



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #08-116-SYS

(This Policy Bulletin Replaces PB #08-111-SYS)

### PAPERLESS OFFICE SYSTEM RELEASE NOTES VERSION 12.2.1

<b>Date:</b> September 10, 2008	<b>Subtopic:</b> FS 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><b>Revisions to Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to provide updated and more detailed information regarding the Document Completeness tab for Emergency Food Stamp (EFS) benefits as described in Section 6 of <b>Attachment A</b>.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated to production on September 8, 2008. Descriptions of the changes can be found in POS Release Notes Version 12.2.1 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the FIAweb at:</p> <p><a href="http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79">http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79</a></p> <p><i>Effective Immediately</i></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>    POS Release Notes Version 12.2.1</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*

# POS Release Notes

Version 12.2.1 September 8, 2008

These Release Notes contain descriptions of changes in POS Release 12.2.1, scheduled for September 8, 2008. 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](http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79)

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# POS Release Notes

Version 12.2.1 September 8, 2008

## 1. Updated POS – OCSE Referral Process

The Non-Custodial Parent interface in the Paperless Office System will be updated for OCSE sanctioned individuals and to add new death-related fields.

### OCSE Sanctioned Individuals

The electronic OCSE referral in POS will be updated for an individual with a prior OCSE sanction:

- POS will retrieve the prior OCSE sanction information from NYCWAY.
- If the case has a prior OCSE sanction, the case will be referred for an OCSE referral.

### Non-Custodial Parents Summary Window

The following new fields will be added to the Non-Custodial Parents Summary window:

- **Date Of Death**
- **Was Death Job Related?** – If parent's death was job-related, the worker should investigate for potential benefits.
- **Prior/Existing OCSE sanction for this person/household?** – The result of the NYCWAY inquiry for prior/existing OCSE sanction will be displayed in this field.

**Response to Question**

**Instructions**

Below is the list of Non-Custodial Parents for all applying individuals who are under the age of 21.

Non-Custodial Parent		Relationship to the Casehead	
Last Name	First Name	Deprivation Factor <a href="#">/Help?</a>	Date of Death
Children	In Wedlock <input type="radio"/> Yes <input type="radio"/> No	Was death job related? <input type="radio"/> Yes <input type="radio"/> No	Good Cause Claim <a href="#">/Help?</a> <input type="radio"/> Yes <input type="radio"/> No
Document...		Scan Comment...	
		Row 1 of 1	

# POS Release Notes

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## 2. Application Pre-Population in POS for CA Cases

PA Applicants who return to re-apply at a Job Center within a certain period of time are entitled to re-use the data from the prior application. The income and shelter information must be verified for changes and a new signature is required for the LDSS-2921 form.

### Pre-population criteria

The data re-use will be available for applicants who are returning for Food Stamps and are entitled to keep their prior FS file date.

### For cases meeting the pre-population criteria, POS will:

1. Pre-populate the individual details and documentation.
2. Pre-populate the absent parent, resource, potential income, medical, other expenses and training information with the prior POS application data. The Worker will be able to edit the application information, if necessary.

### The following windows will not be pre-populated for PA cases:

1. CIN Re-Use
2. Case Number Re-Use
3. Alien determination
4. Budget
5. TAD
6. LDSS-2921 – **New signatures are required for the CA application**
7. LDSS-4013 – The eligibility notice must be processed through the Client Notice System or through the POS LDSS-4013 data entry window.

Prior POS forms will be available via the Review Case activity and the Printed Forms menu or within the current activity if the prior case number is re-used.

### New windows:

Two new windows will be added to help capture the reason for the re-application and to allow the Worker to confirm whether the prior data is still valid in the income and shelter windows.

### Re-Application Reason window

The following new **Re-Application Reason** window will appear after the **Additional Suffix Information** window when the **Re-Use Data** is selected in the **Application Intake** activity.

This window will display the denial reason for the original application and will allow the Worker to record the reason for the re-application and whether there have been any changes in the household since the last application.

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## Reapplication Reason Window

Version - Paperless Office System - [ Re-Application Reason ] 10:19:45 AM Monday, May 07, 2007

File Edit Tools Window Help

Reason for Re-Application

Why Was the Prior Application Denied?

PA Denial Code (RJ or CL):

Did the Applicant Fail to Comply with the Required Eligibility Interview?  Yes  No

Did the Applicant Fail to Return with Previously Requested Documentation?  Yes  No

Other Reason:

Please Provide Detailed Reason for Re-Applying:

Have There Been Any Changes in Your Household Since Your Last Application?  Yes  No

Please Provide Details Below:

Next Previous

1. Reason for Reapplication
2. Why was the Prior Application Denied?
3. PA Denial Code (RJ or CL)
4. PA Denial Code Reason
5. Did the Applicant Fail to Comply with the Required Eligibility Interview?
6. Did the Applicant Fail to Return with Previously Requested Documentation?
7. Reasons:
  - o Failed to Comply with AFIS Requirements
  - o Failed to Comply with Employment Requirements
  - o Failed to Comply with Substance Abuse Requirements
  - o Failed to Comply with BEV Requirements
  - o Failed to Verify Income/Resources
  - o No Budget Deficit
  - o Other Reason Not Listed Above
8. Please Provide Detailed Reason for Re-Applying:
9. Have There Been Any Changes in Your Household Since Your Last Application?
10. Please Provide Details Below:
11. Next
12. Previous

# POS Release Notes

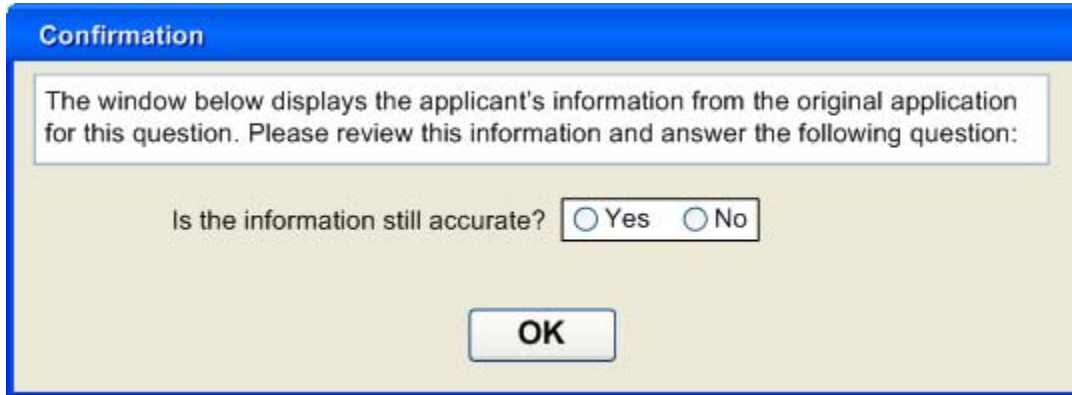
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## Confirmation pop-up window

POS will ask the worker to verify the accuracy of the prior employment, income and shelter information in a new interface and will allow the re-use of the application data, if it is accurate. The Worker will be able to edit the application information, if necessary.

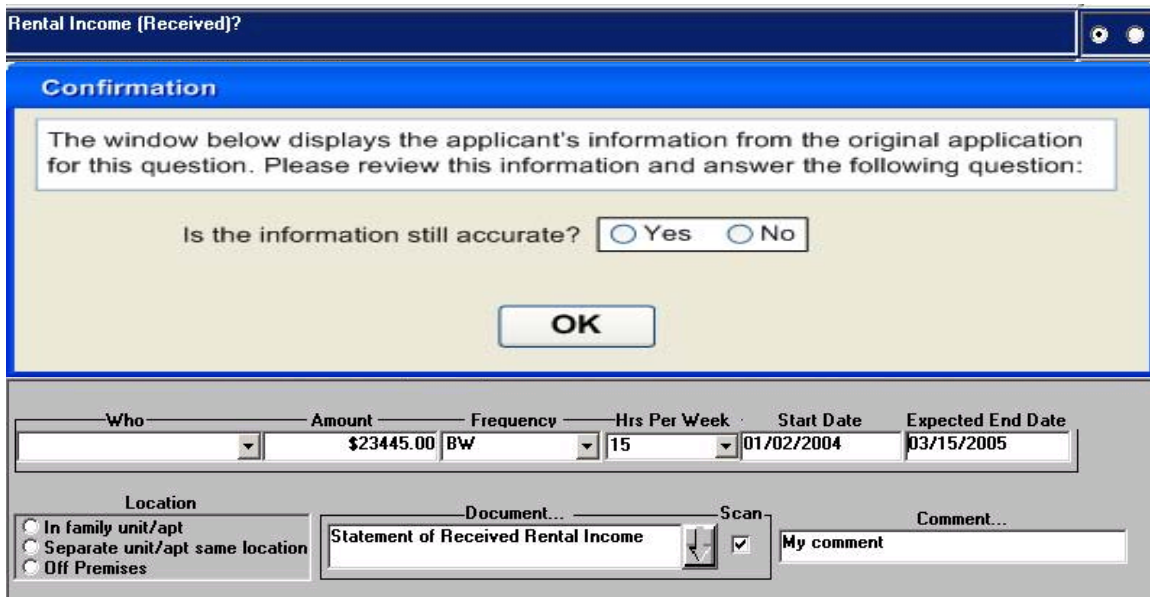
If there is data available and the Worker answers 'Yes' for this question, POS will display the **Confirmation** window and display the old data in a read-only window below the **Confirmation** window.

### Confirmation window



A screenshot of a confirmation dialog box. The title bar is blue and says "Confirmation". Inside, there is a text box with the message: "The window below displays the applicant's information from the original application for this question. Please review this information and answer the following question:". Below this is the question "Is the information still accurate?" followed by two radio buttons labeled "Yes" and "No". At the bottom center is an "OK" button.

### Example of Income Window with Prior Data



A screenshot of a software window titled "Rental Income (Received)?". It contains a confirmation dialog box identical to the one above. Below the dialog box is a data entry form with the following fields:

Who	Amount	Frequency	Hrs Per Week	Start Date	Expected End Date
	\$23445.00	BW	15	01/02/2004	03/15/2005

Below the table are three sections:

- Location:** Radio buttons for "In family unit/apt", "Separate unit/apt same location", and "Off Premises".
- Document...:** A dropdown menu showing "Statement of Received Rental Income".
- Scan:** A checkbox that is checked.
- Comment...:** A text input field containing "My comment".

# POS Release Notes

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## 3. Changes to rent arrears response window

A new data entry window will be available for the W-145TT form. As a result, the rent arrears window will be updated to remove duplicate fields. The following fields will be removed from the Response to Question window for the "Are there rent arrears?" question in POS:

- **Crisis Due To**
- **Other Crisis Detail**
- **Does Grant Request Represent PA Duplication?**
- **Was Household Member Sanctioned During the Emergency Period?**
- **Determine EAF Eligibility**
- **Risk Factor**

*Current Response to Question window for Rent Arrears*

*Revised Response to Question window for Rent Arrears*

## 4. BEV scheduling to include Payee Cases

The POS system will now allow a payee case to be referred to the Bureau of Eligibility Verification (BEV). The system will determine if the case is a payee case. The worker will follow the existing BEV referral process to accommodate a payee referral.

# POS Release Notes

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## 5. Changes to Heat Expense window to accommodate M-858m form

The Heat expense window will now display the new fields from the M-858m Form.

The screenshot shows a 'Response to Question' dialog box with the following fields and options:

- Fuel Type**: dropdown menu
- Name On Bill**: dropdown menu
- Other**: dropdown menu
- Relation to Case Head**: dropdown menu
- Verified Fuel Type and Name**:  Yes  No
- Fuel on Budget**:  Yes  No
- Service is:**  On  Off
- Service End Date**: 00/00/0000
- Arrears / Pending Shut Off / Less than 10 Day Supply of Fuel**:  Yes..  No
- Amount**: dropdown menu
- Freq**: dropdown menu
- Account Number**: dropdown menu
- Company Name**: dropdown menu
- Company Address**: text field
- Company Phone**: text field
- Participating Vendor?**:  Yes  No
- Contract with company?**:  Yes  No
- Expires:** 00/00/0000
- [www.heapoil.com/admin/reports/OTDA\\_ParticipatingDealersReport.jsp](http://www.heapoil.com/admin/reports/OTDA_ParticipatingDealersReport.jsp)
- Non-Participating Vendor Payment Plan Type**:
  - Pre-Payment Purchase Plan
  - Price Per Gallon Capped or Locked in Plan
  - Monthly budget Plan
  - Annual Service Contract Plan
  - Other Type of Contract Plan
- Is the applicant/participant willing to select a new vendor?**:  Yes  No
- New Vendor Information**:
  - Company Name**: dropdown menu
  - Company Address**: text field
  - Company Phone**: text field
- Old Vendor Information**:
  - Company Name**: dropdown menu
  - Company Address**: text field
  - Company Phone**: text field
- Fuel Restriction Type**: dropdown menu
- Restriction Name**: text field
- Restriction Address**: text field
- Vendor City**: text field
- Vendor State**: dropdown menu
- Vendor Zip Code**: text field
- New Vendor**
- Document...**: text field
- Scan**: checkbox
- Comment...**: text field

The definitions for the new fields are as follows:

1. Non-Participating Vendor Payment Plan Type
  - a. Pre-payment Purchase Plan
  - b. Price per a gallon Capped or Locked in Plan
  - c. Monthly Budget Plan
  - d. Annual Service Contract Plan
  - e. Other Type of Contract Plan
  - f. Other Type of Contract Plan (must fill if e is checked)
2. Is the applicant/participant willing to select a new vendor?
3. New Vendor Information
  - a. Company Name
  - b. Company Address
  - c. Company Phone
4. Old Vendor Information
  - a. Company Name
  - b. Company Address
  - c. Company Phone

If the worker answers No for the "Participating Vendor?" and does not fill out the Non-Participating Vendor Payment Type Plan section, the following error message will display:

***"You must select the Non-Participating Vendor Payment Plan Type because you have indicated that the vendor is not a participating vendor."***



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## 6. AFIS Requirement for EFS Determination

In order to process EFS benefits, the applicant must, at a minimum, verify his/her identity. If identity has been verified and other eligibility factors, including AFIS, are outstanding, EFS benefits can be issued but the status of the FS case must be Single Issue (SI).

Based on the Document completeness, POS will determine the status of the FS suffix as follows:

- If all eligibility factors, except AFIS, have been established the FS suffix will be SI;
- If any other eligibility factor is missing, the FS suffix will be SI;
- If all eligibility factors, including AFIS, have been established the FS suffix will be AC.

### *EFS Document Completeness Tab*

The screenshot displays the 'EFS Eligibility Determination' application window. The title bar shows the time as 4:36:11 PM on Wednesday, August 27, 2008. The menu bar includes File, Edit, Tools, Window, and Help. The toolbar contains various icons for file operations and editing. The main content area is divided into several tabs: 'Decision, Financial Eligibility', 'Document Completeness EFS', and 'Program Status'. The 'Document Completeness EFS' tab is active, showing 'EFS Verification Completeness' as 'COMPLETE' in a green box. Below this, a message states: 'To view and note alternate verification, click on the 'Down' arrow of the scroll bar on the right.' Under the heading 'Expedited Food Stamps Verification', there are several input fields: 'Who' (with a redacted name), 'Eligibility Factor' (set to 'Finger Imaging'), 'Collateral Contact Attempted' (a dropdown menu), 'Action Taken' (a dropdown menu), and 'Details' (a text area). At the bottom of the window, there are 'Next' and 'Previous' buttons.

# POS Release Notes

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## 7. Addition of PA file date field on Household Screen

On the Household Screen a new field will be added called PA File date after the newly labeled FS file date.

Paperless Office System - [Household Screen] 4:59:18 PM Wednesday, August 27, 2008

File Edit Tools Window Help

Suffix/Individual Inquiry Code WMS Message via OLTP  
 NQAGGI A0031 PENDING DATA CANNOT BE ACCESSED NOW

Control Information  
 District : [ ] Center : [ ] Worker : [ ] Case Number : [ ]

Present Address  
 Street Number Direction Name Type Apt # City  
 State: [ ] Zip Code: [ ] Phone: [ ]

Suffix Information  Active  Applying  No FS IPV or Sanction Found  
 FS File Date [03/06/2008] PA File Date [03/06/2008] FS Suffix [1] FS Status [RJ] FS #AP [1]

Suff	Case Name	Cat	Stat	# AP	Stat # AP	Language	Notice Language	Hardship Status
1	[REDACTED]							Probs

Next PA Recert date [ / / ] Last PA Recert date [ / / ] Last MA Recert date [ / / ]

Case Member Information

Suff	Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctzn	Ntl	HB	PA	MA	FS	AFIS / ST
1	1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
1	2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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## 8. W-113K Data Entry and E-Form Update

The system will process the W-113K with the following changes:

- Pre-fill the BEV Appointment checkbox if there is a future BEV appointment scheduled for the case.
- Pre-fill the OCSE Appointment checkbox if there is a future OCSE appointment scheduled for the case.

The Worker will be allowed to print the form if there are no missing documents, if at least one checkbox has been checked on the form data entry window.

**Response to Question**

**Form W113K—Documentation Requirements**

Due Date: 09/05/2008  Must See Worker Upon Return

**RETURN APPOINTMENTS FOR ADULTS**

<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> To be Finger Imaged
<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> For an employability assessment
<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> To sign the public assistance application

**Response to Question**

<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> To be Finger Imaged
<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> For an employability assessment
<input type="checkbox"/> <input type="checkbox"/>	<b>Must return in person</b>	<input type="checkbox"/> To sign the public assistance application

**PA APPOINTMENTS**

<input type="checkbox"/> BEV- Bureau of Eligibility Verification Appointment	<input type="checkbox"/> SACC- Substance Abuse Case Control Appointment
<input type="checkbox"/> OCSE-Office of Child Support Enforcement Appointment	<input type="checkbox"/> WeCare- Wellness, Comprehensive Assessment Medical Provider Appointment
<input type="checkbox"/> Skills Assessment/Job Placement (Back to Work) Vendor Appointment	<input type="checkbox"/> ACS-Child Care Appointment

**Response to Question**

**PA APPOINTMENTS**

<input type="checkbox"/> BEV- Bureau of Eligibility Verification Appointment	<input type="checkbox"/> SACC- Substance Abuse Case Control Appointment
<input type="checkbox"/> OCSE-Office of Child Support Enforcement Appointment	<input type="checkbox"/> WeCare- Wellness, Comprehensive Assessment Medical Provider Appointment
<input type="checkbox"/> Skills Assessment/Job Placement (Back to Work) Vendor Appointment	<input type="checkbox"/> ACS-Child Care Appointment

**FORMS** Please return the following forms completed and signed where necessary:

<input type="checkbox"/> M-15 Inquiry Regarding Veteran's Benefits/Allotment	<input type="checkbox"/> W-146E Request to Pay Rent Arrears in Excess of PA Maximum Shelter Allowance
<input type="checkbox"/> LDSS-2474 SSI Referral and Certification of Contact	<input type="checkbox"/> W-147Q Primary Tenant's Statement Regarding Occupancy of Secondary Tenant
<input type="checkbox"/> W-146W Verification of Tenant's Rent in Section 8 Housing	<input type="checkbox"/> W-299 Notice to Applicants and Participants Regarding Third
<input type="checkbox"/> W-147CC Certification of Move Statement	

# POS Release Notes

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## 9. W-145TT Data Entry and E-Form Update

A new data entry window has been added for the W-145TT. As a result, the following CA Activities will be updated:

- Application Interview, EC – Application Interview, Change Case Data, EC – Change Case Data, Recertification Interview, EC – Recertification Interview, Non-Food Emergency Interview/Special Grant, EC – Non-Food Emergency Interview/Special Grant

*New Response window for form W-145TT*

**Response to Question**

**Form W-145TT - Determination of Eligibility for Emergency assistance to Needy Families (EAF)**

Type of Emergency:

Cause of Emergency:

**This Crisis Situation is Due to the Following Circumstance(s)**

Fire or Other Disaster:

Asked to leave shared apartment by relative or friend who is primary tenant

Emergency medical expenses required all available resources to be diverted from rent

Sudden loss of employment due to layoff or other reason not brought about by voluntary

Landlord refused late or partial rent payment

**Response to Question**

Landlord refused late or partial rent payment

Utility shut-off/termination

Eviction by landlord for reasons other than nonpayment of rent (specify):

Eviction by landlord due to nonpayment as part of a complex set of problems, which constitutes an emergency for the family

Victim of domestic violence (adult and/or child):

Other (specify)

**EAF Eligibility Determination Checklist:**      **Eligible for EAF?**  Yes  No

Is there at least one child under the age of 18, or age 18 and attending full-time secondary school, who is currently residing with an adult caretaker who is related by blood, marriage or  Yes  No

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*New Response window for form W-145TT (continued)*

**Response to Question**

Is there at least one child under the age of 18, or age 18 and attending full-time secondary school, who is currently residing with an adult caretaker who is related by blood, marriage or adoption?  Yes  No

Is there a woman of any age with a medically verified pregnancy? .....  Yes  No

Does the family have resources to meet their needs or available income at or above 200% of the most recently published Federal poverty guidelines, as transmitted by the Office of Temporary and 4. Did the emergency arise because an employable child or relative refused without good cause to accept employment or participate in work activities or community activities?  Yes  No

Will the emergency grant being applied for duplicate or replace a Cash Assistance grant already made under '18 NYCRR § 352.2(a)(b)(c)? (Do not answer 'Yes' if the duplication will replace lost or stolen Cash Assistance.)  Yes  No

Is payment needed to restore utility services or to prevent service interruption?  Yes  No

Is the emergency the result of a sudden occurrence or situation, unforeseen and beyond the individual's control?  Yes  No

The following error message will appear if the Worker does not print the form for an EAF case:

- "Form W-145TT must be printed for EAF case."

## 10. LDSS-4013 Data Entry Window Update

An entry of "A" or "T" in the M3E Indicator on the TAD window and the completion of the LDSS-4013 form by the Worker is required for the following types of application case status changes:

From PA/MA/FS Status to the following PA/MA/FS Status

SI/AP/SI	to	AC/AC/AC
SI/AP/RJ	to	AC/AC/RJ
SI/AP/NA	to	AC/AC/AC
SI/AP/NA	to	AC/AC/NA

For the case status types, the Worker will be able to open the LDSS-4013 data entry window to process the form in the **Application Interview** activity.

The Supervisor will be required to print the LDSS-4013A and LDSS-4013B forms in the **Approve Eligibility Decision** activity.

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## 11. E-Forms

The following forms have been converted to E-Forms:

- **EXP-76R** (Documentation Receipt)
- **EXP-83H** ( Declaration of Application For A social Security Number)
- **W-34A** (Referral/Information Form)
- **W-145K** (Notice of Voluntary Restriction of Food and Other Grant and/or Energy Allowance (Timely))
- **W-145TT** (Determination Of Eligibility for Emergency Assistance to Needy Families EAF)
- **W-146W** ( Verification of Tenant's Rent In Section 8 Subsidized Housing)
- **W-147BB** ( Request for Approval of Special Grant Code 22- Moving Expenses)
- **W-147P** (Broker's Fee Voucher)
- **W-153R** (Rental Assistance Unit Exception to Policy)
- **W-680F** (Applicant's Task List)
- **W-680W** ( Participant's Task List)
- **OCSE Appointment Letter**

The following forms have been updated:

- **LDSS-3938 NYC** (Food Stamp Application Expedited Processing Summary Sheet - NYC)
- **W-113K** (Documentation Requirements and/or Assessment Follow-up)
- **W-147CC** (Certification of Move Statement)

### **New Edit for Forms W-680F and W-680W**

The following activity completion edits will be added:

- If the Worker answers "Yes" for the "Applicant's Task List" window, the printing of the W-680F form will be required.
- If the Worker answers "Yes" for the "Participant's Task List" window, the printing of the W-680W form will be required.