



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-54-SYS

CA POS RELEASE NOTE CHANGES VERSION 23.2

Date: November 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) will be migrated into production on September 30, 2019. Descriptions of the changes can be found in CA POS Release Notes Version 23.2 (Attachment A).</p> <p>A separate policy bulletin will be released at a later date regarding Access HRA (AHRA) Release 5.2.</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachment: 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 September 2019

These Release Notes contain descriptions of changes in the Paperless Office System (POS) for the Cash Assistance (CA) program and related systems for September 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 September 2019

1. Special Grant Submissions in Access HRA (AHRA) Release 5.2

Participants with Cash Assistance (CA) cases in Active (AC) status can submit additional grant request types through AHRA effective September 2019. These requests have a **Request Source** of 'Client Request – Online' in POS when they are submitted online.

New Special Grant Requests Available in AHRA Release 5.2

The following new request types are available:

- Help with Moving
 - First Month's Rent (Rent in Advance)
 - Broker's Fee
 - Security Deposit
 - Pay for Moving
 - Storage Fees
- Adding a Household Member
 - Add an adult (18 and over)
 - Add a child
 - Add a newborn
- Pregnancy Allowance
- Restaurant Allowance
- Replacement of clothing lost due to disaster
- Repairing Household Items or Property
 - Help with Property Repairs
 - Repair of Essential Household Items

Due Dates

All emergency requests submitted for CA Special Grants from AHRA have a due date of the 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.

2. Routing Update for Access HRA (AHRA) Release 5.2

Special grant requests for **Adding an Adult** submitted through Access HRA are routed to **CMU** (Queue – CA Appl Interview) in MONIQ.

The Model Office appointment of **Interview required for CA Additional Adult request on ACCESS HRA** stays open for seven (7) calendar days.

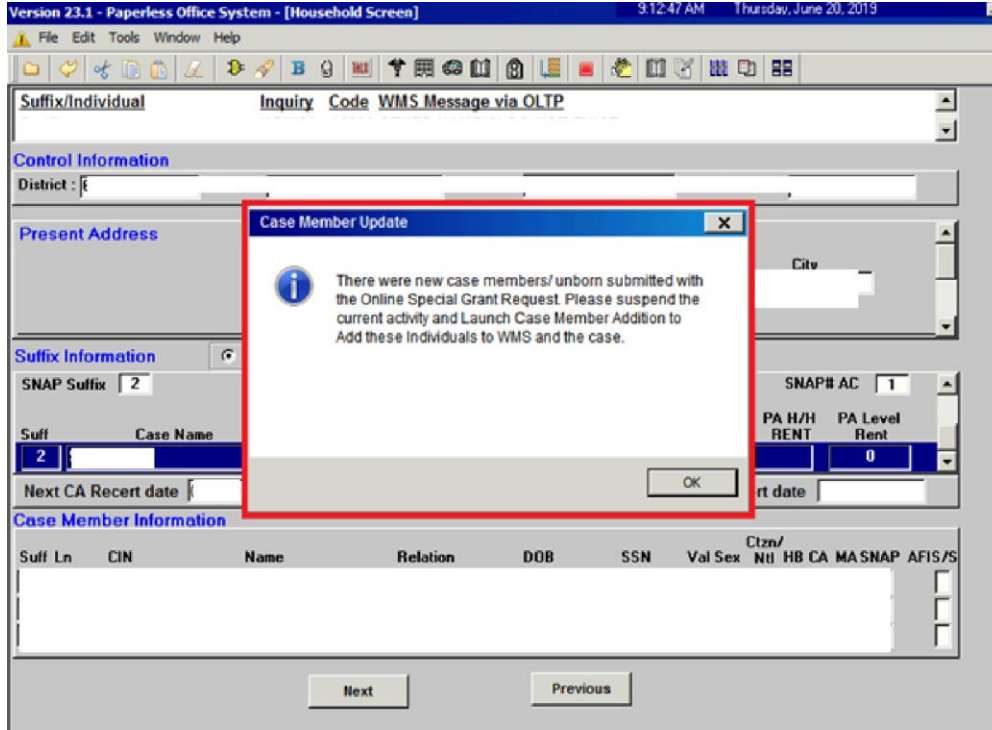
3. New Alert on POS Household Screen for Access HRA (AHRA) Release 5.2

A new alert message appears on the **POS Household** screen when new household members are added through a special grant request submitted from Access HRA:

POS Release Notes

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- “There were new case members/unborn submitted with the Online Special Grant Request. Please suspend the current activity and Launch Case Member Addition to add these individuals to WMS and the case.”



4. Model Office and Rollout Updates

The following changes were made in the Model Office:

- **New counter-queue MA OED** created for Front-Door Reception (FDR) at the Jamaica Job Center to route Medical Insurance and Community Services Administration (MICSA) participants up to the 8th Floor.
- **With the closing of the HRA Express Center (050)**, staff at the 404 Pine Street, Brooklyn, New York location are restacked within the building. Kiosks at the 404 Pine Street, Brooklyn, New York location are updated to route participants after the closing of HRA Express.

2. Training and Rollout Updates

The following updates to the training and rollout schedules were made:

- **At-Home and Mobile POS** – Training in August and rollout in September

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3. Form Changes

The following form fixes are implemented:

- **LDSS-3152-NYC** (Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case [NYC]) - Fix to prevent invalid To Date for CA cases.
- **LDSS-3938-NYC** (SNAP Application Expedited Processing Summary Sheet) – Update prevent invalid selection of two checkboxes for Qualified for Expedited Processing and Not Enough Information at the same time for Access HRA submissions.
- **LDSS-4013A-NYC** (Action Taken On Your Application: Part A Public Assistance, Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance Coverage [NYC]) - Prevention of manual data entry error for denial reason N17.
- **FIA-1104F** (Request for Utility [Gas, Heat, Lights, Electricity] Grant and Acknowledgment for Applicants and Participants) – Update to prevent incorrect value for shut-off/turn-on service indicator.
- **FIA-1146** (Action Is Required! You Must Submit Documents For Your SNAP Case) – Fix for snippets for common documents for utility expenses.