OFFICE OF POLICY, PROCEDURES, AND TRAINING



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POLICY BULLETIN #18-47-SYS

(This Policy Bulletin Replaces PB #18-39-SYS)

CA POS RELEASE NOTES VERSION 22.2

Date: August 2, 2018	Subtopic(s): POS		
☐ This procedure can now be accessed on the	Revisions to the Original Policy Bulletin		
FIAweb.	This policy bulletin has been revised to make changes to CA POS Release Notes Version 22.2 (Attachment A) and the Disability Screening Process (Attachment B). The changes include corrected form names, corrected action codes and numerous grammatical corrections.		
	Purpose		
	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on June 18, 2018. Descriptions of the changes can be found in CA POS Release Notes Version 22.2 (Attachment A) and the Disability Screening Process (Attachment B).		
	These release notes can also be found on the HRA Intranet at:		
	http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx		
	Effective Immediately		
	Attachments:		
Please use Print on Demand to obtain copies of forms.	Attachment ACA POS Release Notes Version 22.2Attachment BDisability Screening Process		

Version 22.2 June 18, 2018

These Release Notes contain descriptions of changes in Cash Assistance (CA) POS Release 22.2 scheduled for Monday, June 18, 2018. 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. POS New Disability Process

POS (Paperless Office System) was updated to present a new disability screening process to help identify individuals who may need reasonable accommodations (RA). The following centers will roll out the POS disability screening process on **July 12, 2018**:

- Waverly # 13
- Richmond # 99
- Fordham #44
- Coney Island #63
- Jamaica # 54

Additional Job Centers will roll-out this POS disability process at an announced later date.

This screening process was devised to help staff identify individuals that may need reasonable accommodations and/or individualized services due to a mental or physical health condition. The screening will only be done at the application or recertification interview for all adults and minor heads of household. If an adult member is not present, the member must be screened at the return appointment.

Note: If more than one adult is being screened they should be given the option to complete their screening without the other adult present if requested. In addition, the applicant/participant can decline the disability screening at any time during the disability screening process.

Selective Case Review (SCR) Implications

CA (Case Assistance) Case actions with answers in the disability script and/or with the resulting RA are eligible to be selected for SCR, however, there will be no approval/disapproval reasons list and checkbox on the windows that appear in the approval activities. The supervisory activities will show the windows as read only.

POS Disability Screening Process

The Worker will be prompted by POS to read the script below (that will appear in POS) to each individual that may require the disability screening process:

"HRA offers help to people with disabilities as they go through the application process and participate in services. We ask people to answer a few questions, so we have a better idea of how to help them. Your answers will be kept confidential and will only be used to find out what kind of help we can offer you".

The Worker will be prompted to ask the first question, "Do you have a physical, mental or emotional condition, illness, injury, or disability?"

- If the applicant/participant responds NO or refuses to respond the Worker will record the response in POS and the disability interview will end.
- If the applicant/participant gives a **YES** response to the first question, the Worker will record the answer in POS and will be prompted to continue asking the questions on the script.

At any time after the disability screening is initiated, the applicant/participant can decline to answer.

• The Worker will record the response in POS and will terminate the disability screening.

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Once the disability interview is completed, if the individual answers **YES** to any of the disability questions 2-12, POS will proceed to step two (RA) of the disability screening and the corresponding questions that relate to questions 2-12 will be enabled.

- The Worker must enter the response in POS to determine if a reasonable accommodation is needed. If the individual does not want the reasonable accommodation, the Worker must record their response and the disability interview is ended. The Worker will suspend the activity and submit to the supervisor for approval.
- If the individual wants the reasonable accommodation, the Worker must enter the response into POS.

After the disability screening is completed, POS will automatically notify the following systems:

- Intranet Quorum (IQ)
- NYCWAY
- HRA One Viewer
- WECARE
- Central Database

This notification of the reasonable accommodations request will alert the IQ system to generate and mail the Receipt for the Reasonable Accommodation You Asked For (**HRA 102b**) form to the applicant/participant.

If the request is for a Home visit needed/Homebound (HVN/HB) Reasonable Accommodation, POS will generate the Receipt for Your Request for Home Visit Needed/Homebound (HVN/HB) Status (FIA-1028x).

• The Worker must print and give the FIA 1028x to the applicant/participant at the interview, if present, or mail the receipt to the applicant/participant.

For additional details, please see **Attachment B**, New POS Disability Screening Process and PB #16-27-OPE for the Reasonable Accommodation Process to get additional information.

2. FHEPS Updates

The Family Homelessness and Eviction Prevention Supplement (FHEPS) program will be updated with the following:

For CA cases, POS has added a new field named "**Contributor Name**" after the Contributor field for the window "Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?"

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[SHELTER (HOUSING) EXPENSES]	5:29:44 P	M Wednesday, January 03,	2018
le Edit Iools Window Help			
			Yes No
Do You (Or Anyone Who Lives With You) Have A Rent	Mortgage Or Other Shelter Expenses?		00
Do You (Or Anyone Who Lives With You) Have A Heat	Bill Separate From Your Rent Or Shelter Ex	pense?	00
)o You (Or Anyone Who Lives With You) Have An Ele	tricity And/Or Gas Bill Separate From Your	Rent Or Mortgage?	00
Do You (Or Anyone Who Lives With You) Pay For Air C An Additional Charge In Your Rent For The Use Of You	onditioning In Your Electric Bill Separate Fr Air Conditioner?	om Your Rent Or Is There	00
Oo You (Or Anyone Who Lives With You) Have Other U	tilities (Water, ETC.) Bill Separate From Yo	ur Rent Or Mortgage?	00
Ooes Any Person, Group Or Organization Outside The I	lousehold Pay Any Of The Household Expe	nses?	••
Does Anv Person Living In The Household Who Is Not	Apolving, Pav Anv Of Your Household Expe	nses?	- -
Rent/Mortgage	C Paid to Vendor C Legally Resp Rela Paid to Client Non Legally Resp	Relative Outside H/H	res 🕫 No
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POS has added a pop-up message in the **CA Recertification Interview** to confirm that the Worker intends to remove FHEPS from the case when changing the answer of the Additional Expenses question to **No**.

FHEPS Confirmation Message:

"The case has a Family Homelessness and Eviction Prevention Supplement (FHEPS). Changing the answer for the Additional Needs question to No will remove FHEPS from the case. Do you want to keep FHEPS on the budget?"

There will be two circumstances in FHEPS when this message will appear:

- If the Additional Expenses question currently has Yes in POS and the FHEPS A (Code 66)" or "FHEPS B (Code 67)" is selected in the <u>Specify Additional Expense</u> field and the Worker clicks No for the question "Has Additional Expenses? Specify", POS will display the confirmation message with Yes and No buttons.
- If the current budget has a value of 47 in the Additional Needs field and the Worker clicks No for the question "Has Additional Expenses? Specify", POS will display the confirmation message with Yes and No buttons.

3. HVN/HB Rule Updates

POS will now do additional look-ups to determine if the individual is identified as home visit needed or home bound to prevent scheduling in center appointments for applicants or participants who have been identified as having any of the following reasonable accommodations.

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CDB RAR_TYPE	CDB RAR_DESCRIPTION	CDB RAR_MESSAGE
Temp Call-in Exemption	No Appointments While You Recuperate	Do not make any appointments outside of the client's home while this RA is in effect.
Temp Travel Exemp.	No Appointments while waiting for Paratransit (Access a ride) Approval	Please arrange for a home visit for this appointment and any other scheduled appointment.
HVN/HB Granted 192F	HVN/HB Exemption for 90 to 180 days.	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Granted 192L	HVN/HB Exemption approved for 365 Days	Do not make any appointments outside of the client's home while this RA is in effect.
HVN / HB Requested	HVN/HB Request Pending decision	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	HVN/HB Exemption Renewal request pending	Do not make any appointments outside of the client's home while this RA is in effect.
HVN/HB Granted 192U	HVN/HB Exemption for more than 365 days	Do not make any appointments outside of the client's home while this RA is in effect.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.
Paratransit services needed	No in-office appointments while you apply for Access-A-Ride	Please arrange for a home visit for this appointment and any other scheduled appointment.

4. Non-PC Bank CA/E-APP Model Office Appointments

Overview

FIA (Family Independence Administration) has begun a pilot program with 16 Community Based Organizations (CBO) to submit CA E-Applications using ACCESS HRA.

OTDA (Office of Temporary Disability Assistance) is requiring all those who apply for CA online have an incenter appointment scheduled and an appointment notice Interview Required to Complete Your Online Cash Assistance Application (**FIA-1204**) to be given to them.

The **99AC** (Appointment Interview Scheduled) Action Code will be posted to NYCWAY (New York City Work Accountability and You) to indicate that POS has scheduled an in-person interview appointment for an applicant who has initiated an application online using AHRA from an authorized CBO.

This notice will be given only to the applicants who submit their CA application outside of a PC Bank. The form Help for People with Disabilities (**HRA-102C**) will be attached to the **FIA-1204** when being mailed out.

The new notice **FIA-1204** has been created to be given to Non-PC Bank CA-EAPP applicants when an Incenter appointment has been scheduled for them.

- The form has been implemented in all twelve languages.
- The **FIA-1204** Notice will be automatically sent to the applicant via Print to Mail when POS identifies that the applicant had filed a CA application via ACCESS HRA from outside of a PC Bank.

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• The **FIA-1204** provides the applicants with a notice that informs them that an interview is required to complete the Cash Assistance Application Process.

• The NON-PC Bank CA E/APP Workflow

- a. Applicant completes the CA E-Application using AHRA (Access HRA) outside of a PC bank.
- b. Applicant submits CA EAPP to HRA (Human Resources Administration).
- c. Case is submitted to POS
- d. Appointment record is created for the applicant in Model Offices System.
- e. Case gets registered by POS in the WMS (Welfare Management System) according to the Zip Code/Location
- f. CA Application Interview is placed in the CA E-Application queue in POS
- g. POS sends action code **99AC** (CBO Applicant Interview Appointment) to NYCWAY for these appointments.
- h. FIA-1204 PTM notice request is generated in POS

Homebound Applicants

For all identified homebound applicants who submit their application outside of the PC bank POS will suppress all in-center appointments including the **FIA 1204** and all in-center letters.

CBO Applicants

The **99AC** Action Code will be posted to NYCWAY file in order to indicate that POS has scheduled an inperson interview appointment for a applicant who has initiated an application online using AHRA from an authorized CBO.

Rescheduled Applicants

POS will be updated from NYCWAY when a CA EAPP case with a pending interview gets rescheduled in NYCWAY. By using the existing nightly process, POS will now be updated with the rescheduled appointment details when the NYCWAY Action Code 99AR (Appointment Interview Rescheduled) is picked up during the nightly process for the CA EAPP applicants.

NYCWAY will also produce the Rescheduled Cash Assistance Application Interview Appointment (FIA-1204a) for the participant via Print-to-Mail and will send the updated appointment record to POS.

Supervisors Accessing the CA E-APP

Required Steps:

- 1. The Supervisor clicks on the **Worker** radio button and selects the **CA E-App** option in the drop down menu to access the queue.
- 2. The Supervisor then selects the case in the queue and clicks on the Assign button.
- 3. Select the Worker, enter a case comment (if applicable) and click **OK**. The application interview will be assigned to the selected worker.

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5. NON-PC BANK CA/E-APP Email Messages

FIA has requested ITS (Information Technology Services) to create E-mail Messages to remind all CA E-Application Applicants to go to the center for their application interview. The following message will be sent after the applicant successfully submits an application.:

E-mail Message:

Thank you for successfully submitting your application for Cash Assistance.

Your next step is:

Complete Your Required Interview

When? Within the next three business days. Our business hours are Monday to Friday 8:30am to 5pm. You can come in on any business day and a worker will interview you on that day.

Where? At the location listed on the ACCESS HRA My Cases page. This can be viewed by going to www.nyc.gov/accesshra or on a mobile device at nyc.gov/accesshramobile

What will I need? Bring documents that prove who you are, your address, the people you are applying with, household income, and resources like bank accounts. See the list of documents on the ACCESS HRA confirmation page. This was also emailed to you. If there is more than one person over 18 in your household, try and have them come to the interview with you. If they can't make it that day, we will schedule an appointment for them to come on another day.

Need some extra help? Call the HRA Info Line at 718-557-1399.

6. Notice of CA Contact with Center from HDU (FIA-1173)

With the integration of HDU (Homeless Diversion Unit) into FIA, HDU has been provided the ability to produce the Notice of Contact with Center (**FIA-1173**) from the **HDU Intake Activity** screen. They are also able to print this form from any other HDU activity involving the applicant/participant.

A new data entry window has been provided in POS for the Worker to produce the **FIA-1173** receipt for the applicant/participant when they have been engaged in any HDU intake activity.

Universal Receipt	×
Does the applicant/ participa that they were in or contacted	int need a receipt indicating HRA Center?
Yes	No

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Universal Receipt	×
Form [FIA-xxxx] Universal Receipt is being printed.	
OK	

7. POS Informational Notification

Crotona PC Bank, Periodic Mailer, and Refugee Relocation Model Office System Updates

APPLICATION/SERVICE IMPACTED: FIA Model Office, Self-Service

Planned Start Date: 6/1/18 9:00 PM Planned End Date: 6/1/18 11:00 PM

- CHANGE DESCRIPTION AND IMPACT DETAIL: On Friday, 6/1/2018 DSS ITS (Department of Social Services Information Technology Support) teams deployed Model Office and Self-Service system changes for implementation of the following system requests:
- PC Bank expansion at Crotona
 - A PC Bank has been installed at Crotona and Model Office and Self-Service changes will be deployed for the submission of SNAP E-apps, SNAP E-Recerts and CA E-Recerts beginning on Monday 6/4/2018 with submission of CA E-Apps scheduled for Monday, 6/18/2018.
- Periodic Mailer Reporting Routing (USR 2811-00)
 - With the availability of the online Periodic Reporting in ACCESS HRA, SNAP (Supplemental Nutrition Assistance Program) applicants/participants that go in-center during their Periodic Reporting period will be routed to a PC Bank in order to give them the option to submit online. Applicants/Participants who submit an online Periodic Mailer Report will now receive a document return appointment that will route the clients to the self-service scanner.

Re-location of Refugee Center to Queens

Model Office & Self-Service system changes to accommodate the relocation of Refugee Center (**047**) into Queens, 32-20 Northern Boulevard.

To report any issues with Model Office and Self-Service systems, please contact the POS Help Desk by phone at 718-510-0551 or by e-mail at helpdesk-pos@hra.nyc.gov

8. WMS Release 2018.2

Rent Payments

New SI CA rent payment type codes have been added to WMS for New NYC Funded Rent Initiative **Programs.** These rent payment amounts can be issued up to 5,000.00.

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The POS Code Table was modified accordingly. The new CA rent payment codes in POS and WMS are:

POS Code	WMS Code	Code Description
AZA	ZA	Code ZA - SOTA 1YR (SOTA 1 year up front)
AZB	ZB	Code ZB - CFP 1 YR (City FEPS 1 year up front)
AZC	ZC	Code ZC - SEP 1 YR' (SEPS 1 year up front)
AZD	ZD	Code ZD - LN4 1 YR (LINC IV 1 year up front)
AZE	ZE	Code ZE - LN5 1 YR (LINC V- 1 year up front)
AZF	ZF	Code ZF - L1S 1 YR (LINC I standard - 1 year up front)
AZG	ZG	Code ZG - L1E 1 YR (LINC I enhanced 1 year up front)
AZH	ZH	Code ZH - L2S 1 YR (LINC II standard - 1 year up front)
AZI	ZI	Code ZI - L2E 1 YR (LINC II Enhanced - 1 year up front)
AZJ	ZJ	Code ZJ - UNITHOLD (Unit Hold)

2018 Earned Income Disregard & Poverty Level Changes MRB (Mass Rebudgeting)

Annually on June 1, as required by Social Services Law Section 131-a (8)(a)(iii), the percentage of earned income disregarded from a Public Assistance case must be adjusted to reflect changes in the most recently issued poverty guidelines of the United States Bureau of the Census. This change also requires that income thresholds for the PA Poverty Level Income Test be updated. For 2018, the disregard will increase from 51% to 52% effective June 1st.

DETAILS:

- I. For budgets with Effective Dates of 06/A/2018 or later, the earned income disregard is changed from 51% to 52%. Budgets with Effective Dates prior to 06/A/2018 should continue to use 51%.
- II. For budgets with Effective Dates of 06/A/2018 or later, the following table look-up amounts should be used for the PA (Public Assistance) Poverty Level Test. Budgets with Effective Dates prior to 06/A/2018 should continue to use current table amounts.

HH Size	PA Poverty Level
01	\$1,011.67
02	1,371.67
03	1,731.67
04	2,091.67
05	2,451.67
06	2,811.67
07	3,171.67
08	3,531.67
09	3,891.67
10	4,251.67
11	4,611.67

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12	4,971.67
13	5,331.67
14	5,691.67
15	6,051.67
16	6,411.67
17	6,771.67
18	7,131.67
19	7,491.67
20	7,851.67

III. For budgets with Effective Dates of 06/A/2018 or later, the formatted field on Report **WINR0146** should display 52% instead of 51%. Budgets with Effective Dates prior to 06/A/2018 should continue to display the 51% format.

WINRO 32 and 32X Updates

POS has been updated to reflect the removal of **EAA** (Emergency Assistance for Adults) and **EAF** (Emergency Assistance for Families) cases from the **WMS WINR032 and WINRO32X**

Post MAI (Medicare Status) indicator to WMS (Welfare Management System)

Applicants and participants over the age of 65 on Medicaid maybe eligible for Medicare. As a result, these applicants/participants must apply for Medicare as a condition to qualify for Medicaid.

POS will check the MAI indicator when the value of V (Verified) is entered for Medicaid.

Response to Question		
Who:	Is applying for Medicaid or currently is on Is On Medicaid With a Spenddown? Has Medicare (Red, White and Blue Card) Medicare Application Indicator (MAI)	Medicaid? CYES © NO CYes © No P. CYes © No D-Deferral for Medicare #-Delete A-Applied for Medicare
TPHI Has Health or Hospital/Accident Insurance Has Any Government Agency (Public Progr Assistance or Medicare Paid Any of Your M	(Including Insurance From Employer)? am) Besides Medical ledical Bills? Scan	N-Not Eligible for Medicare P-Verified for Medicare (Manu S-SLIMB Ineligible for Medica
	OK Cancel	Scroll Between Rows

It was found that Workers are posting codes in the MAI indicator field even when the MAI indicator in WMS is verified with the value \mathbf{V} . POS will no longer allow the worker to change the \mathbf{V} when it has been verified in WMS.

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9. POS Alerts on Household Screen

POS has been updated with enhancements requested by FIA/BPI (Business Process Innovation) for the below listed activities for CA to inform the Worker of the existence of unindexed documents.

Impacted activities

- CA application interview
- CA recertification interview
- CA change case data

POS has initiated a new procedure to perform the following look-up functions to determine if there is an unindexed document on the case. If unindexed documents are found on the case POS will alert the Worker with a dialog box at the **Household** screen.

The following will occur if unindexed documents are found for a case:

• POS will display an alert informing the Worker that there are unindexed documents on the **Household** screen.

Household screen

The new alert dialog box with an **OK** button that says "Unindexed documents exist for this case. Please open the indexing tool to view and index." When the user presses **OK**, then the dialog box closes and user can resume working.

Warning	×
1	Unindexed documents exist for this case. Please open the universal indexing tool to view and index.
	OK

10. POS FEPS Code 47 (FEPS Supplement) Update

Beginning with the June 2018 release the following will occur:

- 1. The old FEPS code **47** will be removed from the additional expense type menu in the **Additional Expenses** window.
- 2. An error message will appear in the budget if the Worker attempts to use FEPS code 47.

Window change:

POS removed the **FEP Supplement (Code 47)** option from the **Specify Additional Expense** menu in the response window for the question **Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.**

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ersion 21.3 - Paperless Office System - [OTHER EXPENSES] 11:04:12 AM Tuesday, January 16, 20	018
INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:	Yes No
Are You Able to Prepare Meals At Home ?	00
Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.	00
Pays Tuition and/or Fees?	00
Pay Court Ordered or Voluntary Child Support?	00
Pays Alimony/Spousal Support?	00
Owes At Least Four Months' Court-Ordered Support For A Child Under 21?	00
Buvs Or Plans To Buv Meals From A Home Deliverv Or Communal Dining Service?	
Brown Hose FHEPS A (Code 66) Storm Housing Program Indicator FHEPS City FHEPS State L- FHEPS A To Stay 0 935.00 Reason for FHEPS Application FHEPS to stay in your apartment Image: Comment Document Scan Comment	
OK Cancel	

Budget message

If the Worker attempts to calculate a budget with the old FEPS code 47, display the following error message: "FEPS Code 47 cannot be used. Please use FHEPS Code 66, 67 or 68 if appropriate."

11. Voluntary Referrals to WeCare

POS/NYCWAY will disable the Voluntary referral to WeCare (Wellness, Comprehensive Assessment, Rehabilitation and Employment) for home bound applicants/participants with action codes **19WC** (HVN/HB-Active-Appt Needed) or **99WC** (HVN/HB-Active-Appt Needed). These codes have been deemed obsolete by the Office of Legal Affairs.

12.TAD Business Rule Updates

FIA has requested POS to stop the closing/rejection of **V20** (Failure to Provide Verification), **Y29** (Failure to Provide Verification – Expedited Food Stamps [Timely]) and **V21** (Failure to Provide Verification) of cases for the dates of February 21 and 22, 2018. There was a problem with the scanner and the TAD business rule has been updated to prevent these cases from being closed or rejected improperly.

13. POS Telephone Updates

The CNS Subsystem has been updated to reflect the Fair Hearing telephone number for the BFI (Bureau of Fraud Investigation) Center. This action was effective Monday, May 14, 2018.

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14.POS E-Forms

The following E-forms were updated:

- FIA 1204, Interview Required to Complete Your Online Cash Assistance Application
- FIA 1204a, Rescheduled Cash Assistance Application Interview Appointment
- FIA 1173, Confirmation of Contact with Your Center
- W 897 PT, Notice of Rent Payment Responsibility Couldn't find form name

The following forms were updated in 12 languages:

- EBT-23, EBT-23 Notice of Special Cash Assistance and/or Food Stamp Benefit
- FHA-2B, Fair Hearing Compliance Statement Supplemental Nutrition Assistance Program (SNAP)
- FIA-1148, An HRA Representative is Coming to Your Home to Recertify You
- FIA-1148A, Notice of Missed Cash Assistance Recertification Home Visit Appointment
- W 145, Notice of Intent to Restrict Shelter Allowance (Timely)
- W 145HH, Notice of Decision On Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)
- W 145K, Notice of Voluntary Restriction Of Food and Other Grant and/or Energy Allowance Timely

POS Release Notes June 18, 2018

NEW POS Disability Screening Process

POS Release date: July 12, 2018

1

Overview

The POS (Paperless Office System) was updated to present a new disability screening (DS) process to help identify individuals who may need reasonable accommodations (RA). The disability screening questions must be offered to all CA applicants and participants <u>at the beginning</u> of the eligibility interview.

This new POS Disability Screening process will roll-out on **July 12, 2018**. The first 5 CA centers selected for the pilot project represent one center in each NYC borough. These pilot centers are: **Fordham (#44), Coney Island (#63), Waverly (#13), Jamaica (#54),** and **Richmond (#99).**

The following POS activities are impacted:

- CA Application Interview In the Office
- CA Application Interview On Phone/Homebound
- CA Recertification Interview In the Office
- CA Recertification Interview On Phone/Homebound
- CA Application Supervisor Approval
- CA Recertification Supervisor Approval

This screening process was devised to help staff identify individuals that may need reasonable accommodations and/or individualized services due to a mental or physical health condition. The screening will be done at the application or recertification interview for **all adults** and **minor (under 18 years of age) head** of household. If an adult member is not present, the member must be screened at the return appointment.

Selective Case Review Implications

CA Case actions with answers in the disability script and/or with the resulting RA are eligible to be selected for SCR, however, there will be no need for approval/disapproval reasons list and checkbox on the windows that appear in the approval activities. The supervisory activities will show the **RA Summary** window as read only for all the eligible individuals. The Review case activity should display all the details captured in all three steps of Disability Screening process, as read only, for all individuals in the case.

Disability Screening (DS) Three-Step Process

The disability screening 3 step-process:

- 1. Disability Screening Questions
- 2. Reasonable Accommodation (RA) Determination Questions
- 3. Review the RA Summary

Step I: Disability Screening (DS) Process Flow

1. The DS process starts from the POS Household Screen

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2. The worker selects <u>only adults (over 18 years of old)</u>. However, if the head of the household is under 18, the disability screening is allowed. There is no disability screening for children under the age of 18. The worker will clicks Next to start the Disability Screening.

3. The New Disability Screening Questions window will open. This window is built in a new web design (similar to Streamline POS used in SNAP (Supplemental Nutrition Assistance Program).

NYC	CA APPLICATION IN	TERVIEW	Nation	Paher Case		0 10013
HRA CMS						
Disability Screen	ing - Questions 🥹					
Select the individual for whom	you are completing the disability interview for a	d ask the disability into	nier pastine before	moving on to the next pe	-904.	Read this statement to the applicanticlent before asking the guestion:
Hit Member	Relationship to Holl	Sex	008	SSN	CA	application process, per to appointments, or read and thi authema. Fyre have a disability we can help you the ast people a few questions. This
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-	Legal Spruse	r			AP	
				× •	evers 5 meet	COMMENTS ~

4. Before selecting an adult and asking the DS questions, the worker has to read the statement "READ TO CLIENT FIRST" located at the top right hand side of the screen:

READ TO CLIENT FIRST	_ 🗆
Read this statement to the applicant/client before asking the que	stion:
"Having a disability can sometimes make it hard to get through our application process, get to appointments, or read and fill out forms have a disability, we can help you. We ask people a few questions will give us a better idea how we may help you. Answering is up to can stop at any time. We will keep your answers confidential. We use your answers to find out what kind of help we could offer to you	. If you This you. You will only I.*

The statement reads: "Having a disability can sometimes make it hard to go through our application process, get to appointments, or read and fill out forms. If you have a disability, we can help you. We ask people a few questions. This will give us a better idea how we may help you. Answering is up to you. You can stop at any time. We will keep your answers confidential. We will only use your answers to find out what kind of help we could offer to you."

5. Select the individual for whom the disability interview will be conducted and disability screening questions asked (before moving on to the other household members).

NYC	CA APPLICATION I	TERVIEW	Mark P	isher Cole I			100 100
HRA CMS						MEAD TO CLE MI HMMP	
Disability Scree	ming - Questions o					-	
Select the individual for who	on you are completing the ploability interview for	and ask the disability int	evice greations before a	roving on to the next period	m.	Read this statistical to the applicant closet before access to	te guerature
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	Case Head	-			NP.	can stap at any time. The will keep your answers confidential sone your answers to find out what kind of help we could other	". We will setly "
	Legal Spouse				AP.		

Note: If the worker does not select an individual, an **Error** message will be displayed on the right side.

NYC	CA APPLICATION INTE	ERVIEW	Mark P	wher Case		0 100.3
HRACMS	ing Annuling A					NEWLYS-CARNY INST
Disability Screen	ing - Questions o					Read this violament to the application entropy the question:
Select the individual for whom	you are completing the disability interview for and a	ak the dashiriy into	niee questions before n	roing on Its the Hert pers		Namp a deability can sometime main Chardle of Integrited periods a deability can sometime to constrain the activities. They
101 Bender	Relationship to Holt	Sex	000	554	CA	have a disability we can help you. We said people a few questions. This will get us a befor idea how we may help you. Accurating is up to you. You
	Case Mead	м			NP.	can stop at any time, the will here your answers contribution, the will only use your answers to find out what kind of heig we could offer to you?
	Logal Sprune	r			NP.	
						Drived an individual to conduct disability screening
				< 100	1005 S. (807	
						coments A

The Error message reads: Select an individual to conduct disability screening.

6. The opening disability interview question is:

Do you have a physical, mental, or emotional condition (illness, injury or disability)? The question is mandatory (has a redasterisk *) and displays 3 types of answers:

- Yes
- No
- Declined to Answer

If the adult's answer is "**No**" or "**Declined to Answer**", the screen will return to the initial DS Questions window, for the worker to move on to another adult to ask similar DS questions.

212	CA APPLICATION IN	TERVIEW	Mark P	uber etter	ALC: COMPANY	•
era cuis Disability Scre	ening - Questions					MULAR HOF CORRECTIONST
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If the other adult answers "No" or "Declined to Answer", the worker needs to record the reason for refusal in the **Comments** section

COMMENTS

(bottom of the right-hand side) and

still continue with the CA application or CA recertification interview

If the answer to the opening question is "**Yes**", the remaining <u>11</u> questions will be displayed (see screen below):

NYC	CA APPLICATION IN	TERVIEW		in finter	cord,			@ 100.5
HRA CMS	11							
Disability Scree	ning - Questions o							
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NY Member	References in the t	Sea	008		558	CA .		
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Do-you have a deabling is deabling? -	such as action, spikping rescripped scondile	n, a brain sigury, cr a	n intellectual	C Xee	* **	C Declined to Automa		
Because of your condition	. do you have difficulty waiting or canonig all	- 100		C 194		C Declined to Assesser		
Do you have attenty walk	ing about 5 city blocks, or a quarter of a mar-	**		O Res	* **	O Declined to Access		
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These 11 questions are:

- 1. Are you deaf or do you have difficulty hearing?*
- 2. Are you blind or do you have difficulty seeing even when wearing glasses?*
- 3. Because of your condition do you have difficulty concentrating, remembering or making decisions?*
- 4. Do you have a condition that makes it difficult in general for you to learn? Such as attention problems (ADD), hyperactivity (ADHD) or dyslexia?*
- 5. Do you have an emotional, psychological or mental health condition such as anxiety, depression, bipolar disorder, substance use disorder, or problems with your nerves?*
- 6. Do you have a disability such as autism, epilepsy, neurological condition, a brain injury, or intellectual disability?*
- 7. Because of your condition, do you have difficulty walking or climbing stairs?*
- 8. Do you have difficulty walking about 5 city blocks or a quarter of a mile?*
- 9. Does this disability or health condition affect your ability to read, write, and/or communicate with people? *
- 10. Does this disability affect your ability to travel around the city? *

11. Do you have any other kind of disability or health condition (including condition like chronic pain, difficulty sleeping, or side effects from medication)?*

All these 11 questions are marked with the asterisk (*) and provide the same 3 answering options: **Yes, No, Declined to Answer**.

- If after answering half of the questions, the client decides **not** to answer the rest of them, the worker should mark the remaining questions as "Declined to Answer".
- 8. If the applicant/participant indicates that they want the worker to disregard

the answers given prior, the worker should click the button located at the bottom of the screen. Before POS removes all the selections, the worker will see the **Clear Answer(s) Warning** message to ensure they want to complete this action.

CLEAR ANSWER(S) WARNING
This will clear answers for the selected individual.
YES 🖕 NO

The Worker clicks **Yes**, all answers are cleared out, and the worker marks all answers as **No.**

Screen 1: Remaining 11 questions

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HRACME							
Disability Scree	ening - Questions g						
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Does this muscely or hea	als condition affect your about scottiged action	the ch/1+		O Yes		O Declared to Annance	
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					1	COMPLETS	

- 9. If the worker has completed all DS questions within the disability interview process for the first individual, they can either select the next individual on the case to begin asking the disability screening questions, or click the Next button to continue with the disability screening interview by moving to Step II: Reasonable Accommodation (RA) Determination Questions.
- 10. When DS Questions have been asked to all adults on the case, the window will display the following message: Disability screening for all eligible adults has been completed (see screen below).

Screen 2: DS for all eligible individuals has been completed

NYC	CA APPLICATION INTERVIEW	Mark Pisher Case 000
HRA CMS		
Disability Screen	ing - Questions o	
Disability screening for all elig	ble individuals has deen compliated.	

Step II: Reasonable Accommodation (RA) Determination Questions

CA Application Interview

Once the disability screening question "**Does any adult have a physical**, **mental or emotional condition (illness, injury or disability)?** has been asked and answered as **Yes**, the worker starts the determination for any disability or reasonable accommodations the applicant requires.

Screen 1: Disability Screening-RA Determination Questions

NVC	3	A APPLICATION IN	TERVIEW	Mark Pr	ther Case			e 10
HRA CMS Disability	Screening -	RA Determination O	uestions					
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	-							
					C research	> mm	COMMENTS	

Some applicants/participants may have already requested RAs (**Existing Reasonable Accommodations**) which are displayed on the right-hand side of the window.

Screen 3: Existing Reasonable Accommodations

RA CMS Disability Screening - RA Determination Questions Meditative file attack in provide the datability introver gradiations before mercing on to the next person. Meditative file attack in provide the datability introver gradiations before mercing on to the next person. Meditative file attack in provide the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver for and and: the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver for and and: the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver for and and: the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver gradiations before mercing on to the next person. Meditative file attack in the datability introver gradiations before mercing on the next person. Meditative file attack in the datability introver gradiations before mercing on the next person. Meditative file attack in the datability introver gradiations before mercing on the datability introver gradiations attack in the datability introver file attack in the datability introver gradiations attack in the datability introver gradiations attack in the datability introver gradiations attack in the datability introver gradiation attack in the datability introver file attack in the datability introver gradiation attack	mer application process an is you meet us to const sassinicatie actionmetation an RA Comment
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A Questions a whences tigs Language interpreter today or all future appointments? b we you some other kind of heip for people who are deal or hand of hearing? If yes, what kind of heip do you: b we you some other kind of heip for people who are deal or hand of hearing? If yes, what kind of heip do you: b we you some other kind of heip for people who are deal or hand of hearing? If yes, what kind of heip do you: b we you some other kind of heip for people who are deal or hand of hearing? If yes, what kind of heip do you: b we you some other kind of hearing? If yes, what kind of heip do you: b we you some other kind of hearing? If yes, what kind of heip do you: b we you some other kind of hearing? b	easonable accommodation A RA-Comment
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Help reading forms . Active 01020	202018 RAcommentition other kind of Hell
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Piere 1450 1000	Automatic Hold appointment

If that is the case, the worker should review the Existing RAs, their status and the date of the request to **not ask the client the same questions again**. Instead, the worker should ask RA Questions that have not yet been asked, (like in our sample these are 2 remaining questions):

- Use an American Sign Language interpreter today or at future appointments?
- Give you some other kind of help for people who are deaf or hard of hearing. If yes, what kind of help do you need?

If the answer to any of them is **Yes**, the RA Comment box will open up. Comments are needed only if the RA Comment has an asterisk(*) symbol next to it.

Mark Fisher Case: NVC 0.1 Disability Screening - RA Determination Questions as ways it helps people or Relationship to Not 101 Member Sec 6.68 68 Case Nead II AP. RA Questions an American Sign Language interpreter today or at future appoi 8 Yes O No O Declined to An -RAccommentation Help for access material in: ulp for people who Adhe ne other kind of help for people who are deal or hard of hearing? If yes, what kind of help-do you 🔗 744 🔿 No 🔿 Deck Give your < PREVIOUS - 5 NEXT

Screen 4: RA Comment Box - Use an American Sign Language

Screen 5: RA Comment Box - Give You Some Other Kind of Help...

NYC	CA APPLICATION IN	TERVIEW	Mark Pister	Co.					O 10013
HRACMS Disability Screeni	ng - RA Determination O	uestions				READ TO CLEME FIRST			_ 0
Select the individual for shoring	to are completing the disability interview for a Relationship to Rott	where the description	rview questions before moving a DOB	or to the next SSN	(person. Ch	History was their participate in periods in the second sec	gangia con	gista Deix appl	callon process and
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RA Questions						httissach provideo based on your disabel	roa Bas Aulton V	wing reasonabl	a accommodationa
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Give you some other kind of t need?	telp for people who are deaf or hard of he	aring? If yes, what kin	d of help do you — (8) Yee	O No	O Declined to Annexes	Help for people who are blind or low visio	A84	01000018	RAcommentifier some offrer Kond of Intellig
RA Comment						Help reading forms	Adva	04000048	
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								****	Hold appointments in
				4	NEWSER	COMMENTS			~

If the applicant/participant requested these two new RAs (Sign Language interpretation and Help for people who are deaf or hard of hearing), the screen will display the RA Summary of these two new RAs requested.

Screen 6: Requested RA Summary

NYC	CA APPLICATION IN	TERVIEW	Mark Fis	Ner Cite					0 100L5
HRA CMS						DUSTING BEAM	NAME ACCOUNT	COATIONS.	
Disability Screeni	ng - Requested RA Sum	mary				HRA-arreado pro	des you the follow		accommedations
The list of Household Individual	a who-spled for Reasonable Accommodation.					hased on your d	sability:		
HH Member	Relationship to HoH	Sex	DOB	554	C4.	RAtione	NA Stature	RA Date	RA Comment
•	Case Head				AP:	Help for people blind or low visit	who are Adhe	01202018	RA commercitor Help for access material in
New Requested I	RA					Intelp for people are blind or low	who Adhre	01202010	RA comment for some other land of Help
🧹 Sign Language inte	repretation					Help reading fo	ma Adre	01202018	
 Help for people wh 	o are deaf or hard of hearing					Help completin	g forms Active	01202010	
							1.4		Hold appointments in
				< estruct	n y accr	COMMENTS			^

CA Recertification Interview

During recertification interview, the RA Determination Questions window will be displayed for those individuals that have opted to request or state they already have a Reasonable Accommodation. The worker will select the individual and click the Next button to proceed to the corresponding RA questions based on their original assessment. They may also have to record new RA questions based on the individual's new responses.

Screen 1: Some Other kind of Help?

NYC	CA RECERTIFICATIO	ON INTERVIE	W Mark Pishe	r Case T						0 TOOLS
HRA CMS							NEAD TO CLEANT FIRST			
Disability Screen	ing - RA Determination Q	uestions								
Select the individual for whom	you are completing the disability interview for an	d ack the disability into	nier questions before moving	; on to the res	d person.		participate in pervices.	berbin could	pres mor sppr	cation process and
HH Member	Relationship to Hull	Sex	008	\$54	CA		Decause of your disab	ity or condition	on, do you nee	d us to
· · · · · · · · ·	Case Nead				RJ.		Contrast of Allowing			-
RA Questions	• Crean you do need to beild be the		<u> </u>		() Declared to dome	_	HRA alreado provides y based on your disabilit	bu the follow 7.	ng reasonabh	accommodations
some contraction maps.	and many or many an post months		ē	0.00	0.0000000000000000000000000000000000000		RAitene	RA Status	RA Date	RA Comment
							Help for people who a blind or low vision	Albert	01000010	RAcomment for Help for access material in
							Help for people who are blind or low vision	Athe	01000010	RAcomment for some other Kind of Help
							Help reading forms	Adhe	01000010	
							Help completing form	ti Adhe	01202010	
										Hold appointments in
				-	mexicus 5 m	07	COMMENTS			^

Screen 2: RA Comment Script

NYC	CA RECERTIFICATI	ON INTERVIE	W 👐	rk Fisher	Cese	_						0 100LS
HRA CAES												
Disability Screen	ing - RA Determination C	luestions						P	NO POPULAR PRIST			
Select the individual for whom y	cu are completing the disability interview for a	nd ack the disability inte	rview questions beh	ore moving on	to the next	f person.			RAhas ways it helps p atticipate in penvices.	kopia comp	plats their appl	callon process and
HH Member	Ralationship to Huill	Sex	DOB		SSN	c	А	•	ecause of your disabilit) or condition	on, do you nee	5 us 10
-	Case Head					R	J					
								0	OSTING REASONABLE	ACCOUNT	NOATION'S	
RA Questions					÷				RAalmad) provides yo seed on your disability	the follow	ing masonadh	accommodations
Some other kind of help?" If We cannot give you the	so, what kind of help do you need? • s accommodation right away. To make a fit	ual decision, we need in	redical or	⊕ ¥es ⊙ ¥es	() No	O Declined	to Answer	•	Ul Name	RA Status	RA Date	RA Comment
clinical documents to so documents. We can all need this accommodati	ipport your need for this accommodation. so help you get those documents if you as on? •	You will have time to gr k us to. Would you co	ve us those nfirm that you	9					isig for people who are and or tow vision	Ache	01030018	RAcommentitiv Help for access material in.
RA Description +									leip for people who re blind or low vision	Adve	01000010	RAcommertitor some other Kind of Help
									leip reading forms	Active	01202018	
RA Comment						*			ialp completing forms	Adve	01000010	
						,		1.0		1.00		Hold appointments in
					K	PREVIOUS	X and	•	CAMENTS			~

The script:

We cannot give you this accommodation right away. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 3: Confirmation of the RA Request

NYC	CA RECERTIFICATI	ON INTERVI	EW Mar	r Plahar Cose and						0 1000
HRA CMS Disability Screeni	ng - RA Determination G	uestions					READ TO CLENT FIRST			_ 0
Select the individual for shorn yo	ou are completing the disability interview for a	nd ack the disability in	terview questions befor	e moving on to the next	person.	_	HFUAhas ways it helps po participate in services.	Kopie comp	inte their app	ication process and
HH Member	Relationship to Hull	Sex	DOB	5.54	CA.	- 1	Because of your disability	y ox conditio	on, do you nee	due to
	Case Head				RJ.		-	10000000		-
RA Questions							HRA already provides you based on your disability	The follow	ng waxonabi	e accommodations
Some other kind of hep? If s Vie cannot give you this	io, what kind of help do you need? .	al decision, we need	medical or	ite Yes ⊖ No 18 Yes ⊖ No	 Declined to Ansy 	~	RAName	RA Status	RA Date	RJ. Comment
documents. We can als need this accommodation	to help you get those documents if you as you?	k us to. Would you e	ontim that you				Help for people who are blind-prilow vision	Active	01000018	RAcommercitor Help for access material in.
RA Description ·							Help for people who	Active	01000018	RAcomment for some
							Help reading forms	Active	01000018	
RJA Comment										
During in center appointme	ent arrange wheel chair for this client.						Help completing forms	Active	01202018	
									-	Hold appointments in
				×	mernous 👌	07	COMMENTS			

Screen 4: Requested RA Summary



Regardless the type of the interview, all RA Determination Questions are mandatory and display **RA Comment boxes**. Only the RA Description marked with a red asterisk (*) requires a worker's comments (see below).

connent •	8 105	0.96	 Declined to Answer
omment for help for blind and low vision			-
			w

The RAs may be granted **provisionally** or **permanently**. To grant a RA permanently, **medical documentation** is sometimes required. A script will be displayed to remind the Worker to inform the applicant/participant that medical documents whill be required.

Main Screen: RA Determination Questions

NYC	CA APPLICATION IN	TERVIEW		ark Fisher	Case		•	8 100
HRA CMS							READ TO A ENTERNA	
Disability Screen	ning - RA Determination Q	uestions						
Select the individual for whom	you are completing the disability interview for a	nd ask the disability inter-	iev questions be	fore moving a	n la fhe nea	l person.	HRA/has ways it helps propie-complete their application process an perforpate in senices.	10
101 Member	Relationship to HoH	Sex	008		5.5N	CA	Because of your disability or condition, do you need us to	
	Case Head		a series and			MP		
RA Questions								
Give you access to material	is in an alternative format for people that an	e blind or low vision?	0	8144	O No	C Declined to Answer		
Give you some other kind or need?	If help for people who are blind or low vision	? If yes, what kind of her	p-do-you	O Yes	O No	O Declined to Answer		
Have a staff member help y	ou read Roms? •			O Yes	O No	O Declined to Answer		
Have a staff member help y	ou fill out forms? .			O Yes	O No	C) Declined to Answer		
Hold appointments in a quie	et office space??			O Yes	O No	C) Electioned to Answert		
Schedule future appointment	nts so that a triend or family member can co	me with you? = 😡		O Yes	O No	O Declined to Answer		
Not schedule your appointm	nents during rush hour?			O Yes	() No	C Declined to Answer		
Schedule appointments at c	certain days and times? - 🧿			O Yes	O No	C) Declined to Answer		
Schedule appointments at a	a specific center?• •			C Yes	O No	C Declined to Answer		
						revous > scat		
							COMMENTS	~

There are 15 RA Determination Questions of them:

- 1. Use an American Sign Language interpreter today or at future appointments? *
- 2. Give you some other kind of help for people who are deaf or hard of hearing. If yes, what kind of help do you need?*
- 3. Give you access to materials in an alternative format for people that are blind or low vision?*
- 4. Give you some other kind of help for people who are blind or low vision. If yes what kind of help do you need?*
- 5. Have a staff member help you read forms?*
- 6. Have a staff member help you fill out forms?*
- 7. Have an appointment in a quiet office space?*
- 8. Schedule future appointments so that a friend or family member can come with you?*
- 9. Not schedule your appointment during rush hours?*
- 10. Schedule appointments during certain days and times?*
- 11. Schedule appointments at a specific center?*
- 12. Postpone HRA office appointments until you apply for Access-A-Ride?*
- 13. Have shorter waiting times for appointments*
- 14. Have appointments take place in your home?*
- 15. Give you some other kind of help? If so, what kind of help do you need? *

Questions **1-6** display RA requests that can be granted **right away** and do **not require medical documents**.

Screen 1. RA: Use an American Sign Language interpreter today or at future appointments?

NYC	CA APPLICATION IN	TERVIEW	Mark Fis	her Case e	_	Rect	-			O 10013
HRACMS							NAME OF COMMENT	IET		
Disability Screeni	ing - RA Determination Q	uestions								
Select the individual for whom y	ou are completing the disability interview for a	nd ack the disability into	eview questions before mo	ing on to the ne	ut person.		PRAhas ways the participate in penal	ips people-con es.	piele their appi	ication process and
HH Member	Relationship to Hull	Sex	DOB	55N		C.A.	Because d'your di	ability or condi	ion, do you nee	due to
	Case Head			-		AP	TOTAL MANUE	100 F 14770000	onation s	_
RA Questions							MRA streads provid based on your data	a you the toko silly;	eng reasonabl	
Use an American Sign Langu RA Comment	age interpreter today or at future appoints	words? •	*	fes 🔾 No	() Declin	ed to Answer	RA Name	KA Status	RA Date	RA Comment
					1		Help for people when the second secon	Athen	01030010	RA commentitivi Help for access material in
Give you some other kind of	help for people who are deaf or hard of he	saring? If yes, what ke	d of help do you	fes 🔿 No	O Decline	ed to Answer	Help for people w are blind or low vi	lon Athen	01030010	RA commercitix some other kind of help
The second se			-				Help reading form	Adve	01202010	
							Help completing:	ions Athe	01202010	
							Annu			Hold appointments in
					PROVIDES	2 mm	COMMENTS			^

Screen 2. RA: Give you some other kind of help for people who are deaf or hard of hearing? If Yes, what kind of help do you need?

NYC	CA APPLICATION IN	TERVIEW	Mark Fish	er Case	Recit					O 100	x.:
HRA.CMS							READ TO CLENT FIRST				
Disability Screen	ing - RA Determination Q	lestions									٦
Select the individual for shom	you are completing the disability interview for an	d asis the disability int	eview questions before mol	ing on to the next)	person.		HRAhas ways it helps p participate in services.	eople-cong	olete their appl	cation process and	
HH Member	Relationship to HoHI	Sex	008	55N	CA	- 1	Because of your disabilit	ly or condition	of, (⁶ -70) (188	dus to	
	Case Head			- C.)	18		CONTINUE DELATIONARE D		10477-105		
RA Questions							HRA already provides yo based on your disability	the follow	ing Hastonable		
Use an American Sign Lang RA Comment	uage interpreter today or at future appointin	ents? +	* *	es () No	O Declined to Answer		RA Name	RA Status	RA Date	RA-Comment	
					0	- 1	Help for people who are blind or low vision	Adve	01202018	RA commentifier Help for access material in	Ì
Give you some other kind of	Theip for people who are deaf or hard of he	aring? If yes, what ki	d of help do you 🛛 🛞 Y	es 🕕 No	O Declined to Answer		Help for people who are blind or low-vision	Adve	01/20/2018	RA commentifier some other kind of Help	l
RA Comment						- 1	Help mading forms	Adve	01202018		
					0	- 1	Help completing forms	Adve	01000018		
						- 1	mu		****	Hold appointments in	
				<u>s</u>	Mentors Ver	·	COMMENTS			~	

Screen 3. RA: Comment Box- Give you access to materials in an alternative format for people that are blind or low vision?

NYC	CA APPLICATION IN	ITERVIEW	Mark /	Tisher	Case				٥	
HRA CMS									NEAR TO CHERT HERT	
Disability Screenir	ng - RA Determination Q	uestions							READ TO COURT BRIST	
Select the individual for whom yo	o, are completing the disability interview for a	nd ask the disability interv	iev questions before r	moving or	to the next	person.			HRAnas ways thelps people complete their application process and participation services.	
HH Member	Relationship to NoH	Sex	DOB		558		CA		Because of your disability or condition, do you need us to	- 1
	Case Head						AP			
RA Questions								18		
Give you access to materials in RAComment	in an alternative format for people that an	e blind or key vision? .	0	8 Yes	O No	O Dedia	sed to Answer			
AA comment for help for bit	and low vision					0				
Give you some other kind of h need?	help for people who are blind or low vision	? If yes, what kind of her	p do you	74	O No	O Declin	red to Answer	1		
Have a staff member help you	read forms? •		(> Yes	() No	O Decla	sed to Answer			
Have a staff member help you	a fill out forms? •		6) Not	() No	O Declie	sed to Answer			
Hold appointments in a quiet of	office space?		6) 1946	() No	O Declin	sed to Answer			
Schedule future appointments	s so that a friend or family member can co	me with you? • 🤨	() Yes	() No	O Declin	sed to Answer			
Not schedule your appointmen	nts during rush hour?		() Yes	() No	O Declin	sed to Answer			
Schedule appointments at cer	tain days and times? 🔸 🥥		() Yes	() No	O Declin	ed to Answer			
Schedule annuistments at a r	nerifir renter? •			No.	$\bigtriangleup n_{\rm e}$	∩ netle	and its American			
					<.	PREVADUR	> 807	1	COMMENTS	~

Screen 4. RA: Comment Box- Give you some other kind of help for people who are blind or low vision? If Yes, what kind of help do you need?

NYC	CA. APPLICATION IN	TERVIEW	Mark Fisher	Case:		•	TOOLS
HRA CMS							-
Disability Screeni	ing - RA Determination Q	uestions				READ TO CLENT FREST	-
Select the individual for whom y	ou are completing the disability interview for a	nd ask the disability interview	e questions before moving	on to the next	person.	 HRA/has ways it helps people complete their application process and gardicipate in services. 	
HH Member	Relationship to Hull	Sex	008	5.5N	CA.	Because of your doublity or condition, do you need us to	- 1
	Case Head				AP .		
RA Questions Give you access to materials RA Comment • RA comment for help for h Give you some-other lead of peed •	in an alternative format for people that an blind and low-whice help for people who are blind or low vision	e blind or low vesion? •) ® Tes 00 you @ Tes	0 No	Declined to Answer		
RA Comment •							
Have a staff nember help yo	u read forms? .		O Yes	() No	O Declined to Answer		
Have a staff noniber help yo	u fill out forms? .		O Yes	() No	O Declined to Answer		
Hold appointments in a quiet	office space? •		O Yes	() No	O Declined to Answer		
Schedule future appointment	ts so that a friend or family member can co	me with you? + 👩	O Yes	() No	O Declined to Answer		
Not schedule your appointme	ents during rush hour?		() Yes	0.80	O Declined to Answer		
				¢	PREMOUS. > MOXT	COMMENTS	-

Screen 5. RA: Comment Box- Have a staff member help you read forms?

NYC	CA APPLICATION IN	TERVIEW	м.	ark Fisher	Case	lec'd.		O TOOLS
HRA CMS							READ TO CURNET REST	
Disability Screeni	ng - RA Determination Q	luestions						
Select the individual for whom ye	w are completing the disability interview for a	nd ask the disability inte	niev questions be	fore moving o	n to the next	person.	HRAhas ways theips people complete their application participate in services.	n process and
HH Member	Relationship to HoH	Sex	008		\$.SN	CA	Because of your disability or condition, do you need us	v
	Case-Head				_	N		_
RA.Comment.								
RA comment for help for b	and low vision					1		
Have a staff member help you RA.Comment.	a read forms? •			* Yes	O No	O Declined to Answer		
						Ļ		
Have a staff member help you	a fill out forms? •			8***	() No	O Declined to Answer		
Hold-appointments in a quiet	office space? •			O Yes	O No	() Declined to Answer		
Schedule future appointment	s so that a friend or family member can co	ome with you? • 🚯		\bigcirc Yes	O No	() Declined to Answer	1	
Not schedule your appointme	nts during rush hour? •			\odot Yes	O No	O Declined to Answer		
Schedule appointments at ce	fain days and times? + 👔			O Yes	O No	O Declined to Answer		
Schedule appointments at a s	specific center? •			O Yes	O No	O Declined to Answer		
					٢	PREVIOUS > NEXT	COMMENTS	^

Screen 6. RA: Comment Box-Have a staff member help you fill out forms?

NYC	CA APPLICATION IN	ITERVIEW	M.	nt Fisher	Case	Recid	O 100L8
HRA CMS							-
Disability Screen	ing - RA Determination C	uestions					
Select the individual for whom	you are completing the disability interview for	end ask the disability inter	iew que afona be	lore moving o	t to the next	person.	HRAftas ways if helps people complete their application process and participate in services.
HH Member	Relationship to HoH	Sea	008		S:SN	CA	Declause of your disability or condition, do you need us to
	Case Head					HP .	
Have a staff member help yo	au read forms? •			® Yes	© No	O Declined to Answer	
						Ĵ	
Have a staff member help yo RA.Comment	witi out torns? •			® Yes	0 №	O Declined to Answer	
						*	
Hold appointments in a quiet	office space? •			0,76	0.84	O Declined to Answer	
Schedule future appointment	ts so that a triend or family member can o	ome with you? + 🧿		0 Ve	0 %	O Declined to Answer	
Not schedule your appointm	ents-during rush hour?			O Yes	O %	O Declined to Answer	
Schedule appointments at c	ertain days and times? • 👩			\odot Yes	0 %	O Declined to Answer	
Schedule appointments at a	specific center?+ =			O Yes	0.84	O Declined to Answer	1
					<	PREVIOUS > NOT	COMMENTS A

Screens **7-15** display RAs that **can be granted permanently only upon provision of medical documents.** The RA Comment box displays the script reminding the worker that medical documents will need to be submitted. Some of these requests may be granted provisionally prior to the documents submission, but the permanent granting still requires medical/clinical documents. If the applicant/participant answers **Yes** to any of the requests below, the confirmation of these requests is mandatory. Below screen samples for questions **7-11** are displayed.

Screen 7. RA: Comment Box-Have an appointment in a quiet office space?

NYC	CA APPLICATION IN	TERVIEW		rk Fisher	Case		0 100.
HRA CMS							
Disability Screen	ing - RA Determination Q	uestions					
Select the individual for whom	you are completing the disability interview for a	d ask the disability inte	view guestions bef	ore moving a	n to the next	person.	HUA has ways if helps people complete their application process and participate in convicts.
191 Member	Relationship to Hull	Sex	DOB		SSN	CA	Because of your disability or condition, do you need up to
	Case Head					HP.	
						-	
Have a staff member help y	ou fill out forms? =			O Yes	() No	O Declined to Answer	
RA Comment							
						0	
Hold appointments in a quie	t office space? •			8 Yes	O No	O Declined to Answer	
We cannot give you th clinical documents to s documents. We can a need this accommodat	is accommodation right away. To make a fin support your need for this accommodation. Y iso help you get those documents if you ask lon?* •	al decision, we need in fou will have time to gr cus to. Would you col	edical or we us those iffirm that you	8 Yes	⊖ No		
Schedule future appointment	its so that a friend or family member can co	ne with you? + 🔕		O Yes	⊖ No	O Declined to Answer	
Not schedule your appointer	ents during rush flour? .			O Yes	O No	() Declined to Answer	
Schedule appointments at c	ertain days and times? • 🔞			O Yes	O No	O Declined to Answer	
Schedule appointments at a	specific center? •			O Yes	O No	O Declined to Answer	
					¢	PREVIOUS > NEXT	COLMENTS A

The script:

We cannot give you this accommodation right away. To make a final decision, we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can help you get these documents if you ask us. Would you confirm that you need this accommodation?

Screen 7.1. RA: Request and Confirmation description

NYC	CA APPLICATION IN	TERVIEW	War	k Fisher	Case of		O 10015
HRA GMS							-
Disability Scr	eening - RA Determination Q	uestions					
Select the individual for i	whom you are completing the deability interview for a	d ask the doability into	niew questions befo	e moving a	n to the new	person.	 HRAhas ways thelps people complete their application process and participate in services.
HH Member	Relationship to Hulf	Sex	008		SSN	CA.	Because of your disability or condition, do you need us to
	Case Head	н				AP	
						C	
Hold appointments in a We cannot give y concar document meed this account RA Description RA Commont RIM Commont RIM Commont RIM Sectors	 quiet office space? • con the accommodation right away. To make a fit is to support your need for this accommodation. It is also hang you go those documents if you aid accommodation? • Hald againstitutes is quiet office space hald lagorithments in quiet office space. 	al decision, we need n to will have time to gr us to. Would you cor	edical or ve us those nirm that you	8 Tes 8 Tes	O No O No	 Declined to Answer 	
Schedule luture apport	ritments so that a friend or family member can co	ne with you? • 🚺		8,74	() No	O Declined to Answer	1
Not schedule your app	contiments during rush bour? •			O Tes	0.80	O Declined to Answer	
Schedule appointment	is at certain days and times? • 🧔			O Yes	O No	O Declined to Answer	
Schedule appointment	is at a specific center?			O Yes	() No	O Declined to Answer	
					K	HENORS Y NOT	COMMENTS

Screen 8. RA: Comment Box-Schedule future appointments so that a friend or family member can come with you?

NYC	CA APPLICATION IN	TERVIEW	Mark	Fisher	Case C		••••••••••••••••••••••••••••••••••••••
HRA.GMS Disability Screeni	ng - RA Determination Q	uestions					READ TO CLEWT HIR ST
Select the individual for whom ye	ou are completing the disability interview for a	nd ack the deability into	eniev questions before	moving a	n to the read	person.	Inflimitian ways it herps people complete their application process and participate in pendoes.
11 Member	Relationship to HoH	Sex	508		5.58	CA	Recause of your disability or condition, do you need us to
	Case Head					NP	
kold appointments in a quiet	office space? •			ा Yes	() No	O Declined to Annuer	
We cannot give you this clinical documents to su documents. We can als need this accommodatic RA Description Hold ap	.accommodation right away To make a tri goont your need tor this accommodation. To is help you get those documents if you asi w/r = pointments in quiet office space	al decision, we need r rou will have time to g k us to. Would you co	nedcal or we us those whim that you	g Yes	() No		
RA Comment							
Clevel has serious health in	sears like cardiovascular disease and sooke					1	
nedule luture appointment	s so that a thend or family member can co	me with you? • 🙆		8 Yes	() No	O Declined to Answer	
We will give you this acc documents to support yo documents. We can as need this accommodate	ommodation for now. To make a final deci our need for this accommodation. You will o help you get those documents if you asi w?	sion, we will need med have time to give us it is us to. Would you co	tical or clinical hose nfirm that you	<u>ु</u> भन	O No		
ot schedule your appointme	nts during rush hou? •			O Yes	() No	O Declined to Answer	
chedule appointments at ce	rtain days and times? 🔸 🧔			O Yes	() No	O Declined to Answer	
hedule appointments at a r	specific center? •			O Yes	() No	O Declined to Answer	
					<	NEWOUS > NEXT	COMMENTS

The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Such RA requests as:

- Have an appointment in a quiet office space?
- Schedule future appointments so that a friend or family member can come with you? *
- Not schedule your appointment during rush hours?*
- Schedule appointments during certain days and times?*
- Schedule appointments at a specific center?*
- Postpone HRA office appointments until you apply for Access-A-Ride*
- Have shorter waiting time for appointments?*
- Have appointments take place at home?*

And request that are <u>dealing with scheduling appointments</u> will allow the worker to:

- Select Schedule Time icon
- Edit Time slots icon
- Block Time slots that do not work for a client
- Save Schedule/Blocked/Edited date/time slots
- Discard changes

Screen 8.1. Select Schedule Time Icon

NYC	CA APPLICATION IN	ITERVIEW	Mark P	laher C		Recid		O TODLS
HRA CMS								
Select the individual for when yo	ng - KA Determination Q	uestions	niew questions before r	noving on R	the next per	504.	1	HRANss ways Rheips people complete their application process and periodyale in services.
HBI Member	Relationship to Holt	Sex	006	8	594	CA	- 6	Because of your daubility or condition, do you need us to
RA Comment Clear has series health is Schedule future apportment We will give you this set documents to support y documents to support y document. We gain an event this accommodation Sector Scheduler Tim FA Comment	seven the cardovescular diverse and attole s so that a friend or family member can co connocation for now. To make a final do- pur need for this a commodation. You will need to this a commodation. You will need to the second or the second or need to the second or the second or need to the second or the second	ne with you? • @ sion, we will need mod have time to give us to have time to give us to to to. Would you core	ical or clinical loger drim that you) Yes ()) Yes ()) No ()) No	n w w Declined to Atenses		
						-	. 1	
Not schedule your appointme	nts during rush hour? •		0) Yes (No C	Declined to Annwer	. []]	
Schedule appointments at cer	rtain days and times? + 👩		0	Yes () No - C	Declined to Answer		
Schedule appointments at a s	specific center? •		() Yes () No (Declined to Answer	1	
					< 10	> NOT		COMMENTS A

Screen 8.2. Time Slots Displayed

NYC	CA A	PPLICATION			IN PARINE CARE	-		
HRA CMS Disability Screening	- RA D	etermination	Questions					Narrotanner 🔤 🕾
Select De reductue for amongon and 101 Mondoer	name of the last	Pre disability returned t	te and ask the disaction	o triuviae passition in DOB	fore manage or 21 Me in	ad prose		MAXAan waa Alwaja propis complete Neel application process and protospate in summary Because of non-dispatch or condition, do see insulate in the
	12	196 9.009						×
170		Select the time when a	tert is MOT available					
		BON	TUE	WD	THU	FRB	SAT	
Clical has service heats to save	-	0.00 am - 10.59 am	8:00 am - 10:08 am	8.00 am - 10.58 am	8-02 am - 10-59 am	8.05 am - 10.15 am	8:00 am - 10:08 an	
		11:00 am - 1.10 pm	11.00 am - 1.59 pm	11.00 am - 1.09 pm	15:00 am - 1.50 pm	15:00 pm - 1:09 pm	11.00 am - 1.59 pr	
Schedule Mare approximents as It	NACE YOU	2:00 pm - 5:00 pm	2:00 pm - 5:00 pm	2 00 pm - 5 00 pm	2.00 pn - 5.00 pm	2:00 pm - 5:00 pm	2:00 pm - 5:00 pm	
We set give you this account occurrents. In support you to occurrents. We can also hep need this accommodator? •	station N red for th Fylin get	Monday All Day	Tuesday At Day	Wednesday All Day	Thursday All Day	Probay All Day	Saturday All Day	-
AAOrentet								
Instantion your appointments in	199	NHP 4			0.746 0.96	D Declared to Ar	-	
Schedult apportments at certain a	uys and y	nes7 = 0			0 %H 0.8H	O Decilized to Ar	-	
Schedule appointments at a specifi	ti conter?	5			O 746 O Ro	C Declared to Ar	Newson .	
						C MORAL		comors

Screen 8.3. Time Slots Blocked (shaded in blue)

NYC	CA A	PPLICATION	INTERVIEW	1.00	ark Pishar Core	Aero			
HRA CMS Disability Screenin	ng - RA D	etermination	Questions					READ TO CLIENT FIRST	
Select the individual for above you 1911 Manuface	r are completing Reb	the disability attention to attorning to Holt	tor and ask the disabilit	y ethervere questions be DOB	ton moving on to the 1 5.5N	et pesse. CA		FEOJac ways it helps people comarile their againation process and participate in sectors. Encause of your disasting or condition, do you reveal us to:	
	-	THE ROTS						×	
		Select the time when c	fent a NOT available. THE	WED	THU	FRE	SAT		
Cheet has perious leads to	rores Mor Cardin	8.00 am - 50.50 am	8 05 am - 10 59 am	8.00 am - 10.03 am	8.00 pm - 50.59 pm	8.00 am - 10.50 am	8 50 am - 10 59 am		
Schedule future appointments	to that a free	208 pm - Si80 pm	2 00 pm - 5 00 pm	2:00 pm - 5:00 pm	2 00 pm - 1 00 pm	2:00 pm - 5:00 pm	2 00 pm - 5 00 pm		
We will give you this acco documents to support you documents. We can also need this accommodulion	ommodiation Ity ur need for its 5 helps you get 17 +	Interest An Unit	Tuesday Hit Long	Incomposition of Coly	Municipy And Carly	15	preventative presi-	-	
ini Sensit Schodule Tim HA Comment	en) ().					_			
							1		
Not schedule your appointment	ts during rush i	Nour? *			© Yes © He	O Declined to An	-		
Schedule appointments at cert	tain days and b	mes? + (0			0 7es () Br	C Declined to An	eneret		
Tchebale appointments at a sp	PECRE CERTER?	*			O Tes D Re	CI Declined to An	menter		
						< realized by	-	COMMENTS	

Screen 8.4. Edit Schedule Time

NYC	CA APPLICATION IN	TERVIEW	Mark Pr	her Case: L		0 100
HRA CMS						1
Disability Screening	ng - RA Determination Q	luestions				RAD TO-CLEAT HIST
Select the individual for whom you	ware completing the disability interview for a	erd ask the deability into	rview questions before mo	ving on to the new	t person.	HRA.has ways it helps people complete their application process and participate III services.
HH Member	Relationship to NoH	Sex	008	SSN	CA	Because of your disability or condition, do you need us to
	Case Head				HP	
RA Comment Visual has serious health in	nees the cardinancelar desease and stocks					
					1	
Schedule future appointments	s so that a triend or family member can co	ome with you? • 👔		Ves O No	C Declined to Answer	
We will give you this acco documents to suggort yo documents. We can also need this accommodation	ommodiation for now. To make a final dec surneed for this accommodiation. You will b help you get those documents if you as n? •	ision, we will need med i have time to give us th ik us to. Would you con	en or cirical (e lose firm that you	Yes 🔿 No		
Edit Schedule Time	•					
RA Comment						
					1	1
Not schedule your appointmen	nts during rush hour?		8	Yes O No	O Declined to Answer	
Schedule appointments at cert	tain days and times? • 👩		0	Yes O No	O Declined to Answer	
Schedule appointments at a sp	pecific center? •		0	Yes 🛛 No	O Declined to Answer	l
					PREVIOUS 5 NEXT	COMMENTS

Screen 9. RA Comment Box-Not schedule your appointment during rush hours?

RACMS							
isability Screenin	ng - RA Determination G	uestions					MEAD TO CLEMT FIRST
ect the individual for whom yo	v are completing the disability interview for a	and ask the disability interview	r questions befor	a moving or	to the next	person.	 HRAhas wass theips people complete their application process and pathopate in services.
Member	Relationship to Hulf	Sex	008		55N	CA	Delause of your disability or condition, do you need us to
	Case Head					NP .	
edule future appointments	so that a friend or family member can co	ome with you? • 👩		ill Yes	0.84	O Declined to Answer	
dox uments to support yo	ur need for this accommodation. You will	have time to give us those		a	-92 HH		
doc uments to support yo doc uments. We can also meed this accommodation Edit Schedule Time RA Comment	ur need for the accommodation. You will help you get those documents if you as Y?	i have time to give us those at us to. Would you continue	that you				
documents to support yo documents to support yo receil this accommodation teed this accommodation full Edit Schedule Time FUR Comment	ur need for the accommodation. You will help you get those documents if you as 17	I have time to give us those ik us to: Would you continui	that you			*	
documents to support yo documents. We can also need this accommodation Edd Schedule Time Fut Comment I schedule your appointment	ur need for this accommodation. You will here you get those documents if you as 77	Inawe time to give us those is us to: Would you continue	that you	8 744	0 14	© Declined to Answer	
documents is support to the can also need the accommodation In Edit Schedule Time IA. Comment Us Chedule your appointment Ve will give your the accom- documents to support to documents. The Lan also	ur need of the accommodation. You will be by you get those documents if you as 77 • • • • • • • • • • • • • • • • • •	I have time to give unlinear at us to Would your continent secon, we will need medical to have time to give us those it us to 'Would you content.	that you or clinical that you	* Yes 	0 He 0 He	C Declined to Annex	
documents is support to each output of the accounted by accounted by accounted bio support the accounted bio accounted bio support the accounted bio suppo	ur need for the accommodation. You will help you get those documents if you as 17	I have time to give us lince at us 50. Would you control would not be and need and an favor time to give us finite it us 50. Would you contribut	that you or clinicat that you	* Yes Yes Yes	 № № № 	© Declared to Annexer	
det ammente in support pro- det anternet in support pro- ment the accommodation ment the accommodation Re Comment Maccomment	ur need for the accommodation. You will help you get those documents if you as the physical pet those documents if you as the during runn hour? • unrecollation to noise to make a third feet or need for the accommodation. You will help you get those documents if you as the days and times? • @ petific (enter? •	I have time to give us lince at us 5: Would you contrinu to the set of the set of the set have time to give us finite have time to give us finite	that you ir clinical that you	* Yes Yes Yes Yes	 No No No No No 	C Declined to Assess C Declined to Assess C Declined to Assess	

The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 10. RA: Box- Schedule appointments during certain days and times?

NYC	CA APPLICATION IN	ITERVIEW	Mark Fis	WF Case I		0 TO
HRACMS Disability Screenir	ng - RA Determination Q	uestions				READ TO CLENT THIST
Select the induktual for whom yo	w are completing the disability interview for a	nd ack the disability inte	rview guestions before mo	ing on to the ne	et person.	HEAhas ways it helps people complete their application process and particulate in services.
HH Member	Relationship to Hull	Sex	008	SSN	CA.	Decause of your disability or condition, do you need up to
	Case Head				NP .	
Not schedule your appointmen We will give you this acco documents to support yo documents. We can also need this accommodation Ruk Comment	Its ouring rush hour? • premotation for now To make a final dec un need for this accommodation. You will help you get those documents if you as no? •	sion, we will need med Nave time to give us th k us to Would you con	 cal or clinical cse fmit hat you 	les () No les () No	O Beclined to Assess	
Schedule appointments at cer	tain days and times? • 👔		•	les O No	 Declined to Answer 	
RA Comment					а. т	
Schedule appointments at a s	pecific center? •		0	les 🔿 No	O Declined to Answer	
					HENOIS) MIXT	COMMENTS

The script:

We will give you this accommodation for now. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 11. RA: Comment Box-Schedule Appointments at a specific center?

POS Release Notes June 18, 2018

NYC	CA APPLICATION IN	TERVIEW	Mark P	isher Cas	-	Rect.		tools
HRA CMS							MANTA CONSTRUCT	
Disability Screen	ing - RA Determination Qu	lestions						
Select the individual for ehom ;	ou are completing the disability interview for an	f ask the disability inter-	riew questions before m	noving on to th	e next p	0/201.	HRA.has ways it helps propile complete their application process a participate in services.	nd
HI Member	Relationship to HoH	Sex	008	5.58		CA.	Decause of your disability or condition, do you need us to	- 1
	Case Bead					AP-		
We will give you this ac documents to support y documents. Yite can at need this accommodal	commodation for now. To make a final decisi our need for this accommodation. You will to so help you get those documents if you aux on?	on, we will need medic avertime to give us tho us to Would you confi	al or clinical a se mithat you	Yes O	No	and an international states of the states of		
RA Comment						1		
Schedule appointments at o	ertain days and times? + 👔		0	Tes O	No	 Declined to Answer 		
RA-comment for no appo	edments during certain days and times							
Schedule appointments at a We cannot give you this clinical documents to sug documents. We can also need this accommodation	specific center? • accommodation right away: To make a final oper your need for this accommodation. You help you get those documents if you ask up of *	decision, we need med will have time to give to. Would you confirm	ical or O us Trose uthat you	Yes O	No	C Declined to Answer		
					¢,	NEXT > NEXT	COMMENTS	~

The script:

We cannot give you this accommodation right away. To make a final decision we need medical or clinical documents to support your need for this accommodation. You will have time to give us those documents. We can also help you get those documents if you ask us to. Would you confirm that you need this accommodation?

Screen 11.1. RA: HRA Center Selection

NYC	CA APPLICATION I	NTERVIEW	Mark P	wher Case 0			•	0 100
HRA CMS Disability Scree	ning - RA Determination (Questions					READ-TO-CUENT PRIST	_ 0
Select the individual for who	m you are completing the disability interview to	and ask the deability inter	view questions before in	oving on to the ne	d person.		HRAhas ways theips people complete their application proc participate in services.	ess and
HH Member	Relationship to NoH	Sex	DOB	SSN	CA.		Because of your disability or condition, do you need up to	
	Case Head				NP.			
RA Comment . R4-comment for ea ap	spointments during certain days and times				a V			
Received and a second s	e manufic content and content and content and content possible content p	all decision, we need me fou will have time to give us to: Would you contin	B Scalor B In Budyou In Ball you	Yes ⊙ No Yes ⊙ No	 Declined to 	Annee		
					, ,			
					PREVIOUS	5 MM	COMMENTS	1

No New RAs Requested

Based on the Disability Screening responses given by the client and review of the Existing RAs, the system determines that no new RAs need to be reviewed with the client.

Screen 1. No New RA Questions to Review

NYC	CA APPLICATION IN	TERVIEW	Mark	lisher Case					0 10013
HRA CMS						CONTRACTOR MEANS	NAME & ACCORD	CONTRONS.	_
Disability Screening	ng - RA Determination Q	uestions				Hitabaab prov	des you Pre fisio		e accommentations
Select the individual for whom yo	u are completing the disability interview for a	rd ask the disability int	erview questions before /	noving on to the next perso	а.	based on your do	ubility:		
HH Member	Relationship to Hull	Sex	008	S-SN	CA	RA Name	RA Status	RA Date	RA Comment
	Case Head				1.P	Help for people - blind or low visio	Albert	01252018	RAcommentitor Help for access material in
RA Questions						Help for people are blind or low	who Athe	01202018	RAcommentitor some other kind of Help
There are no new Reasonable Ac	commodations to review with this client, Plea	oe select 'next' below.				Help reading for	ma Adhre	01202010	
						Help completing	forms Active	01202018	
						An.u		*******	Hold appointments in
				_					
				< 1985	ous Seex	COMMENTS			

Screen 2: New Requested RA Summary

N		CA APPLICATION IN	ITERVIEW	Mark	Fisher Case		-				0 T	DOLS
HRA CM	15							DUSTING REASONABLE	ACCOUNT	CATIONS.		
Disab	ility Screenin	g - Requested RA Sum	mary				- 15	HRAalreads provides yo	a the fullow	ing reasonable	accommodations	
The list of	Household Individuals (who opted for Reasonable Accommodation.						based on your disability				
HH Memb	er .	Relationship to Hull	Sex	DOB	5.5N	CA		RA Name	RA Stature	RA Dete	RA Comment	
	•	Case Head				₩₽.		Help for people who are blind or low uplon	Athe	01202018	RAcomment for Help for access material in	1
New F	Requested R	A					1	Help for people who are blind or low vision	Adve	01202018	RAcommentitor some other kind ut Help	
There are I	o new Reasonable Acc	commodations to review with this client. Plea	ase select 'heat' below.					Help reading forms	Active	01202018		. I
								Help completing forms	Adve	01202018		. 1
							- II.	An		******	Hold appointments in	_
							- 11					
					< PRO	ous Sear		COMMENTS				^

Step III- Review RA Summary

After all the corresponding RA questions have been addressed, the answers will be summarized in a final window to see any new requested accommodations. This window is called **Requested RA Summary.**

Screen 1. New Requested RA

Screen 2. New Requested RA (continued)

NYC		CA APPLICATION IN	TERVIEW	Mark Fr	ihar Case 💽	
HRA.CMS						
Disability S	creening -	 Requested RA Sum 	mary			
The list of Househol	id Individuals who i	spled for Reasonable Accommodation.				
194 Member		Relationship to Hulf	348	DOB	558	CA.
	•	Case Nead				AP.
•	-y					
 Help comp 	leting forms					
Other RA.Descriptio RA.Common	 Hold appoints Circli bes and 	ents in quiel office space	manual administra			
 Makino and 	onintments wi	hen somerce can come with	verse and service			
Wented	iedule Time		100			
No appoint	tments during	rush hour				
 No appoint 	tments during	certain days and times				
Vev Sch	Nodule Time					
RADESCIPIO	 NA Comments 	Nor appointments at certain days and to	nes			
Wenter tran	024 Amsterda	em Cember IBASA				
RA Comment	Accessible for	r client and less than 1 mile from home i	ocation. Client preferance	lor center is 034 Amstern	Iam Center HASA.	
					< 10	INCUS

The Worker should select **Tools** icon to suspend the interview. Then they must send it to the Supervisor for approval.

Supervisory Approval

The Supervisor will review all the Requested Accommodations and scheduling. After the POS disability screening has been approved by the Supervisor, POS will notify **Intranet Quorum (IQ)** which passes information to **Central Database**.

This indicates that a reasonable accommodations request was made and the IQ system generates and mail the Receipt for the Reasonable Accommodation You Asked For (**HRA-102b**) to the applicant/participant for the Reasonable Accommodation an applicant/participant asked for.

If the request is for a **Home Visit Needed/Homebound (HVN/HB)**, POS will generate the Receipt for Your Request for Home Visit Needed/Homebound (HVN/HB) Status (**FIA-1028x**) for the request for the Home Visit Needed status. The worker must print and give the **FIA-1028x** to the applicant/participant at the interview.