





OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-56-SYS

CA POS RELEASE NOTES VERSION 20.2a

Date: July 20, 2016	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) migrated into production on July 21, 2016. Descriptions of the changes can be found in CA POS Release Notes Version 20.2a (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Related Item:</p> <p>PB #07-115-SYS</p> <p>Attachment:</p> <p>Attachment A CA POS Release Notes Version 20.2a</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

CA POS Release Notes

Version 20.2a July 21, 2016

These Release Notes contain descriptions of ACCESS NYC changes in Cash Assistance (CA) POS Release 20.2a scheduled for July 21, 2016. 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://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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1. ACCESS NYC (ANYC) Release 2 Implementation

Starting in July 2016, NYC residents who have access to the electronic Cash Assistance (CA) application or recertification will be able to submit their forms to the Human Resources Administration (HRA) using the ACCESS NYC (ANYC) website.

CA Applicants are able to fill out and submit the CA Electronic application (**CA E-App**) form which is the electronic version of the Application for Cash Assistance (**LDSS 2921**) using the Personal Computer (PC Bank) terminals located at Rockaway Job Center #79.

CA Participants are now able to fill-out and submit the CA Electronic recertification (**CA E-Recert**) **New York State Recertification Form For Certain Benefits And Services (LDSS 3174)** form at PC bank terminals located at the East End Job Center #23.

After the completion of their **CA E-App** or the **CA E-Recert** form the applicant/participant will be encouraged to complete the required interview on the same day.

2. New Enhancements and Functionalities

New functionalities and enhancements have been added to the **ANYC** application. After a look up the **ANYC** application/recertifications may be identified as a **Linked User** which enables them to have access to additional functionality compared to an identified **Standard User**.

Linked users will be matched with a globally unique identifier in the Paperless Office System(POS) and **ANYC ID** giving them the ability to see his/her case and documents available in HRA. This communication between ANYC and HRA Case Management system occurs through the POS.

To complete this process, POS will host a number of different web-service interfaces to allow **ANYC** to retrieve and update the HRA case related data including but not limited to appointment information, budget letters, and notifications.

The following Web service interfaces have been added to POS to retrieve and display requested information:

- a. Cash Assistance Initial Services (including One-Shot deal)
 - i. Allows **ANYC** to send Cash Assistance Initial applications submitted by **ANYC** applicant.
- b. Cash Assistance Recertification Services
 - i. Allows **ANYC** to send Cash Assistance Recertification applications submitted by the **ANYC** participant.
 - ii. Will return CA case ready for recertification information to ACCESS NYC.
- c. SNAP (Supplemental Nutrition Assistance Program) Initial Services
 - i. Will return CA case ready for recertification information to ACCESS NYC
- d. SNAP Recertification Services
 - i. Will allow ACCESS NYC to send SNAP recertification applications submitted by LINK ANYC participant to POS.
 - ii. Will return SNAP case ready for recertification information to ACCESS NYC
- e. Account Services
 - i. Will allow ACCESS NYC to set-up a link between the **ANYC's** user account and their valid HRA identity.

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- ii. Will allow ACCESS NYC to break a link between the **ANYC's** user account and his/her HRA identity based on the user's request.
- iii. Will allow ACCESS NYC to retrieve contact details for the **ANYC** user.
- f. Case Services
 - i. Will allow ACCESS NYC to retrieve the case level data for a linked user from POS.
 - ii. Will allow ACCESS NYC to send updated case information to POS when an update has been added by a linked **ANYC** user or the **ANYC** system.
 - iii. Will allow ACCESS NYC to notify POS to generate a budget letter when requested by a Linked **ANYC** user online.
- g. Document Services
 - i. Will allow ACCESS NYC to request a list of documents when the **ANYC** user request to view the document on line.
- h. Notifications Services
 - i. Will allow ACCESS NYC to request POS to send a text message to the **ANYC** user.
 - ii. Will receive Read receipt notification when a linked ACCESS NYC user views the available document online. **ANYC** will send a notification to POS.
 - iii. Will allow ACCESS NYC to get notified when an E-Notice, a budget letter, or a recertification is available in POS for the linked **ANYC**. POS will send a notification to **ANYC**.

3. Updated Processes

"Link" Process

ACCESS NYC users are required to "Link" their **ANYC** account by entering pertinent HRA case specific data. POS will use this data to match the Case Head, Payee or Eldest Child only, to be able to link the case correctly.

POS will expect to receive at least one or the combination of qualifiers for the case from the below information for the Case Head, Payee or Eldest Child only.

- **Date of Birth and Client Identification Number**
- **Date of Birth and Social Security Number**

ACCESS NYC will call the "link" service provided by the Application Integration Group which will feed this information to POS. POS will search the database and verify that the information entered is correct. POS will return various codes for why a case was not linked. The ACCESS NYC application will store the approved applicant/participant messages associated with these codes.

"Unlink" Process

ACCESS NYC users will be allowed to "Unlink" their **ANYC** account from their HRA Identity in POS. POS will expect to receive the **ANYC ID** as a qualifier to break the link between an **ANYC ID** and an HRA Identity in POS.

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ACCESS NYC will call the “unlink” service provided by the Application Integration Group which will feed this information to POS. POS will break the link in the database and return a success response to the ACCESS NYC application.

In some instances, the “unlink” operation will occur within the POS application when an internal process requires breaking up of a link between an **ANYC ID** and an HRA Identity in POS.

“Step Up” Process

ACCESS NYC Standard users are required to “Step Up” their ACCESS NYC account by entering pertinent HRA case specific data. The Step up process is used for recertifications only. POS will use the data to match the Case head or Payee only to the case.

POS expects to receive any two qualifiers from the information below for the Case head or payee only:

- **Social Security Number**
- **Date of Birth**
- **Client Identification Number (CIN)**

ACCESS NYC calls the “**Step Up**” WEB service provided by the Application Integration Group which feeds this information to POS. POS searches the Database and verifies that the information entered is correct. POS returns various codes for why a case was not linked or stepped up. The ACCESS NYC application stores the approved applicant/participant messages associated with these codes.

Client cannot “Step-Up” their account

There are multiple reasons why a participant may not be eligible to step-up their Access NYC account. The web service will return the reason for ineligibility and the Virtual Client Service Center (**VCSC**) must inform the participant of these reasons:

- **Interview already Completed**
- **Case is closed**
- **Pending Recertification not found**
- **SNAP Application and Recertification (LDSS-4826)/E-Recert Already Received for Recertification**
- **Closed SNAP line and or not Payee or Head of House Hold**
- **Case Not Found (includes a “no match” on client identifiers that are entered)**

Participants are regarded eligible for SNAP Recertification if he/she is in the three month Recertification period. These three months consist of the “Scheduling month” (this is the month the applicants/participants are mailed his/her Notice of Authorization that is expiring with application and appointment date and time), “Reporting month”- (this is the second month, which is when the applicant/participant should have their interview) and the “Certification month” – (this is the month HRA needs to process the recertification).

The “**Step Up**” to the HRA case from the ACCESS NYC account is completed once the applicant/participant is identified as the Case Head / payee and needs to **recertify** their SNAP case. The submission of the Access NYC E-Recert is denied at 5:00pm on the last day of the Certification Month.

Part of the return call that POS sends to ACCESS NYC includes the CIN (Client Identification Number) and Case Number that is currently active for the applicant/participant. The ACCESS NYC application stores the CIN and Case Number or the ACCESS NYC Unique ID as the future “**Step Up**” key.

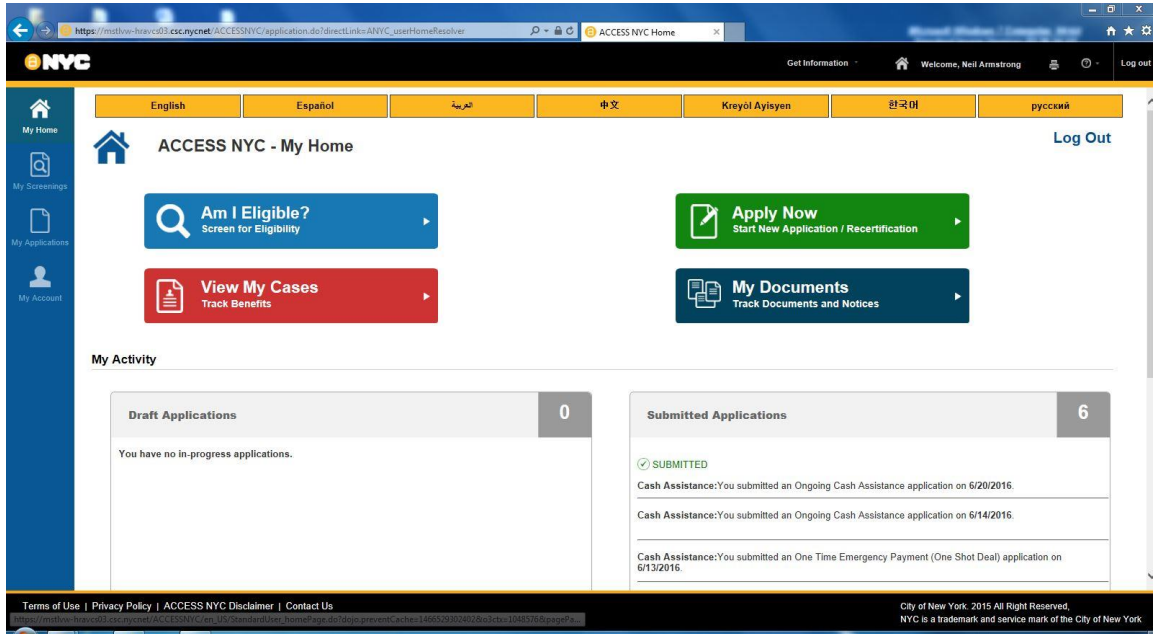
During the recertification process the participant is allowed to save the draft of their application in ACCESS NYC, when he/she logs in to access their draft, the account must be checked to ensure that the participant is still eligible to submit the recertification.

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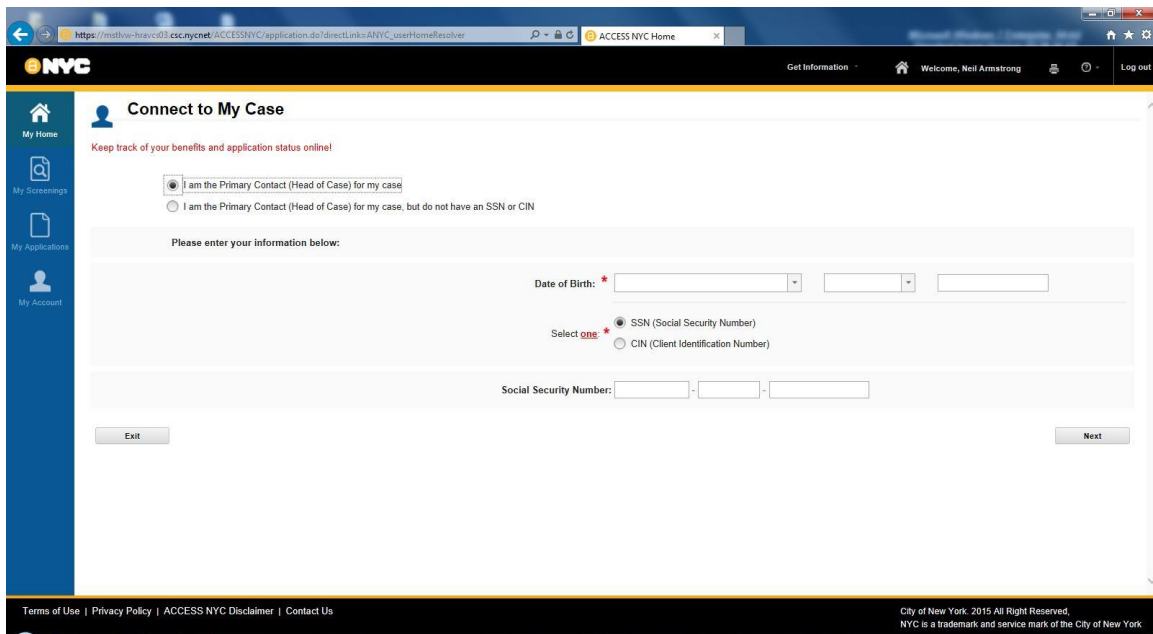
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4. Updated Access NYC Windows

ACCESS NYC – My Home



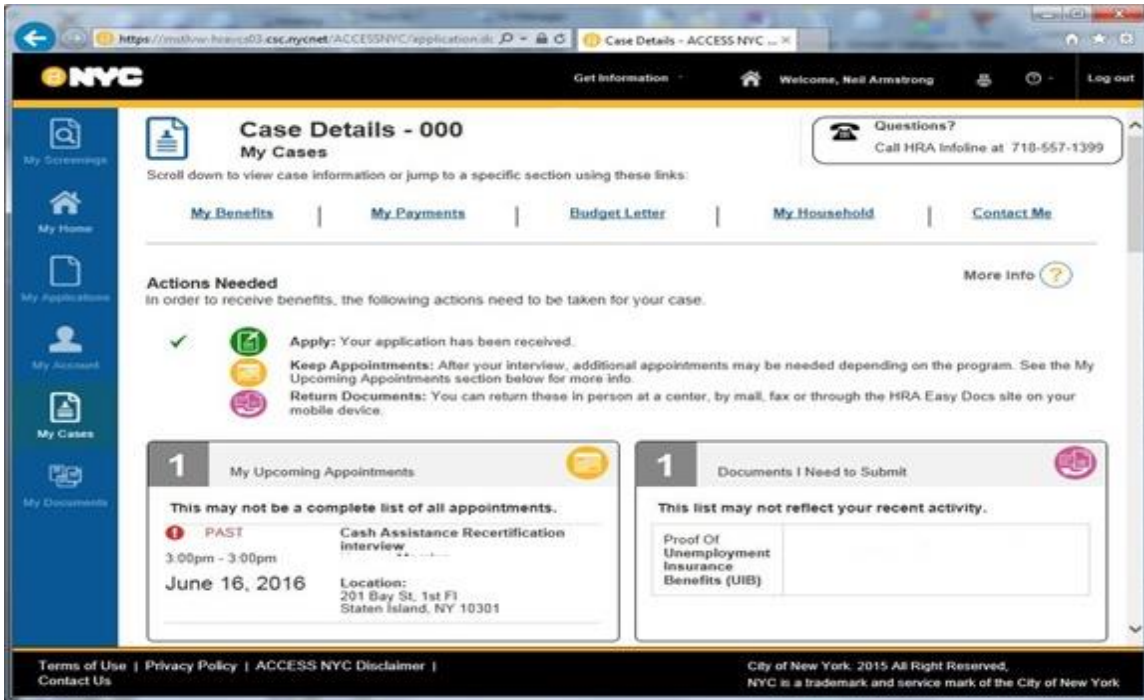
Connect to My Case (Link)



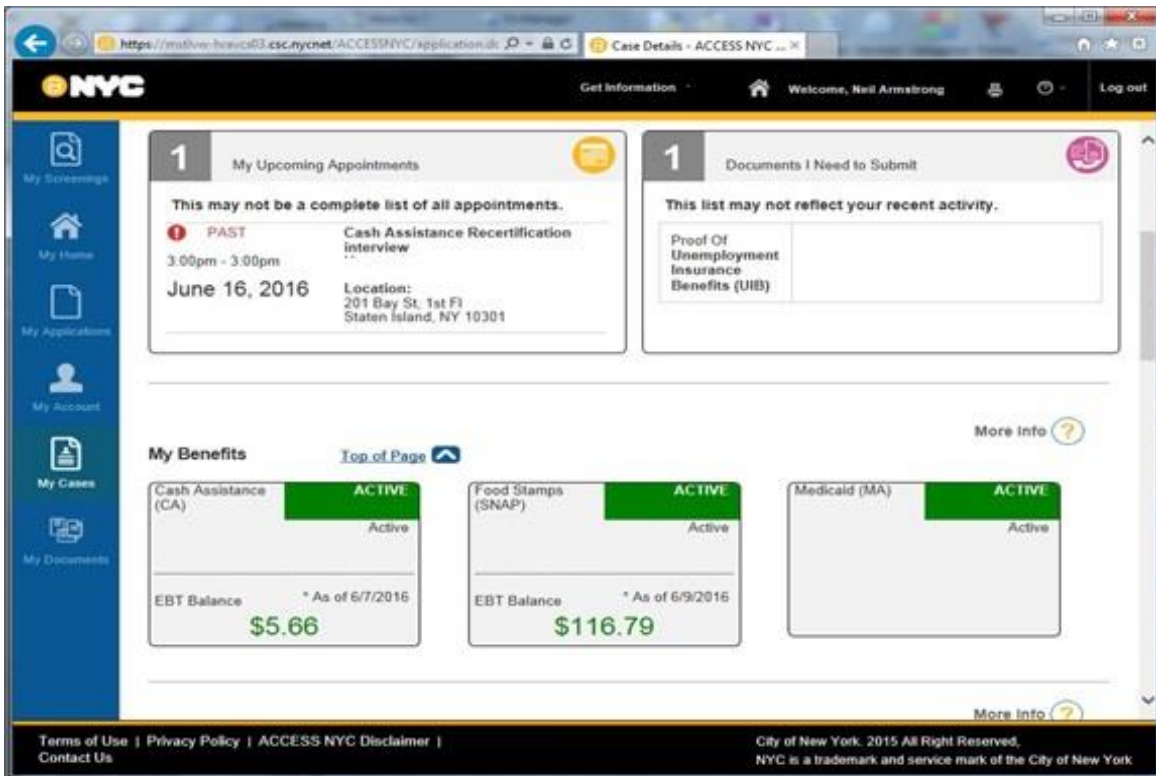
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Case Details



Get Information, Appointments & Documents



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My Benefits

My Benefits [Top of Page](#)

Cash Assistance (CA) ACTIVE Active EBT Balance * As of 6/7/2016 \$5.66	Food Stamps (SNAP) ACTIVE Active EBT Balance * As of 6/9/2016 \$116.79	Medicaid (MA) ACTIVE Active
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My Payments [Top of Page](#) [More Info](#)

Payments made to your EBT card, or directly to your landlord or other provider, will be listed below. Click the "Show all Payments" link below to see details from the last 60 days. [Check Current EBT Balance](#)

PAYMENT MADE		CASHED	
Benefit Type: On-going SNAP/Food Stamp Benefit	Paid To: null	Benefit Type: On-going Cash Assistance Benefit	Paid To: null
Payment Made: 6/6/2016	\$0.00	Payment Made: 6/6/2016	\$123.50

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Budget Letter

Budget Letter [Top of Page](#) [More info](#)

You can request budget information related to this case. Once the Budget Letter has been requested, it will be mailed to your address on file. [Request Budget Letter](#)

My Household [Top of Page](#) [More info](#)

Residence Address: You have indicated you are currently homeless.

Mailing Address:

Case Member	CA Status	SNAP Status	MA Status
...	Active	Active	Active

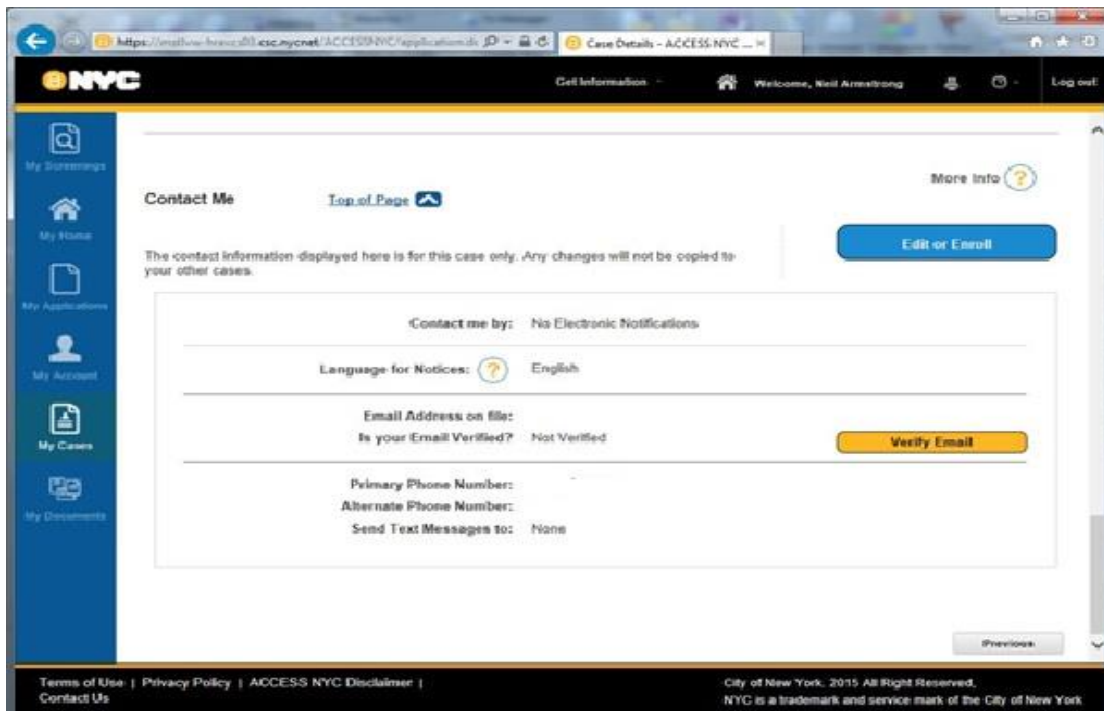
Contact Me [Top of Page](#) [More info](#)

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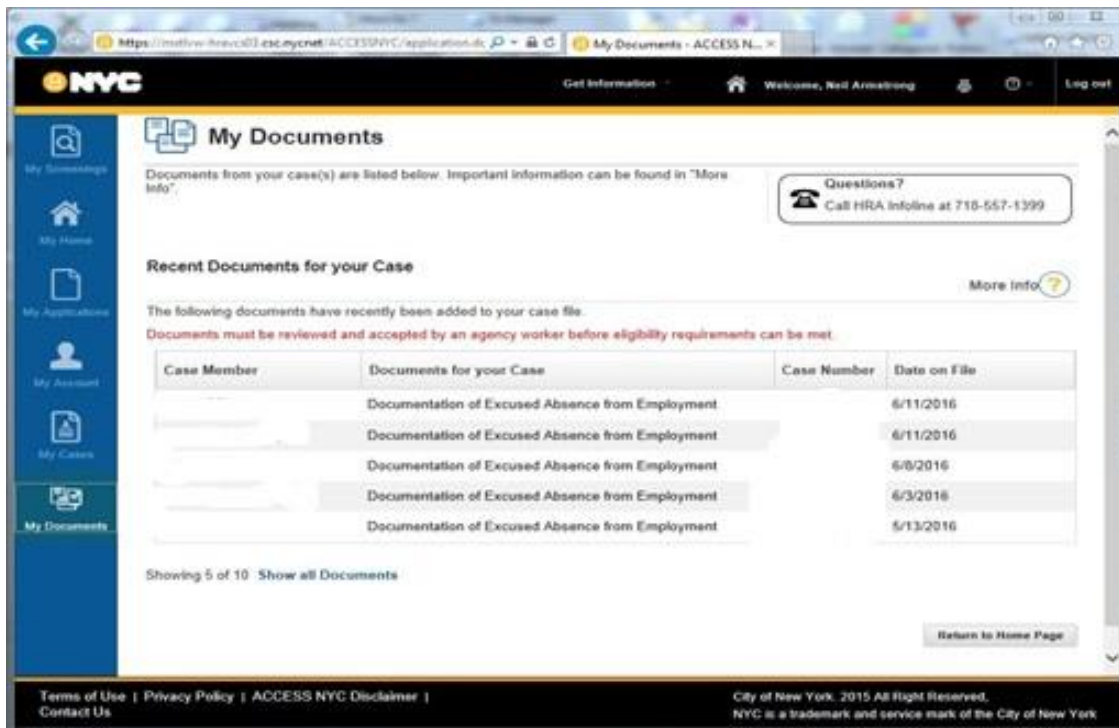
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Get Contact Information



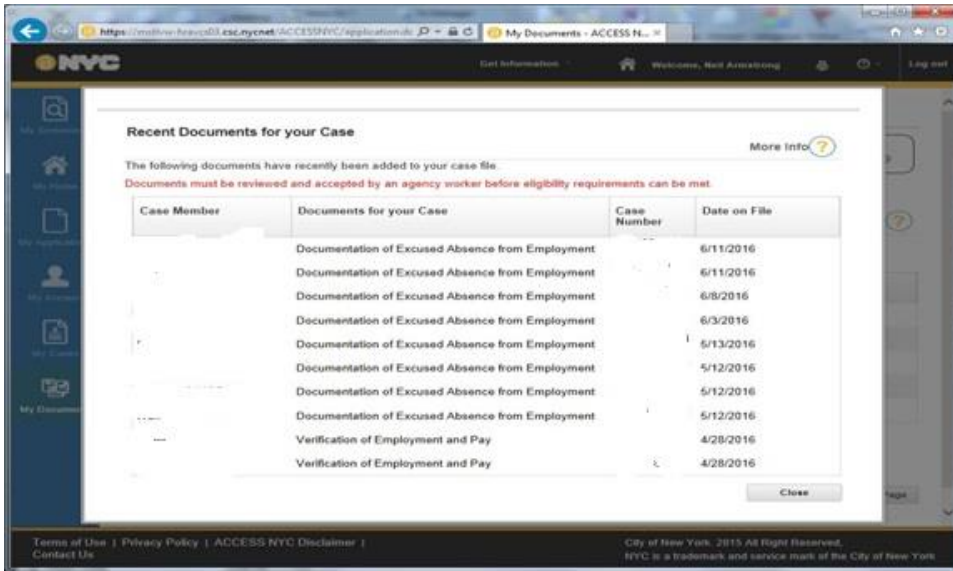
My Documents



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Recent Documents

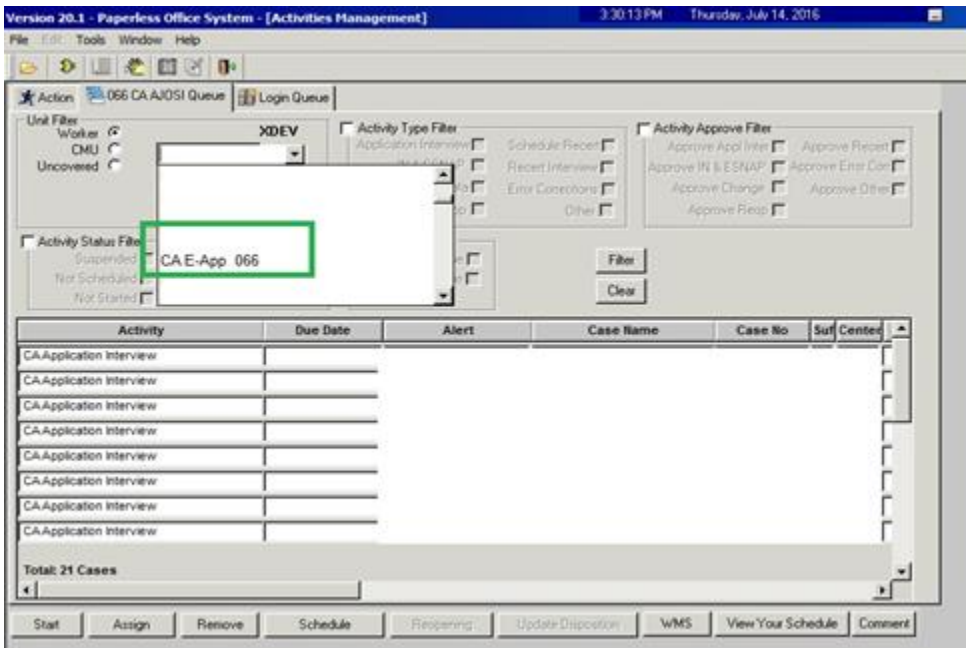


5. ANYC E-App Registration and Interviews

Application cases submitted through **ANYC** at the PC Bank will be automatically submitted for registration in WMS from the center the application was submitted.

Registered cases

The **CA Application Interviews** for registered cases will appear in the **CA E-App** queue for the center. For example, for the Rockaway Job Center, the CA E-App interviews will appear in the **CA E-App 079** queue.

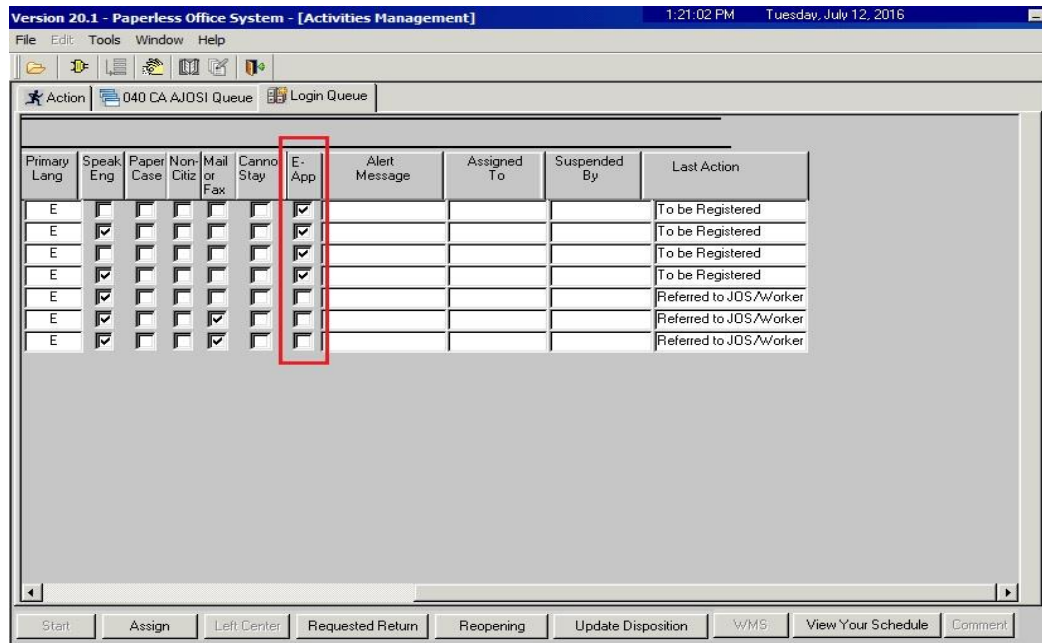


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Failed Application Registration

If the registration fails, the **ANYC** case will appear in the Center's **Login Queue** with the **E-App** column checked. The Supervisor must assign the intake to the Worker. The JOS/Worker must access the case and complete the **CA Application Intake** to register the case in WMS. Once the case is registered, POS will start the **CA Application Interview** for the JOS/Worker.



Applicant did not submit through ANYC

If CA E-App was implemented for the Job Center and the applicant did not submit the CA E-App from the PC Bank, the JOS/Worker will start the CA Application Intake from the **Action** menu.

6. ANYC E-Recertification

The **CA Recertification Interviews** with CA E-Recert submission are located in the queue of the worker who scheduled the CA Recertification appointment.

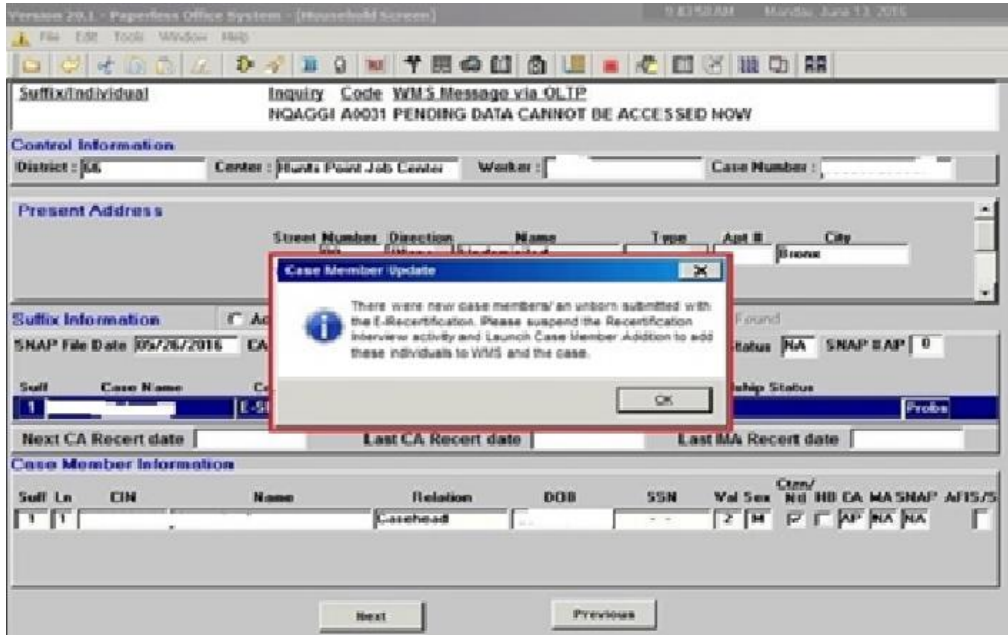
7. Worker Case Update

ANYC will allow the participant to submit their CA recertifications on-line. The participant is required to conduct an in-office interview to complete their recertification for eligibility.

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Case Member Addition on POS Household Screen



An alert has been added to the household screen for the Worker when an E-Recert has been submitted from Access NYC and, one or more case-members (including unborn) were added to the existing active case.