



# CA POS Release Notes

Version 20.1.1 April 25, 2016

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 20.1.1 scheduled for April 25, 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. Client Services Screen Phase 2

Applicant/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

In compliance with the Lovely H litigation, reasonable accommodations are now listed in a new window named the **Client Services Screen**. At the beginning of intake, interview, change action and approval activities, POS (Paperless Office System) connects to new web services that retrieve accommodations from the Central Database (CDB) for reasonable accommodations and other required sources. The window is also available under the **Client Services** option in the **Tools** menu in POS.

The web service for the retrieval of applicant/participant service data was updated to improve performance, capture additional data and the window was updated to add the following data elements:

- Language Spoken
- Language Read
- Notice Language
- Employability Status
- SSI Status
- WeCARE Track
- RA Source

### Updated *Client Services Screen*

The screenshot displays the 'Client Service Screen' interface. At the top, there are input fields for Case Number, Case Name, Case Status, Language, Language Read, and Notice Language. Below this is a section titled 'Individuals currently in the Household' with a table containing columns for First Name, Last Name, Mid Name, and Dob. Further down are input fields for Employability Status, SSI Status, and WeCARE Track. The bottom section is titled 'Reasonable Accommodations' and contains a table with columns for RA Name, RA Source, RA Effective Date, and RA Message. A note at the bottom of the table asks users to contact their supervisor for questions about accommodation implementation. An 'Ok' button is located at the bottom center of the screen.

RA Name	RA Source	RA Effective Date	RA Message
Priority Queuing	HRA	10/23/2015	The client has a reasonable accommodation for priority queuing. Client's wait time must be minimized.
Paratransit In Place	WeCARE	01/19/2016	Priority queuing to minimize wait time Shorter Wait Times When Using Paratransit(Access-A-Ride)
Temp Call-in Exemption	WeCARE	01/19/2016	Shorter Wait Times When Using Paratransit(Access-A-Ride) No Appointments While You Recuperate
Non-Rush Hour Travel	HRA	10/23/2015	No Appointments While You Recuperate The client has a reasonable accommodation of Non-Rush Hour Travel. Please schedule all appointments weekdays between the hours of 11:00am until 2:00pm. Mon 9:30 am - 10:59 am

Note: Please contact your supervisor in regards to any questions about Reasonable Accommodation implementation.

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The window includes the following sections:

- **Case Number** – This field displays the current case number.
- **Case Name** – This field displays the current case name.
- **Case Status** – This field displays the current case status CA (Cash Assistance) for CA cases, SNAP (Supplemental Nutrition Assistance Program) for SNAP cases.
- **Language** – Spoken language for the case.
  - If the language was updated in POS, the latest value is retrieved.
- **Language Read** – Preferred language for written notices.
  - If the language was updated in POS, the latest value is retrieved.
- **Notice Language** – Client Notice System language for the case.
  - If the language was updated in POS, the latest value is retrieved.
- **Individuals currently in the Household** – This list displays the current household members. If the web services return any match that does not match the name of a current household member, the name of the match appears in this list. The first individual with a reasonable accommodation is automatically selected. If a household member does not have any active or pending reasonable accommodation, then the list indicates: “The selected household member of the case does not have any pending or active reasonable accommodation.”
  - **RA (Reasonable Accommodation) Checkbox** – This checkbox indicates whether any reasonable accommodations were found for the household member.
- **Employability Status** – This field displays the current CA employment code from NYCWAY (New York City Work Accountability and You) for CA cases and the SNAP employment code for SNAP cases.
- **SSI Status** – This field displays the Supplemental Security Income status code from WMS (Welfare Management System).
- **WeCARE Track** – This field displays the WeCARE (Wellness, Comprehensive Assessment, Rehabilitation, and Employment) track for the individual from NYCWAY.
- **Reasonable Accommodations** – This list includes
  - **RA Name** – This column lists the name of the reasonable accommodation.
  - **RA Source (new)** – This column lists the source of the reasonable accommodation
  - **RA Effective Date** – This column lists the effective date of the reasonable accommodation.
  - **RA Message** – This column lists the detailed message for the reasonable accommodation. If the message is too large for the box, the Worker must click on the message to view the full text.
- **OK button** – This button closes the **Client Services** Screen.

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## RA Types and Messages

RA Type	RA Message
Blind/Visually Impaired	Please examine the information below and give the applicant/participant assistance or service as needed. {Show IQ Text}
Case Transfer	All in center appointments must occur at the center that applicant/participant requested.
Completing forms	Please be prepared to assist the applicant/participant to complete the forms, if the applicant/participant is on phone please encourage the applicant/participant to come into the HRA center if possible.
Flexible Scheduling	Please schedule all appointments based on the applicant/participant's available dates and times. {Show CDB Text indicating dates and times}
Hearing Impaired	If you are seeing this applicant/participant in person, you may need to use written communication modes, such as writing notes. If the applicant/participant is on the phone, you may need to use relay service technology.
*HVN / HB Requested	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192F	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192L	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192U	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Non-Rush Hour Travel	Please schedule all appointments weekdays between the hours of 11:00am until 2:00pm.
Prevent Transfer	You cannot transfer this case to another site.
Reading forms	Please be prepared to read the application/forms for this applicant/participant.
Shorter Wait Times	The applicant/participant's wait time must be minimized.
Shorter Wait Times When Using Paratransit (Access-A-Ride)	The applicant/participant's wait time must be minimized.
Sign Language	Please arrange for sign language interpretation for this applicant/participant.
Temp Call-in Exemption	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Temp Travel Exemption	Please arrange for a home visit for this appointment and any other scheduled appointment.
Travel Companion	Please schedule the applicant/participant's appointment when their travel companion is also available.
Other	Please examine the information below and give the applicant/participant assistance or service as needed. {Show IQ Text}

\*HVN/HB – Home Visit Needed/Homebound

### Search criteria

The search for reasonable accommodations is based on the case number and the Social Security Number (SSN), Client Identification Number (CIN) and alien number (if applicable) for each household member. All possible results are returned and displayed in the window.

### Messages

If the web service calls fail, the following message appears: "The system or the network is down and RA information couldn't be retrieved at this time. Please try again later or contact the POS Helpdesk."

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## 2. ABAWD Question in Education and Training Window

The ABAWD (Able Bodied Adult Without Dependents) question was added to the **Education and Training** window.



When the Worker clicks on the **Show** button for this question, the **ABAWD Compliance Calendar** will open if at least one ABAWD individual in the households fits the following criteria:

- The individual is between 18 and 49 years of age;
- The individual is work-required, SNAP employment codes **16** (Work-limited/Non-exempt), **20** (Non Exempt), **27** (Work-limited/Non-exempt) or 40 (Responsible for the care of an incapacitated person part-time) and
- The individual has at least three months of non-compliance since 1/1/2016.

If no individual in the household fits the criteria above, the **ABAWD Compliance Calendar** will not open.

To determine if the criteria exist on the case, POS will connect to the Web service to establish the criteria. If the individual meets the criteria the **ABAWD Compliance Calendar** will open for review.

If the ABAWD criterion is not found, a red-hand will be displayed. Once the red hand is displayed, the WORKER can continue the POS SNAP activity.





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- **Eligibility Re-established** - For those ABAWD individuals who have three months (or more) of non-compliance and must re-establish eligibility, the Worker will click on the **Close** button at the bottom of the calendar to retrieve the **ABAWD Response** window.
  - The **ABAWD Response** window will open to allow the ABAWD non-compliant individual to re-establish eligibility or agree to the Attestation process.

## 4. ABAWD Response Window

The **ABAWD Eligibility Re-Establishment Response** window opens when the Worker clicks on the **Close** button of the **ABAWD Compliance Calendar**. The **Response** window will communicate with a web service to retrieve ABAWD data if there are at least one work-required individual on the case has at least three non-compliance months.

### ABAWD Response window:

#### Instructions:

The Individual below has been disqualified for failing to meet ABAWD requirements. The Individual may re-establish eligibility for SNAP benefits if he/she agrees to provide documentation of future employment or documentation of past employment since disqualification. Applicants may also re-establish eligibility by agreeing to do independent job search for the 30 days. If proof of employment is not submitted then job search should be assigned for applicants. Active individuals who cannot document employment will be closed and must re-apply for SNAP.

- The Worker should choose the ABAWD individual from the **Who** drop-down list. If the Worker does not select the individual POS will display the following:

“You must select the name of a person from the WHO dropdown list box “.

- Answer **Yes** or **No** to the following questions:
  - Have you worked at least 80 hours in a consecutive 30 day period since disqualification?  
If the Worker does not answer the question POS will display “You must answer Yes or No to the question.”
  - Will you be working 80 hours or more in the next 30 days?  
If the Worker does not answer the question POS will display “You must answer Yes or No to the question.”

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- Will you perform a Job search for the next 30 days (while application is pending)?  
If the Worker does not answer the question POS will display “You must answer Yes or No to the question.”
- The Worker must select the document(s) that will be submitted based on the answers provided from the questions.

If the worker answers **Yes** to the questions “Have you worked at least 80 hours in a consecutive 30 day period since disqualification?” or “Will you be working 80 hours or more in the next 30 days?” and the Documentation to Re-Establish Able-Bodied Adult without Dependents (ABAWD) Eligibility is not selected in the Document box, POS will display the following error message:

“You must select the Documentation to re-establish ABAWD eligibility in the Document box.”

If the worker answers **Yes** to the question “Will you perform a Job search for the next 30 days (while application is pending)?” and the Declaration of Job Search Activities (**FIA 1021b**) form is not selected in the Document box, POS will display the following error message:

“You must select the **FIA 1021b**- Declaration of Job Search Activities in the Document box.”

- If the Worker needs to return to the **ABAWD Compliance Calendar**, they can click on the **ABAWD Compliance Calendar** button in the response window.

## 5. TAD Business Rules for SNAP Employment and ABAWD Codes

POS was updated to add new TAD (Turn Around Document) business rules for the SNAP employment code and ABAWD fields.

For individuals for whom the SNAP employment and ABAWD codes are required, the following messages appear if the fields are blank:

- SNAP employment code is required.
- ABAWD code is required.

For unborn lines, the following message appears if a value is entered in the SNAP employment code field and/or the ABAWD code field:

- Unborn Individual should not have SNAP employment code.
- Unborn Individual should not have ABAWD code.

## 6. Update to Individual Detail Validation

The **Individual Detail** window includes a validation for the parents of a child. If the parent’s name begins with the letters “UNK” and the parent is marked as residing in the household, the following message appears:

- The mother’s/father’s name cannot be unknown if they are residing in the household. You must enter the correct name or change the answer in the **Residing in the Household** question to No.

This validation was updated to suppress it when the parent’s name was selected from the drop down menu and begins with the letters “UNK.”

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### 7. SNAP Intentional Program Violation (IPV) Completion Edit for Code IP1 (Out-of-State IPV)

The Electronic Disqualified Recipient System (**EDRS**) is a Federal Database of individuals with nationwide IPV's. The EDRS database is available for NYS to retrieve the SNAP IPV disqualification records for each individual via web service. Designated IREA (Investigation, Revenue and Enforcement Administration) staff investigates each IPV and obtains supportive documents in order to disqualify SNAP benefits due to IPV violation. When the investigation is completed and the IPV is verified and found unexpired, the Worker must **CL** (Close)/**RJ** (Reject)/**SN** (Sanction) the case/individual and/or a claim must be processed for undue SNAP benefits dispersed.

POS was updated to add new completion edits to prevent usage of the **CL**, **RJ** and **SN** codes **IP1** for cases where IREA has not completed its investigation and verified the IPV.

### 8. Update to Alien Disability Details Window Update

The **Alien Disability Details** window was updated:

- The field **Receives enhanced rent on Public Assistance case due to medical disability** was updated to **Receives enhanced shelter allowance on Cash Assistance case due to AIDs or HIV- related illness and has SSI decision pending**
- The field **Has a Disability determination and be SSI pending (decision or appeal)** was removed.

### 9. Alien Documentation Update for Legal Permanent Resident

The following documents were added to the **Legal Permanent Resident** window in the **Alien Checklist**:

- **I-766** (Employment Authorization Document) with the category notation A1
- **I-797** (Notice of Action) **I-485** (Application to Register Permanent Residence or Adjust Status)
- **Immigrant Visa Serves as Temporary 1-551** (Alien Registration Card) Permanent Resident for 1 year

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## 10. New Basic Health Plan (BHP) Response Summary (Form FIA-1164) for Medicaid Separate Determination (MSD) Referrals

The BHP Response Summary (FIA-1164) form was added in POS. This new form contains the additional tax questions that are utilized to determine an applicant's tax status. This is needed to create a New York State of Health (NYSOH) () account and perform a Modified Adjusted Gross Income (MAGI) determination.

FIA-1164 (E) 03/10/2016  
LLF



**Basic Health Plan (BHP) Response Summary**

This form is a summary of some of the answers that you gave to us during your interview. This form cannot be updated and has no impact on your Medicaid benefits. You should keep this form for future reference. Thank you.

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_ File Date: \_\_\_\_\_

Questions	YES	NO	Who	Relation to Tax Filer
<b>Do you plan to file a federal income tax return NEXT YEAR?</b> You can apply for coverage even if you don't file for a federal income tax return.	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Spouse
a. Will you file jointly with _____ ?	<input type="checkbox"/>	<input type="checkbox"/>		
b. Will you claim any dependents on your tax return?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
c. Will you be claimed as a dependent on someone's tax return?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
<b>Do you plan to file a federal income tax return NEXT YEAR?</b> You can apply for coverage even if you don't file for a federal income tax return.	<input type="checkbox"/>	<input type="checkbox"/>		
a. Will you file jointly with _____ ?	<input type="checkbox"/>	<input type="checkbox"/>		
b. Will you claim any dependents on your tax return?	<input type="checkbox"/>	<input type="checkbox"/>		
c. Will you be claimed as a dependent on someone's tax return?	<input type="checkbox"/>	<input type="checkbox"/>		

Comments: \_\_\_\_\_

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## 11. Reminder: MSD Referrals for BHP

Applicants who apply for CA and are rejected for reason codes that do not reject the applicant for Medicaid are referred to the MSD unit to be evaluated for Medicaid eligibility.

Due to the immigration status of some individuals on the CA application, the MSD must be completed by the NYSOH.

If the case is rejected for CA and the applicant meets the BHP criteria, the application and supporting documents are transferred from POS/EDITS to NYSOH via the Maximus Move It system, where they are evaluated for MA (Medical Assistance) eligibility.

A new system-generated MA rejection code **BH1** was added in WMS for individuals/lines rejected with a CA reason code that entitles them to be evaluated separately for Medicaid and meet all of the following criteria:

- Individuals who have a state/federal charge code of **60** (Maintenance of Effort [MOE] Qualified Alien with less than 5 years in status [Can only be used if ACI Ind is **B, K, S, or G**]), **67** (State Charge/PRUCOL [Can only be used if ACI Ind is **O or T**]), or **68** (Qualified Alien [No children under 18 or pregnant women]. Can only be used if ACI Ind is **B, F, K, S, or G**). and not within 90 days of the end of the five year ban.
- Individuals/lines that have state/federal charge code **60, 67, or 68** and are between the ages of 21 and 64 years and nine months.
- Individuals/lines whose R/E (Restriction/Exception) code is not **B7** (Not Qualified to Enroll in BHP).
- Individuals/lines whose SSI Indicator is not **1** (Active).
- Individuals/lines with SSN validation code, **1** (SSN Present but Not Yet Validated), **2** (SSN Applied For but Not Yet Available), **7** (SSN Assigned by SSA), **8** (SSA Validated SSN), **N** (State benefit eligible alien) or space.
- Category code **09** (Children in Intact Household, No FA/SNFP Deprivation; or Single Person Safety-Net/Adult-Only Households), **14** (Essential Person) or **26** (Parent in an Intact Household).
- If a case has an individual belonging to this group with ACI code **O** (PRUCOL individual who may be eligible through TANF/Safety Net) or **T** (Persons paroled into the US for less than one year) (State/Federal Charge Code **67**) the entire case will be transferred to **HX** (Basic Health Plan [NYSOH]), unless they are aged or have a category code that excludes them. There is no date of entry requirement for this code. The singular exception is if a case member is receiving SSI or has an R/E code of **7**.

Applicants rejected for CA that do not meet the BHP criteria will follow the existing MSD case processing rules.

## 12. Reminder: POS Questions for BHP Referrals

POS has created two windows named **Income Tax Questions for BHP**. The first window appears after the TAD window in the **CA Application Interview** when at least one individual on the CA case meets the criteria for a MSD referral to the BHP/NYSOH.

For each individual meeting the BHP criteria, the following questions appear:

- Do you plan to file a federal income tax return NEXT YEAR (2017)? You can apply for coverage even if you don't file for a file a federal income tax return.
- Will you file jointly with (head of household or spouse of head of household)?
- Will you claim any dependents on your tax return?
  - Household member / Relation to the tax filer
  - Non-household member / Relation to the tax filer
- Will you be claimed as a dependent on someone's tax return?

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- Household member / Relation to the tax filer
- Non-household member / Relation to the tax filer
  
- Comment
  
- Do you plan to file a federal income tax return NEXT YEAR (2016)? You can apply for coverage even if you don't file for a file a federal income tax return.
- Will you file jointly with (head of household or spouse of head of household)?
- Will you claim any dependents on your tax return?
  - Household member / Relation to the tax filer.
  - Non-household member / Relation to the tax filer.
- Will you be claimed as a dependent on someone's tax return?
  - Household member / Relation to the tax filer.
  - Non-household member / Relation to the tax filer.
- Comment

If the Worker indicates that they will claim dependents, the **Select BHP Member's Dependents** window appears to allow selection of the dependents and their relationship to the tax filer.

In order to capture this information for submission to the NYSOH as supporting documentation, POS populates the **FIA-1164** with the responses to these questions.

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## 13. CIN (Client Identification Number) Re-Use Window Update for BHP Cases

POS was updated to add the CIN from BHP cases to the Health Exchange section of the CIN selection logic in the **CIN Re-Use** window. BHP cases were added in the **CIN Re-Use** window under case type **BHP** in February 2016. The new case type in WMS is **26** (BHP).

## 14. Removal of MCODE Cases for HASA (HIV/AIDS Service Administration)

POS was updated to automatically remove HASA cases loaded in the MCODE queue.

## 15. Update to Bureau of Fraud Investigation (BFI) Link

The label for the BFI link that is available from the Help Menu was updated to **Bureau of Fraud Investigation (BFI)** and the link was updated to the current BFI referral page: <http://webnetmce/BFIForm/StartPage.aspx>

This link is disabled in the **Review Case** activity.

## 16. Update for Federal Poverty Guidelines

POS was updated to reflect the 2016 Federal Poverty Guidelines. The 200% Federal Poverty Guidelines and the 125% Federal Poverty Guidelines are applied when a request for EAF (Emergency Assistance to Families) or ESNA (Emergency Safety Net Assistance) is made.

For additional details, please see **Policy Bulletin (PB) #16-30-ELI** 2016 Federal Poverty Level Guidelines for EAF and ESNA Categories of Assistance (EXP-76D).

## 17. Legal Services Initiative Access to CA Application Intake at Housing Courts

The Legal Services Initiatives (LSI) Unit is a HRA (Human Resources Administration) program, following the consolidation of a number of City legal services contracts under the HRA umbrella. Referrals to legal services organizations under this program serve a critical homelessness prevention need for families and individuals at risk of eviction who require legal assistance in dealing with their housing crisis.

Staff in this unit was provided access to the eviction prevention initiative in POS designed to make the CA application process more accessible to families and individuals in danger of eviction.

LSI staff completes the **CA Application Intake** in POS and provide applicants with a referral to the assigned Job Center in order to finish the application interview. In addition, LSI staff scans and indexes the Statewide Common Application (**LDSS-2921**) and other required documentation submitted by applicants. Applicants are required to report to the assigned Job Center within seven business days of the **CA Application Intake** but are given an additional five business day grace period within which they can report to the Job Center or reschedule the application interview.

For additional details on this eviction prevention initiative, please refer to **PB #15-27-OPE** Cash Assistance (CA) Application Intake at the Housing Courts and Homebase Programs.

## 18. Update to Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled? Response Window

The **Response** window for the question **Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled?** was updated in order to track disability and limitations related to the SNAP employment and ABAWD codes:

- The field **Blind, Sick or Disabled** was changed from three radio buttons to a drop-down menu.

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- A new **Incapacitated Period/Employability** drop-down menu was added, with the following options:
  - Person is incapacitated/disabled for more than 6 months.
  - Person is temporarily sick or incapacitated (1-3 months).
  - Person is temporarily sick or incapacitated (4-6 months).
  - Person is employable with limitations.
- The field **SSI Status** was changed from three radio buttons to a drop-down menu.
- A new **Medical Document** drop-down menu was added, with the following options:
  - Received
  - Pending
  - Not Applicable

The screenshot shows a dialog box titled "Response to Question". It contains the following elements:

- Three dropdown menus at the top: "Who", "Blind, Sick or Disabled", and "Incapacitated Period/Employability".
- Two more dropdown menus: "SSI Status" and "Medical Documentation".
- Four sets of radio buttons for the following questions:
  - Has a Health Attendant (Yes/No)
  - Is a Handicapped Child (Yes/No)
  - Needs Home Care (Yes/No)
  - Has Not Been Able to Work For At Least 12 Months Because Of A Disability or Illness (Yes/No)
  - Has Daily Activity Limited Because Of A Disability or Illness That Has Lasted or Will Last At Least 12 Months (Yes/No)
- Two text input fields: "Document" and "Comment".
- "OK" and "Cancel" buttons at the bottom.

## 19. HASA Center Number Changes

The following center number changes were implemented for the HASA:

- Richmond Center changed from center number **099** to **093**.
- Coney Island Center changed from center number **063** to **049**.
- Waverly Center changed from center number **013** to **014**.

## 20. Notice Selection Window Update

The Notice Selection **Window** was updated to prevent the Worker from selecting the following forms when they are not required:

- **EBT-23**, Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) Benefit
- **LDSS-4753**, Supplemental Nutrition Assistance Program (SNAP) Request For Contact/Missed Interview
- **M-3mm**, Notification of Application Withdrawal (Cash Assistance, Supplemental Nutrition Assistance Program [SNAP] and Medical Assistance)

## 21. Form Updates

The following forms were updated:

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- **HRA-102c**, Help for People with Disabilities (Insert for **W-908T** [Notice of Recertification Appointment] and **FIA-1124** [Important Information About Your Case Notice of Missed Cash Assistance Appointment])
- **LDSS-3938 NYC**, Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet