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POLICY BULLETIN #04-130-SYS

PAPERLESS OFFICE SYSTEM (POS) VERSION 8.2

Date: July 23, 2004	Subtopic(s): POS
🖥 This procedure can now be accessed on the FIAweb.	The Paperless Office System (POS) is updated on a regular basis to make the system more user friendly and to reflect changes in city, state, and federal regulations. The purpose of this policy bulletin is to inform staff of the following changes implemented as POS Version 8.2 on July 19, 2004: • Document Reuse • Change in Display of Images in POS Document Browser • AFIS Photo in Document Browser • Child/Teen Health Oral Script • Search by Dummy Case Number • EVR Changed to BEV • Alien Window Updates • Changing the Address for an Active Case • Shelter Restriction Rule • Case Transfer Update • Link to Referral to Bureau of Fraud Investigation (**BFI-14**) in Help Menu • Updates for RTSC • Change to EFS Lookup Inquiry • Update to Schedule Appointments Activity • PA Routing Update • Denial Reason Text Entry on **LDSS-4013A** • Reminder: Unlock Button in Reopen a Case • Error Corrections and Bug Fixes • Forms Updates (includes additions and revisions)

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

Document Reuse

In the Application and Recertification interviews, certain documents are required to determine eligibility or continuing eligibility. In many instances these documents were submitted previously. The **Document Found for Individual Details** window has been added to POS. POS will search the image viewer database to determine whether the document was previously scanned (under a different case number). If a document is found it will be listed in the **Document Found for Individual Details** window (shown below). The Worker will be able to view and reuse the documents found in the image database. This will help reduce the duplication of scanned images.

This window will appear before the **Individual Detail** window in the **Application and Recertification Interviews** when documents are found in the image database.
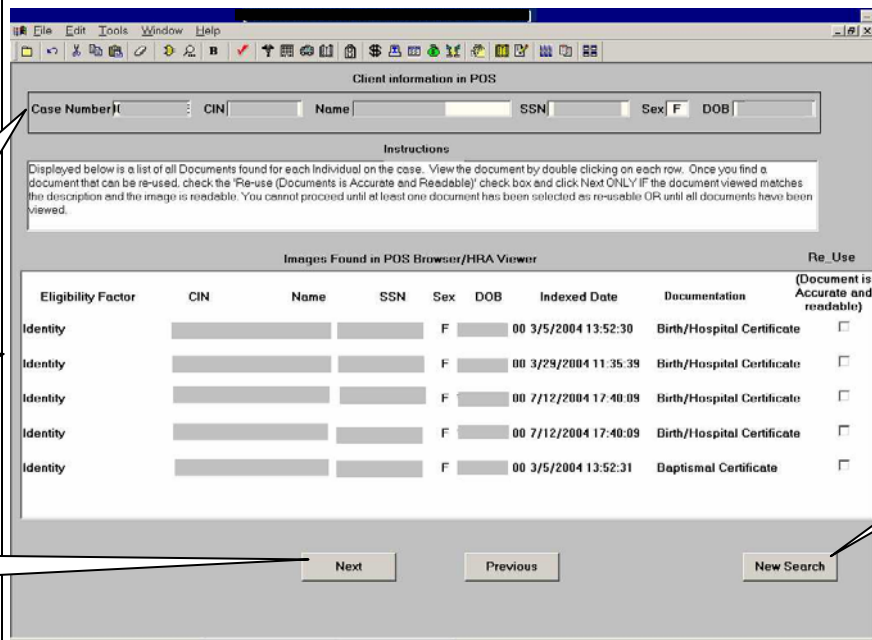
Document Found for Individual Details window

Case and demographic information

Documents found

New Search button

Next button

The top section of each window will display the case and demographic information. Each document found by POS will display the individual's demographic information (name, sex, DOB, etc.) for each document found by POS.

The eligibility factor the document supports (citizenship, identity, etc.) will be displayed in the middle section of the window.

Worker Actions

The Worker must:
- View the documents for accuracy and readability by double-clicking on the row.
- Determine if the document can be reused based on current procedure.

- Place a checkmark in the **Document is Accurate & Readable** checkbox if the document can be reused. Leave blank if the document should not be reused.
- Click **Next** to continue. The Reused documents will appear in the **Document** and the **Scanned** file fields on the **Individual Details** window. The documents will also be filed to the document browser for the current case.

Individual Detail screen	
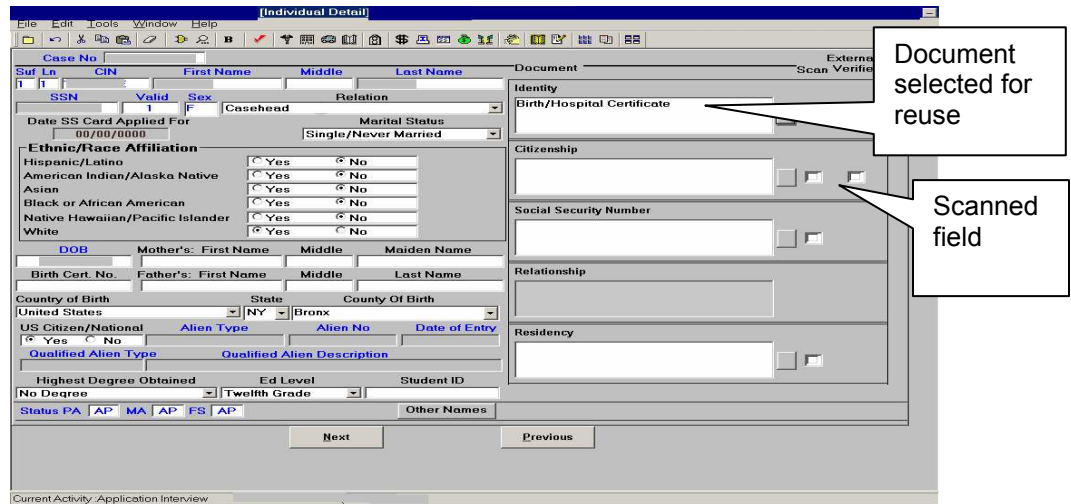
Additional feature to Document Reuse	The Worker can also return to the activity at a later time, and the **Documents Found** window will be displayed. The Worker will be able to conduct a new search for documents to reuse by clicking on the **New Search** button on the window.
Change in Display of Images in POS Document Browser	Previously a Worker needed POS to display images in the POS Document Browser, but now the POS Document Browser displays images in an Internet Explorer page so the Worker does not need to access POS to display the images.
AFIS Photo in Document Browser	POS users have easier access to participant Automated Finger Imaging System (AFIS) photos via the **POS Document Browser** and the **HRA Image Viewer**. - When the applicant/participant is finger-imaged, a copy of his/her photograph is automatically indexed and committed to the POS Browser. This photo will either be the one just taken, or an older one that has been verified by the Finger Imaging Operator. In the future, when this individual returns to any Center, his or her photo will be retrievable and thus usable for identity verification.
Child/Teen Health Oral Script Refer to PD #03-15-ELI	A new window has been developed to include the Child/Teen Health Program's oral script. Staff must read this information to the applicant during the application interview. This window will appear after the **Potential Benefits** window. The oral script is available in English and Spanish.

- Click the Spanish button to view the script and information in Spanish.

Search by Dummy Case Number

POS assigns a dummy case number to a case prior to the case being registered in WMS. Once the case is registered, the dummy case number disappears. If the applicant elects to withdraw his/her application prior to WMS registration, the information collected under the dummy case number will remain in the POS database. Effective with this release, staff will have the ability to search for a case using the dummy case number.

EVR Changed to BEV

Eligibility Verification Review (EVR) has been renamed Bureau of Eligibility Verification (BEV). All references to EVR have been changed to BEV in POS.

Alien Window Updates

PRUCOL

Permanently Residing Under the Color or Law (PRUCOL)

The **POS PRUCOL** windows list documents identified by the New York Office of Temporary and Disability Assistance (OTDA) as common documentation that verifies eligibility under PRUCOL. If an individual submits documents not listed, the Center Designee must contact OTDA for determination of eligibility under PRUCOL. The following reminder will be added to the **PRUCOL MA** and **PRUCOL PA** windows in the **POS Alien Type Determination** window:

"**Note**: If it appears that the noncitizen may be eligible for assistance under PRUCOL, but the documents presented are not listed below, please have your center designee contact Mr. Paul Dichian for determination of eligibility under PRUCOL."

Reopening an Inactive Alien on an Active Case

Reopening an Inactive Alien on an Active Case

Previously, when activating an inactive Alien on an active case, POS would retrieve the old data from the alien windows. This did not allow the Worker to make changes when necessary. Now POS will display the Alien Checklist when a Worker attempts to reopen an inactive alien's individual line on an active case, and the Worker can make changes based on current information.

Changing the Address for an Active Case

Previously, staff calculated and saved a new budget to change the address on an active case. Effective with this release, Workers are able to change the address for an active case using the POS **Change Case Data** activity without having to calculate a new budget for the case.

When changing the address, the Worker should review the shelter types, related expenses and restrictions. If these factors change, the Worker must update the **Shelter** (**Housing**) **Expenses** window, and calculate and authorize a new budget in accordance with current procedure.

| Shelter Restriction Rule Update | Shelter allowance for Safety Net Assistance (SNA) and Family Assistance (FA) participants must be placed on direct vendor rent restriction unless the participant is a homeowner or the case has been granted an exemption from vendor rent restriction by the Rental Assistance Unit (RAU).

The business rules for rent restriction in the **Shelter** window have been updated to allow the Worker to select the appropriate restriction type. Refer to PD #04-07-ELI for more information on shelter allowances. |
|---|---|
| Case Transfer Update | Previously case transfer functionality was not available in POS. When a case was transferred it was done via WMS and all the POS data remained at the original center. Now case transfer functionality is in POS. When a case is transferred using the POS **Case Transfer** activity, all prior transaction data and POS printed forms for the case are transferred to the new Center, and none of this data is available at the original Center. |
| Link to Referral to Bureau of Fraud Investigation (**BFI-14**) in Help Menu | Access to the Referral to Bureau of Fraud Investigation (**BFI-14**) found on the HRA Intranet has been added to the **POS Help Menu**. The **BFI-14** has been removed from **POS**. Please refer to Policy Bulletin (PB) #04-13-ELI – Fraud Referrals to BFI for more details on the new automated referral form. |
| Updates for RTSC | The following updates have been made for Residential Treatment Service Center (RTSC) cases:
The Shelter Proration Indicator Code **R** (NPA/FS Residential Treatment Facility Budget) has been added to the **POS Budget Household Needs** window. The **EFS Interview** <u>does not</u> automatically launch from the **POS Application Interview** for RTSC applicants, therefore the Worker must manually select EFS interview by choosing the **Action Tab** and scrolling down to EFS Interview. |
| Change to EFS Lookup Inquiry | The **EFS Look Up** to the WMS Benefit History Issuance screen (**NQIN5A**) includes the new EBT Reconciliation value of **T** (the benefit has been accessed). For more details about the new value, please refer to PB #04-73-SYS (EBT Reconciliation). |
| Update to Schedule Appointments Activity | The **Schedule Appointments** activity has been updated to remove "Recertification Interview" from the Activity List. To prepare and schedule a case for Recertification, the Worker must use the **Recertification Preparation** activity. |

PA Routing Update	The PA Routing code is used when the participant's shelter allowance needs to be sent to an address other than the participant's, such as a landlord. The **Routing Drop-down Menu** in the **Response to Question** window for the "Do you (or anyone who lives with you) have a rent, mortgage or other shelter expense?" question has been updated to exclude invalid values and will now include the following choices.

- E220 – HPD (Housing Preservation and Development)
- E500 – TEAP* (Training and Employment Assistance Program)
- None

*Note: E500 does not pertain to the shelter allowance but appears in this Drop-down window.

Denial Reason Text Entry on **LDSS-4013A**	The Worker must enter text in the **Denial Reason** field of the Action Taken on Application for PA, FS, MA Coverage (**LDSS-4013A NYC**) form when using the following PA Rejection/Closing codes on the POS TAD.

PA Rejection codes:

246 – Ineligible Based on EVR Evaluation

285 – Other (MA Separate Determination)

286 – Other (MA Status RJ)

PA Closing Codes:

Y78 – Ineligible Based Upon EVR Evaluation – Manual Notice Required

Y86 – Other Reason (EVR) – Manual Notice Required – used when closing PA requires a FS Separate Determination

Y87 – Other Reason (EVR) – Manual Notice Required – FS discontinued

Y98 – Other Manual Notice Required – MA Unknown, FS Unknown

Y99 – Other Manual Notice Required – MA 360-2.2 FS 18 NYCRR 387.17

A revised edit will prevent the printing of the **LDSS-4013A NYC** until the required text entries are made.

Reminder: Unlock Button in Reopen a Case	In the **Reopen a Case** activity**,** POS presets the **From** dates for the PA and FS suffixes. If the **From** dates must be changed, the **POS TAD** will have to be unlocked. To do this the Worker must complete all tasks in this activity up to and including the **Update TAD Data Elements** task (Task 6) and select **GO**.
Update TAD Data Elements task	

> 6. **Task Name:** Update TAD Data Elements **GO**
> **Action:** This Task is Required
> **Status: This Task is Next**

GO button

The **TAD Data Screen** will appear next and the Worker must proceed as follows:

- Click the **Unlock** button.
- Click the **POS Data** Tab and change the **From** date.
- Click the **Run Rules** button.

TAD Data screen

POS Data tab

Change From Date

Run Rules

Unlock button

- When the case has passed the business rules, click **Yes** to continue.

Click Yes

Error Corrections and Bug Fixes

Business rules run in POS to help the Worker correct his or her entries before the case is transmitted to WMS.

- An updated business rule on the **POS TAD** will warn the Worker that s/he should revisit the **LDSS-4013** window if s/he returns to the TAD after making entries in the **LDSS-4013** data entry window.

- The size of the up and down arrows in the upper section of the **CIN Re-Use** window have been increased. The arrows only appear when appropriate, and allow the Worker to move from line to line.

The Internal Clearance results for the line are displayed in the lower section of the window where the Worker can select a CIN for reuse. The following error message will appear on the **POS TAD** when

there is one or more possible 106 CIN matches and the Worker fails to select a 106 match in the **CIN Re-Use** window: "At least one unmatched 106 match CINs exists for this line. Please return to the **CIN Re-Use** screen and match the CIN."

- ▪ Please use the "down arrow" to scroll down in the top window to find this line. This will help prevent WMS error **E1454** (Recip-ID is invalid entry).

- Logic has been added to make POS perform connection calls to WMS to determine the cause of failed application registration ("app-reg") transactions. POS will be able provide the Worker with more information than just indicating that the application does not exist on WMS.

- With the release of WMS 2004.1, MA Coverage Codes **16** (HR Coverage, **32** (PCP/Home Relief Coverage) and **33** (PCP Guarantee/Home Relief Coverage) are now invalid. The transmission rules will be adjusted to help ensure that the proper MA Coverage Code is transmitted to WMS and to minimize the WMS errors listed below:

  - ▪ Status Incompatibility with Suffix Status (**E1244**).
  - ▪ Invalid MA Coverage Code (**1266**).

Additional Business Rules to reduce WMS errors

The business rules have also been updated in this release to minimize the common WMS errors listed below:

- Invalid Employ Code. Host Edit CEM: An employability code for FS can only be used from a PA Center for an individual not applying for PA (**E1036**).
- Status Incompatibility with suffix status (**E1244**).
- Invalid MA Coverage Code (**E1266**).
- The Notice Number on the TAD is not on the CNS Database. Reverify the number (**E1565**).
- Incompatible Relationship, Individual Status (**E1798**).
- An entry for ACI is required (**E1831**).

Forms Update	POS fills in the following forms:

- **LDSS-4013A NYC** – Action Taken on your Application Part A: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage
- **LDSS-4013B NYC** – Action Taken on your Application Part B: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage

Additions	The Food Stamp Change Report (**LDSS-3151**) form has been added to POS.

Revised Forms	The following forms (English and Spanish versions where applicable) have been revised to match changes made to the paper form:

M-3g	Notice to Report to Center
M-3mm	Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance)
M-384	Letter of Introduction to OCSE
M-687m	Safety Net Assistance (SNA) Application Supplement
M-858c	Notice of Intent to Restrict Home Energy Allowance
M-858ff	Notice of Intent to Restrict Home Energy Allowance (Timely)
M-858x	Notice of Intent to Recoup Utility Grant (Timely)
W-145	Notice of Intent to Restrict Shelter Allowance (Timely)
W-145K	Voluntary Rent/Utility Restriction Notice (Timely)
W-145AA	Determination of Rent Restriction
W-145TT	Determination of Eligibility for Emergency Assistance to Families (EAF)
W-163A	Agreement to Repay Safety Net Assistance Still Owed After Case is Closed
W-637B	Request for an Advance Payment to Prevent Eviction
W-648	Family Budget Computation
W-908T	Notice of Recertification Appointment
W-908SS	Notice of Homebound Recertification Appointment

Revised in POS only	The following forms have been updated in POS only (cosmetic changes):

W-147M Landlord's Statement
W-147N Security Deposit Agreement
W-147P Broker's Fee Voucher
W-163D Acknowledgement of Receipt of Assignment of Security Deposit

The following forms have been removed from POS:

Forms Removed	**BFI-14** Referral to Bureau of Fraud Investigation
	W-584A Employability Assessment and Employment Plan

Effective Immediately

Related Items:

PD #04-06-SYS
PD #04-07-ELI
PD #04-13-ELI
PB #04-73-SYS