



# FAMILY INDEPENDENCE ADMINISTRATION



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## POLICY BULLETIN #12-112-SYS

### SNAP POS RELEASE NOTES VERSION 6.3.1

<b>Date:</b> November 21, 2012	<b>Subtopic(s):</b> 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 December 3, 2012. Descriptions of the changes can be found in SNAP POS Release Notes Version 6.3.1 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p><a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective December 3, 2012</i></p> <p><b>Related Item:</b></p> <p><a href="#">PB #12-107-OPE</a></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>      SNAP POS Release Notes Version 6.3.1</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 6.3.1 December 3, 2012

These Release Notes contain descriptions of changes in the Supplemental Nutrition Assistance Program (SNAP) POS Release 6.3.1 scheduled for Monday, December 3, 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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# SNAP Release Notes

Version 6.3.1 December 3, 2012

## 1. Updates to Mail Processing Unit (MPU) Queues for Pending Applications

For applicants who received expedited Supplemental Nutrition Assistance Program (SNAP) benefits pending verification (SNAP Issuance Code **55** [Expedited Service - Not Verified for NPA/FS cases]) are not eligible for expedited Supplemental Nutrition Assistance Program (ESNAP) benefits or for whom expedited SNAP benefits cannot be issued (e.g. identity cannot be verified for the casehead), POS moves the suspended SNAP Application Interview to a Mail Processing Unit (MPU) queue when the Supervisor approves the Approve ESNAP Issuance activity.

Cases interviewed by telephone are placed in the MPU Change Center queues. All other cases are placed in the MPU Home Center Queues. Each center has the following queues:

- **MPU Home Center AP** – this queue contains all applications interviewed at the home center that did not receive ESNAP benefits.
- **MPU Home Center SI** – this queue contains all applications interviewed at the home center that received ESNAP benefits and were deferred using the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form.
- **MPU Change Center AP** – this queue contains all applications interviewed by telephone by the change center that did not receive ESNAP benefits.
- **MPU Change Center SI** – this queue contains all applications interviewed by telephone by the change center that received ESNAP benefits and were deferred using the **W-113K** form.

The MPU supervisors at the home centers and change centers monitor the MPU queues to ensure that a timely decision is made on the case and assign cases that are ready for a decision. MPU eligibility staff complete the decision on the case using the suspended SNAP Application Interview once the requested documentation or other required eligibility information is received.

Two new queues were added for each center:

- **MPU Home Center SI-RFI** – this queue contains the applications interviewed at the home center that received ESNAP benefits and where the only pending eligibility factor is the Resource File Integration (**RFI**) data.
- **MPU Change Center SI-RFI** – this queue contains the applications interviewed by telephone by the change center that received ESNAP benefits and where the only pending eligibility factor is the **RFI** data.

An application case cannot be activated for ongoing SNAP benefits (even if all documentation has been submitted) until all RFI data has been investigated and resolved.

The MPU supervisors at the home centers and change centers, respectively, must monitor the new MPU SI-RFI queues to ensure that the RFI data is reviewed and the proper action completed:

- If all RFI data has been investigated and resolved, the application case is activated for ongoing SNAP benefits. MPU eligibility staff process the case using the suspended SNAP Application Interview.
- If additional documentation is required based on the RFI data, the ES defers the case using the **W-113K** form.

# SNAP Release Notes

Version 6.3.1 December 3, 2012

## 2. Updates to Deferral Log

The Deferral Log was updated to:

- Allow the user to filter by the deferral type;
- Allow retrieval of cases up to six months old; and
- Add a decision code column.

### Deferral Type

For each case in Single Issue (SI) status, a value is assigned for the deferral type:

- **All** – This value retrieves all cases in SI status.
- **Core** – This value indicates that the case was deferred for identity, citizenship, alien status, residence, household composition, Social Security Number or income.
- **Expenses** – This value indicates that the case was only deferred for expenses such as rent or utility expenses.
- **RFI** – This value indicates that the case was not deferred and the only pending eligibility factor was the RFI data. Once the RFI data is received, these cases must be reviewed by MPU.
- **None** – This value indicates that there is no pending eligibility factor for the case.

The user can filter the deferral log output

## 3. Aging Report and Citywide Application Tracking Report Updates

The Aging and Citywide Application Tracking reports were updated to:

- Allow the user to filter by the deferral type; and
- Update the due date for cases in SI status that were not deferred.

### Deferral Type

For each case in SI status, a value is assigned for the deferral type:

- **Core** – This value indicates that the case was deferred for identity, citizenship, alien status, residence, household composition, Social Security Number or income using the form **W-113K**.
- **Expenses** – This value indicates that the case was only deferred for expenses such as rent or utility expenses using the form **W-113K**.
- **RFI** – This value indicates that the case was not deferred and the only pending eligibility factor was the RFI data. Once the RFI data is received, these cases must be reviewed by MPU.
- **None** – This value indicates that there are no pending eligibility factor for the case.

### Due Date for cases in SI status that were not deferred

For cases in SI status that were not deferred using the **W-113K** form, the due date is 45 days after the SNAP file date.

# SNAP Release Notes

Version 6.3.1 December 3, 2012

## 4. Photo ID for Applicants

The following form was updated to allow the Eligibility Specialists to send the applicant/participant to the AFIS operator for a photograph only:

- **W-519** Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice.

The form can be printed from the **Print Forms** window in the SNAP **Application Interview**, SNAP **Recertification Interview**, SNAP **Change Case Data** or **Print a Form** activities.

For additional information, please see **PB 12-107-OPE**: Photo ID for Supplemental Nutrition Assistance Program (SNAP).