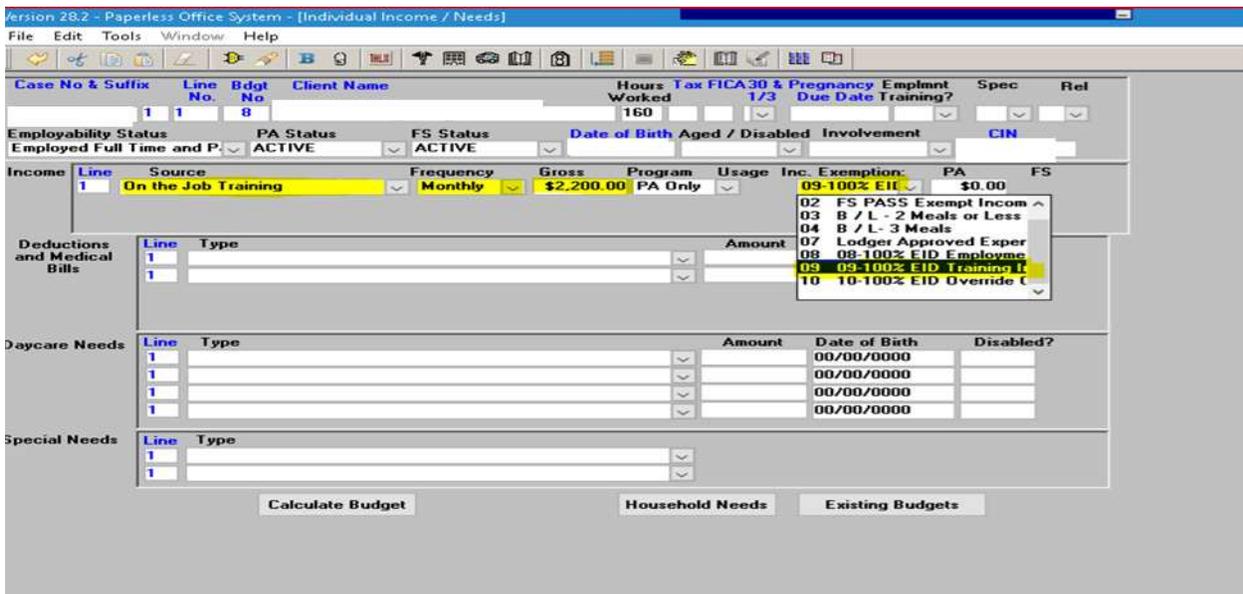
- The income code is **02** for any active or applying individual in the case.
- The income amount is not greater than 200% Federal Poverty level.
- The CA Exempt code **09** is not entered.

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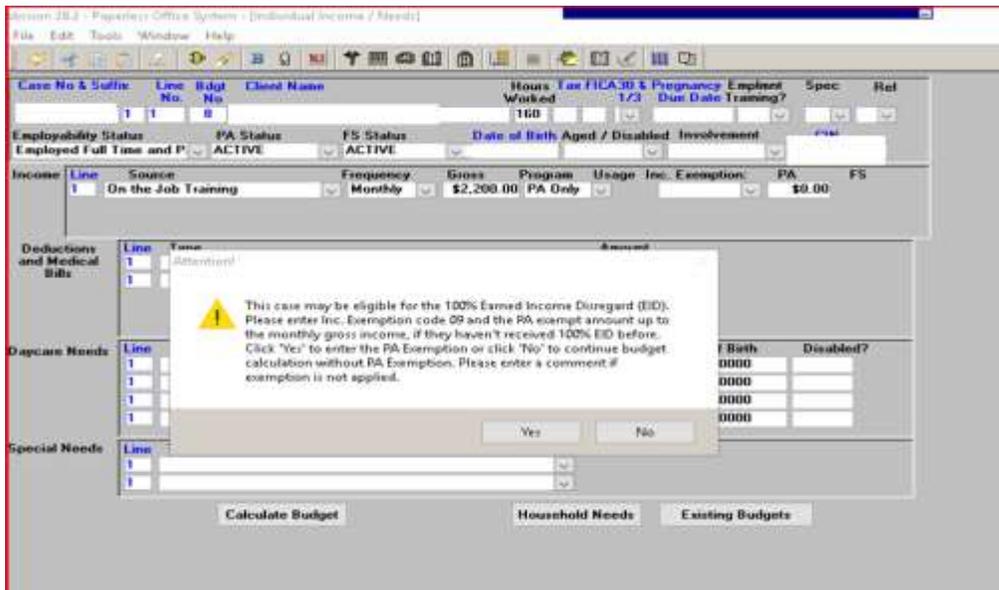
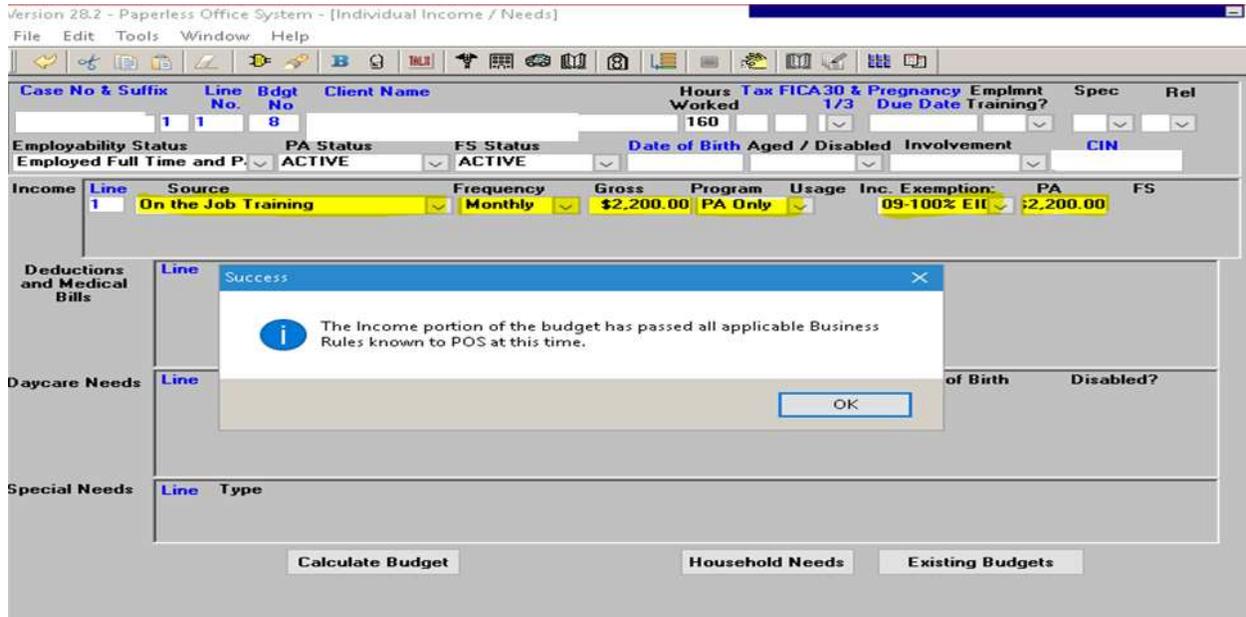
The screenshot below demonstrates selecting exemption code **09**.

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The screenshot below describes the selection of exemption code **09** and the Exempt Amount.

The screenshot below illustrate that in budget calculations, Exemption Code **09** is eligible for disregarding, ensuring individuals remain eligible to receive benefits.
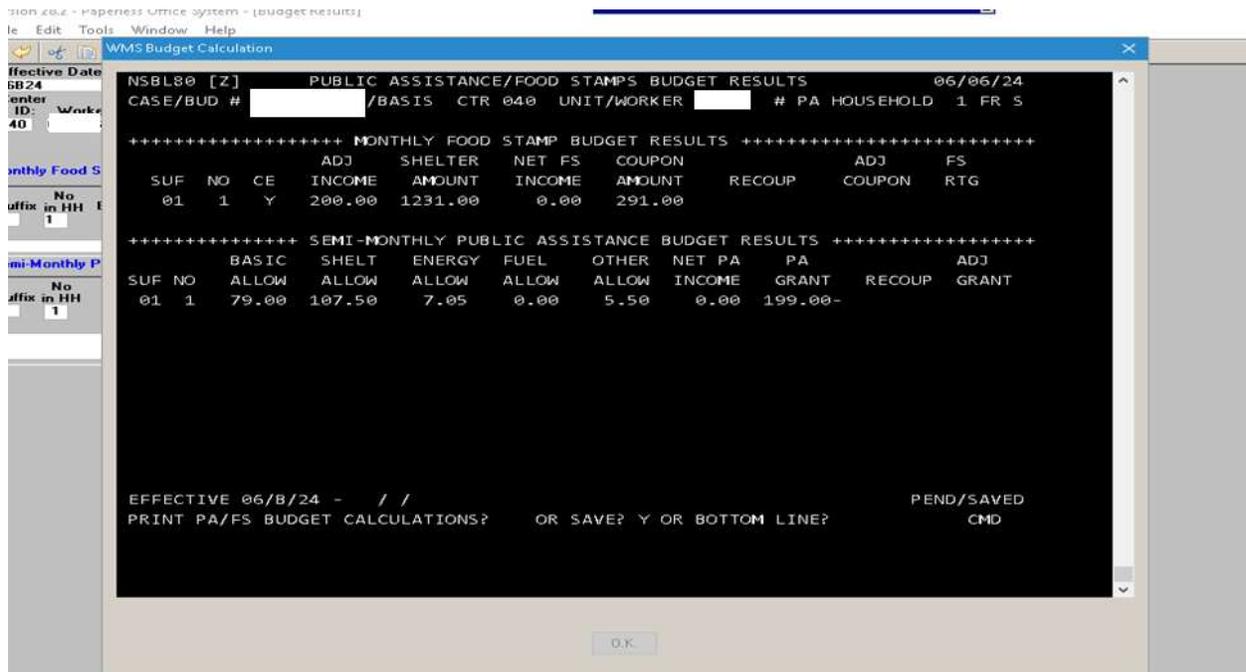
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4. **Use of Exemption Code 10 (100% CA Earned Income Exemption – Override Code)**

Individuals with income codes **01** (Wages/Salary income), **05** (Daycare Provider income) and **06** (Self-employment income) can have their income disregarded by entering the newly created code **08** in the CA Exemption field and the income amount in the CA Exempt Amount field.

Exemption code **10** is valid for income source codes **01** (Wages/Salary income), **05** (Daycare Provides income) and **06** (Self-employment income) for the following scenarios:

    i.   Continuing the 6-month employment exemption for individuals moving to NYC from another county; or

    ii.   For cases that exhausted the six-month period but has Aid to Continue pending a Fair Hearing decision.

The screenshot below demonstrates selection of exemption code **10.**

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The following screenshot demonstrates selecting exemption code **10** and entering the CA Exempt Amount.
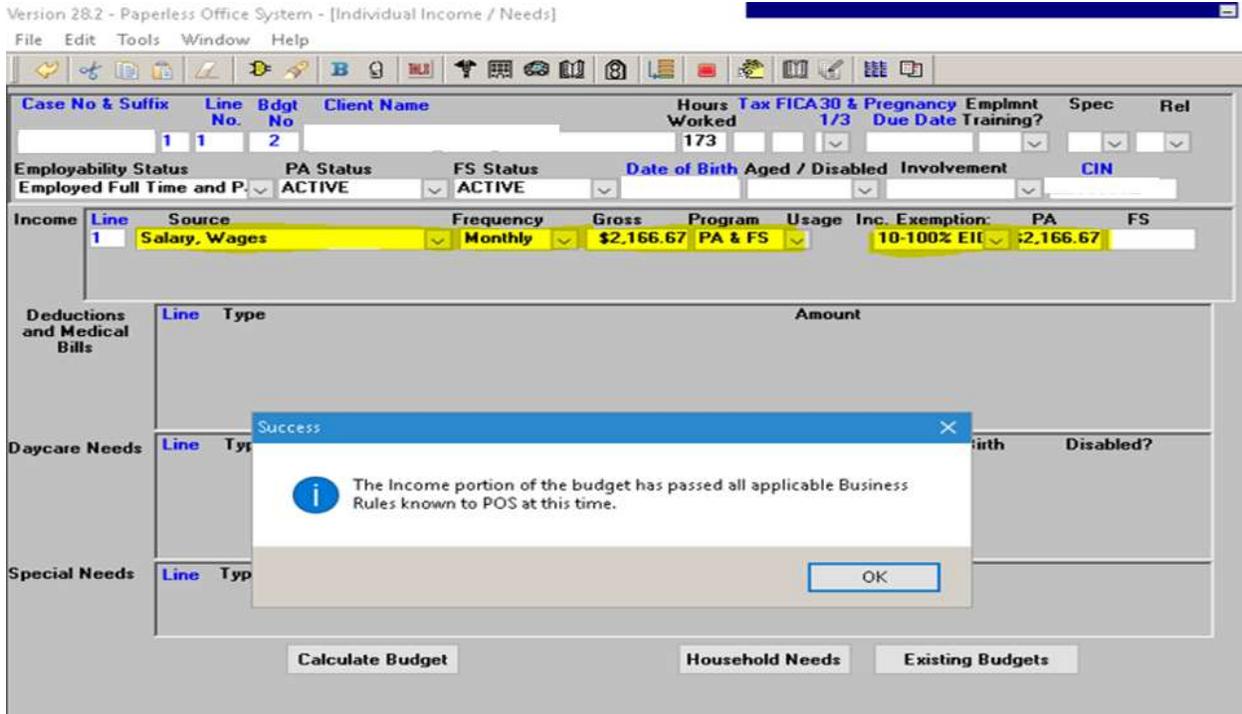
The following screenshot illustrates that in budget calculations, Exemption Code **10** is eligible for disregarding, ensuring individuals remain eligible to receive benefits.
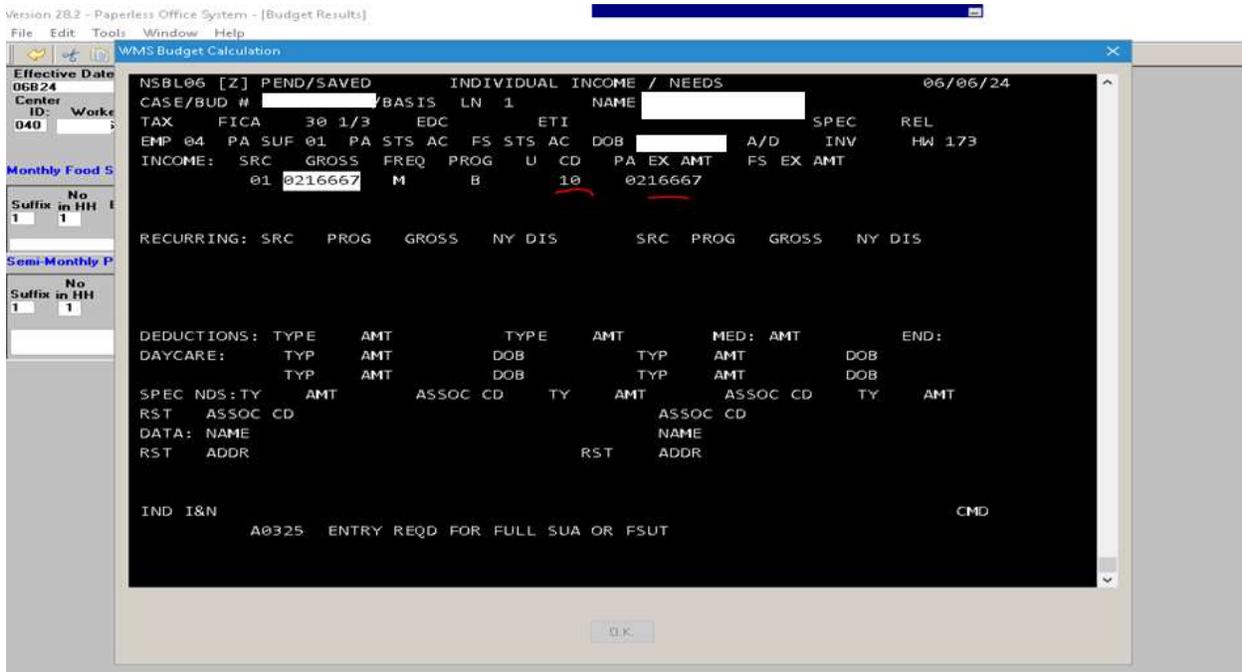
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In order to authorize the budget on the TAD and ensure proper notice goes to the participant household, staff must also create a change notice in CNS using one of the following reason codes:

1. Exemption code **08** will require the use of CA reason code **M41.**
2. Exemption code **09** will require the use of CA reason code **M42.**
3. Exemption code **10** will require the use of CA reason code **M43.**

Designated staff working on these cases must enter the newly created CNS Notice Number in the appropriate field on the POS TAD.

**Note**: If the resulting budget leaves the household ineligible for SNAP, staff must close the SNAP portion of the CA case with the correct income closing code. In order to close the SNAP portion of the case, staff must not enter the CNS number on the TAD but rather enter the M3E indicator of "**T**" and send out the appropriate notice, **LDSS-4014**, **LDSS-4015**, or **LDSS-4016**.

HASA Note: With these budgeting changes, staff must put in the additional needs type code 51 for the Transport & Nutritional Drink Allowance, when appropriate.

3. Change in SI Benefit Data Entry Window

Currently the **Routing Location** field on the *CA Single Issue Benefit Data Entry Window* is a free text field. It is reported that users enter invalid data in this field, and many benefits are not processed or not going to the right payee.

In this release, this field is being changed to a drop-down list box. The user can select the valid values from the drop-down list. The field is exactly 4 characters long and does not accept more than 4 characters.

The field is circled in red on the following screen.

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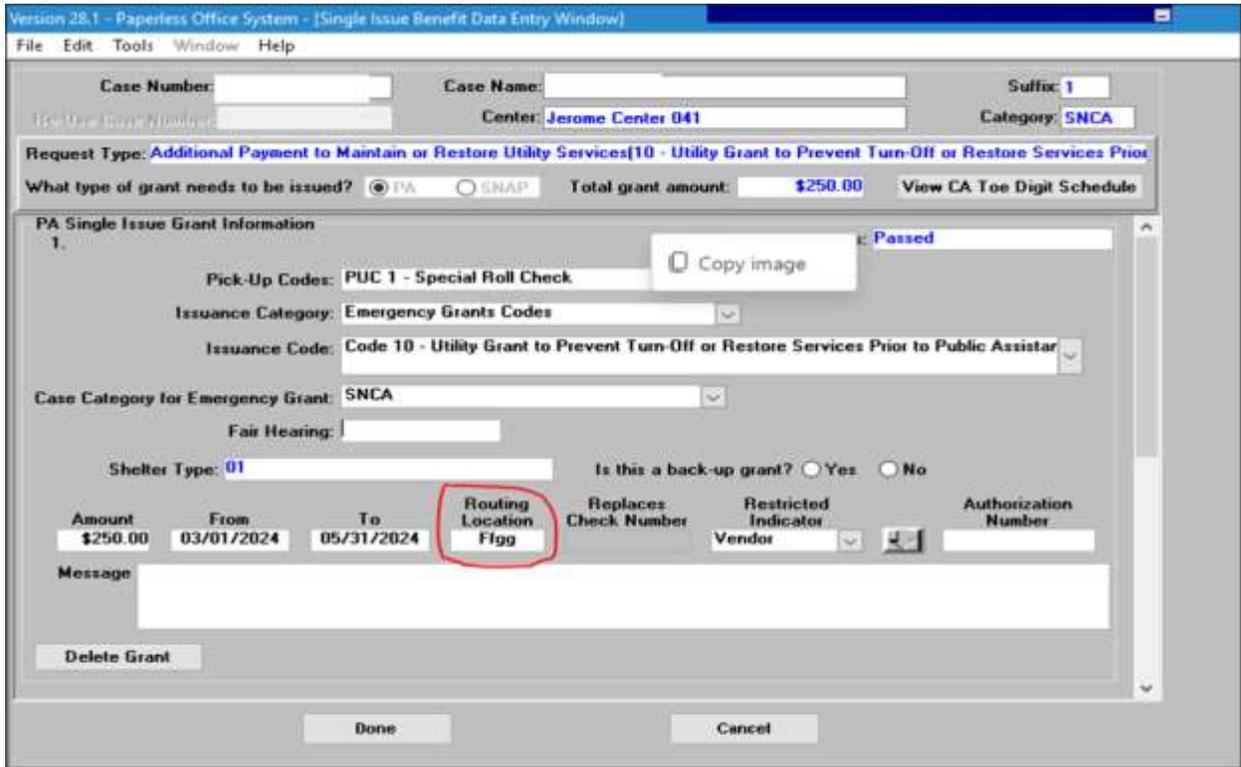
The screenshot below shows a single-issue benefits data entry window. In the window, the "Routing Location" field has been changed from a text box to a dropdown menu, highlighted in yellow.

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4. Changes to the launching and "End of Activity" rule for Employment Plan (EP)

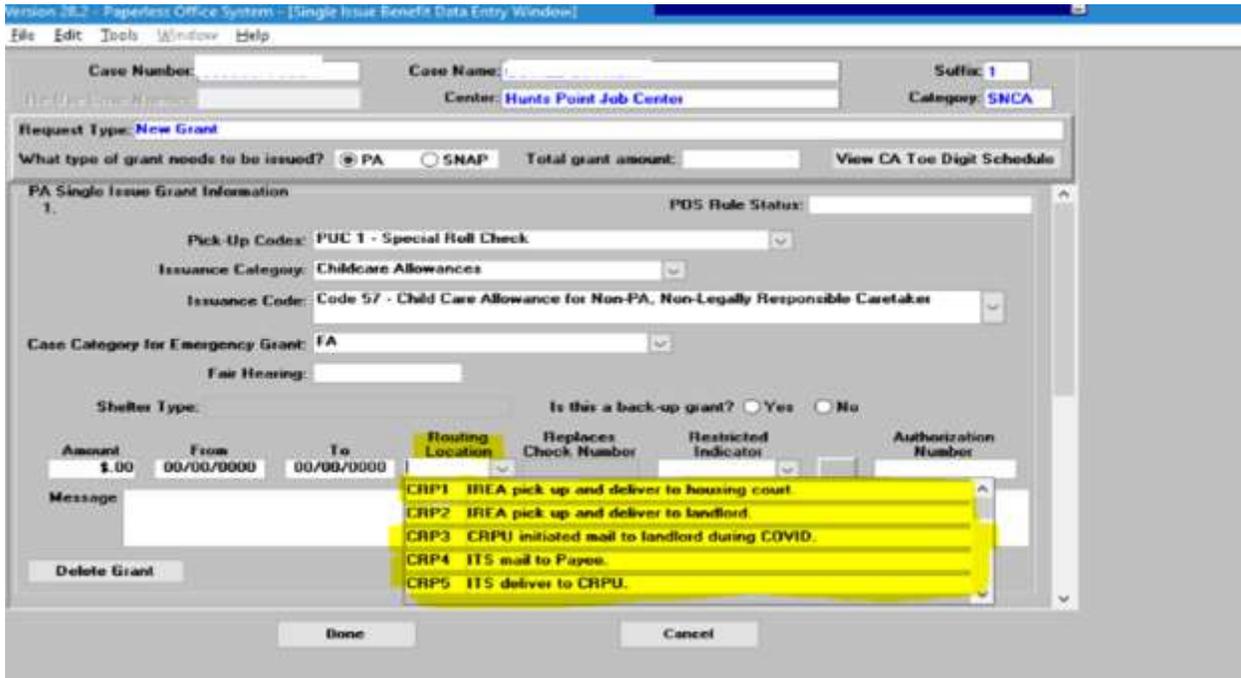Currently the POS system is attempting to trigger the launching of the EP in the Application Interview activity at the end of the **Education and Training** window. Due to a glitch, many times it fails to trigger. To fix the issue, the trigger to launch EP will take place at the **Next** button of the **Disposition/Withdrawal** window. If EP is not initiated, the "End of Activity" rule will prevent the worker from completing the **Application Interview** activity.

For the **CA Recert Interview** activity, EP will be automatically triggered to launch at the end of the **Education and Training** window. If EP is not initiated, the "End of Activity" rule will prevent the worker from completing the **CA Recert Interview** activity as shown in the following screenshot.
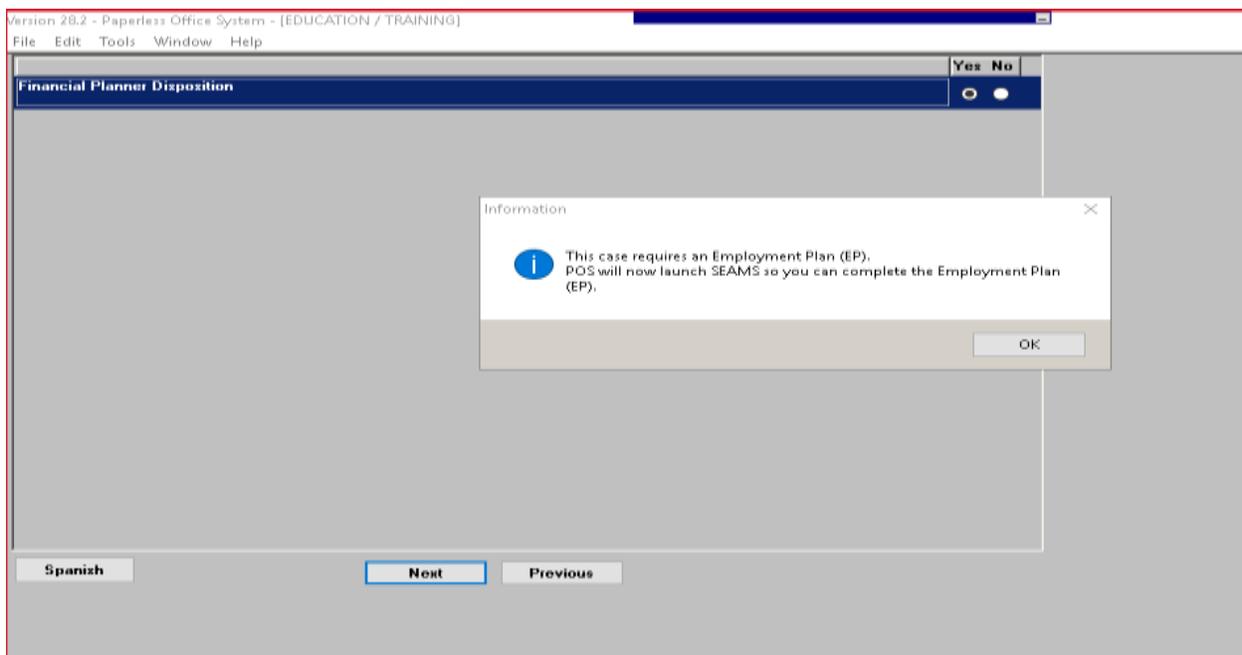
5. Implement Enhancement for Review Activity in CPOS

Within the Classic POS Review Activity, users should be able to see the scripts that staff read to clients during the interview, including the attestation that staff have read them to the clients. The prompt and the automated comments will be posted and saved alongside the oral scripts.

Update logic to **Work Requirements Notice** window in the Review Activity.
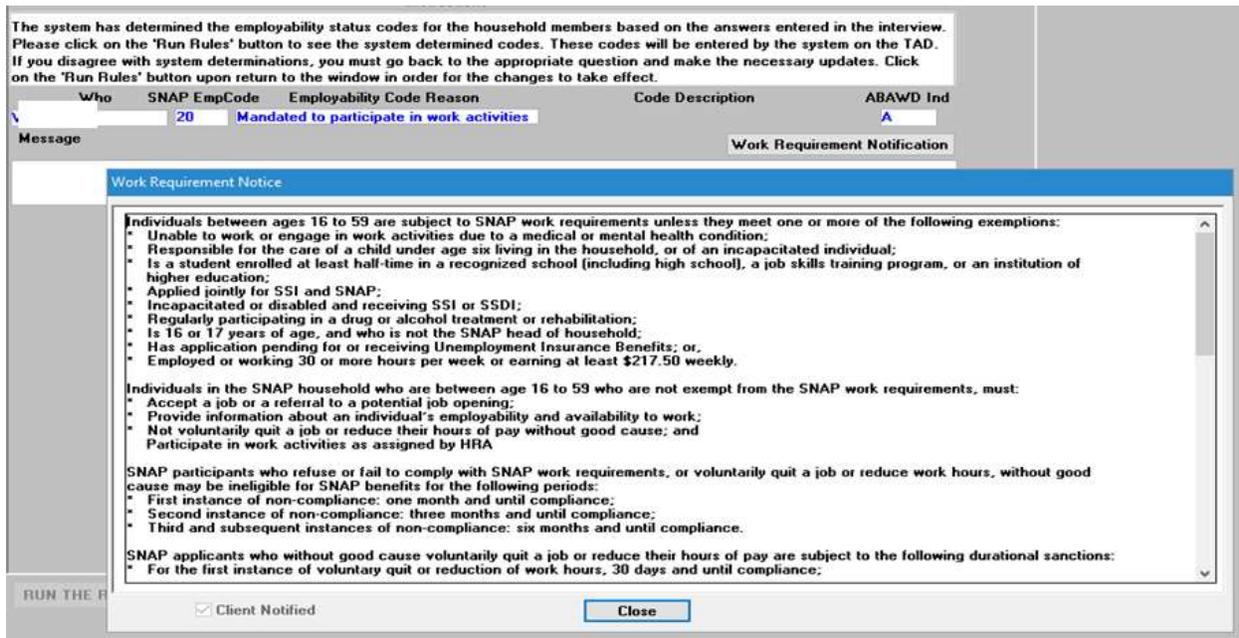
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With this release, when the worker clicks the "**RUN THE RULE**" button on the *Employment Determination* window in the interview activity, the system will prompt and notify the worker about the requirement to read the "**Work Requirement Notice**" scripts to the clients. The related comment and script will be saved. Saved comments will be displayed in the Comments Window and scripts will be displayed in the "**Work Requirements Notice**" window for the SNAP work and ABAWD requirements.

Following the script reading, the worker must check the "**Client Notified**" checkbox. Upon confirmation, the system will automatically post a comment in the Case Comment section, indicating either "Case member(s) notified of SNAP work requirements" or "Case member(s) notified of SNAP work and ABAWD requirements", depending on the specific requirements.

The following screenshot shows what happens when the worker checks **Client Notified,** and the comments are automatically saved.

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Current Language for the Comments Window for all SCRIPTS:

NDS (Non-discrimination Script)COMMENT SCRIPT COMMENT FOR "YES"	Text for Non-Discrimination Statement Comment if question response is Yes	The Worker read the "Statement of Nondiscrimination" to the applicant/participant and informed them of their right to file a complaint, and what to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they had questions and the Worker addressed their questions.
NDS COMMENT SCRIPT COMMENT FOR "NO"	Text for Non-Discrimination Statement Comment if question response is Yes	The Worker read the "Statement of Nondiscrimination" to the applicant/participant and informed them of their right to file a complaint, and what to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they did not have any questions.
E&T (Employment & Training) COMMENT SCRIPT COMMENT	Text for E&T script comment	Case member(s) notified of SNAP work requirements.
ET & ABAWD SCRIPT COMMENT	Text for E&T and ABAWD script comment	Case member(s) notified of SNAP work and ABAWD requirements.

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Update **Non-Discrimination Script** in the Tools menu.

In this release, when the worker reads the script for the case's Non-Discrimination Scripts (NDS), the system will now consistently enable the NDS option in the Tools menu. Upon selecting the NDS option in the Tools menu, the system will promptly display saved scripts accompanied by their corresponding comments.

The below screenshot displays the NDS opening from the Tools menu.
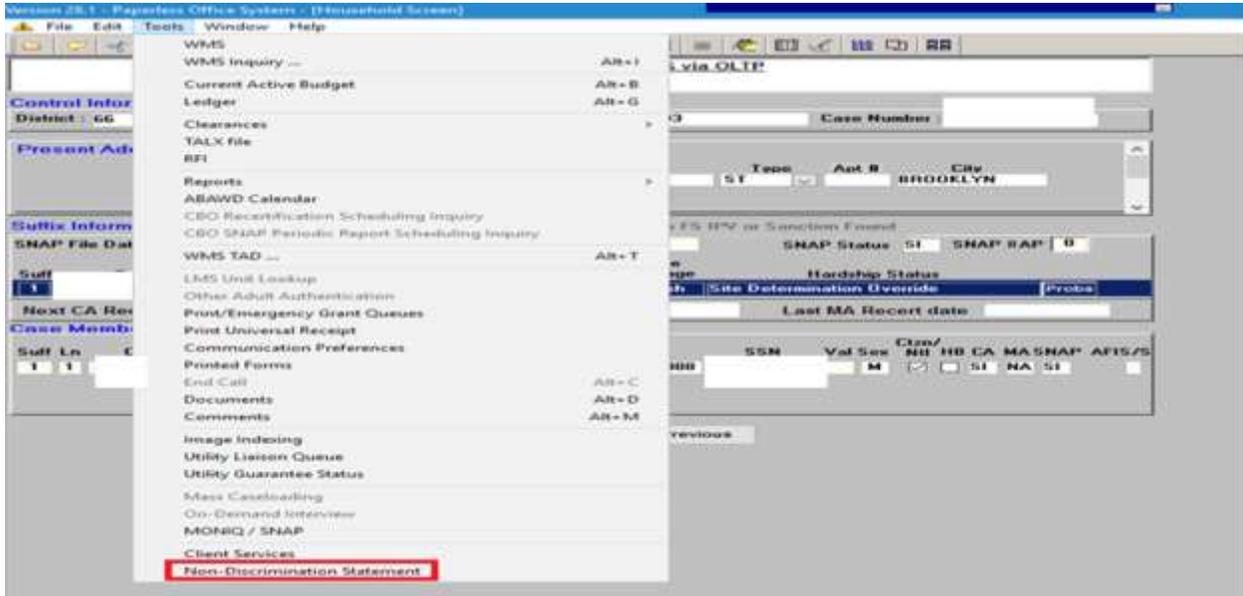
The below screenshot shows the NDS comment for "YES".

The below screenshot shows the NDS comment for "NO".
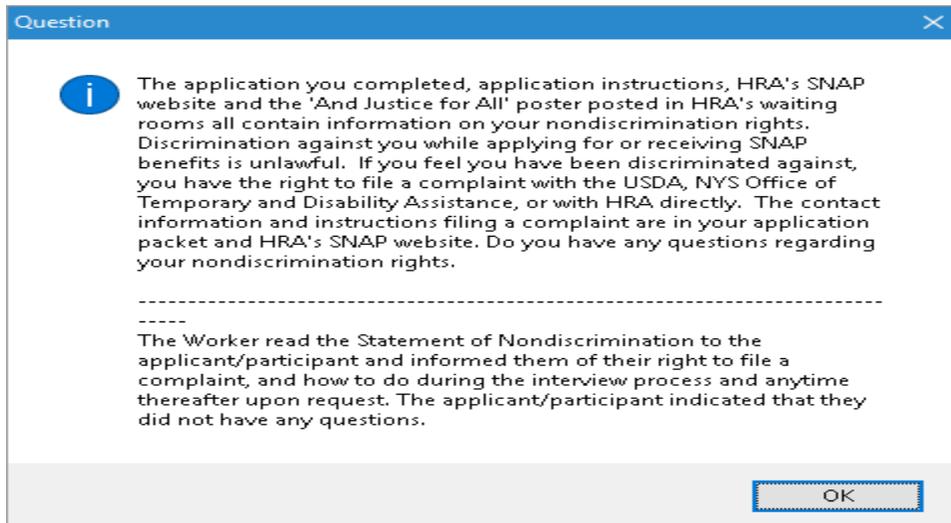
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6. Changes to Poverty Level

The CA poverty level amount increased effective June 2024. POS tables are updated to reflect these changes.

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

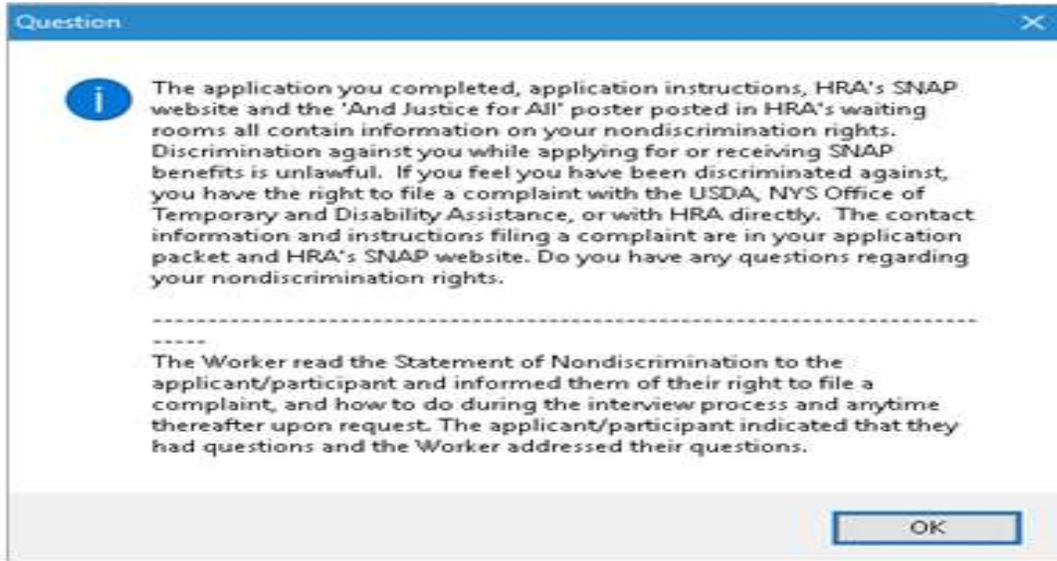| HH Size	New 100% Poverty Level Amount
1	1255
2	1703
3	2151
4	2600
5	3048
6	3496
7	3945
8	4393
9	4841
10	5290
11	5738
12	6186
13	6635
14	7083
15	7531
16	7980
17	8428
18	8876
19	9325
20	9773
21	10221

7. Report Changes

The SCR (Selective Case Review) rule was updated in previous releases. With those changes, new *SCR Exception code* and *Supervisory Bypass codes* were added. However, the Management Console (MC) report was not reflecting these changes.

In this release, updates were made to the following two reports under the **SCR Worker- Only Activities** tab of the Management Console (MC) report.
- SCR Exception Summary Report
- SCR Summary Report

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SCR Exception Summary Report:

SCR Exception summary report shows the count of cases that are selected for 100% supervisory review due to some exceptions. This report will now display the newly added exception criteria. The new exception codes are highlighted in yellow in the below screenshot.

SCR Summary Report

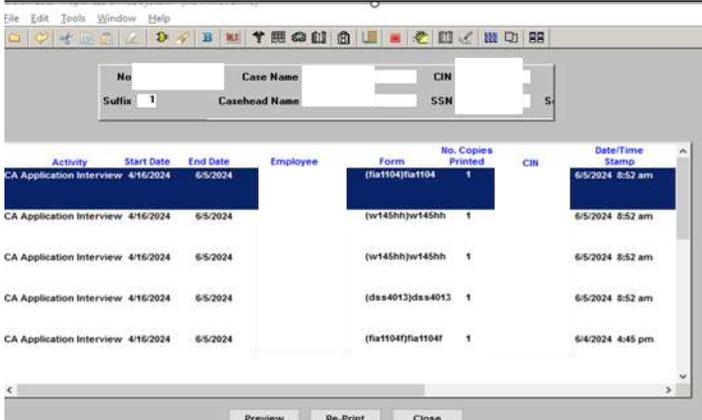This report shows the summary of cases that are either directly transmitted by the worker or sent to the supervisor for approval. With the changes in the SCR rule, a new category called **Supervisory Bypass** has been added. These are the cases selected for 100% direct transmission by the worker. A new column has been added to this report to display the count of cases selected under this category for each day.

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8. Updates to CA Timeliness Report

The **FS Timely** calculation in the CA Timeliness report has been updated for application cases that were simultaneously rejected for both CA and SNAP. Currently the **FS Timely** is calculated based on the processed date of the SNAP program. However, due to the SNAP 30-day rejection rule, the WMS will not process the SNAP rejection until the 30th day of the file date is over. This always causes the SNAP processed date to be untimely. To mitigate this issue, the **FS Timely** is now calculated based on the processed date of the CA program. This change will make the **FS Timely** as "Yes" for these types of cases, which previously was "No" (Please see the screenshot below that reflect the **FS Timely** before and after the changes.

9. Forms Updates

FORMS	DESCRIPTION	STATUS
EXP-76R	For Your Records: Documents We Received from You.	Suppress **EXP-76R** notices for the Print to Mail (PTM) process for clients with an AHRA account, regardless of opt-in/opt-out option. The forms will be generated and committed once a week for recipients with all scanned and indexed documents from the previous week. The current PTM process will not change for people who do not have a linked AHRA account.

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FIA-1104	Notice of Determination Regarding Your Request for a Utility (Natural Gas, Utility Heat, Lights, Electricity) Arrears Payment	➢ FIA revised the Fair Hearing ODTA link. The static link was updated: **http://www.otda.ny.gov/oah/forms.asp** The **FIA-1104** form checkbox will be removed from the Notice selection window and the form will be sent to PTM after a decision is made and transmitted to WMS.
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)	The **W-137B** will be removed from the Notice Selection Window. The **W-137B** will be sent directly to PTM after approval activity, when case is transmitted to WMS.
W-137B, W-145HH, FIA-1104	Emergency Grants (for Applicants Only)	The Grant decision forms (**W-145HH, W-137B, FIA-1104**) are available for temporary preview when they are sent for PTM process from the Tool Menu for the Printed Form option.
FIA-1250 / FIA-1251	**FIA-1250** Important Information About SNAP Work Rules (General, Mandatory E&T, and ABAWD) **FIA-1251** Important Information About SNAP Work Rules (General and Mandatory E&T)	The **FIA-1250** / **FIA-1251** logic was updated to identify the correct population of recipients for both forms. The recipient must be between 16 (Head of Household) and 60 years old with ES codes: **16, 20, 27.**

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FIA-1204	Interview Required for Your Cash Assistance Application!	FIA requested to update the **FIA-1204** templates in POS. The change was to remove the Due Date from the form.
FIA-1124	Important Information About Your Case Notice of Missed Cash Assistance Appointment	FIA requested to update the **FIA-1124** templates in POS. The change was to update reference for contact information.