

OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-03-SYS

CA ON DEMAND APPLICATION INTERVIEW AUTHENTICATION RELEASE NOTES

Date: January 19, 2024	Subtopic(s): POS, CA On Demand			
	Purpose: This policy bulletin is to inform Benefits Access Center (BAC) staff of the Cash Assistance (CA) On Demand (OD) Application Interview Authentication Release Notes. The Release Notes discuss implementation of Phase 3 of the CA OD Project Authentication. Refer to the CA OD Application Interview Authentication Release Notes (Attachment A). Phase 2 authentication information can be found in the June 2023 CA POS Release Notes, <u>PB #23-34-SYS</u> .			
	Effective Immedia Related Item: PB #23-34-SYS Attachment:	itely		
	Attachment A	CA On Demand Application Interview Authentication Release Notes		

Cash Assistance (CA) On Demand (OD) Application Interview Authentication – Phase 3 of the CA OD Project

In the Phase 2 Release of the Cash Assistance (CA) On Demand (OD) Project, authentication was implemented for the CA Recertification Interview (See <u>PB #23-34-SYS</u>). In Phase 3 of the CA OD Project, authentication will be implemented for the CA Application Interview.

With this release, if the case is not authenticated for the CA Recertification Interview, the Paperless Office System (POS) will check if the case can be authenticated for the CA Application Interview. If the case can be authenticated for the CA Application Interview, the call will be routed to a CA OD Interviewer. If the case cannot be authenticated for the CA Recertification or Application Interview, the call will be routed to Infoline.

As part of the CA interview requirements, all adults, in addition to the casehead, needs to be authenticated. To record the authentication of other adults in the case, POS is introducing the "**Other Adults Authentication**" screen for the CA Application Interview.

When the **CA Application Interview activity** is started, after the **Communication Preference** and **Client Service** screen, the **Household** screen will be loaded. When the **Household** screen is loaded, POS will check if the case has other adults who need to be authenticated. If other adults need to be authenticated, POS will display the following message:

tention!		×
	This CA Application requires authentication of Non-Casehead adults also in the Household as part of the Interview. If other adults are available, you can authenticate them over the phone. Please go to the Other Adults Authentication screen by clicking the OK button. You can also access this screen anytime from the Tools menu. If other adults are not available, click the Cancel button and continue the Interview with the Casehead. You can authenticate them anytime later when they are available.	
	OK Cancel	

Note: This screen will <u>not</u> pop up if there is only one adult (casehead) on the case. This screen is for the other adults (other than casehead) on the case.

Attachment A

When the worker clicks the "**OK**" button, POS system will open the "**Other Adults Authentication**" window as shown below:

	Authentication						- 18 - 18 -
Other /	Adult(s)	Authenticat	ion				
Instructi	ons to the	Agent/Interv	iewer:	aten area			
			fults listed below. stion and confirm.	If the response matche	es exactly to the da	ta provided h	ere,
Other /	Adults in	Household					
SEQ	CIN		NAME	SSN	DOB		HIS ADULT ENTICATED?
1		WER CUM		1		· Yes	() No
2	20	QWE RED				OYes	No
		dire neo				0.163	(C NC
			Con Con	virm Cancel			

As per the instructions in the screen, the interviewer will verify the Social Security Number (SSN) or the Date of Birth (DOB) of each of the other adults listed on the screen. If the SSN or DOB is verified (authenticated), the interviewer will select "**Yes**" to the "**Is this adult authenticated**?" question and click the "**Confirm**" button at the bottom.

Attachment A

If not all other adults are present at the beginning of the interview, the Agent or the Interviewer can authenticate them later by accessing this screen from the "**Tools**" menu as shown below:

	erless Office System - [Household Screen] bols Window Help		
0 0 00	WMS WMS Inquiry	Alt+I	😑 卷 🛍 🗹 🛍 🗘 88
Control Infor	Current Active Budget Ledger	Alt+8 Alt+G	
District : 66 Present Adu	Clearances TALX file RFI)	^
Suffix Inform	Reports ABAWD Calendar CBO Recertification Scheduling Inquiry CBO SNAP Periodic Report Scheduling Inquiry	>	> FS IPV or Sanction Found
SNAP File Dat	WMSTAD	Alt+T	1 SNAP Status AP SNAP #AP 5
Suff Ca	LMS Unit Lookup Other Adult Authentication		sge Hardship Status sh Site Determination Override Probs
Next CA Rei	Print Queues		Last MA Recert date
Case Memb Sulf Ln C 1 1 1 2	Print Universal Receipt Communication Preferences Printed Forms End Call	Alt+C	SSN Val Sex Ctzn/ NII HB CA MA SNAP AFIS I B F AP AP I B M AP AP
1 3	Documents Comments	Alt+D Alt+M	B F C AP AP AP