



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-36-SYS

CA POS RELEASE NOTE CHANGES VERSION 23.2

Date: July 12, 2019	Subtopic(s): POS
	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on July 1, 2019. Descriptions of the changes can be found in CA POS Release Notes Version 23.2 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective July 1, 2019</i></p> <p>Attachment:</p> <p>Attachment A CA POS Release Note Changes Version 23.2</p>

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

Distribution: X

POS Release Notes

Changes for July 2019

These Release Notes contain descriptions of changes in the Paperless Office System (POS) for the Cash Assistance (CA) program and related systems for July 2019. These and prior Release Notes also be found on the HRA Intranet at

<http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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POS Release Notes

Changes for July 2019

1. Special Grant Submissions in Access HRA (AHRA) Release 5.1

Participants with Cash Assistance (CA) cases in Active (AC) status are able to submit grant requests through AHRA effective July 2019. The **Request Details** window in the **SI Grant Request Task List** have a new **Request Source** of 'Client Request – Online' for special grant requests submitted from AHRA.

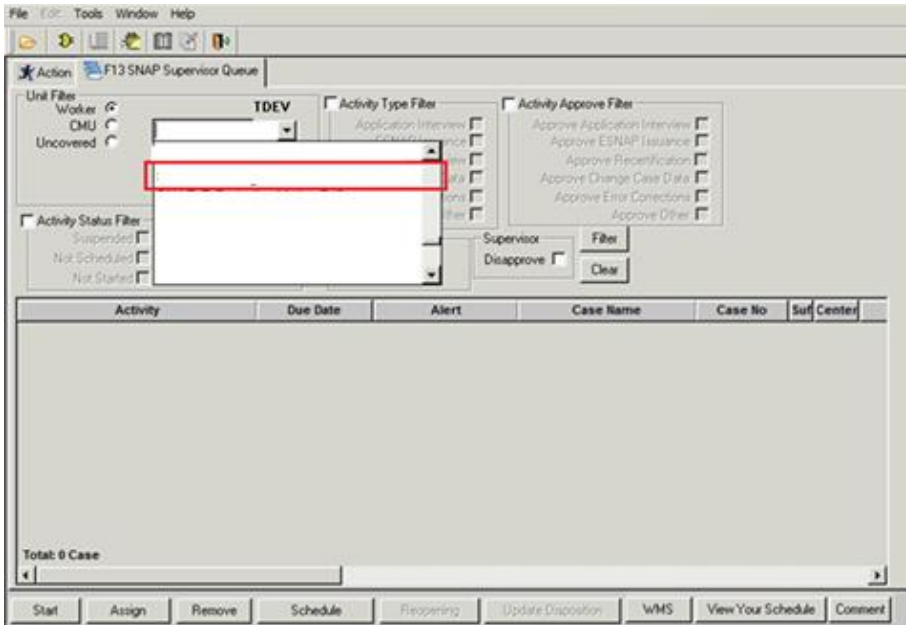
New Special Grant Queues

CA Centers have new center specific queues for CA E-Special Grant (**ESG**) requests submitted from AHRA, where POS loads the **Non-Food Emergency/Special Grant** activity when a new grant request is submitted online:

Queue Description	POS Queue Name	Example: Center 040
Housing Arrears – Non-Emergency	CA ESG House Arr	CA ESG House Arr 040
Housing Arrears – Emergency	CA ESG HouseEmerg	CA ESG HouseEmerg 040
Utility Arrears - Non-Emergency	CA ESG Util Arr	CA ESG Util Arr 040
Utility Arrears – Emergency Requests	CA ESG UtilEmerg	CA ESG UtilEmerg 040

All emergency requests submitted for CA Special Grants from AHRA have a due date of same day as the date of request. All non-emergency requests submitted for CA Special Grants from AHRA have a due date of seven (7) days from the date of request.

Accessing the new queues in the POS Supervisor Queue



2. Report Changes for Special Grant Submissions in AHRA Release 5.1

The **PC Bank** report was updated to list 'CA Special Grant Request' as a part of 'Submission Type' filter and the **CBO-AHRA** report was updated to list 'CA E-Special Grant Request' as a part of 'Activity Type' filter.

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3. Routing Changes for Special Grant Submissions in AHRA Release 5.1

The following changes were implemented for Family Independence Administration (FIA) cases with special grant requests submitted via AHRA:

- Special grant requests for housing arrears are routed to **HDU Interview**. The Model Office appointment stays open for 10 business days.
- Special grant requests for utility arrears are routed to **CSIC Document Rtn**. The Model Office appointment stays open for 10 business days.

HIV/AIDS Administration Services Administration (HASA) cases with special grant requests are submitted via AHRA appear in the HASA Model Center routing.

2. Changes for Error Corrections for Client Case Updates (CCU)

Participants can submit case updates for mailing addresses and phone numbers from AHRA. These updates are automatically submitted to WMS (Welfare Management System). This process is called **Client Case Update** (CCU).

SNAP (Supplemental Nutrition Assistance Program) Centers and Job Centers have new **AHRA Change** queues at the home center for CCU actions that have an error in WMS. POS loads Error Correction activities for these cases into the new queues at the home center for the case. The designated home center Supervisors must assign the error correction activity to a Worker.

3. Mobile POS Updates

The next phase of the Mobile POS (MPOS) tablet application was implemented in July 2019:

- Logo has been changed to match with the current DSS (Department Social Services) logo.
- The Applicant's Case Profile has a new subsection: Client Services.
- Disability Screening Questions and Reasonable Accommodation Determination Questions have been added to the new MPOS CA Application.
- New questions were added to the **Medical Information Interview** screen to capture information on Medicare.
- Change of Labels for Non-Citizen and Medical section to match with the labels in the New York State Application for Certain Benefits and Services (**LDSS 2021**) form.
- Four new questions were added to the Other Information Interview section:
 - Have you or any member of your household been convicted of fraudulently receiving duplicate SNAP Benefits in any state after September 22, 1996?
 - Have you or any member of your household been convicted of buying or selling SNAP Benefits for a combined amount of over \$500 or more after September 22, 1996?
 - Have you or any member of your household been convicted of trading SNAP benefits for firearms, ammunition or explosives, or drugs?
 - Are you or any member of your household fleeing to avoid prosecution custody or confinement after conviction of a felony or attempted felony and actively being pursued by law enforcement?

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4. AT-Home Updates

The At-Home system is used to schedule home visits by Job Center **90**. The following updates were made in July 2019:

- FIA has additional Administrative functions to allocate Appointment Slots and Field Staff.
- The Administrative option allows allocation of time slots based on the Program Area, Request Type, Borough and based on the availability of the Field Staff by tracking their Time-Off Days.
- Administrators have the option to introduce a new time slot and bypass the normal Appointment allocation process.
- FIA also requested enabling of booking of Recertification Appointments in AT-HOME and suppression of these appointments in POS.
- A weekly summary of the Home Visit Appointment scheduled through AT-HOME is provided.

5. Mobile POS and AT-Home Integration

The Mobile POS tablets and At-Home Tool were integrated in July 2019 so that the Homebound CA Application cases that are scheduled to a field Worker on the AT-Home Tool are displayed on the Tablet when that field Worker logs into tablet on the day of the Appointment. The tablet displays these cases with the applicants' names and residence addresses shown on the left-hand side. The tablet is used by Job Center **90** Staff.

6. Model Office Updates for Rockaway Job Center (079)

The Rockaway Job Center (**079**) was using FDR (Front Door Reception) to route the applicants/participants. The Self-Service Kiosks now route the applicants/participants upon check-in.

7. Updates for Closing of St Nicholas SNAP Center (S14)

SNAP Center **S14** (St. Nicholas) closed at the end of June 2019. The following changes were implemented to accommodate this center's closing:

- Cases were transferred to East End SNAP (**S02**). **S02** staff have temporary access to SNAP Center **S14** cases until all transfers and recertifications for **S14** are completed.
- SNAP separate determinations for Job Center **018** (St. Nicholas) go to **S02**.
- **S14** was removed from SNAP intake and transfer options in POS.
- Cases loaded to the SNAP recertification log for **S14** were moved to **S02**.
- Overflow recertifications were moved to **S02**.
- FDR at the 132 West 125th Street location were updated to remove **S14** queues.

8. Form Updates

The following form logic was updated:

- Update of dates for Approval of the Request to the Rental Assistance Unit (**W-153Q**) to capture the original approval date.

POS Release Notes

Changes for July 2019

Ongoing upgrades for E-Form processes:

- **LDSS-3938**, SNAP Expedited Processing Summary Sheet
- **LDSS-4753**, Request for Contact/Notice of Missed Interview
- **EXP-83H**, Declaration of Application For Social Security Number
- **W-515X**, Systematic Alien Verification for Entitlements (SAVE) Referral
- **W-532**, W-532 Letter to Past and Present Employer
- **W-607A**, W-607A Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC
- **W-680FF**, Language Questionnaire