



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #04-127-OPE

REPOPULATING APPLICANT DATA IN THE PAPERLESS OFFICE SYSTEM (POS)

Date: July 16, 2004	Subtopic(s): POS
 This procedure can now be accessed on the FIAweb.	<p>The purpose of this policy bulletin is to inform staff in Paperless Office System (POS) Job Centers that the POS has been updated to repopulate data in the Application Intake activity that was obtained from a previous interview.</p> <p>POS has been modified as follows:</p> <p>A new business rule will run prior to the Application Intake question set to determine if there had been a previous POS case and whether the file date of that case was within the permissible range for reusing the application data. If the date is within the permissible reuse range, POS will repopulate the appropriate windows with the data collected from the previous interview. The JOS/Worker will have the ability to edit any data repopulated by POS.</p> <p>The JOS/Worker must follow the steps outlined below for POS to determine if data from a previous interview can be reused:</p> <ol style="list-style-type: none">1. The JOS/Worker initiates the Application Intake activity in POS, completes the Site Determination window and clicks the Next button. If a Social Security number (SSN) was entered for the casehead, POS will search its database for previous cases using the SSN. If no SSN is available, the system uses the casehead demographics entered to search for previous cases.2. If no matches are found, the following message will appear, "No Recent Information was found to be reused for this application." Click OK to remove the message and click Next to continue. To return to the Site Determination window, click Previous.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

Exact Match Found

3. If an exact match is found the **Previous Case Search** window will appear. This window will display the casehead demographics and residential address of the previous case (having the most recent file date) found in the POS database below the current casehead information.

Casehead
demographic
information

Demographic
information of
exact match

Previous Case Search

Current Case Head Information

Last Name	First Name	Middle Name	Sex	D.O.B.	SSN
			M		- -

Residential Address

House No: Street Dir/Name/Type: Apt:

City: State: NY Zip Code: Phone:

Match Found

Last Name	First Name	Middle Name	Sex	D.O.B.	SSN
			M		

Residential Address

House No: Street Dir/Name/Type: Apt:

City: State: NY Zip Code: Phone:

Next **Previous**

The window is divided into two halves. The upper half will contain the following information for the casehead:

- Last Name
- First Name
- Middle Name
- Sex
- Date of Birth (DOB)
- Social Security number (SSN)
- Residential Address
- Phone

The lower half of the window will display the demographic information listed above for the match having the most recent file date.

Exact Match Not Found

A checkmark appears inside the clicked box.

4. If an exact match is not found, but a possible match exists in the POS database, POS will display the results in the **Previous Case Search** window. The JOS/Worker must select the proper casehead data by clicking inside the “Use This Last Name, First Name, SSN and DOB” box (shown below). If the match result will not be used, then the current casehead information entered on the **Site Determination** window must be used (click inside the first checkbox). The JOS/Worker will select the case, based on matched data, and click the **Next** button to continue.

Previous Case Search

Current Case Head Information

Last Name	First Name	Middle Name	Sex	D.O.B.	SSN	Use This Last Name, First Name, SSN and DOB.
			M			<input checked="" type="checkbox"/>

Residential Address

House No: Street Dir/Name/Type: Street: Apt:

City: State: NY Zip Code: Phone:

Match Found

Last Name	First Name	Middle Name	Sex	D.O.B.	SSN	Use This Last Name, First Name, SSN and DOB.
			M			<input checked="" type="checkbox"/>

House No: Street Dir/Name/Type: Street: Apt:

City: State: NY Zip Code: Phone:

Next **Previous**

Click inside the “Use this...” box to select either the match data or current casehead data

The **Verify Re-application Date** window will not appear (and no data reused) if a match is not found on the **Previous Case Search** window or the current casehead information will be used.

5. The next window to appear after a match has been found is the **Verify Re-application Date** window. This window (shown on page 4) will display the following instructions:

“Below you will find the date this case/applicant was most recently logged into the system. If this date does not reflect the correct date of reapplication, please change the date to the date the applicant first came to reapply. You may need to back-date because the system was not available or the case was not logged in on the day the applicant reapplied.”

The JOS/Worker must answer **Yes** or **No** to the question: “Does this date reflect the date the applicant first came to reapply?” If the date is incorrect, the JOS/Worker must click **No** and enter the correct date of reapplication in the “Enter the date the applicant first came to reapply” box. If the date is correct the JOS/Worker must click **Yes**, then click **Next** to continue.

2nd inquiry to determine if case data is eligible for reuse

Once the date of file is determined, POS will check for previous issuances of an expedited Food Stamp grant by searching for single issuance grant codes **52** and **54** associated with the selected case. In other words, if the system finds that expedited food stamps were issued at the time of the previous application, it compares the date of reapplication with the date of the last Food Stamp Benefit issuance.

Rules to determine if the previous data will be reused

The previous application data will be reused if:

- POS finds issuances of expedited food stamps (issuance codes **52** or **54**) with a benefit amount greater than \$0 on the case and the log-in date (represents the reapplication date) is within 30 days of the most recent Food Stamp issuance date for the selected case.
- POS does not find issuances of expedited food stamps (issuance codes **52** or **54**) on the selected case and the log-in date is within 60 days of the file date of the selected case.

When POS data can be reused, POS will prefill the question set of the **Application Intake** activity and will reuse the FS file date of the matched case in the “**File Date**” field on the **Case Login** window.

Note: As a result of these enhancements to POS, duplicate windows that appear in both the **Application Intake** and **Application Interview** activities will be removed from **Application Intake**. For example, on the **Why Need PA** window the “Why is the applicant applying” drop-down menu and “Details” box will be removed from **Application Intake** since they also appear in the **Application Interview**.

Effective July 19, 2004