



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #04-202-SYS

### POS VERSION CHANGE 8.3

<p><b>Date:</b> November 23, 2004</p>	<p><b>Subtopic(s):</b> Paperless Office System (POS)</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Same-Day Issuance of Expedited Food Stamps, Phase II</p>	<p>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 that will be implemented in POS Version 8.3 on November 22, 2004:</p> <ul style="list-style-type: none"> <li>• Same-Day Issuance of Expedited Food Stamps, Phase II</li> <li>• Changes to Supervisory Approval Activities</li> <li>• New Window for Cases Sent Back for Correction</li> <li>• Changes to CIN Reuse Window</li> <li>• Changes to Match WMS 2004.3</li> <li>• Change to Application Intake</li> <li>• Change to Child/Teen Health Oral Script Window</li> <li>• Update to Automatic EFS Launch Rule</li> <li>• HSS Medical Referral Disabled In POS</li> <li>• Changes to Data Entry Window for <b>M-3g</b></li> <li>• Reminders</li> <li>• Error Corrections</li> <li>• Forms Changes</li> </ul> <p>Staff will be able to fully process a Same-Day Expedited Food Stamps (EFS) grant through POS. For eligible applicants, the grant will be prepared in the <b>EFS Interview</b> and will be transmitted directly to the Welfare Management System (WMS) by the Supervisor from the POS <b>Approve IN/EFS</b> activity.</p>

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*

Security feature

- When logging onto POS, the Worker or Supervisor must enter his/her WMS user ID and password. POS verifies that the ID and password entered are active and valid. Staff with expired or invalid WMS User IDs will be unable to access POS. POS will also prevent a Worker or Supervisor who completes a case action from signing off on his or her own work.
- The Supervisor approving the EFS action must have the required functionality to process the grant through POS and may only transmit the EFS grant from the **Approve IN/EFS** activity. Staff without the proper functionality will be unable to transmit a grant from POS to WMS. If an attempt by unauthorized staff, the following error message will display: "Open TI error text: 2007 - Remote service DAOLTP returned a failure condition."

When creating an EFS benefit in POS, the Worker is reminded of the following:

New edits in **Food Stamp Single Issuance Benefits** window in EFS Interview

- If the case number is a POS dummy case number, the following message will appear on the window: "The case needs to be registered in WMS before issuing this grant. This issuance cannot be processed now."
- If the case already received Food Stamps in the current month and is not eligible for a second FS grant, the following message will appear: "FS has already been issued for the current month. This issuance cannot be processed now."
- If the FS Suffix Status on the POS TAD is NA (not applying), CL (closed), or RJ (rejected), the following message will appear: "FS Suffix Status must not be in NA, CL or RJ Status. This issuance cannot be processed now."
- If a case number is being reused and the FS Suffix Status of the reused case number is NA (not applying), the following message will appear: "Since the FS Case Status of reused Case Number is 'NA' this SDI benefit cannot be processed before processing TAD. This will be a two-day action. Please forward the case action to the supervisor."

Reminder: Required Approvals or Overrides in **Approve IN/EFS**

The Supervisor must approve the following windows before transmitting to WMS from the **Approve IN/EFS** activity:

Refer to PD 04-24-OPE

- |                            |                                    |
|----------------------------|------------------------------------|
| • <b>W-680B</b> Signatures | • Case Number Reuse                |
| • Citizenship Signatures   | • TAD                              |
| • Expedited Food Stamps    | • Grants Data Entry                |
| • IN/EFS Eligibility       | • Previewing Form <b>W-140K</b>    |
| • CIN Reuse                | • Previewing Form <b>LDSS-3152</b> |

If the Supervisor attempts to transmit before making the required approvals, an error message will appear listing the windows that must be approved before transmitting to WMS: "You may not transmit until the windows are checked off."

New edits for SDI  
transmittal

- Once all required windows are approved and the Supervisor clicks the **Xmit** button on the **Approval Status** window, the grant transaction will be transmitted to WMS. If the Same-Day Issuance (SDI) transmittal is successful, the following message will appear: "Benefit Authorization Complete."
  - The Supervisor must click **OK**. POS will then transmit the TAD to WMS. Once the TAD transmittal is successful, the following message will appear: "Transaction posted successfully."
- For the successful transmission of the SDI transaction, it is necessary to designate a Payee/Casehead in the CBIC system that matches the Payee/Casehead on the PA case number used to issue the Food Stamp Benefits. If the payee information does not match, POS will display the following error message for the Supervisor: "Error E2199-Payee not on file. Please update CBIC payee information before attempting to transmit again."
  - The Supervisor must send the case back to a Worker for correction. The **EFS Interview** will appear in the Worker's queue with the following message in the Alert column: "SDI-CBIC Problem."
- If the SDI transmittal is unsuccessful due to any other error, POS will display the following error message for the Supervisor: "Error-SDI failure. An SDI grant cannot be issued until errors are corrected."
  - The Supervisor must enter a comment detailing the error for the Worker and send the case back to the Worker for correction. The **EFS Interview** will appear in the Worker's queue in red with the following message in the Alert column: "SDI Problem."
- If the case number being reused has a WMS FS Suffix Status of NA, the following message will appear when the Supervisor clicks the **Xmit** button: "Only the TAD will be sent to WMS at this time. If the TAD transaction processes error-free, the system will place a FSSI-SDI grant approval activity in the queue for processing on the next business day." On the next business day, the supervisor must access the **Approve Same Day FSSI Grant** activity and transmit to WMS. This activity is highlighted in red and displays the following message in the Alert column: "Awaiting FS Status Change." The Supervisor must process this grant approval activity on the next business day, if the TAD transaction

Potential SDI  
Problems/Error  
Messages

processes error-free. If the Supervisor attempts to access the activity before the TAD is processed by WMS, the following error message will appear: "This action cannot be done at this time. The case must be linked in order to proceed. An eligibility transaction may have been posted, but it has not been processed."

The following changes have been made to the interface of the **Supervisory Approval** windows:

Changes to Supervisory Approval Activities

Supervisory Approval Windows

Eligibility Factor

Supervisory Review

View Documents

- The question or eligibility factor(s) being approved are listed in the upper left-hand side of the window.
- A new section, named **Supervisory Review**, replaces the **Submitted Documents and Supervisory Approval** section.

Supervisory Review

The documents scanned and indexed for the question or eligibility factor(s) are listed in the **Documents** box of the **Supervisory Review** section. The Supervisor must click on the **View Documents** button to view the documents.

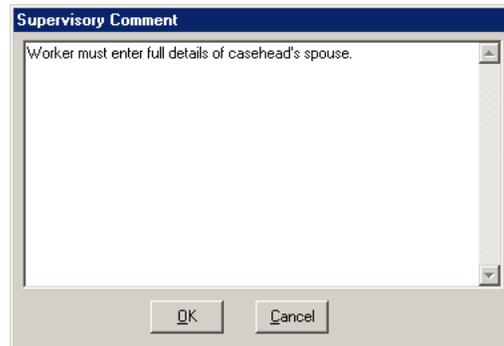
- The Supervisor must click on the **Approve** or **Disapprove** radio buttons in the **Supervisory Review** section to approve or disapprove the window.

- When disapproving a window, the Supervisor must click on **Disapprove**. The Supervisor must then click on the **Add Comment** button, type a comment detailing the reason for disapproval and click on **OK**.

Add Comment button



Supervisory Comment box



Preview Comment Log



Comments made by the Supervisor during the approval activity will be tracked in the **Preview Comment Log**.

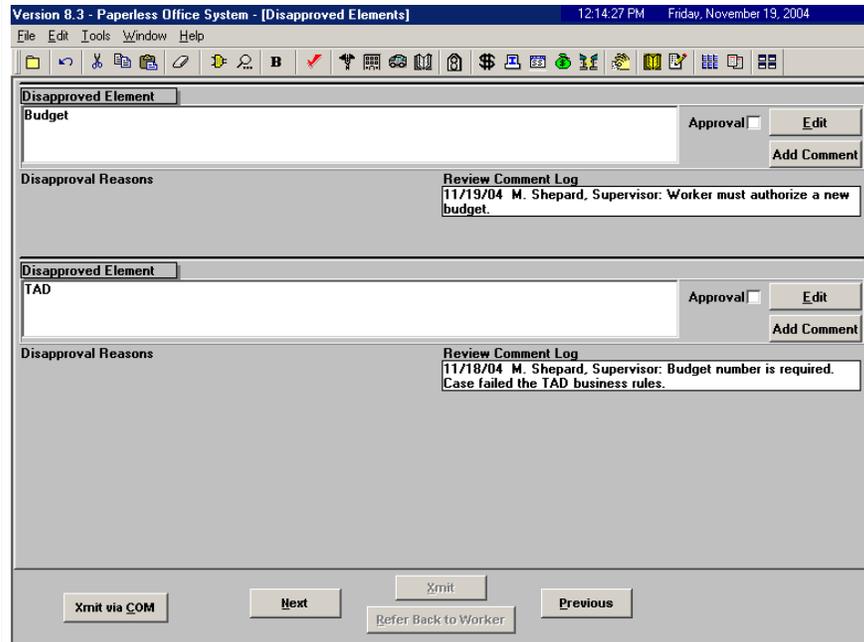
Approval Status

The **Approval Status/Approved Elements** window has been renamed **Approval Status/Disapproved Elements**. The window continues to list the approval status for each window in the activity. The window also contains comments entered by the Supervisor or Worker during the approval or correction process.

New Window for Cases Sent Back for Correction

A new window, **Disapproved Elements**, appears in the Worker's activity when the Supervisor sends an activity back to the Worker for correction. This window will appear after the **Household** screen.

**Disapproved Elements**  
window



The **Disapproved Elements** window lists the windows that were not approved by the Supervisor. The Worker will be able to view the comments made by the Supervisor.

- To make changes to the disapproved windows, the Worker must click on the **Edit** button. POS will take the Worker to the window, where s/he will make the required correction. The Worker can also add comments for the disapproved windows by clicking on the **Add Comment** button.

Changes to CIN  
Reuse Window

Currently the Worker uses a scroll bar in order to see each individual line on the case in the **CIN Reuse** window. Some Workers have forgotten to scroll to each line and as a result, incorrect Client identification number (CIN) choices may be made.

## CIN Reuse window

**Request New Clearance**

Registry #	Application Date	Unit/Worker	Case #	Case Name	Suffix	Case Type
0007442897A	0105104	POSDP	00007442897A	LOPEZ BILL	1	SNCA

Ln	Suf	First Name	Mi	Last Name	Sex	SSN	DOB	AFIS Ex Ind	CIN	CNTR	Case/Reg #
01	1	BILL		LOPEZ	M	445-45-4545	10/16/1962		TB11277E	040	00007442897A

Ln	Suf	First Name	Mi	Last Name	Sex	SSN	DOB	AFIS EX IND	CIN	CNTR	Case/Reg #	Case Type	Case Stat PA MA FS	Recoup Name	Oth Ind Stat PA MA FS	Score
		BILL		LOPEZ	M	4454545	10/16/1962	1	TB12345A	040	0001235678A	SNCA	CL CL CL	N	CL CL CL	106

The suggested CIN match is indicated by the arrow. You may highlight the suggested CIN match or choose another appropriate CIN from the clearance.

Do you wish to use a new CIN because there is no appropriate CIN in the clearance?  Yes  No

Next Previous

New message

The following changes, scheduled for implementation in December 2004, have been made to the **CIN Reuse** window to help alleviate this problem:

- If there is more than one person on the case, POS displays a separate **CIN Reuse** window for each line.
- When a clearance is generated, POS suggests a CIN match for reuse when using an arrow. The Worker will have to highlight the suggested CIN match or choose another appropriate CIN from the clearance.
- A new message appears on the **CIN Reuse** window: “The suggested CIN match is indicated by the arrow. You may highlight the suggested CIN match or choose another appropriate CIN from the clearance.”
- A new **AFIS** field has been added to the window. This field indicates whether or not the individual was finger-imaged under the associated CIN.
- A new **Recoup** field has been added to the window. This field indicates whether or not the associated CIN is connected to a case number with an outstanding recoupment.
- A new question with **Yes** and **No** radio buttons has been added to the window: “Do you wish to use a new CIN because there is no appropriate CIN in the clearance?”

Using the registry CIN

- When there are multiple CIN matches with a score of **106**, WMS creates a registry CIN. On the **CIN Reuse** window, the Worker will be required to make a choice from the clearance results when there is at least one CIN match with a score of **106**. The question “Do you wish to use a new CIN because there is no appropriate CIN in the clearance?” will be disabled.
- When there is no appropriate CIN match in the clearance and the Worker wishes to use the registry CIN, the Worker will have to click **Yes** to the question: “Do you wish to use a new CIN because there is no appropriate CIN in the clearance?”

Changes to Match  
WMS 2004.3

In accordance with the WMS Version 2004.3, the following changes have been made:

Refer to PD #04-34-SYS

- The POS budget business rules have been adjusted to match changes made in WMS.
- A new field, **REL** (Relationship Indicator) has been added to the right of the **SPEC** field on the WMS Individual screen **NSBL06**.
- A new **END** (End Date) field has been added next to the **Medical Bills** and **Amount** fields on the WMS Individual screen **NSBL06**.
- A new Income Source Code **79** (SSI Individual Not on PA or FA Case) has been added to the Income Source Menu.
- A new Income Program Code **L** (PA and FS) has been added to the Income Program Menu.
- A new Reason Code **319** (Other) has been added to the **POS Budget Individual Needs** window.
- Income Source Code **52** (Income from Legally Responsible Relative) has been disabled in the **POS Budget Individual Needs** window.

Changes to  
Application Intake

For applicants returning to reapply for PA during the period when the FS application is still valid, the **List All Individuals in the Household** window will no longer appear in the **Application Intake** Activity. This will help prevent the creation of duplicate lines in POS and in WMS for these application cases.

Change to  
Child/Teen Health  
Oral Script window

The Worker must give an oral presentation introducing the Child/Teen Health Program to all applicants during the initial application interview. The script for this presentation appears on the **Child/Teen Health Oral Script** window. A new question has been added to the **Child/Teen Health Program** window in the **Application Interview** with the following text:

Note to Worker

“Have you read ALOUD to this applicant the statement about the Child/Teen Health Program?”

**Child/Teen Health Oral Script window**

File Edit Tools Window Help

Now I'm going to tell you about a Program that can protect the health of your children. It's called Child/Teen Health Program, or CTHP. CTHP is free for children under 21 who have Medicaid.

Your children need regular checkups, even if they are healthy. Checkups can identify problems like asthma and lead poisoning, and can show if a child needs any other medical or dental treatment. Medicaid doctors, clinics, and health plans will do the checkups free. If health problems are found, your child will get any additional health care that is needed.

In your packet is the CTHP Fact Sheet, in English and Spanish. The Fact Sheet lists some places you can take your children for regular medical checkups or dental or vision exams. It gives a toll-free CTHP phone number.

If you call the CTHP number you can get help finding CTHP doctors or clinics near where you live. The doctors or clinics can help you to arrange transportation to and from your appointment and they can tell you how to get a travel reimbursement.

I'd also like to take this time to tell you about our child care benefit program. HRA will pay for your child care for your children under age 13 and for children with special needs. If you are in the Work Experience Program or another approved employment preparation activity, Human Resources Administration (HRA) will pay for your child care for the hours you are in your activity plus travel time, as long as you attend your activity regularly.

If you have a job, you may be able to get help paying for all child care options whether your public assistance case remains open or is closed. If your case closes because your employment income exceeds your needs, you can get money for child care expenses for up to one year."

**Note to Worker**

Have you read ALOUD to this applicant the statement about the Child/Teen Health Program?  Yes  No

Spanish Next Previous

- The Worker should not read this question to the applicant. If the Worker has read the oral script aloud to the applicant, s/he must click **Yes** and the **Next** button to continue.

**Update to Automatic EFS Launch Rule**

The rules for the automatic launch of the **EFS Interview** from the **Application Interview** have been updated due to the recent changes in **Case Data Reuse** within the **Application Intake**.

For applicants returning to reapply for PA and FS during the period when the FS application is still valid, the **EFS Interview** will launch for applicants who were considered eligible for EFS at the time of the original application, but whose identity could not be verified. In these instances the information from the previous application will be pre-filled and therefore a new interview is not required. For more details on verifying identification for Food Stamp purposes, please refer to Policy Bulletin #04-186-OPE (Verification of Identification for Food Stamp Purposes).

If the applicant is applying for FS for the first time and the file date is within seven business days of the current date, POS will continue to launch the **EFS Interview**.

HSS Medical  
Referral Disabled in  
POS

The HSS Referral has been removed from POS. This referral must be done in NYCWAY. The following forms have been removed from POS as a result of this change:

- **W-538**, Physician's Employability Report
- **W-538C**, Referral to HSS Medical Examination

Changes to Data  
Entry Window for  
**M-3g**

Currently, the Worker is unable to schedule a Saturday return appointment for an applicant/participant using the data entry window for the Notice to Report to Center (**M-3g**) form in POS. The business rules for this data entry window have been updated to allow the Worker to schedule an appointment on a Saturday. If the entered date falls on a Saturday, POS will display the following message:

“Warning Saturday – This date falls on a Saturday. Please make sure Saturday appointments are allowed before completing this action.”

If the entered date is a holiday, POS will prevent the Worker from scheduling the appointment on the entered date and will display the following message:

“Warning Holiday – Appointments may not be scheduled on holidays. Please change the appointment date.”

To access the **M-3g Data Entry** window, the Worker must click **Yes** for the **M-3g – Notice to Report to Center** row on the **Notice Data Entry** window.

Reminders

**Reminder: PA Reapplication Date field in Application Intake**

When an applicant returns to reapply for PA, POS displays the **Verify Reapplication Date** window.

The Worker must not enter the original **FS File Date** in the **Verify Reapplication Date** window in the **Application Intake**.

- If the log-in date reflects the actual date of PA reapplication, click **Yes** for the question “Does this date reflect the actual date the applicant first came to reapply?” and click **Next** to continue. The Worker must click **No** and enter the actual date of PA reapplication only if the system was down and the applicant could not be logged in on the day s/he reapplied.

**Reminder: Previewing the LDSS-4013 in Approve Eligibility Decision**

In the **Approve Eligibility Decision** activity, POS displays a preview of the Action Taken on Your Application: Public Assistance, Food Stamp Benefits and Medical Assistance Coverage (**LDSS-4013**) notice for the Supervisor. The Supervisor must:

- Review the notice for accuracy and ensure that it is complete and annotated correctly. If corrections are required, the activity must be referred back to the Worker.
- If the **LDSS-4013** is accurate, highlight it on the **Print Forms** window and click on the **Print** button, and mail the notice to the applicant to inform him/her of the decision made on his/her application.

Error Corrections

Business rules run in POS to help the Worker correct his or her entries before the case is transmitted to WMS. The TAD business rules have been updated to minimize the common WMS errors listed below:

- **E0447**, Effective Date Not Within Auth Period
- **E1955**, Prior Budget Transaction in Pending Clocking Down

Forms Changes

The following forms have been revised to match changes made to the paper forms:

Revised Forms

- **M-858X**, Notice of Intent to Recoup Utility Grant (Timely)
- **W-113K**, Documentation Requirements – for use when the participant must return with required documentation during the recertification interview. The Face-to Face Return Appointment Notice (**W-908VV**), formerly used to request additional recertification documents, is obsolete and has been removed.
- **W-145A**, Notice to Landlord/Primary Tenant: Determination of Rent Restriction Payment Status
- **W-145F**, Recoupment Worksheet to Determine Undue Hardship
- **W-145K**, Notice of Voluntary Restriction of Partial/Full Food and Other Grant for Payment of Rent/Utility
- **W-145VV**, Notice of Change in Cash Payment
- **W-147H**, Repayment Agreement
- **W-147X**, Utility Arrears Payment Agreement
- **W-667C**, Child Care Appointment Confirmation and Contact List

Obsolete Forms

The following forms are obsolete and have been removed from POS:

- **W-146Q**, Likelihood of Becoming a Public Charge
- **W-908VV**, Face to Face Return Appointment Notice

Removed Forms

The following forms have been removed because they are rarely used in POS:

- **W-129PP**, Food Stamp Appointment Notice and Documentation Guide
- **W-186C**, Fair Hearing Compliance Statement
- **W-576Q**, Notice of Intent to Change PA Grant/Food Stamp Benefits MA Coverage for Noncompliance with Employment Related Requirements

*Effective November 22, 2004*

**RELATED ITEMS:**

PD #04-24-OPE  
PD #04-34-SYS