



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Acting Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #11-14-SYS

FS POS RELEASE NOTES VERSION 5.1

| 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 Non Cash Assistance Food Stamp (NCA FS) 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 FS POS Release Notes Version 5.1 (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://hrawebapps/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 FS POS Release Notes Version 5.1 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

FS POS Release Notes

Version 5.1 February 22, 2011

These Release Notes contain descriptions of changes in FS POS Release 5.1 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:

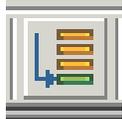
- FS Paperless Office System (FS POS) Household screen;
- FS POS Turn-Around Document (TAD); and
- WMS Case Composition – Suffix/Individual Summary screen.

New functionality has been added in FS 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:

- EC – EFS Issuance (NCA FS Case)
- EC - FS Application Interview
- EC - FS Change Case Data
- EC - FS Recert Interview
- EFS Issuance (NCA FS Case)
- FS Application Interview
- FS Change Case Data
- FS Recert Interview

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

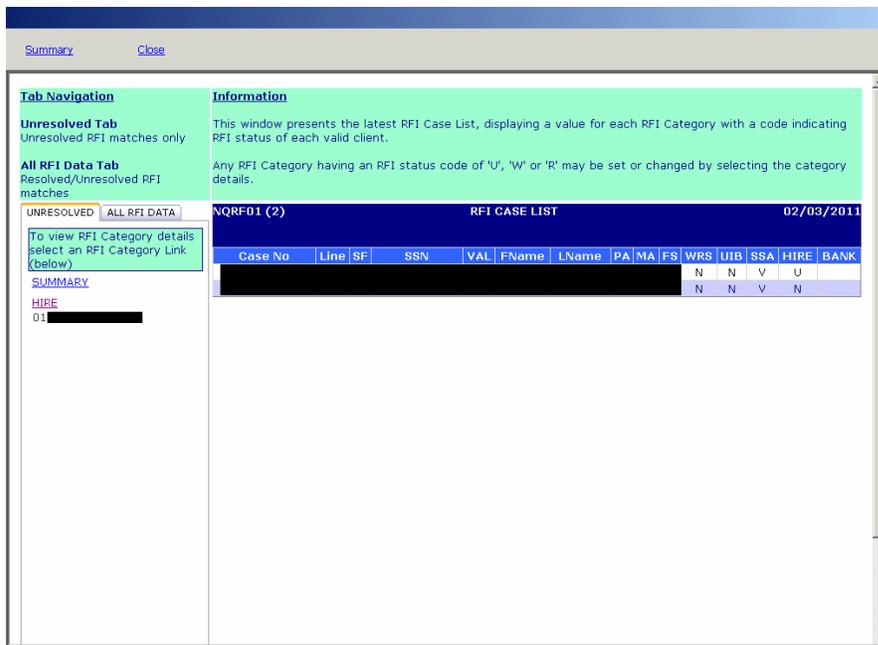
- Approve EC - FS Application Interview
- Approve EC - FS Change Case Data
- Approve EC - FS Recert
- Approve EFS Issuance (NCA FS Case)
- Approve FS Application Interview
- Approve FS Change Case Data

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

RFI Case List Window

FS 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.



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** status.

The Worker will be able to update the status code for any RFI category with a value of **U** (RFI data unresolved). The Worker will also be able to remove or update mistaken entries in the resolution code. When an RFI match is resolved, the status will change to **R** (RFI data are resolved), with the exception of cases that have a resolution of "**Referred to FEDS/BFI**" (code P08), which will remain in a status code of **U**.

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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. FS POS Activity Completion Edits, Phase 1

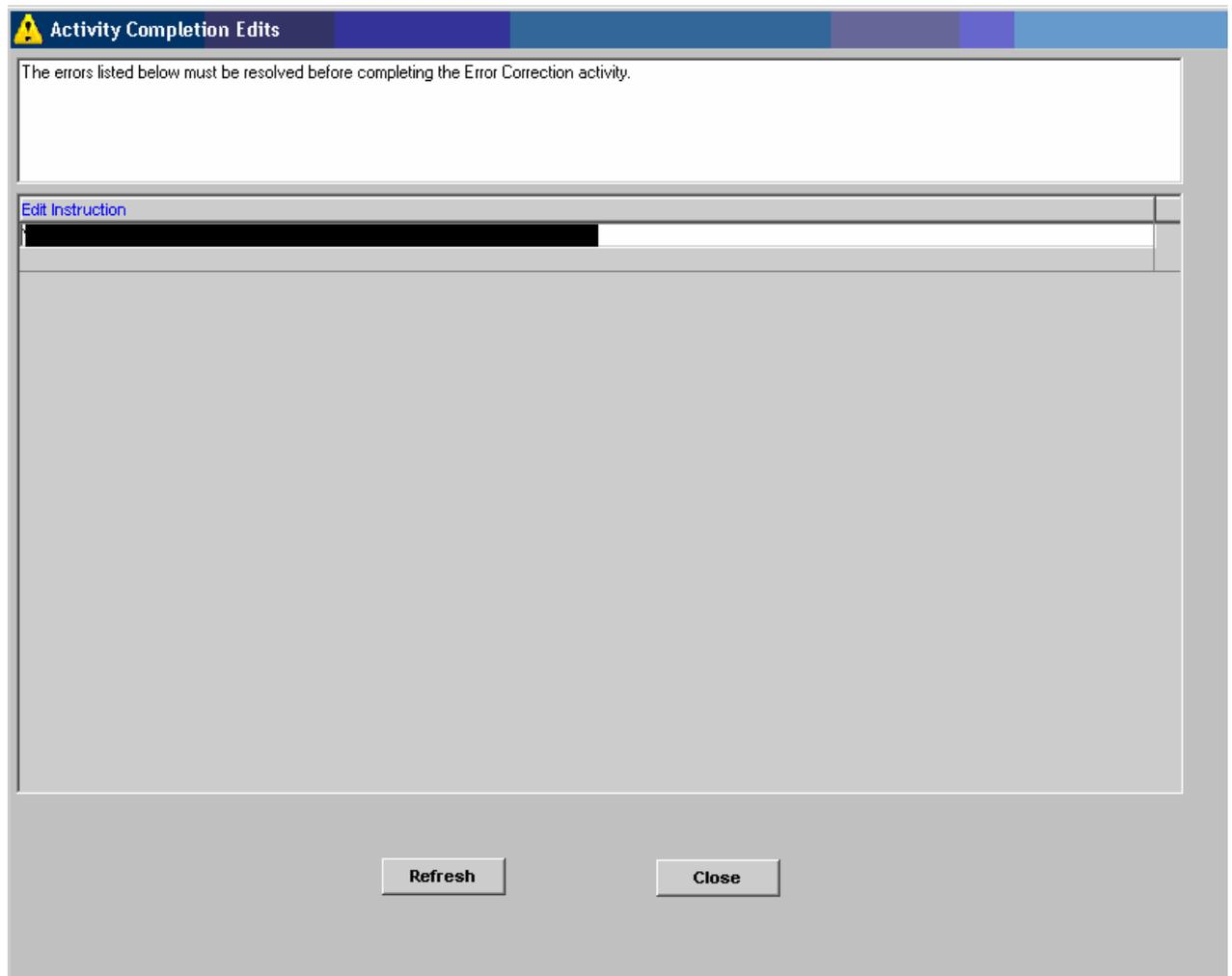
When Workers fail to make required entries or print required forms, FS POS displays errors when the user clicks the **Close** button and clicks on the **Complete Activity** option. Currently, one error displays at a time. This means that the Worker is informed about each error one at a time and has to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

A new window named **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.

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Activity Completion window



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

EFS Edits

- A new window has been implemented to incorporate budget results. Please access the WMS Budget Selection for EFS Determination window to run the business rules.
- Error - The applicant is eligible for EFS and the Food Stamp benefit has not been prepared for the FS case

Reason Code Edits

- In order to use FS reason code **Y94** (Client Request to withdraw application) you must return to the **Withdrawal** window and select **Withdraw the application**.
- You selected 'Withdraw the application' in the Withdrawal window. You must reject the case using FS reason code **Y94** or you must return to the **Withdrawal** window and select **Continue the application**.
- You must answer **Yes** for the **LDSS-4753** form data entry window, click on **Missed Application Interview** and enter the scheduled appointment date. The appointment date cannot be in the future.

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Interview Data Edits

- Resolution field on TALX Information window must be annotated.

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

3. Employability Code Determination in FS Change Case Data

All Food Stamp participants between the ages of 16 and 59 who are deemed employable (non-exempt) must comply with the FS program work requirements as a condition of FS eligibility.

To help ensure compliance with these requirements, a new window was added in FS POS Release 4.3 (October 2010) to the FS Application Interview, EC – FS Application Interview, FS Recertification Interview and EC – FS Recertification Interview activities to automate the determination of the employability code for FS cases. This window has been added to the FS Change Case Data activity.

The window has been added to the **Education and Training** window and will appear below the Education and Training Information question.

FS POS will retrieve the following information in order to determine the employability code for each household member:

- Household composition;
- Age for all household members;
- Disability status;
- Employment and self-employment;
- Unearned income received;
- Unemployment insurance application;
- Drug and alcohol treatment;
- Eligibility outcome for noncitizens;
- Caretaker of incapacitated person;
- Education; and
- Pregnancy.

When FS POS identifies a child under the age of 18 in the household, all adults in the household will be marked with the **Employability Code WA** (Work Required under Regular FSET Work Registration Rules; not under ABAWD Requirements).

The window will list the name of the household member, their employability code and the reason for the code.

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Possible Reasons in the window for Employability Codes **WE** (Contesting Employability Determination Including the Disability Review Process/Exempt), and **WA** (Non-Exempt from PA and FS Work Requirements/ABAWD Exempt).

:

| Reason for Exemption | Employability Code |
|---|--------------------|
| Ineligible Alien | WE |
| Age-younger than 16 or age 60 or older | WE |
| In drug or alcohol treatment program for at least 16 hrs per week | WE |
| Medical Reasons | WE |
| Domestic Violence | WE |
| Caretaker of a child under age 6 | WE |
| Caretaker of an incapacitated person | WE |
| Age between 16 and 17 and in school at least half-time | WE |
| Student enrolled at least half-time in school or training | WE |
| In receipt of Unemployment Benefits (UIB) | WE |
| Applicant for Unemployment Benefits (UIB) | WE |
| In receipt of SSI | WE |
| Applied for SSI | WE |
| Refugee within exemption period | WE |
| Employed 30 hrs per wk or earning at least \$217.50/week | WE |
| Pregnant | WA |
| Children under 18 years old in the household | WA |
| Age-between ages 16 and 18 and not in school | WA |
| Age- 50 Years or older | WA |

For additional information, please read the Food Stamp Rules and Exemptions Desk Guide ABAWD Work Requirements (Form **W-138G**).

Employability Code Determination Window

Response to Question

Instructions

The system has determined the employability status codes for the household members based on the answers entered on the interview. Please click on the 'Run Rules' button to see the system determined codes. These codes will be entered by the system on the TAD. If you disagree with system determinations, you must go back to the appropriate question and make the necessary updates. Click on the 'Run Rules' button upon return to the window in order for the changes to take effect.

| Who | Employability Code | Reason |
|-----|--------------------|--------|
| | | |

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4. New Questions and Updated Windows in FS Change Case Data

Updates to the interview section were made in the FS Application Interview, EC – FS Application Interview, FS Recertification Interview and EC – FS Recertification Interview activities in FS POS Release 4.3. These updates will be added to the FS Change Case Data activity in this release.

Three new questions has been added to the FS Change Case Data and EC – FS Change Case Data activities so that all possible exemptions are captured prior to a system determination of the individual employability code:

- Is or was drug or alcohol dependent?
- Is anyone in the household needed in the home to care for a child under the age of 6 years or an incapacitated person?
- Could You Accept a Job Today?

Two windows have been updated in order to capture additional possible exemptions prior to the automated determination of the individual employability:

- Blind, Sick or Disabled?
- Is Employed?

New question: Is Drug or Alcohol Dependent?

- This question will appear in the **Medical** window. The ES will click **Yes** if the applicant or participant is drug or alcohol dependent. The ES will then indicate the dependency period, the dependency type and whether the individual receives treatment. If the individual receives treatment, the ES must indicate the weekly number of hours spent in the program.

The screenshot shows a dialog box titled "Response to Question". It contains the following elements:

- Who:** A dropdown menu.
- Dependency:** A dropdown menu.
- Drug or Alcohol:** Three radio buttons labeled "Addict", "Both", and "Alcohol".
- Receive Treatmt:** Two radio buttons labeled "Yes" and "No".
- Hours in Program:** A text input field.
- Document...:** A text input field.
- Scan:** A checkbox.
- CM Comment...:** A text input field.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

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New question: Is anyone in the household needed in the home to care for a child under the age of 6 years old or an incapacitated person?

- This question will appear in the **Employment** window. The ES will click **Yes** for the question if an individual 16 years of age or older is needed in the home to care for a child under the age of 6 years old or an incapacitated person.
- The ES will select the name of the individual, whether they are taking care of a child under 6 years old or a disabled person, whether the child/disabled person is part of the applying/active household. The ES will enter the name of child or disabled person.

The screenshot shows a dialog box titled "Response to Question". It contains the following fields and controls:

- Who (Caretaker):** A dropdown menu.
- Take Care For:** Radio buttons for Child and Disabled Person.
- Is Child/disabled person part of the applying/active household?:** Radio buttons for Yes and No.
- Child/Disabled Name:** A dropdown menu.
- Document...:** A text input field with a "Scan" button next to it.
- Comment...:** A text input field.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

New window: Could You Accept a Job Today?

- This question will appear in the Other Information window. The ES will indicate whether the applicant/participant can accept a job today. If the individual cannot accept a job, the reason that the job cannot be accepted must be selected.

The screenshot shows a dialog box titled "Response to Question". It contains the following fields and controls:

- Applicant:** A text field containing "Perkins Judith".
- Who:** A dropdown menu showing "Perkins Judith".
- Could you accept a job today?:** Radio buttons for Yes and No.
- What type of work would you like to do?:** Radio buttons for Specify... and None.
- Reason (cannot start work today):** A dropdown menu.
- Other (details):** A text input field.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

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Revised window: Has daily activity been limited because of an illness/temporary disability or is the individual blind, sick or disabled?

This window has been updated to the **SSI Status** field. When the individual has limited daily activity, is blind, sick or disabled, the ES must indicate whether the individual is receiving SSI, has a pending decision or is appealing the decision.

Updated window: Is Employed?

Two fields have been removed from the response window for the question “**Is employed?**”

- Taxes withheld
- Day paid

Updated windows: Employed – Reason for Leaving Drill Down window

This window opens when the end date for the job is the future. The following changes have been made in the window:

- The label “Received the Following Benefits:” will be changed to “Did Individual Receive Any of the Following Benefits?”
- The benefit fields have been moved to the left side of the window.
- Three new fields have been added:
 - **Date of the last paystub**
 - **Applied for UIB** – options of Yes or No.
 - **UIB Claim Status** (Pending, Approved or Denied) – this field will be enabled when the answer for Applied for UIB is Yes.

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Employed – Reason for Leaving Drill Down window

| Did Individual Receive any of the Following Benefits : | Amount | Frequency | Date Received | Date of last Paystub: |
|--|--|-----------|---------------|--|
| Sick Pay | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | 00/00/0000 |
| Vacation Pay | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | |
| Severance Pay | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | Applied for UIB: <input type="radio"/> Yes <input type="radio"/> No |
| Unvested Pension payments returned by employer | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | UIB Claim Status: [Dropdown] |
| 401K/4036 or Other Deferred Compensation | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | |
| Stock Options | <input type="radio"/> Yes <input type="radio"/> No | | 00/00/0000 | |

5. New FS POS Effective Cycle Date Rules

Workers can now enter an effective cycle date up to three additional months in the future, regardless of the FS 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/A/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.”

In this example based on the 01/A/11 date, the food stamp effective cycle date would be **04/A/11** because FS only cycle dates must be an “A” cycle date. If a worker enters in the wrong cycle the following message will display:

“The effective cycle must be “A” for NCA budgets”

6. 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-4753**, Food Stamps-request for contact/missed interview;
- **EBT-23**, Notice of Special PA/FS Benefits;
- **EXP-76R**, Documentation Receipt;
- **M-3g**, Notice to Report to Center;
- **M-3mm**, Notification of Application Withdrawal;
- **W-113K**, Documentation Required;
- **W-119**, Request for Contact on a Mailed Faxed Application;
- **W-132S**, Documentation Required-Changes in Household Circumstances;

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- **W-147Q**, Statement from Primary Tenant & Proof of Legal Tenancy;
- **W-186C**, Fair Hearing Compliance Statement;
- **W-186D**, Fair Hearing Compliance Request;
- **W-582A**, Family Care Assessment; and
- **W-700D**, FIA School/Training Enrollment Letter.

7. Updates to Prevent Improper Printing of Notices

FS POS will stop workers from printing forms that are the responsibility of the supervisors at FS sites. FS POS will no longer display the following forms in the Print Forms window for NCA Worker activities:

- **EBT-23**, Notice of Special Public Assistance and/or Food Stamp Benefit
- **LDSS-3152**, Action Taken on Your Food Stamp Case
- **M-3MM**, Notification of Application Withdrawal
- **M-40K**, Notice of Denial of Expedited Food Stamp Service or Inability to Issue Food Stamp Benefits

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

- FS Application Interview
- FS Change Case Data
- FS Recert Interview
- EFS Issuance (NCA FS Case)
- FTK FS Application Interview
- EC - FS Application Interview
- EC - FS Change Case Data
- EC - FS Recert Interview
- EC - EFS Issuance (NCA FS Case)
- EC - FTK FS Application Interview

If FS 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 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

8. 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.

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Mailing Address

Care of Name: Type Apt # City

Instructions St No/Dir/Name: [None]

State: Zip Code: 00000 0000 Phone: - -

Delete Mailing Address ? Yes No

Mailing Address Instructions

Instructions

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

9. 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**. FS POS will then transmit the deletion of the mailing address in the next transmission to WMS.

Mailing Address

Care of Name: Type Apt # City

Instructions St No/Dir/Name: [None]

State: Zip Code: 00000 0000 Phone: - -

Delete Mailing Address ? Yes No

10. Removed Signature Capture Windows from Error Correction activities

The Error Correction activities in FS 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 client 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 Error Correction activities.

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Signature capture for applications consists of the following two windows:

- **Finger Imaging – AFIS**
- **LDSS-4826 Signature Capture**

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

The **LDSS-4826 Signature Capture** window has also been removed from the EC – FS Recertification Interview activity, including the corresponding supervisor **EC FS Recertification Approval** windows.

11. Expedited Food Stamp Completion Edit

If the NCA 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 EFS Issuance activity:

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

12. 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 has had the check box field removed.

13. Reminder: Document Substitution

When new documentation is accepted, scanned and indexed that was not selected during the interview by the worker, FS 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 is left blank, FS 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 FS POS Release Version 4.3.1, December 20, 2010.

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Review and Processing of RFI via Open TI

Version 5.1 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/recipients:

- 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/recipients 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:

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

New functionality has been added in FS POS to allow the Eligibility Specialist 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
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

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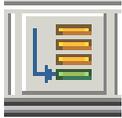
Review and Processing of RFI via Open TI

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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 Eligibility Specialist 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 interview and change action activities:

- EC – EFS Issuance (NCA FS Case)
- EC - FS Application Interview
- EC - FS Change Case Data
- EC - FS Recert Interview
- EFS Issuance (NCA FS Case)
- FS Application Interview
- FS Change Case Data
- FS Recert Interview

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

- Approve EC - FS Application Interview
- Approve EC - FS Change Case Data
- Approve EC - FS Recert
- Approve EFS Issuance (NCA FS Case)
- Approve FS Application Interview
- Approve FS Change Case Data

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

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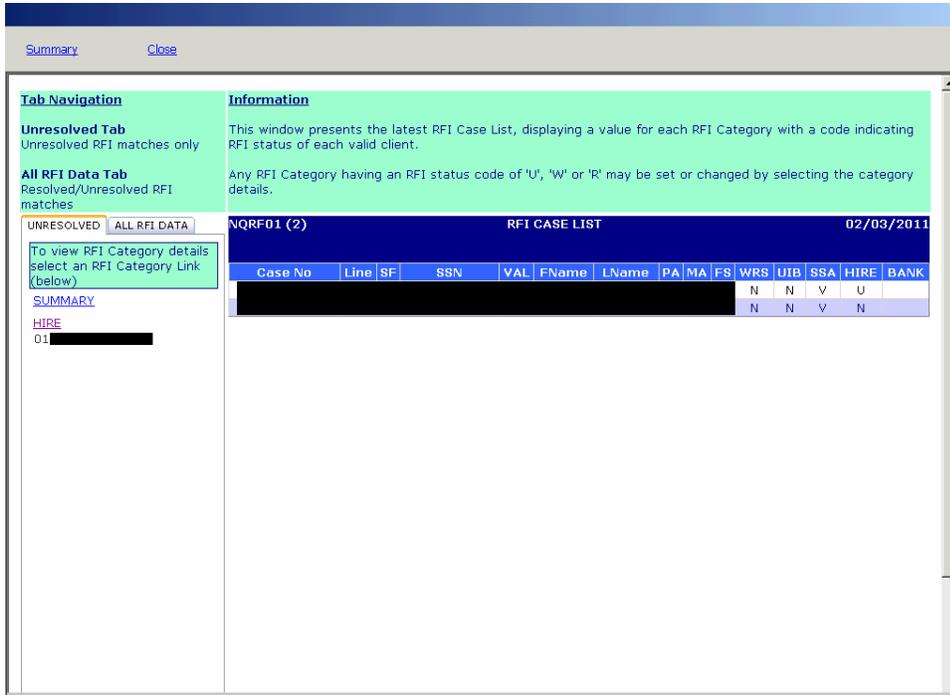
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RFI Case List Window

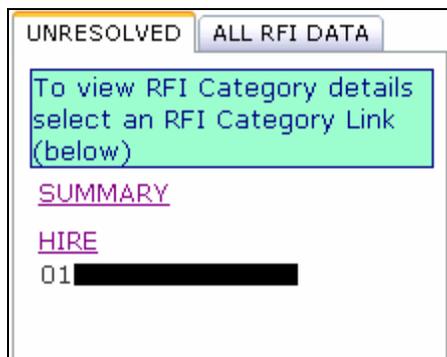
FS POS will initially display the **RFI Case List** window. This window presents the latest RFI Case List, displaying a value for each RFI category, with code indicating the RFI status of each applicant/recipient.

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



- The Eligibility Specialist must click on the link for each category to view the detailed RFI details.

Example: Unresolved New Hire RFI



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

To resolve the RFI, the Eligibility Specialist 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 |

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Resolving RFI Income Matches

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

If the information is pertaining to income that has not been documented, send the applicant/recipient 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 Request for Contact/Missed Interview (**LDSS-4753**) form.

If the applicant/participant verifies income and the household remains eligible, the Eligibility Specialist must select the resolution "Income revealed by RFI budgeted" and click on the **Update** button. FS POS will transmit resolution code **P07** and WMS will update the RFI Status Code to **R** (Resolved RFI Data). The Eligibility Specialist 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 Eligibility Specialist must select the resolution "Case or individual rejected, not related to RFI" and click on the **Update** button. FS POS will transmit resolution code **P04**. The Eligibility Specialist 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 Eligibility Specialist must review the income and/or resource information on the screen to determine if the match affects FS eligibility.

If the applicant/participant responds and submits documentation which supports a dollar amount above a resource limit, the Eligibility Specialist must select the resolution "Case or individual rejected, not related to RFI" and click on the **Update** button. FS POS will transmit resolution code **P04**. The Eligibility Specialist 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 Eligibility Specialist 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 is pertaining to a resource such as bank/FIRM matches and the amounts do not exceed the resource limits, the Eligibility Specialist must select the resolution "RFI hit data doesn't affect eligibility" and click on the **Update** button. FS POS will transmit resolution code **P05** and WMS will update the RFI Status Code to **R**.

Resolving Incorrect RFI Information

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

Failure to Respond

If the recipient does not respond, the Eligibility Specialist must select the resolution "Case or individual rejected, related to RFI" and click on the **Update** button. FS POS will transmit resolution code **P03**. The Eligibility Specialist 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 of "Referred to FEDS/BFI" and click on the **Update** button. FS POS will transmit resolution code **P08** and WMS will keep the RFI Status Code in **U**. The Eligibility Specialist will then take no further RFI related action on the case until the investigation is complete.

Other Issues

For all other issues, the Eligibility Specialist 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. FS POS will transmit resolution code **P05** and WMS will update the RFI Status Code to **R**. No further RFI related action is required.

The Eligibility Specialist must document in the applicant/recipient'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 recipient.

Example: Resolution options for WRS RFI for Eligibility Specialist

| 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 Eligibility Specialist must click on the [Change](#) link, select a new resolution code and click on the [Update](#) link. FS 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 Eligibility Specialist 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. FS POS will transmit a “#” (pound) sign to WMS to remove the resolution code.

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

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

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

Activity Completion Edit in CA Recertification Interview

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

- Unresolved RFI data on the FS 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 Eligibility Specialist'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 instructs: 'To view RFI Category details select an RFI Category Link (below)'. A link labeled 'SUMMARY' is visible.

Information: States: '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) 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: Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, BANK. The values for WRS, UIB, and SSA are N, N, and V 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 the 'Supervisory Approval' window. On the left, there are two radio buttons: **Approve** 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 status code **U** and resolution code **P08** when required for emergency cases using the resolution of Override RFI Information. FS 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 |
|--|------------|----------|----------------|------------|
| <input type="radio"/> Override RFI Information. <i>(Select to override RFI information to accept cases in emergency situation)</i> | | | 10/18/10 | U |
| <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.