



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
	<p>Purpose:</p> <p>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, PB #23-34-SYS.</p> <p><i>Effective Immediately</i></p> <p>Related Item:</p> <p>PB #23-34-SYS</p> <p>Attachment:</p> <p>Attachment A CA On Demand Application Interview Authentication Release Notes</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

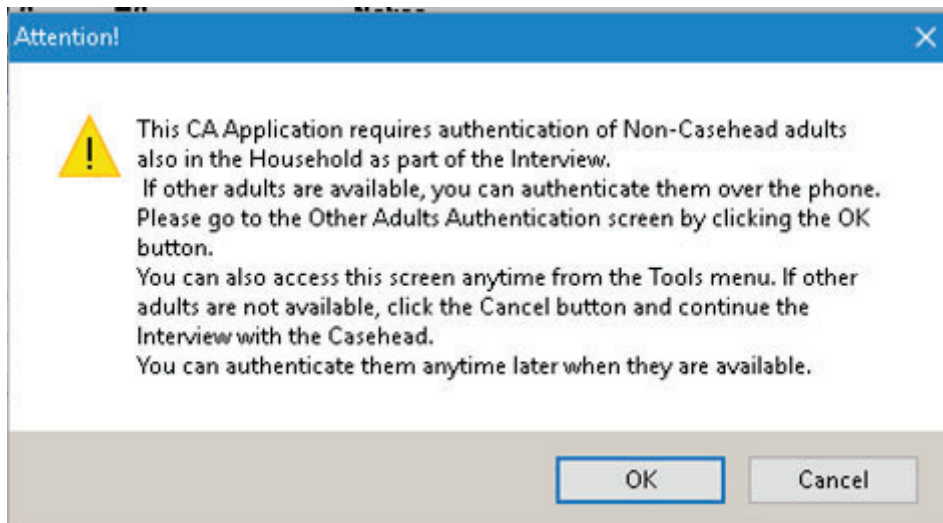
Cash Assistance (CA) On Demand (OD) Application Interview Authentication – Phase 3 of the CA OD Project

In the Phase 2 Release of the Cash Assistance (CA) On Demand (OD) Project, authentication was implemented for the CA Recertification Interview (See [PB #23-34-SYS](#)). 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:



Note: This screen will not 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:

The screenshot shows a window titled "Interview Authentication Window" with the following content:

Other Adult(s) Authentication

Instructions to the Agent/Interviewer:
Please ask the SSN or DOB of the adults listed below. If the response matches exactly to the data provided here, select 'Yes' to the authentication question and confirm.

Other Adults in Household

SEQ	CIN	NAME	SSN	DOB	IS THIS ADULT AUTHENTICATED?
1		WER CUM			<input checked="" type="radio"/> Yes <input type="radio"/> No
2		QWE RED			<input type="radio"/> Yes <input checked="" type="radio"/> No

At the bottom of the window are two buttons: "Confirm" and "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:

