



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #21-56-SYS

CA POS RELEASE NOTES VERSION 25.3

Date: October 6, 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 October 18, 2021. Descriptions of the changes can be found in CA POS Release Notes Version 25.3 (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 October 18, 2021</i></p> <p>Attachment:</p> <p>Attachment A CA POS Release Notes Version 25.3</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

CA POS Release Notes

CA POS Version 25.3 Oct 18, 2021

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for Monday, October 18, 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:

- Gender Identity Options Update
- Temporary Housing Voucher Program
- Supplemental Nutrition Assistance Program (SNAP) Program Changes Updates and Thrifty Food Plan
- Bureau of Eligibility Verification (BEV) Updates
- Help Desk Tool Updates
- Report Updates
- Data Entry Window Updates
- Form Updates

2. Gender Identity Options Update

The following updates were made in the POS window

- A new **Gender Identity** button has been added to the **Communication Preference** screen.
- Along with the new **Gender Identity** button a new drop-down window with the following fields have been added to the flow to CPOS.
 - Women/Girl/Female
 - Man/Boy/Male
 - Non-Binary or Gender Non-conforming
 - Transgender
 - Cisgender (Not Transgender)
 - Intersex
 - Prefer Not to Say
 - Not Listed [please describe]

Updated Communication Preference screen

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- Upon clicking the **Gender Identity** button, the below screen will appear.

The screenshot shows a 'Gender Identity' dialog box. At the top, there are input fields for 'Line No.', 'CN', 'Last Name', 'First Name', 'M.I.', and 'DOB'. Below these is a section titled 'Gender Identity (select all that apply):'. This section contains several checkboxes: 'Women/Girl/Female' (checked), 'Man/Boy/Male', 'Non-binary or Gender Non-conforming', 'Transgender', 'Cisgender (Not Transgender)', 'Intersex', 'Prefer Not To Say', and 'Another Option Not Listed' (with an adjacent text input field). At the bottom of the dialog are 'OK' and 'Cancel' buttons.

3. Temporary Housing Voucher Program

- New York City (NYC) has been awarded certain numbers of the Emergency Housing Vouchers (EHV) by U.S. Department of Housing and Urban Development (HUD). These vouchers are part of 70,000 vouchers available nationwide, through the American Rescue Plan Act (ARPA).
- The Landlord Ombudsman Services Unit (LOSU) of Human Resources Administration (HRA) will be completing the housing packets pertaining to EHV to authorize and issue rent payments to landlords under this program.
- The LOSU of HRA will be using new routing code **CRP9** to issue payments in the new Emergency Housing Voucher Initiative program

4. SNAP Program Changes Updates and Thrifty Food Plan

- The Office of Temporary Disability Assistance (OTDA) has published the new changes for the SNAP program effective October 1, 2021.
- Changes have been made to SNAP Monthly Coupon Amount, SNAP Standard Utility Allowance (SUA) amounts, NYSNIP Benefit Levels, Poverty Level Table, Standard deductions, New Excess Shelter, Homeless Shelter Deduction. The changed amounts will be used for budgets with effective dates of 10/A/2021 or later.
- Following are the changes in SNAP Standard Utility Allowance (SUA). Amounts will increase effective October 1, 2021
 - SUA Level 1 will increase from \$801 to \$852
 - SUA Level 2 will increase from \$316 to \$336
 - SUA Level 3 will decrease from \$30 to \$31
 - SUA Level 0 (Undomiciled) homeless deduction increased from \$156.74 To \$159.73
- Updated description for the NYSNIP shelter codes:

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- 94- Household Eligible for Full FS SUA High Shelter Cost FS Shelter Amount of \$261.01 or greater
 - 95- Household Eligible for Full FS SUA Low Shelter Cost FS Shelter Amount of \$261.00 or less
 - 96- Household Eligible for Full FS SUA High Shelter Cost FS Shelter Amount of \$261.01 or greater
 - 97- Household Eligible for Full FS SUA Low Shelter Cost FS Shelter Amount of \$261.00 or less
- Updated New Allowance Amounts:

Allowance Type	Value after 10/1/21
heat allowance	516
utility allowance	305
telephone allowance	31
undomiciled allowance	159.73

- SNAP Monthly Coupon Amount effective October 1, 2021 for families with no income:

Family Size	Monthly SNAP Coupon Amount
1	250
2	459
3	658
4	835
5	992
6	1190
7	1316
8	1504
9	1692
10	1880
11	2068
12	2256
13	2444
14	2632
15	2820
16	3008
17	3196
18	3384
19	3572
20	3760

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5. Bureau of Eligibility Verification (BEV) Updates

The BEV Referral in **CA Application Interview** will remain disabled until further notice. When the BEV Referral is enabled, the following changes will be implemented:

- For Homebound cases, the **Telephone** option will be selected by default. However, the worker will have the choice to select **Field Visit** option if the applicant/participant asks for a Field Visit appointment.
- For Non-Homebound cases, the **Telephone** option will be selected by default. However, the worker will have the choice to select the **In-Office** option if the applicant/participant opts for an In-Office appointment.
- Currently no time is specified for **Field Visit** appointments. In the new change, the **Field Visit** appointment will have Morning or Afternoon slots. The time range for Morning appointment will be 9 AM - 1 PM. The time range for Afternoon appointment will be 1 PM – 5 PM.
- The **Telephone** appointment will have four different slots for a day with the following time ranges: 9AM-11AM; 11AM-1PM; 1 PM-3PM; 3PM-5PM
- When the Telephone option is selected, the new Notice to Applicant Referral to Bureau of Eligibility Verification (BEV) Scheduled Phone Conference (**BEV-255**) Form will be generated by Print-To-Mail and mailed to the applicant/participant.

BEV Referral Response to Question screen with 3 Appointment options

The screenshot shows a 'Response to Question' dialog box with the following elements:

- Question: "Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error?" with radio buttons for Yes and No.
- Question: "Will the case be rejected because the applicant is ineligible for Cash Assistance?" with radio buttons for Yes and No.
- BEV Referral is required? Yes (checked) with radio buttons for In Office, Field Visit, and Telephone.
- BEV Ref Reasons (Fed Codes): 66,30,16
- Case Type: [Dropdown]
- CILOCA Case? No
- Buttons: View/Schedule BEV Appointment, Appointment Date (//), Time, Type.
- BEV Response section: Recommendation Date (00/00/0000), Recommendation (Dropdown), Reason (Dropdown).
- Buttons: Document..., Scan, Comment...
- Buttons: OK, Cancel, Scroll Between Rows.

6. Help Desk Tool Update

- Currently the Force Turnaround Document (TAD) Synchronization request made through the Helpdesk Tool schedule for a full TAD synchronization. To ensure that the data submitted through AHRA is not overwritten by the Full TAD synchronization, the Helpdesk Tool is updated with a confirmation message when the TAD synchronization is scheduled.
- When the **Force TAD Synchronization for the Case** button is selected, following message will be displayed with a **Yes/No** button.

"Is a full TAD Sync required for this case? Please note that a full TAD Sync may overwrite any data submitted from AHRA."

- If **Yes** is selected, the system will schedule a full TAD sync. If **No** is selected, the system will schedule the TAD sync based on the E-Submission:

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7. Report Updates

The following update is made for POS reports:

- The daily email version of the Productivity report for COVID is retired. This report is now available in the **POS Management Console**.

8. Data Entry Window Updates

- **Updated Document Request for Housing Related Grants (FIA-1211A) Data Entry Window.**

The following labels have been updated on the FIA-1211A data entry window:

- Proof of What You Owe for Housing
- Proof of What You Pay for Housing
- Proof You Are At Risk of Eviction or Foreclosure
- Proof You Will Be Allowed By Law To Stay In Your Current Housing
- Proof You Will Be Able to Pay for Your Housing in the Future
- Proof of Why You Could Not Pay for Your Housing
- Proof of Any Help You Have Received to Pay for Your Housing Arrears

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The updated **FIA-1211A** data entry window is shown below:

Instructions: This Documentation Deferral window lists the names of **all active adult household members over 18 years of age**. If there is someone residing in your household over 18 that does not appear on this list, select 'Other Person Not Listed', then enter the name in the 'Other Name' field. Once you have selected from the 'who' list box, you should select **all of the documents needed for the name you selected only**. If you have more than one selection for a request type, you can make multiple selections per each request type group. Hold the 'Ctrl' button down on your keyboard and left click with your mouse. If you need to make additional request for the next household member. Please use the 'scroll bar' to view the next available row so that you can fill their request information separately.

Defferal Due Date: / /

Who: [Dropdown] Other Name: [Text Field]

<input checked="" type="checkbox"/>	Request Type	<input checked="" type="checkbox"/>	Select Documentation For		
<input type="checkbox"/>	Mortgage Payments/Arrears	<input type="checkbox"/>	Proof of What You Owe for Housing	Proof of What You Pay for Housing	Proof You Are At Risk of Eviction or Foreclosure
<input type="checkbox"/>	Property Tax Payments/Arrears	<input type="checkbox"/>	Proof You Will Be Allowed By Law To Stay In Your Current Housing	Proof You Will Be Able to Pay for Your Housing in the Future	Proof of Why You Could Not Pay for Your Housing
<input type="checkbox"/>	Rent Supplement/Arrears	<input type="checkbox"/>	Proof of Any Help You Have Received to Pay for Your Housing Arrears		

OK Cancel Scroll Between Rows

- Replaced the FIA School/Training Enrollment Letter (**W-700D**) form with the Human Resources Administration School/Training Enrollment Letter (**HRA-154**) form.

The **HRA-154** data entry window is shown below:

HRA-154 HRA SCHOOL/TRAINING ENROLLMENT LETTER

Who? [Dropdown]

How much do you spend on carfare each day you attend class? [Text Field]

Do you need anything special in order to participate in your program? Yes No

If "Yes", explain special need, e.g., uniform: [Text Field]

Amount of special need: [Text Field] Frequency: [Dropdown]

I agree that any engagement expense overpayment be recovered from my public assistance grant.

I request that any engagement expense overpayment be recovered from my next or future carfare and/or

OK Cancel

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9. Form Updates

Form Template Updates

The following forms were updated:

- **BEV-251:** Notice of Applicant Referral to BEV
- **W-523r:** Notice To Applicant Referral To Bureau Of Eligibility Verification Home Visit
- **FIA-1211A:** Document Request for Housing Related Special Grants

The following forms are mailed to the applicant/participant via PTM if the applicants/participant's interview is taking place over the phone:

- **BEV-251:** Notice of Applicant Referral to BEV
- **W-523r:** Notice To Applicant Referral To Bureau Of Eligibility Verification Home Visit
- **FIA-1211A:** Document Request for Housing Related Grants
- **W-113K:** Documentation Requirements and/or Assessment Follow-up
- **W-113A:** Documentation Request Form-for Additional Allowances

Additional Updates

- The signature windows have been removed for the following forms:
 - **W-680FF:** Language Questionnaire
 - **BEV-251:** Notice of Applicant Referral to BEV
 - **W-523r:** Notice To Applicant Referral To Bureau Of Eligibility Verification Home Visit
 - **W-113K:** Documentation Requirements and/or Assessment Follow-up
 - **W-113A:** Documentation Request Form-for Additional Allowances
 - **FIA-1211A:** Document Request for Housing Related Special Grants
- The Important Information About Your Case Notice of Missed Cash Assistance Appointment (**FIA-1124**) form will be generated via PTM after two unsuccessful phone attempts are made for the CA Interview.
- The Due Date has been updated for the following forms:
 - **FIA-1146:** You Must Submit Documents For Your SNAP Case!
 - Due date is updated to be at least 14 days from the interview date
 - **W-113K:** Documentation Requirements and/or Assessment Follow-up
 - Due date is updated to be at least 14 days from the interview date.
 - **W-186D:** Fair Hearing Compliance Request
 - Due date is updated to be at least 14 days from system date
 - **FHA-2:** Fair Hearing Compliance Request - SNAP
 - Due date is updated to be 14 days from system date.
 - **FHA-2A:** Reminder Notice of Fair Hearing Compliance Request Supplemental Nutrition Assistance Program (SNAP)
 - Due date is updated to be 14 days from system date and cannot be more than 15 days from system date.