



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #20-60-SYS

### CA POS RELEASE NOTES VERSION 24.3

<b>Date:</b> October 7, 2020	<b>Subtopic(s):</b> 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 19, 2020. Descriptions of the changes can be found in CA POS Release Notes Version 24.3 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective October 19, 2020</i></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>    CA POS Release Notes Version 24.3</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 24.3 October 19, 2020

These Release Notes contain descriptions of changes and fixes in the Cash Assistance (CA) Paperless Office System (POS) release for Monday, October 19, 2020. 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

CA POS Version 24.3 October 19, 2020

## 1. Overview of Changes

The following changes and fixes were made in this release:

- Welfare Management System (WMS) changes for release 2020.3
- Family Homelessness and Eviction Prevention Supplement (FHEPS) updates
- Able-Bodied Adults Without Dependents (ABAWD) waiver and updates
- Landlord matches with the new Landlord Management System (LMS)
- Posting action code Employment Plan Needed (**1NEP**) for recertifications
- New edits for recurring income in the budget
- Lovely H – Disability Screening updates
- Phone attempt screen
- Changes to support operations during COVID-19 response
- POS Self Service Incident Form
- Form updates

## 2. WMS Release 2020.3 Updates

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

### **SNAP (Supplemental Nutrition Assistance Program) Benefit Amount Changes**

Effective October 1, 2020, the maximum SNAP benefit amounts increased and POS was updated accordingly.

### **Standard Utility Amount (SUA) Updates**

Effective October 1, 2020, the SUA amount for level 1 increased to \$801 and POS was updated accordingly.

### **Poverty Level Table Updates**

Effective October 1, 2020, the SNAP poverty levels were updated and POS was updated accordingly.

### **Single Issuance Benefit Rule Update**

The business rule for data entry of utility grants was updated to use the utility company names of PSE&G and National Grid when selected in the interview.

### **Transmission Update to Prevent Error Wrong SSN Validation Code (E0467)**

Transmission updates were made to help prevent error **E0467** when a Social Security Number (SSN) update was done for the case.

### **Closing of South Brooklyn Job Center**

The Southern Brooklyn Job Center (**070**) was closed effective August 28, 2020. POS and the Model Office systems were updated to accommodate this change and the transferred cases.

### **Removed SNAP Codes**

The following SNAP opening codes were removed from the POS TAD:

- **A39** - SNAP Approval - NYSNIP
- **A40** - FS Approval - Group Home Standardized Benefit (GHSB)
- **A42** - SNAP Approval - NYSNIP: 1st Month Prorated; Applied before the 16th
- **A43** - Approval - NYSNIP 1st Month Prorate - Applied after the 15<sup>th</sup>

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## 3. Family Homelessness and Eviction Prevention Supplement (FHEPS) Updates

The following updates will be done for FHEPS cases in this release:

- New **FHEPS Tracking** Report
- Updates to **HDU Shelter Arrears** window
- Addition of **Rent Arrears and Sanction Worksheets** to the Family Homelessness & Eviction Prevention Supplement A and B [FHEPS A and B] Application (**HRA-146A**)
- Addition of FHEPS A Demographic Sheet (**HRA-146m**)

### New FHEPS Citywide Report

A new **FHEPS Tracking** report was added to the POS Management Console report in the **Citywide Reporting** area.

This report tracks the following information:

- WMS Center
- Worker Center
- Case Number
- Suffix
- Case Name
- FHEPS (Yes/No)
- FHEPS Type – FHEPS A or FHEPS B
- FHEPS App (Yes/No)
- FHEPS App Type
- FHEPS App Date
- Arrears Only (Yes/No)
- FHEPS Referral to Community-Based Organizations (**HRA-146o**) (Yes/No)
- **HRA-146o** Reason for referral
- **HRA-146o** Date
- Referred To
- Zip Code
- Deferral (Yes/No)
- Deferral Date Document Request for Housing Related Special Grants (**FIA-1211a**)
- Deferral Due Date **FIA-1211a**
- Deferral Date Documentation Request (**W-113a**) form
- Deferral Due Date **W-113a**
- HDU (Housing Diversion Unit) Decision
- Submitted to FHEPS Centralized Determination Unit [FCDU] (Yes/No)
- Returned by FCDU (Yes/No)
- FCDU Decision
- Submitted to Rental Assistance Unit [RAU] (Yes/No)
- Returned by RAU (Yes/No)
- RAU Decision

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\* Report output

WMS Center	Worker Center	Case Number	Suffix	Case Name	FHEPS	FHEPS Type	FHEPS App	FHEPS App Type	FHEPS App Date	Arrears Only	HRA-146o	HRA-146o Reason for referral	HRA-146o Date	Referred To	Zip Code
099	099	0001234578A	1	Sample One	Y	FHEPS A (Code 66)	Yes	FHEPS to stay in your apartment	02/03/2020		N				10034
099	099	0001234587B	1	Sample Two	Y	FHEPS A (Code 66)	Yes	FHEPS to stay in your apartment	02/03/2020		Y	Rent arrears exceed the FHEPS maximum	02/03/2020	Homebase	10023
099	CA4	0001234599C	1	Sample Three	N		N	Referral for Arrears Only - No application		Y	N				10019

Deferral	Deferral Date FIA-1211a	Deferral Due Date FIA-1211a	Deferral Date W-113a	Deferral Due Date W-113a	HDU Decision	Submitted to FCDU	Returned by FCDU	FCDU Decision	Submitted to RAU	Returned by RAU	RAU Decision
Y	02/03/2020	02/18/2020			N	Y	N	Approved			
N						N	N				
N							N		Y	N	Approved

### Updates to HDU Shelter Arrears window

A new **Sanction Arrears** button was added to the **HDU Shelter Arrears Details** screen. The button opens the **Calculating FHEPS Sanction Arrears that cannot be paid by HRA** drill-down window.

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HDU Shelter Arrears Detail										
<b>Case Information</b>										
Case Number:	Case Name:	Contact Person:								
Street Address		City	State	Zip Code	Phone #	AlternativePhone #				
Shelter Type:	Apt pvt house	Shelter Code:	01	Rent Restriction Type:						
Actual Rent:	\$891.75	Frequency:	M	PA Shelter Amount:	\$450.00	Excess Rent:	\$441.75			
<b>Landlord/Lender Information</b>										
Landlord/Lender Name:	Landlord/Lender Email:									
Landlord/Lender Address:										
Landlord/Lender Phone#:	Landlord Cell#:	- -	Landlord/Lender Fax#:	- -						
<b>Arrears Information</b>										
Breakdown Submitted?	<input checked="" type="radio"/> Yes.. <input type="radio"/> No	Legal Fees:	\$0.00	<input type="checkbox"/> Formerly on Advantage Program						
Mortgage/Rent Arrears:	\$4,676.75	Period From:	09/01/2017	Period To:	08/31/2019	Month of Arrears:	24			
Property Tax Arrears:	\$0.00	Period From:	00/00/0000	Period To:	00/00/0000	Month Of Arrears:				
Principal reason for non-payment		Non Payment Detail: Loss of Income								
<b>Is Client Faced with ?</b>										
<input checked="" type="checkbox"/> Non Pay Petition	<input type="checkbox"/> Eviction	<input type="checkbox"/> Dispossess	<input type="checkbox"/> Holdover							
<input type="checkbox"/> Post Eviction	<input type="checkbox"/> No Court Action	<input type="checkbox"/> Client Foreclosure	<input type="checkbox"/> Landlord Foreclosure							
<b>Is there a Court Stipulation?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No				<b>Is there a order to Show Cause?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No						
Court Date:	08/12/2019	Follow Up Date:	09/30/2019	Date:	00/00/0000	Eviction Date:	00/00/0000			
<b>Has the Client Applied for Housing Through?</b>										
<input type="checkbox"/> Section 8 Housing	Date:	00/00/0000	<input type="checkbox"/> NYCHRA	Date:	00/00/0000	<input type="checkbox"/> FEPS	Date:	00/00/0000	Status:	
Instructions		Excess Rent		Income		Sanction Arrears				
OK				Cancel						

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Arrears Total: \$4676.75      Period From: 09/01/2017      Period To: 08/31/2019

Calculating FHEPS Sanction Arrears that Cannot be Paid by HRA Drill Down Window

Month	No. in CA HH	No. Sanction	Standard CA Shelter Allow.	Rent charged for month	Excess Rent Month	Maximum FHEPS	Lesser of Col. 6 and 7	Supplement Arrears Not to be Paid	Reduction in Shelter Allowance due to Sanction	Total FHEPS Sanction Arrears Not to be Paid
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										

OK      Cancel

Item #	Element Name	Logic
1	Month	One row per month of arrears
2	Number in CA household	User entry – enables Number sanction field for the month Entry allowed between 1 and 20.
3	Number sanction	User entry Entry allowed between 1 and 20. Cannot be higher than number in household.
4	Standard CA shelter allowance	User entry
5	Rent charged for month	User entry – cannot be lower than Standard CA shelter allowance
6	Excess rent month	Read only field: Rent charged for month minus Standard CA shelter allowance
7	Maximum FHEPS shelter supplement	User entry
8	Lesser of column 6 and 7	Read only field: Lesser “Excess rent month” and “Maximum FHEPS shelter supplement”
9	Supplement arrears not to be paid	Initially system entry – allow worker override Value in (Lesser of column 6 and 7) Times (Number sanction divided by Number in household)
10	Reduction in shelter allowance due to sanction	User entry
11	Total FHEPS sanction arrears not to be paid	Read only field: Add values in Supplement arrears not to be paid + Reduction in shelter allowance due to sanction
Help	Help icon with the following text: “This worksheet is to be used for months prior to the application for FHEPS or FHEPS Reinstatement when there was a Cash Assistance sanction in effect. For child support enforcement sanctions, multiply	

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	column 8 by 25%. In the case of both a child support and an employment sanction, (A) multiply Supplement Arrears not to be paid by 25% to get the child support sanction amount, (B) multiply the value in Supplement Arrears not to be paid by 75% and multiply the result by (No. Sanction divided by No. in CA HH), to get the employment sanction amount, and (C) add the results in A and B together to get the total sanction amount.”	
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The **Rent Arrears Breakdown** drill-down window appears when the Worker clicks **Yes for Breakdown Submitted** on the **HDU Shelter Arrears Details** screen. This window was updated to add details about the rent that is still due.

Month	Rent Charged	Rent Paid	Rent Still Due	A. Stale Checks	B. Failure to Receive Full Shelter	C. Amount in Excess of Shelter Allowance	D. Amount Subject to Advance Recoupment	E. Amount Payable as Applicant	F. Other
1	.00	.00	.00	.00	.00	.00	.00	.00	.00
2	.00	.00	.00	.00	.00	.00	.00	.00	.00
3	.00	.00	.00	.00	.00	.00	.00	.00	.00
4	.00	.00	.00	.00	.00	.00	.00	.00	.00
5	.00	.00	.00	.00	.00	.00	.00	.00	.00
6	.00	.00	.00	.00	.00	.00	.00	.00	.00
7	.00	.00	.00	.00	.00	.00	.00	.00	.00
8	.00	.00	.00	.00	.00	.00	.00	.00	.00
9	.00	.00	.00	.00	.00	.00	.00	.00	.00
10	.00	.00	.00	.00	.00	.00	.00	.00	.00
11	.00	.00	.00	.00	.00	.00	.00	.00	.00
12	.00	.00	.00	.00	.00	.00	.00	.00	.00

Item #	Element Name	Logic
A	Stale checks	User entry – value cannot be higher than entry in Rent Still Due
B	Failure to receive full shelter	User entry – value cannot be higher than entry in Rent Still Due
C	Amount in excess of shelter allowance	User entry – value cannot be higher than entry in Rent Still Due
D	Amount subject to advance recoupment	User entry – value cannot be higher than entry in Rent Still Due
E	Amount payable as applicant	User entry – value cannot be higher than entry in Rent Still Due
F	Other	Value in Rent Still Due minus Sum of (Stale checks, Failure to receive full shelter, Amount in excess of shelter allowance, Amount subject to advance recoupment, Amount payable as applicant)

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Help	Help icon with the following text: "Amounts in columns <b>A</b> through <b>F</b> must equal Rent Still Due. Shelter allowance lost due to sanctions will be included in column <b>F</b> , but cannot be paid by HRA. No arrears will be paid unless documentation is presented that shows that arrears that cannot be paid by HRA will be paid by the client or a third party or forgiven by the landlord."	
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These changes allow the capture of the information to complete the following section of the **HRA-146A** application form:

- Sanction Worksheet
- Monthly Accounting of Arrears Worksheet

### Updates to FHEPS Eligibility Determination window

The FHEPS Eligibility Determination window was updated to add the **FHEPS Checklist** section when the **Decision** field has a value of **Pending**:

Element Name	Logic
FHEPS Checklist	Header, section enabled when Decision = Pending
FHEPS Application( <b>HRA-146a</b> )	User selects checkbox
(Potential Eligibility for Family Homelessness and Eviction Prevention Supplement [FHEPS]( <b>HRA-146j</b> ) or Potential Eligibility for FHEPS [aka "Shopping Letter"] ( <b>HRA-146k</b> ))	User selects checkbox
Request for Emergency Assistance ( <b>W-137a</b> )	User selects checkbox

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Security Voucher [if requested] ( <b>W-147n</b> )	User selects checkbox
Proof of residency in the apartment at the time of eviction (if applicable)	User selects checkbox
Proof of "eviction": HPOP (Hotel Population Outreach Program) Print Out, Court Documentation, etc.	User selects checkbox
Last 30 days of Pay Stubs or Other Proof of Income (for everyone in the household over 18)	User selects checkbox
Lease or Agreement for 12 months	User selects checkbox
To stay only – If arrears, Landlord breakdown of arrears	User selects checkbox
Comments	User entry

These changes allow completion of the FHEPS A Demographic Sheet (**HRA-146m**), which is saved to the HRA One Viewer when the activity is completed.

## 4. Able-Bodied Adults Without Dependents (ABAWD) Waiver and Updates

New York State has received a statewide waiver for ABAWD individuals, effective October 1, 2020. The determination for ABAWD status must still be made and each individual on the case must receive a determination of ABAWD (**A**) or Non-ABAWD (**N**).

The following updates were done for ABAWD in this release:

- The description for ABAWD indicator **A** was updated to **ABAWD**.
- ABAWD indicator ABAWD-Waiver Area (**W**) was disabled.
- Rejection code ABAWD (**F94**) and closing code ABAWD(**F94**) were disabled.
- ABAWD business rules were updated to return a determination of **A** or **N** for all CA/SNAP and SNAP-only individuals on the case.
- The Notice of Able-Bodied Adult Without Dependents (ABAWD) Status (**FIA-1021**), Notice of Need to Reestablish Able-Bodied Adult Without Dependents (ABAWD) Eligibility (**FIA-1021a**) and Declaration of Job Search Activities (**FIA-1021b**) are not required during the waiver period and were disabled.

## 5. Landlord Matches with New Landlord Management System (LMS)

Beginning in December 2020, POS will be updated to add integration with the new Landlord Management System (LMS) for landlord addresses:

- Unit Lookup Request
- WMS Case Number Request

### Unit Lookup Request for Landlord Match

When the Worker records or updates the rent information in the response window for the question "Do You (Or Anyone Who Lives with You) Have a Rent, Mortgage, or Other Shelter Expenses?", a new match will request landlord address information from the LMS. The match will run for the following shelter types when the **Launch LMS Webservice** button is clicked:

- **01** Unfurnished Apartment or Room
- **02** NYCHA Apartment-Utilities Included
- **11** Room Only
- **24** NYCHA Apartment-Utilities Not Included
- **25** Rented Private Home
- **26** Furnished Apartment

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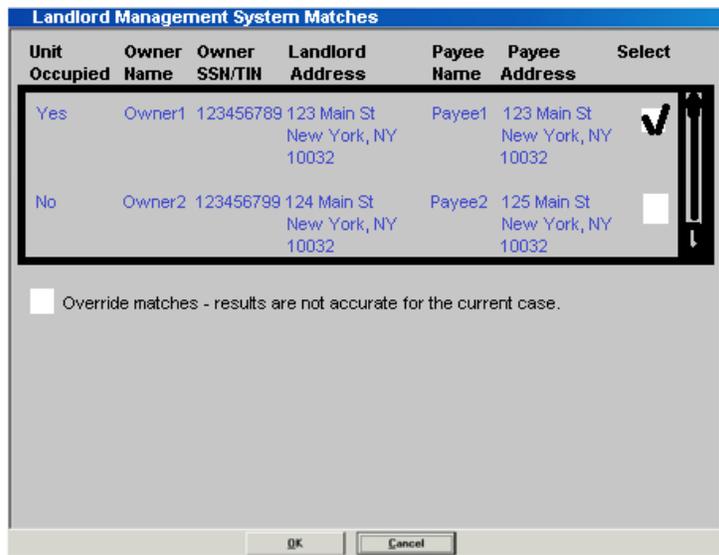
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- **38** Non-NYCHA Section 8 (Subsidized Housing - Deep Subsidy -Voucher Program/Project Based Section 8)
- **39** Subsidized Housing -Shallow Subsidy-Section 236/Section 202 (Non-Section 8)
- **40** Section 8 Voucher - 30% Limit (NYCHA Section 8)

POS will transmit the applicant/participant’s residential address to the LMS via a web service. If no results are found, a message will appear: “No results were found.”

When one or more matching address are found, the new **Landlord Management System Matches** window will appear and display the following information:

- Unit Occupied
  - Owner Name
  - Owner Social Security Number/ Tax Identification Number (SSN/ TIN)
  - Landlord Address
  - Payee Name
  - Payee Address
  - **Select** checkbox (one match can be selected)
  - Override matches checkbox
  - OK button
  - Cancel button
- The Worker must select a match or select the **Override matches** option. If a match is selected, the landlord name, landlord address, payee name and payee address fields will be pre-filled in the **Rent Expense** window.



If the Worker does not click on the button, the following message will appear: “Please click Launch LMS Webservice button to retrieve Landlord info from LMS.”

## WMS Case Number Request

POS will be updated to allow the LMS to request the current WMS Cash Assistance (CA) case numbers for applicants and participants via a web service. When LMS securely provides the Social Security Number (SSN) for an applicant or participant, POS will return any open WMS cases found for the individual.

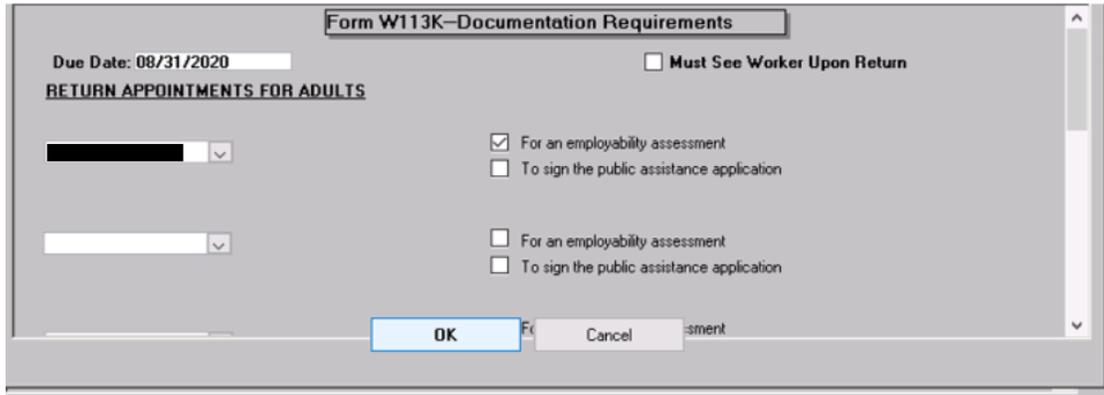
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## 6. Posting Action Code Employment Plan Needed (1NEP) for Recertifications

The Family Independence Administration (FIA) requested new edits to the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) for selection of “Return appointments for adults” for non-exempt adults who are not present for the **CA Recertification** interview.

When the option of **For an employment assessment** is selected, POS posts the new action code **1NEP** to add the individuals to the Employment Plan list in the New York City Accountability and You (NYCWAY) system.



## 7. New edits for recurring income in the budget

Certain budgets resulted in incorrect outcomes due to the presence of entries in the **Recurring Income** section of the WMS budget from outdated manual and **FIA** budgets. POS was updated to handle these cases to resolve the error and to add new alerts in the budget.

- A new message appears for the Worker: “Recurring income present on current WMS budget: Continuing the Budget calculation will erase it from the recurring area. If the income is still valid, it must be added to the **Income** screen. Please click **Yes** to continue with the budget or click **No** to stop the budget and review the **Income** screen and the WMS budget.”:
- Entries in the **Recurring Income** section are removed during the budget calculation, preventing duplication of income from the interview.

```

NSBL06 [P] AUTHORIZED          INDIVIDUAL INCOME / NEEDS          07/14/20
CASE/BUD #          BASIS LN 3          NAME
TAX 1  FICA X  30 1/3  EDC          ETI          SPEC  REL
EMP 04  PA SUF 01  PA STS AC  FS STS RJ  DOB 11071989  A/D  INV Y  HW 120
INCOME: SRC  GROSS  FREQ  PROG  U  CD  PA  EX  AMT  FS  EX  AMT
         43
         01 151394  1      B
         87 20000  1      F
RECURRING: SRC  PROG  GROSS  NY DIS          SRC  PROG  GROSS  NY DIS
           87      F      20000
DEDUCTIONS: TYPE  AMT          TYPE  AMT          MED: AMT          END:
DAYCARE:     TYP  AMT          DOB          TYP  AMT          DOB
             TYP  AMT          DOB          TYP  AMT          DOB
SPEC NDS:TY  AMT          ASSOC CD  TY  AMT          ASSOC CD  TY  AMT
    
```

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## 8. Lovely H – Disability Screening updates

The **Disability Screening** in POS was updated to accommodate changes to the workflow required for Lovely H compliance:

- Updated **Talk Script** text in the **Disability Screening Questions** screen: “HRA offers to help people with disabilities. I’m going to ask you some questions to find out if you want help. All your answers are confidential.”
- Updated **Talk Script** text in the **Reasonable Accommodation (RA) Determination** screen: “HRA helps clients with disabilities complete the application process or receive services when they need it. Some help may require documentation from your doctor or medical provider before we can offer it to you. Because of your disability, do you need us to:”
- The **Reasonable Accommodation (RA) Determination** questions and **Reasonable Accommodation (RA) Confirmation** questions are now displayed in two separate screens.

The screenshot shows the 'Disability Screening - Questions' screen. At the top, there is a header with the NYC HRA CMS logo and 'CA Application Interview'. Below the header, there is a table for selecting an individual for the interview with columns for HH Member, Relationship to HoH, Sex, DOB, SSN, and CA. The main content area is titled 'Disability Interview Questions' and contains a yellow highlighted text block: 'HRA offers to help people with disabilities. I am going to ask you some questions to find out if you want help. All your answers are confidential.' Below this is a question: 'Do you have a physical, mental, or emotional condition (illness, injury, or disability)? \*' with radio button options for Yes, No, and Declined to Answer. At the bottom, there are navigation buttons for 'PREVIOUS' and 'NEXT', and a 'COMMENTS (0)' section.

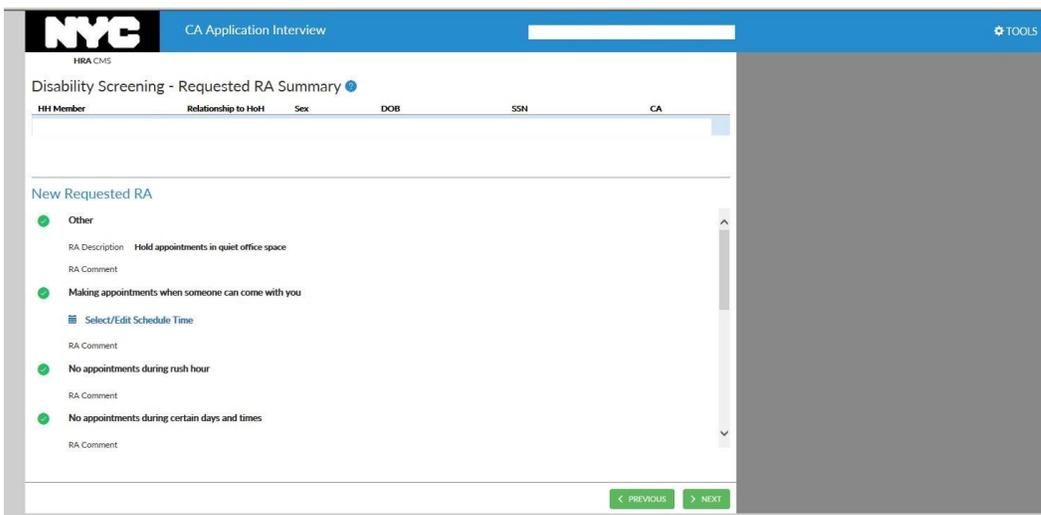
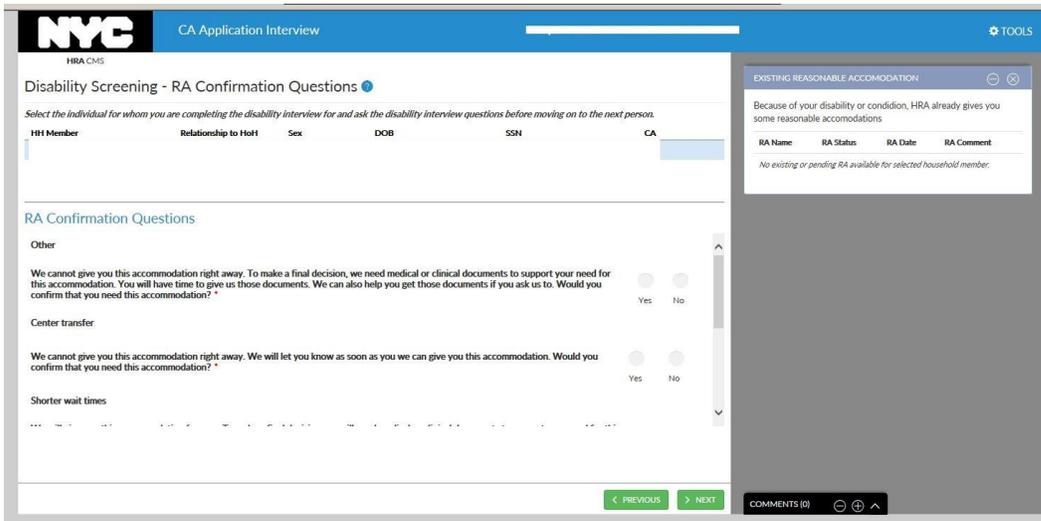
The screenshot shows the 'Disability Screening - RA Determination Questions' screen. It features the same header and individual selection table as the previous screen. The main content area is titled 'RA Questions' and contains a yellow highlighted text block: 'HRA helps clients with disabilities complete the application process or receive services when they need it. Some help may require documentation from your doctor or medical provider before we can offer it to you. Because of your Disability do you need us to:'. Below this are five questions, each with radio button options for Yes, No, and Declined to Answer:
 

- Use an American Sign Language interpreter today or at future appointments? \*
- Give you some other kind of help for people who are deaf or hard of hearing? If yes, what kind of help do you need? \*
- Give you access to materials in an alternative format for people that are blind or low vision? \*
- Give you some other kind of help for people who are blind or low vision? If yes, what kind of help do you need? \*
- Have a staff member help you read forms? \*

 At the bottom, there are navigation buttons for 'PREVIOUS' and 'NEXT', and a 'COMMENTS (0)' section. On the right side, there is a panel titled 'EXISTING REASONABLE ACCOMMODATION' with a text block: 'Because of your disability or condition, HRA already gives you some reasonable accommodations.' Below this is a table with columns for RA Name, RA Status, RA Date, and RA Comment, and a note: 'No existing or pending RA available for selected household member.'

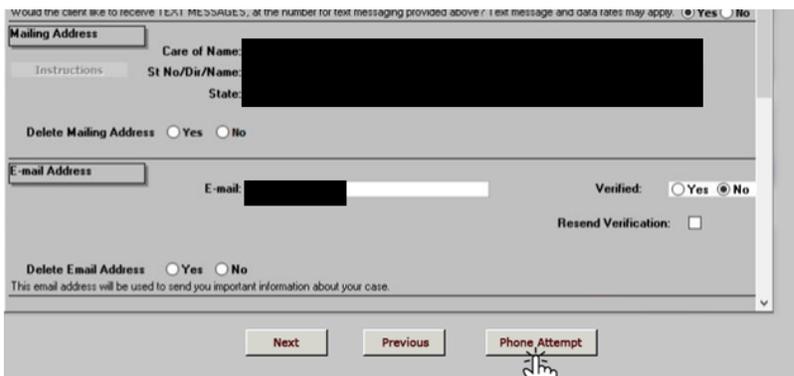
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## 9. Phone attempt screen

A new **Phone Attempt** button was added to the **Address Information** screen. This button allows the Worker to open a window to record the calls made for an application interview or a recertification interview.



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- The Worker must record the outcome of the call attempts. The first and second attempt cannot be on the same day.

Response to Question

**First Attempt** July 16, 2020 08:45AM

Call Unsuccessful - Voice Mail Left     Call Unsuccessful - No Voice Mail Left

Call Unsuccessful - Wrong Number     Call Successful

Phone is no longer in service or disconnected

OK Cancel

Response to Question

**First Attempt** July 12, 2020 08:45AM

Call Unsuccessful - Voice Mail Left     Call Unsuccessful - No Voice Mail Left

Call Unsuccessful - Wrong Number     Call Successful

Phone is no longer in service or disconnected

**Second Attempt** July 16, 2020 02:32PM

Call Unsuccessful - Voice Mail Left     Call Unsuccessful - No Voice Mail Left

Call Unsuccessful - Wrong Number     Call Successful

Phone is no longer in service or disconnected

OK Cancel

## 10. Changes to support operations during COVID-19 response

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

- Changes to application, case change, CA mailer and recertification screens and flows to support telephone interviews and remote processing of cases.
- FIA forms were updated to include Infoline telephone numbers for the general center telephone number and fair hearing/conference telephone number.
- Significant updates were made to Access HRA web services to assist and guide applicant and participants during the response period.
- New queues and loading processes were developed for case assignment of new applications and recertifications.
- New queues and loading processes were developed for case assignment of deferred applications and recertifications.
- Appointment records were updated for cases with automated extended recertification periods.
- FIA staff was provided with citywide access for their role where needed.
- The Department of Social Services (DSS) and HRA staff temporarily redeployed to FIA was enrolled in POS to assist with interviews, processing and indexing.
- Form signatures were suppressed and forms were made available in Access HRA for customer review.

# CA POS Release Notes

CA POS Version 24.3 October 19, 2020

- The completion edits for RAU and FCDU packets were updated.
- Temporary version of applicant and participant forms were implemented.
- Updates were made for applicant/participant notifications, including robocalls, emails and Access HRA notifications.
- In-center appointments were suppressed as required.
- New Turnaround Document (TAD) business rules were added to support appropriate processing of acceptances and denials during the response period.
- Robocalls and email blasts were completed to inform applicants and participants about the changes in the census and Fair Fares.
- An update was made for the messages in Centralized Web Indexing (CWI) when no cases are available for assignment: "Currently we do not have any images waiting to be indexed. Please wait 5 minutes and try again."
- A new daily CA E-Submissions report was developed to allow FIA and HIV/AIDS Services Administration (HASA) to track online submissions for CA applications. It is delivered to select managers by email.
- A new daily Phone Attempt report was developed to allow FIA and HASA to track phone attempts for CA applications and recertifications. It is delivered to select managers by email.
- A new daily CA E-Recert report was developed to allow FIA and HASA to track online submissions for CA recertifications. It is delivered to select managers by email.
- New productivity and duplicate application reports were developed. They are delivered to select managers by email.

## 11. Report Updates

The following updates were made for POS reports:

- A bug fix was deployed to the **SNAP Separate Determination** in the Management Console to remove duplication of rows.
- Fixes were deployed for the CA **Citywide Application Tracking** and CA **Citywide FFRs** reports for the interview dates and processing dispositions.

## 12. POS Self-Service Incident Form

In August 2020, the ITS Service Desk introduced the POS Self-Service Incident form. In addition to calling the ITS Service Desk, this form provides users with another option to report POS issues, and provides support teams with the required information needed to resolve an issue efficiently. This form replaced emails to the POS Help Desk.

The POS Self-Service Incident form is used to report POS, Streamlined POS (SPOS), POS Management Console and FIA Model Office issues. For all other incidents, the user selects the General Incident form option.

Link: [ITS Self-Service Incident Form](#)

For additional details, please refer to Policy Bulletin (PB) **20-50-SYS** (POS Self-Service Incident Form).

## 13. POS CA and Management Console Icon Migration

Effective, Saturday, 9/12/2020, DSS ITS technical teams migrated the POS\_CA icons and Management Console icons to new Citrix servers. As a result, workers must connect to <https://dssportal> to access the CA POS and Management Console applications. The POS Portal was updated with these new links.

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If workers select the POS\_CA or Management Console icons from the HRA Portal (<http://hraportal>), they will receive instructions to connect to <https://dssportal>.

## 14. Form Updates

The following forms were updated:

- **FIA-1124**, Important Information About Your Case Notice of Missed Cash Assistance Appointment.
- **FIA-1124A**, Reminder Don't Lose Your Benefits!
- **W-113A**, Documentation Request Form (Return Document for Special Grant)
- **W-113K**, Documentation Requirements and/or Assessment Follow-Up
- **W-908T**, Don't Lose Your Benefits! Certify Now!