



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY BULLETIN #12-103-SYS

SNAP POS RELEASE NOTES VERSION 6.3

Date: October 19, 2012	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) will migrate to production on October 22, 2012. Descriptions of the changes can be found in SNAP POS Release Notes Version 6.3 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective October 22, 2012</i></p> <p>Related Items:</p> <p>PB #12-98-OPE PD #12-30-OPE</p> <p>Attachments:</p> <p>Attachment A SNAP POS Release Notes Version 6.3</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

SNAP Release Notes

Version 6.3 October 22, 2012

These Release Notes contain descriptions of changes in SNAP POS Release 6.3 scheduled for Monday, October 22, 2012. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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1. ACE Reports

The new Agile Communication Environment (ACE) process at the Supplemental Nutrition Assistance Program (SNAP) change centers Brooklyn (F24) and Queens (F43) require weekly reports to track calls, failed contacts, productivity, calls made after the service window, bilingual service and call outcomes. The ACE reports are located in a shared MIS folder that will be accessible to SNAP regional management.

Summary Scheduled Calls Report

This report will track the total amount of auto-assigned cases per F24 or F43 worker.

Productivity Report

This report will track the total interviews conducted versus the total number of scheduled interviews per worker.

Failed Contact Report

This report will track the total number of cases that were marked as Failed to Keep at the end of each day.

After Two Hour (Timeframe) Report

This report will indicate the number of calls made after the two-hour timeframe.

Bilingual Report

This report indicates the number of calls that required bilingual services and interpreter services.

Summary Call Outcome

This report will indicate the frequency of each call outcome and percentage of total calls.

2. Reasonable Accommodations Request (RAR)

Applicants/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

SNAP Applicants /participants can formally submit a RAR to the Family Independence Administration (FIA). If the request is approved by FIA, SNAP POS will display the RA (Reasonable accommodation) type from the IQ system {RARs are processed in the IQ system} on the SNAP Application or Recertification Log. The Eligibility Specialist (ES) will also see additional informational messages to the ES when there is a scheduling conflict or a travel accommodation. Additional RA types will include reading or completing forms, preventing the transfer of the case etc.

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Reasonable Accommodations Definitions

IQ RAR Type	RA Type Description	Definition of RA Type
Reading Forms	Assistance with reading applications or forms	This accommodation type requires FIA staff to assist with reading the application/forms for the applicant/participant for any scheduled appointment.
Completing Forms	Assistance with completing applications or forms	This accommodation type requires FIA staff to assist with completing the application/forms for the applicant/participant for any scheduled appointment.
Sign Language	Sign Language Interpreter	This accommodation type requires FIA staff to arrange for a sign language interpreter for any scheduled appointment.
Resched Appts	Not to be scheduled for certain days and times	This accommodation type requires FIA staff to only schedule appointments on the applicant/participant's available dates and times.
Priority Appts	Priority queuing to minimize wait time	This accommodation type requires the applicant/participant's wait time to be minimized by giving priority when waiting.
Travel Comp	Scheduling appointments based on travel companion availability	This accommodation type requires FIA staff to schedule appointments when the applicant/participant's travel companion is available.
Prevent Transfer	Not to have your case transferred	This accommodation type requires FIA staff to allow the applicant/participant to keep his/her case at the preferred location (as long as the preferred site is not closing).
Temp Travel Exemption	Temporary Travel Exemption for 90 days pending Para-transit approval	This accommodation type requires FIA to exempt the applicant/participant from an in-person appointment while waiting for Para-transit. FIA will arrange for a home visit for scheduled appointments during this period.
Blind/Visually Impaired	Individualized assistance for the blind/ visually Impaired	This accommodation type requires FIA staff to assist the applicant/participant as necessary due to blindness/visual impairment. For example the applicant/participant may need assistance walking to and from the elevator, or may be accompanied by a service animal.
Other	Other	This accommodation type should be used for a condition where neither home visits nor flexible scheduling is required. This is for something less critical than the other options listed above. For example the client may need to eat at a certain hour due to a medical condition.

The ES will receive the following **RA messages** when there is an active RA individual on the case and they attempt to schedule for a SNAP application or recertification interview or transfer the case to another SNAP center.

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Reasonable Accommodation Messages

RA TYPE	MESSAGE TO WORKER
Assistance with reading applications or forms.	The client has a reasonable accommodation for assistance with reading forms. Please be prepared to read the application/forms for the client for this appointment and any other scheduled appointment.
Assistance with completing applications or forms.	The client has a reasonable accommodation for assistance with completing forms. Please be prepared to assist with the application/forms for this client's appointment and any other scheduled appointment.
Sign language interpreter	The client has a reasonable accommodation for a sign language interpreter. Please arrange for a sign language interpreter for this appointment. The EEO sign language interpreter liaisons are Ms. Joanne Kent (212) 331-5568 and Mr. Luis Caballero (212) 331-5569.
Not to be scheduled for certain days and times.	The client is not available for the days and times noted below. Please schedule all appointment at the client's available dates and times.
Priority queuing to minimize wait time	The client has a reasonable accommodation for priority queuing. Client's wait time must be minimized.
Scheduling appointments based on travel companion availability	The client has a reasonable accommodation for a travel companion and the person is not available for the days and times noted below. Please schedule the client's appointment on their available days and time.
Not to have your case transferred	The client has a reasonable accommodation for a case transfer exemption. You cannot transfer this case to another site.
Temporary Travel Exemption for 90 days pending Para-transit approval	The client has a reasonable accommodation for a travel exemption. Please arrange for a home visit for this appointment and any other scheduled appointment.
Individualized assistance fro the blind/ visually Impaired (Show IQ comment text)	The client has a reasonable accommodation for assistance due to blindness/visual impairment. Please examine the information below and give the client assistance or service as needed. (Show IQ comment text)
Other Note: To be used for a condition where neither home visits nor flexible scheduling is required—less critical than other options above	The client has a reasonable accommodation of type "Other". Please examine the information below and give the client assistance or service as needed. (Show IQ comment text)

The activities below will display the RA messages when initiated by the ES:

- SNAP Application Interview
- SNAP Recertification Interview
- SNAP Change Case Data

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- SNAP Settle in Conference
- ESNAP Issuance
- Client Intake
- Case Member Addition
- Document Intake

RA Type in SNAP Application Log and SNAP Recertification Log

The **RA Type** will appear in the SNAP Application Log and Recertification Log when the applicant/participant has a reasonable accommodation. If the applicant/participant has an RA type of "Priority Appts", their appointment row will appear at the top of the log and will be highlighted in red.

3. SNAP POS Response Window Updates

POS has added additional edits and validations to the following response windows when the ES worker answers **Yes** to one of the following questions;

1. Has Daily Activity limited because of an Illness/temporary disability or is Blind, Sick or Disabled?
2. Is or was Drug or Alcohol dependent?
3. Does anyone in the Household receive the following?
 - Workmen Compensation
 - Unemployment Benefit
 - Supplemental Security Income Benefits
 - New York State Disability
 - Private Disability Insurance

The ES worker will not be able to exit the response window without answering the necessary information.

4. ESNAP Issuance Update

The Notice of Denial of Expedited Supplemental Nutrition Assistance Program Service or Inability to Issue Form (**M40K**) has been removed the NCA ESNAP approval activities. This form is no longer required for SNAP cases.

5. WMS Updates

With the WMS Release 2012.3, SNAP POS will reflect the following WMS changes effective October 2012:

The SNAP **Standard Utility Allowance (SUA)** will decrease effective October 2012:

- a. SUA Level 1 will decrease from \$736 to \$725
- b. SUA Level 2 will decrease from \$291 to \$287
- c. The SUA level 3 will remain unchanged at \$33.

The NYSNIP Shelter types(94-95) update is effective October 2012:

- **94**-Household eligible for Full SUA High shelter cost, SNAP shelter amount \$235.01 or greater.

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- **95-** Household eligible for Full SUA Low shelter cost, SNAP shelter amount \$235.00 or less.

New Opening Code

WMS is introducing a new NCA/SNAP suffix level opening code (**A60**) is being introduced.

A60-Reactivation of case closed less than 30 days This code is to be used only for case type **31** (NCA/SNAP) as an opening code.

6. SNAP Settled in Conference (SIC) Update

POS will perform a full TAD synchronization when the ES initiates the SNAP Settled-in-Conference (SIC) activity. The POS TAD will encompass the latest updates to ensure correct processing of the SIC activity.

7. E-App Updates

POS has updated the **E-App Appointment Confirmation** screen to include the applicants contact information for Mail Application Referral Unit (MARU).

Interview Appointment Confirmation

Interview Appointment Will Be Scheduled For:

11:30 AM, on Wednesday 06/13/2012

Telephone Interview: Contact Telephone Number: (718) 440 -2200 Extension

Preferred Contact Number:	(718) 440-2200
Phone Number:	(718) 542-5500
Pager / Cell:	(917) 588-1254

To confirm the appointment, click on the button labeled 'Schedule the Appointment'. The Food Stamp Interview Appointment Notice will be printed.

Schedule the Appointment

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Activity: EAP Source: TDEV Center: F40 LocId: 11 EformsServer: 10.253.32.129 CaseNumber: 00010031547C SeqNo: 2

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8. POS Portal Update

A new reporting interface will be made available for FIA reports. There currently exists a web portal named the **POS Portal** for applications used by HRA staff, which provides links to web applications maintained by the POS team (among others). After the user clicks one of these links, s/he is navigated to a login page which performs certain checks on his or her credentials.

Authorized users will be able to access these previously emailed reports thru the POS portal. This new option called FIA reports will be on the main page of the POS portal. Once the user clicks on the FIA Report link, the new FIA Reports log-in page should open.

Users must be validated to have access to these reports and will enter the following:

- **User ID**- the user will enter their WMS ID in this field.
- **Password**- the user will enter their WMS password
- **Sites**- the user will select their site in this menu.

The following messages will occur if the user's validation fails:

- Your **Computer**, [PC name], is not known to **FIA Reports**. Please inform the POS Help Desk that you received this alert message.
- Your **ID**, [WMS ID], is **not known** to the system. If you believe you should have access to **FIA Reports**, please inform POS Help Desk that you received this alert message.
- Your **ID**, [WMS ID], is **inactive**. Please contact your enrollment coordinator if you need to reactivate your ID.

9. E-App Daily Count Report

The E-App Daily Count report has been automated for SNAP cases that submit an on-line application. MARU. FIA will be able to retrieve the report through the POS Portal by utilizing the FIA Reports.

10. Elimination of Finger Imaging Requirement

Effective November 1, 2012, the Automated Finger Imaging process will no longer be required for SNAP applicants/participants. Please see **PB 12-98-OPE** (Elimination of Finger Imaging Requirement for Supplemental Nutrition Assistance Program Eligibility) for additional details.

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11. Statewide Clearance

Effective October 22, 2012, the Statewide Clearance will be available to process SNAP applicants/participants. During the application and recertification interview SNAP POS will automatically run the Statewide Clearance. If there is a match, the **Statewide Clearance Match** window will open displaying the match results. If there is no match, the window will not open and the ES can continue with the interview.

In addition to the automated display of the Statewide Clearance, the ES can request the Clearance at any time by accessing the Tool Menu and choosing Clearance and then Statewide clearance.

Statewide Window in Interview Flow

Instructions
Below you will find data from other districts in NYS based on a social security number and demographics. Make sure the SSN entered is the applicant/participant's correct SSN. If the status of the case is active, it means that benefits are being received. If the status of the case is closed, the "Denial or Closing Date" represents the date of closing. The "Active Date" represents the last date benefits were/will be received. For more information, please review the procedure for "Processing the Statewide Clearance Match in POS". Select all checkboxes that match the client's demographic record.

Applicant/Participant Information in POS					
Name	SSN	DoB	Sex	CIN	
JERRY GARCIA	277983764	1/1/1940	M	RJ10709W	View Procedure

[Policy Directive for: District of Fiscal Responsibility](#)

Match Information from NYS WMS

Match <input type="checkbox"/>	District: Albany County DSS	Name: JERRY GARCIA
	Case Type: FS	Sex: M
	Case Status: AC	DoB: 1/1/1940
	Indv Disp Status: AC	SSN: 277-98-3764
	Closing or Denial Date:	Application Status Date:
	Active Date: 6/30/2012	Match Score: 106

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The **Statewide Clearance** window will be displayed after the **Withdrawal** window for SNAP application cases and the **Education and Training** window for SNAP recertifications.

Window when selected from Tools Menu.

Instructions
Below you will find data from other districts in NYS based on a social security number and demographics. Make sure the SSN entered is the applicant/participant's correct SSN. If the status of the case is active, it means that benefits are being received. If the status of the case is closed, the "Denial or Closing Date" represents the date of closing. The "Active Date" represents the last date benefits were/will be received. For more information, please review the procedure for "Processing the Statewide Clearance Match in POS". Select all checkboxes that match the client's demographic record.

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	Active Date: 6/30/2012	Match Score: 106

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12. Application Source Indicator

The APP-SRC (Application Source) field was created to identify and track SNAP only online applications filed through MyBenefits and ACCESS NYC. The following APP-SRC codes are used to identify online FS applications:

- E – Application filed through MyBenefits – Worker entered or System generated (NYS System)
- N – Application filed through ACCESS NYC - Worker entered or System generated (NYC System)

A “Blank” APP-SRC field is used to indicate an application filed in person.

HRA has created two SNAP centers, the Brooklyn Change Center (**F24**) and the Long Island City Change Center (**F43**), that handle telephone applications across the city. The following new APP-SRC indicators will be used to denote telephone and online applications assigned to F24 and F43.

- C - Telephone Application from F24
- Q - Telephone Application from F43
- K - ACCESS NYC from F24
- U - ACCESS NYC from F43

In addition to being sent to the Responsible center, a copy of the WMS Application Register – Listing of Applications Assigned to Application Worker by Application Date (WINRO135) and WMS Application Register – Listing of PA Applications Over 25 Days Old (WINRO136) will be sent to SNAP Change centers F23 and F43 based on the new APP SRC indicator values as shown above. This will only be done for NCA/SNAP cases.

13. E-Form Updates

The following forms were updated with the new SNAP required language:

- **EBT-23** Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP)
- **M-3mm** Notification of Application Withdrawal (Cash Assistance, Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance)
- **W-113K** Documentation Requirements and/or Assessment Follow Up
- **W-119** Request for Contact on a Supplemental Nutrition Assistance Program (SNAP) Application
- **W-129A** Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Telephone Appointment Notice
- **W-129RR** Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment
- **W-147** Letter to Landlord - Request Residence Verification
- **W-147Q** Primary Tenant's Statement Regarding Occupancy of Secondary Tenant