



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #21-07-SYS

CA POS RELEASE NOTES VERSION 25.1

Date: February 17, 2021	Subtopic(s): POS
	<p>This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) will migrate into production on February 22, 2021. Descriptions of the changes can be found in CA POS Release Notes Version 25.1 (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 February 22, 2021</i></p> <p>Attachment:</p> <p>Attachment A CA POS Release Notes Version 25.1</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
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CA POS Release Notes

CA POS Version 25.1 February 22, 2021

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for Monday, February 22, 2021. These and prior Release Notes also be found on the Human Resources Administration (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. Overview of Changes

The following changes and fixes were made in this release:

- Welfare Management System (WMS) changes for release 2021.1
- Other Change Requests in Single Issue (SI) Grant Request Task List
- Communication Preferences message
- Supplemental Nutrition Assistance Program (SNAP) student eligibility menu update
- Disability screening rollout
- Update for CA change requests in Access HRA
- Addition of CA eligibility mailer appointment type
- Updated activity name for Client Identification Number (CIN) Reuse and Case Number Reuse
- Changes to support operations during COVID-19 response
- Report updates
- Form updates

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2. WMS Release 2021.1 Updates

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

Increase limit for Single Issuance Codes 07 (Replacement of lost, stolen or undelivered checks) and 08 (Replacement of cancelled check)

The WMS limit for special roll checks using single issuance code **07** and **08** was increased to \$9,999.99 and POS was updated to match this new limit.

Update to transmission of SNAP code F19 (Refusal to Cooperate with Quality Control)

SNAP Turn-Around Document (TAD) transmission was updated to allow posting of Denial and Closing code **F19** to WMS.

Business rule updates

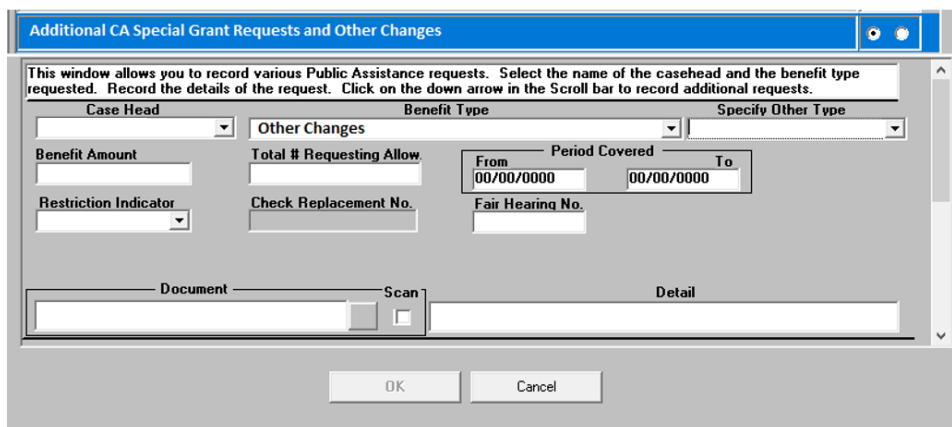
The following updates were done in this release to improve business rules and prevent WMS errors:

- Technical upgrades were started to improve the performance of the business rule engine for POS.
- Updated business rules were added to prevent incomplete entries in the mailing address when the Worker deletes this address in the interview and case change activities and enters a new address.
- Single issue grant business rules were updated to reduce the need to connect to WMS for each grant issuance, speeding up performance of these business rules.
- A new business rule was added on the POS TAD to help prevent WMS error **E2826: Race/Ethnic Present – Cannot Enter U.**
- POS was updated to inform the New York City Way and You (NYCWAY) help desk if the posting of action code **71CA** (Compliance initiated) fails for a SNAP Fair Hearing Compliance case.

3. Other Changes in the Single Issue Grant Request Task List

The following updates were made in this release in the **Single Issue Grant Request Task List**:

- Staff can no longer enter the grant request type of **Other Special Grant Request**.
- The field **Need to Issue a Generic PA Benefit** in the **Special Grants** screen was updated to **Additional CA Special Grant Requests and Other Changes**.
- When the **Benefit Type** option of **Other Changes** is selected, a new **Specify Other Type** drop-down menu appears.



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Non-Brown Requests in Specify Other Type menu

The options in the Specify Other Type menu are:

- Add income to case
- Remove income on case
- Add rent to case
- Remove rent from case
- Change of address
- Close CA case
- Budget Review
- Issue missing benefit
- Remove household member
- Childcare Request/Review

These request types are non-Brown requests and do not generate the Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case (For Participants Only) (**W-137A**) form and do not require the Action Taken on Your Request for Emergency Assistance, Additional Allowances, or to Add a Person to the Cash Assistance Case (For Participants Only) (**W-137B**) notice.

When one of these requests is made, the Worker must generate the Confirmation of Contact with Your Center (**FIA-1173**) form in the Forms screen for the participant, which was updated to add these requests. The Worker can request documentation for these requests using the Documentation Request Form (Return Document for Special Grant) (**W-113A**) form, which was updated to add these requests.

Grant Request Brown Report Update

The **Grant Request Brown** report was updated to track the non-Brown requests added in the **Specify Other Type** menu. This data is available by clicking on the **Non-Brown Requests** filter added in the top corner of the report screen.

Case No	Case Suffix	Case Name	Responsible Center	Request Source	PC BANK Name	Site ID	Request Date	Request Type
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4. Communication Preference Screen Message

A new message was added in the **Communication Preferences** screen that appears in the beginning of POS interviews and case actions. The Worker must read this message to the applicant/participant if they are present or on the phone for the action:

“If you need help understanding any questions or reading any forms today, you can let me know at any time and I will help you.”

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5. SNAP Student Eligibility Menu Update

A new option was added in the **SNAP Student Eligibility** drop-down menu:

- Student is placed in a school through the Workforce Investment Act (WIA), SNAP Employment Training (SNAP E and T), Job Opportunities AND Basic Skills (JOBS) Training Program or the Department of Labor (DOL); OR, is enrolled in a career and technical education program in a SUNY or CUNY school; OR, is attending an Educational Opportunity Center (EOC) and enrolled at least half time in an identified program.

For policy details, please review **PB 20-70-ELI: Supplemental Nutrition Assistance Program (SNAP) Student Eligibility**.

6. Disability Screening Rollout

The rollout of the Disability Screening continued for Job Centers. This rollout will continue over the months of February and March 2021, until it is deployed for all Job Centers.

7. Updates for CA Change Requests in Access HRA

Effective December 5, 2020, AHRA allows the submission of CA case changes such as income change, residential address changes, and removal of a household member.

New queues

Two new queues were added - **CA Change Case Data** (CA Echg) and **CA Electronic Change – Emergency** (CA Echg Emerg) to POS for each Center to capture all case change requests submitted via AHRA. When an electronic special grant request that is categorized as CSIC-Other (i.e., storage, furniture allowance, etc.) is submitted along with an electronic case change, the request will be found in the CA Echg or CA Echg Emerg queue, depending if the special grant request is an emergency or not.

New alert

A new **Case Member Addition** alert appears in the **Household** screen when an online change request is submitted with a new household member or a new pregnancy: “There were new case members/an unborn submitted with the Online Case Change Request. Please suspend the current activity and Launch Case Member Addition to add these individuals to WMS and the case.”

Report update

The Citywide E-Submissions report was updated to add CA change requests.

Policy information

For additional details, please see **Policy Bulletin # 20-81-SYS: Revision to processing online special grant requests**.

8. Addition of CA Eligibility Mailer Appointment Type

A new CA eligibility mailer appointment type was added in POS in order to allow model office routing and communication on Access HRA:

- Each month, the ICP (Income Clearance Plan) Web system sends the complete list of CA cases due for an eligibility mailer to POS. Each week, ICP Web sends an updated list of the mailers that are still due, so the appointment records can be updated in POS.

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9. Addition of CA Recertification Appointment Type for Cases Clocking Down with Closing Codes G69 (Failure to Recertify) or G70 (Failure to Recertify)

A new CA recertification appointment type was added in POS for cases clocking down with a code **G69** or **G70** in order to allow model office routing and communication on Access HRA.

10. Updated activity name for CIN Reuse and Case Number Reuse

The **Finger Imaging (CA Case)/CIN-Case Number Reuse** activity was renamed **CIN Reuse and Case Number Reuse** to remove the obsolete reference to finger-imaging.

11. Changes to support operations during COVID-19 response

The following updates were made in POS to support operations during the COVID-19 response:

- Centralized Web Indexing was updated to allow assignment of indexing for CA and SNAP staff without requiring change of their enrollment to Center **088** (Centralized Web Indexing Site). This provides additional flexibility for Family Independence Administration (FIA) Job Centers and SNAP Centers.
- Model Office and self-service kiosk routing updates were made at multiple open centers to support operational needs.
- Submissions from a zip code that is not designated to a Job Center are now registered in the Waverly Job Center (**013**).
- Updates were processed in POS, Streamlined POS, the Recertification Log, the Model Office systems and Access HRA for CA and SNAP recertification extensions.
- Mailers were created to inform CA and SNAP participants about their recertification extensions. The Information About Your Recertification (**FIA-1242**) notice was implemented for these mailers.
- Valid closing codes **G69** and **G70** for CA recertifications were added for usage during the COVID-19 emergency period.
- Valid closing codes **G36** (Failure to Complete the TA (6 Month) Mail in Recertification for Cases on 12 Month Recertification Schedule) and **G37** (Failure to Complete the TA (6 Month) Mail in Recertification for Cases on 12 Month Recertification Schedule) for CA mailers were added for usage during the COVID-19 emergency period.
- Closing codes **E50** (Failed to Return 6 Month Periodic Report [Timely]), **E51** (Failed to Return 6 Month Periodic Report - Questions [Timely]) and **E52** (Failure to Complete 6 Month Periodic Report – Signature [Timely]) for SNAP periodic mailers were removed for usage during the COVID-19 emergency period.
- Email and communication campaigns were completed during the response period to support program needs.
- The Translog and POS Management Console Daily Activity reports were updated to meet program needs.
- ICP Web and WMS transaction logic were updated to lift negative actions for SNAP periodic mailers and CA eligibility mailers for extended cases.
- A temporary increase in SNAP benefit amounts was implemented in POS and WMS due to COVID-19. For additional details, please review **PB 21-02-ELI: Temporary increase in SNAP allotments due to COVID-19**.

12. Report Updates

The following updates were made for POS reports:

- The Family Homelessness and Eviction Prevention Supplement (FHEPS) report is now available in production. Instructions are available in the POS October 2020 CA Release Notes.

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- Updates were made for the period of January to June 2021 for the EBT pickup schedule used in the CA timeliness reports.
- Historical tables were created for archiving of past CA and SNAP recertification report data, to allow improved retrieval speed in the POS Management Console.
- Ad Hoc reporting for **Client Contact Information** and **HRA Survey on Substance Use** was created.
- Ad Hoc reporting was created to inform program areas about participants who are unable to recertify, report changes or enter grant requests in Access HRA due to timeouts.

13. Form Updates

The migration of POS forms that are new servers will continue to provide full language support across all mandated forms.