



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY DIRECTIVE #10-22-SYS *(This Policy Directive Replaces PD #05-28-SYS)*

SINGLE ISSUANCE GRANT REQUESTS IN POS

Date: June 3, 2010	Subtopic(s): POS
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AUDIENCE The instructions in this policy directive are for all Paperless Office System (POS) users in Job Centers and ancillary sites, and are informational for all other staff.

REVISIONS TO THE PRIOR DIRECTIVE

This Policy Directive is being revised to:

- Update and add to the POS Single Issuance Grant Request Task List (Task List), and
- Incorporate the following new functional areas into the Task List:
 - Emergency Assistance for Families (EAF)/Emergency Safety Net Assistance (E-SNA) Eligibility Determination
 - Emergency Assistance for Adults (EAA) Financial Eligibility Determination
 - Repayment Agreement Worksheets
 - Grant Request Reconciliation and Decision
 - Grant Data Entry
 - Repayment Agreements
 - Grant Form Generation
 - Grant Decision Notices
 - Grant Transmission
 - Levels of Approval

POLICY

JOS/Workers must use the Task List to record the request by an applicant/participant for a Single Issuance (SI) grant and the decision made on the SI grant request.

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

BACKGROUND

With the migration to POS 9.2 on July 18, 2005, the **SI Grant Requests Task List** window replaced the **Special Grants** window in POS and appears after the **Additional Required Information** window. This task list helps to ensure the accurate recording of grant requests in POS. It appears in the **Application Interview, Change Case Data, Recertification Interview, and Non-Food Emergency Interview/Special Grant** activities and their corresponding **Error Correction** activities. With the migration to POS 14.1, additional tasks have been added to the Task List.

New Information

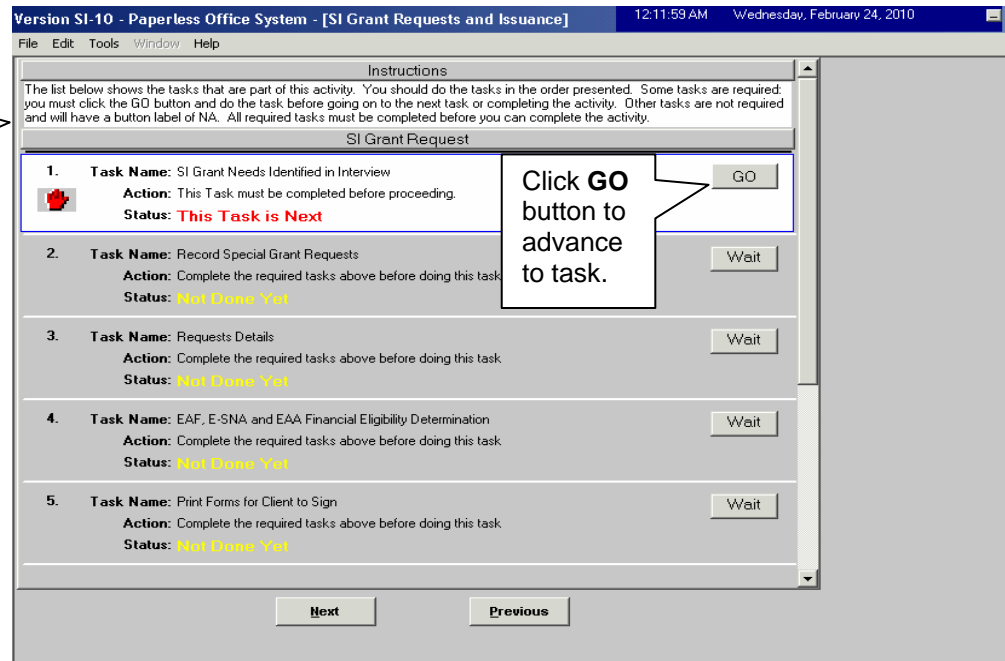
The Task List has been renamed, **SI Grant Requests and Issuance Task List**, and includes the following tasks:

- **Task 1** – SI Grant Needs Identified in Interview
- **Task 2** – Record Special Grant Requests
- **Task 3** – Requests Details
- **Task 4** – EAF/E-SNA and EAA Financial Eligibility Determination
- **Task 5** – Print Forms for Client to Sign
- **Task 6** – Outstanding Requests List
- **Task 7** – Single Issue Grant Summary
- **Task 8** – Notices and Repayment Agreements

New Information

SI Grant Requests and Issuance Task List window

Instructions regarding Task List



The tasks must be completed in order (e.g., **Task 2** cannot be completed before **Task 1**). When a task is not required, its button label will indicate **NA** instead of **GO**. Each task has Action and Status messages for the JOS/Worker.

The Task List has two buttons located at the bottom of the window:

- **Next** – allows the JOS/Worker to continue after completing the Task List.
 - **Previous** – allows the JOS/Worker to return to the interview windows prior to the Task List.
-

REQUIRED ACTIONS

Whenever an applicant/participant requests an additional/special need in the course of an interview activity, POS will prompt the JOS/Worker to complete the **SI Grant Requests and Issuance Task List** window.

Task 1 – SI Grant Needs Identified in Interview

Purpose: **Task 1** displays the needs identified during the interview (related to an eligibility factor) for which a grant is requested, for example, rent arrears, utility arrears, pregnancy allowance, back rent, etc. Each request is based on responses to questions in the interview question set.

Click the **GO** button and the **Needs Identified in Interview** window will appear. This window identifies the request being made based on responses to questions in the interview question set. Prior to accessing the Task List, the JOS/Worker indicates within the response windows the documentation submitted with the special grant request and whether or not additional documentation is required by:

- selecting the document and checking the **Scan** checkbox if the document was submitted, or
- selecting the document and leaving the **Scan** checkbox empty if the document is required.

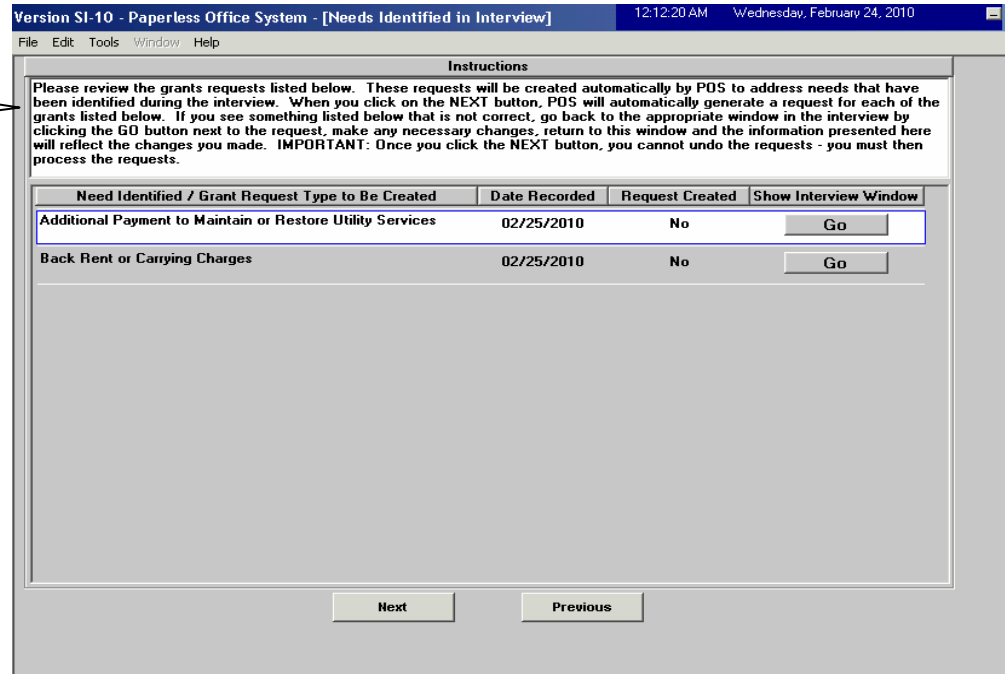
The following instructions appear at the top of the window:

“Instructions: Please review the grant requests listed below. These requests will be created automatically by POS to address needs that have been identified during the interview. When you click on the **NEXT** button, POS will automatically generate a request for each of the grants listed below. If you see something listed below that is not correct, go back to the appropriate window in the interview by clicking the **GO** button next to the request, make any necessary changes, return to this window and the information presented here will reflect the changes you made.

Important: Once you click the **NEXT** button, you cannot undo the requests — you must then process the requests.”

Needs Identified in Interview window

Instructions



POS automatically generates grant requests based on pregnancy and restaurant allowance, rent, utility and fuel arrears data, requests to add individuals to the case, home delivered meals and chattel mortgage data (for EAA cases only) entered in the interview question set. All other requests can be selected in **Task 2**.

The **Task 1** window contains the following information:

- **Need Identified/Grant Request Type to Be Created** – Lists the grant request type that was generated based on the interview data.
- **Date Recorded** – Lists the date that the grant request was recorded in the POS interview.
- **Request Created** – Indicates whether the grant request has been created in the system.
- **Show Interview Window** – Allows the JOS/Worker to return to the window where the data were recorded by pressing the **GO** button. After clicking **GO**, each window will differ depending on which of many potential grant requests were recorded during the interview.

Request cannot be removed after this action.

Click **Next** and the following warning appears: “POS will make a permanent record of these requests. After this point, a decision must be made on the requests. Click **OK** to proceed or **Cancel** to go back to the window and make changes.”

Once the JOS/Worker clicks **OK**, POS displays the updated **SI Grant Requests and Issuance Task List** window. The status of **Task 1** has changed to **Completed**. The status of **Task 2** will change to “This task is next.”

Task 2 – Record Special Grant Requests

Purpose: **Task 2** is used to enter requests for additional allowances needed such as housing related benefits (e.g., rent in advance, moving allowance, security deposit, storage fees, broker’s fees, and furniture allowance); replacement of lost/stolen/mismanaged cash; replacement of SSI check; repair/replacement of property equipment and household items; mortgage/property tax arrears, etc.

Click **GO** and the **Special Grants** window will appear. This window allows for the request of additional allowances during the interview. The JOS/Worker will record the applicable grant requests from the list of possibilities provided.

Special Grants window

See **Attachment A** for a list of all potential grant requests.

Instructions: Use the window below to record grant requests. To record a request, click "Yes" for the appropriate row in the window. A Response to Question window will appear to allow you to record the details of the request. Once all requests are recorded, click the Next button to continue.

	Yes	No
Housing Related Benefits (rent in advance, moving allowance, security deposit, storage fees, broker's fee, furniture allowance).	<input type="radio"/>	<input type="radio"/>
Replacement of Lost or Stolen Cash	<input type="radio"/>	<input type="radio"/>
EAA - Replace SSI Check/Stolen Cash/Mismanaged or Lost Cash	<input type="radio"/>	<input type="radio"/>
Property Equipment And Household Item Repair or Replacement.	<input type="radio"/>	<input type="radio"/>
Need to Issue a Generic PA Benefit?	<input type="radio"/>	<input type="radio"/>
Need to Issue a Generic FS Benefit?	<input type="radio"/>	<input type="radio"/>
Are There Mortgage/Property Tax Arrears?	<input type="radio"/>	<input type="radio"/>
Rent Supplementation?	<input type="radio"/>	<input type="radio"/>
Work-Activity Related Benefits?	<input type="radio"/>	<input type="radio"/>

Spanish Next Previous

To record a request, click **Yes** for the appropriate row and enter details in the **Response to Question** window that appears. The following are possible grant requests listed in this window:

Each option has a corresponding **Response to Question** window.

- Housing Related Benefits
- Replacement of Lost or Stolen Cash
- EAA – Replace SSI Check/Stolen Cash/Mismanaged or Lost Cash

Note: The “EAA – Replace SSI Check/Stolen Cash/Mismanaged or Lost Cash” row will only appear in the **Application Interview** activity and its corresponding **Error Correction** activity.

- Property Equipment and Household Item Repair or Replacement
- Need to Issue a Generic PA Benefit?
- Need to Issue a Generic FS Benefit?
- Are there Mortgage/Property Tax Arrears?
- Rent Supplementation?
- Work-Activity Related Benefits?

The JOS/Worker indicates within each response window the documentation submitted with the special grant request and whether or not additional documentation is required by:

Form **W-113A** has been revised to accommodate changes to this process.

- selecting the document and checking the **Scan** checkbox if the document was submitted; or
- selecting the document and leaving the **Scan** checkbox empty if the document is required. This information will appear on the Documentation Request Form (**W-113A**).

Examples of Response to Question and Accepted Document windows are below.

Response to Question window

Accepted Document window

After the **Response to Question** window and **Accepted Document** window have been completed for all grant requests in **Task 2**, click **Next** to move on to **Task 3**.

Task 3 – Requests Details

Purpose: **Task 3** is used to record details of each request including, but not limited to, the reason for the request, whether the request was reported as an emergency or non-emergency, the request source, and due date of required documents to be returned.

Click **GO** and the **Request Details** window will appear.

Request Details window

Instructions

New Screenshot

The screenshot shows the 'Request Details Window' with the following fields and options:

- Instructions:** This window shows a batch of grant requests made on a particular date. Requests made on other dates will appear in separate windows. In addition, grant requests which are related to shelter arrears will appear separately from those which are not related to shelter arrears.
- Date the requests were recorded in the system:** 02/25/2010
- Do the requests need to be back-dated?** Yes No
- Enter the actual date of the request:** [Empty field]
- Enter the reason for the request:** [Empty text area]
- Does this applicant/client state that this is an emergency?** Yes No
- Describe the emergency:** [Empty text area]
- Is this grant batch related to shelter arrears?** No
- Does the client need to bring back documents?** Yes
- Documents for these grants will be returned to:** Case Manager HDU Drop off at Reception/CSIC

Additional Allowances Requested	Emergency	Non-Emergency	Request Source	Fair Hearing Number	Due Date for Documents
Additional Payment to Maintain or Restore Utility Services	<input checked="" type="radio"/> Yes	<input type="radio"/> No	[Dropdown]	[Text]	00/00/0000
Clothing for Participants in Job Search Activities who have Exceptional Circumstances	<input type="radio"/> Yes	<input checked="" type="radio"/> No	[Dropdown]	[Text]	00/00/0000

Buttons: Next, Previous, Page 1 of 2

The **Request Details** window contains the following fields:

- **Date the requests were recorded in the system** – Shows the date the requests were recorded in the system.
- **Do the requests need to be back-dated?** – If the JOS/Worker answers **Yes**, he/she can enter the actual date of the request in the “Enter the actual date of the request” field.
- **Enter the actual date of the request** – Allows the JOS/Worker to enter the actual date of the request when it is prior to the date that the request was recorded in the system.
- **Enter the reason for the request** – Allows the JOS/Worker to record the applicant’s/participant’s statement regarding the reason for the request.
- **Does this applicant/client state that this is an emergency?** – Allows the JOS/Worker to indicate whether the applicant/participant has stated that the request is an emergency.
- **Describe the emergency** – Allows the JOS/Worker to record the applicant’s/participant’s statement describing the emergency.
- **Is this grant batch related to shelter arrears?** – Indicates whether the grant requests on the window are related to shelter arrears (back rent or carrying charges, back mortgage and/or taxes). This is pre-filled based on information entered on the Shelter Expenses window.

- **Does the client need to bring back documents?** – If the applicant/participant must return with documents, the JOS/Worker selects **Yes**. Otherwise, it will be set to **No**.
- **Documents for these grants will be returned to** – Indicates where the applicant/participant should return with the documents listed on the **W-113A** to see the Case Manager, the Homelessness Diversion Unit (HDU) Worker, or to drop off the documents at the Reception/Customer Service Information Center (CSIC) upon his/her return.
- **Additional Allowances Requested** – This field lists each recorded grant request.
- **Emergency/Non-Emergency** – The JOS/Worker must select Emergency or Non-Emergency for each grant request in the window.
- **Request Source** – The JOS/Worker must select the source of the recorded request. The following choices are available:
 - Client Request (In-person, phone, fax, mail, legal representation)
 - Error Correction
 - Fair Hearing
 - Audit
 - Aid to Continue
 - Eligibility Questionnaire
 - Other (Ombudsman, Office of Constituent and Community Affairs [OCCA], etc.)
- **Fair Hearing Number** – When the Request Source is “Fair Hearing,” the JOS/Worker must enter the Fair Hearing Number related to the request in this field.
- **Due Date for Documents** - Indicates the date for the applicant/participant to return with documents. The due date entered in this field will be used as the **W-113A** due date.

Once the **Request Details** window is completed, click **Next** to continue. The following message will appear:

“POS will make a permanent record of all the requests shown in this window. Click ‘OK’ to proceed.”

Once the JOS/Worker clicks **OK**, the status of **Task 3** will change to **Completed**. POS will display the updated **SI Grant Requests and Issuance Task List** screen.

New Task

Task 4 – EAF, E-SNA and EAA Financial Eligibility Determination

Purpose: **Task 4** is used to determine eligibility for benefits under the EAF/E-SNA category and complete the EAF Eligibility Worksheet (**W-145TT**).

The EAA Financial Eligibility determination window appears for applicants under the EAA category who are in receipt of Supplemental Security Income (SSI) benefits.

If found to be ineligible under the EAF or EAA categories, the system makes a determination of eligibility for benefits under the safety net category.

Task 4 has two possible windows based on the categories listed below.

The **EAF/E-SNA Eligibility Determination** window outlines eligibility for EAF/E-SNA and appears for:

- Cash Assistance (CA) participants,
- CA applicants under the Family Assistance (FA), Safety Net Cash Assistance (SNCA),
- Safety Net Non-Cash (SNNC) and Safety Net Federally Participating (SNFP) case categories, and
- CA one-shot deal applicants under the EAF or E-SNA case category.

The **EAA Financial Eligibility Determination** window appears for applicants under the EAA category.

Note: If an applicant is applying for EAA, only the **EAA Financial Eligibility Determination** window will appear. If an applicant is applying for EAF/E-SNA, CA, SNCA, SNNC or SNFP, only the **EAF/E-SNA Eligibility Determination** window will appear.

EAF/E-SNA Eligibility Determination

The eligibility for benefits under the EAF category is determined for applicants and participants. If the household does not qualify under the EAF category, eligibility for benefits under the E-SNA category is determined. The questions in **SI Task 4** will complete the Emergency Assistance to Needy Families (EAF) (**W-145TT**).

Click **GO** and the **EAF/E-SNA Eligibility Determination** window will appear.

EAF/E-SNA Eligibility Determination window

Instructions

Grant Request	Does this Grant Represent PA Duplication?	Financially Eligible For:	Repayment Agreement Required?
	Yes No	EAF? E-SNA?	
Disaster Shelter	<input type="radio"/> Yes <input checked="" type="radio"/> No	No Yes	NA

The **EAF/E-SNA Eligibility Determination** window contains the following fields:

- **Request Date** – Pre-filled by POS.
- **Crisis is Due to** – The JOS/Worker must select from a drop-down list of potential crisis explanations.
- **Other Crisis Details** – The JOS/Worker enters other relevant crisis information as provided by the applicant/participant.
- **Emergency Type** – The JOS/Worker enters emergency type here (e.g. the applicant owes back rent).
- **Cause** – The JOS/Worker enters the cause or reason for the request as provided by the applicant/participant.
- **Qualifying child or pregnant individual in the household?** – The system indicates the answer based on the interview data.
- **Does the household have income available on the day of application?** – The JOS/Worker selects **Yes** or **No**. If Yes, the system displays the income information from the interview question set in a pop-up window named **Income Recorded During Interview** (on page 12). The **Available monthly gross income amount** field must be completed if the JOS/Worker indicates that the household has income available on the day of application.

Income Recorded During Interview
window

Income Recorded During Interview			
<p>Instructions: Unlike the SNA 125% income test, the EAF test is only applicable to income that is actually available to the EAF household on the date of application, not the household's anticipated or past income. Income guidelines are updated annually. For example, an applying household may have received income exceeding 200% but on the day of EAF application has less than 200% of that income available, therefore passing the income test and any available income is applied to the emergency need.</p>			
Name	Income Type	Monthly Amount (Gross)	Monthly Amount (Net)
Sam Perkins	SS Disability Benefits	\$2,000.00	\$2,000.00
Total		\$2,000.00	\$2,000.00

OK

EAF/E-SNA Eligibility Determination window continued

- **Available monthly gross income amount** – The JOS/Worker only completes this field if **Yes** is checked in the previous field.
- **Resources available to meet needs?** – The JOS/Worker selects **Yes** or **No**.
- **Total PA resources (from interview)** – The system retrieves the result of total resources entered during the interview.
- **Emergency is result of refusal without good cause of employment or work activities/community service by employable relative or child?** The JOS/Worker selects **Yes** or **No** and may also view the Client's Infraction History.
- **Emergency is result of sudden occurrence/situation, unforeseen and beyond the individual's control?** – The JOS/Worker selects **Yes** or **No** (enabled only if the request includes assistance with utility arrears).
- **Utility Arrears Only – Is the applicant/participant the client of record?** – The JOS/Worker selects **Yes** or **No**.
- **Utility Arrears Only – Is the client of record receiving CA or SSI (or additional State payments) on the date of application or request?** – JOS/Worker selects **Yes** or **No**.
- **Grant Request** – This field contains a list of potential applicant/participant grant requests.
- **Does this Grant Represent PA Duplication? Yes/No** – The JOS/Worker must indicate whether the grant request represents CA duplication.
- **Financially Eligible For: EAF? E-SNA?** – Yes, No, or NA is set by the system for each grant request based on the EAF eligibility determination.
- **Repayment Agreement Required?** – Yes, No, or NA is set by the system for each grant request.

The EAF/E-SNA window also determines whether a repayment agreement is required for utility and/or rent arrears requests.

Refer to [PD #08-43-ELI](#) (EAF), [PD #10-15-ELI](#) (E-SNA), [PD 07-14-ELI](#) (Revision to the Utility Process), and PB 09-131-OPE (New Repayment Agreement Forms and Revisions to the Emergency Assistance to Needy Families [EAF] Agreement to Repay Excess Shelter Arrears [\[W-147KK\]](#) and Utility Arrears Repayment Agreement [\[W-147X\]](#) Forms) for information concerning when to use repayment agreements.

After all Questions have been answered, click **Next** on the **EAF/E-SNA Eligibility Determination** window to go to the next window.

EAA Financial Eligibility Determination

For applicants in receipt of Supplemental Security Income (SSI) who apply under the EAA category, the applicant’s eligibility for the EAA category is determined.

If the applicant does not qualify under the EAA category, eligibility for benefits under the E-SNA category is determined.

Click **GO** and the **EAA Financial Eligibility Determination** window will appear.

EAA Financial Eligibility Determination window

Instructions

The screenshot shows a software window titled "Version 14.1.1 - Paperless Office System - [EAA Financial Eligibility Determination]". The window contains the following elements:

- Instructions:** "This window shows a batch of EAA grant requests made by the applicant. Please answer the questions on the window to determine whether the applicant is financially eligible to receive benefits under the EAA category."
- Request Date:** 04/05/2010
- Questions:**
 - Is the individual or couple aged, blind or disabled? Yes
 - Is the individual or couple in receipt of SSI? Yes
 - View SDX Inquiry
 - Has the individual or couple been determined eligible for SSI? Yes No
 - Can the individual or couple meet their emergency needs with their regular monthly SSI benefits? Yes No
 - Is this emergency the result of a sudden occurrence or situation, unforeseen and beyond the individual's control? Yes No
 - Utility Arrears Only - Is the applicant/participant the client of record? Yes No
 - Utility Arrears Only - Is the client of record receiving CA or SSI (or additional State payments) on the date of application or request? Yes No
- Grant Request Table:**

Grant Request	EAA Financial Eligibility Determination for E-SNA?	Eligible Repayment Agreement?
Maintenance of a Home	Financially Eligible	N/A
- Navigation:** Next, Previous, Page 2 of 2

The **EAA Financial Eligibility Determination** window contains the following fields:

- **Request Date** – This indicates the date that the applicant made the grant request. This date is filled by the system using the information entered in **Task 3** (Request Details).
- **Is the individual or couple aged, blind or disabled?** – System inputs **Yes** or **No** based on the interview data.
- **Is the individual or couple in receipt of SSI?** – System inputs **Yes** or **No** based on the interview data.
- **Has the individual or couple been determined eligible for SSI?** – The JOS/Worker selects **Yes** or **No**. This question is disabled if the previous question was answered **Yes**.
- **Can the individual or couple meet their emergency needs with their regular monthly SSI benefits?** – The JOS/Worker selects **Yes** or **No** (this question is only answered if the previous question was answered No).
- **Is this emergency the result of a sudden occurrence or situation, unforeseen and beyond the individual’s control?** – The JOS/Worker selects **Yes** or **No**.
- **Utility Arrears Only – Is the applicant/participant the client of record?** – The JOS/Worker selects **Yes** or **No** (enabled only if there is a request for assistance with utility arrears).
- **Utility Arrears Only – Is the client of record receiving CA or SSI (or additional State payments) on the date of application or request?** – The JOS/Worker selects **Yes** or **No** (enabled only if there is a request for assistance with utility arrears).
- **Grant Request** – This field contains a list of potential applicant/participant grant requests.
- **EAA Financial Eligibility Determination** – The system indicates whether the applicant is financially eligible or ineligible.
- **Eligible for E-SNA?** – The system indicates whether the applicant is financially eligible or ineligible.
- **Repayment Agreement?** – The system indicates **Yes**, **No**, or **N/A**.

Note: If the case category is EAA, but the applicant does not qualify for the benefit under this category, POS will display the following error message:

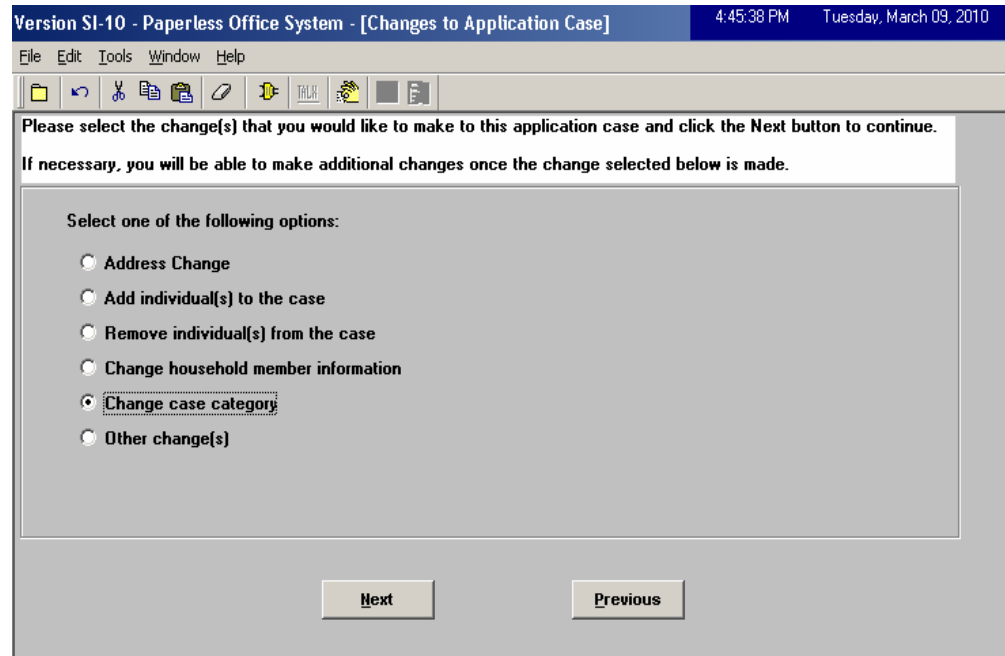
“The applicant is not eligible for EAA, but may be eligible for E-SNA for at least one request. Please change the case category to E-SNA to process the grant request.”

The JOS/Worker should suspend the **CA Application Interview** and begin the **Application Modification** activity to change the case category. To do so, the JOS/Worker must click the Action tab and select **Application Modification**, then select **Change Case Data**.

Note: The **Changes to Application Case** window is the first action in the **Application Modification** activity. It is not part of the SI Task List. The JOS/Worker will select the “Change case category” option on the **Changes to Application Case** window and then click **Next** to proceed with the required actions to change the case category.

Changes to Application Case window

When modifying an application activity, the changes to application case window is the first to appear.



After the category is changed, the JOS/Worker must go back to the application interview activity and enter additional information if applicable. When the Task List reappears, return to **Task 4** to make necessary changes before **Task 5** can be started. The JOS/Worker will proceed to process the benefit based on the category change.

New Task

Task 5 – Print Forms for Client to Sign

Purpose: **Task 5** is used to print required forms, capture required signatures, and save eligibility worksheets.

Click **GO** and the **Print Forms for Client to Sign** window will appear. There are five buttons on this window: **Print the E-Forms**, **Reprint Selected E-Form**, **Reprint All E-Forms**, **Next**, and **Previous**. Only the **Print the E-Forms** and **Previous** buttons will be enabled when the window is opened.

Print Forms for Client to Sign window

Instructions

Version SI-10 - Paperless Office System - [Print Forms for Client to Sign] 12:18:38 AM Wednesday, February 24, 2010

File Edit Tools Window Help

Instructions

Listed below are a set of forms and notices that must be printed before you may proceed. Click the Print Forms button then pick up the forms from the printer when POS informs you that it has finished printing. If some of the forms require a signature from the client, you will be prompted to collect that signature after you click the Next button.

If, for any reason, one or more of the forms fails to print correctly (paper jam, toner low etc.), you can either reprint one form by clicking on the form in the list below and then click on the Reprint Selected Form button or you can reprint all the forms by clicking on the Reprint All Forms button.

If there is a request for grants under the EAF category, the EAF Eligibility Determination Worksheet will be saved in the case record.

If there is a request for rent arrears, the Repayment Worksheet for Rent Arrears will be saved in the case record.

If there is a request for utility arrears, the Repayment Worksheet for Utility Arrears will be saved in the case record.

Request Date	Forms to be Printed	
02/25/2010	W-113A(CMU)-Documentation Request(Additional Allowances)	Additional Payment to Maintain or Restore Utility Services
02/25/2010	W-113A(HDU)-Documentation Request(Additional Allowances)	Back Rent or Carrying Charges
02/25/2010	W-145TT-Determination of Eligibility for Emergency Assistance to Families (EAF)	Additional Payment to Maintain or Restore Utility Services, Back Rent or Carrying Charges
02/25/2010	W-147F-Repayment Agreement - One-Time Shelter Arrears Payment	Back Rent or Carrying Charges
02/25/2010	W-147XX-Repayment Agreement - One-Time Utility Arrears Payment (EAF/E-SNA)	Additional Payment to Maintain or Restore Utility Services

Print the E-Forms Re-Print Selected E-Form(s) Re-Print All E-Forms

Next Previous

Click on the **Print the E-Forms** button to print the:

- Request for Emergency Assistance or Additional Allowance (**W-137A**) for all participant-initiated grant requests.
- **W-113A** for all grant requests with missing documents.
- Emergency Assistance for Adults Applicant Statement (**LDSS-2921A**) for EAA cases (used only for the replacement of a lost, stolen, or unreceived SSI check).

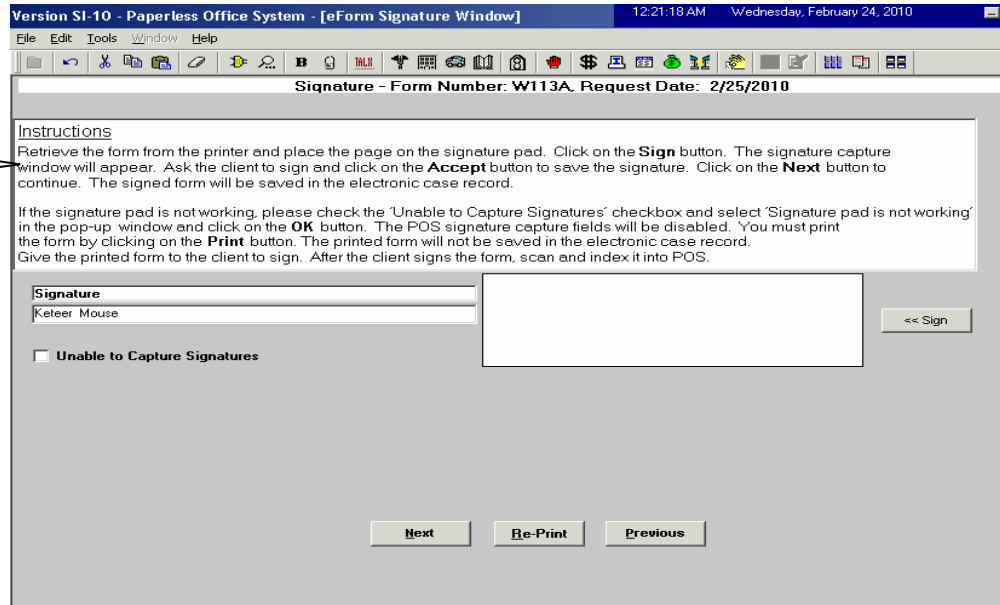
Note: For active CA cases, POS will prefill the **W-137A** for all participant-initiated grant requests. For all cases, POS prefills the **W-113A** for grant requests with missing documents.

To reprint a form, highlight it and click the **Reprint Selected E-Form(s)** button. To reprint all forms, click on the **Reprint All E-Forms** button.

Once the forms are printed, an **E-Form Signature** window will appear for each printed form requiring a signature. Use the signature pad to electronically capture the applicant's/participant's signature if the request is made in person.

E-Form Signature window

Instructions



Note: If the signature pad is not available, the JOS/Worker must print the form, have the applicant/participant sign it, and scan and index the signed form into the POS Browser per current procedure.

- If there are additional forms requiring a signature, click the **Next** button. Continue this step until all forms are printed and signed.

Note: POS will directly save the following agency forms in the HRA One Viewer, without printing:

- **W-145TT** – This form will be pre-filled and saved when an EAF determination is made.
- Shelter Arrears Repayment Agreement Worksheet (**W-147F**) – This form will be saved when a special grant request for shelter arrears is made.
- Utility Arrears Repayment Agreement Worksheet (**W-147XX**) – This form will be saved when a special grant request for utility arrears is made.

Once all signatures are saved, click **Next** to continue. The status of **Task 5** will change to **Completed** and POS will display the updated **SI Grant Requests and Issuance Task List** screen.

Task 6 – Outstanding Requests List

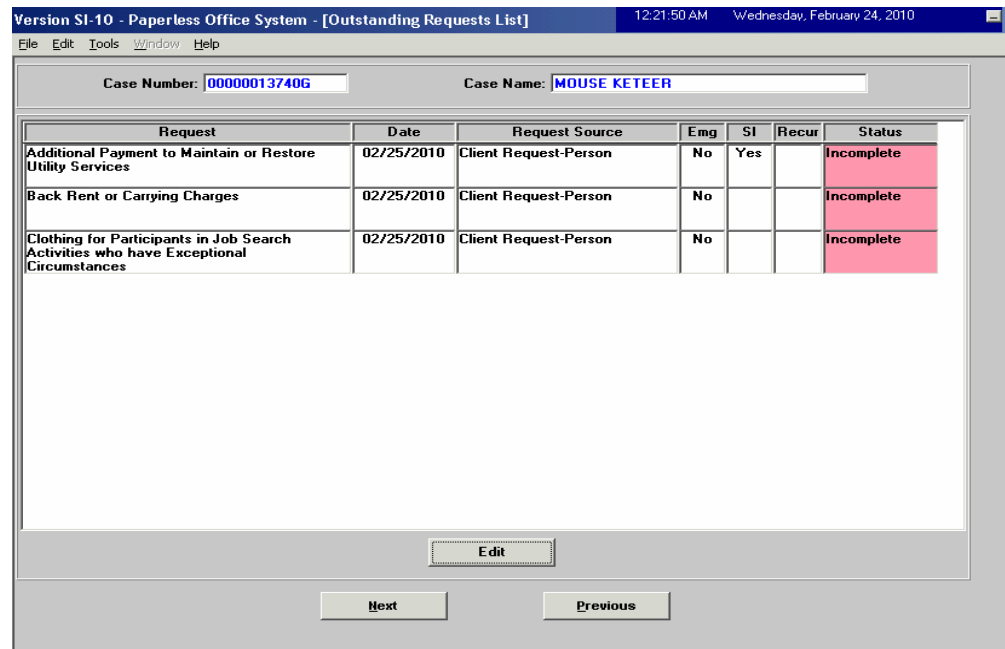
Purpose: Task 6 allows the JOS/Worker to complete required reconciliation of grant requests and record the decisions. JOS/Workers can also record the outcome of required reviews by units such as Home Energy Assistance Program (HEAP), Rental Assistance Unit (RAU), and HDU.

The JOS/Worker is responsible for reviewing the case for an approved or disapproved grant. For approved requests, the JOS/Worker will be able to enter the approved amount.

POS will run business rules to validate the JOS/Worker’s entries. JOS/Workers will also be able to generate the **W-113A** to extend the due date or the Notice to Report to Center (**M-3g**) to request the return of the applicant/participant to sign a required repayment agreement.

Click **GO** and the **Outstanding Requests List** window will appear.

Outstanding Requests List window



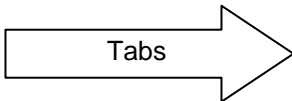
The **Outstanding Requests List** window contains the following fields:

- **Case Number** – System inputs the applicant’s/participant’s case number.
- **Case Name** – System inputs the applicant’s/participant’s name.
- **Request** – System inputs exactly what grant request is being made by the applicant/participant.

- **Date** – System inputs the date the grant request was made.
- **Request Source** – System inputs the source of the request (i.e. audit, client request, etc.)
- **Emg** – System inputs **Yes** or **No** as to whether or not the grant request is an emergency.
- **SI** – System inputs **Yes** or **No** as to whether or not the grant is single issue.
- **Recur** – System inputs **Yes** or **No** as to whether or not the grant request is recurring.
- **Status** – System inputs **Complete** when the grant request has been completed.

Select a grant request and click **Edit** and the **Request Action** window appears.

Request Action window
– Grants tab



The **Grants** tab on the **Request Action** window contains the following fields:

- **Request Type** – Auto-filled by POS.
- **Financially Eligible for EAF/E-SNA/EAA?** – System indicates if the applicant/participant is eligible for these programs.
- **Grant Info** – Auto-filled by POS. This field indicates whether all required fields were completed in the **Grants** tab.

- **Referrals and Outcomes** – Auto-filled by POS. This field indicates whether all required fields were completed in the **Referrals and Outcomes** tab.
- **Documentation and Verification** – Auto-filled by POS. This field indicates whether all required fields were completed in the **Documentation and Verification** tab.
- **SI Grant Needed?** – The JOS/Worker selects **Yes** or **No** when the request will also carry over to the budget, such as semimonthly allowance for fuel. Otherwise, this field is set to **Yes** by POS.
- **Decision Due Date** – POS auto-fills the due date for a decision on the grant request based on the **W-113A**.
- **View Benefit Issuance History** – This button allows the JOS/Worker to retrieve the grant issuance history for the case.
- **SI Grant Decision** – The JOS/Worker selects whether or not the grant request was accepted and ready to go forward to data entry and reconciliation, whether an action other than a grant issuance will be done, whether the grant request will be denied, or if a decision is not yet ready.
- **Not ready for decision** – This entry indicates that the grant request is not ready for a decision.
- **Go Forward to Reconciliation** – If the grant was accepted, this box can be checked. If an action other than a grant issuance will be taken, the JOS/Worker must check the **Other Action** checkbox and enter the decision information.
- **Deny** – The JOS/Worker checks this field if the grant request was denied.

Note: The **Grants** tab in the **Request Action** window will have additional fields for requests for utility/fuel arrears, in order to accommodate payment information, referrals to HEAP, and the Utility Liaison recommendation.

See **Attachment B** for an example of what the **Request Action Grants** tab and **Request Action Referrals and Outcomes** tab will look like if a utility arrears payment has been requested.

The JOS/Worker must click the **Referrals and Outcomes** tab of the **Request Action** window to record referrals made for the case and payment recommendations received.

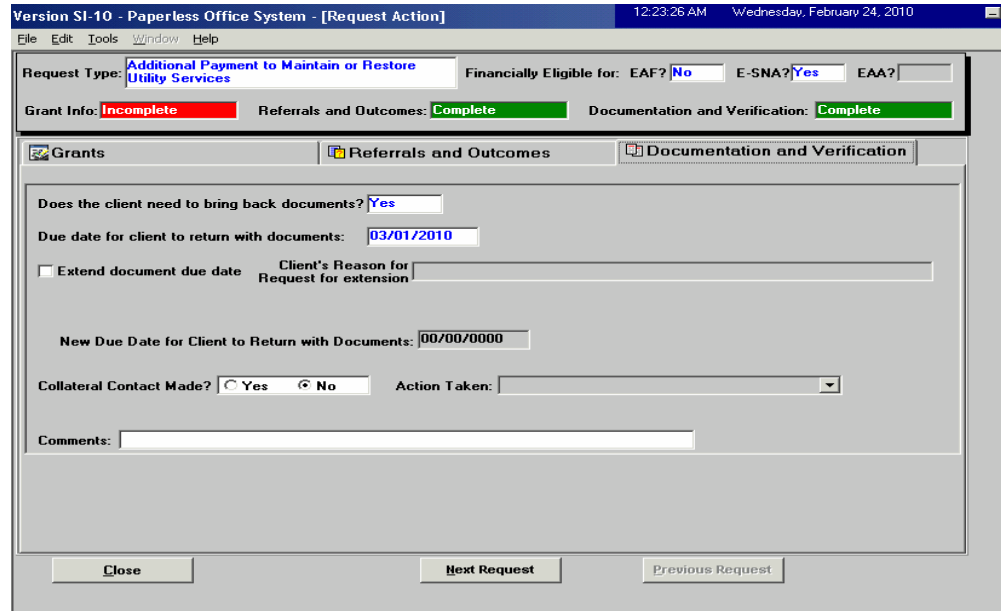
Request Action window
- Referrals and
Outcomes tab

The **Referrals and Outcomes** tab contains the following fields:

- **Request Type** – System inputs the request type.
- **Financially Eligible for EAF/E-SNA/EAA?** – System inputs if applicant/participant is eligible for these programs.
- **Grant Info** – Auto-filled by POS.
- **Referrals and Outcomes** – Auto-filled by POS.
- **Documentation and Verification** – Auto-filled by POS.
- **Referral to** – The JOS/Worker indicates whether any referrals were made for the case and whether the applicant/participant received external assistance.
- **Recommendation Received** – The JOS/Worker enters the recommendation received from the appropriate unit or AJOS/supervisor. The options are “Issue Grant”, “Issue Grant Conditionally”, and “Deny Grant”.
- **Approved Amount/Approved Period** – When the recommendation received is “Issue Grant” or “Issue Grant Conditionally”, the JOS/Worker enters the approved amount, and from and to dates.
- **Accept Voucher** – The JOS/Worker indicates whether the applicant/participant will accept a voucher.
- **Comments** – The JOS/Worker enters additional comments, if any.

Click the **Documentation and Verification** tab of the **Request Action** window to enter a document due date extension, record collateral contact made, and/or indicate that the applicant/participant must return to sign the repayment agreement.

Request Action window – Documentation and Verification tab



The **Documentation and Verification** tab contains the following fields:

- **Request Type** – System inputs the request type.
- **Financially Eligible for EAF/E-SNA/EAA?** – System indicates if applicant/participant is eligible for these programs.
- **Grant Info** – Auto-filled by POS.
- **Referrals and Outcomes** – Auto-filled by POS.
- **Documentation and Verification** – Auto-filled by POS.
- **Does the client need to bring back documents?** – System inputs Yes or No.
- **Comments** –JOS/Worker enters any necessary comments.

Click **Next Request** to access and process the next grant request. If all requests have been annotated, the JOS/Worker must click on the **Close** button to return to the **Outstanding Requests List** window.

The JOS/Worker will then click **Next** on the **Outstanding Requests List** window.

The **Print Forms for Client to Sign** window appears after the **Outstanding Requests List** window if a **W-113A** must be printed to extend the due date or an **M-3g** form must be printed to ask the applicant/participant to report to the Center to sign the repayment agreement.

Print Forms for Client to Sign window

Instructions

New Screenshot

Request Date	Forms to be Printed
02/25/2010	W-113A(CMU)-Documentation Request(Additional Allowances) Additional Payment to Maintain or Restore Utility Services

POS will auto-fill the Request Date. The Request Date is indicated in the Request Date field associated with the E-form to be printed.

JOS/Workers will have the option to **Print the E-Forms**, **Re-Print Selected E-Form(s)** (if applicable), and **Re-Print All E-Forms** (if applicable).

After the **Outstanding Requests List** or **Print Forms for Client to Sign** window, the Task List will appear.

Click **GO** and the **Single Issue Grant Summary** window will appear.

Task 7 – Single Issue Grant Summary

Purpose: **Task 7** is used to verify approved grant requests for which a grant must be issued and to record information on new grant data entered by the JOS/Worker.

Task 7 utilizes business rules to help ensure accuracy and reduce grant issuance errors and duplicate payments. Grants that are not related to a special grant request (e.g. restaurant allowance) will also be processed through **Task 7**.

Single Issue Grant Summary window

Version 03-09 - Paperless Office System - [Single Issue Grant Summary] 3:40:52 PM Thursday, January 15, 2009

File Edit Tools Window Help

Case Number: 00000001191G Case Name: WALLACE JOHN Suffix: 1

Center: Melrose Job Center Category: FA

Filters: Show PA Grants Show FS Grants View Grant Issuance History

Code	Description	From / To	Created	Amount	Next Month Amount	Special	Status
rsup\$amount	Rent Supplementation	1	01/15/2009				Awaiting Action RSUP PA
hbil\$fuel_type	Semi-Monthly Allowance for Heating Fuel	1	01/15/2009				Awaiting Action HBIL PA
napm\$which_meal	Restaurant Allowance	2	01/15/2009	\$.00			Awaiting Action NAPM PA
hbil\$arears_amount	Additional Allowance for Fuel	1	01/15/2009				Awaiting Action HBIL PA
napm\$which_meal	Restaurant Allowance	1	01/15/2009	\$.00			Awaiting Action NAPM PA
preg\$verified	Pregnancy Allowance	1	01/15/2009	\$.00			Awaiting Action PREG PA
rarr\$amount	Back Rent or Carrying Charges	1	01/15/2009	\$.00			Awaiting Action RARR PA

Grant Details New Grant

Next Previous

The **Single Issue Grant Summary** window contains the following fields:

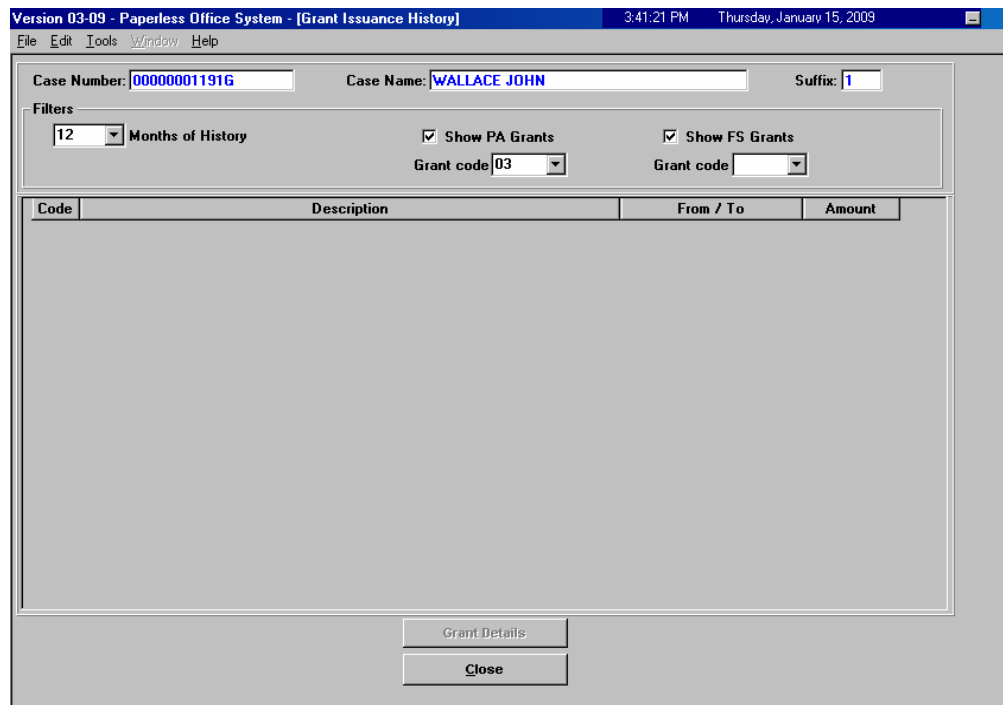
- **Case Number** – Field will be populated based on previous entries.
- **Case Name** – Field will be populated based on previous entries.
- **Suffix** – Field will be populated based on previous entries.
- **Center** – Field will be populated based on previous entries.
- **Category** – Field will be populated based on previous entries.
- **Filters** – Field will be populated based on previous entries.
- **Code** – Field will be populated based on previous entries.
- **Description** – Displays the appropriate description (rent supplementation, restaurant allowance, etc.)
- **From/To** – Displays the dates for the period which the grant will cover.
- **Created** – Displays the date that the grant was created.
- **Amount** – Displays the grant amount.
- **Next Month Amount** – Displays the next month’s grant amount, if any, for FS grants.

- **Special** – Displays the word “E-Check” to inform staff that a CA grant has pickup code 7 (Emergency Check or E-Check).
- **Status** – POS indicates status of each grant (awaiting action, ready, warning, failed POS business rules).

If the JOS/Worker clicks the **View Grant Issuance History** button, the **Grant Issuance History** window appears.

Grant Issuance History Window

New Screenshot



The **Grant Issuance History** window contains the following fields:

- **Case Number** – Field will be populated based on previous entries.
- **Case Name** – Field will be populated based on previous entries.
- **Suffix** – Field will be populated based on previous entries.
- **Filters** – The JOS/Worker selects the number of months in the history and can check “Show PA Grants” and/or “Show FS Grants”.
- **Grant Code** – The JOS/Worker selects the appropriate code, if necessary, for the CA and/or FS grants.

Click the **Grant Details** button and the **Single Issue Benefit Data Entry** window appears.

Single Issue Benefit Data Entry window (with PA selected)

This is the actual LDSS-3575 used in POS.

For CA cases, the **Single Issue Benefit Data Entry** window contains the following fields:

- **Case Number** – Field will be populated based on previous entries.
- **Case Name** – Field will be populated based on previous entries.
- **Suffix** – Field will be populated based on previous entries.
- **Center** – Field will be populated based on previous entries.
- **Category** – Field will be populated based on previous entries.
- **Request Type** – Field will be populated based on previous entries.
- **What type of grant needs to be issued?** – The JOS/Worker selects PA or FS (if FS is selected, refer to screenshot on page 27).
- **Total grant amount** – Field will be populated based on previous entries.
- **PA Single Issue Grant Information** – POS auto-fills the POS Rule Status, Pick-Up Codes, Issuance Category, Issuance Code, Recoupment Indicator, Case Category for Emergency Grant, Fair Hearing Number (if applicable), Shelter Type, and Back-Up Grant status.
- **Amount** – The JOS/Worker enters the amount.
- **From/To** – The JOS/Worker enters the dates the grant covers.
- **Routing Location** – The JOS/Worker enters the routing location.
- **Replaces Check Number** – The JOS/Worker enters the check number being replaced. This field is disabled if not applicable.

- **Restricted Indicator** – The JOS/Worker selects from drop-down list.
- **Authorization Number** – This field is auto-filled by POS for grants transmitted from POS to WMS. It is blank when printing the **LDSS-3575** or **LDSS-3574**. The Control Supervisor stamps the authorization number on those forms.
- **Message** – The JOS/Worker enters any applicable message.

Single Issue Benefit Data Entry window (with FS selected)

This is the actual **LDSS-3574** used in POS.

The JOS/Worker must enter the required information on this window and click the **Done** button when finished to move on to **Task 8**. If information is missing on the **Single Issue Benefit Data Entry** window, an error-missing data message will appear before **Task 7** can be completed.

Single Issue Benefit Data Entry window error message example

Emergency Indicator business rule

In certain instances, cases that are under the SNA or FA category are eligible for emergency benefits under the EAF category. This also applies to cases given emergency benefits under the EAA category. The JOS/Worker must select the appropriate indicator in the **EMG** Indicator field on the POS TAD (**F** for EAF or **A** for EAA). If no selection is made, POS will display one of the following messages:

- Entry of EAF is required in the EMG indicator, or
- Entry of EAA is required in the EMG indicator.

Task 8 – Notices and Repayment Agreements

Purpose: **Task 8** is used by JOS/Workers (also supervisors when appropriate) to print repayment agreements and capture required signatures of applicants/participants.

Task 8 allows the JOS/Worker to print and capture the applicant’s/participant’s signature for the following repayment agreements:

- ESNA Shelter Arrears Repayment Agreement (Form **W-147H**),
- EAF Agreement to Repay Excess Shelter Arrears (Form **W-147KK**),
- Utility Arrears Repayment Agreement (Form **W-147X**), and
- Agreement to Repay Cash Assistance (Form **M-15f**).

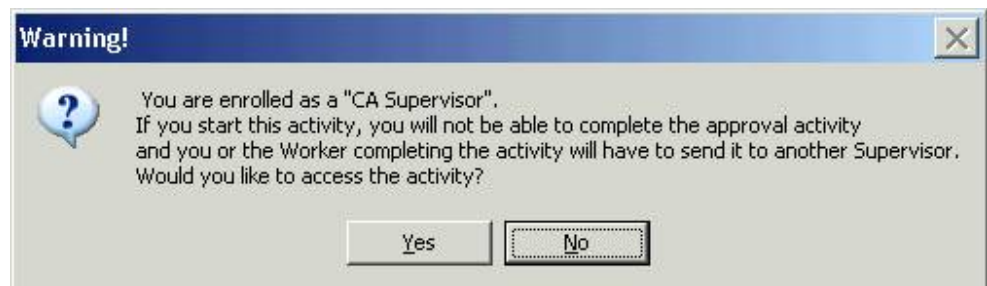
Refer to [CD#10-09](#) for instructions regarding signing-off on cases by Worker and AJOS/Supervisor.

Submission of the Case Action to the Supervisor

POS will electronically apply the levels of approval procedures, according to the type of grants issued for the case and the amounts for each grant code.

Note: If an AJOS/Supervisor or AJOS II is logged into POS and is performing tasks of a lower title, the following **Warning** screen will appear, notifying him/her that another Supervisor will have to approve the activity. The same person cannot perform and approve the approval activities.

Warning screen



Task 8 also allows the Supervisor to print the following forms, as seen below on the **Required Forms Printing** window:

- Action Taken on your Request for Emergency Assistance or Additional Allowance (for participants only) (Form [W-137B](#)),
- Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (for applicants only) (Form [W-145HH](#)), and
- Notice of Special Cash Assistance and/or Food Stamp Benefit (Form [EBT-23](#)).

Required Forms Printing window

Instructions

New Screenshot

Request Date	Forms to be Printed
03/23/2006	W-137B Action Taken on Your Request for Emergency Assistance and/or Additional Allowance Rent Supplement
04/12/2006	W-137B Action Taken on Your Request for Emergency Assistance and/or Additional Allowance Additional Payment to Maintain or Restore Utility Services

Approval/Disapproval Elements window

The **Approval/Disapproval Elements** window will be updated to inform the JOS/Worker and AJOS/Supervisor whether the activity includes SI grants, whether there are grants that require approval/disapproval by the AJOS II, Deputy Director, or Center Director, and what the next level of approval/disapproval is required for the case action.

Note: Grants that are “ready” cannot move forward in the approval process unless each grant in the activity has been approved. If one grant has been disapproved, all grants will be returned to the JOS/Worker. The JOS/Worker must correct all necessary forms, including the Notice of Special Grant form ([W-636](#)), and indicate only those grants that have been issued and approved.

When there are grants requiring a higher level of approval/disapproval, the window will only display a filtered list of the next level of supervisors who are allowed to approve the grant amount (as shown in the **Approval Assignment** window below).

For additional details about Levels of Approval, please refer to [PD 08-10-ELI](#) (Revised Levels of Approval for Cash Assistance).

Approval Assignment window

The screenshot shows the 'Approval Assignment' window. At the top, it has a title bar and a 'Selected Case' section with fields for 'No' (00000013740G), 'Case Name', 'CIN', 'Suffix' (1), 'Casehead Name', and 'SSN'. Below this is a 'Refer Case To' section containing a table of supervisors. The table has columns for Title, Unit, Last Name, First Name, U/W, and Phone Number. The first row is highlighted in blue. Below the table is a text area for 'Enter Comments If Any'. At the bottom, there are several status fields: 'Grant Information Activity Includes SI Grants: Yes', 'Highest PA Issuance Code Total: 150.00', 'Grants Needing Center Director (Admin JOS II) Approval: 99', and 'Next Level: AJOSI'. There are 'Cancel' and 'OK' buttons at the bottom right.

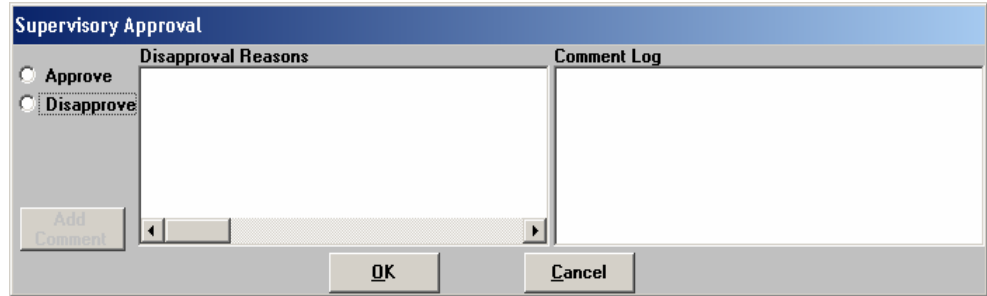
Title	Unit	Last Name	First Name	U/W	Phone Number
CA Supervisor	RCT	Breton	Jose		(718) 510-8589
CA Supervisor	TRG	Sanders	Regina	POSDV	
CA Supervisor	TRG	Trainee	Default	POSDI	
CA Supervisor	TST	Bostic	Brian	TST02	(718) 246-3686
CA Supervisor	TST	DeSantis	Joanne	TST05	(718) 834-6629

Supervisory Review

The AJOS/Supervisor must review and approve each section in the SI Grant Requests and Issuance Task List.

Note: To approve and disapprove the sections, the AJOS/Supervisor must click the **GO** button next to each task in the last list. The approval window is accessed via the **Window** menu option or within the review window. The AJOS/Supervisor must click **Approve** or **Disapprove** for each approval window. If an element is disapproved, enter the reason and then click **Next** to continue.

Example of supervisory approval pop-up window



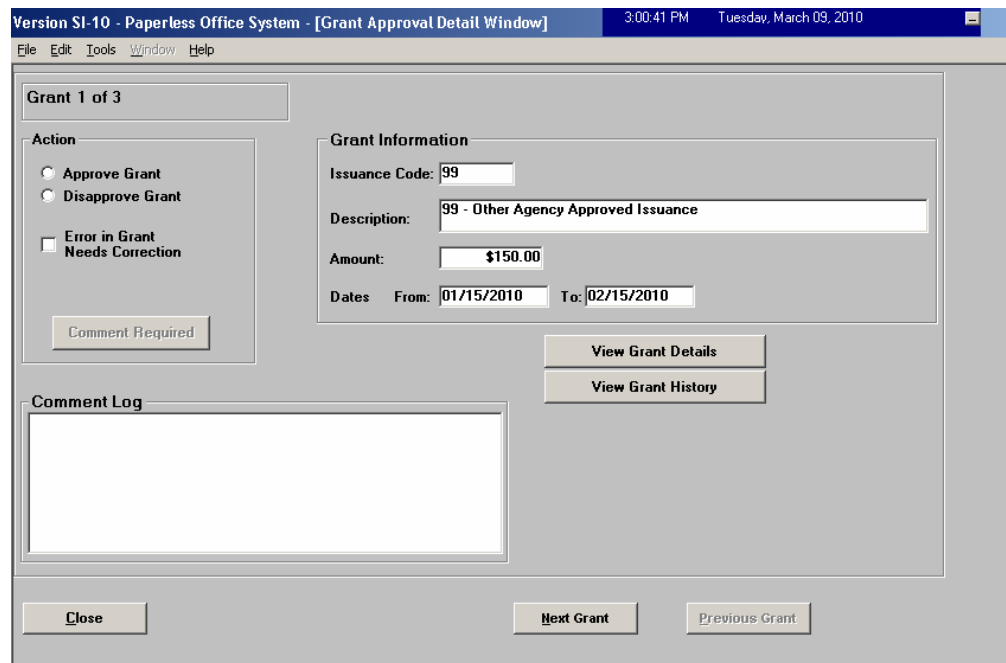
SI **Task 5** (Print Forms for Client to Sign) will be disabled for the AJOS/Supervisor.

In the **Grant Approval Detail** window in SI **Task 7** (Single Issue Grant Summary), the AJOS/Supervisor will be able to approve or disapprove the grant. However, if an AJOS I is conducting the approval activity and a next level of approval is required, an AJOS II would have to approve the grant.

When disapproving the grant, a detailed comment from the Supervisor will be required.

After approving the case activity, the AJOS/Supervisor will access the **Grant Approval Detail** window (shown below) and click the **View Grant Details** button to review the case activity before transmitting to WMS and/or submitting the activity for the next level of review.

Grant Approval Detail window

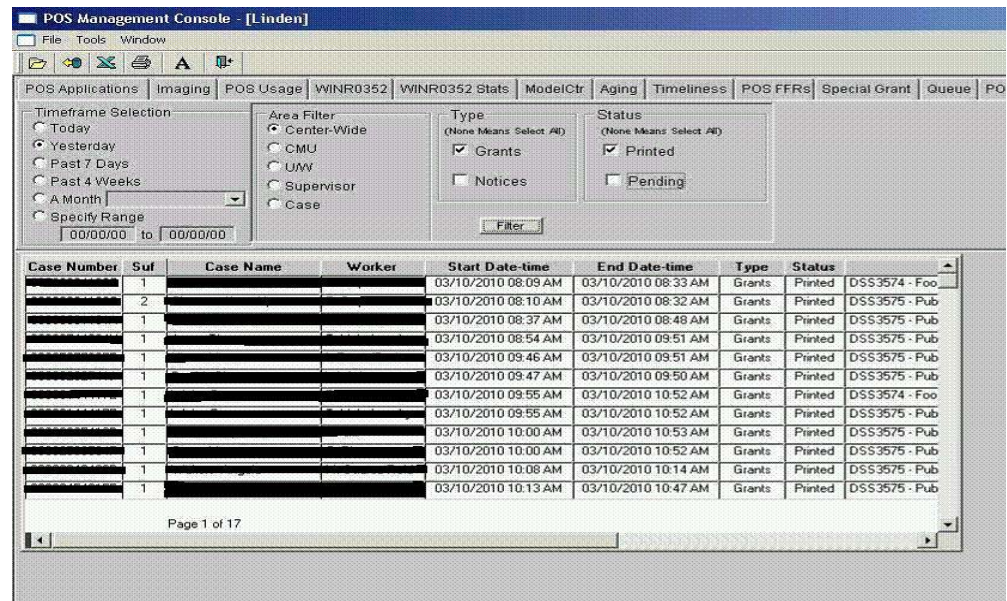


The AJOS/Supervisor will be able to print all necessary applicant and participant notices in **SI Task 8**.

If additional level(s) of approval are required, the AJOS/Supervisor will transmit the POS TAD changes to WMS (if any) and complete the activity by selecting the next level of supervisor who will review the case. If the current supervisor is the final level of approval and direct transmission to WMS is enabled for the Job Center, the EBT, Special Roll, and Food Stamp grants that are ready and approved will be transmitted directly to WMS. E-checks, E-Cash grants, and Same Day Immediate Needs grants will be submitted to the Print Queues in the Control unit for printing and data entry, and then submitted to Disbursement and Collection (D&C) for distribution. Refer to **Attachment C** for more information.

Note: All Print Queue actions will be logged into the POS Management Console for back-up and reference purposes. See example below.

POS Management Console window



PROGRAM IMPLICATIONS

Food Stamp Implications

There are no Food Stamp implications.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITIES (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with [Policy Directive #10-12-OPE](#). Hearing Impaired applicants/participants should obtain appropriate services in accordance with [Policy Directive #08-20-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS/Supervisor I will listen to and evaluate the applicant's/participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor, he/she will determine if the action taken was correct. If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the applicant/participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)).

If the determination is that the action taken was incorrect or correct but lacking the supporting documentation, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the **Pending (08)** screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)), if the case has been granted aid continuing (ATC), to change the **02** (Aid-to-Continue) to an **01** (Transaction Cancelled) or a PA Recoupment Data Entry Form ([LDSS-3573](#)) to delete a recoupment. The **M-186a** must also be prepared.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts and other documentation relevant to the action taken.

REFERENCES
 18 NYCRR 352
 18 NYCRR 372
 18 NYCRR 397
[02 ADM 2](#)

RELATED ITEMS
[PD #05-26-SYS](#)
[PD #07-14-ELI](#)
[PD #08-10-ELI](#)
[PD #08-43-ELI](#)
[PD #10-15-ELI](#)
[PB #09-131-OPE](#)
[CD #10-09](#)
[Fax Flash 10/14](#)

ATTACHMENTS	<p>Attachment A Available Grant Requests</p> <p>Attachment B Utility Arrears Requests</p> <p>Attachment C Print Queues</p> <p>W-113A Documentation Request Form (Rev. 06/03/10)</p> <p>W-113A (S) Documentation Request Form (Spanish) (Rev. 06/03/10)</p>
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Attachment A (page 1)

The following list of potential grant requests will be available in **Task 2**:

1. Add a Child to the Case
2. Add a Newborn to the Case
3. Add an Adult to the Case
4. Additional Allowance for Fuel
5. Additional Payment to Maintain or Restore Utility Services
6. Amortization of mortgage on applicant/recipient-owned property
7. Back Mortgage and/or Taxes
8. Back Rent or Carrying Charges
9. Brokers/Finders Fee/Voucher
10. Burial Allowance
11. Camp Fees
12. Carrying charges on applicant/recipient-owned property
13. Chattel Mortgage
14. Child Care Allowance (within Approved Limits)
15. Clothing for Participants in Job Search Activities who have Exceptional Circumstances
16. Disaster Household Furnishings and Replacements
17. Disaster Shelter
18. Disaster Transportation
19. Emergency Child Care Fees
20. Furniture and Other Household Items
21. Home Delivered Meals
22. Kitchen Equipment for Patient
23. Maintenance of a Home
24. Moving Expenses
25. Other (Special Grant Request)
26. Other Work Activity-Related Supportive Services
27. Payment of Life Insurance Premiums
28. Pregnancy Allowance
29. Property Repairs
30. Purchase of Interest in Low-Cost Housing Development
31. Rent Supplement
32. Rent in Advance (to secure an Apartment)
33. Repair of Essential Household Items
34. Replace Cancelled Check
35. Replace Lost/Mismanaged Cash (proceeds of SSI check only)
36. Replace Lost/Stolen Cash
37. Replace Lost/Stolen Check
38. Replace SSI Check
39. Replace Stolen Cash (proceeds of SSI check only)
40. Replacement of Clothing lost as a result of a disaster such as homelessness or fire
41. Replacement of Essential Household Items

Attachment A (page 2)

The following list of potential grant requests will be available in **Task 2** (continued):

- 42. Replacement of HEAP Check
- 43. Restaurant Allowance
- 44. Security Deposit/Agreement
- 45. Semi-Monthly Allowance for Heating Fuel
- 46. Storage of Furniture and Personal Belongings
- 47. Water Arrears
- 48. Work Activity-Related Necessary Public Transportation
- 49. Work Activity-Related Licensing/Uniform/Durable Goods Fees

Request Action window for Utility Arrears Requests in Task 6

The **Grants** tab on the **Request Action** window contains the following additional fields for utility/fuel arrears:

- **Heat-Related Utility?** – The system sets this indicator based on the data entered in the interview.
- **Vendor** – The system sets this indicator based on the data entered in the interview.
- **Utility Liaison Recommendation** – The JOS/Worker inputs the proper information received from the Utility Liaison relating to whether or not the payment was recommended and why or why not, whether HEAP Central or the Agency will pay for the grant, payment and abeyance amounts/dates, type of check (e.g., 2 party, direct vendor), and any utility liaison comments.
- **Run Grant Decision Rules** – When the decision is to accept the grant, the JOS/Worker must click on this button in order to determine the type of utility/fuel grant that the applicant/ participant will receive:
 - Code **10** (Utility Grant to Prevent Turn Off/Restore Services [Prior to CA]),
 - Code **41** (Utility Grant to Prevent Turn Off/Restore Utility Services [Mismanagement]), or
 - Code **50** (Non-recoupable utility grant [no mismanagement]).

Attachment B (page 2)

- **Accepted/Denied** – Appropriate button can be checked by the JOS/Worker.

The JOS/Worker must click the **Referrals and Outcomes** tab of the **Request Action** window to record referrals made for the case and payment recommendations received.

Request Action Referrals and Outcomes Window for Utility Arrears Requests

Version SI-10 - Paperless Office System - [Request Action] 12:22:08 AM Wednesday, February

File Edit Tools Window Help

Request Type: **Additional Payment to Maintain or Restore Utility Services** Financially Eligible for: EAF? **No** E-SNA? **Yes**

Grant Info: **Incomplete** Referrals and Outcomes: **Incomplete** Documentation and Verification: **Comp**

Grants Referrals and Outcomes Documentation and Verification

Arrears Break-Down			View Benefit Issuance History		Payment History	
Amount Owed	From	To	Payment	Date		
\$00	00/00/0000	00/00/0000	\$00	00/00/0000		
\$00	00/00/0000	00/00/0000	\$00	00/00/0000		
\$00	00/00/0000	00/00/0000	\$00	00/00/0000		
\$00	00/00/0000	00/00/0000	\$00	00/00/0000		

Extension Service is: On Off Extension Obtained? Yes No Expires: 00/00/0000

Will utility company restore service without payment? Yes No

HEAP Application Submitted? Yes No Date: 00/00/0000 Preliminary Decision: Final Decision:

Management Test Fuel on Budget? Yes No Rent restricted for full period? Fuel restricted for full period?

Has the monthly shelter allowance been applied to the monthly shelter cost? Yes No

Has the client paid an amount at least equal to the household's monthly Home Energy Allowance toward the monthly utility bill? Yes No

Has the client applied the monthly fuel for heating allowance to the fuel bill? Yes No

Outcome: **Passed**

Extenuating Circumstances

I experienced an emergency which required me to spend my available funds.

I had extraordinary expenses for necessary items not provided for in my grant.

I withheld payment because of a dispute about my utility bill.

Deferred Payment Agreement

Tried to Make a Deferred Payment Agreement (DPA)? Yes No

Close Next Request Previous Request

The **Referrals and Outcomes** tab contains the following additional fields for utility/fuel arrears:

- **Arrears Breakdown** – The JOS/Worker completes the Amount Owed field as well as the From and To dates (the **View Benefit Issuance History** button is available next to this step if the JOS/Worker determines it is necessary to refer to the participant's history).
- **Payment History** – The JOS/Worker indicates the payment amount and date of coverage.
- **Extension** – In this section the JOS/Worker answers questions concerning whether service is on or off, whether or not an extension was obtained, when the extension expires, and whether or not the utility company will restore service without payment.
- **HEAP** – In this section, the JOS/Worker must indicate whether or not the HEAP application was submitted, the date, and the acceptance/denial of the preliminary and final decisions.

Attachment B (page 3)

- **Management Test** – In this section, the JOS/Worker answers the following Yes/No questions (for ongoing assistance):
 - Fuel on Budget?
 - Rent restricted for full period?
 - Fuel restricted for full period?
 - Has the monthly shelter allowance been applied to the monthly shelter cost?
 - Has the client paid an amount at least equal to the household's Home Energy Allowance toward the monthly utility bill?
 - Has the client applied the monthly fuel for heating allowance to the fuel bill?

- **Outcome** – POS indicates failed or passed.
- **Extenuating Circumstances** – Potential circumstances include:
 - I experienced an emergency which required me to spend my available funds.
 - I had extraordinary expenses for necessary items not provided for in my grant.
 - I withheld payment because of a dispute about my utility bill.

- **Deferred Payment Agreement** – The JOS/Worker indicates if the participant has tried to make a Deferred Payment Agreement (DPA), the result of a potential DPA, and whether or not a DPA is necessary.

Click the **Documentation and Verification** tab of the **Request Action** window to enter a document due date extension, record collateral contact made, and/or indicate that the applicant/participant must return to sign the repayment agreement, (At the top of the window, the **Referrals and Outcomes** field may change to Complete and the financial eligibility results may also be updated if all fields on the **Referrals and Outcomes** tab were addressed).

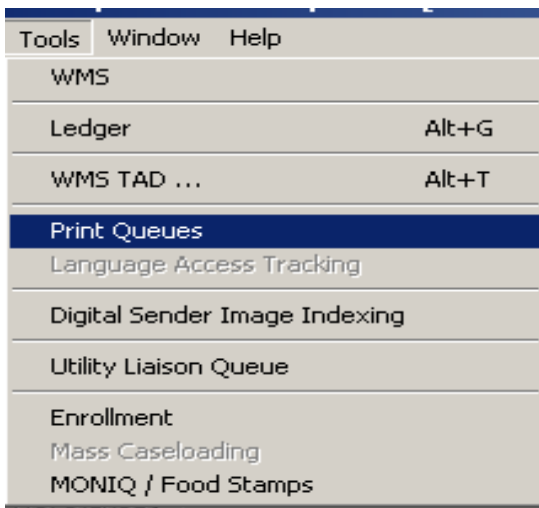
Attachment C (page 1)

Print Queues

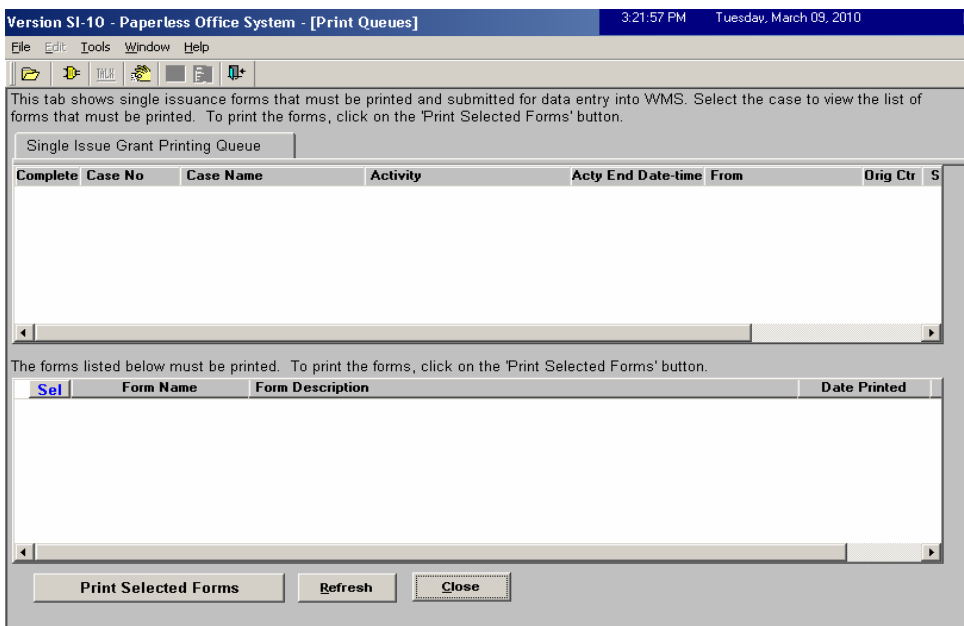
The Print Queues will be enabled to allow printing of the **LDSS-3574** and **LDSS-3575** forms for E-checks, E-Cash grants and Same Day Immediate Needs grants after the AJOS/supervisor approves the activity. The printing will be done in the Control unit by designated staff.

The Print Queues will be available under the Tools menu for designated staff.

Tools Menu



Print Queue window



Attachment C (page 2)

The top section will include a list of cases for which the forms must be printed with the following fields:

- **Complete** – The designated staff person clicks on this checkbox to remove the case from the Print Queue once all **LDSS-3575** authorization forms have printed.
- **Case No** – Field will be populated based on previous entries.
- **Case Name** – Field will be populated based on previous entries.
- **Activity** – This column indicates the activity from which the grant form was submitted.
- **Acty End Date-Time** – This column indicates the end date and time for the activity from which the grant form was submitted.
- **From** – This column indicates the name of the staff person who completed the activity from which the grant form was submitted.
- **Orig Ctr** – This column indicates the Center where the activity was done.
- **Start Date-Time** – This column indicates the start date and time for the printing activity.
- **End Date-Time** – This column indicates the end date and time for the printing activity.

The designated staff person will click on a case and the bottom section of the window will list the form(s) that must be printed. The list will include the following fields:

- **Sel** – This checkbox indicates that the form is selected for printing.
- **Form Name** – This column indicates the form number.
- **Form Description** – This column indicates the form name.
- **Date Printed** – This column indicates the date that the form was printed.
- **CIN** – This column indicates the Client Identification Number (CIN) for the head of household.

The designated staff person clicks on the **Print Selected Forms** button to print the forms. Once all forms have printed, the designated staff person will click on the **Complete** checkbox to remove the row from the queue.

Note: There are special print queue instructions for JOS/Workers at Family Service Call Center (Center **17**). Center **17** has satellite locations throughout New York City.

In order to allow each Center **17** location to view their own grant forms, a separate drop-down menu will appear within the Print Queues window for Center **17** staff only (circled and magnified on page 3).

Attachment C (page 3)

Center 17 Print Queue window

Version 14.1.1 - Paperless Office System - [Print Queues] 11:44:56 AM Tuesday, March 30, 2010

File Edit Tools Window Help

This tab shows single issuance forms that must be printed and submitted for data entry into vviw3. Select the case to view the list of forms that must be printed. To print the forms, click on the 'Print Selected Forms' button.

Single Issue Grant Printing Queue Select Caseload Range and Location:

Complete	Case No	Case Name	Activity	Acty End Date time	From	Caseload Or
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The forms listed below must be printed. To print the forms, click on the 'Print Selected Forms' button.

Sel	Form Name	Form Description	Date Printed
<input checked="" type="checkbox"/>	DSS3575	Public Assistance Single Issuance	0

Print Selected Forms Refresh Close

Select Caseload Range and Location:

- 00170-00195 Bronx
- 00210-00235 Brooklyn
- 00111-00135 Manhattan
- 00311-00335 Queens
- Other Caseloads
- All Caseloads

The following options will appear in the menu:

- 00170-00195 Bronx – This option will load the case list for the Bronx Satellite location.
- 00210-00235 Brooklyn – This option will load the case list for the Brooklyn Satellite location.
- 00111-00135 Manhattan – This option will load the case list for the Manhattan Satellite location.

Attachment C (page 4)

- 00311-00335 Queens – This option will load the case list for the Queens Satellite location.
- Other Caseloads – This option will load the case list for the Center **17** cases that are in a caseload that is not covered by the Bronx, Brooklyn, Manhattan, or Queens Satellite locations.
- All Caseloads – This option will load the full case list.

Date: _____
Case Number: _____
Case Name: _____
Center Number: _____
Center Address: _____
Due Date: _____

Documentation Request Form
(Return Document for Special Grant)

Please bring or mail this form, including the documents listed below, to the above address.

- Must see Worker upon return Must see the Homelessness Diversion Unit (HDU) upon return
 Please return to sign your repayment agreement on the due date noted above.

<input checked="" type="checkbox"/> Request Type:	Documentation:	Name:
<input type="checkbox"/> Broker's fees/voucher	Statement from Licensed Broker	SAMPLE
<input type="checkbox"/> Chattel mortgage	Updated court documents/ Installments debts	
<input type="checkbox"/> Disaster shelter/transportation/ replacement of clothing/ household furnishings	Statement/Referral from Red Cross.	
<input type="checkbox"/> Fuel/utility arrears	Oil/gas/electric/water bill; utility shut-off notice/restore notice	
<input type="checkbox"/> Furniture allowance/ essential household items	Leasing/purchasing/sales agreements	
<input type="checkbox"/> Home-delivered meals/restaurant allowance	Doctor/social worker's letter verifying disability; utility company temporary shut-off notice; other proof of inability to prepare meals at home	
<input type="checkbox"/> Home repair/maintenance	Three estimates from contractors	
<input type="checkbox"/> Purchase of interest in low-cost housing development	Proof of income such as Form W-2 , current pay stubs, income tax return for year _____; statement from financial institution/lender	
<input type="checkbox"/> Mortgage payments/arrears	Statement from financial institution/lender; liens, lawsuits, other pending claims	
<input type="checkbox"/> Moving expenses/allowance	Three estimates from Licensed Movers	
<input type="checkbox"/> Pregnancy allowances	Doctor/clinic/medical statement with EDC date	
<input type="checkbox"/> Property tax payments/arrears	Tax bill (showing ownership of home)	
<input type="checkbox"/> Replacement of lost /stolen SSI check/cash (proceeds of SSI check only)	SSI, SSA, pension award letter	

<input checked="" type="checkbox"/> Request Type:	Documentation:	Name:
<input type="checkbox"/> Rent supplement/arrears	Current lease; rental history breakdown from landlord; landlord notice/court documents; proof of contributions toward rent arrears from family, friends, organizations such as Form W-146E completed and signed by third party; proof of income such as pay stubs/statement from employer; other verification of how future excess rent will be paid	
<input type="checkbox"/> Security deposit/rent in advance	Statement from landlord regarding new apartment/security deposit	
<input type="checkbox"/> Storage of furniture/personal belongings	Statement from storage facility	
<input type="checkbox"/> Other (indicate below): _____ _____ _____		

If for any reason you are unable to meet the agreed-upon due date, you must call your Worker prior to that due date. Failure to submit the above-specified documentation may result in the denial of your request for an additional allowance.

SAMPLE

Applicant/Participant's Signature

Applicant/Participant's Telephone Number

Date

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Número del Centro : _____

Dirección del Centro: _____

Fecha de Entrega: _____

Formulario para Solicitar Documentación (Devuelva este Documento para Concesión Especial)

Favor de traer o enviar por correo a la dirección de arriba este formulario, incluyendo los documentos marcados abajo.

Debe reunirse con Trabajador al regresar

Debe reunirse con la Unidad de Reasignación de Desamparados (HDU) al regresar

Favor de volver para firmar su acuerdo de reembolso en la fecha de entrega indicada arriba.

<input type="checkbox"/> Tipo de Petición:	Documentación:	Nombre:
<input type="checkbox"/> Cuota/comprobante de Agente	Declaración por parte de Agente con Licencia	
<input type="checkbox"/> Hipoteca prendaria	Documentos actualizados de la corte/Deudas a plazos	
<input type="checkbox"/> Refugio/transporte para desastres reemplazo de ropa/mobiliario	Declaración de la Cruz Roja/Derivación	
<input type="checkbox"/> Atrasos de combustible/electricidad y/o gas	Factura de aceite/electricidad/agua; aviso de desconexión de servicios de electricidad y/o gas/aviso de restablecimiento de servicios	
<input type="checkbox"/> Concesión para mobiliario y otros artículos domésticos	Acuerdo de compraventa	
<input type="checkbox"/> Comidas a domicilio/concesión para restaurantes	Carta del doctor y/o trabajador social comprobando tipo de incapacidad	
<input type="checkbox"/> Reparaciones/mantenimiento a la vivienda	Tres presupuestos de contratistas	
<input type="checkbox"/> Compra de Intereses en urbanización a bajo costo	Prueba de Ingreso como Formulario W-2 (S) actual, declaración de impuestos para el año _____; declaración por parte de institución financiera/prestamista	
<input type="checkbox"/> Atrasos/pagos de hipoteca	Declaración por parte de institución financiera/prestamista; retenciones, demandas, otras reclamaciones pendientes	
<input type="checkbox"/> Concesión/gastos de mudanza	Tres presupuestos por parte de Compañías de Mudanza con Licencia	
<input type="checkbox"/> Concesión por embarazo	Prueba médica de embarazo/carta del médico con fecha de EDC	
<input type="checkbox"/> Pagos/atrasos de impuesto sobre la propiedad	Factura de impuestos (indique posesión de la propiedad)	
<input type="checkbox"/> Reemplazo/reembolso de dinero/propiedad perdido(a)/robado(a) (sólo dinero del cheque de SSI)	Carta de asignación de jubilación SSI, SSA	

<input type="checkbox"/> Tipo de Petición:	Documentación:	Nombre:
<input type="checkbox"/> Suplemento/atrasos de Alquiler	Contrato de arrendamiento actual; desglose del historial arrendatario; aviso/documentos de la corte del casero; pruebas de contribuciones para atrasos de alquiler de parte de familiares, amistades, organizaciones como el Formulario W-146E (S) llenado y firmado por tercera parte; prueba de ingreso como talones de paga/declaración del empleador; otras pruebas de cómo se pagará la renta futura en exceso	
<input type="checkbox"/> Depósito de garantía/alquiler por adelantado	Declaración por parte del casero sobre nuevo(a) apartamento/garantía	
<input type="checkbox"/> Tarifas de almacenaje/efectos personales	Declaración por parte del local de Almacenaje	
<input type="checkbox"/> Otro caso (indicado abajo):		

Si por algún motivo usted no puede cumplir con la fecha de entrega acordada, tiene que llamar a su Trabajador antes de esa fecha. El no cumplir con la entrega de los documentos indicados arriba puede resultar en el rechazo de su solicitud para una concesión adicional.

SAMPLE

 Firma del Solicitante/Participante Número de Teléfono del Solicitante/Participante Fecha