POLICY BULLETIN #10-50-OPE

CENTRALIZATION OF ADULT PROTECTIVE SERVICES (APS) APPLICATION PROCESSING

Date: May 19, 2010	Subtopic(s): APS
🖳 This procedure can now be accessed on the FIAweb.	The instructions in this policy bulletin are to inform staff at the Special Project Job Center (Center **80**) of a centralized processing unit that will process Cash Assistance (CA) applications submitted by Adult Protective Services (APS). They are informational for all other staff. Previously, the applications of individuals and families interviewed and serviced by APS were handled by hub sites in each of the five boroughs. APS borough liaisons would submit the application to the respective Job Center. Now, the centralized unit at Center **80** will process CA applications submitted by APS. APS borough liaisons will no longer be required to submit CA applications in person to a Job Center. APS staff will continue to interview and collect documentation for their applicants. If an applicant makes a request to APS for a one-shot deal or ongoing CA, APS will:
New Process	• interview the applicant, • collect all documentation needed to determine eligibility, • scan the application (**LDSS-2921**) and documents into the HRA One Viewer (Viewer) and index the documents based on the applicant's Social Security Number (SSN), and • annotate the APS Electronic Activity Log created for this process. **Note**: Some of the scanned documents are confidential and will have a security level that restricts viewing to only the staff of APS, Rental Assistance Unit (RAU), and the centralized unit. All other scanned/indexed documents will be public in the Viewer.

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

FIA centralized unit staff will register cases on the date the application is received. APS cases will be identified by the following five unique caseloads:

- APS 1 (Brooklyn)
- APS 2 (Bronx)
- APS 3 (Manhattan)
- APS 4 (Queens)
- APS 5 (Staten Island)

FIA centralized unit staff will:

The activity logs are Excel spreadsheets that exist on a shared server and can be accessed from desktop icons (exclusive to authorized users). Both units will have read-only access to the other's electronic activity log.

- access the APS Electronic Activity Log (see attached sample [**Attachment A**]) on a daily basis in order to obtain new application information.
- copy and paste the information from the APS Activity Log onto the FIA Electronic Activity Log (see attached sample [**Attachment B**]).
- use the SSN of the applicant indicated on the log to search for documents in the Viewer.
- register the application per current procedure.
- update the log accordingly as the case is processed (APS will access the log in order to ascertain the status of an application).
- make an eligibility decision on the application based on information and documentation provided by APS.
- prepare checks (if requests are approved) as automatic E-checks routed to the Landlord Ombudsman Service Unit (LOSU).

Note: All checks will be delivered to LOSU on the next business day and LOSU will return the checks to Center **80**. Upon receipt of the checks, centralized unit staff will contact APS to pick up the checks for delivery to the respective vendor (e.g. Con Ed, landlord, etc).

Effective Immediately

Attachments:

Attachment A   APS Electronic Activity Log
Attachment B   FIA Electronic Activity Log

Attachment A
APS Electronic Activity Log

Application Date	Scanned Date	Emergency	Last	First	SSN	Field Office	APS(Factors) CaseNo	Brokers Fees	Disaster Clothing	Disaster Household	Furniture	Legal Fees	Moving	Rent in Advance	Rent Arrears	Security	Storage	Utilities	Other	Other Name	On-Going	Amount	Comments

Attachment B
FIA Electronic Activity Log

Application Date	Received Date	Emergency	Last	First	SSN	Borough	WMS CaseNo	Category	RAU	Brokers Fees	Disaster Clothing	Disaster Household	Furniture	Legal Fees	Moving	Rent in Advance	Rent Arrears	Security	Storage	Utilities	Other	On Going	Amount	Check(s)	Application Processed Date	Comments

SAMPLE