OFFICE OF POLICY, PROCEDURES, AND TRAINING
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POLICY BULLETIN #20-33-SYS

CA POS RELEASE NOTES VERSION 24.2

Date: June 16, 2020	**Subtopic(s):** POS
	This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate into production on June 22, 2020. Descriptions of the changes can be found in CA POS Release Notes Version 24.2 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective June 22, 2020* **Attachment:** **Attachment A** CA POS Release Notes Version 24.2

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 24.2 June 22, 2020

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for Monday, June 22, 2020. 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 2020.2
- FHEPS (Family Homelessness and Eviction Prevention Supplement) updates
- ABAWD (Able Bodied Adults Without Dependents) updates
- Additional updates for removal of finger imaging for CA
- Standard Utility Allowance (SUA) alerts in CA recertification interview
- Form updates

2. WMS Release 2020.2 Updates

POS was updated to match changes in WMS and to help prevent WMS errors.

Disable entry of CA Issuance Code G5 (TA Retro) in the Grants section
CA single issuance code **G5** is systematically generated by New York and is now disabled in the **Grants** section in POS.

SNAP Issuance Codes 14 (Monthly SNAP Benefit) and 16 (Monthly SNAP Benefit)
New business rules prevent improper usage of the SNAP Issuance Codes **14** for CA/SNAP cases and NCA Issuance Code **16** for SNAP-only cases in the **Grants** section in POS: **Single Issuance Grant To Date cannot be later than next month.**

3. FHEPS Updates

The following updates will be done for FHEPS cases in this release:

- New alerts
- FHEPS data entry window
- Addition of Good Cause
- New data entry window for FHEPS Referral to Community Based Organizations (HRA-146o)
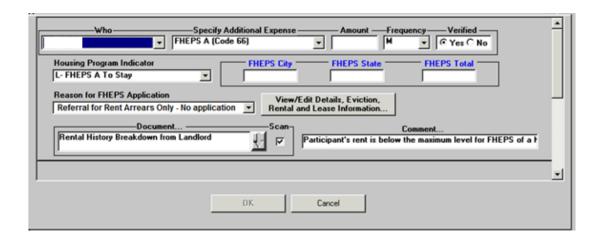
New alerts
The following new FHEPS alerts were added:

- New message in the **Address Information** window when the case is currently in receipt of FHEPS on the budget: This case is in receipt of FHEPS**.**
- New message in the **Address Information** window when the case is not currently in receipt of FHEPS on the budget, but received a FHEPS grant in the past 12 months: This case received FHEPS in the past 12 months.
- New message to remind the HDU (Homeless Diversion Unit) Worker that new income should be budgeted in the **HDU Shelter Arrears** window – New income found during the HDU interview must be budgeted for active cases when applicable**.**

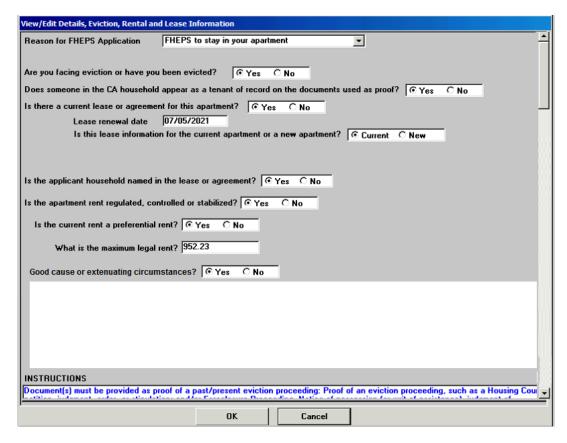**FHEPS data entry window update**
The data entry window, **Has Additional Expenses (including FHEPS),** was updated to add a new option of **Referral for Rent Arrears Only – No application** in the **Reason for FHEPS Application** drop-down menu. When this option is selected and the case is submitted to RAD (Rental Assistance Database) by the Supervisor, the case is assigned to RAU (Rental Assistance Unit), rather than the FHEPS Centralized Determination Unit (FCDU).

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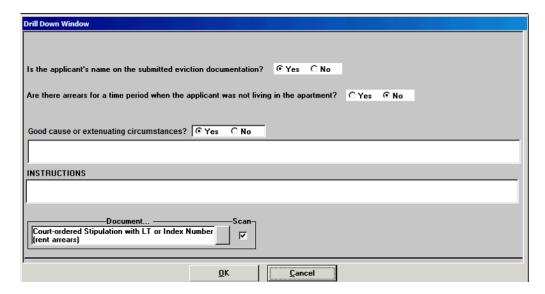**CA POS Version 24.2 June 22, 2020**

Good cause updates

The FHEPS **View/Edit Details, Eviction, Rental and Lease Information** window was updated to add a new question of **Good cause or extenuating circumstances?**
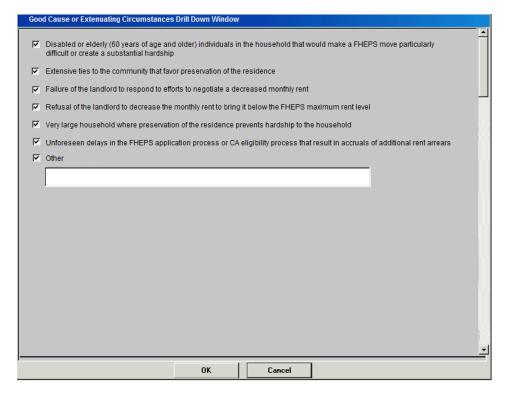

The **Rent Arrears Data Entry** window was updated to add a new question of **Good cause or extenuating circumstances?**

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Drill Down Window

Is the applicant's name on the submitted eviction documentation? ⦿ Yes ○ No

Are there arrears for a time period when the applicant was not living in the apartment? ○ Yes ⦿ No

Good cause or extenuating circumstances? ⦿ Yes ○ No

INSTRUCTIONS

Document... — Scan

Court-ordered Stipulation with LT or Index Number (rent arrears) ☑

OK   Cancel

When the Worker selects **Yes** for this question, a new drill-down window appears to allow the Worker to select the reason(s) for good cause:

- A new message appears in the **Address Information** window when the case is not currently in receipt of FHEPS on the budget, but has received a FHEPS grant in the past 12 months: This case received FHEPS in the past 12 months.
- A new message appears to remind the HDU Worker that new income should be budgeted in the HDU Shelter Arrears window – New income found during the HDU interview must be budgeted for active cases when applicable**.**

Good Cause or Extenuating Circumstances Drill Down Window

☑ Disabled or elderly (60 years of age and older) individuals in the household that would make a FHEPS move particularly difficult or create a substantial hardship

☑ Extensive ties to the community that favor preservation of the residence

☑ Failure of the landlord to respond to efforts to negotiate a decreased monthly rent

☑ Refusal of the landlord to decrease the monthly rent to bring it below the FHEPS maximum rent level

☑ Very large household where preservation of the residence prevents hardship to the household

☑ Unforeseen delays in the FHEPS application process or CA eligibility process that result in accruals of additional rent arrears

☑ Other

OK   Cancel

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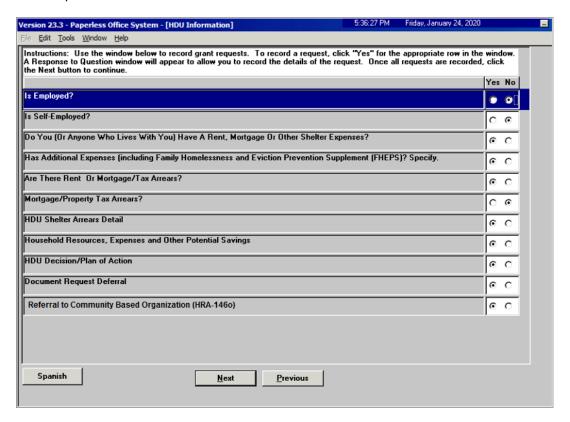**CA POS Version 24.2 June 22, 2020**

Addition of data entry window for Family Homelessness and Eviction Prevention Supplement (FHEPS) Referral to Community Based Organizations (**HRA-146o) form**
A data entry window named **FHEPS Referral to Community Based Organizations (HRA-146o)** was added in the **Form Data** and **HDU Information** windows.
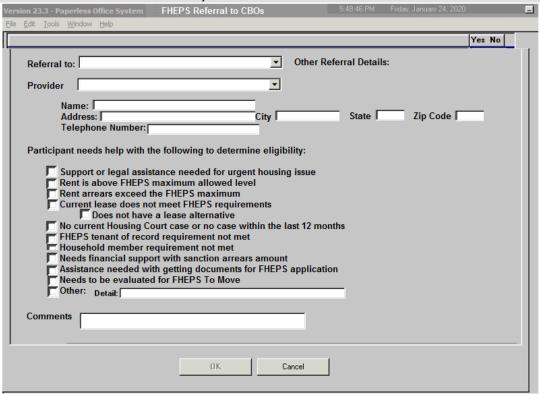
The window allows the Worker to enter the details to refer the participant to Homebase or a legal provider.

When the referral is for Homebase, a list of Homebase providers appears in the **Provider** drop-down menu. The Worker's selection in the menu prefills the values for the provider address, city, state, zip code and telephone number. Otherwise, the Worker must enter the details for the provider in the window.

- The Worker must select the item(s) with which the participant needs help from the options available in the window and must enter a comment.
- The Worker can print the form using the **Print Forms** window once the data entry window is completed.

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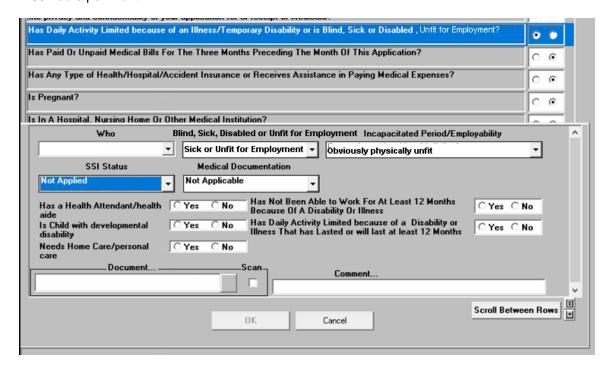

4. ABAWD Updates

The **Medical** section in POS was updated to add a new indicator to capture when an applicant or participant is unfit for employment. When this indicator is selected, a value of **N** (Non-ABAWD) is selected for the individual on the **Employability Code Determination** window.

The following changes were made in the **Medical** window:

- The question "Has Daily Activity Limited because of an illness/temporary disability, or is blind, sick or disabled?" was changed to "Has Daily Activity Limited because of an illness/temporary disability, or is blind, sick or disabled, is unfit for employment?" When the Worker clicks **Yes** for this question, the **Response to Question** window opens.
- The **Blind, Sick or Disabled** menu label was changed to **Blind, Sick, Disabled or Unfit for Employment**. The value of **Sick** in the drop-down menu was changed to **Sick or Unfit for Employment**.
- Four new options were added to the **Incapacitated Period/Employability** drop-down menu:

    - Obviously mentally unfit
    - Obviously physically unfit
    - Obviously unfit for work (based on screening)
    - Unfit for employment at least 80 hours per month

- When the option, **Obviously mentally unfit**, **Obviously physically unfit**, or **Obviously unfit for work (based on screening)** is selected, the Worker receives an alert: "The selection must be based on visual observations and responses to screening tool. Detailed comments must be entered to support the selection."
- When the option **Unfit for employment at least 80 hours per month** is selected, the Worker will receive a message: "The selection of unfit for employment for at least 80 hours per month must be due to a physical or mental health limitation and documentation must be scanned or requested, and a WeCARE (referral must be made."

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- A new option of **WeCARE Referral** was added in the **Document** box, to allow the Worker to indicate that a WeCARE (Wellness, Comprehensive Assessment, Rehabilitation and Employment) referral was completed for an individual marked as unfit for employment for at least 80 hours per month.

5. Additional Updates for Removal of Finger Imaging for CA

Finger imaging requirements were removed for CA in January 2020. The following additional updates were made in POS in this release:

- The **Finger Imaging Referral** window was removed from the **CA Application Interview**.
- Finger imaging indicators were removed from the **CIN Re-Use** window.
- The Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice / AFIS Freedom Referral (**W-519**) was moved to the **Print Forms** window.
- The data entry window for the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form was updated to remove finger-imaging fields.
- Finger imaging messages were removed from the **CED worksheet** in the CA recertification activities.
- The automated process to return finger imaging results was disabled. Historical data can still be reviewed.
- TAD business rules for finger imaging were disabled.

6. SUA Alerts in CA Recertification Interview

POS was updated to add new alerts at the CA recertification interview:

- POS was updated to provide an alert in the **Shelter (Housing) Expenses** window in the CA recertification interview when the household is in temporary housing, shelter or in certain congregate care, and has not received HEAP (Home Energy Assistance Program) in the current month and prior 12 months:

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- The household did not receive HEAP payments totaling greater than $20 in the current month or in the immediately preceding 12 months. SUA level will be 3.

- POS was updated to provide an alert in the CA recertification interview when the household is homeless and has not received HEAP in the current month and prior 12 months:

  - The household did not receive HEAP payments totaling greater than $20 in the current month or in the immediately preceding 12 months. The household will receive the homeless shelter deduction.

7. Form Updates

The following forms were updated:

- **FIA-1028x** Receipt for Your Request for Home Visit Needed/Homebound (HVN/HB) Status
- **BEV-100** Notice of Real Property Ownership Appointment Referral To BEV
- **BEV-201** Real Property Homebound Field Visit Letter
- **BEV-251** Notice to Applicant Referral to BEV