POLICY BULLETIN #19-50-SYS

CA POS RELEASE NOTE CHANGES VERSION 23.3

Date: October 9, 2019	**Subtopic(s):** POS
	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will be migrated into production on October 21, 2019. Descriptions of the changes can be found in CA POS Release Notes Version 23.3 (**Attachment A**).
	These release notes can also be found on the HRA Intranet at:
	http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx
	Effective October 21, 2019
	Attachment:
	Attachment A CA POS Release Note Changes Version 23.3

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

CA POS Release Notes
CA POS Version 23.3 October 21, 2019

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) Release for Monday, October 21, 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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1. Overview of Changes

The following changes and fixes were made in this release:

- WMS (Welfare Management System) Changes for Release 2019.3
- Changes to POS and WMS Budget for Income Saving Plan
- Raising the dollar limits to 9,999.99 for routed checks for certain grant codes and to $5,000 for emergency checks (e-checks) with certain grant codes
- Documents from the Viewer to be presented on the income screens in POS
- Con Edison Web Services in CA Application Interview and Recertification Interview
- BEV (Bureau of Eligibility Verification) referral updates in POS to prevent referrals when the FEDS (Front End Detection System) indicator is not selected for all case types and remove automated FEDS code 36 for one shot deals
- FHEPS (Family Homelessness And Eviction Prevention Supplement) Updates
- Add geo-coding API to determine Manhattan Queens Community Districts with waivers for ABAWD (Able Bodied Adults Without Dependents)
- Change for POS Choose a Case window to update ANYC Confirmation Number to Access HRA Confirmation

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2. WMS Release 2019.3 Updates

POS was updated to match changes in WMS.

Update to Homeless Shelter Deduction
The Homeless Shelter Deduction was updated from $147.55 to $152.06 in the WMS budget calculations along with the SNAP (Supplemental Nutrition Assistance Program) expedited processing determination, and the SNAP benefit eligibility determination.

Update to Rules for Standard Utility Allowance (SUA) Level II
Updates were made to the business rules to prevent errors in the SUA determination for applicants/participants who qualify for SUA level II based on payment of other utilities such as water or sewage expenses separate from their rent or shelter expense.

New SNAP Reason Code A36
A new SNAP opening code **A36** (Approval - First Month Denied, Eligible in Second Month (SNAP)) was added on the POS TAD (Turnaround Document).

Update to TASA (Teenage Services Act) transmission rule
To prevent WMS errors, the POS transmission rules for the TASA indicator were updated to post the indicator for individuals between the ages of 11 and 20 who are Active (AC) for SNAP, but in Rejected (RJ) or Closed (CL) status for CA. WMS requires the TASA indicator for all individuals between 11 and 20 years old.

Business rule for SNAP case rejection code I92 (No Eligible Individual)
A new business rule was added on the POS TAD to prevent processing for Denial Code **I92**:

* SNAP Individual Status, Reason and Date must be entered when SNAP Suffix reason code is **I92.**

Business rule for SNAP individual rejection codes M73 (Continue Employment Requirement Sanction HH=1) and M74 (Continue Employment Requirement Sanction HH>1) for sanctioned individuals
New business rules were added on the POS TAD to prevent processing for SNAP individual denial codes **M73** and **M74**:

* Individual does not have SNAP EMP (Employment) Sanction. Cannot use reason codes **M73** or **M74**.
* Reason code **M73** is not valid for HH (Household) size greater than one
* Reason code M74 is not valid for HH (Household) size equal to one

Yearly SNAP amount updates
Yearly updates were implemented for SNAP poverty level tables effective October 1, 2019.

Yearly FHEPS amount updates
Yearly updates based on the New York City Rent Guideline Board (RGB) updates were implemented for FHEPS tables effective October 1, 2019.

Grant Issuance Codes G4 for Camp Fees
A new single issuance code **G4** (Camp Fees) was added in the **POS Grant Data Entry** window, with a yearly limit of $400 per child.

The following business rules were added for code **G4**:

- Restricted Indicator field must be 'Direct Vendor (2)'
- Period must be entered for this issuance code
- Pick-up Code must be: 'PUC 1 - Special Roll'
- There should be at least one child between the ages of 7 to 18 years
- PA grant Amount must not be greater than $400
- Total Grant issued is more than the allowed amount for the year.

Grant Issuance Code G5 for TA Retro Payments
A new single issuance code **G5** (PA Retro Issuance Code) was added in the **POS Grant Data Entry** window.

The following business rules were added for code **G5:**

- Restricted Indicator field should be 'Unrestricted (1)'
- The grant issuance To Date cannot be a future date
- The case category for this issuance code must be FA, SNFP, SNCA or SNNC
- Case must be in AC Status for PA in POS
- Pick-up Code must be 'PUC 9'
- The issuance period should be between June 17, 2012 and October 14, 2016

Capture child support payment received in the budget window for CA cases
POS was updated to place the unearned income from child support payment for CA cases into the budget income screen. Previously, this entry was done by the Worker.

3. Changes to Budget for Individual Savings Plan (ISP)

The POS and WMS budget windows were updated for a new income savings program for DHS (Department of Homeless Services) shelter residents with earned income. This program, entitled the Income Savings Plan Program or "ISP" Program, follows changes to the New York State Social Services Law made by the New York State Legislature.

Previously, only households in receipt of the Earned Income Disregard (EID) were required to contribute money to a special savings account set up for each case to offset moving costs when the case leaves transitional housing. CA participants will be notified about the amount of the contribution to the savings account via a CNS (Client Notice System) notice. A Mass Re-Budgeting (MRB) in the fall of 2019 will set the value in this field and generate the initial client notices.

The following changes were made in POS:

- Updated the **POS Budget Household** window to add the new ISP field with selectable dropdown list.
- Added new business Rules to the **POS Budget Household** window to prevent improper selection of the ISP value.
- Updated the POS Budget tables to add the new field ISP.
- Update the POS budget string builder to prompt the proper screen stuffing for entering value in the new ISP field.

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Possible values in ISP field on the POS Budget:

- **R** – Required to Contribute
- **N** – Not in Compliance
- **G** – Good Cause Exemption

ISP will be detailed in a separate procedure from the Office of Policy, Procedures and Training (OPPT).

4. Raising Dollar Limit on Checks for Certain Grant Codes

The dollar limit on a single check was increased in the POS and **PAM** (Paperless Alternate Module) **Grant Data Entry** windows to $9,999.99 for routed and to $5,000 on a single check for emergency checks ("e-checks") for the following single issuance grant codes:

- Code **09** – Supplement of Rent Only
- Code **30** – Rent Payments in Excess of Maximum
- Code **31** – Pre PA Rent Arrears
- Code **39** – Advance Rent to Secure a New Apartment
- Code **40** – Rent Duplication to Avoid Eviction
- Code **B6** – Tenant Based Rental Assistance (TBRA)
- Code **QA** – Supplement FHEPS Rent Arrears (Recoupable)
- Code **QB** – Supplement FHEPS Rent Arrears (Non-Recoupable)
- Code **SE** – CityFHEPS rental assistance supplement - initial and ongoing
- Code **ZA** -– SOTA 1YR (SOTA 1 year up front)

Routed checks have a value of 1 (Special) in the Pick-Up Code field and e-checks have a value of **5** (Emergency Public Assistance Check (E-Check)) or **6** (Auto Emergency Public Assistance Check (E-Check) in the Pick-Up Code field.

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5. Income Documents Presented in POS

POS requires entries in the Comment field by Workers when recent earned income and unearned income documents are found in the HRA OneViewer and no income is recorded.

POS was updated to present the documents for viewing directly from POS and to require review by the Workers. A hard edit requires the Supervisors to review the income document entries. The goal is to ensure that income documents are reviewed for accuracy when Staff budget cases and to ensure that the supporting documents are in the HRA OneViewer.

Current **Employment/Self-Employment Scan Document** window

Updated window

The documents are presented at the end of the income flow for Workers and Supervisors, after initial information is recorded for earned and unearned income.

The document will appear with the associated income type and the name of the applicant/participant for whom it was indexed. For example, if a job letter is found for **Mickey Mouse** and an SSI (Supplemental Security Income) award letter is found for **Minnie Mouse**, a row will appear as follows:

- **Job Letter – Wages – Mickey Mouse**
- **SSI Award Letter – SSI Income Benefits – Minnie Mouse**

The Worker:

- Can view each acceptable income document found in the window and open the document from the HRA OneViewer through POS.
- Can then accept the document found in the Viewer by clicking on **Accept Document in the Viewer** checkbox and then return to the **Employment** or **Income** window to add the income and record the details. The Worker can also indicate that an additional document must be scanned and indexed.
- Must click **No** for the question **Will the income be added to the interview?** if the Worker does not accept a document.

A detailed case comment is required if no document is used and no income is recorded. The comment allows the Worker to fulfill the requirement, as long as the Worker and the Supervisor both review the document(s) found.

- When the Worker does not add the income for the document found, the Supervisor is required to approve or disapprove the window. The Supervisor refers the case back to a Worker if the window is disapproved.

6. Con Edison Web Services in CA Application and Recertification Interviews

POS was updated to add new web services to communicate with Con Edison's systems. These services allow FIA (Family Independence Administration) staff to convert from using the Con Edison PACS system to receiving the necessary information in the POS utilities window.

On the current POS screens for electricity, gas and heating expenses, Workers make the mandatory entries to launch the Con Edison web services. Before the web services are launched, the system validates all the information entered by the Worker and presents appropriate error messages based on any missing and/or incorrect mandatory information.

Data retrieved from the web services populates the POS screens and the Workers are not able to change those fields. The Workers have the ability to complete any section manually that the web service data does not populate. The web service data includes all the basic information related to the applicant/participant along with the most up to date Con Edison information regarding payments, arrears, HEAP (Home Energy Assistance Program) and different payment agreements.

FIA will pilot Phase 1 Con Edison web services at the Rider (**038**), Dyckman (**035**), Richmond (**099**), Queens (**053**) and Dekalb (**064**) Job Centers, once initial training is completed.

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Gas and Electric Expense window

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

Con Ed Cust Name [ ]

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

Company Name [▼]   Other Company Name [ ]   Account Number [ ]

Company Address [ ]

Company City [ ]   Company State [▼]   Company Zip [ ]   Company Phone [- -]

Amount of Current Bill [ ]   Bill Frequency [M ▼]   Verified ○ Yes ○ No

Gas or Electric Service is ○ On ○ Off   Service End Date [00/00/0000]   Are there Arrears? ○ Yes... ○ No

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

Utility Guarantee WMS Indicator [0]   Utility Guarantee [▼]   Utility Restriction [▼]

Document... [ ] [ ]   Scan □   Comments [ ]

[OK]   [Cancel]

Gas/Electric - Arrears/Clearance Information window

Arrears/Clearance Information

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

Reason for Arrears/ Shut Off Notice [▼]

Total Amount Owed [ ]   Period From [00/00/0000]   Period To [00/00/0000]

Arrears Breakdown (10 Months max)

Amount [ ]   Period From [00/00/0000]   Period To [00/00/0000]

Total Clearance Amount (4 Months amount)			Suspnded Unpaid Amount (Prev 6 Months)			Last 4 Months Payment made to Utility Co.	
Amount	Period From	Period To	Amount	Period From	Period To	Payment Amount	Payment Date
[ ]	[00/00/0000]	[00/00/0000]	[ ]	[00/00/0000]	[00/00/0000]	[ ]	[00/00/0000]
						[ ]	[00/00/0000]
						[ ]	[00/00/0000]
						[ ]	[00/00/0000]

Heap Section

Heap Season ○ Yes ○ No

Have You Applied for Regular HEAP? ○ Yes ○ No   Date of Application: [00/00/0000]

Have You Applied for Emergency HEAP? ○ Yes ○ No   Date of Application: [00/00/0000]

Have You Received a Regular HEAP Payment? ○ Yes ○ No   Date: [00/00/0000]   Amount: [ ]

Have You Received Emergency HEAP Payment? ○ Yes ○ No   Date: [00/00/0000]   Amount: [ ]

Is a Deferred Payment Agreement in Effect? ○ Yes ○ No   Effect Date [00/00/0000]   Was deferred payment agreement discussed? ○ Yes ○ No   Discussion Date [00/00/0000]

[OK]   [Cancel]

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Heating/Fuel Expense window

Heating/Fuel Arrears Drill-Down window

Error Messages

The following error messages will appear when incorrect or incomplete entries are made or when there are communication issues between HRA and Con Edison:

Condition	Error Message
When the Worker enters **Name on Bill** or **Other Name**, but selects **No** to **Is the name on the account a person residing in household?**	To be eligible for the grant, the account must be in the name of the tenant or spouse.
When the Worker selects **Con Edison** in the **Company Name** field and enters an account number that is either more than or fewer than 15 digits.	Con Edison account number must be 15 digits.
For Con Edison, if the Worker selects **Yes** or **No** for "Arrears" before verifying the account.	Verified must be selected.

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Condition	Error Message
Once the account is verified, the system will run validations to ensure that "Name", "Company Name" and "Account Number" is present.	Please Enter Name on Bill/Please Enter Company Name/Please Enter Account Number.
When the company selected is Con Edison and the web service fails to run.	The Con Edison web service failed to run. Please contact POS Helpdesk to report this problem.
When the company selected is Con Edison and the web service fails to run due to invalid account number.	Account is ineligible for clearance due to "Invalid Con Edison Account Number". Please correct the account number you have entered and click Yes in 'Is Verified' field. If account number you have entered is correct, have Utility Liaison contact Con Edison for further investigation.
When the company selected is Con Edison and the web service fails to run due to inactive account.	Account is ineligible for clearance as this Con Edison account is not active. Have Utility Liaison contact Con Edison for further investigation.
When the company selected is Con Edison and the web service fails to run due to account being not residential.	Account is ineligible for clearance as this Con Edison account is not residential. Have Utility Liaison contact Con Edison for further investigation.
When the company selected is Con Edison and the web service fails to run due to any other reason.	Web service failed to run. Please contact your utility liaison for further assistance.

7. BEV Referral Updates

BEV referral rules in POS were updated to prevent referrals for all case types when a FEDS indicator is not selected and to remove the automated selection of FEDS Code **36** for Emergency Assistance applications ("one shot deals") with a case type of EAF (Emergency Assistance to Families)or E-SN (Emergency Safety Net).

8. FHEPS Updates

POS was updated to allow for the transition from the use of Community Based Organizations (CBOs) to the FIA Homeless Diversion Unit (HDU) as the submitters of FHEPS applications.

Five (5) Job Center sites have been selected for the first phase of implementation on September 16, 2019:

- Jamaica **#54**
- St. Nicholas **#18**
- Southern Brooklyn **#70**
- Richmond **#99**, and
- Crotona **#46**.

Additional sites will be added beginning in October 2019 with all Job Centers included by the end of 2019.

Once HDU completes a FHEPS application in POS, the HDU Supervisor will submit the application to FCDU (FHEPS Centralized Determination Unit) to the Rental Assistance Database (RAD).

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FHEPS applications submitted to FCDU will appear in a new queue named **FHEPS HDU** in the Rental Assistance Database (RAD). Upon receipt, FCDU will review the application package and handle the administrative function of approving or denying the FHEPS application.

The FHEPS application process will covered in a separate policy directive.

9. ABAWD Geo-Coding Service for Community District Determination

POS was updated to add a geo-coding service to determine Manhattan Queens Community Districts with waivers for ABAWD.

10. Change for POS Choose a Case window for Access HRA Confirmation Number

Effective August 2019, the **Choose a Case** window in POS was updated to change the label of the **ANYC Confirmation Number** field to **Access HRA Confirmation Number**. This field allows the Eligibility Specialist to search for a case using the applicant's/participant's AHRA confirmation number.

11. Form Updates

The following forms were updated:

- **FIA-1021a** Notice of Need to Reestablish Able-Bodied Adult Without Dependents (ABAWD) Eligibility
- **FIA-1021b** Declaration of Job Search Activities
- **FIA-1173** Confirmation of Contact With Your Center
- **M-3mm** Notification of Application Withdrawal Cash Assistance, Food Stamps and Medical Assistance
- **W-34A** Referral/Information Form
- **W-147** Letter to Landlord - Request Residence Verification
- **W-274U** Attestation of Employment as a Child care Provider Letter
- **W-680** Request for Birth or Death Verification from Agencies Outside New York City
- **W-701** Request for Birth or Death Verification from New York City Department of Health

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Update for Action Is Required! You Must Submit Documents For Your SNAP Case (FIA-1146) form for SNAP Separate Determination cases

The **FIA-1146** was updated to prevent an incorrect deferral when there is obsolete data in the question **Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?**

12. New Document Type of Photo Verification

A new document type of **Photo Verification** was added to POS indexing for the Vault Card project.