OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #21-34-SYS

CA POS RELEASE NOTES VERSION 25.2

Date: May 25, 2021	**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 21, 2021. Descriptions of the changes can be found in CA POS Release Notes Version 25.2 (**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 21, 2021
	Attachment:
	Attachment A CA POS Release Notes Version 25.2

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 25.2 June 21, 2021

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

The following changes and fixes were made in this release:

- Welfare Management System (WMS) changes for release 2021.2
- Bureau of Eligibility Verification (BEV) updates
- Office of Child Support Services (OCSS) updates
- Change in Landlord Name for Single Issue Checks and Budgets
- Disability Screening Rollout
- Streamlined POS (SPOS) Rollout for SNAP Separate Determination
- Changes to support operations during COVID-19 response
- New Special One-Time Assistance (SOTA) Report
- Report updates
- Form updates

2. WMS Release 2021.2 Updates

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

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

- Required technical upgrades for the Open Transaction Integrator (TI) () tools used to communicate with WMS were completed.
- Technical upgrades were continued to improve the performance of the business rule engine for POS.
- New business rules were added to prevent rejections and closings for applicants and participants affected by a form mailing outage.
- Updates were made to allow the Centralized Rent Processing Unit (CRPU), the Landlord Ombudsman Service Unit (LOSU) and the HIV/AIDS Services Administration (HASA) to proceed with check processing in POS. Staff must use the **Grant History** to prevent duplicate issuance of benefits.
- A new business rule was added to the **Budget** section to prevent improper usage on CA cases of the new Elderly Simplified Application Processing (L) value in the Aged/Disabled indicator on the budget. This entry is only valid for Supplemental Nutrition Assistance Program (SNAP) cases.
- Turnaround Document (TAD) business rules were updated to reduce WMS error **E2826** (Race/Ethnic Present – Cannot Enter U).
- Transmission rules were updated to reduce WMS error **E1798** (Incompatible Relationship, Individual Status).
- POS tables were updated to add the **Monthly Reporting Code** indicator for SNAP cases.
- POS tables were updated for the CA poverty level increases for 2021.

3. Bureau of Eligibility Verification (BEV) Updates

The **CA Application Interview** in POS was updated to allow telephone referrals to BEV:

- A new option of **Telephone** is prefilled when the BEV referral is required.
    - The **In Office** and **Field Visit** options remain disabled in POS during the COVID-19 response period.

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- When a referral is required, two-hour slots are available when the Worker clicks on the **View/Schedule BEV Appointment**.
- A new **Notice of Applicant Referral to BEV Scheduled Phone Conference** (BEV-255) form was added to POS to accommodate these referrals.
  - The form is mailed to applicants after the CA application interview.
  - The in-office and home visit forms for BEV referrals remain disabled in POS during the COVID-19 response period.

Updated BEV Referral Response to Question screen

New BEV-255 Form

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Updated Front-End Detection System (FEDS) Codes
The FEDS codes are selected to indicate that a referral to BEV is required. These indicators were updated:

Code	FEDS Indicators
	Documentation, Residency, Identity
24	Document appears to be altered, potentially fraudulent, or materially inconsistent with case facts.
21	NYC residency is questionable.
40	Identity appears to be fraudulent or stolen.
	Household composition
45	A legally-responsible person not on the application is suspected of residing in the household.
48	A child included on the application is suspected of not residing in the household.
	Income or work history
10	Financial obligations are current, but stated expenses exceed income without a reasonable explanation.
11	Working off the books (currently or previously).
12	Supported by loans or gifts from family/friends.
13	Self-employed but without adequate business records to support financial assertions.
	Other
50	Prior history of denial, case closing, or overpayment *resulting from an investigation.*
51	Application is inconsistent with prior case information.
36	One-Shot: pattern of repeated one-shots for an emergency that is questionable.
38	Federal SNAP Intentional Program Violations (IPV) match.
89	PARIS Match - Active recipient in another state; current status unresolved.

4. Office of Child Support Services (OCSS) Updates

In order to comply with Federal and New York State (NYS) regulations, the OCSS process was re-engineered so that Child Support requirements can be fulfilled through telephone interviews.

POS was updated to remove the OCSS appointment window, which generated an in-person referral. POS continues to connect to the OCSS systems to identify applicants and participants who require an OCSS referral.

When an applicant or participant is found that requires a referral, a new message appears in POS in the interview, which the Worker must read to the applicant or participant:

- "A referral to the child support program is required. The goal of child support is for both parents to contribute towards the cost of raising their children. You can learn more about child support before you go by reviewing the HRA website. You will receive a Referral for Child Support Services (**LDSS-5145**) in the mail with instructions. Please fill it out, sign it, and return it to OCSS. You will be required to comply with all program requirements and failure to do so may result in a loss of benefits and Medicaid for yourself. Any required appointment will be scheduled virtually".

POS submits a nightly list of applicants and participants requiring the OCSS referral to NYCWAY, with Action Code OCSS Referral Required (**94OA**). OCSS schedules the telephone appointments and generates the mailed OCSS packets via New York City Work, Accountability and You (NYCWAY).

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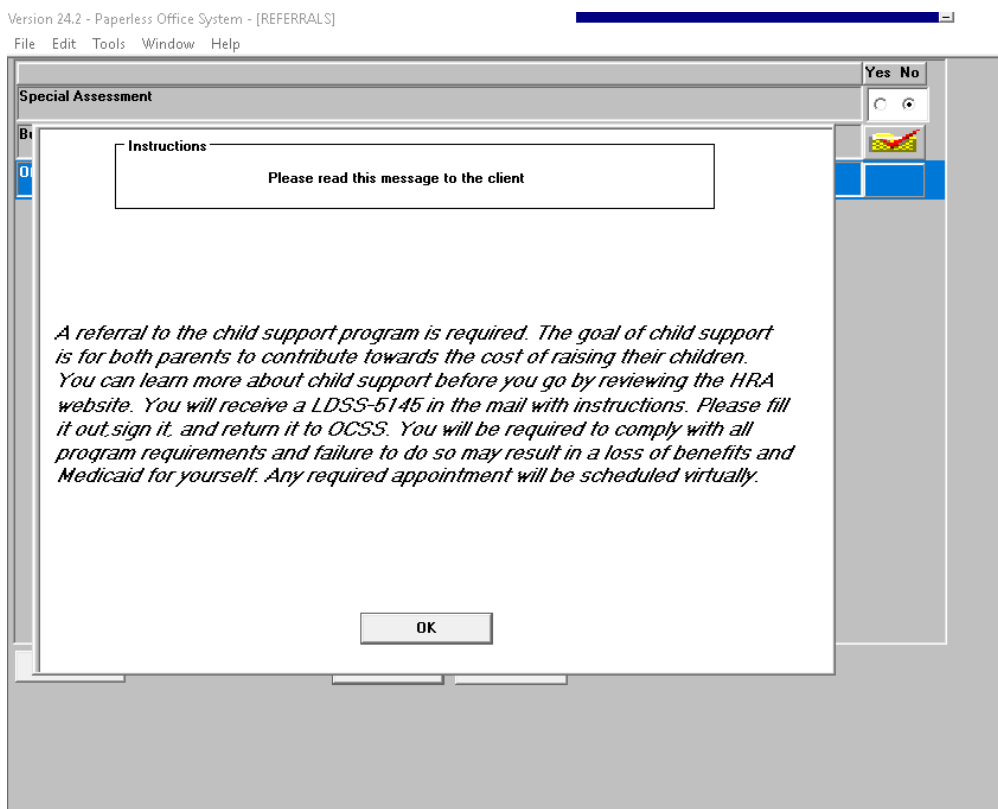
5. Change in Landlord Name for Single Issue Checks and Budgets

As part of the effort to improve landlord data quality and make more accurate rental payments on behalf of our applicants/participants, full landlord legal names need to be entered in POS as "landlord name" rather than the value constructed from the landlord name and the applicant/participant name. As of April 21st, the name of the applicant/participant was added on the SI check stub.

In the past, the payment information for landlord payments included the name of the applicant or participant. For example, for a participant named **Client A** with a landlord named **Landlord B**, the payment name would be **Landlord B for Client A**. The format is copied over to the checks that are issued to the landlord and sometimes, the checks are rejected by the bank because of the format of payee name on the checks does not match the actual landlord name/account holder name.

The new format is now **Landlord B** for these entries.

The following screens were updated:

- **Shelter Housing Expenses** – Do You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses?
- **Budget Household** Screen
- **SI Grant Request Task 2** – Housing Related Benefits (rent in advance, moving allowance, security deposit, broker's fee, furniture allowance)
- **SI Grant Request Task 2** – Rent Supplementation
- **Single Issue Data Entry** – Payee Information

Business rules added:

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New business rules were added to the **Budget**, **Rent**, **Housing Related Benefits**, **Rent Supplementation**, and **Grant Data Entry** screens:

- If the Worker enters the word "for" or "fr" and the applicant's/participant's name after the landlord's name on the **Payee Name** field for direct rent restriction, an error message appears:
  - "Please enter full legal landlord name only, without client's name".
- The Worker must correct the name before they can proceed.

6. Disability Screening Rollout

The rollout of the *Disability Screening* is completed for Job Centers.

7. Streamlined POS (SPOS) Rollout for SNAP Separate Determination

SPOS version 4.2 deployed in a pilot phase in June 2021 includes the transition of the **SNAP Separate Determination** activities from Classic POS to SPOS for Job Centers and HIV/AIDS Services Administration (HASA) Centers. The citywide rollout is scheduled for the summer of 2021.

For additional details, please review the **SNAP POS Release Notes Streamlined POS Version 4.2.**

8. Changes to support operations during COVID-19 response

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

- Model Office and self-service kiosk routing updates were made at multiple open centers to support operational needs.
- 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.
- The CA mailer process was updated to generate closing code **G36** (Failure to Complete the TA (6 Month) Mail in Recertification for Cases on 12 Month Recertification Schedule) for all cases that failed to submit their mailer, to accommodate the SNAP separate determination for these cases.
- 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.**

9. New Special One-Time Assistance (SOTA) Report

SOTA cases must be reviewed for CA closings and depending on where they are moving (within the City, within NYS, out of State), different actions may need to be taken on their Medicaid and SNAP. POS created a report generated listing all cases with SOTA grants that have occurred that have not been addressed in WMS. The report is delivered on a recurring basis to identified program staff with the following information:

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- Cases with Grant Issuance codes **ZA** (SOTA - 1Year up front) and **ZC** (ZEPS - I year up front) Client transitional payments for SOTA are matched against an WMS extract to determine cases with a CA status in Application (AP), Single Issue (SI) or Active (AC). The resulting set of cases should be provided to Homelessness Prevention Administration (HPA) and others - HPA to provide list of recipients for Rental Assistance Program (RAP), Medical Insurance and Medical Services Administration (MICSA) and Investigation, Revenue and Enforcement Administration (IREA).

The report includes the following data elements:

- WMS Case number and latest benefit data for the SOTA benefit **ZA** or **ZC.**
- Open WMS case number(s) found using casehead Social Security Number (SSN) to match.
- Case name and casehead or payee SSN.
- CA case status, Medical Assistance (MA) case status, SNAP case status.
- Line number, individual name, Client Identification Number (CIN), CA/MA/SNAP status.
- Application file date and case type (Family Assistance (FA), Safety Net Cash Assistance (SNCA), SafetyNet Non Cash (SNNC), Safety Net Federally Participating (SNFP), Emergency Assistance for Adults (EAA), Emergency Assistance for Families (EAF), SNAP)

10. Report Updates

The following updates were made for POS reports:

- The PC Bank report was updated to accommodate CA Case Changes from Access HRA.
- Ad Hoc reporting was created to support the CA and SNAP program areas.

11. Reminder: Mailing Address in POS

The **Mailing Address** is not required but, if the Worker starts entering any information, they need to complete all the mandatory fields which include **St No/Dir/Name**, **Type**, **City**, **State** and **Zip Code**.


- If there is a Mailing Address and the Worker selects **Yes** for **Delete Mailing Address**, then POS will disable the **Edit Mailing Address** checkbox.

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- If there is a mailing address and the Worker selects the **Edit Mailing Address** checkbox, the Worker cannot select **Yes** for **Delete Mailing Address**

  - In case the Worker fails to make an entry in any of the mandatory fields, POS shows the following error message after clicking the **Next** button:
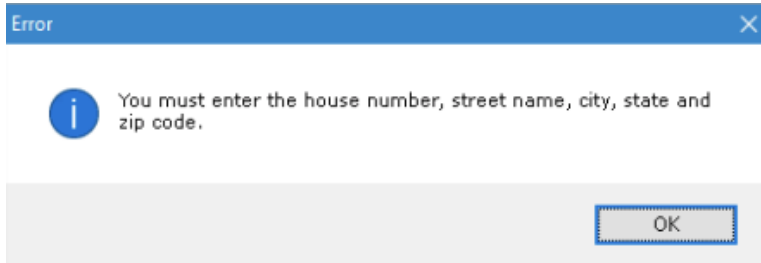
Under the "Mailing Address" section, POS has an **Instructions** button with details on how to edit a mailing address, remove a mailing address and information on a General Delivery address.

- Click the Instructions button, to display instructions for the Worker with the following additions:
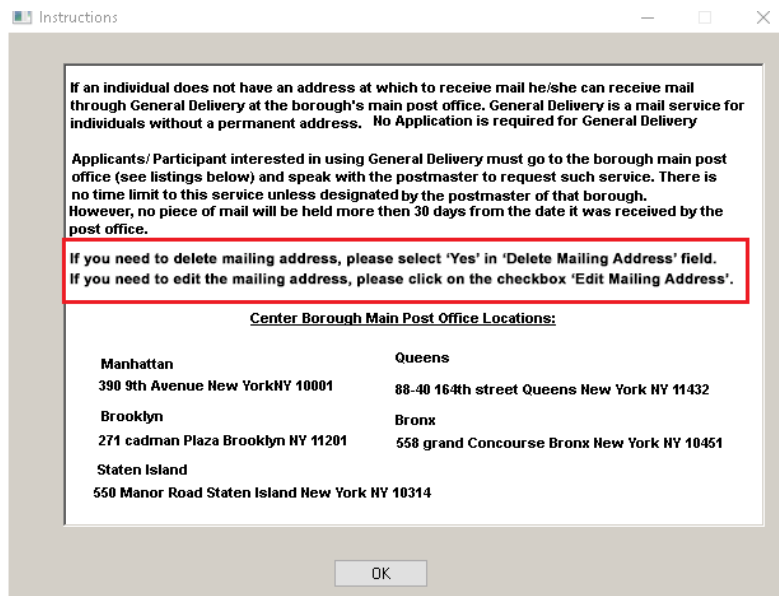
- Click **OK** after completing address information.

12. Form Updates

Form Template Updates
The following forms were updated:

- **W-113A** Documentation Request Form (Return Document for Special Grant)
- **W-145HH** Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only)
- **W-908T** Don't Lose Your Benefits! Recertify Now!

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Additional Updates

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

Updated W-145HH Data Entry Window

The **W-145HH** data entry window was updated to add the following checkboxes:

- This is a follow up to our notice dated (Date)
- An emergency grant (one shot deal) has been provided in the amount
- Other
- Your request is not an immediate need