



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-13-SYS

CA POS RELEASE NOTES VERSION 15.1

Date: February 16, 2011	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate to production on February 22, 2011. Descriptions of the changes can be found in POS Release Notes Version 15.1 (Attachment A), and Review and Processing of RFI via Open TI: Appendix A (Attachment B)</p> <p>These release notes can also be found on the HRA Intranet at: http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79</p> <p><i>Effective February 22, 2011</i></p> <p>Related Item: PB #10-105-ELI</p> <p>Attachments:</p> <p>Attachment A POS Release Notes Version 15.1 Attachment B Review and Processing of RFI via Open TI: Appendix A</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

POS Release Notes

Version 15.1 February 22, 2011

These Release Notes contain descriptions of changes in POS Release 15.1 scheduled for February 22, 2011. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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1. RFI via Open TI

Resource File Integration (RFI) is a subsystem of the Welfare Management System (WMS) which communicates with the following interfaces to identify the financial resources of Cash Assistance (CA), Food Stamps (FS), and/or Medical Assistance (MA) applicants/participants:

- New York State (NYS) Department of Taxation and Finance Wage Reporting System (WRS) for employment income;
- NYS Department of Labor Unemployment Insurance Benefit (UIB) file for unemployment benefits;
- Social Security Administration (SSA) for Retirement, Survivor, and Disability Insurance (RSDI) benefits;
- New York State Department of Taxation and Finance for newly hired or rehired employees of the state (HIRE);
- Participating NYS banks for checking and savings account information; and
- Financial Institution Recipient Match (FIRM) for trust fund and escrow account information.

In addition, RFI also verifies the Social Security Number (SSN), name and date of birth of applicants/participants through the SSA interface.

When demographic information is changed in WMS, an RFI inquiry is automatically generated on the case. Staff will be alerted to an unresolved RFI match with a message on the following:

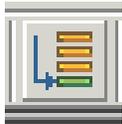
- Paperless Office System (POS) Household screen;
- POS Turn-Around Document (TAD); and
- WMS Case Composition – Suffix/Individual Summary screen.

New functionality has been added in POS to allow the Worker to review the RFI information in the interview activities.

Accessing RFI Data

A new **WMS RFI Data** icon will retrieve the RFI data from WMS via Open TI (Open Transaction Integrator) and will display them in a new window.

WMS RFI Data Icon



This new icon will replace the existing WRS, Bank, SSA, New Hire and Bank icons in the tool bar.

The Worker can also access the RFI window by clicking on **Tools** and selecting **RFI** in the menu bar.

The RFI data will be available in the following Worker interview and change action activities:

- CA Application Interview
- CA Change Case Data
- CA Recertification Interview
- EC - Application Interview
- EC - Change Case Data
- EC - Recertification Interview
- EC - FS Separate Determination – Eligibility Decision
- FS Separate Determination – Eligibility Decision
- IN/EFS Issuance (CA/FS Case)

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The RFI data will be available in the following approval activities:

- Approve CA Case Action
- Approve CA Eligibility Decision
- Approve CA Recertification
- Approve EC - CA Application Interview
- Approve EC - CA Change Case Data
- Approve EC - CA Recertification
- Approve FS Separate Determination – Eligibility Decision
- Approve IN/EFS (CA/FS Case)

The RFI data will also be available in the Review Case activity.

RFI Case List Window

POS will initially display the **RFI Case List** window. This window presents the latest RFI Case List, displaying a value for each RFI category, with code indicating the RFI status of each applicant/participant.

There will be two tabs. By default, the **UNRESOLVED** tab will be selected, with options for the Summary and the unresolved RFI categories. The Worker can click on the **ALL RFI DATA** tab to view the details for each RFI category.

The screenshot shows a software window titled "RFI Case List" with a date of 02/03/2011. The window is divided into several sections:

- Tab Navigation:** Includes "Unresolved Tab" (selected) and "All RFI Data Tab".
- Information:** Provides context about the RFI Case List and how to change RFI status codes.
- Table:** Displays a list of RFI categories. The table has the following columns: Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, BANK. Two rows are visible, both with 'U' in the HIRE column.
- Summary:** A section on the left for viewing RFI category details.

Resolving RFI Data

RFI status codes **U** (Unresolved RFI data) and **W** (Unresolved RFI data due to problem with SSN) represent RFI hits that must be investigated and resolved before the case can be activated in AC (Active) status.

The Worker will be able to update the status code for any RFI category with a value of **U**. The Worker will also be able to remove or update mistaken entries in the resolution code.

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To resolve the RFI, the Worker must select the appropriate resolution code and click on the **Update** button to submit the resolution code to WMS.

Resolution options for SSA RFI window

Radio button description	Resolution Code transmitted to WMS
Social Security Data Reviewed.	P01
Case or individual rejected, related to RFI.	P03
Case or individual rejected, not related to RFI.	P04
RFI hit data doesn't affect eligibility	P05
RFI Individual not the same as client.	P06
Income revealed by RFI budgeted	P07
Referred to FEDS/BFI	P08

Resolution options for WRS, UIB, Bank and New Hire RFI windows

Radio button description	Resolution Code transmitted to WMS
Case or individual rejected, related to RFI.	P03
Case or individual rejected, not related to RFI.	P04
RFI hit data doesn't affect eligibility	P05
RFI Individual not the same as client.	P06
Income revealed by RFI budgeted	P07
Referred to FEDS/BFI	P08

Example: Resolution options for WRS RFI for Worker

RES CODE	RES WORKER	RES DATE	INFO POSTED ON	RFI STATUS
				U
<input type="radio"/> Case or individual rejected, related to RFI. <i>(Select if the rejection is based on learning of the potential income from RFI prior to the applicant providing information)</i>				
<input type="radio"/> Case or individual rejected, not related to RFI. <i>(Select if the applicant reported the income prior to the return of the clearance or if you are rejecting the case for a non-RFI reason)</i>				
<input type="radio"/> RFI hit data doesn't affect eligibility. <i>(Select if you want to accept the case and the RFI match does not effect eligibility or benefit level)</i>				
<input type="radio"/> RFI Individual not the same as client. <i>(Select if the participant provided documentation proving that the RFI information is incorrect)</i>				
<input type="radio"/> Income revealed by RFI budgeted. <i>(Select if income was revealed first by RFI and you have confirmed and budgeted the income)</i>				
<input type="radio"/> Referred to FEDS/BFI. <i>(Select if you make a referral to BFI)</i>				
<input type="button" value="Update"/>				

For full details, please refer to **Appendix A, Review of Processing of RFI via Open TI.**

2. LDSS-3174 E-Form Changes

The Recertification Form for Temporary Assistance (TA) - Medical Assistance (MA) - Medicare Savings Program (MSP) - Food Stamp Benefits (FS) (**Form LDSS-3174**) will be converted into an E-Form. This will reduce the size of the printed form to 16 pages (8 pages via duplex-printing).

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3. Changes to Recertification Signature Capture

The new **LDSS-3174 Signature Capture** window replaces the following windows in the CA Recertification Interview:

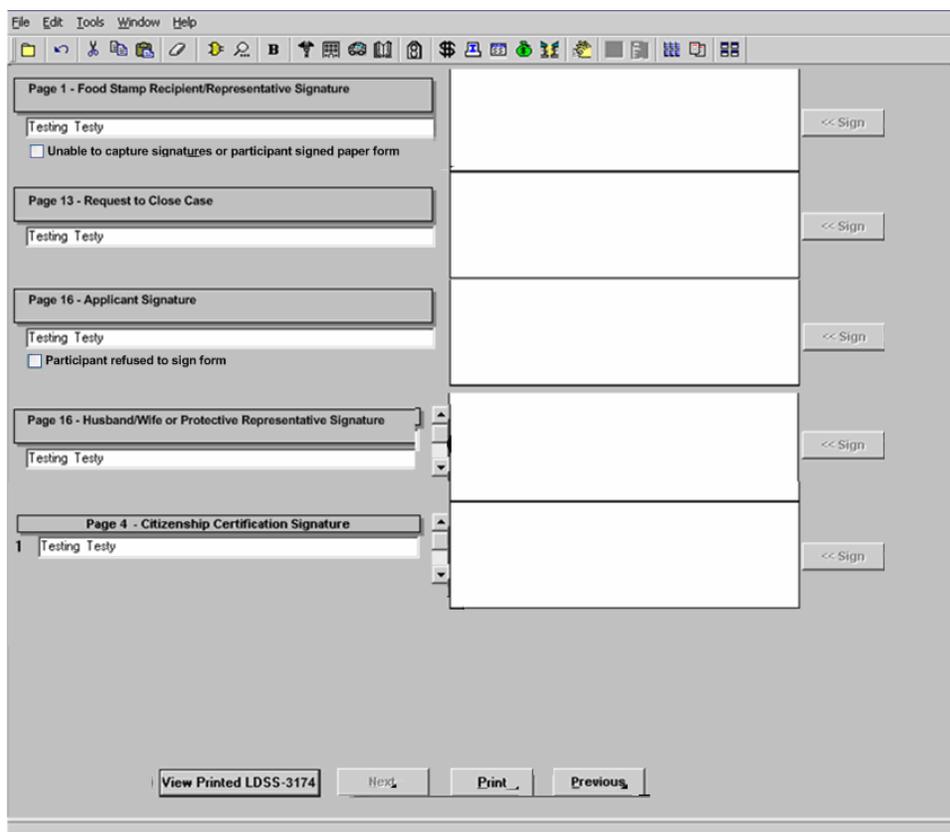
- Recertification Signatures
- Citizenship Recertification Signatures

Main Signature Capture window

The **LDSS-3174 Signature Capture** window replaces 2 signature capture windows that currently generate the POS form. This new window will allow the Worker to print the **LDSS-3174 E-Form**, which will be pre-filled using POS data. The window will then allow the Worker to capture the household signatures required for the recertification.

If the signature cannot be captured, have the participant sign a paper **LDSS-3174** or if the participant refuses to sign the **LDSS-3174**, the Worker will be able to select a checkbox to bypass the signature capture interface.

LDSS-3174 Signature Capture window (showing husband/wife/ representative signature)



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Instructions window

The following revised text will appear on the data window that will appear on top of the **LDSS-3174 Signatures** window:

Instructions

Please click the **Print** button to print the LDSS-3174 form. Retrieve the form from the printer, take out the signature pages from the printed packet and place the first page on the signature pad. Click the **Sign** button for the first signature and ask the participant to sign. Once an acceptable signature is captured, click the **Accept** button. Place the next signature page and repeat the signature capture steps until all required signatures are captured. Click **Next** to continue. The signed LDSS-3174 will be saved in the POS Image Browser.

Signed Paper LDSS-3174 submitted

If the signature pad is not working, please check the "Unable to capture signatures or participant signed paper LDSS-3174" checkbox and select "Participant submitted signed paper LDSS-3174" in the pop-up window and click **OK**. The POS signature capture fields will be disabled. **You must continue the Recertification Interview for this case in POS**. Please scan and index the signed paper LDSS-3174 into POS.

Signature pad is not working

If the signature pad is not working, please check the "Unable to capture signatures or participant signed paper LDSS-3174" checkbox and select "Signature pad is not working" in the pop-up window and click **OK**. The POS signature capture fields will be disabled. You must print the LDSS-3174 by clicking on the **Print** button. The printed LDSS-3174 will **not** be saved in the POS Image Browser. Give the printed LDSS-3174 to the participant to sign. **You must continue the Recertification Interview for this case in POS**. After the participant signs the LDSS-3174, scan and index it into POS.

Video Recertification

If the participant is recertifying via video, please check the "Video Recertification" checkbox and click the **Print** button to generate the E-Form. The form will not be printed. The PDF should be placed in the video session for signature capture and the signed form should be scanned and indexed.

More than 8 individuals living in the household

The citizenship certification section of the LDSS-3174 allows up to 8 signatures. If there are more than 8 individuals living in the household, you must give a paper LDSS-3174 application to the participant for the additional signatures, ask them to sign the proper areas and submit it with all other required signatures. **You must continue the Recertification Interview for this case in POS**. Once the participant submits the signed LDSS-3174, scan and index it into POS."

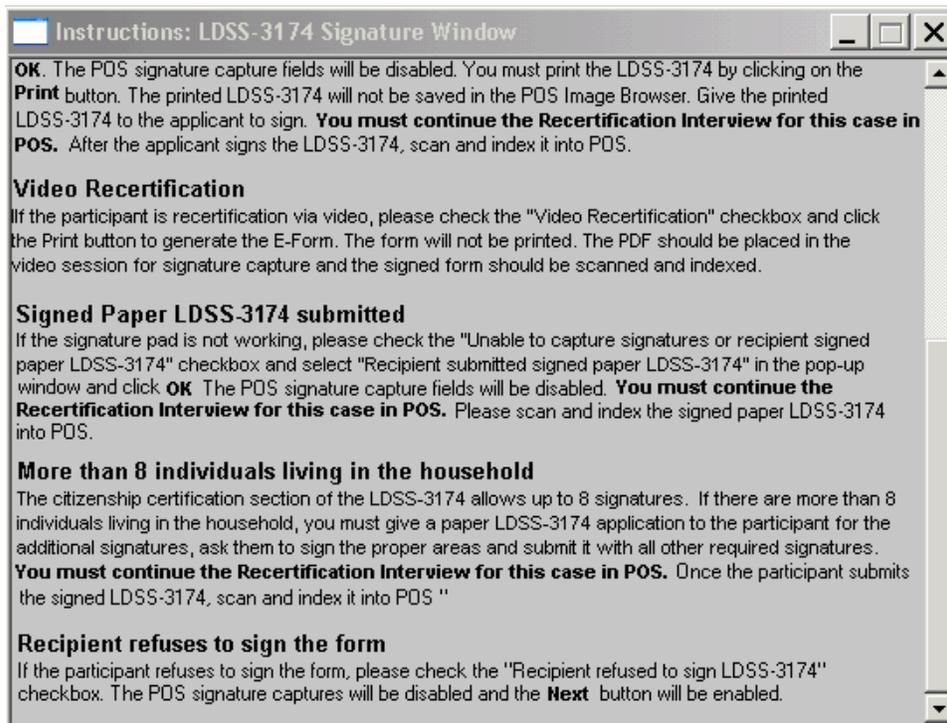
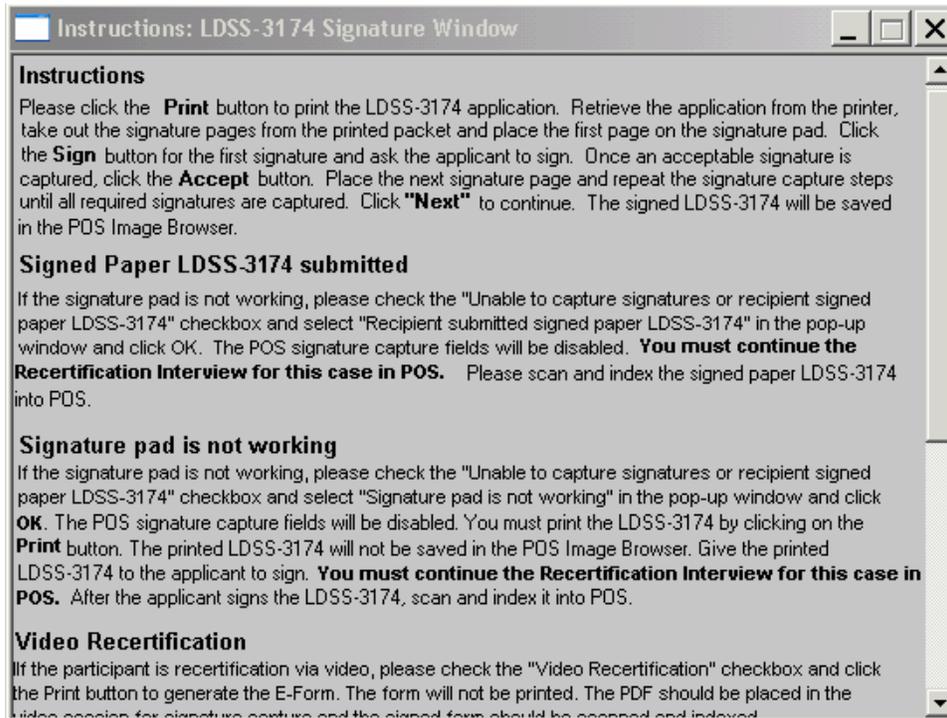
Participant refuses to sign the form

If the participant refuses to sign the form, please check the "Participant refused to sign LDSS-3174" checkbox. The POS signature captures will be disabled and the **Next** button will be enabled."

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Instructions window



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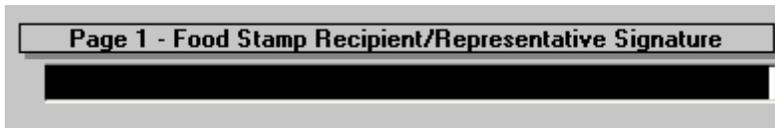
Capturing the participant's signatures

The Worker must click on the **Print** button to print the **LDSS-3174** form. The form must then be retrieved from the printer.

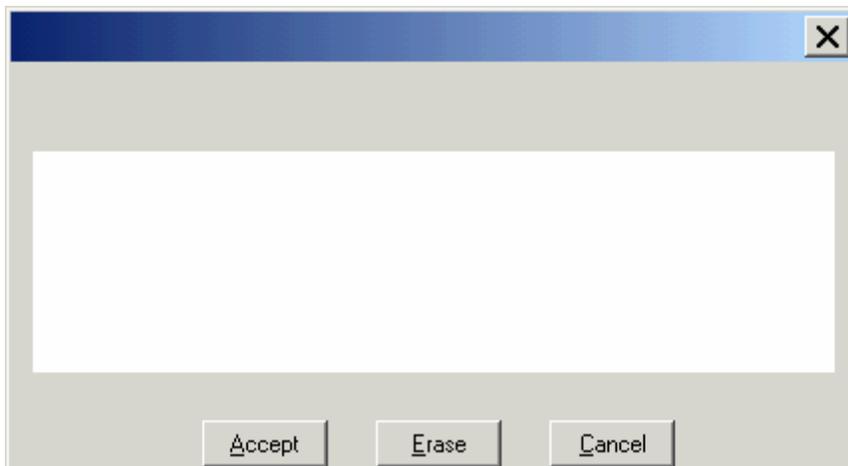


The **Sign** buttons will then be enabled. The Worker will place the signature area on the corresponding page over the signature space of the signature pad and click on the **Sign** button.

Example: Page 1 Food Stamp Recipient/Representative Signature



The signature capture box will appear. The Worker will ask the participant to sign using the electronic pen. Once the signature is captured, the Worker will click the **Accept** button.



The Worker will then proceed to capture the other required signatures for the **LDSS-3174** form.

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Message for blank signatures

If the Worker clicks on **Sign** and then clicks **Cancel** or if the Worker clicks on **Sign** and then **Accept** without capturing a signature, the following error message will be **displayed** upon the **Next** click:

- The signature was not captured. Please check the **Unable to capture signatures checkbox** and select the reason that the electronic signature cannot be captured.

Signed Paper LDSS-3174

If the participant submitted a completed and signed **LDSS-3174** form, the Worker must scan and index the signed form.

On the **LDSS-3174 Signature Capture** window, the Worker must click on the **Unable to capture signature or participant signed paper form** checkbox. A popup window will appear. The Worker must select the option **Participant submitted signed paper LDSS-3174 form** and click **OK**. The **Print** and **Sign** buttons will be disabled. The **Next** button will be enabled and the Worker will be able to continue the activity.

Unable to Capture Signature

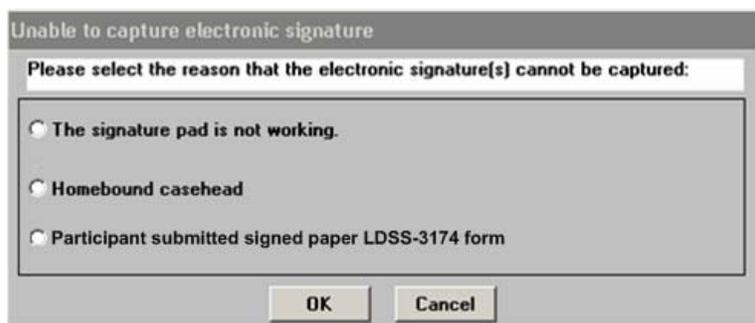
If the Worker is unable to capture the signatures for the **LDSS-3174 Signature Capture** window, s/he must click on the **Unable to capture signature or participant signed paper form** checkbox and select one of the reasons listed below:

- The signature pad is not working.
- Homebound Casehead.
- Participant submitted signed paper **LDSS-3174** form.

If the Worker clicks **OK** without selecting a reason, display the following error message: "You must select the reason that the electronic signature cannot be captured." If the Worker clicks **Cancel**, close the **Unable to capture electronic signatures** pop-up window and clear the **Unable to capture signatures** checkbox.

When the Worker selects a reason and clicks **OK** after selecting a reason, POS will display the following message with an **OK** button: "Please scan and index the signed paper LDSS-3174 form."

Unable to capture electronic signature window



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Participant refuses to sign LDSS-3174 checkbox

When the participant refuses to sign the **LDSS-3174**, the Worker must click on the **Participant refused to sign LDSS-3174** checkbox (item 8). The **Next** button will be enabled and the unsigned **LDSS-3174** will be saved in the case record.

View Printed LDSS-3174 button

The worker will be able to view any recently imaged and printed **LDSS-3174** using the **View Printed LDSS-3174** button.

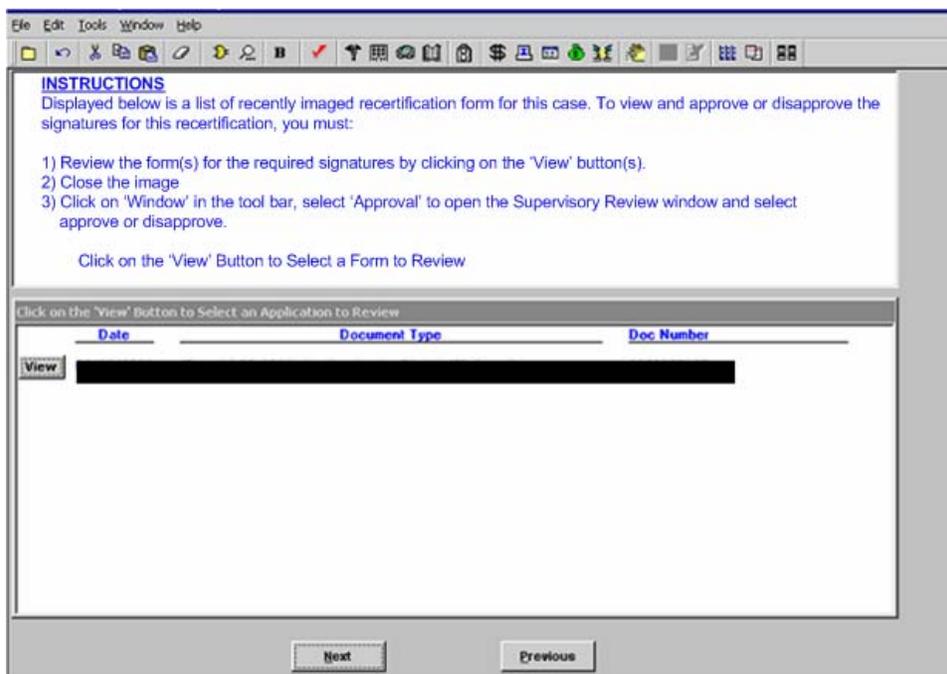


4. Approval Window for LDSS-3174

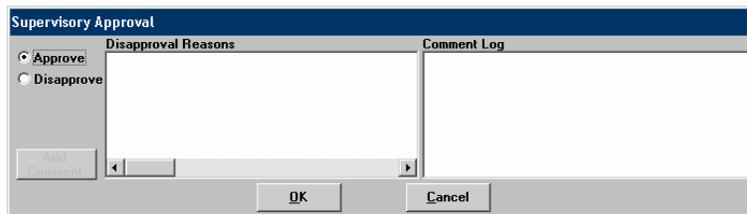
Supervisors will have a new **LDSS 3174 Review** window during the Approve CA Recertification activity. The approval option will appear under the "Window" option at the top of the window.

If the supervisor disapproves, they must enter a comment with the disapproval reason.

LDSS-3174 Review window



Supervisor Approval Window (Disapproval reasons)



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5. LDSS-3174 Form for Video Recertification

For cases at the Residential Treatment Service Center, a **Video Recertification** checkbox will be selected. When his checkbox is selected, the signature boxes will be disabled and the **Print** button will be enabled.

The **Print** button will commit the **LDSS-3174** form via the E-Form process, but will not print the form at the local printer. The form will be generated as a PDF and will be saved to the desktop by the staff doing the video conference recertification.

The screenshot shows a software application window titled "File Edit Tools Window Help". The interface is divided into several sections for different pages of the LDSS-3174 form. Each section includes a text input field containing "Testing Testy" and a "Sign" button. The sections are:

- Page 1 - Food Stamp Recipient/Representative Signature**: Includes checkboxes for "Unable to capture signatures or participant signed paper form" and "Video recertification".
- Page 13 - Request to Close Case**
- Page 16 - Applicant Signature**: Includes a checkbox for "Participant refused to sign form".
- Page 16 - Husband/Wife or Protective Representative Signature**
- Page 4 - Citizenship Certification Signature**

At the bottom of the window, there are four buttons: "View Printed LDSS-3174", "Next", "Print", and "Previous".

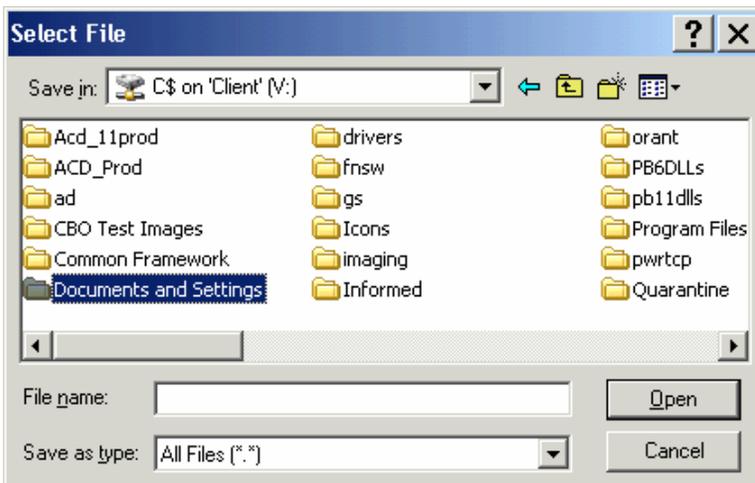
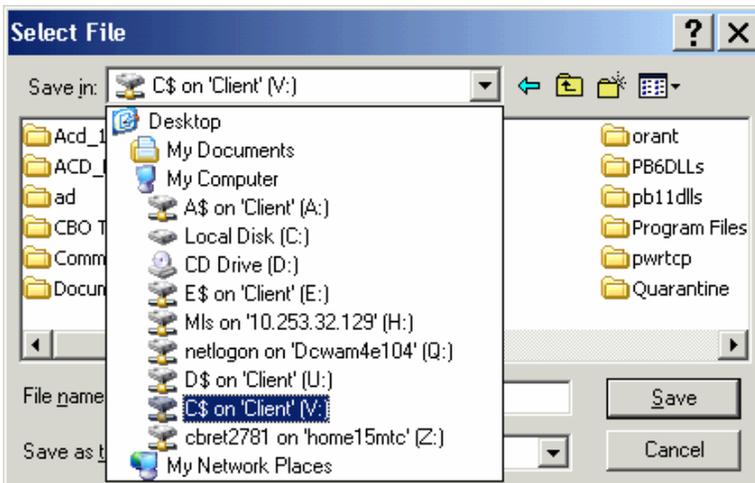
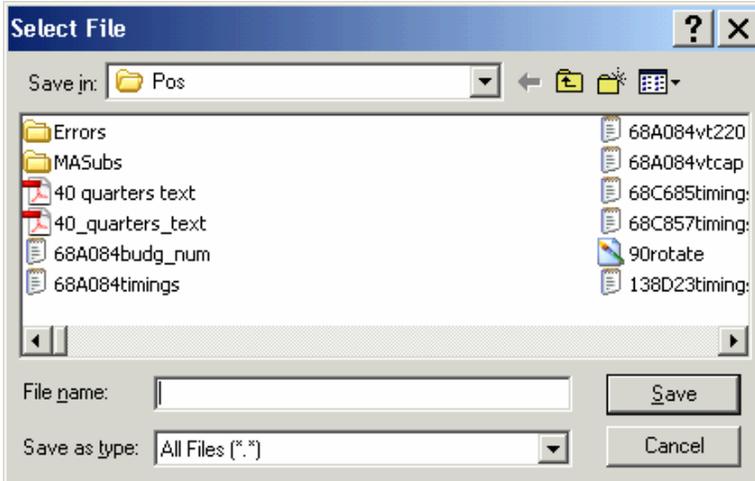
Each staff person completing the video recertification must have a folder on their desktop in which to save the generated **LDSS-3174** form.

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Saving the PDF File:

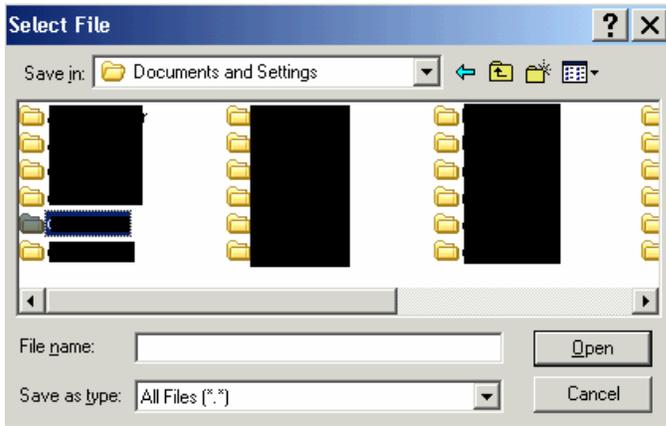
The RTSC staff will click on the “Save in” drop-down menu, select **C\$ on 'Client' (V:)** and double click on the “Documents and Settings” folder.



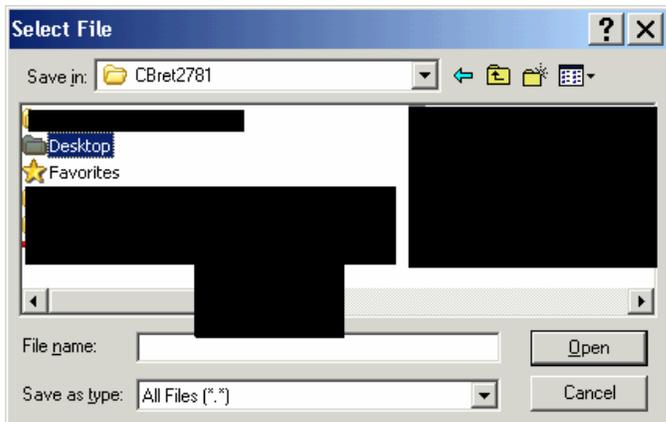
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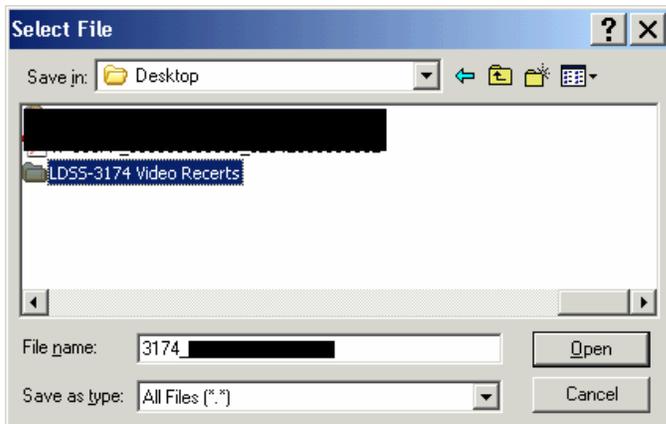
- The Worker will double click on the folder matching their HRA LAN ID in the Documents and Settings folder.



- The Worker will then double click on the Desktop folder and double click on the “LDSS-3174 Video Recerts” folder on their desktop.



- The Worker must then name the file and click the **Save** button.



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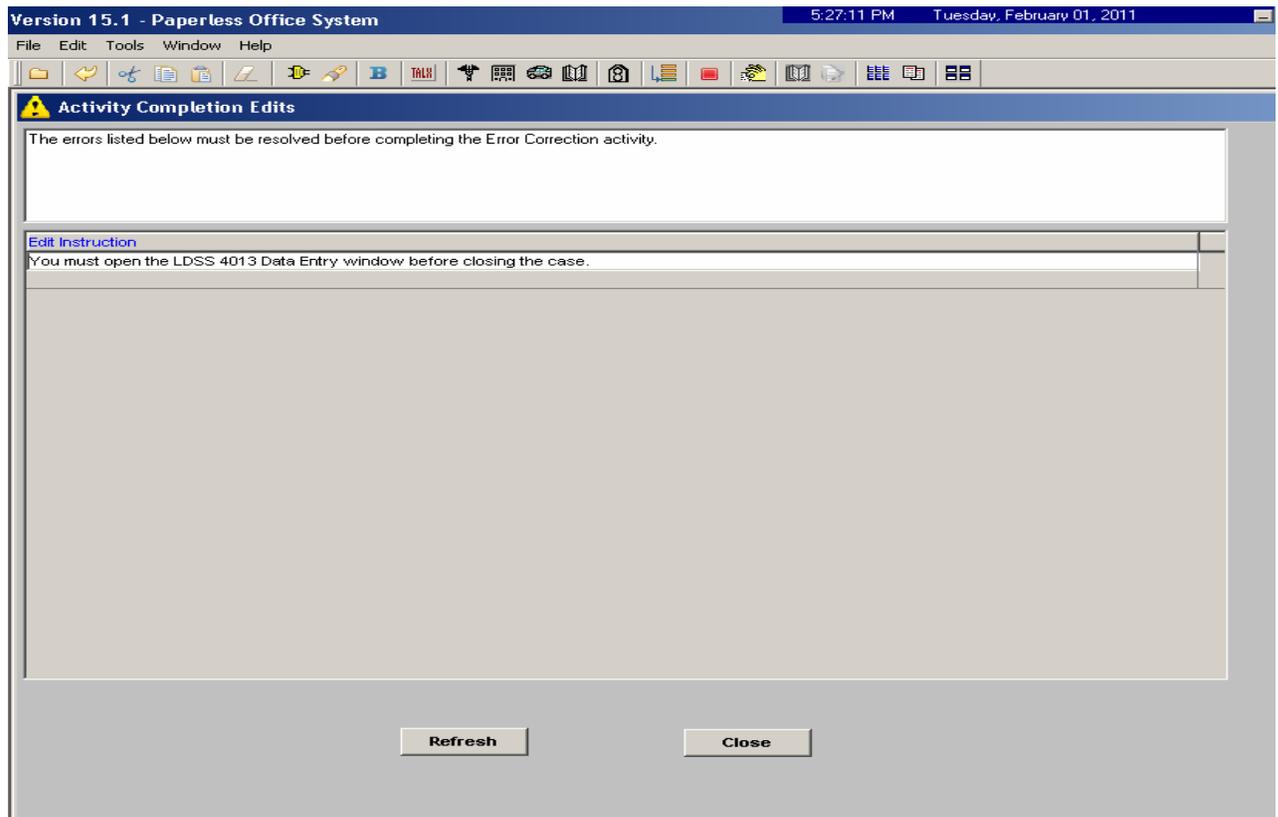
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6. POS Activity Completion Edits, Phase I

When Workers fail to make required entries or print required forms, POS displays errors when the user clicks the **Close** button and clicks on the **Complete Activity** option. Currently, one error displays at a time. This means that the Worker is informed about each error one at a time and has to return to the **Complete Activity** button to see the next error, which can become time-consuming.

A new window, **Activity Completion**, will implement the first phase of displaying errors for the user at once. The new window will appear if any errors exist when the user clicks on the **Complete Activity** button. If no errors exist, the system will continue with the completion of the activity.

Activity Completion window



The following edits will run in the window, when appropriate:

EFS Edits

- Please return to the **EFS Determination** window in order to complete the expedited benefit determination.
- The EFS Eligibility Determination for this case was not found. Please return to the **Program Status** tab in the **EFS Eligibility Determination** window and click on the **Run Rules** button to determine the EFS eligibility.
- Error - The applicant is eligible for EFS and the Food Stamp benefit has not been prepared for the CA case.

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Form Edits

- You must open the **LDSS-4013 Data Entry** window before closing the case.
- The data entry window for the Applicant's Task List (**W-680F**) form was completed. The form has to be printed.
- The data entry window for the Participant's Task List (**W-680W**) form was completed. The form has to be printed.
- You have indicated that there are "heat" related arrears. You must print the Utility Arrears/Emergency Heating (**M-858M**) form and forward it to the Utility Liaison OR you must scan and index the completed paper M858M form.

Reason Code Edits

- In order to use PA Reason code **Y50** (Client Request to Withdraw Application) or FS Reason code **Y94** (Client Request to Withdraw Application) you must return to the Disposition/Withdrawal window and check the appropriate programs the applicant wants to withdraw from.
- In order to use FS reason code **Y94** you must return to the **Disposition/Withdrawal** window and check the appropriate programs the applicant wants to withdraw from.
- The **Grant Data Entry** window does not meet all edit requirements for the Issuance code Housing Development Cooperative Unit (**W7**).
- POS data indicates that an Application Interview has begun for this case. The case cannot be rejected with reason codes **E10** (Failure to Keep/Complete Initial Eligibility Interview: No Scheduled Appointment), **N10** (Failure to Keep/Complete Eligibility Appointment) or **F10** (Failed to Keep Appointment for Initial Eligibility Interview)
- if an Application Interview has been started. Please change the reason code.
- Grant Issuance Code is invalid for the Opening Code. Please remove the Issuance Code or change the Opening Code.

Interview Data Edits

- Resolution field on TALX Information window must be annotated.
- You must complete the SI Grant Requests Task List before completing the activity.
- Alien Type Determination is incomplete. You must return to the **Alien Determination 'battered alien'** window and make an update before changing the individual's status on the Turnaround Document (TAD) and completing the activity.
- A new window has been implemented to incorporate budget results. Please access the WMS Budget Selection in the **EFS Determination** window to run the business rules.
- Alien Becoming Citizens information is incomplete. You must return to the **Individual Detail** Screen and click the **Next** button.

TAD Edit

- The last OpenTI TAD failed. You will not be allowed to complete this activity until a successful OpenTI TAD is obtained from WMS for this case. YOU MUST SUSPEND THIS ACTIVITY FOR NOW.

RFI Edits

- Unresolved RFI data on the CA application case must be resolved prior to completion.
- Unresolved RFI data on the CA recertification case must be resolved prior to completion.

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7. IBOOK Caseload for CA Applicants Unable to Complete Same Day Interview

Applicants who are unable to stay for the same day interview will be identified and given a caseload named "IBOOK". When the **Cannot stay for same day interview** checkbox is checked on the **Site Determination** window, POS will fill the caseload (Unit Worker field on the POS TAD) with a value of "IBOOK". This will provide easy identification for tracking and case processing requirements.

Exemptions

HASA cases and cases identified as BRAD H or MESSIAH are exempt from this process. The Brad H and Messiah cases will follow the current POS release process once they have been identified.

Screenshot Site Determination window

The screenshot shows the 'Site Determination' window with the following details:

- Residential Address:** House No: 99, Street Dir/Name/Type: [None], Undomiciled: [None], Apt: [None], City: Bronx, State: NY, Zip Code: 104510000, Phone: [] - []
- Undomiciled ?**
- Mail or Fax Application:** **Cannot stay for same day interview:**
- Is there a Special Situation / Hardship?** No Shelter/Homeless
- Casehead:** Last Name, First Name, Middle Name, Sex, D.O.B. (00/00/0000), SSN
- Initial Clearance:** Is there anyone currently living in the household who was not listed on the case(s) displayed on WMS inquiry screen? Yes... No
- Programs Applying For:** PA, MA, FS, Child Care in Lieu of PA, One Shot Deal One-Time Emergency Payment Only
- CA case closed less than 30 days?** Yes No
- Language Spoken:** English, Can you speak English? Yes No, Do you need an interpreter? Yes No
- Language Read:** English, Can you read English? Yes No, Can you write English? Yes No
- Problem:** [Empty text box]
- Buttons:** Next, Refer for Intake, Referral

Removal of Cannot stay for same day interview checkbox

If the Worker removes the checkmark from the "Cannot stay for same day interview" checkbox, POS will assign the caseload designated to the Worker in POS enrollment as the caseload for the application case.

If the Worker is not designated to a caseload, the **Caseload Information** window will appear and the Worker will be asked to enter the caseload for the case.

Caseload/Unit Worker

The screenshot shows the 'Caseload Information' dialog box with the following content:

- Title:** Caseload Information
- Message:** Pos has no value for your Unit/Worker
Please enter the Caseload for this case
- Input Field:** [Empty text box for caseload entry]
- Button:** Ok

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8. CA Intake and Application Modification for Brad H and Messiah Cases

POS will identify Brad H and Messiah cases in the CA Application Intake and Application Modification activities. For these cases, the Worker will have the ability to update the center number for these cases, which are registered at center **001** (Messiah) or center **068** (Brad H) through the Office of Central Processing (OCP). These cases are registered for applicants with mental health outreach needs in correctional or treatment facilities.

Pop-up window for Brad H and Messiah cases

When POS finds a Brad H or a Messiah case with the CA suffix in **AP** (Applying status in the **Initial Clearance** on the **Site Determination** window, POS will enable a new pop-up window.

This window will appear when the Worker clicks the **Next** button in the **Site Determination** window.

For those applicants that are identified as a Brad H or a Messiah case, the worker must answer **Yes** and update the existing application with the date the applicant reported to the center

If the worker determines that the case is not identified as a Brad H or a Messiah case, the worker must answer **NO**, to indicate the case is not a Brad H or Messiah case. The standard intake flow will be implemented after the determination has been made.

This window will also appear at the beginning of the Application Modification activity if the system determines that the case is a Brad H or Messiah case.

Example of pop-up window for Brad H case in CA Application Intake

A Cash Assistance case was found for this household for the Center Number designated for Brad H. applicants (068).

Please indicate below whether this is a Brad H case.

If the case is a Brad H case, please record the date that the Brad H applicant reported to the Center and click the OK button. POS will end the Application Intake activity and will launch the Application Modification activity to update the center designation for the case.

Is this a Brad H case? Yes No

Enter the date that the Brad H applicant reported to the Center:

In the Application Modification activity, only the text box for the question “Enter the date that the Brad H applicant reported to the Center” will appear and the following instructions will appear in the window:

- Please record the date that the Brad H applicant reported to the Center and click the **OK** button. POS will update the center designation for the case.

POS Release Notes

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Example of pop-up for Messiah case

A Cash Assistance case was found for this household for the Center Number designated for Messiah applicants (001).

Please indicate below whether this is a Messiah case.

If the case is a Messiah case, please record the date that the Messiah applicant reported to the Center and click the OK button. POS will end the Application Intake activity and will launch the Application Modification activity to update the center designation for the case.

Is this a Messiah case? Yes No

Enter the date that the Messiah applicant reported to the Center:

OK

In the Application Modification activity, only the text box for the question “Enter the date that the Messiah applicant reported to the Center” will appear and the following instructions will appear in the window:

- Please record the date that the Messiah applicant reported to the Center and click the **OK** button. POS will update the center designation for the case.

9. New POS Effective Cycle Date Rules

Workers can now enter an effective cycle date up to three additional months in the future, regardless of the PA cycle. The future date is based on the pre-filled cycle date. For instance, if the pre-filled cycle date is **01/A/11**, the worker can submit a new effective cycle date of **04/B/11**.

If the month of the date is before the pre-filled cycle date the following error message will display:

“The effective date cannot be prior to the pre-fill date.”

If the month of the date entered by the worker is greater than the three months, the following error message will display:

“WMS will not accept a date this far into the future. Please make the month of your effective date no greater than the pre-fill date’s month + 3.”

POS Release Notes

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10. Form Printing Updates for English Language Forms

Recently, if the worker selected “English” as the preferred notice language, some forms and notices will still print the English and Spanish versions. At this time, forms that are specifically requested to be printed in “English” will be printed only in English, provided that the worker has selected English for both “Language Read” and the “Notice Language” fields.

The following forms will be printed only in English when the applicant/participant's preferred language for written languages is English and their WMS Notice Language is English:

- **LDSS-3151**, Food Stamp Change Report Form;
- **LDSS-3152**, Action Taken on Your Food Stamp Case;
- **LDSS-4013**, NYC Action Taken On Your Application: PA, FS and MA;
- **LDSS-4279**, Notice: Responsibilities/Rights For Support;
- **LDSS-4529**, Agreement to Repay Safety Net Assistance Still Owed;
- **LDSS-4530**, Assignment of Wages, Salary, Other Compensation for Services;
- **LDSS-4571**, Alcohol/Substance Abuse Screening;
- **LDSS-4733**, DFR Legal Residence Statement;
- **LDSS-4753**, Food Stamps-request for contact/missed interview;
- **LDSS-4776**, Safety Net Assistance Application Supplement;
- **EBT-23**, Notice of Special PA/FS Benefits;
- **EXP-76R**, Documentation Receipt;
- **M-15f**, Agreement to Repay PA;
- **M-384**, OCSE Referral;
- **M-3g**, Notice to Report to Center;
- **M-3mm**, Notification of Application Withdrawal;
- **M-42q**, Certification For Retroactive Medicaid Coverage;
- **M-42v**, Medicaid Choice/Managed Care Referral;
- **M-528n**, Request for Child Care Assistance or to Close My PA Case;
- **M-858c**, Notice of Intent to Restrict Energy Allowance (Timely);
- **M-858ff**, Notice of Intent to Restrict Home Energy Allowance;
- **M-858w**, Participant's Request for Utility Restriction;
- **M-858x**, Notice of Intent to Recoup Utility Grant (Timely);
- **W-102**, Notification to Participant of New Worker;
- **W-113K**, Documentation Required;
- **W-119**, Request for Contact on a Mailed Faxed Application;
- **W-145**, Notice of Intent to Restrict Shelter Allowance;
- **W-145HH**, Decision Notice: Assistance to Meet an Immediate Need;
- **W-145K**, Voluntary Rent /Utility Restriction Notice;
- **W-145VV**, Notice of Change in Cash Payment for Family Assistance Cases;
- **W-146E**, Excess Rent & Third Party Proof of Income;
- **W-147CC**, Certification of Move Statement;
- **W-147Q**, Statement from Primary Tenant & Proof of Legal Tenancy;
- **W-186C**, Fair Hearing Compliance Statement;
- **W-186D**, Fair Hearing Compliance Request;
- **W-532R**, Notice to Applicant Referral for Eligibility Verification;
- **W-582A**, Family Care Assessment;
- **W-636**, Notice of Special Grant;
- **W-637B**, Request for an Advance to Prevent Eviction;
- **W-680F**, Applicant's Task List ;
- **W-680W**, Participant's Task List;
- **W-700D**, FIA School/Training Enrollment Letter); and

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11. Updates to Prevent Printing of Improper Notices

POS will stop workers from printing forms that are the responsibility of the supervisors at centers and printing queue users at Selective Case Review/High Performance Review (SCR/HPR) centers

POS will no longer display the following forms in the **Print Forms** window for worker activities:

- **EBT-23**, Notice of Special Public Assistance and/or Food Stamp Benefit
- **LDSS-4013**, Notice of Action Taken on Your Application
- **LDSS-3152**, Action Taken on Your FS Benefit Case
- **M-3MM**, Notification of Application Withdrawal (Cash Assistance, Food Stamps and Medical Assistance)
- **M-40K**, Notice of Denial of Expedited Food Stamp Service or Inability to Issue Food Stamp Benefits
- **W-145HH**, Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)

The forms will be removed from the list of forms displayed in the **Print Forms** window for the following activities:

- IN/EFS Issuance (CA/FS Case)
- CA Application Interview
- CA Change Case Data
- CA Recertification Interview
- Re-Open CA Case
- Non-Food Emerg/Special Grant
- EC - IN/EFS Issuance (CA/FS Case)
- EC - Application Interview
- EC - Change Case Data
- EC - Recertification Interview
- EC - Re-Open A Case
- Print a Form
- EC - Non-Food Emerg/Special Grant

If CA POS mistakenly displays these forms in the window in the activities listed above, the system will still prevent the printing by the Worker from these activities and display the following error message if the user attempts to print the form:

“The selected form cannot be printed by the Worker and must be printed by a Supervisor in an approval activity.”

Supervisors will be able to print these forms in the corresponding approval activities.

SCR/HPR Impact

The previously listed forms were already removed from the Print Forms window for **SCR/HPR** Users. However, if CA POS mistakenly displays these forms in the window, the system will still prevent the printing by the Worker from these activities and display the following error message if the worker attempts to print the form:

“The selected form cannot be printed by the Worker and must be printed by a Supervisor in an approval activity.”

POS Release Notes

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12. Revision to W-137B and W-145HH Notice Selection in HPR/SCR Centers

In the HPR/SCR Centers, POS pre-fills the checkboxes in the **Notice Selection** window when the data meets the requirements for the form.

POS will recheck the following forms each time the user returns to the **Notice Selection** window:

- **W-137B** - Action Taken on Your Request For Emergency Assistance or Additional Allowance (Participants Only)
- **W-145HH** - Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (Applicants Only)

Resetting Notice Selection indicators in the Outstanding Requests Window

POS will require the Worker to revisit the **Notice Selection** window when all requests are reset to "Not Ready" in the **Outstanding Requests** window in the POS Single Issue Grant Request Task List. The worker will return to the Notice Selection window and make a determination for the need for the **W-137B** or **W-145HH** forms.

This will be done for the following activities:

- CA Application Interview,
- CA Recertification Interview
- CA Change Case Data
- Non-Food Emergency
- EC- Application Interview,
- EC- Recert Interview,
- EC- Change Case Data
- EC-Non-Food Emergency

Re-Checking W-137B

If the **W-137B** was previously selected but there is presently no data on the form, POS will remove the form from the **Notice Selection** window.

Re-Checking W-145HH

If the **W-145HH** was previously selected but there is presently no data on the form, POS will remove the form from the **Notice Selection** window.

13. HPR/SCR Print Queue Resolutions

POS will address the following error messages for the **W-145HH** and the **W-137B** in the Notice Printing Queue at HPR/SCR centers by allowing the printing and completion of the forms.

The forms and the associated error are as follows:

W-145HH

Casehead Payee Error

POS Release Notes

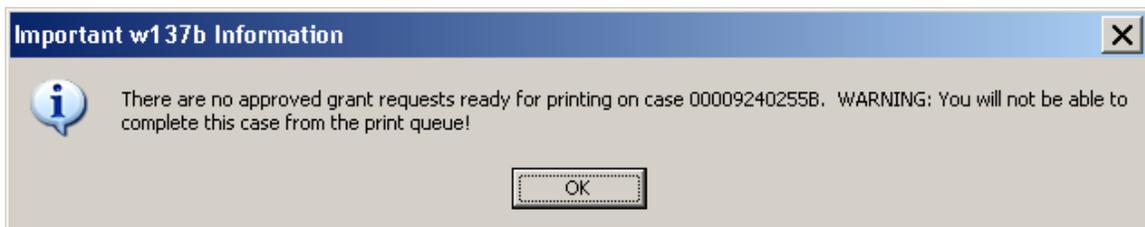
Version 15.1 February 22, 2011



When this error occurs on the **W 145HH**, POS will now determine the Casehead thus allowing the form to be printed and completed from the print queue.

W-137B

W-137B Error



If POS cannot find an approved grant request for the case, the system will display the revised error message that no requests were found for the case and remove the selection for the **W-137B** form for this case. This will allow the Worker to complete the form.

Revised error text:

- There are no approved grant requests ready for printing on this case. POS will remove the **W-137B** form from the print queue.

14. Birth Verification Indicator (BVI) Updates

POS will set a value of **3** (Verified by a worker (only code Worker can enter) or **4** (Verified via EDITS/POS) in the **BVI** field on the "Individual Data" tab of the **POS TAD** window at the time that the MA program becomes **AC** for the applicant. This value will be entered by the system as follows:

- If a proper match is found in the Vital Records and the MA individual status will change to AC, POS will set a value of **4** in the BVI indicator.
- If an acceptable document for "Citizenship" is marked as ready to scan in the **Individual Detail** window and the Individual's MA status will change to AC, POS will set a value of **3** in the **BVI** indicator

POS Release Notes

Version 15.1 February 22, 2011

Version 15.1 - Paperless Office System - [TAD Data - Eligibility] 4:38:27 PM Thursday, February 03, 2011

File Edit Tools Window Help

WMS Data POS Data

First Name Jim	Last Name Jones	Middle Name Anthony	Sex M	Marital Status Single/Never Married	Buy-In Indicator		
<input type="radio"/> Yes <input checked="" type="radio"/> No							
<input type="radio"/> Yes <input checked="" type="radio"/> No							
<input type="radio"/> Yes <input checked="" type="radio"/> No							
Reuse CIN	Relation to Casehead	DIC	BVI	Birth Date	CHT	TPHI	AD-EX
			3	10/20/1980			00/00/0000
STATE/FEDERAL	Date	Coverage	From Date	To Date	CBIC	SSN	Student ID
	00/00/0000	#	00/00/0000	00/00/0000	CC CDC	Number Valid 121-22-5656	
Line No	CIN	Citizen/Alien Status	Alien Type	Alien No	Date of Status	Date Entered	Country
1	RZ38904G	Citizen			00/00/0000	00/00/0000	00/00/0000

DCC TACA

POS Release Notes

Version 15.1 February 22, 2011

15. Updated Instructions in the Address Window for Undomiciled Cases

The **Address Information** window has been updated to reflect the instructions for General Delivery Post Office locations and the deletion of an applicant/participant's mailing address.

The following updated instructions will reflect the general delivery main post office locations. These instructions will be available when the General Delivery mailing address is used for an undomiciled applicant or participant.

The screenshot shows a 'Mailing Address' form with several fields: 'Care of Name', 'Type', 'Apt #', 'City', 'St No/Dir/Name', 'State', 'Zip Code', and 'Phone'. A blue box highlights the 'Instructions' tab on the left side of the form. Below the fields, there is a 'Delete Mailing Address?' section with 'Yes' and 'No' radio buttons.

Mailing Address Instructions

The screenshot shows a dialog box titled 'Instructions' with the following text:

If an individual does not have an address at which to receive mail he/she can receive mail through General Delivery at the borough's main post office. General Delivery is a mail service for individuals without a permanent address. No application is required for General Delivery.

Applicants/Participant interested in using General Delivery must go to the borough' main post office (see listings below) and speak with the postmaster to request such service. There is no time limit to this service unless designated by the postmaster for that borough. However, no piece of mail will be held more than 30 days from the date it was received by the post office.

Center Borough Main Post Office Locations:

Manhattan 390 9 th Avenue New York NY 10001	Queens 88-40 164 th Street Queens New York NY 11432
Brooklyn 271 Cadman Plaza Brooklyn NY 11201	Bronx 558 Grand Concourse Bronx New York NY 10451
Staten Island 550 Manor Road Staten Island New York NY 10314	

OK

16. Deleting Mailing Addresses

A new question **Delete Mailing Address** will appear in the **Address** window to allow the Worker to delete the mailing address for a case.

If there is a mailing address for the case and it is not the default General Delivery mailing address for undomiciled applicants/participants, the Worker will be able to select **Yes**. POS will then transmit the deletion of the mailing address in the next transmission to WMS.

The screenshot shows the 'Mailing Address' form with the 'Delete Mailing Address?' question highlighted by a blue box. The question has 'Yes' and 'No' radio buttons, with 'Yes' selected. The form fields are filled with blacked-out text, except for 'State' (NY) and 'City' (Bronx).

POS Release Notes

Version 15.1 February 22, 2011

17. Application Interview Activity Update

The Application Interview activity should be used for CA cases in **AP**, or Single Issue (**SI**) status. Workers have been accessing and using this activity incorrectly for PA cases that are in a Closed (**CL**) or Rejected (**RJ**) status which results in numerous case processing errors.

The Application Interview activity will now display an **Inappropriate Access error message** if the Worker attempts to access the Application interview activity from the **Choose a Case** window or their queue and the case is in one of the following CA/Fs status combinations in **WMS**:

- **CL/CL**
- **RJ/RJ**
- **CL/RJ**
- **RJ/CL**
- **CL/NA**
- **RJ/NA**

The **Inappropriate Access error message** will display; ***“Error – This application case has been denied and cannot be processed further through the CA Application Interview activity.”***

Workers will need to access the correct POS activity to continue to process the case correctly.

18. Remove Signature Capture Windows from Error Correction activities

The Error Correction activities in POS are intended for correction of errors that occur in WMS after a POS TAD transaction is submitted and fails. These corrective activities are not done with a participant present therefore to prevent unnecessary printing and potential harmful changes to signature and finger imaging indicators in POS, the **Signature Capture** windows will be removed from the POS Error Correction activities.

Signature capture for CA applications consists of the following two windows:

- **Finger Imaging – AFIS**
- **LDSS-2921 Signature Capture**

These windows have been removed from the EC – Application Interview activity, including the corresponding supervisor **EC Application Approval** windows.

The **Recertification Signature Capture** window have been removed from the EC – Recertification Interview activity, including the corresponding supervisor **EC Recertification Approval** windows.

19. Schedule CA Recertification Appointment Update

The POS Schedule CA Recertification Appointment is used to schedule the Recertification appointments and generate the data need for the notice **W-908T** (Notification of Appointment for Recertification), including the type of appointment, the required documents to show continued need for assistance and other recertification-related information. The activity includes two windows: **Household** and **Calendar**.

The **Calendar** window has been updated to remove the question “Are you an RED Worker?” since the special BEV recertification projects have ended. The window has also been updated in the Review Case activity to display only needed date.

POS Release Notes

Version 15.1 February 22, 2011

Current Calendar Window

Revised Calendar Window with "Are you an RED Worker" question removed

20. Bureau of Eligibility Verification (BEV) Referral Updates

POS will send BEV the correct information for those Minor Head of Households who are identified as the Casehead. Previously, these appointments were booked as payee appointments or were scheduled directly in the MAPPER BEV system.

POS Release Notes

Version 15.1 February 22, 2011

21. CIN Reuse Update

The **CIN Reuse** window will not display clearance data for the unborn line. The question, "Do you wish to use a new CIN because there is no appropriate CIN match in the clearance?" will automatically be set to **Yes**. The worker will not be required to answer the question.

22. Expedited Food Stamp Completion Edit

If the **CA applicant is eligible for EFS**, but **no FS benefit** exists at the time that the user attempts to complete the activity, POS will display the following error message in the IN/EFS Issuance activity:

- Error - The applicant is eligible for EFS and the Food Stamp benefit has not been prepared for the CA case.

23. Business Rules in Grant Data Entry

POS updated its programming to improve the speed of business rules running in the **Grant Data Entry** windows.

Additionally, when a reuse case number is selected, but has not been transmitted to WMS for an application case, POS will run additional inquiries against WMS benefit issuance using the reuse case number to prevent duplicate issuances.

24. E-Forms Update

The Document receipt form (**EXP-76R**) has been revised with the following changes:

- Applicant /participant text box for Social Security Number has been removed.
- Columns One & Three have had the check box field removed.

The following forms have been removed until they can be updated in POS:

- **W-147BB** Request for Approval of Special grant 22 Moving expense
- **W-531**-Important Information about Your Application

25. Reminder: Document Substitution

When new documentation is accepted, scanned and indexed that was not selected during the interview by the worker, POS will update all **Document Selection** windows and **Scan** checkboxes based on the eligibility factors when the documents are acceptable.

For those **Document Selection** windows where another document was selected and the associated **Scan** checkbox was left blank, POS will substitute the selected document with the newly indexed acceptable document.

The new **Document Selection** window will update and substitute business rules in all worker activities in addition to the supervisor approval activities

For complete details, please see POS Release Version 14.3.1 Dec 20, 2010 and FS POS Release Version 4.3.1, December 20, 2010.

POS Release Notes Appendix A

Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

Overview

Resource File Integration (RFI) is a subsystem of the Welfare Management System (WMS) which communicates with the following interfaces to identify the financial resources of Cash Assistance (CA), Food Stamps (FS), and/or Medical Assistance (MA) applicants/participants:

- New York State (NYS) Department of Taxation and Finance Wage Reporting System (WRS) for employment income;
- NYS Department of Labor Unemployment Insurance Benefit (UIB) file for unemployment benefits;
- Social Security Administration (SSA) for Retirement, Survivor, and Disability Insurance (RSDI) benefits;
- New York State Department of Taxation and Finance for newly hired or rehired employees of the state (HIRE);
- Participating NYS banks for checking and savings account information; and
- Financial Institution Recipient Match (FIRM) for trust fund and escrow account information.

In addition, RFI also verifies the Social Security Number (SSN), name and date of birth of applicants/participants through the SSA interface.

When demographic information is changed in WMS, an RFI inquiry is automatically generated on the case. Staff will be alerted to an unresolved RFI match with a message on the following:

- Paperless Office System (POS) Household screen;
- POS Turn-Around Document (TAD); and
- WMS Case Composition – Suffix/Individual Summary screen.

New functionality will be added in POS to allow the Worker to review the RFI information in the interview activities.

Household Screen with Updated Tool Bar

FS POS 5.1 - [Household Screen] 1:49:23 PM Thursday, February 03, 2011

File Edit Tools Window Help

Suffix/Individual Inquiry Code WMS Message via OLTP
NQAGGI A0267 UNRESOLVED RFI DATA EXISTS FOR THIS CASE

Control Information
District : 66 Center : Worker : Case Number :

Present Address

Street Number	Direction	Name	Type	Apt #	City

State:

Suffix Information Active Applying No FS IPV or Sanction Found Working Families No

FS Suffix 1 FS Status AC FS # AC 2

Suff Case Name

Suff	Case Name
1	

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val Sex	Citizen / National	FS	AFIS / ST
1	1						<input checked="" type="checkbox"/>	AC	<input type="checkbox"/>
1	2						<input checked="" type="checkbox"/>	AC	<input type="checkbox"/>

Next Previous

POS Release Notes Appendix A

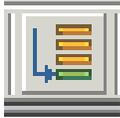
Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

Accessing RFI Data

A new **WMS RFI Data** icon will retrieve the RFI data from WMS via Open TI (Open Transaction Integrator) and will display them in a new window.

WMS RFI Data Icon



This new icon will replace the existing WRS, Bank, SSA, New Hire and Bank icons in the tool bar.

The Worker can also access the RFI window by clicking on **Tools** and selecting **RFI** in the menu bar.

The RFI data will be available in the following Worker interview and change action activities:

- CA Application Interview
- CA Change Case Data
- CA Recertification Interview
- EC - Application Interview
- EC - Change Case Data
- EC - Recertification Interview
- EC - FS Separate Determination – Eligibility Decision
- FS Separate Determination – Eligibility Decision
- IN/EFS Issuance (CA/FS Case)

The RFI data will be available in the following approval activities:

- Approve CA Case Action
- Approve CA Eligibility Decision
- Approve CA Recertification
- Approve EC - CA Application Interview
- Approve EC - CA Change Case Data
- Approve EC - CA Recertification
- Approve FS Separate Determination – Eligibility Decision
- Approve IN/EFS (CA/FS Case)

The RFI data will also be available in the Review Case activity.

POS Release Notes Appendix A

Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

RFI Case List Window

POS will initially display the **RFI Case List** window. This window presents the latest RFI Case List, displaying a value for each RFI category, with code indicating the RFI status of each applicant/participant.

There will be two tabs. By default, the **UNRESOLVED** tab will be selected, with options for the Summary and the unresolved RFI categories. The Worker can click on the **ALL RFI DATA** tab to view the details for each RFI category.

The screenshot shows the RFI Case List window with the following components:

- Summary** and **Close** buttons at the top.
- Tab Navigation** section with two tabs: **UNRESOLVED** (selected) and **ALL RFI DATA**.
- Information** section:
 - Unresolved Tab**: Unresolved RFI matches only.
 - All RFI Data Tab**: Resolved/Unresolved RFI matches.
- RFI CASE LIST** table with columns: Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, BANK. The table shows two rows of data with some cells redacted.
- UNRESOLVED** section:
 - Text: "To view RFI Category details select an RFI Category Link (below)"
 - Links: [SUMMARY](#), [HIRE](#)
 - Text: "01 [REDACTED]"

To view the detailed RFI details, the Worker must click on the link for each category:

Example: Unresolved New Hire RFI

This close-up screenshot shows the **UNRESOLVED** tab with the following content:

- UNRESOLVED** and **ALL RFI DATA** tabs.
- Text: "To view RFI Category details select an RFI Category Link (below)"
- Link: [SUMMARY](#)
- Link: [HIRE](#)
- Text: "01 [REDACTED]"

POS Release Notes Appendix A

Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

The system will display the details of the unresolved RFI and instructions:

Example: New Hires Match Information

Instructions

Setting A Resolution Code

1. Select an appropriate Resolution Code
2. Click the **Update** button

Changing A Resolution Code

1. Click the **Change** link
2. Select a new resolution code
3. Click the **Update** button

* Please remember that you cannot change **system-generated** resolution codes

NQR11		NEW HIRES MATCH INFORMATION			02/03/2011			
CASE/REG#	CASE NAME	CASE TYPE	CTR	U/W				
Line	First Name	M	Last Name	Gender	SSN	VAL	BIRTH DATE	CIN
Employee Name/Address		Employer Name/Address			Emp Id #			

POS Release Notes Appendix A

Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

Resolving RFI Data

RFI status codes **U** (Unresolved RFI data) and **W** (Unresolved RFI data due to problem with SSN) represent RFI hits that must be investigated and resolved before the case can be activated in AC (Active) status.

The Worker will be able to update the status code for any RFI category with a value of **U**. The Worker will also be able to remove or update mistaken entries in the resolution code.

To resolve the RFI, the Worker must select the appropriate resolution code and click on the **Update** button to submit the resolution code to WMS.

Resolution options for SSA RFI window

Radio button description	Resolution Code transmitted to WMS
Social Security Data Reviewed.	P01
Case or individual rejected, related to RFI.	P03
Case or individual rejected, not related to RFI.	P04
RFI hit data doesn't affect eligibility	P05
RFI Individual not the same as client.	P06
Income revealed by RFI budgeted	P07
Referred to FEDS/BFI	P08

Resolution options for WRS, UIB, Bank and New Hire RFI windows

Radio button description	Resolution Code transmitted to WMS
Case or individual rejected, related to RFI.	P03
Case or individual rejected, not related to RFI.	P04
RFI hit data doesn't affect eligibility	P05
RFI Individual not the same as client.	P06
Income revealed by RFI budgeted	P07
Referred to FEDS/BFI	P08

POS Release Notes Appendix A

Review and Processing of RFI via Open TI

Version 15.1 February 22, 2011

Resolving RFI Income Matches

If there is income information, the Worker must review the income and/or resource information on the screen to determine if the match affects CA and/or FS eligibility.

If the information is pertaining to income that has not been documented, send the applicant/participant one of the following forms requesting verification of the information found in the match (e.g., award letters [SSA, UIB] or pay stubs/employer letter [employment]) using the Notice to Report to Center (**M-3g**) form.

If the applicant/participant verifies income and the household remains eligible, the Worker must select the resolution "Income revealed by RFI budgeted" and click on the **Update** button. POS will transmit resolution code **P07** and WMS will update the RFI Status Code to **R** (Resolved RFI Data). The Worker must calculate, save, and authorize a new budget that includes the verified income.

If the applicant/participant verifies income that makes the household ineligible for CA and/or FS, the Worker must select the resolution "Case or individual rejected, not related to RFI" and click on the **Update** button. POS will transmit resolution code **P04**. The Worker must close the case using one of the following income related codes:

- **E30** Excess Earned Income (Wage, HIRE RFI hit)
- **E35** Excess Unearned Income (UIB,SSA RFI hit)

Resolving RFI Resource Matches

If there is resource information, the Worker must review the income and/or resource information on the screen to determine if the match affects CA and/or FS eligibility.

If the applicant/participant responds and submits documentation which supports a dollar amount above a resource limit, the Worker must select the resolution "Case or individual rejected, not related to RFI" and click on the **Update** button. POS will transmit resolution code **P04**. The Worker must reject/close the CA case using CA closing code **U40** (Excess Resources)

If the applicant/participant responds but is unable to provide documentation of the account(s), the Worker must send the Bank Inquiry and Clearance Report (**LDSS-760**) form to the financial institution. If the financial institution returns documentation which supports a dollar amount above the resource limit, proceed as indicated above.

If the information pertains to a resource such as bank/FIRM matches and the amounts do not exceed the resource limits, the Worker must select the resolution "RFI hit data doesn't affect eligibility" and click on the **Update** button. POS will transmit resolution code **P05** and WMS will update the RFI Status Code to **R**.

Resolving Incorrect RFI Information

If the participant responds providing documentation proving that the RFI information is incorrect, the Worker must select the resolution "RFI Individual not the same as client" and click on the **Update** button. POS will transmit resolution code **P06** and WMS will update the RFI Status Code to **R**.

Failure to Respond

If the participant does not respond, the Worker must select the resolution "Case or individual rejected, related to RFI" and click on the **Update** button. POS will transmit resolution code **P03**. The Worker will then close the CA case using code **V20** (Failure to Provide Verification).

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Issue under Investigation

If documents are present which indicate that the issue is currently under investigation by the Bureau of Fraud Investigation (BFI) or the Investigation, Revenue and Enforcement Administration (IREA), select the resolution reason "Referred to FEDS/BFI" and click on the **Update** button. POS will transmit resolution code **P08** and WMS will keep the RFI Status Code in **U**. The Worker will then take no further RFI related action on the case until the investigation is complete.

Other Issues

For all other issues, the Worker must check the HRA Viewer for scanned documents related to the RFI hit. If documents are present that confirm the issue was resolved, select the resolution "RFI hit data doesn't affect eligibility" and click on the **Update** button. POS will transmit resolution code **P05** and WMS will update the RFI Status Code to **R**. No further RFI related action is required.

The Worker must document in the applicant/participant's case record whether his/her eligibility was affected by the RFI match and whether any resolution actions were taken. The record must indicate the additional resource information disclosed on the WMS RFI screens that changed the eligibility of the participant.

Example: Resolution options for WRS RFI for Worker

RES CODE	RES WORKER	RES DATE	INFO POSTED ON	RFI STATUS
				U
<input type="radio"/> Case or individual rejected, related to RFI. <i>(Select if the rejection is based on learning of the potential income from RFI prior to the applicant providing information)</i>				
<input type="radio"/> Case or individual rejected, not related to RFI. <i>(Select if the applicant reported the income prior to the return of the clearance or if you are rejecting the case for a non-RFI reason)</i>				
<input type="radio"/> RFI hit data doesn't affect eligibility. <i>(Select if you want to accept the case and the RFI match does not effect eligibility or benefit level)</i>				
<input type="radio"/> RFI Individual not the same as client. <i>(Select if the participant provided documentation proving that the RFI information is incorrect)</i>				
<input type="radio"/> Income revealed by RFI budgeted. <i>(Select if income was revealed first by RFI and you have confirmed and budgeted the income)</i>				
<input type="radio"/> Referred to FEDS/BFI. <i>(Select if you make a referral to BFI)</i>				
<input type="button" value="Update"/>				

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Changing the Resolution Code

To change the resolution code, the Worker must click on the [Change](#) link, select a new resolution code and click on the [Update](#) link. POS will transmit a “#” (pound) sign to WMS to remove the existing resolution and will then submit the new resolution code.

RES CODE	RES WORKER	RES DATE	INFO POSTED ON	RFI STATUS
POS (change)				

Remove Resolution Code
(Select this to clear existing resolution code - cannot be used to remove System Generated Resolution)

Case or individual rejected, related to RFI.
(Select if the rejection is based on learning of the potential income from RFI prior to the applicant providing information)

Case or individual rejected, not related to RFI.
(Select if the applicant reported the income prior to the return of the clearance or if you are rejecting the case for a non-RFI reason)

RFI hit data doesn't affect eligibility.
(Select if you want to accept the case and the RFI match does not effect eligibility or benefit level)

RFI Individual not the same as client.
(Select if the participant provided documentation proving that the RFI information is incorrect)

Income revealed by RFI budgeted.
(Select if income was revealed first by RFI and you have confirmed and budgeted the income)

Referred to FEDS/BFI.
(Select if you make a referral to BFI)

If the RFI was mistakenly marked as resolved, the Worker will have an option to remove the resolution code by clicking on the [Change](#) link, selecting “Remove Resolution Code” and clicking on the [Update](#) link. POS will transmit a “#” (pound) sign to WMS to remove the resolution code.

Activity Completion Edits in CA Application Interview and CA Change Case Data

In the CA Application Interview and CA Change Case Data activities, POS will confirm whether there is unresolved RFI data for application cases that will be accepted as active (**AC**) for CA. If unresolved RFI data exists, POS will display the following error message in the **Activity Completion** window:

- Unresolved RFI data on the CA application case must be resolved prior to completion

Activity Completion Edit in CA Recertification Interview

In the CA Recertification Interview, POS will confirm whether there is unresolved RFI data for cases that will continue AC for CA. If unresolved RFI data exists, POS will display the following error message in the **Activity Completion** window:

- Unresolved RFI data on the CA recertification case must be resolved prior to completion

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Approval Window for RFI

A new window will allow the Supervisor to review the RFI data and approve or disapprove the Worker's entries.

The screenshot shows a web application window with a blue header bar containing navigation links: [Summary](#), [Approval Status](#), [Next](#), and [Previous](#). Below the header, there are two main sections: **Tab Navigation** and **Information**.

Tab Navigation: Includes 'Unresolved Tab' (Unresolved RFI matches only) and 'All RFI Data Tab' (Resolved/Unresolved RFI matches). Below this are two tabs: 'UNRESOLVED' (selected) and 'ALL RFI DATA'. A text box says: 'To view RFI Category details select an RFI Category Link (below)'. Below that is a link labeled 'SUMMARY'.

Information: Contains two paragraphs: 'This window presents the latest RFI Case List, displaying a value for each RFI Category with a code indicating RFI status of each valid client.' and 'Any RFI Category having an RFI status code of 'U', 'W' or 'R' may be set or changed by selecting the category details.'

The main content area displays 'NQR01 (2)' and 'RFI CASE LIST' with a date '02/03/2011'. Below this is a table with the following columns: Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, BANK. The first row of data shows 'N', 'N', and 'V' under the WRS, UIB, and SSA columns respectively.

To approve the RFI entries, the Supervisor will click on the **Approval Status** menu option. The **Supervisory Approval** window will appear. The Supervisor will click **Approve** or **Disapprove**. If the RFI entries are disapproved, the Supervisor must enter the reason for disapproval.

The screenshot shows a 'Supervisory Approval' dialog box. On the left, there are two radio buttons: 'Approve' (selected) and 'Disapprove'. Below these is an 'Add Comment' button. The main area is divided into two text boxes: 'Disapproval Reasons' and 'Comment Log'. At the bottom, there are 'OK' and 'Cancel' buttons.

Once the window is reviewed and approved/disapproved, the Supervisor must click on the **Next** menu option to continue the approval activity.

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Supervisory Override

The Supervisor will also be able to override RFI data with a status code of **W** or **U** and resolution code **P08** when required for emergency cases using the resolution of Override RFI Information. POS will transmit resolution code **P90** and WMS will update the RFI Status Code to **R**.

RES CODE	RES WORKER	RES DATE	INFO POSTED ON	RFI STATUS
			10/18/10	U
<input type="radio"/> Override RFI Information. (Select to override RFI information to accept cases in emergency situation)				
<input type="button" value="Update"/>				

In order to post this override the Supervisor must TTSS Bit **193** on their WMS ID. This special right can be request via the APART system.