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FS POS RELEASE NOTES VERSION 5.1.1

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<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 May 2, 2011. Descriptions of the changes can be found in FS POS Release Notes Version 5.1.1 (Attachment A), and Review and Updated Processing of RFI (Resource File Integration) via Open TI Appendix A (Attachment B)</p> <p>These release notes can also be found on the HRA Intranet at: http://hrwebapps/HRAintranet/CMT_page_template.cfm?page_id=79</p> <p><i>Effective May 2, 2011</i></p> <p>Related Items:</p> <p>PD #09-43-SYS PB #11-28-OPE</p> <p>Attachments:</p> <p>Attachment A FS POS Release Notes Version 5.1.1 Attachment B Review and Updated 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 5.1.1 May 2, 2011

These Release Notes contain descriptions of changes in FS POS Release 5.1.1 is scheduled for May 2, 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://hrawebapps/HRAintranet/CMT_page_template.cfm?page_id=79

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FS POS Release Notes

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1. Home Visit Needed/Homebound Question Updates

A new temporary process will be initiated for FS applicants/participants who request Home Visit Needed (HVN)/Homebound (HB) status.

The FS POS Medical window and the home visit requested/homebound question will be updated accordingly on May 2, 2011 in the following activities:

- FS Application Interview,
- EC - FS Application Interview
- FS Recertification,
- EC - FS Recertification
- FS Change Case Data,
- EC – FS Change Case Data

Revision to Medical Window

The question for home visit needed/homebound will be updated in the **Medical** window:

- **Is any adult in the household homebound or requesting a home visit?**

Updated Medical Window

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING/RECERTIFYING:		Yes	No
Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled ?		<input type="radio"/>	<input type="radio"/>
Has Paid Or Unpaid Medical Bills For The Three Months Preceding The Month Of This Application?		<input type="radio"/>	<input type="radio"/>
Has Any Type of Health/Hospital/Accident Insurance or Receives Assistance in Paying Medical Expenses?		<input type="radio"/>	<input type="radio"/>
Is Pregnant?		<input type="radio"/>	<input type="radio"/>
Is In A Hospital, Nursing Home Or Other Medical Institution?		<input type="radio"/>	<input type="radio"/>
Has Any Medical Bills Or Medically Related Expenses?		<input type="radio"/>	<input type="radio"/>
Is Or Was Drug Or Alcohol Dependent?		<input type="radio"/>	<input type="radio"/>
Has Been In A Car Accident Or Work Related Accident In The Past Two Years?		<input type="radio"/>	<input type="radio"/>
Is any Adult in the Household Homebound or requesting a home visit?		<input checked="" type="radio"/>	<input type="radio"/>

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When the Worker clicks **Yes** for the 'Is any adult in the household homebound or requesting a home visit', POS will open the revised response to question window listed below:

Response to Question Window for Home Visit Needed/Homebound

The screenshot shows a dialog box titled "Response to Question". It features two identical input sections. The top section includes a "Who" dropdown menu with "Johnson Sharon" selected, a "Document..." text box, a "Scan" checkbox, and a "Comment..." text box. The bottom section has empty fields for "Who", "Document...", "Scan", and "Comment...". At the bottom of the dialog are "OK" and "Cancel" buttons.

The Eligibility Specialist will be prevented from changing the homebound status in the following instances:

- The medical question was answered **Yes** and previous documentation was saved and the Eligibility specialist is attempting to change it to **No**.
- The Homebound documentation was submitted previously and the eligibility specialist is attempting to change the documentation submitted from **Yes** to **No**.
- The Eligibility Specialist is attempting to delete a line for which homebound documentation was saved in a previous activity.

The eligibility specialist will receive the following error message, **“The homebound indicator can only be removed by designated FIA staff”**.

Warning Message



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Non-Cash Assistance Food Stamp Request

When an applicant/participant requests a home visit from a NCA FS Center, the individual contact information must be logged and the request forwarded via email to Yama Phillips, Christine Maloney and Jennifer Powell by the FS Center manager.

Please follow the NCA FS details listed in **Policy Bulletin #11-28 OPE Temporary Process for Home Visits Needed/Homebound Status Requests.**

Supervisory Approval Window

The **Approval** window for Homebound/Home Visit has been updated to add the homebound question, **“Is any Adult in the Household Homebound or requesting a home visit?”** In addition a supervisory approval is required for the following question, **“Did the applicant/participant submit document to support a homebound status?”**

Supervisory Approval for Homebound question

The screenshot shows a web browser window titled "[Supervisory Approval-Medical]" with a timestamp of 12:17:19 PM on Tuesday, March 08, 2011. The browser's menu bar includes File, Edit, Tools, Window, and Help. The main content area displays the question: "Is any Adult in the Household Homebound or requesting a home visit?". Below this question is a large, empty rectangular box. Underneath the box, there is a label "Who:" followed by a text input field. The bottom section of the window is titled "Supervisory Review" and contains several elements: a "Documents:" label with an empty text box and a "View Documents" button; a "Documents Reviewed:" label with a small input field; radio buttons for "Approve" and "Disapprove"; an "Add Comment" button; a "Disapproval Reasons" text box; a "Preview Comment Log" text box; and "Next" and "Previous" navigation buttons at the bottom.

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2. Updated RFI Processing Windows

The Resource File Integration process has been updated to display two new processing windows, **RFI Comments** and **RFI Supervisory Approval** Window.

RFI Comments Window

When a RFI match results in income that is not budgeted on the case, the worker must include a detailed case comment that supports this case action. The window will provide instructions to ensure correct processing of the RFI match.

RFI Comments Window

Instructions

RFI- WRS, UIB or New Hires match data was received on this case but income does not appear on the budget you selected to authorize on the TAD. If the income was not entered on the budget in error please select 'Return to the Budget Window' and calculate a new budget. If the income should not be budgeted you must enter a detailed explanation in the Comments section of this window

Return to Budget Window

Enter Comments

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RFI Supervisory Approval Window

Supervisors will now approve/disapprove the RFI matches on a new window which has detailed instruction on processing the RFI match

RFI Supervisory Approval Window

File Edit Tools Window Help

Case Number [REDACTED] Case Name [REDACTED]

Instructions

Please review all RFI resolution codes prior to approving a case. If message *Supervisory override necessary before case can be accepted* appears, then you have to enter resolution code P90 before case is to be accepted. Do not approve any cases that still have unresolved RFI data.

Message

All RFI data is resolved

Comments from RFI Comments Window

Open RFI Match Window Approval Status

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For detailed instruction on the RFI process and the updates please read Appendix A, RFI Review and Updated Processing, Version 5.1.1.

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3. Updates in the Shelter/Housing Window

Due to a change in vendors, all references to “**Keyspan**” has been removed and replaced with a new vendor named “**Natl Grid**”. The updates will be done in the Response to Question heating bill window, and the electric/gas window for FS POS.

New Response to Question for Electricity & Gas

Response to Question

Instructions: If Gas and Electric companies are different make a separate entry for each.

Name On Bill	Company Name	Account Number	Amount	Frequency	Verified
	Con Edison Natl Grid LIPA			M	<input type="radio"/> Yes <input type="radio"/> No

Document... Scan

Comment...

OK Cancel

4. Employment Drill-Down Window Updates

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

FS POS has made the necessary changes and additions to the End of Employment Drill Down window for the 'Is **Unemployed**' question in the following activities:

- FS Recertification Interview
- FS Application Interview
- EC-FS Recertification Interview
- EC-FS Application Interview
- FS Change Case Data
- EC-FS Change Case Data

The following new questions have been added to the drill down window and specific fields have been aligned to the left of the window:

- 'Applied for UIB?' field with **Yes** and **No** radio buttons
- 'UIB Claim Status'
- 'Last Paystub Date' field

The following new message will occur when the eligibility specialist clicks on the **Cancel** command button:

- "Information entered in this window will not be saved. If you wish to continue to close this window without data being saved, click the **Yes** button. If you wish to return back to the window, click the **No** button" with **Yes** and **No** buttons.

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Visual Object- Drill Down window

5. Update to Food Stamp Look-up Window

An update to the POS **FS Look-up** window has been created to allow the worker to input FS benefits found manually outside of POS. In some instances the system does not find the FS benefit issued to the individual during a system query. Manually the eligibility specialist may find that the individual already received FS benefits for the month in question by looking at WMS or on an outside NYC work list. POS will now provide a space for the worker to enter their findings for the correct processing of FS benefits.

Revised window: No FS issuance found by automated lookup, ES finds FS benefits outside NYC

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Revised window: No FS issuance found by automated lookup, ES finds FS benefits in NYC

Food Stamps This Month Response Window

Result of Food Stamp Lookup on WMS:

Did anyone who is applying receive Food Stamps this month? Yes No

Where were the benefits received? Outside NYC In NYC

Case Number Receiving Benefits This Month:

Shelter code from interview:

Has The Household Entered A Domestic Violence Shelter This Month? Yes No

6. Application and Recertification Log Updates

The FS Application and Recertification Logs have been edited to prevent the scheduling of a homebound case incorrectly.

If the **case is homebound** POS will display the following error message and prevent the Eligibility Specialist from closing the **(In-Center)** window via the OK button:

- **“The client is homebound and must be scheduled for a telephone interview.”**

When the case is **homebound**, the **Eligibility Specialist will not** be able to **change** the interview type to an **in-person interview** on the **FS Application** or **FS Recertification log**.

7. E Forms Updates

The following forms will be removed from POS:

- Form **W-681**-Request for Marriage/Divorce Verification from Agencies Outside NYC.
- Form **W-701**-Request for Birth or Death Verification from New York City Department of Health.

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Review and updated Processing of RFI via Open TI

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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 CA, FS, and/or 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

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

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"/>

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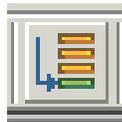
Review and updated Processing of RFI via Open TI

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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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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 screenshot shows the RFI Case List window with the following components:

- Summary** and **Close** buttons at the top.
- Tab Navigation** section with:
 - Unresolved Tab**: Unresolved RFI matches only.
 - All RFI Data Tab**: Resolved/Unresolved RFI matches.
- Information** section:
 - 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.
 - Any RFI Category having an RFI status code of 'U', 'W' or 'R' may be set or changed by selecting the category details.
- UNRESOLVED** and **ALL RFI DATA** tabs.
- RFI CASE LIST** header with date **02/03/2011**.
- Table with columns: Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, BANK.
- Table data:

Case No	Line	SF	SSN	VAL	FName	LName	PA	MA	FS	WRS	UIB	SSA	HIRE	BANK
[Redacted]	N	N	V	U										
[Redacted]	N	N	V	N										
- Left sidebar:
 - To view RFI Category details select an RFI Category Link (below)
 - [SUMMARY](#)
 - [HIRE](#)
 - 01 [Redacted]

To view the detailed RFI details, the Eligibility Specialist must click on the link for each category:

Example: Unresolved New Hire RFI

The close-up shows the following elements:

- UNRESOLVED** and **ALL RFI DATA** tabs.
- Text: To view RFI Category details select an RFI Category Link (below)
- [SUMMARY](#)
- [HIRE](#)
- 01 [Redacted]

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The system will display the details of the unresolved RFI and instructions:

Example: New Hires Match Information

Instructions

<p>Setting A Resolution Code</p> <ol style="list-style-type: none"> 1. Select an appropriate Resolution Code 2. Click the Update button 	<p>Changing A Resolution Code</p> <ol style="list-style-type: none"> 1. Click the Change link 2. Select a new resolution code 3. Click the Update button
---	--

** Please remember that you cannot change **system-generated** resolution codes*

NQR11		NEW HIRES MATCH INFORMATION			02/03/2011	
CASE/REG#	CASE NAME	CASE TYPE	CTR	U/W		
Line	First Name	M	Last Name	Gender	SSN	VAL BIRTH DATE CIN
Employee Name/Address		Employer Name/Address			Emp Id #	

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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/recipient 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.

Addition of the RFI Comment Window

If the income is not calculated, saved and authorized on the budget, the worker will need to enter a detailed comment pertaining to this RFI action. A new comment window had been added to enter a detailed description as to why the income is being disregarded for budgeting purposes.

The following Instruction will be displayed at the top of the **Comments** window.

"RFI- WRS, UIB or New Hires match data was received on this case but income does not appear on the budget you selected to authorize on the TAD. If the income was not entered on the budget in error please select 'Return to the Budget Window' and calculate a new budget. If the income should not be budgeted you must enter a detailed explanation in the Comments section of this window"

RFI Comments Window

The screenshot shows a software window titled "RFI Comments Window". At the top, there is a blue header bar. Below it, the word "Instructions" is displayed next to a yellow circle. The main area of the window is light beige and contains two radio button options: "Return to Budget Window" (unselected) and "Enter Comments" (selected). Below these options is a large white text input field. At the bottom of the window, there are two buttons labeled "Next" and "Previous", each with a yellow circle next to it.

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If the applicant/recipient 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/recipient 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/recipient 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).

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.

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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
<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 FEDES/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 Active (**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 displays a web application window for RFI Case List. At the top, there are navigation links: Summary, Approval Status, Next, and Previous. Below this, there are two main sections: Tab Navigation and Information. The Tab Navigation section includes 'Unresolved Tab' (Unresolved RFI matches only) and 'All RFI Data Tab' (Resolved/Unresolved RFI matches). The Information section provides details about the RFI Case List and how to view RFI Category details. Below these sections, there are two tabs: 'UNRESOLVED' (selected) and 'ALL RFI DATA'. A table titled 'RFI CASE LIST' is displayed, showing columns for Case No, Line, SF, SSN, VAL, FName, LName, PA, MA, FS, WRS, UIB, SSA, HIRE, and BANK. The table contains one row of data with values: Case No (NQR01 (2)), Line (2), SF (2), SSN (), VAL (), FName (), LName (), PA (), MA (), FS (), WRS (N), UIB (N), SSA (V), HIRE (), and BANK ().

Addition of New RFI Approval Window

To approve the RFI entries, the Supervisor will click on the **Approval Status** menu option. The **New Supervisory Approval window** will appear.

The following instruction will be displayed on the **New Supervisory RFI Approval Window**:

“Please review all RFI resolution codes prior to approving a case. If message “Supervisory override necessary before case can be accepted” appears, than you have to enter resolution code P90 before case is to be accepted. Do not approve any cases that still have unresolved RFI data.”

FS POS Release Notes Appendix A

Review and updated Processing of RFI via Open TI

Version 5.1.1 May 2, 2011

New Supervisory RFI Approval Window

Once the window is reviewed and approved/disapproved, the Supervisor must click on the **Next** menu option to continue the approval activity.

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
			10/18/10	U
<input type="radio"/> Override RFI Information. (Select to override RFI information to accept cases in emergency situation)				
<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.