



# CA POS Release Notes

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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# CA POS Release Notes

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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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The screenshot shows a software window titled "[SHELTER (HOUSING) EXPENSES]" with a menu bar (File, Edit, Tools, Window, Help) and a timestamp of 5:29:44 PM on Wednesday, January 03, 2018. The main area contains a list of questions with "Yes" and "No" buttons. A "Response to Question" dialog box is open, displaying the following fields:

- Amount: 122.00
- Frequency: M
- Expense Type: Rent/Mortgage
- Paid To:  Paid to Vendor,  Paid to Client
- Contributor:  Legally Resp Relative,  Non Legally Resp Relative Outside H/H
- Loan:  Yes,  No
- Contributor Name: (highlighted with a red box)
- Document: (text field)
- Scan: (checkbox)
- Comment: (text field)

Buttons for "OK" and "Cancel" are at the bottom.

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:

1. 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 **Specify Additional Expense** field and the Worker clicks **No** for the question “Has Additional Expenses? Specify”, POS will display the confirmation message with Yes and No buttons.
2. 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 in-center 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 In-center 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 in-person 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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Version 20.1 - Paperless Office System - [Activities Management] 4:25:22 PM Thursday, July 14, 2016

File Edit Tools Window Help

040 CA AJOSI Queue Login Queue

**Unit Filter**  
Worker   
CMU   
Uncovered  CAE-App

**Activity Type Filter**  
Application Interview  Schedule Recert   
IN & ESNAP  Recert Interview   
Change Case Data  Error Corrections   
Reop  Other

**Activity Approve Filter**  
Approve Appl Inter  Approve Recert   
Approve IN & ESNAP  Approve Error Corr   
Approve Change  Approve Other   
Approve Reop

**Activity Status Filter**  
Suspended  Removed   
Not Scheduled  Completed   
Not Started

**Activity Alert Filter**  
Coming Due   
Overdue

Filter Clear

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						
CAApplication Interview						

Total: 184 Cases

Start Assign Remove Schedule Reopening Update Disposition WMS View Your Schedule Comment

**Case Assignment**

**Selected Case**  
No [ ] Case Name [ ] CIN [ ]  
Suf [ ] Caseload [ ] Casehead [ ] SSN [ ]

**Refer Case To**  
Search Name: [ ]

Title	Unit	Last Name	First Name	U/W	Phone Number

**Enter Comments If Any**

Cancel OK

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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](http://www.nyc.gov/accesshra) or on a mobile device at [nyc.gov/accesshramobile](http://nyc.gov/accesshramobile)*

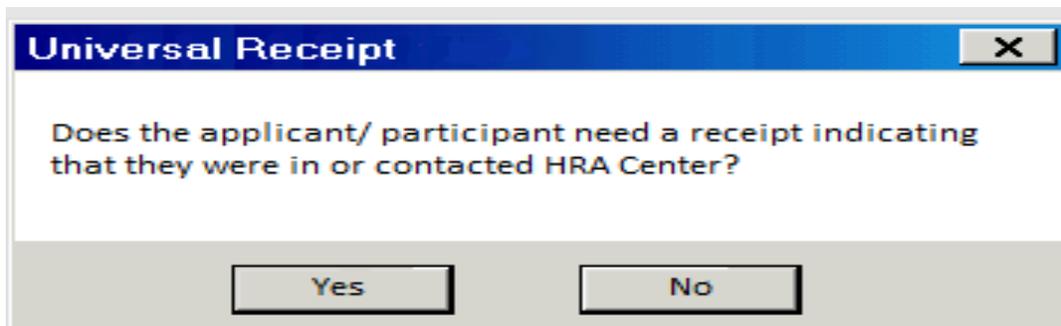
*What will I need? Bring documents that prove who you are, your address, the people you are applying with, household income, and resources like bank accounts. See the list of documents on the ACCESS HRA confirmation page. This was also emailed to you. If there is more than one person over 18 in your 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)

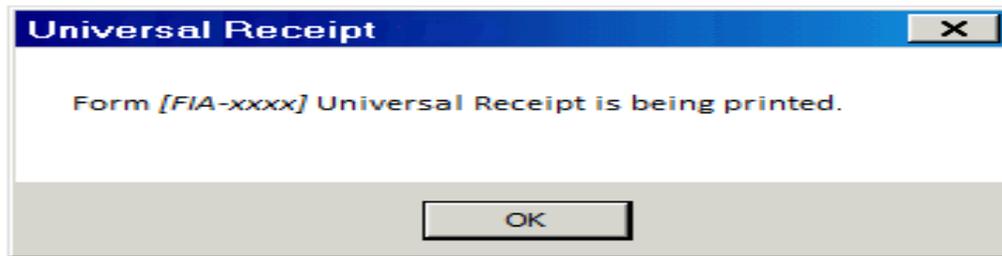
With the integration of HDU (Homeless Diversion Unit) into FIA, HDU has been provided the ability to produce the Notice of Contact with Center (**FIA-1173**) from the **HDU Intake Activity** screen. They are also able to print this form from any other HDU activity involving the applicant/participant.

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.



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## 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](mailto: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 1<sup>st</sup>.

### 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	<b>\$1,011.67</b>
02	<b>1,371.67</b>
03	<b>1,731.67</b>
04	<b>2,091.67</b>
05	<b>2,451.67</b>
06	<b>2,811.67</b>
07	<b>3,171.67</b>
08	<b>3,531.67</b>
09	<b>3,891.67</b>
10	<b>4,251.67</b>
11	<b>4,611.67</b>

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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.

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 **V**. POS will no longer allow the worker to change the **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

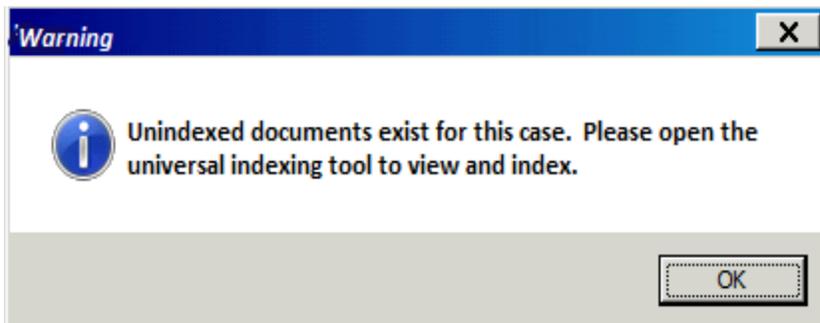
POS has initiated a new procedure to perform the following look-up functions to determine if there is an unindexed document on the case. If unindexed documents are found on the case POS will alert the Worker with a dialog box at the **Household** screen.

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.



## 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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Version 21.3 - Paperless Office System - [OTHER EXPENSES] 11:04:12 AM Tuesday, January 16, 2018

File Edit Tools Window Help

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:		Yes	No
Are You Able to Prepare Meals At Home ?		<input type="radio"/>	<input type="radio"/>
Has Additional Expenses (including Family Homelessness and Eviction Prevention Supplement (FHEPS)? Specify.		<input checked="" type="radio"/>	<input type="radio"/>
Pays Tuition and/or Fees?		<input type="radio"/>	<input type="radio"/>
Pay Court Ordered or Voluntary Child Support?		<input type="radio"/>	<input type="radio"/>
Pays Alimony/Spousal Support?		<input type="radio"/>	<input type="radio"/>
Owes At Least Four Months' Court-Ordered Support For A Child Under 21?		<input type="radio"/>	<input type="radio"/>
Buys Or Plans To Buy Meals From A Home Delivery Or Communal Dining Service?		<input type="radio"/>	<input type="radio"/>

**Response to Question**

Who	Specify Additional Expense	Amount	Frequency	Verified
Brown Rose	FHEPS A (Code 66)	\$0	M	<input checked="" type="radio"/> Yes <input type="radio"/> No

Housing Program Indicator: L- FHEPS A To Stay

FHEPS City	FHEPS State	FHEPS Total
0	935.00	935.00

Reason for FHEPS Application: FHEPS to stay in your apartment

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

# NEW POS Disability Screening Process

POS Release date:  
**July 12, 2018**

**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 at the beginning 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

Version 22.1 - Paperless Office System - [Household Screen] 9:20:09 AM Wednesday, February 28, 2018

File Edit Tools Window Help

No messages from WMS via OLTP

**Control Information**  
 District : 66 Center : Hunts Point Job Center Worker : 12345 Case Number : [ ]

**Present Address**  
 Street Number Direction Name Type Apt # City  
 [ ] [None] 5 St 500 Brooklyn  
 State: NY Zip Code: 1 [ ]

**Suffix Information**  Active  Applying  No FS IPV or Sanction Found  
 SNAP File Date 02/28/2018 CA File Date 02/28/2018 SNAP Suffix [ ] SNAP Status NA SNAP #AP 0

Suff	Case Name	Cat	Stat	# AP	Stat # AP	Language	Notice Language	Hardship Status		
1	Fisher Mark	E-SN	AP	3	NA	0	English	English	Reasonable Accommodations	Proba

Next CA Recert date [ ] Last CA Recert date [ ] Last MA Recert date [ ]

**Case Member Information**

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctzn/ NII	HB	CA	MA	SNAP	AFIS/S
1	1	[ ]	Casehead	[ ]	[ ]	[ ]	M	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>
1	2	[ ]	Legal Spouse	[ ]	[ ]	[ ]	F	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>
1	3	[ ]	Natural Son	[ ]	[ ]	[ ]	M	<input type="checkbox"/>	<input type="checkbox"/>	AP	NA	NA	<input type="checkbox"/>

Next Previous

2. The worker selects only adults (over 18 years of old). 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.

- 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)).

The screenshot shows the NYC CA Application Interview interface. The main window is titled "Disability Screening - Questions" and contains a table with the following data:

MR Member	Relationship to MR	Sex	DOB	SSN	CA
	Care/Head	M			AP
	Legal Spouse	F			AP

At the bottom of the table are "PREVIOUS" and "NEXT" buttons. A yellow pop-up window titled "READ TO CLIENT FIRST" is overlaid on the right side of the screen. The text in the pop-up reads:

Read this statement to the applicant/client before asking the question:

"Having a disability can sometimes make it hard to get 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."

- 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:

The close-up screenshot shows the "READ TO CLIENT FIRST" pop-up message. The text reads:

Read this statement to the applicant/client before asking the question:

"Having a disability can sometimes make it hard to get 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."

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 HRA CMS** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

**Disability Screening - Questions**

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

Member	Relationship to Head	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP
[REDACTED]	Legal Spouse	F	[REDACTED]	[REDACTED]	AP

**Disability Interview Questions**

Do you have a physical, mental, or emotional condition (stress, injury, or disability)?

Yes  No  Declined to Answer

**READ TO CLIENT FIRST**

Read this statement to the applicant/client before asking the question:

"Having a disability can sometimes make it hard to get through our application process, get to appointments, or read and fill out forms. If you have a disability, we can help you. We ask you a few questions. They 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."

**PREVIOUS** **NEXT**

COMMENTS

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

**NYC HRA CMS** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

**Disability Screening - Questions**

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

Member	Relationship to Head	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP
[REDACTED]	Legal Spouse	F	[REDACTED]	[REDACTED]	AP

**ERROR ON PAGE**

Select an individual to conduct disability screening

**PREVIOUS** **NEXT**

COMMENTS

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 red asterisk \*) 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.

The screenshot shows the NYC CA Application Interview interface. The main section is titled "Disability Screening - Questions". It includes a table for selecting the individual for the interview:

HR#	Member	Relationship to Adult	Sex	DOB	SSN	CA
		Case/Head	M			AP
		Legal Spouse	F			AP

Below the table, the question is: "Do you have a physical, mental, or emotional condition (illness, injury, or disability)?". The options are:  Yes,  No, and  Declined to Answer.

At the bottom right, there is a "COMMENTS" section.

If the other adult answers "No" or "Declined to Answer", the worker needs to record the reason for refusal in the **Comments** section

The screenshot shows a close-up of the "COMMENTS" section, which is a dark grey box with the word "COMMENTS" in white text and an upward-pointing arrow icon.

(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 **11** questions will be displayed (see screen below):

These 11 questions are:

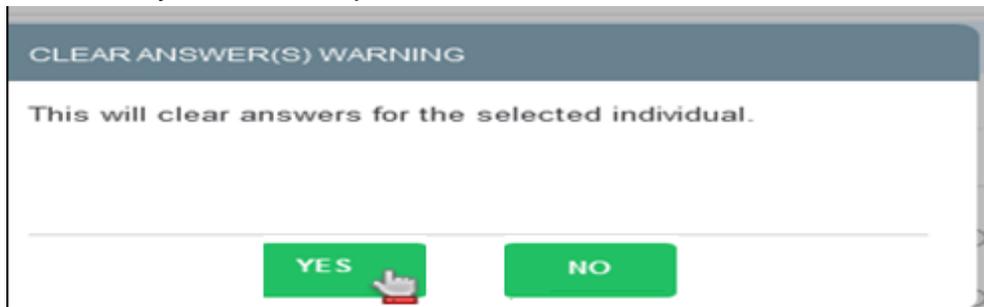
1. **Are you deaf or do you have difficulty hearing?\***
2. **Are you blind or do you have difficulty seeing even when wearing glasses?\***
3. **Because of your condition do you have difficulty concentrating, remembering or making decisions?\***
4. **Do you have a condition that makes it difficult in 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**.

7. 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.



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

## Screen 1: Remaining 11 questions

NYC CA APPLICATION INTERVIEW Mark Fisher Case: [redacted] 100%

HRA CMS

Disability Screening - Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next screen.

Case Number	Relationship to Adult	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	JP
[redacted]	Legal Spouse	F	[redacted]	[redacted]	JP

Are you blind or do you have difficulty seeing even when wearing glasses?  No  Yes  Declined to Answer

Because of your condition, do you have difficulty concentrating, remembering, or making decisions?  No  Yes  Declined to Answer

Do you have a condition that makes it difficult in general for you to learn? Such as attention problems (ADHD), hyperactivity (ADHD), or dyslexia?  No  Yes  Declined to Answer

Do you have an emotional, psychological, or mental health condition, such as anxiety, depression, bipolar disorder, substance use disorder, or a problem with your nerves?  No  Yes  Declined to Answer

Do you have a disability, such as autism, epilepsy, neurological condition, a brain injury, or an intellectual disability?  No  Yes  Declined to Answer

Because of your condition, do you have difficulty waking or coming downstairs?  Yes  No  Declined to Answer

Do you have difficulty walking about a city block, in a quarter of a mile?  Yes  No  Declined to Answer

Does this disability or health condition affect your ability to read, write, and/or communicate with people?  Yes  No  Declined to Answer

Does this disability or health condition affect your ability to travel around the city?  Yes  No  Declined to Answer

Do you have any other kind of disability or health condition (including conditions like chronic pain, difficulty sleeping, and side effects from medication)?  No  Yes  Declined to Answer

CLEAR ALL ANSWERS

PREVIOUS NEXT

COMMENTS

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 Fisher Case: 0000

HRA CMS

Disability Screening - Questions

Disability screening for all eligible individuals has been completed.

## 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

The screenshot shows the 'NYC CA APPLICATION INTERVIEW' interface. The main heading is 'Disability Screening - RA Determination Questions'. Below this, there is a table for selecting the individual for the interview. The table has columns for HRA Member, Relationship to Host, Sex, DOB, SSN, and CA. The data row shows 'Case Head', 'M', and 'AP'. At the bottom of the screen, there are 'PREVIOUS' and 'NEXT' buttons.

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

The screenshot shows the 'NYC CA APPLICATION INTERVIEW' interface. The main heading is 'Disability Screening - RA Determination Questions'. Below this, there is a section for 'RA Questions' with radio buttons for 'Yes', 'No', and 'Declined to Answer'. The right-hand side of the screen shows a list of existing accommodations under the heading 'EXISTING REASONABLE ACCOMMODATIONS'. The list includes items like 'Help for people who are blind or low vision' and 'Help reading forms'. At the bottom of the screen, there are 'PREVIOUS' and 'NEXT' buttons.

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.

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

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case: [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Staff	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**RA Questions**

Use an American Sign Language interpreter today or at future appointments?  Yes  No  Declined to Assess

RA Comment: [REDACTED]

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?  Yes  No  Declined to Assess

RA Comment: [REDACTED]

PREVIOUS NEXT

**READY TO CLIENT FIRST**

HRA CMS uses it helps people complete their application process and participate in services. Because of your disability or condition, do you need us to...

**EXISTING REASONABLE ACCOMMODATIONS**

HRA CMS already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/09/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/09/2018	RA comment for some other kind of help
Help reading forms	Active	01/09/2018	
Help completing forms	Active	01/09/2018	

COMMENTS

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

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case: [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Staff	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**RA Questions**

Use an American Sign Language interpreter today or at future appointments?  Yes  No  Declined to Assess

RA Comment: [REDACTED]

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?  Yes  No  Declined to Assess

RA Comment: [REDACTED]

PREVIOUS NEXT

**READY TO CLIENT FIRST**

HRA CMS uses it helps people complete their application process and participate in services. Because of your disability or condition, do you need us to...

**EXISTING REASONABLE ACCOMMODATIONS**

HRA CMS already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/09/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/09/2018	RA comment for some other kind of help
Help reading forms	Active	01/09/2018	
Help completing forms	Active	01/09/2018	

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 HRA CMS** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

**Disability Screening - Requested RA Summary**

The list of Household individuals who opted for Reasonable Accommodation:

HRA Member	Relationship to Household	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**New Requested RA**

- ✓ Sign Language interpretation
- ✓ Help for people who are deaf or hard of hearing

**EXISTING REASONABLE ACCOMMODATIONS**

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/02/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/02/2018	RA comment for some other kind of help
Help reading forms	Active	01/02/2018	
Help completing forms	Active	01/02/2018	

PREVIOUS NEXT

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 HRA CMS** CA RECERTIFICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

**Disability Screening - RA Determination Questions**

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Household	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	RJ

**RA Questions**

Some other kind of help? If so, what kind of help do you need?  Yes  No  Declined to Answer

**EXISTING REASONABLE ACCOMMODATIONS**

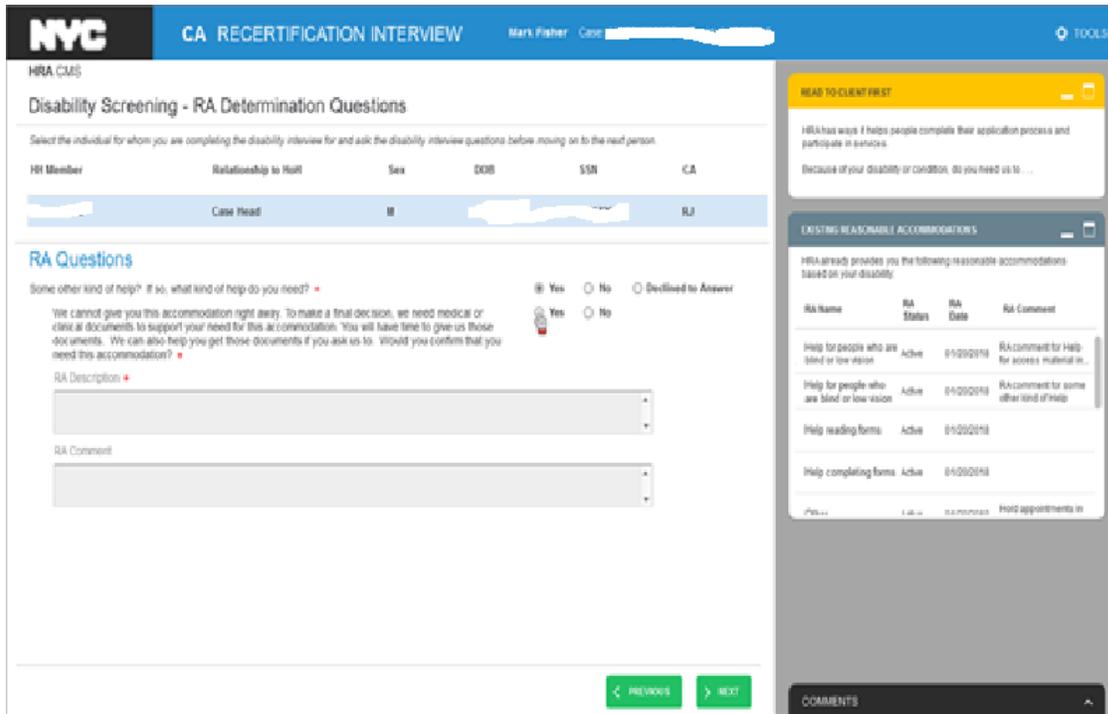
HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/02/2018	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/02/2018	RA comment for some other kind of help
Help reading forms	Active	01/02/2018	
Help completing forms	Active	01/02/2018	

PREVIOUS NEXT

COMMENTS

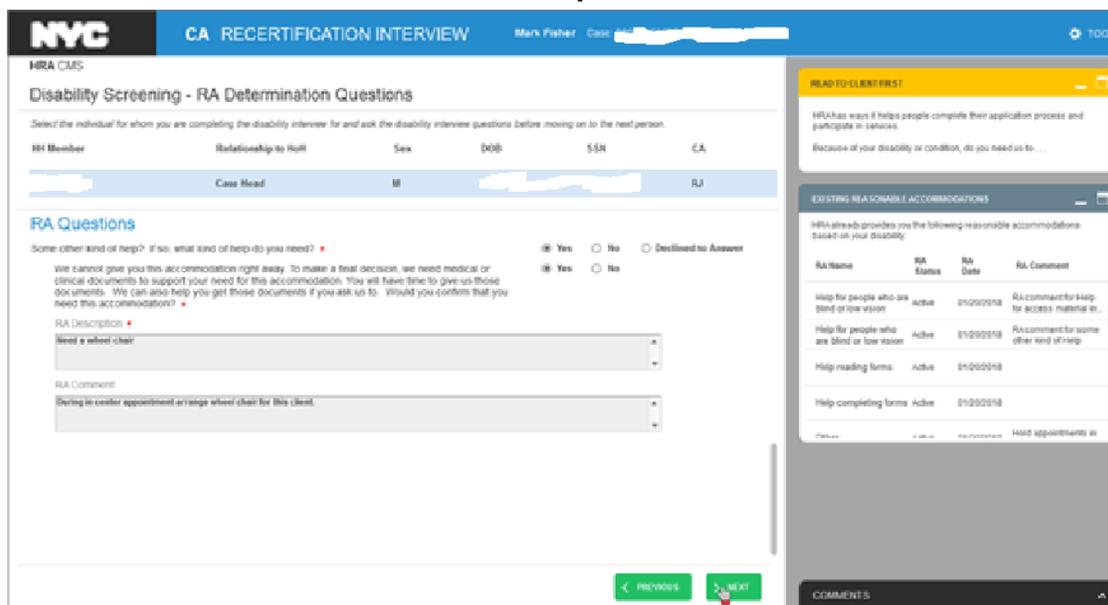
### Screen 2: RA Comment Script



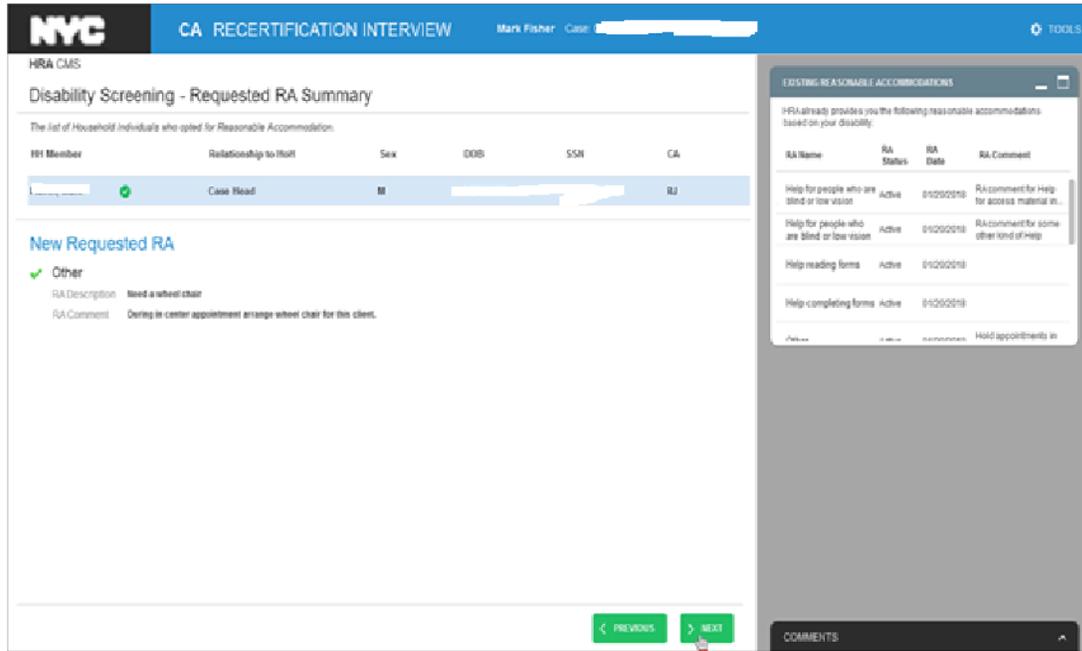
The script:

**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



### 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).



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 will be required.

## Main Screen: RA Determination Questions

NYC HRRA CMS CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Staff	Sex	DOB	SSN	CA
[REDACTED]	Case Read	M	[REDACTED]	[REDACTED]	ADP

**RA Questions**

Give you access to materials in an alternative format for people that are blind or low vision?  Yes  No  Declined to Assess

Give you some other kind of help for people who are blind or low vision? If yes, what kind of help do you need?  Yes  No  Declined to Assess

Have a staff member help you read forms?  Yes  No  Declined to Assess

Have a staff member help you fill out forms?  Yes  No  Declined to Assess

Have appointments in a quiet office space?  Yes  No  Declined to Assess

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Assess

Not schedule your appointments during rush hour?  Yes  No  Declined to Assess

Schedule appointments at certain days and times?  Yes  No  Declined to Assess

Schedule appointments at a specific center?  Yes  No  Declined to Assess

PREVIOUS NEXT 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 INTERVIEW Mark Fisher Case [REDACTED] Rec'd [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**RA Questions**

Use an American Sign Language interpreter today or at future appointments?  Yes  No  Declined to Answer

RA Comment: [REDACTED]

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?  Yes  No  Declined to Answer

RA Comment: [REDACTED]

PREVIOUS NEXT

**READ TO CLERK FIRST**

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

**EXISTING REASONABLE ACCOMMODATIONS**

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/00/00	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/00/00	RA comment for some other kind of help
Help reading forms	Active	01/00/00	
Help completing forms	Active	01/00/00	

HELP appointments in

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 INTERVIEW Mark Fisher Case [REDACTED] Rec'd [REDACTED] TOOLS

HRA CMS

Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**RA Questions**

Use an American Sign Language interpreter today or at future appointments?  Yes  No  Declined to Answer

RA Comment: [REDACTED]

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?  Yes  No  Declined to Answer

RA Comment: [REDACTED]

PREVIOUS NEXT

**READ TO CLERK FIRST**

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

**EXISTING REASONABLE ACCOMMODATIONS**

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/00/00	RA comment for help for access material in...
Help for people who are blind or low vision	Active	01/00/00	RA comment for some other kind of help
Help reading forms	Active	01/00/00	
Help completing forms	Active	01/00/00	

HELP appointments in

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 INTERVIEW Mark Fisher Case [redacted] TOOLS

HRA CMS

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

#### RA Questions

Give you access to materials in an alternative format for people that are blind or low vision?  Yes  No  Declined to Answer

RA Comment: RA comment for help for blind and low vision

Give you some other kind of help for people who are blind or low vision? if yes, what kind of help do you need?  Yes  No  Declined to Answer

Have a staff member help you read forms?  Yes  No  Declined to Answer

Have a staff member help you fill out forms?  Yes  No  Declined to Answer

Hold appointments in a quiet office space?  Yes  No  Declined to Answer

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a certain location?  Yes  No  Declined to Answer

PREVIOUS NEXT

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 INTERVIEW Mark Fisher Case [redacted] TOOLS

HRA CMS

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

#### RA Questions

Give you access to materials in an alternative format for people that are blind or low vision?  Yes  No  Declined to Answer

RA Comment: RA comment for help for blind and low vision

Give you some other kind of help for people who are blind or low vision? if yes, what kind of help do you need?  Yes  No  Declined to Answer

RA Comment: RA comment for help for blind and low vision

Have a staff member help you read forms?  Yes  No  Declined to Answer

Have a staff member help you fill out forms?  Yes  No  Declined to Answer

Hold appointments in a quiet office space?  Yes  No  Declined to Answer

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a certain location?  Yes  No  Declined to Answer

PREVIOUS NEXT

COMMENTS

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] Rec'd [REDACTED] TOOLS

HRA CMS

#### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

W# Member	Relationship to Staff	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Comment

RA comment for help for blind and low vision

Have a staff member help you read forms?  Yes  No  Declined to Answer

RA Comment

Have a staff member help you fill out forms?  Yes  No  Declined to Answer

Hold appointments in a quiet office space?  Yes  No  Declined to Answer

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a specific center?  Yes  No  Declined to Answer

PREVIOUS NEXT

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

COMMENTS

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

NYC CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] Rec'd [REDACTED] TOOLS

HRA CMS

#### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

W# Member	Relationship to Staff	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

Have a staff member help you read forms?  Yes  No  Declined to Answer

RA Comment

Have a staff member help you fill out forms?  Yes  No  Declined to Answer

RA Comment

Hold appointments in a quiet office space?  Yes  No  Declined to Answer

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a specific center?  Yes  No  Declined to Answer

PREVIOUS NEXT

READ TO CLIENT FIRST

HRA has ways it helps people complete their application process and participate in services.

Because of your disability or condition, do you need us to ...

COMMENTS

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?

The screenshot shows the NYC CA Application Interview interface. The header includes the NYC logo, 'CA APPLICATION INTERVIEW', the user name 'Mark Fisher', and a 'TOOLS' button. The main content area is titled 'Disability Screening - RA Determination Questions'. It includes a table for 'HRA CMS' with columns for HRA Member, Relationship to HRA, Sex, DOB, SSI, and CA. Below the table are several questions with radio button options for 'Yes', 'No', and 'Declined to Answer'. The question 'Have a staff member help you fill out forms?' has 'No' selected. The question 'HRA appointments in a quiet office space?' has 'Yes' selected. Below this question is a text box for 'RA Comment' containing the text 'Client has serious health issues like cardiovascular disease and stroke'. At the bottom are 'PREVIOUS' and 'NEXT' buttons.

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

This screenshot is similar to the previous one but shows a different state of the form. The 'HRA appointments in a quiet office space?' question now has 'Yes' selected. The 'RA Description' field is populated with 'HRA appointments in quiet office space'. The 'RA Comment' field contains the text 'Client has serious health issues like cardiovascular disease and stroke'. The 'PREVIOUS' and 'NEXT' buttons are visible at the bottom.

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

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CASES

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Holt	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**READ TO CLIENT FIRST**

Helping with it helps people complete their application process and participate in services.  
Because of your disability or condition, do you need us to ...

**HRA appointments in a quiet office space?**  Yes  No  Declined to Answer

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?

RA Description: **HRA appointments in quiet office space**

RA Comment: **Client has serious health issues like cardiovascular disease and stroke**

**Schedule future appointments so that a friend or family member can come with you?**  Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a specific center?  Yes  No  Declined to Answer

PREVIOUS 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 dealing with scheduling appointments 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 INTERVIEW Mark Fisher Case [REDACTED] Rec'd [REDACTED] TOOLS

HRA CMS

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

RA Comment  
Client has serious health issues like cardiovascular disease and stroke

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?  Yes  No

**Select Schedule Time**

RA Comment

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a specific center?  Yes  No  Declined to Answer

PREVIOUS NEXT COMMENTS

Screen 8.2. Time Slots Displayed

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

RA Comment  
Client has serious health issues like cardiovascular disease and stroke

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?  Yes  No

**TIME SLOTS**

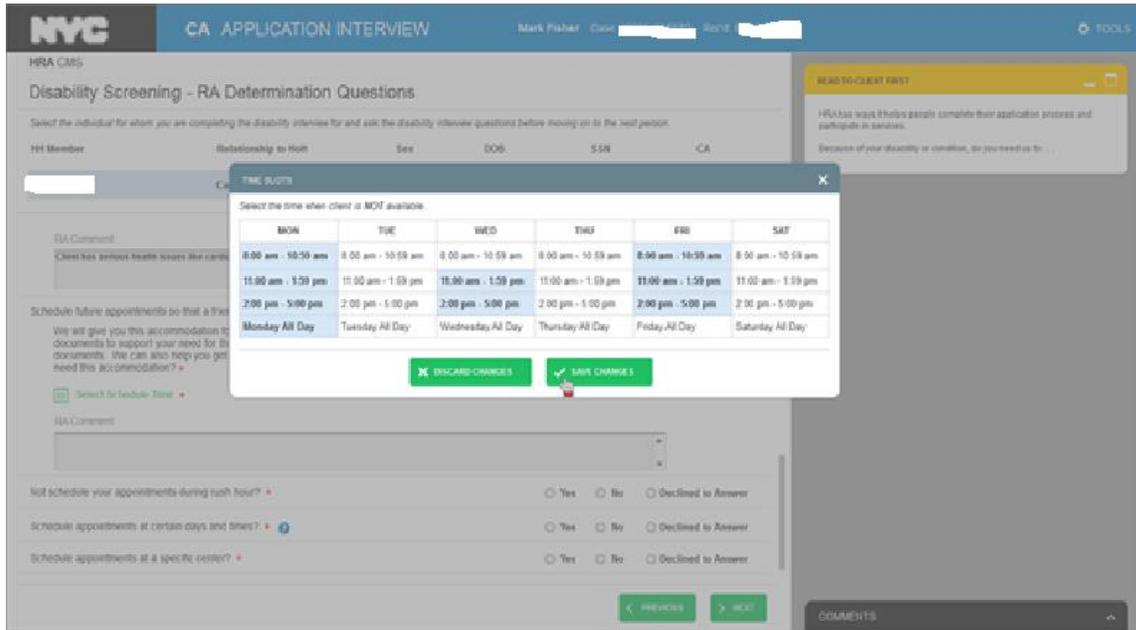
Select the time when client is MOST available

	MON	TUE	WED	THU	FRI	SAT
8:00 am - 10:59 am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00 am - 1:59 pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2:00 pm - 5:00 pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monday All Day	<input checked="" type="checkbox"/>	Tuesday All Day	Wednesday All Day	Thursday All Day	Friday All Day	Saturday All Day

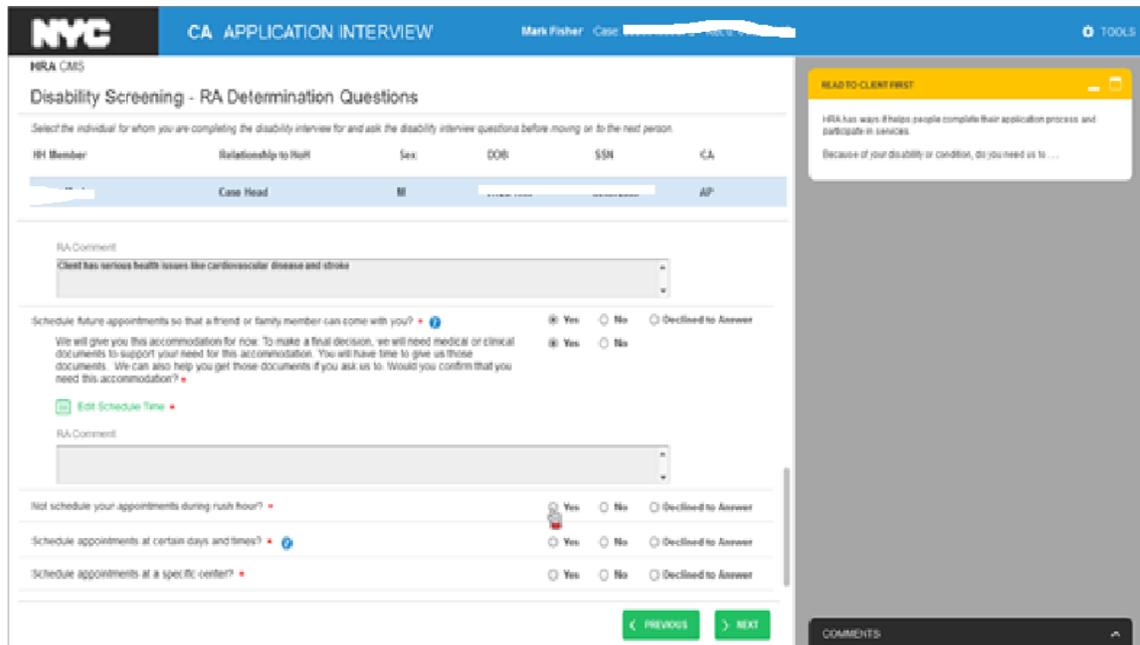
RECORD CHANGE SAVE CHANGE

PREVIOUS NEXT COMMENTS

Screen 8.3. Time Slots Blocked (shaded in blue)



Screen 8.4. Edit Schedule Time



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

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case: [REDACTED] TOOLS

HRA CMS  
Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HI Member	Relationship to Hiit	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

Schedule future appointments so that a friend or family member can come with you?  Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?  Yes  No

[Edit Schedule Time](#)

RA Comment  
[REDACTED]

Not schedule your appointments during rush hour?  Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?  Yes  No

Schedule appointments at certain days and times?  Yes  No  Declined to Answer

Schedule appointments at a specific center?  Yes  No  Declined to Answer

[PREVIOUS](#) [NEXT](#)

READ TO CLINIC FIRST  
HiitAs was able to help people complete their application process and participate in services. Because of your disability or condition, do you need us to...

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

The screenshot shows the NYC CA Application Interview interface. The header includes the NYC logo, 'CA APPLICATION INTERVIEW', the user name 'Mark Fisher', and a case ID. The main content area is titled 'Disability Screening - RA Determination Questions' and includes a table for member information, a question about scheduling during rush hour, a detailed text block about accommodations, a question about scheduling at certain days and times, and a question about scheduling at a specific center. A 'READ TO CLIENT FIRST' box is visible on the right side.

HRA Member	Relationship to HRA	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

Will you schedule your appointments during rush hour?   
 Yes  No  Declined to Answer

We will give you this accommodation for now. To make a final decision, we will 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?

HRA Comment   
 [REDACTED]

Schedule appointments at certain days and times?   
 Yes  No  Declined to Answer

Select Schedule Time   
 HRA Comment   
 [REDACTED]

Schedule appointments at a specific center?   
 Yes  No  Declined to Answer

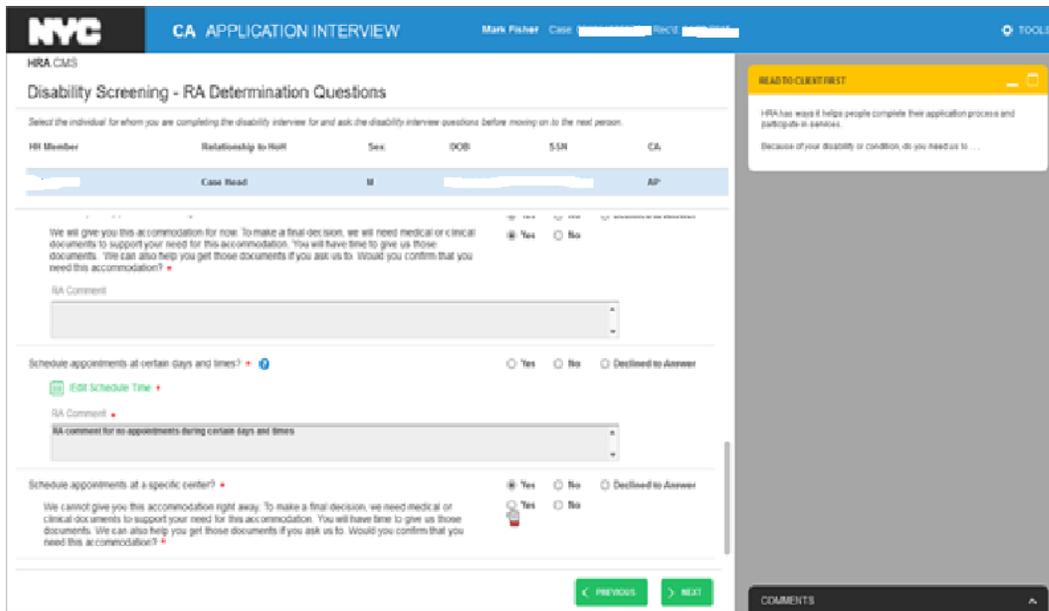
[PREVIOUS] [NEXT]

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?**

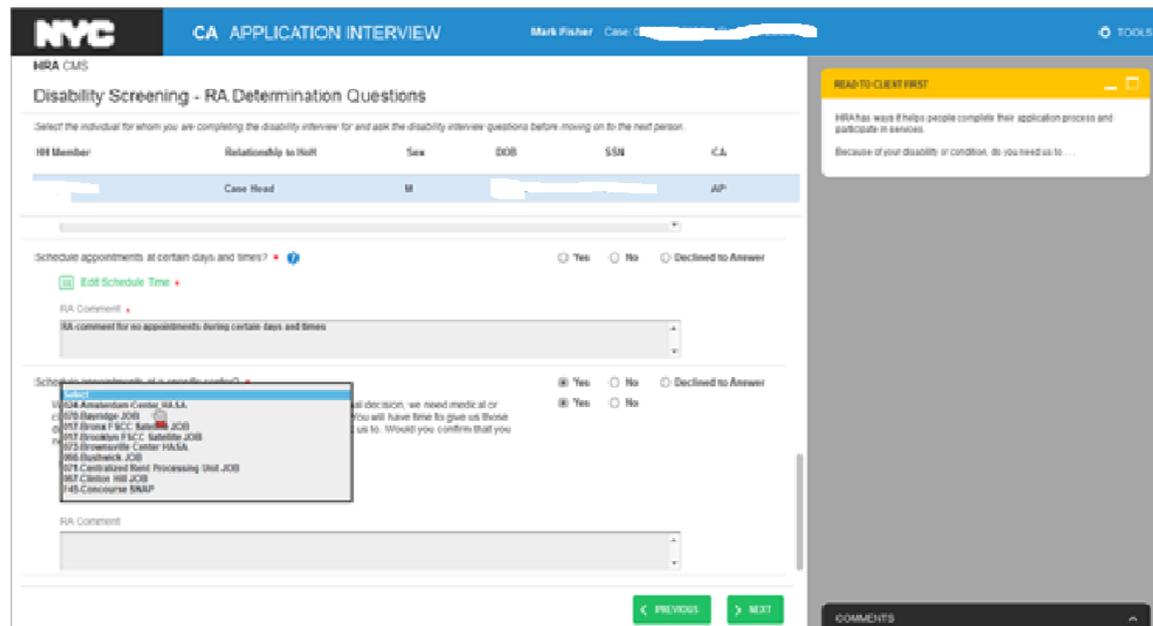
**Screen 11. RA: Comment Box-Schedule Appointments at a specific center?**



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



## 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 INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

### Disability Screening - RA Determination Questions

Select the individual for whom you are completing the disability interview for and ask the disability interview questions before moving on to the next person.

HRA Member	Relationship to Household	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**RA Questions**

There are no new Reasonable Accommodations to review with this client. Please select "next" below.

PREVIOUS NEXT

**EXISTING REASONABLE ACCOMMODATIONS**

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/29/2018	RA comment for Help for access material in...
Help for people who are blind or low vision	Active	01/29/2018	RA comment for some other kind of help
Help reading forms	Active	01/29/2018	
Help completing forms	Active	01/29/2018	

COMMENTS

### Screen 2: New Requested RA Summary

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case [REDACTED] TOOLS

HRA CMS

### Disability Screening - Requested RA Summary

The list of Household Individuals who opted for Reasonable Accommodation.

HRA Member	Relationship to Household	Sex	DOB	SSN	CA
[REDACTED]	Case Head	M	[REDACTED]	[REDACTED]	AP

**New Requested RA**

There are no new Reasonable Accommodations to review with this client. Please select "next" below.

PREVIOUS NEXT

**EXISTING REASONABLE ACCOMMODATIONS**

HRA already provides you the following reasonable accommodations based on your disability:

RA Name	RA Status	RA Date	RA Comment
Help for people who are blind or low vision	Active	01/29/2018	RA comment for Help for access material in...
Help for people who are blind or low vision	Active	01/29/2018	RA comment for some other kind of help
Help reading forms	Active	01/29/2018	
Help completing forms	Active	01/29/2018	

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

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case: [redacted] TOOLS

HRA CMS  
Disability Screening - Requested RA Summary

The list of Household Individuals who opted for Reasonable Accommodation.

HRA Member	Relationship to Holt	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

**New Requested RA**

- ✓ Help for people who are blind or low vision  
RA Comment: RA comment for Help for access material in an alternative format
- ✓ Help for people who are blind or low vision  
RA Comment: RA comment for some other kind of help
- ✓ Help reading forms
- ✓ Help completing forms
- ✓ Other  
RA Description: Hold appointments in quiet office space  
RA Comment: Client has serious health issues like cardiovascular disease and stroke
- ✓ Making appointments when someone can come with you  
[View Schedule Time](#)
- ✓ No appointments during rush hour

PREVIOUS NEXT COMMENTS

#### Screen 2. New Requested RA (continued)

**NYC** CA APPLICATION INTERVIEW Mark Fisher Case: [redacted] TOOLS

HRA CMS  
Disability Screening - Requested RA Summary

The list of Household Individuals who opted for Reasonable Accommodation.

HRA Member	Relationship to Holt	Sex	DOB	SSN	CA
[redacted]	Case Head	M	[redacted]	[redacted]	AP

✓ Help completing forms

✓ Other  
RA Description: Hold appointments in quiet office space  
RA Comment: Client has serious health issues like cardiovascular disease and stroke

✓ Making appointments when someone can come with you  
[View Schedule Time](#)

✓ No appointments during rush hour

✓ No appointments during certain days and times  
[View Schedule Time](#)  
RA Description: RA Comments for appointments at certain days and times

✓ Center transfer  
HRA Center: EDN Amsterdam Center RA SA  
RA Comment: Accessible for client and less than 9 mile from home location. Client preference for center is EDN Amsterdam Center RA SA.

PREVIOUS NEXT COMMENTS

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.