



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #17-90-SYS

CA POS RELEASE NOTES VERSION 21.3

Date: October 24, 2017	Subtopic(s): POS
	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) has migrated into production on October 23, 2017. Descriptions of the changes can be found in CA POS Release Notes Version 21.3 (Attachment A), Utility Guarantee Tracking (Attachment B) and Centralized Web UIT (Attachment C).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>Attachment A CA POS Release Notes Version 21.3 Attachment B Utility Guarantee Tracking Attachment C Centralized Web UIT</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

CA POS Release Notes

Version 21.3 October 23, 2017

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 21.3 scheduled for Monday, October 23, 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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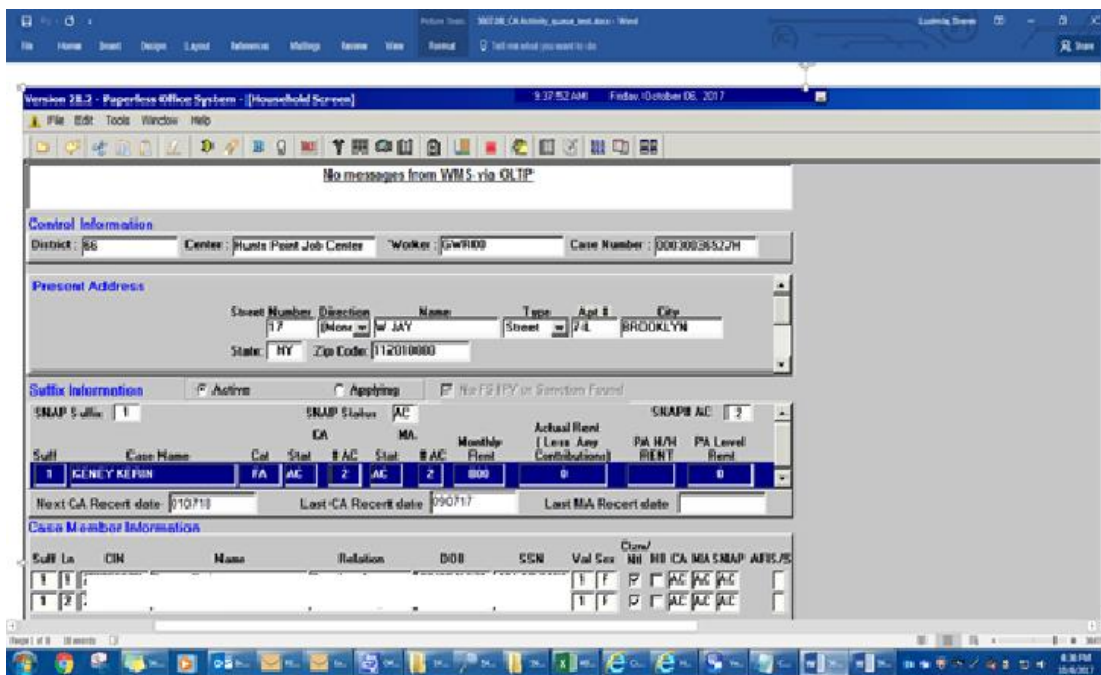
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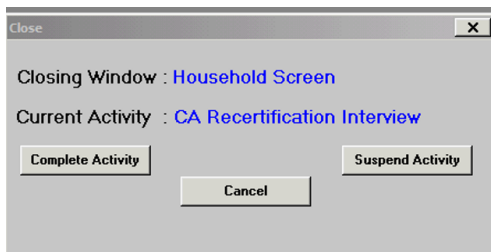
1. New HRA Express Center 050

To improve customer service and to decrease the amount of time that a participant has to stay in a location, the FIA (Family Independence Administration) has created an Express Center. The new center is HRA (Human Resources Administration) Express East New York (Center **050**) located at 404 Pine Street. Center **050** will open October 30th, 2017. The center will offer all applicants and participants quick Self-Service access and assistance. The applicants/participants will be allowed access to services and benefits in multiple settings. Technology will be maximized for greater access within centers and partner locations. There will be online and phone virtual services. The services will be aligned for applicants/participant interactions across all programs.

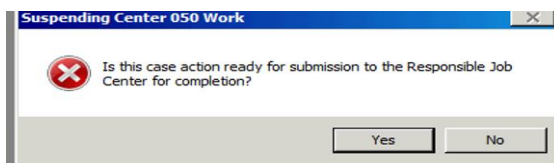


After the initial intake at the Express Center a pre determination will be assessed and the case will be sent to their responsible center.

- **The Worker should click on Suspend,**



and a message, “**Is this case action ready for submission to the Responsible Job Center for completion?**” will appear asking the Worker if they are ready to send the case to the responsible Job center.

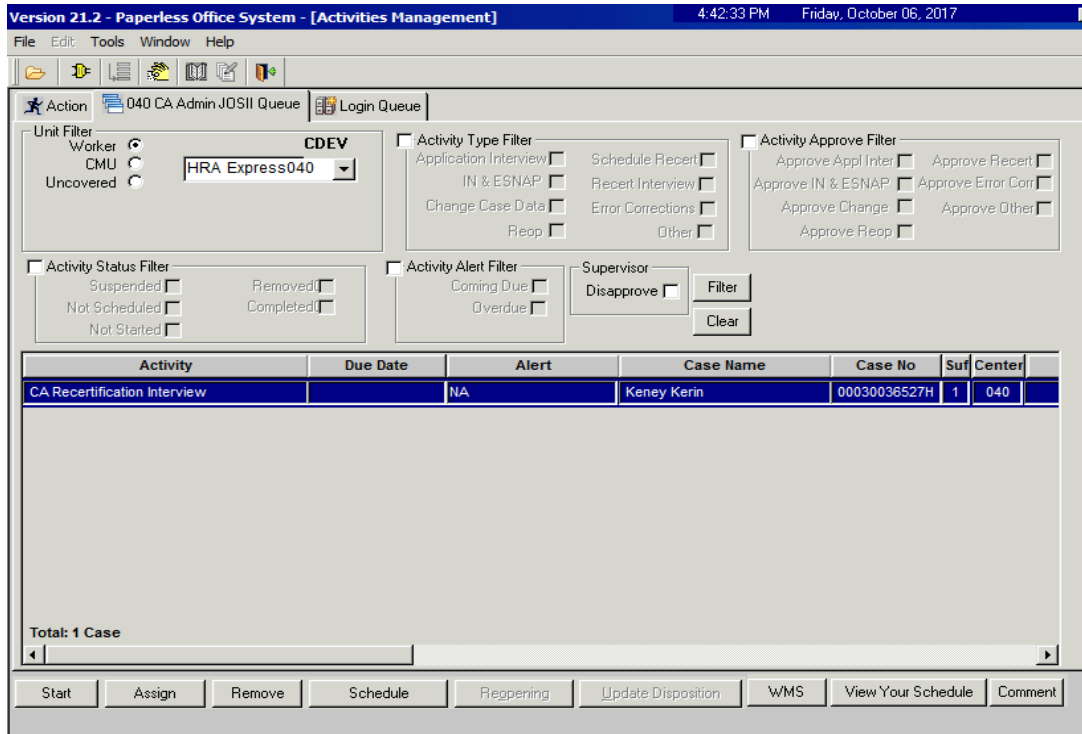


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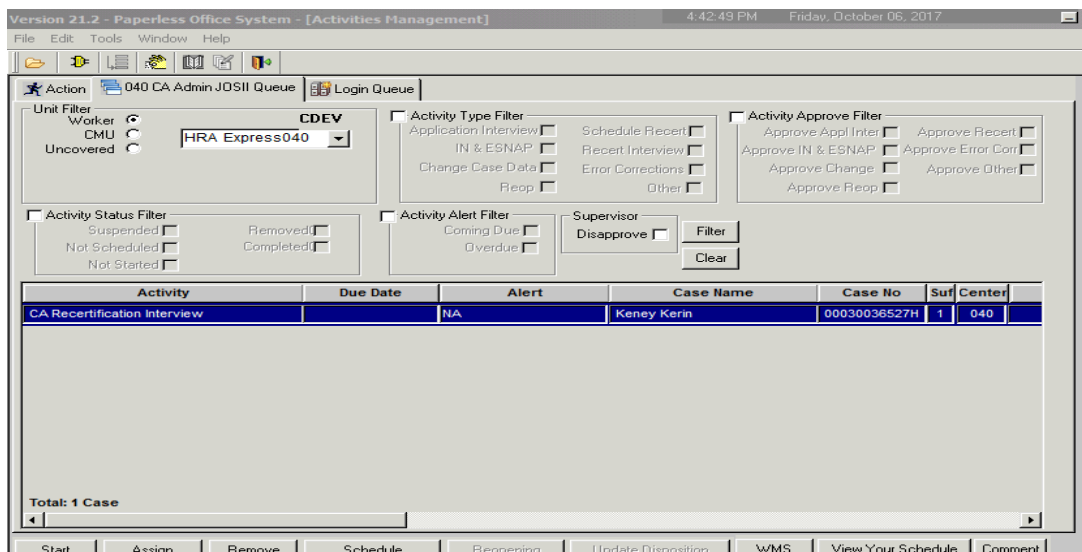
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The Worker will send the case to the responsible center queue. This Express # 50 queue must be monitored throughout the day to ensure expedient processing by a designated supervisor who will assign the cases to the worker.

Responsible Center Queue

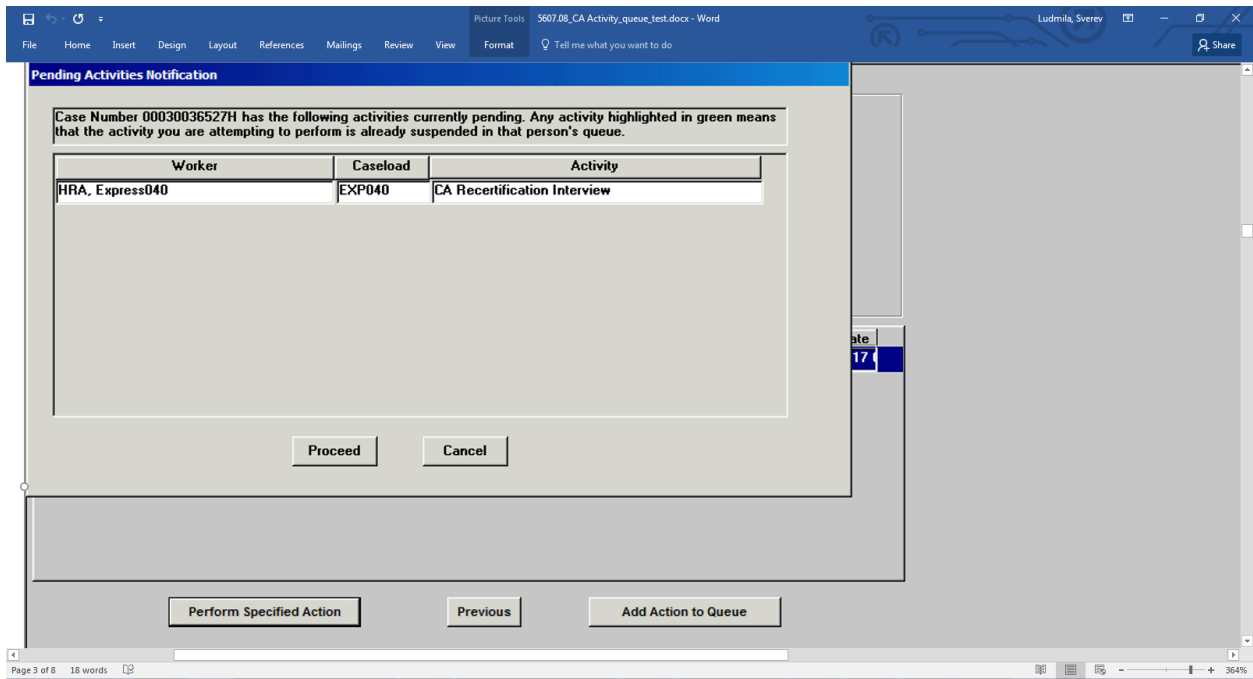


- The Worker will access their queue to start the activity.



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- The Worker will proceed to process the CA recertification activity.

2. UIT Centralized Web Indexing Updates

A new **Universal Indexing tool (UIT)** has been added to enhance the current Centralized Web indexing process (tool) which was created to assist CA (Cash Assistance) and SNAP (Supplemental Nutrition Assistance Program) applicant/participants in processing their program's requested returned documents expediently. FIA has created a Centralized Indexing Unit (CIU), Center **88** that has been responsible for indexing all images scanned at CA and SNAP locations throughout New York City.

The new Universal Indexing tool (UIT) has been updated to now accommodate all CA and Snap Centers starting November 1, 2017 with the exception of Center 88 who will be updated on the release date of October 23, 2017. Please refer to Attachment C UIT Centralized Web Indexing Desk Guide for more in-depth details.

3. POS (Paperless Office System) Utility Guarantee Tracking Process

FIA has submitted a request for ITS (Information Technology Services) to create the formation of the POS Utility Guarantee Tracking process. Qualified CA cases are given a six month Utility Guarantee after their utilities arrears payments are issued. This POS system tickler will track these cases for the six month guarantee period and automatically generate the new notice Your Utility Guarantee Is No Longer In Effect (**FIA-1104C**) () when the guarantee expires, or when the case closes before the guarantee expires for any closing reason other than the receipt of SSI. **Please refer to Attachment B, POS Utility Guarantee Tracking Process for more in-depth details.**

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4. RFI Completion Edits Update

POS was updated to display new Resource File Integration (RFI) completion messages to the Worker for better processing. These RFI messages for CA Cases are as follows:

- **“Case has unresolved RFI data on the CA application case. Please check the RFI window from POS and then try again”**
- **“Case has unresolved RFI data on the CA recertification case. Please check the RFI window from POS and then try again”**

All Workers will need to go to the RFI window and address any outstanding RFI data to be able to complete their application or recertification activity.

5. Fair Hearing Compliance Update

Based on the Fair Hearing Administration request, POS (Paperless Office System) has been assigned to update the SNAP (Supplemental Nutrition Assistance Program) FH (Fair Hearing) Compliance process to accommodate and track cases when retroactive benefits are issued under a different case number.

In instances when the fair hearing decision is to issue retroactive benefits and the applicant/participant has an active CA (Cash Assistance) or SNAP case under a different case number than the case number under which the FH was requested, FH Compliance Worker must issue retroactive benefits on that active case.

The HRA (Human Resources Administration) Fair Hearing Administration requested ITS (Information Technology Services) to save the Advocate name and the Information to a fair hearing table and send two copies of **FHA-2** ([Fair Hearing Compliance Request – SNAP]/**FHA-2A** [Reminder Notice of Fair Hearing Compliance Request Supplemental Nutrition Assistance Program-SNAP]). One copy will be sent to the applicant/participant and the second copy to the advocate/legal representative, if available.

6. POS Implementation of the FHA-1 (Fair Hearing Resolution Notice)

The Fair Hearing Administration has requested to implement **FHA-1** in POS. The **FHA-1** will now be rolled into the PTM (Print to Mail) process. This new process will reduce the Worker's time and effort in completing, scanning/indexing, and mailing the form. It will also assist in Fair Hearing avoidance and the same day resolution conference initiative, and will ensure that translated versions of the form are provided to applicant/participants and a duplicate copy to advocates.

A new **Data-Entry** window has been added to the **Notice Data Entry Resource** window for CA and SNAP Fair Hearing Compliance. POS will prefill the notice giving the Worker/Supervisor the ability to make necessary changes and transmit to print locally or send to PTM.

The following activities will be affected:

- **CA Change Case Data**
- **SNAP Change Case Data**
- **Re-open CA Case**
- **CA Recertification**
- **SNAP Recertification**
- **Approve CA Recertification**
- **Approve SNAP Recertification**
- **Approve Re-open CA Case**

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- Approve CA Case Action
- Approve SNAP Change
- Review Activity

FHA-1 Data Entry Window

Response to Question

FHA-1 FAIR HEARING RESOLUTION NOTICE

SECTION I: FAIR HEARING ISSUE

Your Fair Hearing Number

You requested a Fair Hearing because we sent you a notice. Notice Number Date of Notice

Telling you: Because:

Your Fair Hearing request was not related to a notice.

The actions explained in this resolution notice are not related to a Fair Hearing. Advocate Information

SECTION II: ACTION(S) TAKEN

Deleted/Removed

We withdrew the notice CNS or RTI #: dated

Benefits taken to recover RTI #: were credited to RTI #: or another active recoupment.

We deleted from your case record the:

Employment sanction for: dated

Overpayment/recoupment RTI # in the amount of: \$

Child Support (OCSE) sanction

We removed from your Cash Assistance household budget. Supplemental Nutrition Assistance Program household budget.

Re-instated/Added

We reopened your case.

We have recertified your: Cash Assistance case SNAP case Your new CED date is:

We reinstated your: Medicaid eligibility retroactively to: Child Care for the period of to

We added from your Cash Assistance household budget. Supplemental Nutrition Assistance Program household budget.

Issued

the cash benefits you lost because of our case action. Specifically we issued cash benefits on your EBT card in the amount(s) of:

rent directly to your landlord in the amount(s) of:

We is sued: a shelter supplement (e.g. FEPS) directly to your landlord in the amount(s) of:

the SNAP benefits you lost because of our case action. Specifically we issued SNAP benefits on your EBT card in the amount(s) of:

carfare to you in the amount(s) of:

Budget

Since you were granted "aid to continue," you did not lose any benefits as a result of the notice we sent you. However:

Your case/line is now active for recurring benefits. Your case/line remains closed or sanctioned because of an unrelated closing or sanction.

We are not issuing any Cash Assistance benefits at this time because your case/line is closed due to an unrelated issue.

We are not issuing any SNAP benefits at this time because your certification period has expired.

Your budget change will NOT go into effect and your benefits remain unchanged.

Your budget is being changed. Effective , your new grant will be \$ semi-monthly.

Miscellaneous

We will review/re-evaluate your medical claim. You will receive a new appointment to review this claim.

Other

OK Cancel

7. CBO (Community Based Organization) Submission Report

CBOs are now submitting CA E Recertifications and CA EAPPs. A report has been created to track these submissions which will be located on the POS Management Console.

8. POS DFRP (Division of Financial Review) Updates

New titles will be added for the DFRP. Based on their specific user roles Workers and Supervisors will have access to the following POS activities:

- Change Case Data

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- EC-Change Case Data
- Approve Change Case Data
- EC-Approve Change Case Data

See the level of approval chart below:

User Role	Description	Staff Access Admission to Activity
901	DFRP ESIII	Change Case Data, In Center Referral and Review Case
902	DFRP PAAI	Change Case Data ,In Center Referral and Review Case and Approve CA Case Action
903	DFRP PAAII	Change Case Data ,In Center Referral and Review Case and Approve CA Case Action
904	DFRP PAAIII	Change Case Data, In Center Referral and Review Case and Approve CA Case Action
905	CA Center Staff	Review Case Only

9. New POS Data Entry Window for DFRP

The (DFRP) Unit handles and investigates financial changes due to changes to a case because of case closings, sanctioning, and budgetary changes to CA Cases. These workers now have access to the **Change Case Data Activity** in POS to access the POS window called **DFRP Match Type Selection** to complete their case actions. The DFRP unit worker is able to process actions based on the Match type.

The following forms will be added to the new DFRP window for processing:

Form Number	Form Name
DFRP-100	OCSE Greater than PA Grant Case Closing Notice
DFRP-104	Court Settlement Letter to Client
IREA-131d	IREA Conference Resolution Notice
W-140KK	DFRP Notification to Job Centers
W-588H	Report of Bureau of Fraud Investigation Case Action
W-593T	ARU Notification to Job Center

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The following data entry window will be required by the DRFP worker to process the specific form based on the selected criteria:

When the DRFP worker selects the form from the list of forms they will fill in the required information to set up the processing of the form. These forms cannot be printed unless there is a supervisory approval (change case data activity) in order to print the form. If the Worker attempts to print the form without supervisory approval the following error message will be displayed:

- **“The selected forms can only be printed after a supervisory approval. DRFP forms only available for Preview.”**

10. POS Client Service Window Update

POS has removed the CNS (Client Notices System) language field from the **Client Service** window since it is not needed and can be reviewed on other POS windows. Preferred Title, Preferred Name and Preferred Pronoun has been added to the **Client Services** window. This is part of the LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex) requirements

11. Family Homeless and Eviction Prevention Supplement (FHEPS)

New York City launches a new program which will provide a rent supplement for eligible families for five years, with the possibility of an extension for good cause, as long as the household maintains eligibility. The program will have two parts:

FHEPS A - Program for Family Facing Eviction. The program will have two components:

- FHEPS A to Stay, for families to remain in their apartments; and
- FHEPS A to Move, for families who have already lost their apartments, or are otherwise unable to remain in their current apartments.

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FHEPS B - Program for Survivors of Domestic Violence. The program will have two components:

- FHEPS B to Stay, for survivors to remain in their apartments;
- FHEPS B to Move, for survivors who have already lost their apartments, or are otherwise unable to remain in their current apartments.

The RAU (Rental Assistance Unit) will issue manual decision notices for FHEPS to Move cases. FIA CRPU (Centralized Rental Processing Unit) for approvals for FHEPS A, FHEPS B for applicants or FHEPS B for active cases from non-HRA shelters), FIA Job Centers (for denials for FHEPS A, FHEPS B for applicants or FHEPS B for active cases from non-HRA Shelters) and the Special Assessment Group (for all FHEPS B for active cases from HRA shelters) will continue to issue existing Action Taken on Your Request for Emergency Assistance, Additional Allowances, or Adding a Person to the Case (For Participants Only) (**W137B**) grant request notices once the full decision is processed for on-going cases. Application cases will receive the existing Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) (**W 145HH**) notice from CRPU for approvals and from the Job Centers for denials when the full decision is processed.

The following six (6) new single issuance codes have been created to comply with the new FHEPS A and FHEPS B programs, which will replace the existing FHEPS program:

Code and Description

- **QC** - Supplement FHEPS A City
- **QD** - Supplement FHEPS A State
- **QE** - Supplement FHEPS B City
- **QF** - Supplement FHEPS B State
- **QA** – Supplement FHEPS Rent Arrears (Recoupable)
- **QB** – Supplement FHEPS Rent Arrears (Non-Recoupable)

Code and Description

- **QG** – Supplement FHEPS A Landlord Bonus
- **QH** – Supplement FHEPS B Landlord Bonus
- **QI** - Supplement FHEPS A City Multi-Suffix

New FHEPS Additional Need Codes

- **66**(FHEPS A): Program for Family Facing Eviction
- **67**(FHEPS B): Program for Survivors of Domestic Violence (city funded)
- **68** FHEPS A FHEPS Program for Family Facing Eviction-Multi Suffix which is not supported In POS

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Version 21.2 - Paperless Office System - [OTHER EXPENSES] 4:58:22 PM Friday, September 29, 2017

File Edit Tools Window Help

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:

Are You Able to Prepare Meals At Home? Yes No

Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify

Pays Tuition and/or Fees?

Pay Court Ordered or Voluntary Child Support?

Pays Alimony/Spousal Support?

Owes At Least Four Months' Court-Ordered Support For A Child Under 21?

Response to Question

Who	Specify Additional Expense	Amount	Frequency	Verified
	FHEPS A (Code 66)	\$0		Yes No

Housing Program Indicator: L-FHEPS A To Stay

FHEPS City	FHEPS State	FHEPS Total
244.00	757.00	1001.00

Document: Scan Comment...

OK Cancel

As a result of the new FHEPS initiative a mass re- budgeting will take place on the weekend of Nov 25-26,2017 to convert existing FEPS cases from Additional Needs Type Code 47 (Family Eviction Prevention Supplement) or 65 (Shelter Allowance Supplement) to the new budgeting Additional Needs Type Code 66 (FHEPS A: FHEPS Program for Family Facing Eviction) or 67 (FHEPS B: FHEPS Program for Survivors of Domestic Violence [city funded]).

12. New ABAWD (Able Bodied Adults Without Dependents) Override Calendar

Currently the ABAWD compliance data is retrieved through a web service call to the ABAWD Calendar web service call. In the new change, the ABAWD compliance data must be retrieved through web service call to WRTS (Work Related Tracking System).

This change is to enable the POS Workers to override (or remove) a previous ABAWD strike for an appropriate reason when needed. When POS Workers find it necessary to remove one or more prior strikes, he/she must select the appropriate override reason code and justification for each override and send to the supervisor for approval.

The Supervisor will send the Override transaction to the WRTS system at the time of clicking the XMIT button on the Supervisory Approval window. The transaction to WRTS will be through a new Web service call.

Below are the only possible Override Reason Codes that are allowed by OTDA (Office of Temporary Disability Assistance):

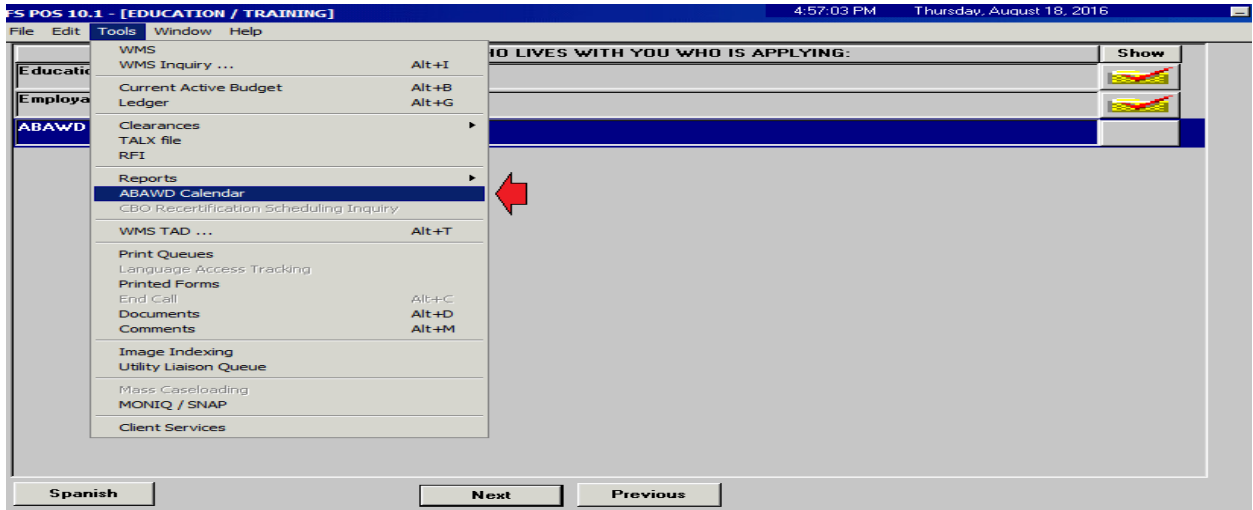
- **F - Fair Hearing Decision**
- **I - Incorrect Coding**
- **J - Client was living in waived area**
- **W - Wrong Individual**

The removal of strikes can be done only within 30 days after the end of the calendar quarter of the original strike month.

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- To access the ABAWD calendar click on the tools Menu



New ABAWD Calendar Window

ABAWD Work Requirement Compliance Tracking Calendar

Instructions
 Each Work Required Individual in the SNAP household is listed below. If an individual has received benefits in any three months during the past thirty-six months without meeting the SNAP ABAWD engagement requirements, the ABAWD Eligibility re-establishment process must be followed.

Case #	Suffix	Case Name
	1	

First, Middle & Last Name	CIN	SSN	DOB	Case Number
			11/04/1985	

Suffix	ABAWD Status	SNAP Emp Code	District	36 Month Start	Grace Period used
1	A	64	66	01/01/2016	

Grace Period Months	Total Month Non-Part Count	Non-Part Months	ABAWD Re-Establishment Date
	2	201703, 201708	

District	Month/Year	Employment Code	Change Date
NYC	08/01/2017	AB	09/21/2017
NYC	07/01/2017	AX	08/16/2017
NYC	06/01/2017	AX	07/18/2017
NYC	05/01/2017	AX	06/16/2017
NYC	04/01/2017	AB	03/05/2017
NYC	03/01/2017	AB	05/02/2017

Buttons: Previous Individual, Close, Next Individual

Supervisor Approval

When the supervisor attempts to transmit or complete the Approval Activity for the ABAWD calendar an edit will run to check if an override reason code was selected by the worker to delete the strike. If the override was not selected by the worker thus the **ABAWD** window is not approved, and an error is displayed informing the supervisor that the worker must select the override reason and submit for supervisory approval.

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13.WMS Release 2017.3

October 2017 SNAP Table Changes and THRIFTY Food Plan MRB

Effective October, 1, 2017, SNAP Standard Deductions, Excess Shelter Maximum, 130%, 150% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP (New York State Nutrition Incentive Program), and Net Income Level will change. The changed amounts will be used for budgets with Effective Dates of 10/A/2017 or later. Budgets with Effective Dates prior to 10/A/2017 will continue to use current amounts.

Monthly amounts for budgets with Effective Dates of 10/A/2017:

Standard Deduction

- Households of 1 through 3 – \$160 (new)
- Households of 4 – \$170 (new)
- Households of 5 – \$199 (new)
- Households of 6 or greater – \$228 (new)

- Excess Shelter Maximum – \$535 (new)

- Minimum SNAP allotment amounts for household size 1-2 – \$15 (new)

130%, 150% 200% Gross Levels, Net Income Levels, Zero Benefit Levels, TFP Levels (new)

HH Size	Gross 130% Income Level	Gross 150% Income Level	Gross 200% Income Level	SNAP Net Income Level	SNAP Excess Income Level	SNAP Max. Allotment
01	\$1,307	\$1,508	\$2,010	\$1,005	NA	\$192
02	1,760	2,031	2,708	1,354	NA	352
03	2,213	2,553	3,404	1,702	1,676.70	504
04	2,665	3,075	4,100	2,050	2,130.04	640
05	3,118	3,599	4,798	2,399	2,530.04	760
06	3,571	3,971	5,294	2,747	3,040.04	913
07	4,024	4,643	6,190	3,095	3,360.04	1,009
08	4,477	5,166	6,888	3,444	3,840.04	1,153
09	4,930	5,690	7,586	3,793	4,320.04	1,297
10	5,383	6,214	8,284	4,142	4,800.04	1,441
11	5,836	6,738	8,982	4,491	5,280.04	1,585
12	6,289	7,262	9,680	4,840	5,760.04	1,729
13	6,742	7,786	10,378	5,189	6,240.04	1,873
14	7,195	8,310	11,076	5,538	6,720.04	2,017
15	7,648	8,834	11,774	5,887	7,200.04	2,161
16	8,101	9,358	12,472	6,236	7,680.04	2,305
17	8,554	9,882	13,170	6,585	8,160.04	2,449
18	9,007	10,406	13,868	6,934	8,640.04	2,593
19	9,460	10,930	14,566	7,283	9,120.04	2,737
20	9,913	11,454	15,264	7,632	9,600.04	2,881

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Standard Utility Allowance (SUA)

The SNAP SUA amounts for New York City will change effective 10/A/2017:

- **Combined Heat/Utility/Phone SUA (Level 1)** **\$791 (new)**
- **Combined Utility/Phone SUA (Level 2)** **\$313 (new)**
- **Telephone SUA (Level 3)** **\$30 (new)**

NYSNIP

- NYSNIP benefit levels will be provided later – TBD.

CNS (Client Notices System)

- CNS paragraphs will be updated separately.

Medicaid

- There are no MA implications with this mass update.

Turning 65 Medicare Requirement

All applicants/participants should apply for Medicare at age 65. POS will transmit the Medicaid Indicator to WMS to identify those 65 year olds that must apply for Medicare benefits.

14. POS TAD Business Rules

A update has been added to the POS TAD for Code **V21** (Failure to Provide Verification). When the Worker answers **Yes** to the "Is employed?" question, but leaves the document box blank without selecting any document.

15. BEV (Bureau of Eligibility Verification) Form Updates

The following Bev Forms have been updated with new edits:

BEV-100, Notice of Real Property,

BEV 201 Notice to Applicant Referral to BEV,

BEV 251, Notice to Applicant Referral to BEV

W 532R, Notice to Applicant Referral to BEV

The BEV forms **W-532R** and **W593Y** (Referral To BEV East River) are obsolete and will be replaced with the new form **BEV-251**.

16. POS E-Forms

The following forms have been revised and updated accordingly:

FIA 1138 Do you have documents to submit to the Human Resources Administration (HRA)?

M3mm Notification of Application Withdrawal Cash Assistance, Food Stamps and Medical Assistance

FIA 1125A Outcome of Review of Undue Hardship Claim

FIA 1125AC Notice of Need to Reestablish ABAWD Eligibility

FIA-1021b Declaration of Job search activities

W137A Request for Emergency Assistance

W137B Add a Person to Cash Assistance Case

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- FIA-1179** Acknowledgment of Agreement to receive Paperless Notice
- FIA-1179a** Notice of Stopped Paperless Notifications
- FHA-1** Fair Hearing Resolution Notice
- BEV-100** Notice of Real Property Ownership Appointment
- BEV-201** Generic BEV Referral
- BEV-251** Notice to Applicant Referral to BEV
- W-523R** Notice to Applicant Referral to BEV

POS Utility Guarantee Tracking Process

October 23, 2017

This document contains the new POS Utility Guarantee Process for CA Application and Recertification Interview cases. This document was distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. This document and prior POS Release Notes may also be found on the HRA Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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POS Utility Guarantee Tracking Process

October 23, 2017

1. Overview of the New POS (Paperless Office System) Utility Guarantee Tracking Process

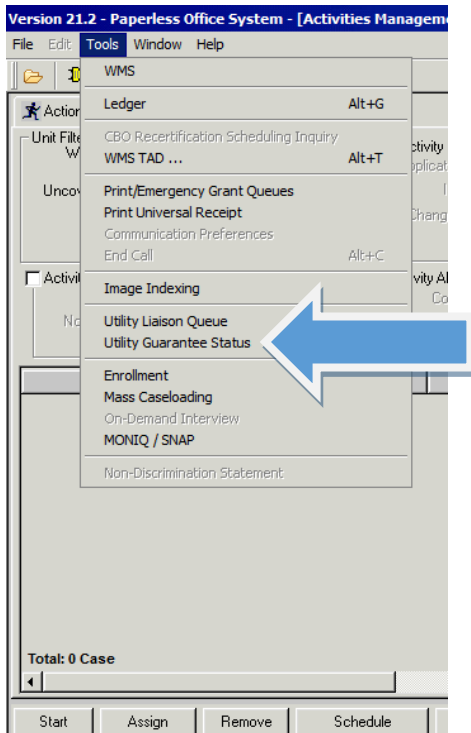
After a FIA (Family Independence Administration) has request ITS has created the formation of the POS Utility Guarantee Tracking process. These qualified CA (Cash Assistance) cases are allotted a six month Utility Guarantee after their utilities arrears payments are issued. This POS system tickler will track these cases for the six month guarantee period and automatically generate the new notice Your Utility Guarantee Is No Longer In Effect (**FIA-1104C**) when the guarantee expires, or when the case closes before the guarantee expires for any closing reason other than the receipt of SSI (Supplemental Social Security Income).

Those CA utility guarantee participant cases closed due to the receipt of SSI before the guarantee expires will have the Utility Guarantee generate the new notice Your Utility Guarantee Is No Longer In Effect for Cash Assistance closed due to Receipt of SSI (**FIA-1104D**). All Utility Guarantee notices that are generated will be mailed Print to Mail (PTM).

When the CA Supervisor approves the new utility arrears grant for a guarantee eligible case, the CA case is automatically recorded in the POS Utility Guarantee Tracking Tickler. After the Utility Guarantee expires on EAA (Emergency Assistance for Adults) cases only, the case will be placed in the **New Utility Guarantee** generic queue to be assigned by a Supervisor to a Worker for the closing action.

These cases will be processed utilizing specific opening and closing codes to ensure the six month guarantee tracking process. In addition, CA centers will be able to close these cases on other relevant codes but must insert a case comment to justify the closing. It is important to note these cases are given special priority because FIA wants the utility guarantee to stay in effect as long as the applicant/participant is eligible.

For POS Activities, the **Tools** menu includes a Utility Guarantee status look up function for CA cases.



The **POS Tools** menu will contain a Utility Guarantee Lookup for CA Cases granted a Utility Guarantee which displays current status, utility company name, start date, and end date. A new report will be generated for Utility Guarantee Tracking Tickler data.

POS Utility Guarantee Tracking Process

October 23, 2017

2. Eligible CA Utility Guarantee Cases with New Opening and Closing Codes

Only the following CA Cases with a supervisor approved utility arrears payment can qualify for the six month Utility Guarantee:

1. Any CA Case with the Case Status of AC (Active), AP (Pending), or SI (Single Issue), where the utility arrears emergency payment is issued under Special Grant Issuance Code **50** (Non Recoupable Utility Grant [no mismanagement] (the arrears is not the result of the applicant/participant's mismanagement)).
2. EAA Category One Shot Deal cases where the utility arrears emergency payment is issued under any issuance code.
3. HASA (HIV/AIDS Services Administration) cases where the utility arrears emergency payment is issued under either Special Grant Issuance Code **41** (Utility Grant to Prevent Turnoff or Restore Utility Services [mismanagement]) or Special Grant Issuance Code **50**.

All EAA cases approved for a Utility Guarantee will use the new WMS Utility Guarantee Opening Code **Y53** (Open for Utility Arrears Payment and Six-Month Utility Guarantee Period).. This code will keep EAA case in SI status for the full six months of a Utility Guarantee. For all EAA and Reapplication cases the Worker must obtain the required breakdown form from the utility liaison and must enter the breakdown in the Utility arrears window.

At the end of the six month Utility Guarantee period, POS will run a nightly process to check the EAA utility guarantee end date. If the EAA case in SI status has an expired Utility Guarantee, the system will insert the case into the new POS generic queue designated for the EAA Utility Guarantee processing.

If the EAA case is now closed prior to the utility guarantee expiration period, the system will generate the Your Utility Guarantee is no longer in effect (**FIA1104C**) and the Monthly Energy Fuel and Shelter allowances (**FIA1104G**) informing the participant and the utility company that the Utility guarantee has ended.

Supervisors will monitor these queues daily and will assign activity from the new queue to a JOS worker to have the EAA case closed under the new closing code **Y54** (Close Case Opened With Y53 - Six-Month Utility Guarantee Ended).

If the case is being closed prior to the six months guarantee period, the JOS worker must enter a comment in the New **EAA Justification** window (this new window is located after the **POS TAD** window). These comments will also require close scrutiny by the Supervisor to ensure the correct processing of these utility guarantee cases.

POS Utility Guarantee Tracking Process

October 23, 2017

EAA Case Closing Justification Comments

Instructions

Active Utility Guarantee is found on this case. You must write comments to explain why you are closing this case prior to the Utility Guarantee expiration date

Comments:

Utility Company: Con Edison Utility Guarantee start date: 09/01/2017 Utility Guarantee end date: 03/01/2018

Comments:

Kim's Test as of 9/5/2017
Olga testef too as of 9/8/2017

OK

Cases closed due to SSI Acceptance

For cases (CA cases) that are closed due to the receipt of SSI prior to the end of their 6 month utility guarantee period, POS will automatically generate the new Your Utility Guarantee Is No Longer In Effect For Cash Assistance Cases Closed Due to Receipt of SSI (**FIA-1104D**) notice. The Worker will close the case with the appropriate SSI closing code **EZ5** (Excess Income: Receipt of SSI).

The Notice of Decision on Assitance to Meet an Immediate Need or Special Allowance (**W145HH**) will still be utilized to inform the applicant of the decision to issue the utility grant. In addition, the Request for Utility Grant and Acknowledgement for Applicants and Participants (**FIA1104f**) will be used in conjunction with the application case to record utility arrears.

Active CA Cases will no longer use the Request for Emergency Assistance, Additional Allowances, or Adding a Person to the Case (For Participants Only), or Adding a Person to an Active Cash Assistance Case (**W137A**) to request the utility benefit. The worker will record the request in POS which in turn will generate the appropriate forms Request for a Utility Grant and Acknowledgment for Applicants and Participants (**FIA1104f**), The Utility Handout to the Client (**FIA1104A**), Notice of Determination Regarding Your Request for a Utility Arrears Payment (**FIA1104**) and the Monthly Energy Fuel and Shelter Allowances Notice to the Client (**FIA1104G**). If the CA case is found eligible for the Special Grant Issuance Code **50** it will automatically qualify for the six month utility guarantee. The Special Grant Issuance Code **50** will generate the utility guarantee tracking.

If the CA Case has a Utility Guarantee Tickler file that is **NOT expired** and case was reopened with opening Code **Y42** (Closed In Error) or code **Y43** (Aid Continuing-Case Awaiting Fair Hearing Decision) within 30 days from the closing date and if the case has a Utility Guarantee with more than 1 month left until Expiration Date, the system will restate the guarantee with the correct dates left on the utility guarantee. The updated **858V** (Notification to the Utility Company) will be sent to the utility company to inform them that the utility guarantee has been reinstated.

3. POS Utility Windows

Workers must record the request for utilities in POS by initiating the question and following the instructions on the windows to correctly request utilities:

POS Utility Guarantee Tracking Process

October 23, 2017

Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?

Arrears/Clearance Information

Note: If Gas and Electric utilities are different make a separate entry for each. If the Utilities are from companies other than Con-Ed, you will not be able to obtain/verify utility account information from that company online.

Name On Bill Other Name Is the Name on this Utility bill a person residing in Household? Yes No

Company Name Account Number

Company Address

Company City Company State Company Zip Company Phone

Amount of Current Bill Bill Frequency Verified Yes No

Gas or Electric Service is On Off Service End Date Are there Arrears? Yes No

Is this a Heat related Utility? (Is gas or electricity Necessary to run the furnace or thermostat?) Yes No

Utility Guarantee WMS Indicator Utility Guarantee Utility Restriction

Document... Scan Comments

Response Window- The JOS/Worker must enter the utility information after the CA Utility liaison returns the breakdown.

Arrears/Clearance Information

Clearance Status Please contact the utility/energy provider to verify data. You cannot recommend payment until this data has been verified.

Reason for Arrears/ Shut Off Notice

Total Amount Owed Period From Period To

Arrears Breakdown (10 Months max)

Amount Period From Period To

Total Clearance Amount (4 Months amount)			Suspended Unpaid Amount (Prev 6 Months)			Last 4 Months Payment made to Utility Co.	
Amount	Period From	Period To	Amount	Period From	Period To	Payment Amount	Payment Date
<input type="text"/>	<input type="text" value="00/00/0000"/>	<input type="text" value="00/00/0000"/>	<input type="text"/>	<input type="text" value="00/00/0000"/>	<input type="text" value="00/00/0000"/>	<input type="text"/>	<input type="text" value="00/00/0000"/>
<input type="text"/>			<input type="text"/>			<input type="text"/>	<input type="text" value="00/00/0000"/>
<input type="text"/>			<input type="text"/>			<input type="text"/>	<input type="text" value="00/00/0000"/>
<input type="text"/>			<input type="text"/>			<input type="text"/>	<input type="text" value="00/00/0000"/>

Heap Section

Heap Season Yes No

Have You Applied for Regular HEAP? Yes No Date of Application:

Have You Applied for Emergency HEAP? Yes No Date of Application:

Have You Received a Regular HEAP Payment? Yes No Date: Amount:

Have You Received Emergency HEAP Payment? Yes No Date: Amount:

Is a Deferred Payment Agreement in Effect? Yes No Effect Date Was deferred payment agreement discussed? Yes No Discussion Date

POS Utility Guarantee Tracking Process

October 23, 2017

Fields

The following fields must be filled out:

- The **Reason for Arrears/Shut Off Notice** field was renamed **Reason for Arrears or Shut-off Notice** and was moved to the top of the window.
- The **Amount** field was renamed **Total Amount Owed**.
- **Clearance Status** – This field is reserved for future use.
- **Arrears Breakdown (10 Months Max)** – This new section allows the Worker to enter the amount owed, period from and period to for up to 10 months of arrears.
- **Total Clearance Amount** – This new section allows the Worker to enter the amount owed, period from and period to for the latest four months of arrears.
- **Suspended Unpaid Amount (Previous 6 months)** – This new section allows the Worker to enter the amount owed, period from and period to for up to Six months of arrears prior to the latest four months owed.
- **Last 4 Months Payment Made to Utility Company** – This new section allows the Worker to enter the amount paid and payment date for the latest four months.
- **HEAP Section** – This new field allows the Worker to indicate whether the HEAP (Home Energy Assistance Program) season is open or closed.
- **Was Deferred Payment Agreement Discussed** and **Discussion Date** – This new section allows the Worker to indicate whether a deferred payment agreement was discussed and the date of the discussion, if applicable.

When a household has been determined by HEAP (Home Energy Assistance Program) Central to be ineligible for a HEAP or emergency HEAP grant or all HEAP benefits have been exhausted, it must first be evaluated for a Special Grant Issuance Code **50** or Special Grant Issuance Code **10** (Utility Grant to Prevent Turnoff/Restore Services [Prior to PA]). If there is no evidence of the mismanagement of funds, payment to prevent a utility shutoff or restore services should be issued as a Special Grant Issuance Code **50**.

For natural gas or electric arrears incurred prior to receipt of CA, the grant issued is the Special Grant Issuance Code **10**. Special Grant Code **41** (Utility Grant To Prevent Turn Off Or Restore Utility Services Mismanagement) is issued to prevent a utility shutoff or restore utility services caused by the participant's mismanagement of funds. This grant must be repaid to the agency by recoupment of the participant's ongoing CA grant.

POS Utility Guarantee Tracking Process

October 23, 2017

Version 21.2 - Paperless Office System - [Request Action] 11:44:58 AM Friday, September 29, 2017

File Edit Tools Window Help

Request Type: Financially Eligible for: EAF? E-SNA? EAA?

Grant Info: **Incomplete** Referrals and Outcomes: **Complete** Documentation and Verification: **Complete**

CA Household Size: Monthly Home Energy Allowance:
 Monthly Rent Allowance: Monthly Fuel for Heating Allowance:

Grants Referrals and Outcomes Documentation and Verification

SI Grant Needed? Yes No Heat-Related Utility? Yes No Vendor:

SI Grant Decision

Up to Last 10 Months Owed: From: To:
 Abeyance Amt: From: To:
 Up to Last 4 Months Owed: From: To:

Management Test - Enter the amount, from date and to date for each month owed (up to 4 latest months owed)

Amount Owed	From	To	Management Test Outcome	Grant Code
\$150.00	02/01/2017	05/31/2017	Passed	10
\$150.00	03/01/2017	05/01/2017	Passed	10
\$150.00	04/01/2017	05/30/2017	Passed	10
\$150.00	05/01/2017	05/30/2017	Passed	10

View or Update Management Test

Recommendation: Payment Recommended? Yes No Reason:
 Agency will issue grant? Yes No

Decision Due Date: Overdue? Overdue Reason:

Approved on Paper Denied on Paper Notice(s) Scanned? Transaction Auth. No.:

Run Grant Decision Rules Decision Not ready for decision Accepted Denied

Print Guarantee Letter

Approved Amt: From: To:

Mismangement Test

For the latest four months of arrears, the Worker enters the amount owed, the from date and to date for each month in the **Management Test** section. A new button named **View or Update Management Test** allows the Worker to complete the management test for each requested month of utility arrears.

- If the JOS/Worker cannot obtain the breakdown for each month, he/shemust enter the total amount, from date and to date for the latest four months owed in the first row of the **Management Test** section in the **Request Action** window and clicks on the **View or Update Management Test** button to open the **Management Test** window.

The JOS/Worker will then answer the questions in the window to indicate whether the request covers a period prior to Cash Assistance Special Grant Issuance Code 10 or whether the applicant/participant should receive a Special Grant Issuance Code Code 41 or 50.

4. POS Cases that are Not Eligible for the Six months Utility Guarantee

1. Cases in AP status for ongoing assistance (case is not EAA category 18).
2. Active cases where utility arrears emergency payments are issued under Issuance Code 41 (Utility Mismangement) with the exception of all HASA cases.
3. One Shot Deal applications with the exception of EAA applicants.

POS Utility Guarantee Tracking Process

October 23, 2017

5. Utility Guarantee Forms

The following forms have been created to support the new POS utility guarantee tracking:

New Form Name	Description
FIA-1104F	Request for a Utility Grant and Acknowledgement for Applicants and Participants
FIA-1104B	Utility Guarantee Determination Notice to the Client when Guarantee is granted
FIA-1104C	Your Utility Guarantee Is No Longer In Effect Notice to the Client
FIA-1104D	Your Utility Guarantee Is No Longer In Effect (For Cash Assistance Cases Closed Due to Receipt Of SSI) Notice to the Client
FIA-1104G	Monthly Energy Fuel and Shelter Allowances Notice to the Client
FIA-1104A	The Utility Handout to the Client

The following forms have been revised and updated to support the POS utility guarantee tracking:

Existing Form Name	Description
W-137A	Request for Emergency Assistance (remove reference to Utility Arrears request)
W-137B	Action Taken on Your Request for Emergency Assistance (remove reference to Utility Arrears request)
W-145HH	Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance for Applicants
FIA-1104	Notice of Determination Regarding Your Request for a Utility Arrears Payment Notice to the Client (for Active Cases only)
M-858V	Notification to Utility Company when Guarantee is granted or when Case with unexpired utility guarantee is Re-Opening
LDSS 4013A	Notify Client that Utility Guarantee period for Case is now "Active"
LDSS 4013A	Notify Client that Utility Guarantee period for Case is "Completed" when a Case is Closed

The following forms are now obsolete:

Obsolete Form Name	Description
M-858Y	The Request for a Utility Grant
M-858D	The Acknowledgement of Utility Guarantee

UIT Centralized Web Indexing Desk Guide

Introduction

A new **Universal Indexing tool** (UIT) has been added to enhance the current Centralized Web indexing process (tool) which was created to assist CA and SNAP (Supplemental Nutrition Assistance Program) applicant/participants in processing their program's requested returned documents expediently. FIA (Family Independence Administration) has created a Centralized Indexing Unit (CIU), Center **88** that has been responsible for indexing all images scanned at CA and SNAP locations throughout New York city.

The new Universal Indexing tool (UIT) has been updated to now accommodate all CA and Snap Centers starting November 1, 2017 with the exception of Center 88 who will be updated on the release date of October 23, 2017.

This guide includes the new universal indexing tool updates.

This new UIT will replace the current indexing and Web indexing tools utilized by POS (Paperless Office System). The new tool will support the work allocation and management of staff to prevent multiple workers from working on the same scanned image. In addition new Icons will be introduced to workers to identify unrelated documents and remove documents when deemed necessary.

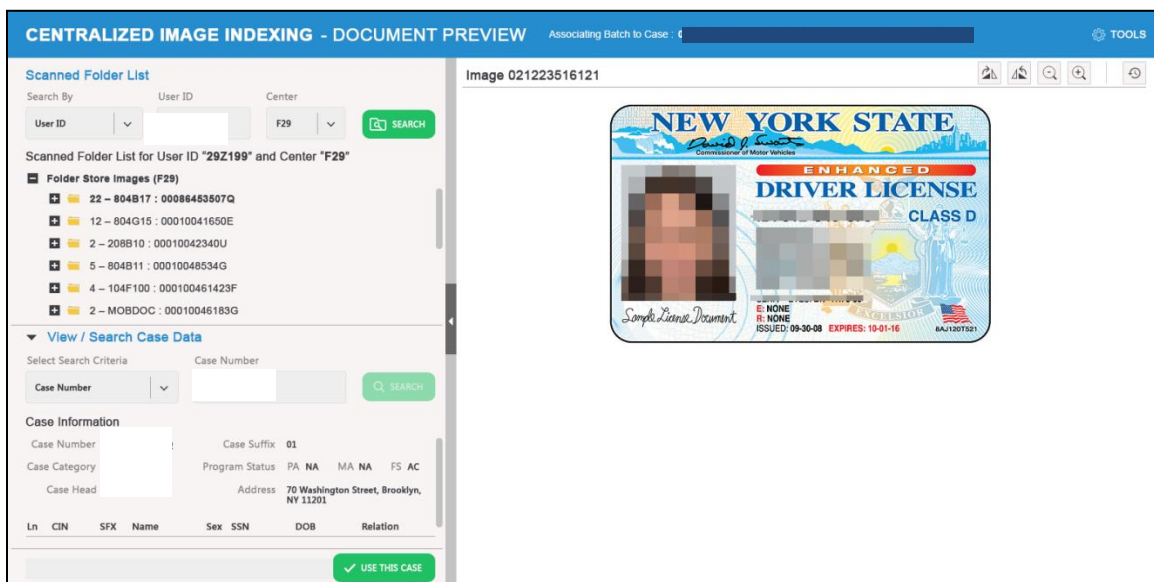
The Web Indexing process will not require printing and will follow the document intake activity within the POS system. The Documentation receipt (**EXP 76R**) will be sent directly from MIS (Management Information Systems) to the applicant/participant by their Print to Mail process. This desk guide provides an overview of retrieving, indexing and committing requested/mandated documentation for eligibility determinations and/or for on-going assistance.

Accessing Centralized Web Indexing

Center **88** designated CIU staff and CA/SNAP sites will access the Universal Web Indexing tool thru the POS portal. Centralized Image indexing link will be available based on the Worker's role and authentication within POS system.



When the Worker clicks on the Web Image Indexing located on the POS portal, the **Document Preview** window will open. The main function of this window is to give the Worker the ability to determine and associate the correct case number prior to indexing the document.



The **Document Preview** window will display the following items to assist the worker in identifying and associating the scanned image to the correct case and individual line thru a number of search criteria.

Update to Document Preview

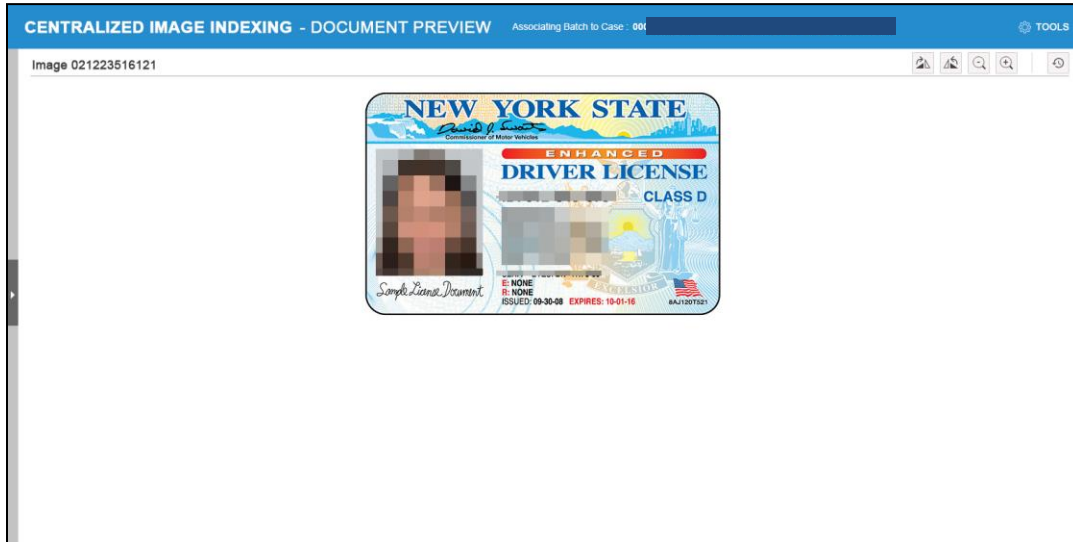
Header

- Application logo/heading text with page title.
- Details of Case number.
- Name of the selected Case Folder.

The “**TOOLS**” menu is consistent throughout the application. The menu has quick links to About application, HRA One Viewer and Logout.

Left Collapsible Panel (Splitter line)

- The Document Preview Panel has the ability to collapse and expand to display the maximum screen for identifying and previewing an image. The Worker will click on the Splitter line (line in middle of the document preview screen) to display the full preview of the imaged document.



Main Content Area

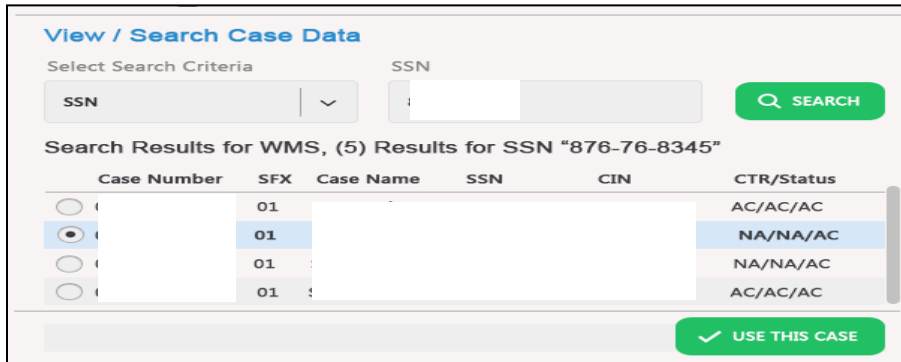
- It contains full size image and high resolution preview of image with image preview and manipulation controls.

The Worker will be able to manipulate the image by using the Image manipulation toolbar located in the upper right corner of the document preview. The image manipulation toolbar contains the options of “Rotate Right”, “Rotate Left”, “Crop”, “Increase Magnification”, “Decrease Magnification”.

The Crop feature will be added once the Worker associates the images and clicks next to arrive at the document indexing window. The Worker is able to go back to the **Document Preview** window to search and complete the associated case by clicking on the splitter cursor located on the far left



The section contains documents/images associated with case for review. It displays the list of case folder(s) scanned under the CIU logged-in User ID. The Worker can search/retrieve scanned case folder(s) for a particular Center either by specific User ID or a specific Case Number or All Folders. They are able to change the center by using the drop-down arrow to display all centers for selection.



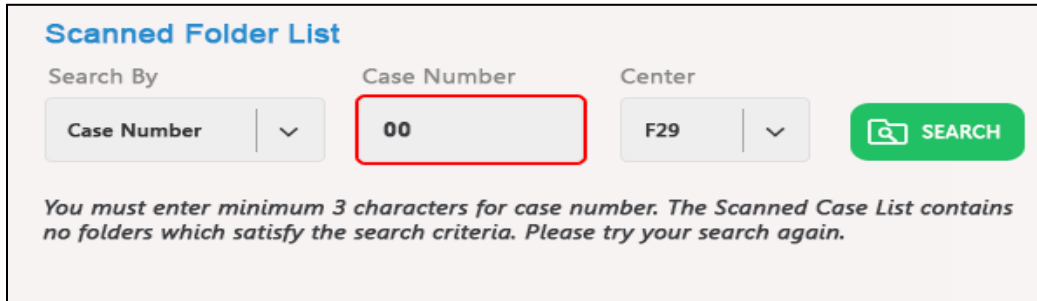
Dropdown of WMS (Welfare Management System) search options under the **View/Search Case Data** helps Workers to search and find appropriate case data. The dropdown arrow includes search criteria options of **Case Number**, **SSN**, **CIN (Client Identification Number)** and **ANYC Confirmation Number**.

The Worker will select their search criteria first (Case number, SSN, CIN and ANYC) for searching WMS. Then enter the complete characters and or numbers associated with the case or at least three characters to start the search process. The system will retrieve the scanned folder list or display the following message:

“The scanned folder list contains no folders which satisfy the search criteria. Please try your search again.”

If the Worker does not enter the required minimum of three characters for the number he/she will receive the following message:

“To perform search user must enter minimum 3 characters for case number. The scanned folder list contains no folders which satisfy the search criteria. Please try your search again.”



Scanned Folder List

Search By Case Number Center

Case Number 00 F29 SEARCH

You must enter minimum 3 characters for case number. The Scanned Case List contains no folders which satisfy the search criteria. Please try your search again.

When the Worker enters the required amount of digits/characters for the Case number, SSN, CIN or ANYC Confirmation number. If search validation fails based on the worker's entered information an error message will display informing worker of error:



CIN

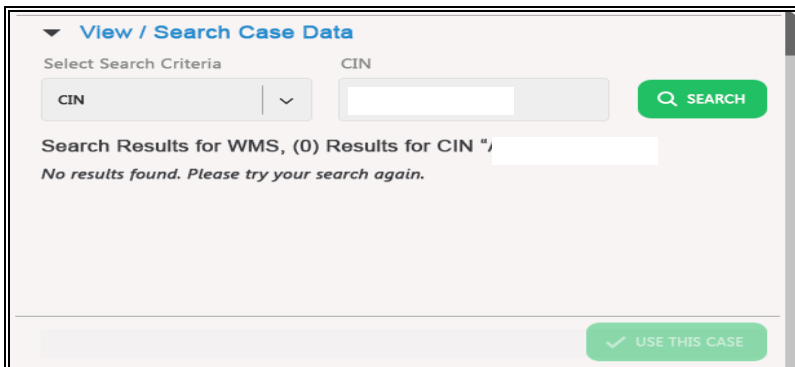
ABXT7

Entered CIN is invalid

- Case number is invalid
- SSN is invalid
- CIN is invalid
- Conf No is invalid

WMS Case search with Blank results

If the Worker entered in search information but WMS found no results, the worker will see the following displayed:



View / Search Case Data

Select Search Criteria CIN

CIN SEARCH

Search Results for WMS, (0) Results for CIN *

No results found. Please try your search again.

USE THIS CASE

When no results are found, this case button at the bottom of the window is disabled.

WMS Case search with Selected Case results

The screenshot shows the 'View / Search Case Data' interface. At the top, there is a search criteria dropdown set to 'SSN' and an input field for the SSN value. A green 'SEARCH' button is to the right. Below this, it says 'Search Results for WMS, (5) Results for SSN'. A table lists search results with columns: Case Number, SFX, Case Name, SSN, CIN, and CTR/Status. The second row is selected, showing Case Number 0, SFX 01, and CTR/Status NA/NA/AC. A green 'USE THIS CASE' button is at the bottom right.

Case Number	SFX	Case Name	SSN	CIN	CTR/Status
0	01				AC/AC/AC
0	01				NA/NA/AC
0	01				NA/NA/AC
0	01				AC/AC/AC

- When results are found the Worker must select the case first which will enable the **Use This Case** button is enabled for the Worker to select the case to display the case information.

Case Information window:

The screenshot shows the 'View / Search Case Data' interface with the 'Case Information' section expanded. It displays fields for Case Number, Case Suffix (01), Case Category (FS), Program Status (PA NA MA NA FS AC), Case Head (Steve Johnson), and Address (70 Washington Street, Brooklyn, NY 11201). Below this is a table for Case Members with columns: Ln, CIN, Name, Sex, SSN, DOB, and Relation. The first three rows are visible, with relations Case Head, Wife, and Father. A green 'USE THIS CASE' button is at the bottom right.

Ln	CIN	Name	Sex	SSN	DOB	Relation
1						Case Head
2						Wife
3						Father

Case Information Section

The detailed section of case information aids the Worker in matching and validating case data for the requested case documents. The use of the case decision on use of that case number for document indexing.

- Case member information displays read only case attribute details such as Case Number, Case Suffix, Case Category, Program Status, Case Head and Address.

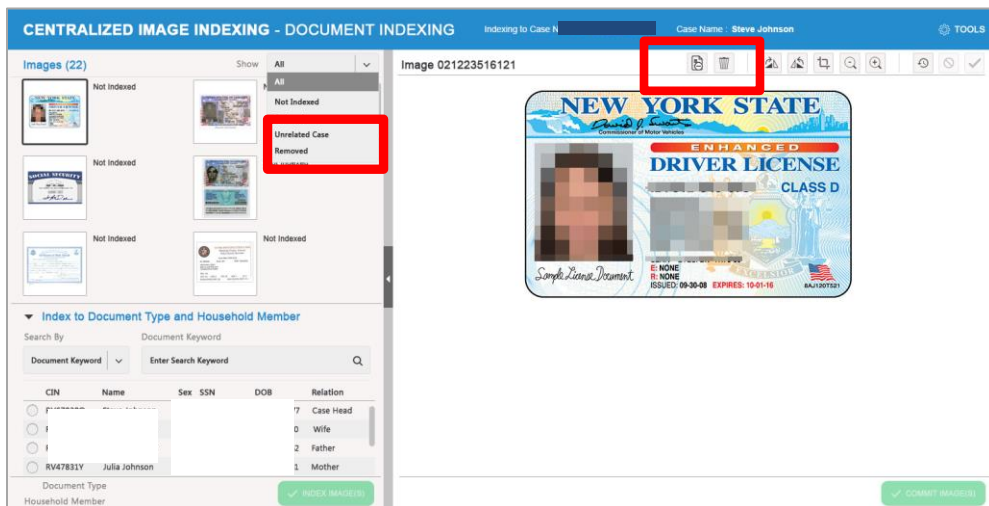
- The section also shows the data displaying read only information of household member. The household member(s) data grid has column headers of Line Number, CIN, Name, Sex, SSN, DOB (Date of Birth) and Relation.

The “**USE THIS CASE**” button is enabled only when the Worker selects one of the case records from the search results list. When the Worker clicks the **Use this case button**, he/she will be navigated directly to the Document Indexing page where the selected case and their associated documents must be indexed to the appropriate document type and household member CIN to complete the indexing process..

Document Indexing

The document indexing page is the main page where the Worker performs image manipulation in preparing the image for indexing. Indexing requires the Worker to map the case, index the scanned image to the appropriate document type and the associated household member.

This page is divided into three sections (Header, left panel and main content area) similar to the previous document page.



New “Unrelated” and “Remove” Icons

The UTI filtering option now includes the new addition of the Unrelated case and Removed filter icons which are located at the top of the main content and the drop down menu.

Workers can use the **unrelated** case option to index any unrelated documents to a new dummy folder and will disappear from the image thumbnail list. The images identified as a unrelated case must be processed after the current case is committed.

Attachment C Desk Guide: UIT Centralized Web Indexing
Date: October 23, 2017

CENTRALIZED IMAGE INDEXING - DOCUMENT INDEXING Indexing to Case Number [redacted] Case Name: Steve Johnson

Images (22) Show All

Image 021223516127

Unrelated Case

PERSONNEL HISTORY
THE EDWIN SHAW SANATORIUM

BIRTHPLACE: **Pittsburg, Pa.** DATE OF BIRTH: **Oct. 20, 1924** DATE BECOMES 60: [redacted]
 SEX: [redacted] MARITAL STATUS: **SINGLE** WIDOWED: DIVORCED: NUMBER OF DEPENDENTS: [redacted]
 POSITION: [redacted] RATE OF PAY: **\$79.50 - 0**
 DATE MEMBERSHIP RETIREMENT SYSTEM: [redacted] DATE RETIRED: [redacted]
 CIVIL SERVICE STATUS: CLASSIFIED UNCLASSIFIED EXEMPT DATE CERT. BY CIV. SERV. COMM. [redacted]

PREVIOUS GOVERNMENT SERVICE					
SERVICE RECORD					
TITLE OF POSITION	OFFICE, DEPARTMENT, BOARD, COMM. OR INSTIT.	BASE RATE OF PAY	DATE EFFECTIVE	CLASS	ACTION AND REMARKS

DATE SERVICE TERMINATED: [redacted] REASON: [redacted]
 SIGNATURE: [redacted]

ADDRESS: **R. D. #1 Box 33 East Akron, Ohio**

RET. FUND MEMB. NO.	N A M E	TITLE OR POSITION	DATE BEGAN
102,353	Charlton, Dorothy Elizabeth	Steward Dept.	1/7/43

Document Type: 1900 Rent Arrears Request
 Household Member: Johnson, Steve - RV67838Q

INDEX IMAGE(S) COMMIT IMAGE(S)

CENTRALIZED IMAGE INDEXING - DOCUMENT INDEXING Indexing to Case Number [redacted] Case Name: Steve Johnson

Images (22) Show All

Image 021223516127

Unrelated Case

PERSONNEL HISTORY
THE EDWIN SHAW SANATORIUM

BIRTHPLACE: **Pittsburg, Pa.** DATE OF BIRTH: **Oct. 20, 1924** DATE BECOMES 60: [redacted]
 SEX: [redacted] MARITAL STATUS: **MARRIED** WIDOWED: DIVORCED: NUMBER OF DEPENDENTS: [redacted]
 POSITION: [redacted] RATE OF PAY: **\$79.50 - 0**
 DATE MEMBERSHIP RETIREMENT SYSTEM: [redacted] DATE RETIRED: [redacted]
 CIVIL SERVICE STATUS: CLASSIFIED UNCLASSIFIED EXEMPT DATE CERT. BY CIV. SERV. COMM. [redacted]

PREVIOUS GOVERNMENT SERVICE					
SERVICE RECORD					
TITLE OF POSITION	OFFICE, DEPARTMENT, BOARD, COMM. OR INSTIT.	BASE RATE OF PAY	DATE EFFECTIVE	CLASS	ACTION AND REMARKS

DATE SERVICE TERMINATED: [redacted] REASON: [redacted]
 SIGNATURE: [redacted]

ADDRESS: **R. D. #1 Box 33 East Akron, Ohio**

RET. FUND MEMB. NO.	N A M E	TITLE OR POSITION	DATE BEGAN
102,353	Charlton, Dorothy Elizabeth	Steward Dept.	1/7/43

Document Type: 1900 Rent Arrears Request
 Household Member: Johnson, Steve - RV67838Q

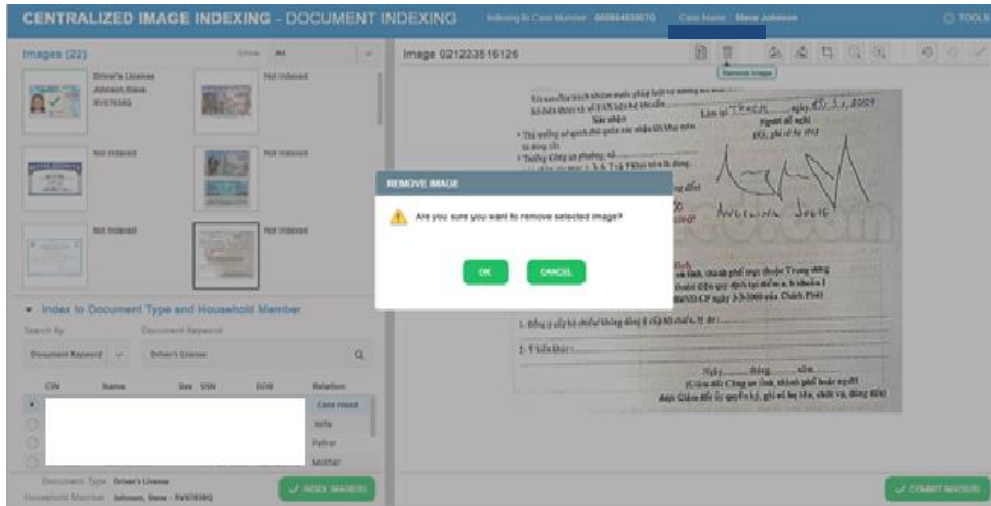
INDEX IMAGE(S) COMMIT IMAGE(S)

The images that are indexed under unrelated case will be stored in a dummy folder with a dummy POS number and the indexer's WMS ID and will remain there until indexed or removed from the folder by staff.

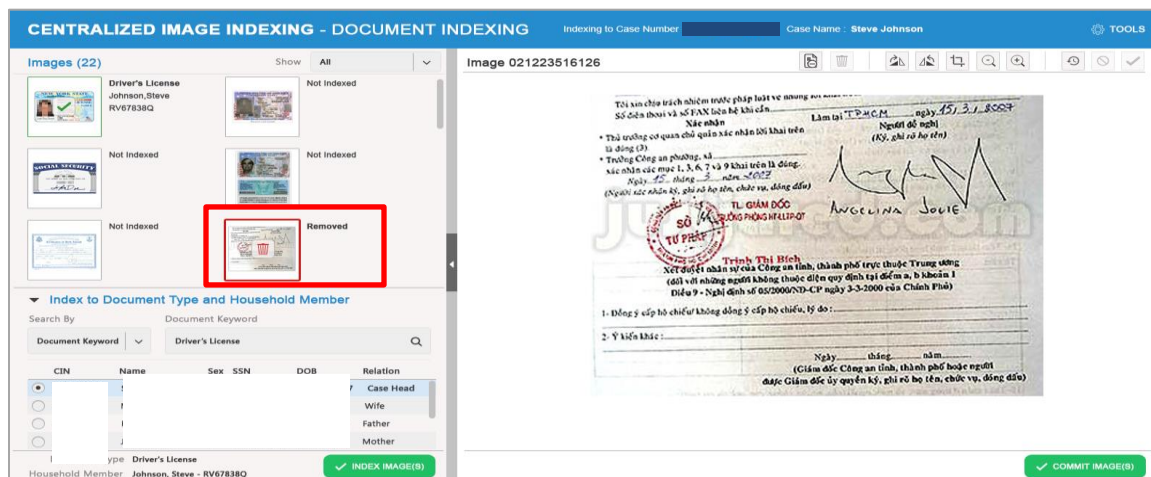
Workers do have the ability to change the unrelated images Before successfully committing and submitting unrelated case Images the worker is able to change the image status to "Index" to any other document type or to "Remove" the image.

All unwanted and duplicate images can be marked and tagged as removed from the case folder document imaging page. When the worker identifies an image and clicks on the Remove Image icon, the system will display the following message:

- Are you sure you want to remove the selected images from the case?



- Once the Worker confirms and clicks **OK** button then it will mark the selected image as removed.



Images will not be removed until the Worker commits the images. The Worker is only allowed to remove one image at a time. Before submitting the image as removed the worker can change the image to index or unrelated case.

- Application logo/heading text with page title.
- Details of Associating case number.
- Details of Associating case head.

- Back link to Document Review page.
- The “**TOOLS**” menu which is consistent throughout the application will display the new **unrelated** case and the new **remove** icon.



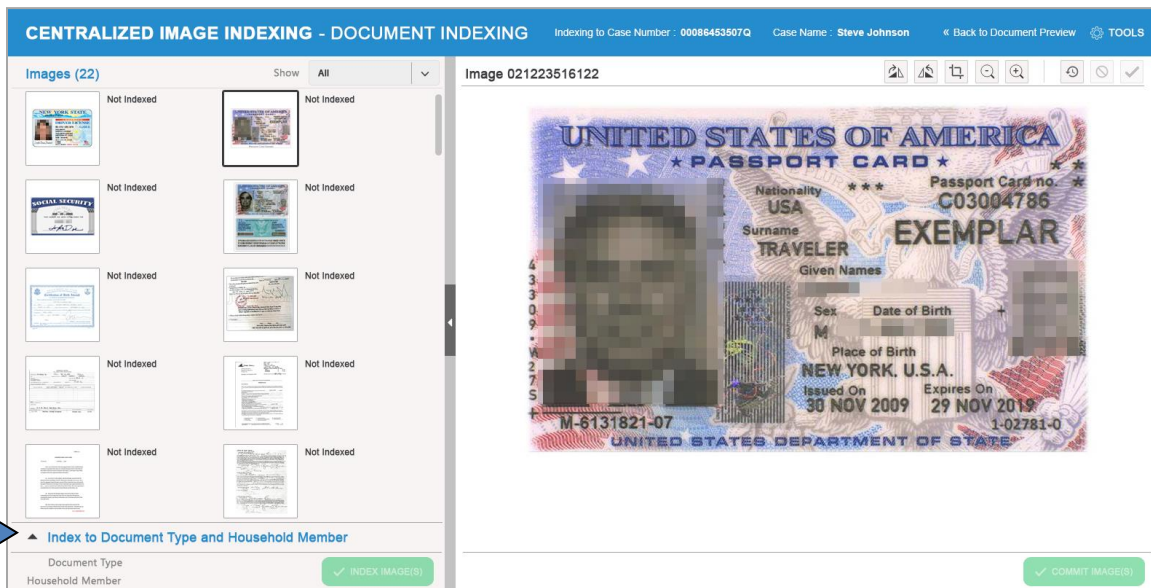
Left Collapsible Panel

- The Vertical splitter allows user to collapse the left panel. This gives an ability to preview image in full pane.
- Left panel consist the scanned image thumb list and Document type selectors with the list of Household members.
- The section of document type selector with list of Household members is a collapsible/expandable section. It gives the worker the ability to view thumbnails on bigger view panel.

Main Content Area

- Contains full size image with image preview and manipulation controls.

Centralized Image Indexing Window in Collapsed State



- The Worker can open the collapsed indexing window to display the list of household members by **selecting the Index to Document Type and Household member** to select the corresponding individual and choose the document type.

CIN	Name	Sex	SSN	DOB	Relation
<input type="radio"/>					Case Head
<input type="radio"/>					Wife
<input type="radio"/>					Father
<input type="radio"/>					Mother

Search By Document Keywords

(Search by Dropdown List) The **Document Keyword** will open and enable the textbox for keyword search with an auto-complete capability.

Document Keyword

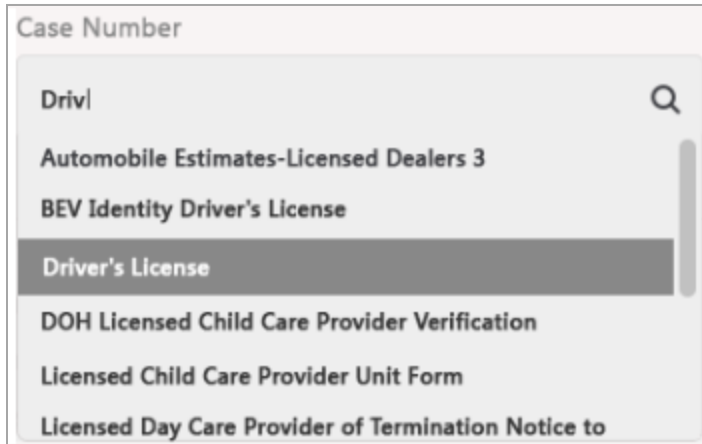
Enter Search Keyword

- The Worker starts entering search criteria and the CIU system starts displaying suggested document types.

Case Number

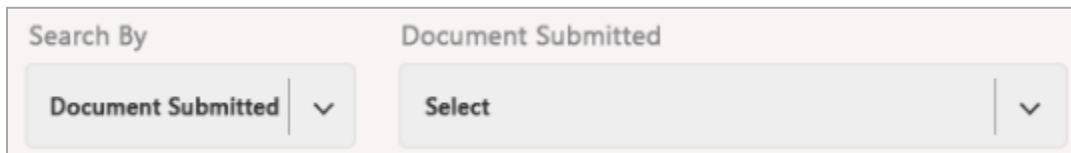
- Driv
- Automobile Estimates-Licensed Dealers 3
- BEV Identity Driver's License
- Driver's License
- DOH Licensed Child Care Provider Verification
- Licensed Child Care Provider Unit Form
- Licensed Day Care Provider of Termination Notice to

- The Worker scrolls through the search results and then selects the appropriate document type (worker's selection gets highlighted).



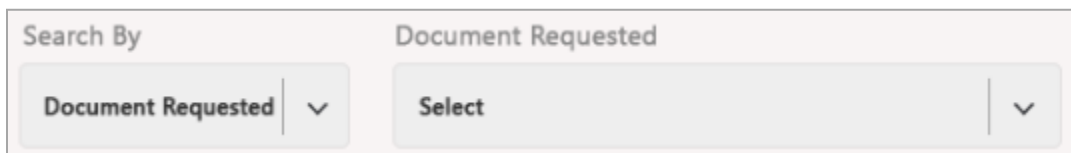
The Worker can always enter and search for a new document type or keyword to override the previously selected item.

The Worker is also able to search by **document submitted**:



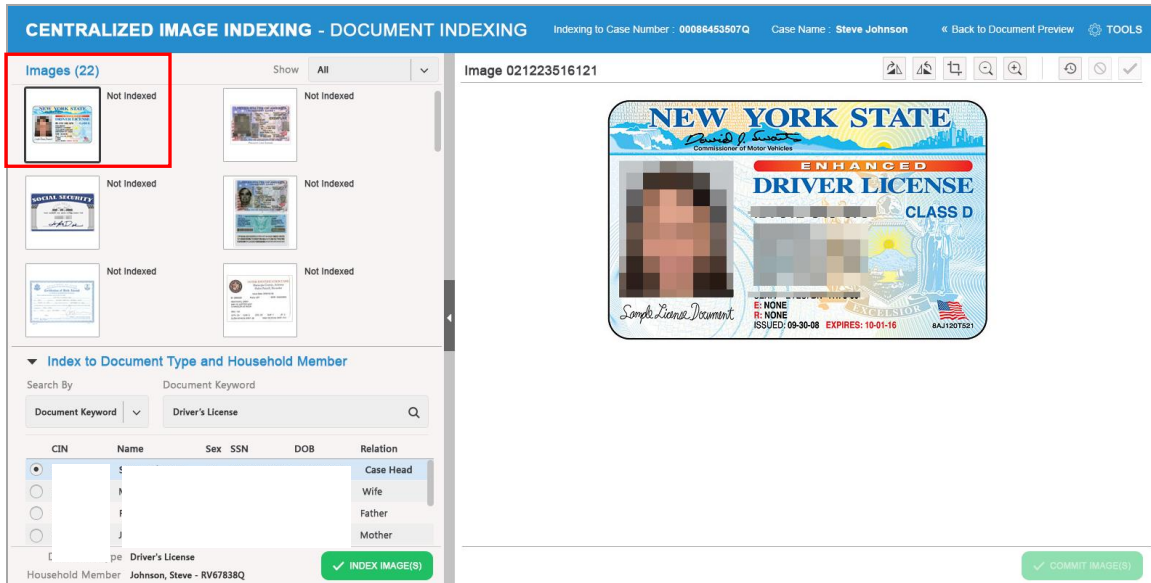
This will open the list of documents submitted by the applicant/participant.

Search by document requested:

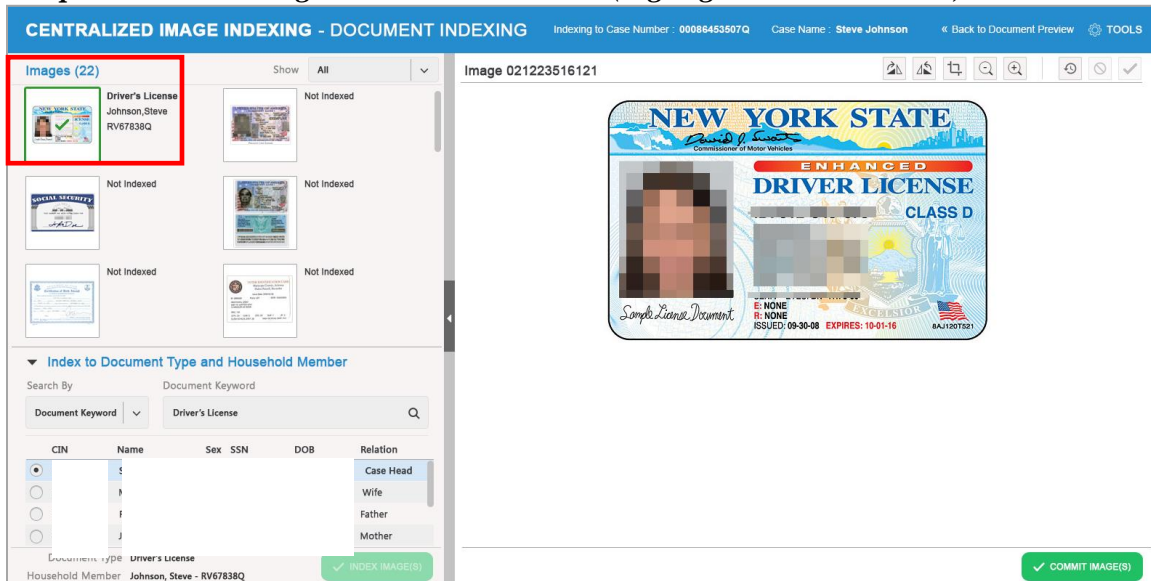


The Worker is able to enter the requested document to help find the scanned document.

See the sample screen on the next page showing document(s) Not Indexed (highlighted in red border).



Sample screen showing an indexed document (highlighted in red border)



Indexing Images

To complete the indexing process, all scanned images must be associated to the case and mapped to the document type and household member (CIN).

- The title text of Scanned Image List. The section contains the thumbnail list of documents associated with a case for indexing.
- The filtering option to narrow down the image display in thumbnail list. The filtering options available for the workers are All, Not Indexed and Indexed. Thumbnail image list should display the images based on the selected filtering criteria.



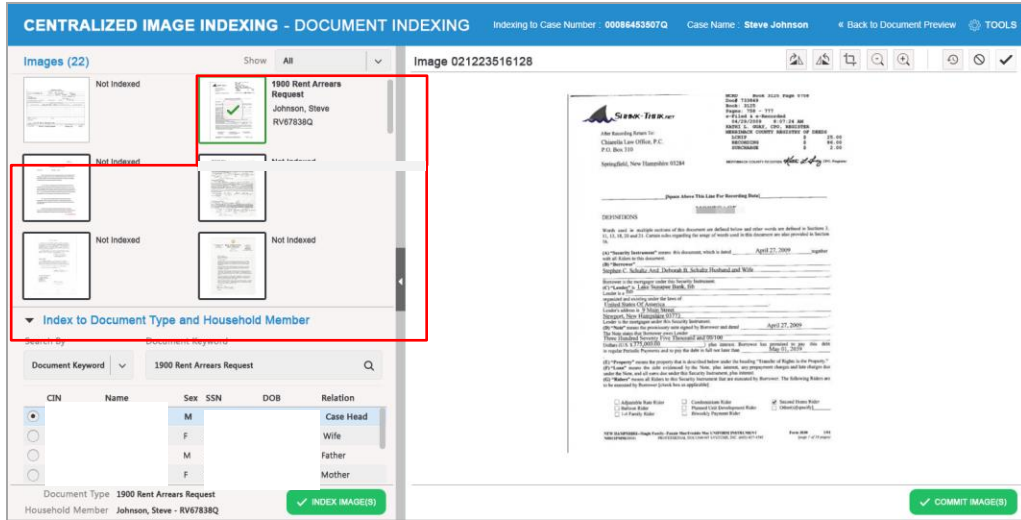
- The images in the case folder appear as a thumbnail on the left panel. When the user clicks on a thumbnail, the full image appears in the viewing pane on the right panel of the page. The image thumbnail must be viewed individually to determine what document type the image is. See [Index Image\(s\)](#) section.
- If there are multiple images for a single document, the images must be indexed and committed at the same time so that they appear as a single document in the HRA One Viewer. See [Index Multiple Image\(s\)](#) section.
- By selecting an image thumbnail in left panel displays the full image preview in viewing pane on the right panel of the page. The image is not yet indexed and so the text label shows the label as “**Not Indexed**”.
- Click on “**INDEX IMAGE(S)**” button to map the selected image(s) from thumbnail list to the selected document type and household member (CIN).
- Once the image(s) have been indexed, the thumbnail image(s) will be marked with green checkmark icon and green image border. The thumbnail image label displays the updated indexed image metadata information of Document Type, Name (Last Name, First Name) and the household member ‘s CIN.
- Click on “**COMMIT IMAGE(S)**” button will commit/submit the images to the HRA One Viewer.

Indexing Multiple Images

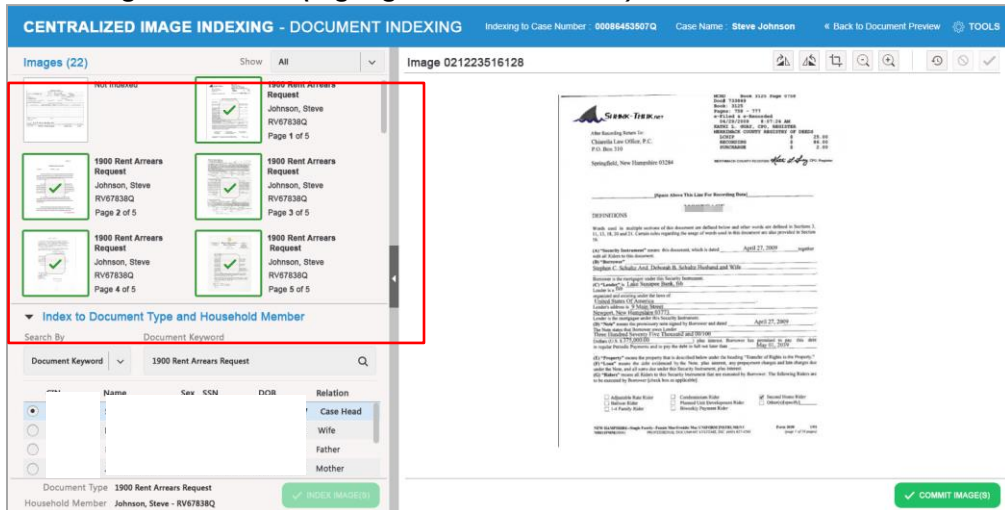
If there are multiple images for a single document, the images must be indexed and committed at the same time so they appear as a single document in the HRA One Viewer.

See the sample screen on the next page showing multiple images selected (highlighted in red border) for combining multiple scanned images into a single document.

Attachment C Desk Guide: UIT Centralized Web Indexing
Date: October 23, 2017



Sample screen showing images can be selected at the same time and indexed together into a single document (highlighted in red border).



- The Worker can select multiple thumbnail images from thumbnail image list. To do this, user should follow below steps in sequence.
 - Hold down the Ctrl-Shift key.
 - Clicks on an already indexed thumbnail image.
 - Clicks other associated thumbnail images that are part of the same document type.
 - Worker releases the Ctrl-Shift buttons.
 - Click on "INDEX IMAGE(S)" button.
- Once the images are indexed, the information of the images gets updated with the latest indexing information of Document Type, Name (Last Name, First Name), household member CIN and number of images (pages) in the document.

- Click of “**COMMIT IMAGE(S)**” button will submit the images to the HRA One Viewer.

Image preview and Image Manipulation Toolbar

If there are multiple images submitted for a document type, all images must be adjusted and selected before proceeding to the next step. Image manipulation tools allow user to better handle and view the image content. The image manipulation toolbar contains the options of “Rotate Right”, “Rotate Left”, “Crop”, “Increase Magnification”, “Decrease Magnification”. These image controls are required to adjust the image for readability and size before the final image commit.

Sample image is showing image preview and image manipulation controls.





- Clicking on “**Rotate Right**” icon rotates the selected image clockwise.
- Clicking on “**Rotate Left**” icon rotates the selected image anticlockwise.

Crop Instructions

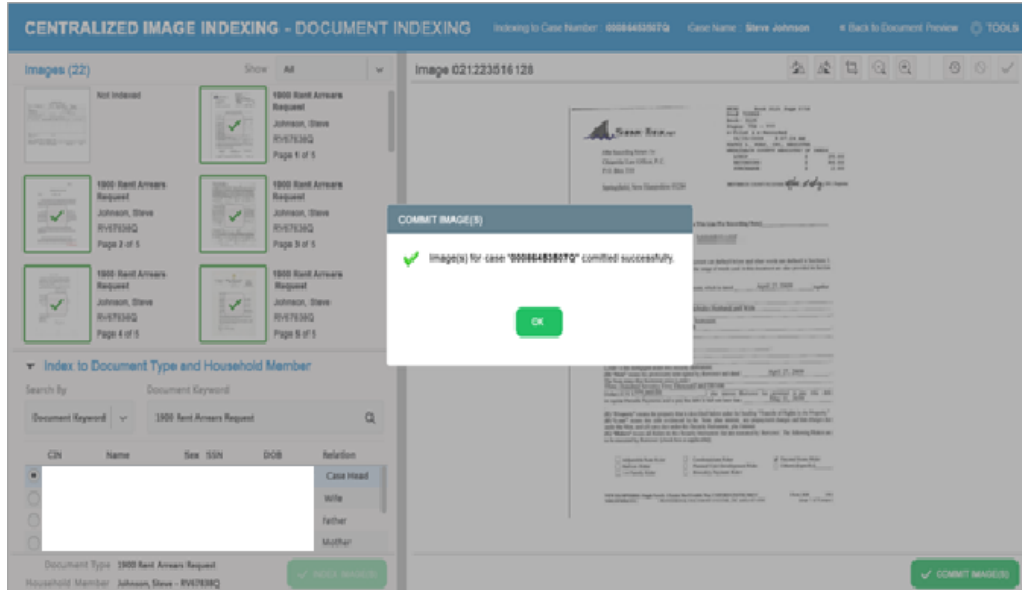
- Clicking on “**Crop**” icon automatically selects the entire image. Cropping an image consists of several steps:
 - The Worker first needs to select the cropping area by clicking and dragging on the image to select the desired area, or user can drag the corners and edge handles to the desired size.

Note: The area inside the crop box is the part of the image that will be kept. Everything outside the box will be cropped away.

- When the image looks fine within the cropped area, the Worker will apply the crop by clicking the checkmark (Save) tool button.
 - Clicking on checkmark (Save)  button will save the cropped image as a separate copy in image list. The original image remains in image list without any edits.
 - Clicking on Cancel  tool button will cancel the crop operation.
- Clicking on “**Increase Magnification**” increases the selected image magnification.
 - Clicking on “**Decrease Magnification**” decreases the selected image magnification.
 - Clicking on “**Restore Original**” icon revert all previous image manipulation changes on selected image to its original state.

- Clicking on “**Cancel**” icon cancels the current crop operation.
- Clicking on “**Save**” icon save/commits the current image manipulation changes such as “**Rotate Right**”, “**Rotate Left**”, “**Crop**”.

Commit Images



- The System displays the message box titled committed image(s) on successful save of the images to the HRA One Viewer.
- The message text is “**Image(s) for case <WMS Case Number> committed successfully.**”
- The click of the “**OK**” button on the **Committed Images** dialog box will return the Worker back to the **Document Indexing** page. Once the images have been successfully committed to the HRA One Viewer, the images will disappear from the **Document Indexing** page and by default the system will pick and highlight the next image in the image thumbnail list.
- If all the images in the case folder from the current case are processed and committed successfully the system will automatically navigate the Worker to the **Document Preview** page and display other scanned image folder(s) for processing if necessary.