OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-19-SYS
(This Policy Bulletin Replaces PB #17-16-SYS)

CA POS RELEASE NOTES VERSION 21.1

Date: February 23, 2017	Subtopic(s): POS

Revisions to the Original Policy Bulletin

This policy bulletin has been revised to add the following bullets regarding Income Source Codes **86** (SNAP Ineligible Alien Does Not Contribute to Shelter Costs) and **92** (SNAP Ineligible Alien-Contributes to Shelter Costs) to the **Budgeting for Ineligible Individuals Under Age 18** section in **Attachment A**.

- Select Income Source code **86** for ineligible alien individuals coded with Alien Citizenship Code (ACI) **E** .
- Select Income Source code **92** for PRUCOL (Persons Residing Under Color of Law [alien status]) (CA eligible, SNAP ineligible) alien individuals coded with ACI code **O**.

Purpose

This policy bulletin is to inform Job Center staff that the latest version of POS migrated into production on February 20, 2017. Descriptions of the changes can be found in CA POS Release Notes Version 21.1 (**Attachment A**).

These release notes can also be found on the HRA Intranet at:

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Effective Immediately

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*

Distribution: X

Related Items

PB #17-03-OPE
Fax Flash 16-35 AFIS Freedom

Attachment:

⌨ Please use Print on
Demand to obtain copies
of forms.

Attachment A   CA POS Release Notes Version 21.1

Attachment A

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CA POS Release Notes
Version 21.1 February 20, 2017

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These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 21.1 scheduled for Monday, February 20, 2017. 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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CA POS Release Notes
**Version 21.1 February 20, 2017**

1. Universal Receipt / Confirmation of Contact With Your Center

A new **Confirmation of Contact with Your Center** (**FIA-1173**) form was created to allow the HRA (Human Resources Administration) to issue applicants and participants a receipt that will prove that they were in the center or in contact with their HRA Worker on a given day. This receipt will be issued for scheduled and unscheduled appointments, upon the request of the applicant or participant.

When the Worker opens a POS activity, a new **Universal Receipt** popup window appears with **Yes** and **No** buttons:
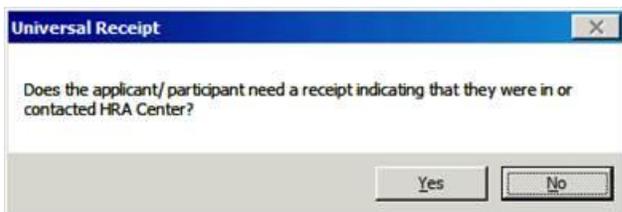
- If the Worker clicks **Yes**, the **Response to Question** window appears.
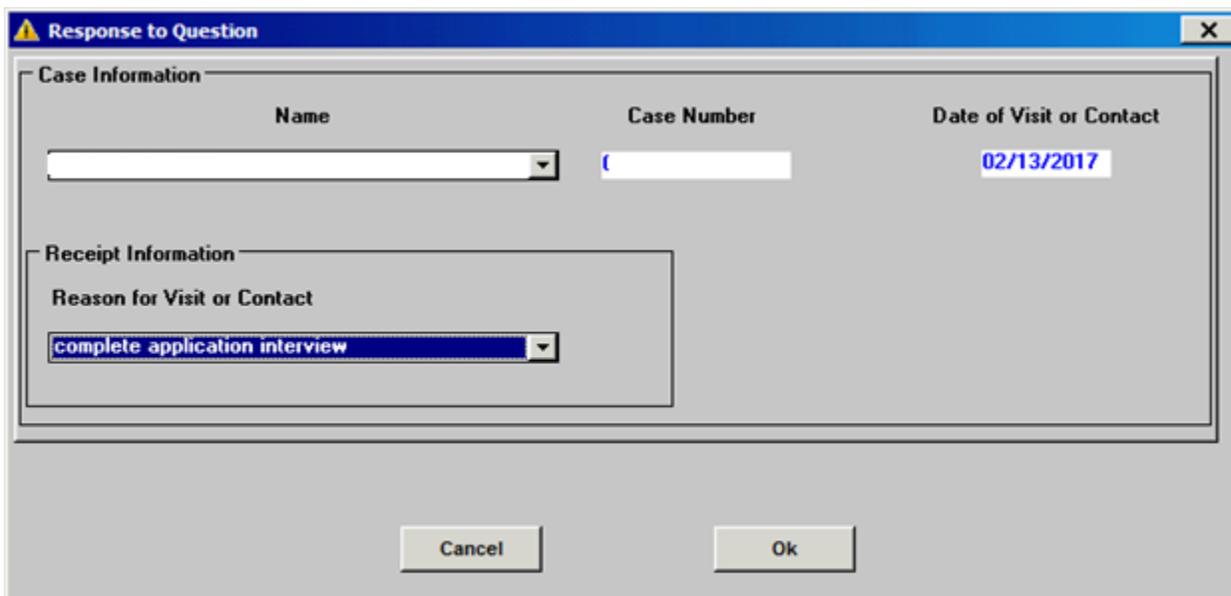
The name of the head of household appears in the **Name** field. The **Name** field contains the names of all household members.

If there is an authorized representative for the applicant or participant, the Worker must select **Other** in the **Name** field. An **Authorized Representative** field will open to allow the Worker to enter the name of the authorized representative.

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If the name of the authorized representative is not completed and the worker attempts to leave the window by clicking **OK**, a new message will pop-up requesting to enter name in Format field.

The **Case number** and **Date of Visit or Contact** fields are pre-filled by POS.
The Worker selects a value from the **Reason for Visit** or **Contact** drop-down menu. Values include:

Reason for Visit or Contact (Snippet)	Available in the following POS activities:
complete application interview	• CA Application Interview * • IN/ESNAP Issuance * • SNAP Application Interview * • ESNAP Issuance * • Re-Open CA Case *
complete recertification interview	• CA Recertification Interview • SNAP Recertification Interview
complete non-food emergency or special grant	• Non-Food Emergency/Special Grant • CA Change Case Data
complete change action	• CA Change Case Data • SNAP Change Case Data
submit application	• CA Application Intake • HRA Outreach Intake
return documentation	• Document Intake • All others
complete customer service inquiry	• All
request a budget letter	• All

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Once all information is completed, the worker will click OK and the Universal Receipt confirmation message will pop-up informing the worker that FIA-1173 Universal Receipt will be mailed to the mailing address on file with FIA.
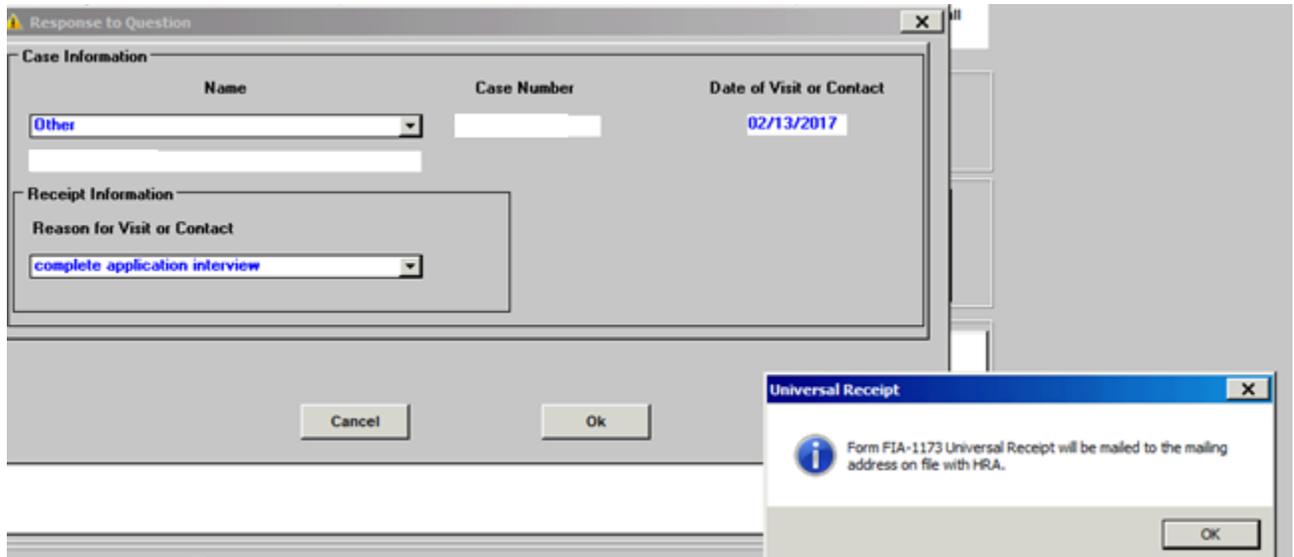
The receipt is also available under the Tools menu as **Print Universal Receipt**:
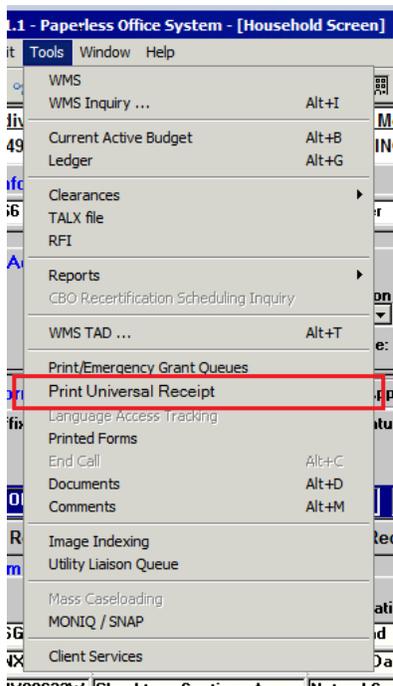
If the applicant/participant is present in the center, the requested receipt is printed and given to them by the Worker during their visit. For all other applicants/participants, the receipt is generated via Print-to-Mail (PTM) and generated through the MIS (Management Information System) mail distribution process.

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2. New Prompt for Non-Discrimination Statement in Application and Recertification

HRA must ensure that SNAP (Supplemental Nutrition Assistance Program) applicants and participants are made fully aware of their Right and Responsibilities, including reviewing and being advised of the Statement of Non-Discrimination and their right to file a complaint of discrimination and how to do so, during the interview process and anytime thereafter upon request.

Following a 2016 Food and Nutrition Service (FNS) Civil Rights Compliance Review report by the United States Department of Agriculture (USDA), a new Non-Discrimination Statement (NDS) message was added to the **Print Forms** section of the POS (Paperless Office System) interviews. This message appears when the **Print Forms** window opens and the Worker indicated that the applicant/participant is on the phone or that the applicant/participant is in person on the **Communication Preferences** window in Classic POS or in the **Contact Info** section in Streamlined POS (SL POS).

The new message has the following text, with **Yes** and **No** buttons:

- The application you completed, application instructions, HRA's SNAP website and the 'And Justice for All' poster posted in HRA's waiting rooms all contain information on your nondiscrimination rights. Discrimination against you while applying for or receiving SNAP benefits is unlawful. If you feel you have been discriminated against, you have the right to file a complaint with the USDA, NYS Office of Temporary and Disability Assistance, or with HRA directly. The contact information and instructions filing a complaint are in your application packet and HRA's SNAP website. Do you have any questions regarding your nondiscrimination rights?

If the applicant or participant answers **Yes**, the Worker must address any questions posed by the applicant or participant. The following case comment is saved to the electronic record: "The Worker read the Statement of Nondiscrimination to the applicant/participant and informed them of their right to file a complaint, and what to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they had questions and the Worker addressed their questions."

If the applicant or participant answers **No**, the following case comment is saved to the electronic record: "The Worker read the Statement of Nondiscrimination to the applicant/participant and informed them of their right to file a complaint, and how to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they did not have any questions."

3. New Prompt for Race/Ethnicity Information

Following a 2016 Food and Nutrition Service (FNS) Civil Rights Compliance Review report by the United Stated Department of Agriculture (USDA) , HRA reviewed its current policy and the SNAP interview process regarding the collection of Race / Ethnic Affiliation information from applicants.

NYC HRA reinforced the importance of asking the applicant for his/her Race / Ethnic Affiliation information, while reminding him/her providing such information is voluntary and does not affect the household's SNAP benefit amount, during the interview process if the applicant / participant does not initially indicate such on the SNAP application.

If NYC HRA's electronic SNAP application processing system POS reflects that an applicant did not provide Race / Ethnic Affiliation information on the SNAP application and indicates "Unknown" for this applicant, HRA workers will encourage program applicants during the interview to provide the information by explaining the purpose of data collection, encourage the applicant to self-identify, and if a response is given, enter that information into the Paperless Office System (POS).

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Activity	Window
HRA Outreach Intake, Application Modification, Case Member Information	**Adults in the Household**, **Children in the Household**
CA Application Interview, CA Recertification Interview	**Individual Details**

The new message has the following text, with **Yes** and **No** buttons:

• On the application that asks you to identify your race and ethnicity, I see you left that section blank and did not choose to provide an answer. We understand that you may not want to give this personal information, and that this information is voluntary and not required to receive SNAP benefits. HRA is required to ask you during this interview, but, if you still do not want to give it, I will record your racial and ethnic identification as "Unknown". We ask you for this information to see if we are complying with federal civil rights laws, and your answer has no effect on your application, and may be protected by the Privacy Act. By sharing this information, you will ensure you are not discriminated against. Are you comfortable with giving me this information now?

If the applicant or participant answers Yes, the Worker must request and record the race/ethnicity information from the applicant/participant.

4. Updates to Supervisory Review of Adverse Actions for Home Visit Needed/Homebound (HVN/HB) Cases

The **Supervisory Approval** window that appears when there is a HVN/HB (Home Visit Needed/Homebound) individual on the case was updated to add new questions.

The following questions now appear on the window:

Question	Options
Is the adverse action valid?	Yes or No
Were the relevant RA's (Reasonable Accommodations) provided?	Yes, No or N/A (not applicable)
Was the home visit conducted?	Yes, No or N/A
Was the home visit attempted?	Yes, No or N/A
Was outreach initiated? If yes, what dates? *	Yes or No
Date of 1st outreach: **	Calendar selection
Did the client answer? ***	Yes or No
Date of 2nd outreach: **	Calendar selection
Did the client answer? ***	Yes or No
Were appropriate notices sent? *	Yes or No
Were the notices sent to correct mailing address as of the time of the mailing? *	Yes or No
Was client mail returned? *	Yes or No
We're pending or granted HVN/HB status honored? *	Yes or No
Was the client known to be employed? *	Yes or No
Was any Limited English Proficiency accommodated? *	Yes or No
Was any Visual impairment accommodated? *	Yes, No or N/A

* indicates new question
** indicates that the question is only enabled if "Was outreach initiated?" = Yes
** indicates that the question is only enabled if "Was outreach initiated?" = Yes
*** indicates that the question is only enabled if a date of outreach is selected

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New questions:

5. **PRUCOL** (Persons Residing Under Color of Law [alien status]) **Documentation Window Updates**

The PRUCOL Eligibility Desk Aid Guide (**W-205JJ)** has been revised. The changes will be reflected on the document's list of the PRUCOL Window in POS.

6. **Division of Financial Review and Processing (DFRP) New POS Windows**

The DFRP Unit handles and investigates financial changes due to case closings, sanctioning, and budgetary changes to CA (Cash Assistance) Cases. These users will now have access to POS thru the **Change Case Data Activity** to access their new POS window called **DFRP Match Type Selection.** This window has been designed to assist the unit in identifying matches and processing them to correctly complete their case actions. The DFRP unit worker will be able process actions based on the specific Match type.

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The **DFRP Match Type Selection** window has the following field types:

- Instructions
- Match Types List Box
- Comments Text Box
- Next and Previous Buttons

The Match Types are as follows:

- Assist Reimbursement Unit-SSI
- Bureau of Fraud Investigation Public Assistance Reporting Information System
- Bureau of Fraud Investigation CA Referral
- Department of Correction
- Department of Health
- Division of Liens and Recovery
- MEV-NNH (MEV-National New Hires)
- Office of Child Support Enforcement Borough
- Office of Child Support Enforcement Courts
- Office of Child Support Enforcement NYCWAY
- Office of Child Support Enforcement GTPA
- Real Property
- Income and Employment Verification Services/TALX
- Unemployment Insurance Benefit
- Wage Property System
- 16. BFI-Project #4450(Bureau Of Fraud Investigation)
- 17. BFI-Project #402 (Bureau Of Fraud Investigation)

The DFRP Worker will follow the instructions and select the appropriate match type to begin processing the case. POS will transmit the appropriate Authorization number to WMS (Welfare Management System). If the Worker does not select a match type, they will receive the following error message:

"You must select a match type that you are working on prior to exiting this window".

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The DFRP Worker will complete the case based on the match type and the documented information given for the match. They will send the case for Supervisory approval within POS. Center designation ORI (Office of Revenue Investigation) will be used for DFRP staff. All DFRP staff must be enrolled under the ORI center to allow access to POS. This center designation will be used for enrollment only

Supervisor's Approval Window

The DFRP supervisor will approve these cases thru their new POS window called **DFRP Match Type Supervisor's Approval Window**, they will access the case selecting the Approve Change Case Data Activity. This window will only open for those DFRP Supervisors that are enrolled at the **ORI center.**

This window is only for supervisory approval. Match type selection and comments made by the DFRP Worker is read only information. The Supervisor will have the ability to Approve or Disapprove the Worker's selection.

DFRP Supervisor Work Flow:

- DFRP Worker: Completes the actions needed on **DFRP Match Type Selection** Window.
- DFRP Worker: Selects Supervisor to approve **CA Change Case Data Activity**.
- System: Places Approve CA Change Case Data activity into supervisor's queue.
- System: Displays the Approve CA Change Case Data in the **Supervisor Queue** after sign off by the Worker.
- DFRP Supervisor: Clicks on **CA Change Case Data Activity** from the Supervisor's Queue .
- System: Will open the new **DFRP Match Type Supervisor's Approval** window.
- DFRP Supervisor: Reviews and completes Supervisory flow of windows and approves the Worker's selection.
- DFRP Supervisor: Marks the appropriate comments and click on 'Next'.

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- System: Runs the business rule for authorization number that was selected by the Worker. from the field called "Match Types" from the window (**Match type Selection**)**.**
- DFRP Supervisor: Completes the **Approval Activity**.
- DFRP Supervisor: Clicks the **Transm**it button.
- System: Transmits the Authorization Number and Originating Center according to the match type selection as identified from the system's code table.
- End of Supervisory flow.

All **DFRP** staff members must have the standard POS Security Access for the Change Case Data Functionality.

7. Updated LDSS-2921 and LDSS-3174 Form Templates and Signature Windows

NYS has updated the Application (**LDSS-2921**) and Recertification (**LDSS-3174)** forms. The POS form templates and signature windows were updated accordingly.

Signature window updates for the **LDSS-2921**:

Current Label	New Label
Page 1-SNAP Application Signature	Page 2 - SNAP Application Signature
Page 12 - Consent to Withdraw the Application	Page 15 - Consent to Withdraw the Application
Last Page Signature Page 12 - Applicant/Representative Signature	Last Page Signature Page 15 - Applicant Signature
	Last Page Signature Page 15 – Authorized Representative Signature
Last Page Signature Page 12 - Husband/Wife or Protective Representative Signature label	Last Page Signature Page 15 - Husband/Wife or Protective Representative Signature label
Page 3 – Citizenship Certification Signature	Page 4 - Citizenship Certification Signature

Signature window updates for the **LDSS-3174**:

Current Label	New Label
Page 1-SNAP Application Signature	Page 2 - SNAP Application Signature
Page 12 - Consent to Withdraw the Application	Page 15 - Consent to Withdraw the Application
Last Page Signature Page 12 - Applicant Signature	Last Page Signature Page 15 - Applicant Signature
Last Page Signature Page 12 - Authorized Representative Signature	Last Page Signature Page 15 – Authorized Representative Signature
Last Page Signature Page 12 - Husband/Wife or Protective Representative Signature label	Last Page Signature Page 15 - Husband/Wife or Protective Representative Signature label
Page 3 – Citizenship Certification Signature	Page 4 - Citizenship Certification Signature

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8. New Income Tax questions

NYS (New York State) has updated the **LDSS-2921** and **LDSS-3174** forms with Income tax questions. The Form Template has been updated to include these additional questions. Answers to these questions are captured in every **CA Application** and **CA Recertification Interview**.

POS has been updated with a section called **Income Tax Questions Window.** There will be two questions in this section as below:

- Do you or anyone in your Household plan to file Federal Income tax?
- Will you expect to claim any deductions on the Income tax?

This Window will appear after the **"Current Income"** Window in the listed POS activities
The Window is editable for the following POS worker activities:

- **CA Application Interview**
- **RCT CA Recertification Interview**
- **EC - Application Interview**
- **EC - Recertification Interview**

The Window is read only for the following POS Supervisory activities:

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- **Approve CA Eligibility Decision**
- **Approve CA Recertification**
- **Approve EC - CA Application Interview**
- **Approve EC - CA Recertification**

Tax Filing Status-

- **Single**
- **Married Filing Jointly**
- **Married Filing Single**
- **Head of Household (with qualifying individual)**
- **Qualifying Widow(er) with dependent child**
- **Dependent and will be filing Taxes**
- **Will NOT be filing Taxes**

The **Dependents that are not in the Household** window are displayed when the applicant/participant answers **Yes** to dependents not in the household on the **Tax Filing Status** Window.

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- The Worker should type in the First Name, Mid Initial and Last Name respectfully as it will be provided by the applicant/participant.

The Deductions window lists the specific expenses that the Internal Revenue Service (IRS) allows people to deduct to reduce their taxable income. Only record deductions here if you will claim them on the current year's tax return.

- **Educator expenses**
- **Individual Retirement Account (IRA) deduction**
- **Student loan interest deduction**
- **Tuition and fees**
- **Certain business expenses (reservists, artists, fee-based government officials)**
- **Health savings account deduction**
- **Job-related moving expenses**
- **Deductible part of self-employment (S/E) tax**
- **S/E, SIMPLE & qualified plans**
- **S/E health insurance deduction**
- **Penalty on early withdrawal of   savings**
- **Alimony paid**
- **Domestic production activities   deduction**
- **Additional adjustments added on line 36 (IRS Form 1040 only) [DD14]**
- **Archer MSA deduction**

The Worker selects the individual with the deduction and records the amount and frequency on the Response To Question window

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9. Centralized Document Processing Unit- Center 88

To increase the efficiency of document scanning and indexing the FIA (Family Independence Administration) has developed the Centralized Document Processing Unit Center (**088)**. As this center will eventually handle the scanning of all mail received we need to ensure that their indexing is done timely. Center **088** has been added to the list of available centers in the POS Management Console. The only available report for this location (Center **88**) should be the Imaging report.

10. Citywide Access for SNAP Separate Determination for Center 90

The RAR/HVN Center (**90**) now has citywide access to the SNAP separate determination activity.

11. Prohibit Entry of Certain Zip Codes

- For the **ASSOC-ZIP**, add **HOST** level edits in Undercare and Error Correction modes.

- For the Associated Address - Zip code **(98-344)** in the 130 record, invalid zip codes beginning with '**000**', '**001**', '**002**', '**003**', '**004**' should result in error message "**E289**4 – INVALID ZIP CODE FORMAT**"**

- For PA (Public Assistance) /FS (Food Stamp) cases and NPA (Non Public Assistance) /SNAP cases, only valid NY State zip codes are allowed. Out-of-state zip codes will result in HOST level error **"E0418 – INCORRECT ENTRY - SEE ITEM NO REFERENCED."**

- These new edits and error messages should apply to all program areas: PA, MA (Medical Assistance) and SNAP.

POS systems will make the corresponding changes to prevent entry of these invalid zip codes.

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12. Access NYC (ANYC) Updates

E-Notices

ANYC has been updated to assist the applicant/participant in filing for e-notices and text messages.

E-Notices – Go Paperless!
Lets you enroll in paperless notices for your case which can be viewed on the ACCESS NYC 'My Documents' page.

Edit Contact Information
Lets you update the paperless notice enrollment status for your case in ACCESS NYC.

1. The HRA applicant can create an online account on Access NYC and provides a combination of Date of Birth and Social Security Number or, Date of Birth and Client Identification Number to link their Access NYC account to HRA Identity in Paperless Office System (POS).

2. Once the applicant successfully links their Access NYC account to their HRA Identity in POS, he/she must

   a. navigate to 'My Cases' page on Access NYC,
   b. click the **Edit Contact Details** button,
   c. provide a valid e-mail Address (if one is not validated already),
   d. Set notification/ contact preference to 'e-mail' or 'e-mail and Text Message',
   e. agree to 'Go Paperless' terms and conditions and,
   f. click the 'Save' button to stop receiving paper notices. ***If the applicant's email is verified do not select the verified button again as it will enroll the applicant in the Go paperless process again.**

   Access NYC will send an 'Update Case' request via a web service call to POS to update the Access NYC user's notification/ contact preference and eNotice Subscription Status in POS.

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POS will receive the request and if valid, update the applicant/participant's contact/ notification preference and eNotice Subscription Status in POS for the case number provided in the request. If the applicant/participant has more than one case number associated in POS, a separate request is required from Access NYC for the applicant/participant to be enrolled in e Notices.

3. If the applicant/participant is completing CA/ SNAP Initial or a Recertification Application on Access NYC, the applicant/participant can choose notification/ contact preference to 'e-mail' or 'e-mail and Text Message', agree to 'Go Paperless' terms and conditions and, submit the application to enroll in eNotices.

4. When the applicant/participant subscribes to eNotices in POS, POS will generate the Opt-In' notice, Acknowledgment of Agreement to Receive Paperless Notices (**FIA-1179)'**send via PTM (Print to Mail) . However, the applicant must receive the notice because it includes instructions in how to log into ANYC to view the e-notices if the applicant does not know how to. If the applicant chooses the **FIA-1179a.** The PTM functionality will resume for this applicant**, which** will continue the PTM process.

5. Also, the system will make a case comment of this action –

- "The applicant/participant chose the 'Go Paperless' option on Access NYC to receive certain notices electronically."

Note: In the case when the Access NYC user is subscribed to eNotices but their e-mail address is not verified in POS, POS will not stop sending paper notices until the e-mail is verified.

Resend Verification

Once the e-mail has been verified for the case head/payee, POS will select the **Yes** button for verified. If the POS system has verified the email address please do not select **Re-Verify** button because this will dis-enroll the individual for eNotices. Only use the **Resend Verification** checkbox when you need to verify the e-mail address or if the email address has changed.

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ANYC will give the applicant (case head or payee only) the option to use the Lexis/Nexus identity verification online as per below.
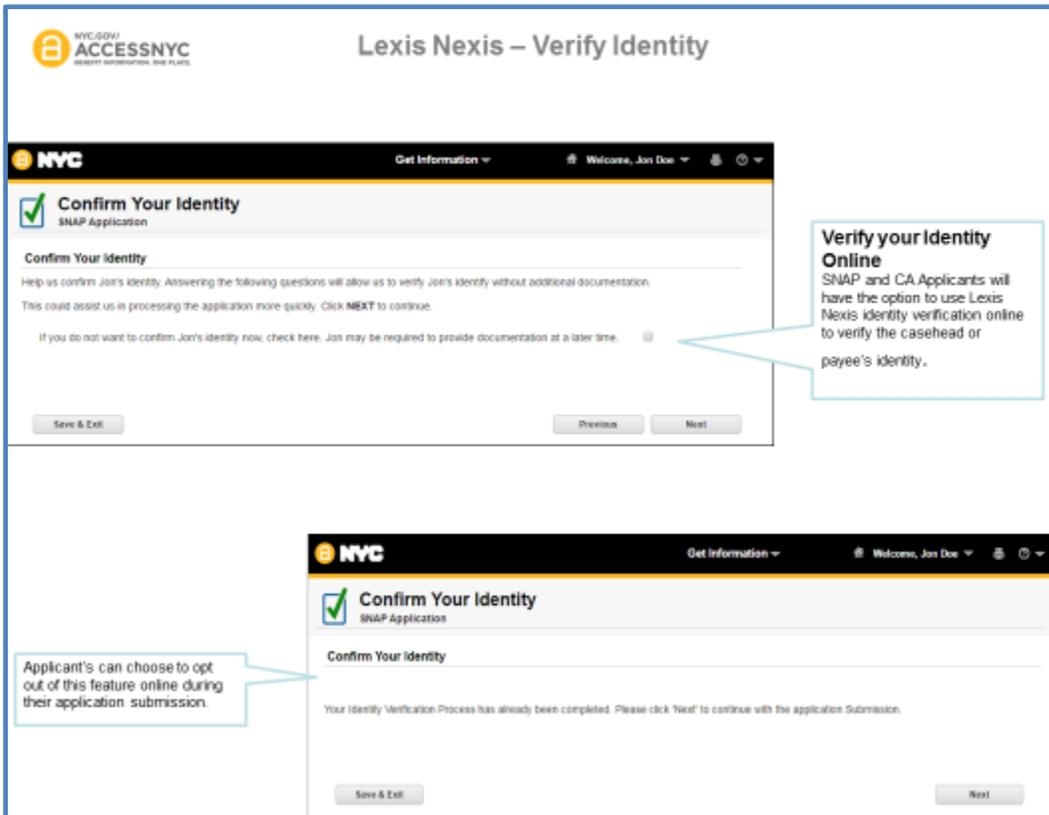
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Verify your Identity Online
SNAP and CA Applicants will be presented with three questions. Answering the questions correctly verifies identity for that applicant. Each question is tailored to information Lexis Nexis has on that applying adult.

Identity Verified
SNAP and CA Applicants who verify their identity through Lexis Nexis will not need to bring identification to their interview.
POS will pre-populate the Identity field in the Individual Details window confirming the applicant has verified their identity.

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CA and SNAP applicants will be presented with an option to reuse documentation during the ANYC application interview.

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Reused documents that are selected will be presented in the **Document Re-Use** window in POS and the interviewers must ensure the document in the HRA OneViewer is legible and accurate**.**

13. WMS 17.1 Release Changes

WMS/NYC Software release version 17.1 will be adding a new field to WMS. This field is the **Restriction Exception (RE)** code field based on the Income Tax answer in POS. The New field will be added to the TAD (Turn Around Document) window (on **Individual Level Data).**

The New field has been added on the **POS Tab** and **WMS Tab** to show the Restriction Exception (**RE**) Code. theNew field appears only on the **Individual Level Data** Window.

Note: This field needs to be posted only for the Eligibility Transactions. But it can be displayed on both **Eligibility** and **Undercare TAD** windows as a non-editable field. This is only required on the "POS Data" tab and not on the "WMS Data" tab.

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Visual Object: TAD Window (POS Data Tab – Individual Level Data**)**

Effective February 2017 all application registration, eligibility, undercare, PA grants and SNAP grants will provide a field to post the worker's user id to WMS.

14. Cash Assistance Automated Finger Imaging System (AFIS) Freedom

Under the AFIS Freedom initiative, the applicant/participant can visit the Job Center nearest them, or any Job Center citywide (refer to the AFIS Directory [**W-519N**]) to comply with finger imaging requirements. The applicant/participant must bring identification with them. The Finger Imaging Referral (**W-519**) and AFIS Directory (**W-519N**) forms were updated accordingly.

For additional details, please refer to Fax Flash 16-35 AFIS Freedom.

15. Action Code 148O (AFIS Freedom Appointment) Posting to NYCWAY

When the Worker selects the **Required to be finger imaged** in the **Finger Imaging – AFIS** window, POS was updated to post the Action Code **148O** (AFIS Freedom appointment) to NYCWAY to ensure proper routing at the other Job Center(s), if the applicant or participant reports for finger imaging under the AFIS Freedom initiative.

16. Updated Model Office Routing

Routing at the Rockaway Job Center was updated for participants with a missed Recertification appointment who are still in the grace period and whose case is still in SI or AC (Active) status for Cash Assistance. These participants receive a **CA Recert PC** ticket at Front Door Reception/Self-Service.

Routing at the Rockaway Job Center was updated for participants with a **G10** (Failure to Recertify on [DATE]) closing whose case is still in SI or AC status for Cash Assistance. These participants receive a **CA Recertification** ticket at Front Door Reception/Self-Service.

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17. Budgeting for Ineligible Individuals Under Age 18

According to the WLM 2016-00267, WMS was updated to allow budgeting for ineligible alien individuals under age 18. POS was updated to allow selection of Income Source Codes **86** (SNAP Ineligible Alien Does Not Contribute to Shelter Costs) and **92** (SNAP Ineligible Alien-Contributes to Shelter Costs) on the **Income on the Individual Income/Needs** window for these individuals:

- Select Income Source code **86** for ineligible alien individuals coded with Alien Citizenship Code (ACI) **E** .
- Select Income Source code **92** for PRUCOL (CA eligible, SNAP ineligible) alien individuals coded with ACI code **O**.

18. Expansion of Conference by Phone Process to Richmond Job Center (#99)

The Richmond Job Center **(#99)** was added to the new Conference by Phone (CBP) process for CA applicants and participants effective January 31, 2017.

In compliance with the Lovely H. Settlement Stipulation, all applicants and participants who receive Notices of Intent (NOI)/Notices of Decision (NOD) will be able to participate in Agency Conference appointments by telephone. All NOIs and NODs that are sent to applicants and participants (either manually or through the Client Notices System [CNS]), which contain fair hearing language, must include the telephone number that is used to request a CBP.

For additional details about this project, please refer to <u>PB # 17-03-OPE (Conference by Phone Process)</u>.

19. Updated Conference Phone Number for South Brooklyn Job Center (#70)

The conference phone number (929-2213514) was updated for the South Brooklyn Job Center **(#70)** effective January 5, 2017.

20. PTM Report Update

The PTM monitoring report in the POS Management Console was updated to add the new mail jobs added since October 2016.
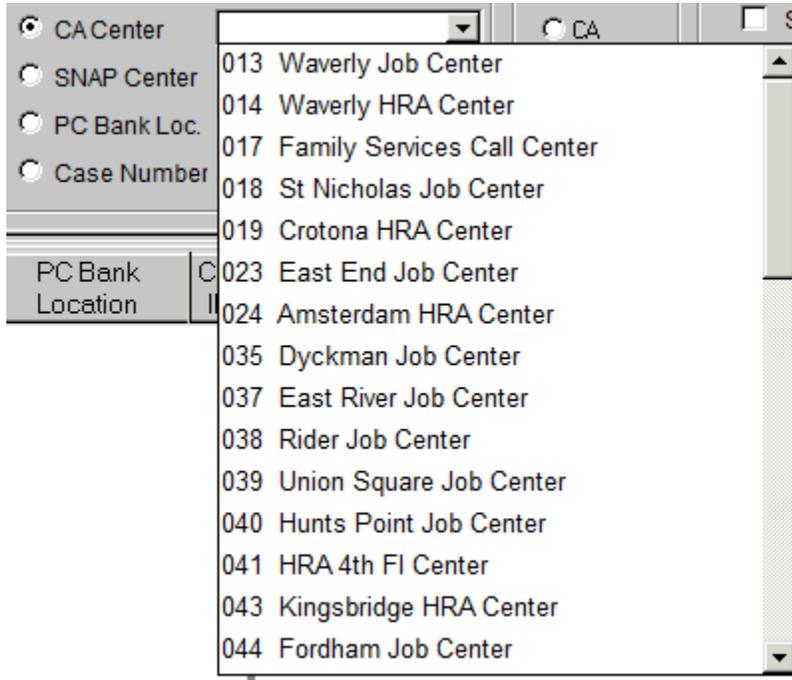
21. Updated PC Bank Usage Report

The PC Bank Usage report was updated to capture PC bank usage at Cash Assistance Job Centers. The following information was added to the report:
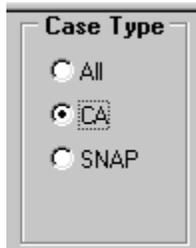
- **CA Center** option in Area filter;
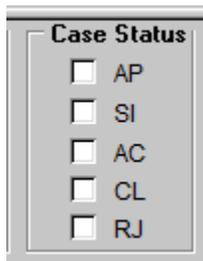
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- A new **Case Type** filter with options of **All**, **CA**, and **SNAP;**

- **The Case Status** filter was updated to retrieve against both CA and SNAP case types.

The following columns were added to the report output:

- CA File Date;
- CA Case Status;
- Case Type

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22. Miscellaneous Special Reports

The following special reports were created for HRA program areas between October 2016 and February 2017:

- PRUCOL (Persons Residing Under Color of Law (alien status) applicant/participants with country of birth;
- E-mail records for SNAP applicant/participants eligible for on-demand recertifications for the Office of Evaluation and Research (OER;
- Email and contact numbers for active SNAP Bronx cases;
- Weekly SNAP rescheduling data for FIA;
- Monthly report of applicants and participants with a Disability Accommodation Indicator of Braille;
- Daily SNAP backlog data for FIA; and
- Report of failed to keep cases in December 2016.

23. Updates to SNAP Employment Code Business Rules

Fixes were deployed to help improve selections of the SNAP employment codes.

24. Expanded Access for Bureau of Eligibility (BEV) Investigators for HIV/AIDS Service Administration (HASA) Cases

BEV investigators complete reviews for potential Intentional Program Violation (IPV) matches found in the Internal Clearance for applicants. POS was updated to allow these investigators to complete their review for HASA cases in POS.

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25. New Completion Edits for Application Cases with Benefits

For application cases in AP (Applying) status, the following completion messages will appear if the Worker attempts to reject the case, but benefits were received on the application registration case or on the case number selected for reuse:

- CA benefits were issued for the case. The CA suffix cannot be rejected and must be placed in SI status before it can be closed.
- SNAP benefits were issued for the case. The SNAP Suffix cannot be rejected and must be placed in SI status before it can be closed.

26. Auto-Save Language Questionnaire (W-680FF) for HVN/HB and Telephone Interviews

In order to comply with findings from a SNAP Management Evaluation (ME) audit, POS was updated to save the **W-680FF** for HVN/HB (Home Visit Needed/Homebound) and telephone interviews if the Worker clicks **Next** on the **Print Forms** window and the form was not previously saved for the application or recertification interviews.

27. Updates for M-858C Form

The **Notice of Intent to Restrict Home Energy Allowance for Family Assistance Cases** (**M-858c**) is required be printed and mailed when Utility Arrears Code **41**. POS has added validations to prevent a blank form.

28. Additional Supported Reading Languages for POS Notices

POS was updated to accommodate the following additional reading languages for POS-generated notices:

- Bengali (Language Code **BE**)
- Chinese Simplified (Language Code **CS**)
- Urdu (Language Code **B**)

POS will support these languages, in addition to the existing supported reading languages as new forms and revisions are received from the HRA Office of Procedures.

29. POS E-Forms

The following new E-forms were added to POS and were converted to the new PTM (Print to Mail) process:

- **FIA-1173** Confirmation of Contact with your Center
- **FIA-1179,** Acknowledgement of an Agreement to receive Paperless Notices
- **FIA-1179A,** Notification of Stopped Paperless Notification

The following E-forms were converted to the new PTM (Print to Mail) process and have been updated and revised to reflect the mailing process:

- **W-908T** Notice of Recertification Appointment

The following E-forms were updated:

- **FIA-1138,** Do you have documents to submit to HRA
- **LDSS-2921,** Application for Certain Benefits and Services
- **LDSS-3174,** Recertification Form for Certain Benefits and Services

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- **M-858C,** Notice of Intent to Restrict Home Energy Allowance for Family Assistance Cases
- **W-519** Photo ID for SNAP Finger imaging, for Cash Assistance/AFIS Freedom referral
- **W-519N,** Automated Fingering Imaging System directory