FAMILY INDEPENDENCE ADMINISTRATION
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Policy, Procedures, and Training   Office of Procedures

POLICY BULLETIN #13-114-SYS

SNAP POS RELEASE NOTES VERSION 7.3.1

Date: December 20, 2013	Subtopic(s): POS
🖳 This procedure can now be accessed on the FIAweb.	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 23, 2013. Descriptions of the changes can be found in SNAP POS Release Notes Version 7.3.1 (**Attachment A**), Desk Guide: Self Service Scanning Demonstration Project (**Attachment B**), Desk Guide: ACE Aggregate Report in the POS Management Console (**Attachment C**), Desk Guide: ACE Recording (**Attachment D**) and Desk Guide: SNAP Front End Review (FER), Phase II (**Attachment E**).
	These release notes can also be found on the HRA Intranet at:
	http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx
	Effective December 23, 2013
	Related Items:
	PB #13-90-SYS PB #12-45-SYS
	Attachments:
🖳 Please use Print on Demand to obtain copies of forms.	**Attachment A** SNAP POS Release Notes Version 7.3.1 **Attachment B** Desk Guide: Self Service Scanning Demonstration Project **Attachment C** Desk Guide: ACE Aggregate Report in the POS Management Console **Attachment D** Desk Guide: ACE Recording **Attachment E** Desk Guide: Desk Guide: SNAP Front End Review (FER), Phase II

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*

Distribution: X

SNAP POS Release Notes
Version 7.3.1 December 23, 2013

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 7.3.1 for the Paperless Office System (POS) scheduled for Monday, December 23, 2013. 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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Version 7.3.1 December 23, 2013

1. Updates to POS CIN Re-Use Window for New York Health Exchange (HX)

Effective December 2013, POS was updated to receive Client Identification Numbers (CIN) for individuals who are applying, denied or active through the New York State Health Exchange (NY HX). WMS extended its communication to the HX system when generating the Clearance Report.

The **CIN Re-Use** window was updated to add a new **DIST** (District) field. This field will indicate whether the CIN in the Clearance Report was received from New York City WMS or from the NYS Health Exchange.

Updated CIN Re-Use Window

CIN Selection Criteria Update

The CIN Selection logic was also updated to add Health Exchange (HX) cases.

POS selects the CIN of an individual who is in receipt of both Medicaid and Supplemental Social Security Income (MSSI) and a score of 102 or higher. When there is no active SSI match and there is one exact (106) match, POS selects this match.

When multiple matches are displayed on the Clearance Report, POS selects the appropriate CIN using the following criteria after evaluating the CIN score:

- Active on a Cash Assistance (CA) case; or
- Active on a Supplemental Nutrition Assistance (SNAP) case; or
- Active on a Health Exchange case;
- Active on a Medicaid case; or
- Sanctioned, closed, or rejected on a CA case; or
- Sanctioned, closed, or rejected on a SNAP case; or
- Sanctioned, closed, or rejected on an Health Exchange case; or

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- Sanctioned, closed, or rejected on a Medicaid case.

If there are multiple matches with the same CIN score, case type and status, the Eligibility Specialist (ES) must select the appropriate CIN on the window.

2. New WMS Clearance Error E2785

With the extension of the WMS clearance search to the NY HX, WMS returns the following <u>new</u> error message when the Open TI call for the Clearance Report fails due to a communication problem: **E2785: Communication to HX Failed.**

3. Streamlined Business Rules

POS was updated to bypass the individual category code business rules for households with more than 10 individuals on the case and more than 2,000 activities in the POS case history. This change prevents freezing on the **TAD** window and allows processing of the case to continue. The following message appears for the Worker:

- Due to the large case composition, the TAD rules will not validate the data for the following field(s) for this case. Please ensure the validity of the value selected in this field. Field(s): Individual Cat Code in TAD Individual Detail window.

4. SNAP Center Number on POS Forms

POS E-Forms were updated to begin the center number for SNAP Centers with the letter **S**. For example, forms that previously listed **F02** for the East End SNAP Center now list the center number as **S02**.

5. New N10 Completion Edit

A new completion edit was added to prevent improper use of the Rejection Code **N10** (Failed to Keep Application Interview) in the **SNAP Application Interview**:

- Rejection Code **N10** should only be used when the applicant failed to keep the interview. The rejection must be processed using the **SNAP Failed to Keep Application Interview** activity.

6. New Employability Code Completion Edits in SNAP Application and Recertification

New completion edits were added in **SNAP Application Interview** and **SNAP Recertification Interview** to require re-evaluation of the employability code for individuals with updated interview information. These edits run for cases that are activated during the **SNAP Application Interview** or continue active during the **SNAP Recertification Interview**.

The following new edits were added:

- You have indicated a change to Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability code Determination window and click on Run Rule button.
- You have indicated a change to Worker's Compensation window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to NYS Disability Benefits window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on Run Rule button. You have indicated a change to Social Security Disability Benefits

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window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code determination window and click on the Run Rule button.

- You have indicated a change to Private Disability Insurance Health/Accident Insurance Policy Income window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Is or Was Drug or Alcohol Dependent window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Rule button.
- You have indicated a change to Unemployment Insurance Benefits window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Is Unemployed window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Supplemental Security Insurance (SSI) Benefits window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Is Employed window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on Run Rule button.
- You have indicated a change to Is Self-Employed window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Is Pregnant window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Special Assessment window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.
- You have indicated a change to Is Needed in the Home to Care for a Child Under the Age of 6 or an Incapacitated Person window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on Run Rule button.
- You have indicated a change to Client Alien Type window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Rule button.
- You have indicated a change to Education and Training window, the Employability Code Determination window must be reevaluated for this individual, please return to the Employability Code Determination window and click on the Run Rule button.

7. Denial Code Y99 Edit in TAD

The **TAD** window was updated to require a case comment when denial code **Y99** (Other) is used for the case or for an individual on the case. When the ES exits the TAD, a new window appears with the following question:

- Do you wish to use this code to Reject/Close this case or individual?

If the ES clicks **Yes,** they must enter a detailed case comment indicating why code **Y99** must be used. The following instructions appear on the window:

- Comments are required if "Yes" is selected. Please enter an explanation for using reason code Y99. (Note: These Comments will be added to the Case Comments section of this case and may be used for Audits).

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If the ES clicks **No**, they must click **Previous** and change the denial code(s) in the TAD from **Y99** to another code. The following appears if the ES clicks **No**:

- You must click Previous to return to the TAD window and change the SNAP Reason Code

Reason Code Y99 Window

8. Reminder: ABAWD (Able Bodied Adult without Dependents) Calendar

The ABAWD Calendar displays the past 36 months of ABAWD compliance information.

9. New Question in Employment Information Window

A new question was added on the **Employment Information** window:

"Have you or has anyone living with you changed or quit jobs or reduced any form of income in the last 30 days – including reduced work hours or income?"

This new question will appear in the **SNAP Application Interview**, **SNAP Recertification Interview** and **SNAP Change Case Data** activities, the corresponding error correction activities and the corresponding approval activities.

New Response to Question Window

The new **Response** window lists the household members and allows the ES to indicate whether the applicant/participant has changed their job(s), quit their job(s), reduced their work hours or reduced any form of income in the past 30 days.

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New Approval Window

The **Approval** window appears when the answer for the new question is Yes.

10. SNAP Front End Review (FER), Phase II

The **SNAP-FER** window in the **SNAP-FER** activity was updated to add new web services to retrieve collateral matches:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- TLC Match
- Marriage Match

The updated window includes the following tabs:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- Taxi Limousine Commission (TLC) Match
- Marriage Match
- IREA (Investigation, Revenue and Enforcement Administration)_Recommendation

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The updates for SNAP FER Phase II will be effective January 13, 2014. For additional details, please refer to **Attachment E: Desk Guide for SNAP Front End Review Phase II.**

11. SNAP FER Window for FIA, Phase II

The **SNAP-FER** window for FIA in the **SNAP Application Interview** activity was updated to include the following tabs:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- TLC Match
- Marriage Match
- IREA Recommendation/FIA Decision

The **LexisNexis Instant Verify**, **LexisNexis Credit Report Match**, **TLC Match** and **Marriage Match** tabs will include the same information as the IREA version of the window.

The updates for SNAP FER Phase II will be effective January 13, 2014. For additional details, please refer to **Attachment E: Desk Guide for SNAP Front End Review Phase II.**

12. SNAP FER Completion Edit in SNAP Recertification Interview

The following completion edit was added to the **SNAP Recertification Interview** to require an entry in the **FIA Recommendation** section of the **SNAP Front End Review** window within the **SNAP Application Interview** when there is a recommendation from IREA:

- The SNAP FER recommendation was received from the IREA Reviewer, but the SNAP FER screen was not annotated by the FIA worker. The case cannot be completed until the SNAP FER window is annotated in the SNAP Application Interview.

13. Recording of ACE (Agile Communication Environment) Calls

POS was updated to record telephone interview calls made through the POS ACE interface effective December 30, 2013.

When the ES initiates a call from ACE and the contact is confirmed, a pre-recorded message is played alerting the applicant/participant that this call may be recorded for quality and training purposes.

The ES hears a few seconds of silence until the message is fully played to the applicant/participant. When the ES picks up the phone, s/he must wait a few seconds to allow this message to play. The ES should not hang up if they do not hear anything immediately.

The recorded calls are available for review by authorized FIA staff in the ACE Recording Log.

For additional details, please review **Attachment B: Desk Guide ACE Recording.**

14. ACE Recording Log

A new log was added on the POS Portal to allow review of ACE calls by authorized FIA staff. The calls are available for 14 days. The authorized FIA staff can:

- Search calls by worker name
- Search calls by applicant name
- Search calls by case number

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- Play call recording
- Pause call recording
- Rewind call recording
- Fast forward call recording
- Archive call – specify reason for archiving the call (quality control, training)

ACE Recording Log Enrollment

The POS Enrollment window was added to the POS Portal. Authorized staff logs into the ACE Recording Log using their WMS ID and Password.

Login Window for ACE Recording Log
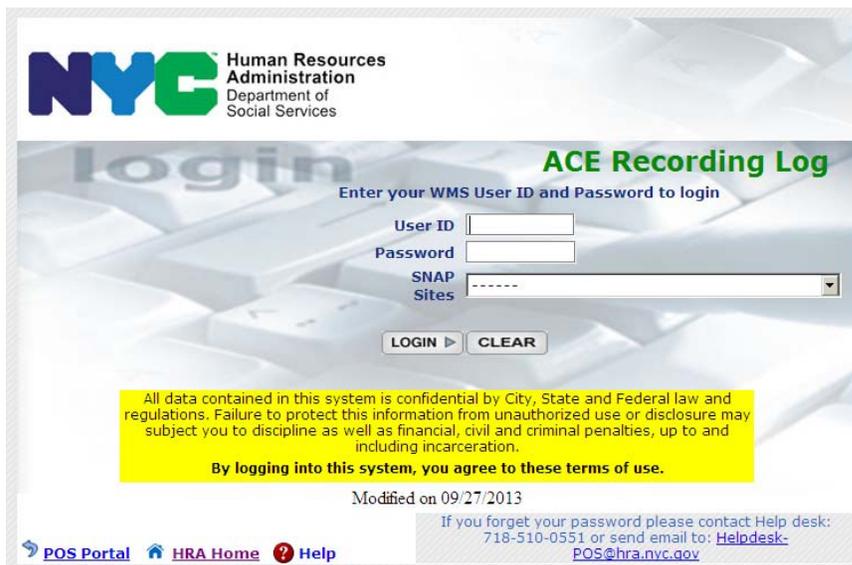
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ACE Recording Log Enrollment

The **POS Enrollment** window was updated to allow SNAP management to identify users that can access the **ACE Recording Log**. The enrollment coordinator will choose the **ACE Recording User** checkbox in the **Special Tasks** window in the **POS Enrollment** window.

ACE Recording Log

For additional details, please review **Attachment B: Desk Guide ACE Recording.**

15. Received From and Date Columns in POS Individual Queue

The **POS Individual Queue** was updated to indicate the **name of the staff person** from whom the case action was received for all case actions in the **Received From** column and to track the **date and time** that a case action was received in the new **Received From Dt (Received From Date)** column:

- The name of the staff person is tracked in the **Received From** column.

  - This column was previously only filled for approval activities.
  - If the case action was reviewed by a Supervisor in an approval activity and returned to the Worker for corrections, the **Received From** column includes the word **Returned** and the name of the Supervisor.
  - For approval activities in a supervisor's queue, the **Received From** column indicates the name of the Worker who submitted the activity to the supervisor. Previously, this column tracked the latest queue in which the case was last pending.

- The date/time that the action was received is tracked in the new **Received From Dt** column.

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16. Case Comments for Online Applications

A new **Case Comment** button was added for MARU (Mail Application Referral Unit) in the **Appointment Scheduling** window in the **Online Application Intake** activity. This allows MARU to record a case comment if they call the applicant during the intake and scheduling of the appointment for the online application.

When the ES clicks on this button, a **Case Comment** window appears. The ES enters their comment and clicks **OK**. The comment is saved when the ES clicks **Next** on the **Appointment Scheduling** window.

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17. New Privacy Agreement Text for POS and POS Portal Sign-On Pages

New privacy agreement text was added in the sign-on pages for POS, RAD (Rental Assistance Database) , PAM (Paperless Alternate Module) , MONIQ (Model Office Numbering Identification Queue) and FRED (Front Door Electronic Reception)::

- All data contained in this system is confidential by City, State and Federal law and regulations. Failure to protect this information from unauthorized use or disclosure may subject you to discipline as well as financial, civil and criminal penalties, up to and including incarceration. By logging into this system, you agree to these terms of use.

18. Database Move for MARU and S61

On Sunday, November 10, 2013, MIS moved the MARU and the Residential Treatment SNAP Center (**S61**) onto a new database server platform. This new platform offers increased reliability and stability for the POS workers. This is the continuation of the move to one database which will have a number of good consequences.

Both MARU and S61 have updated center selection menus in the POS Sign On page to access MARU, S61 and the Bronx Region SNAP Centers.

19. POS SignOn and POS Portal Updates

The **POS** and **POS Portal SignOn** windows were updated to validate the Windows ID when users log into POS. If the Worker's network ID in POS Enrollment does not match the network ID used to log into the computer, the following error appears:

- The Windows ID for Worker Name with the WMS ID '123XXX' and the Windows ID 'abcd123' does not match the current POS information. Please contact your POS Enrollment Coordinator or the POS Help Desk to update the POS data.

To correct their Windows ID in POS, the Worker must contact their location's POS Enrollment Coordinator or the POS Help Desk.

20. Paperless Alternate Module (PAM) Rollout

MIS has developed the PAM system to track manually processed cases. Selected workers and supervisors will have the ability to document and approve or disapprove cases processed within PAM. PAM rolled out in the following locations in October and November 2013:

- Fordham Job Center (**044**)
- SSI SNAP Center (**S15**)
- East End Job Center (**023**)
- East End SNAP Center (**F02**)
- Rider Job Center (**038**)
- Centralized Fair Hearing (**FSH**)

For detailed information on PAM, please refer to the PAM policies and manual.

21. Updates to PAM Enrollment

The POS Enrollment window was updated to allow SNAP management to identify Data Entry Supervisors and Data Entry Operators that can process cases through the new PAM system. The enrollment coordinator will

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choose the **PAM Data Entry Supervisor** or the **PAM Data Entry Operator** checkbox in the **Special Tasks** window in the **POS Enrollment** window.

22. Updates to POS Indexing Window

The following forms were added in the POS Indexing window for PAM:

- PAM LDSS-4403 Determination of Eligibility for EAF
- PAM LDSS-3513 NYC - SNAP Recoupment Data Entry Form
- PAM LDSS-4707 IPV Ancillary Document

To index manual data entry forms for processing in the **Paperless Alternate Module** or to generate the Receipt for Scanning and Indexing Internal Paper Authorization Documents (**FIA-1102**) at centers that do not currently use PAM, the Worker must select **Internal Paper Authorization Document** in the **Document Type** menu and select one of the following forms:

- Paper **LDSS 3517** Turn Around Document
- Paper **LDSS-3573** PA Recoupment Data Entry Form
- Paper **LDSS-3722** Fair Hearing Case Update Data Entry Form
- Paper **LDSS-4962** Infraction Deletion Form
- Paper **LDSS-3652** Transaction Cancellation
- Paper **LDSS-3575** Cash Authorization Document
- Paper **LDSS-3574** Nutrition Assistance Program (SNAP)
- Paper **LDSS-3774** EPFT Benefits Pull
- PAM **LDSS-4403** Determination of Eligibility for EAF
- PAM **LDSS-3513 NYC** - SNAP Recoupment Data Entry Form
- PAM **LDSS-4707** IPV Ancillary Document

Two new options were added for the **Document Type** field: **Citizenship and Immigration Documentation** and **OCSE**.

23. Documents Removed from POS Indexing Window

The POS Indexing window was updated to remove the following forms from the **Document Description** menu:

- VISA Verification (MICSA only)
- Court Document (MICSA only)
- **LDSS-3517** Turn Around Document TAD
- **DSS-3722** Fair Hearing Update Data Entry Form
- **DSS-3573** New Recoupment
- **DSS-3652** Transaction Cancellation Data Entry Form
- **DSS-3774** EPFT Benefits to be pulled - data entry form
- **DSS-3575** PA Single Issuance Authorization Form Payment
- **DSS-3574** Food Stamp Single Issuance Authorization Form

24. Specialized Reports Option in POS Management Console

A new option named Specialized Reports was added to the **Select Center** screen in the **POS Management Console** effective Monday, November 4, 2013. Access is limited to authorized users. The reports in the **Specialized Reports** Menu are accessible during business hours. Retrieval of data is available for authorized users via a connection to centralized POS tables.

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This new menu includes the Signature Capture, **WINRO643** and PC Bank reports, which were previously included in the Citywide Reporting menu.

The user must access the **POS Management Console** through the POS Portal and select **Specialized Reports** in the **Select a Center** window. The user must then click on the, **Signature Capture**, **WINR0643** or **PC Bank Report** tab.

25. Update to ACE Scheduled Calls Report

The **ACE Scheduled Calls Report** will be updated effective December 31, 2013 to include the scheduled interviews that could not be automatically assigned to an interviewer by ACE Auto-Assignment and were placed in the application interview and recertification interview overflow queues.

26. Demonstration Project: Self-Service Scanning

A new demonstration project in two HRA locations allows participants of that site to scan and index their own documents. This new process is restricted to document return for recertifications. This project allows a participant to scan documents a day after the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) has been issued to the participant.

For additional details, please refer to **Attachment B: Desk Guide for Self-Service Scanning Demonstration Project.**

27. New ACE Aggregate Report in POS Management Console

A new Management Console report has been developed to allow the Family Independence Administration (FIA) SNAP management to track cases that were scheduled for telephone interviews or received calls through the POS ACE telephony system. This report will be available effective December 31, 2013.

For additional details, please review **Attachment C: Desk Guide POS Management Console ACE Aggregate Report.**

ATTACHMENT B

Desk Guide: Self-Service Scanning Demonstration Project
Date: December 23, 2013

Overview

A new demonstration project in two HRA locations allows participants of that site to scan and index their own documents. This new process is restricted to document return for recertifications. This project allows a participant to scan documents a day after the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) has been issued to the participant.

The self-service process is as follows:

- The ES conducts a recertification interview and issues a **W-113K** to the participant;
- The participant comes to the self-service area to scan documents at least one (1) day after receipt of **W-113K** and uses the Multi-Function Printer/Scanner (MFP) to scan their documents.
- The ES completes a document intake activity to save the documents and route notifications to the appropriate area(s) at the center.

MFP Process

The participant swipes Common Benefit Identification Card (CBIC), enters their Client Identification Number (CIN) or enters their Social Security Number (SSN) on the MFP. The MFP places a web service call to POS to retrieve case information, determine the case type, case status, determine whether a **W-113K** for the recertification interview with a due date in the future and obtain the documents needed. If the case cannot be found or does not meet the **W-113K** recertification criteria, the web service call returns a message to the MFP.

The MFP then informs the participant that their case was not found or that there is no pending **W-113K** for their case.

The MFP displays the case information, including:

- Casehead Information
- List of case members
- Documents were requested for
- Eligibility factors that are requested
- List of documents needed (including any forms needed)

The MFP presents the casehead information and asks the participant that the retrieved case is theirs. The participant selects **Yes** to continue flow; **No** to return to the start of the process. If the participant selects **No**, the MFP returns to the beginning of the flow. If the participant selects **Yes**, the participant selects each case member, scans and identifies the document type for each document. The scanned documents are sent to the Lexmark Document Distributor (LDD). Once all documents are scanned and identified, the participant presses the **Print Receipt** button to complete the self-service scanning. The MFP prints the document receipt for the participant.

If the participant walks away from the MFP without completing the process, the MFP times out after three minutes to end the participant's activity. The case is then loaded to the **Self-Service Scanning Queue** to allow assignment to a ES for completion of the indexing.

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Desk Guide: Self-Service Scanning Demonstration Project
Date: December 23, 2013

Self-Service Scanning Queue

The **Self- Service Scanning Queue** in POS allows Supervisors to assign cases that require indexing of documents submitted through the MFP.

The queue includes the **Self-Service Scanning** activities that must be assigned to a ES.
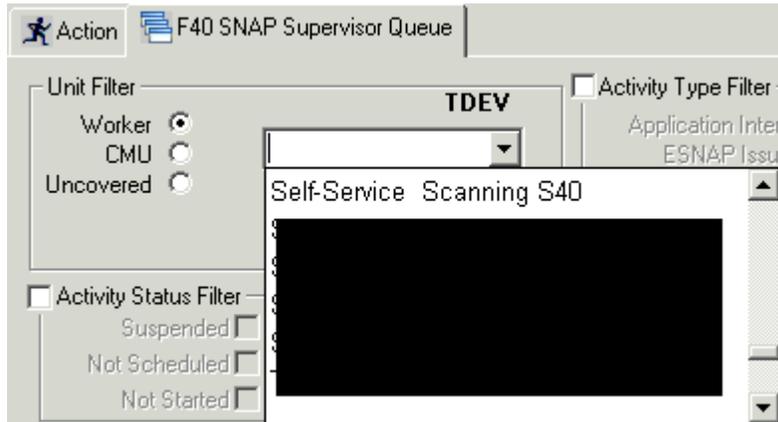
The **Assign** button allows Supervisors to assign the new **Self-Service Scanning** activity to a ES.
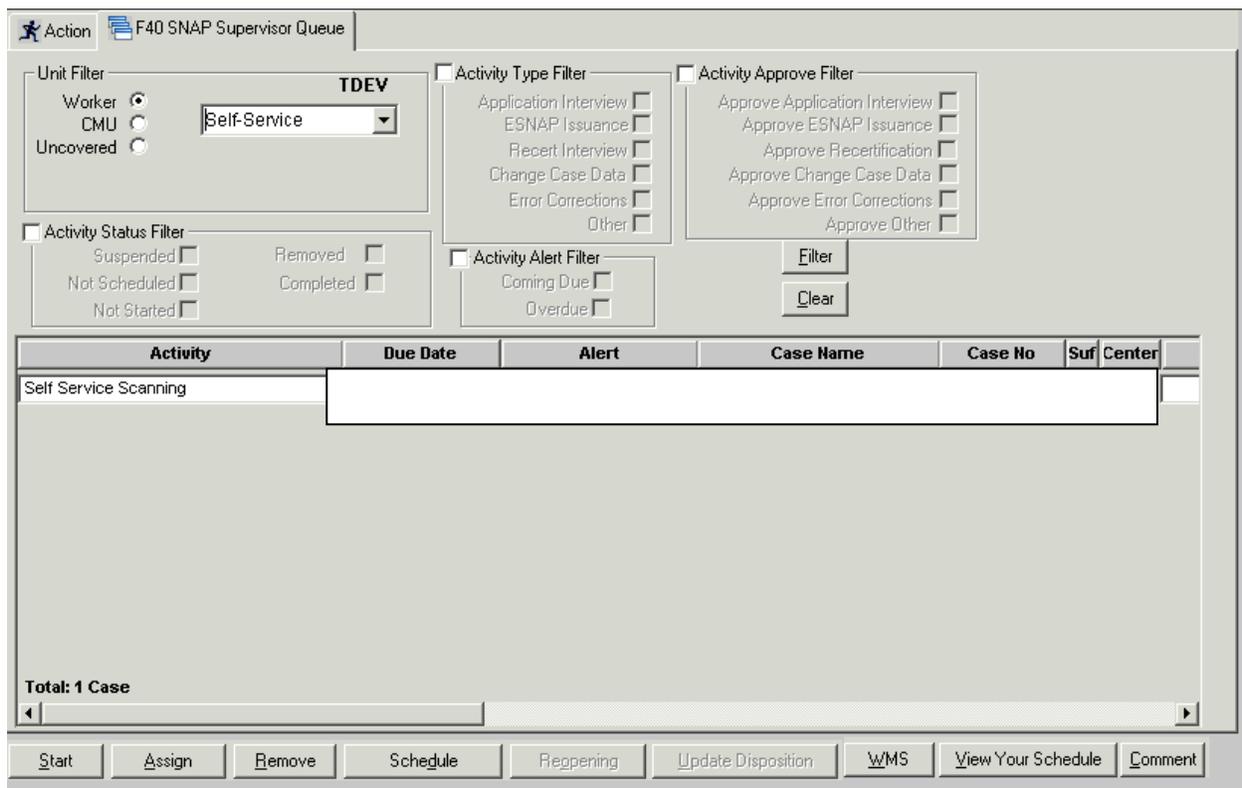
ATTACHMENT B

Desk Guide: Self-Service Scanning Demonstration Project
Date: December 23, 2013

Self-Service Scanning Activity

A new activity named **Self-Service Scanning** is assigned via the **Self-Service Scanning** queue.

The activity appears in the ES's queue and includes the following windows:

- **Household** Screen
- **Image Indexing**

Household Screen

When the **Household** Screen opens, the ES can review the current case information, including the household members. The ES clicks **Next** to continue.

Household Screen

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Desk Guide: Self-Service Scanning Demonstration Project
Date: December 23, 2013

Image Indexing Window

The **Image Indexing** winodw allows the ES to review and index the documents. The document description and selected by the participant for each document at the MFP are displayed in the window.

The upper half of the window displays the document. The ES clicks on the back and forward arrows to view each page in the document.

The lower half of the window allows the ES to review and update the **Document Description** and **CIN** selected by the participant at the MFP for each document.

Image Indexing Window
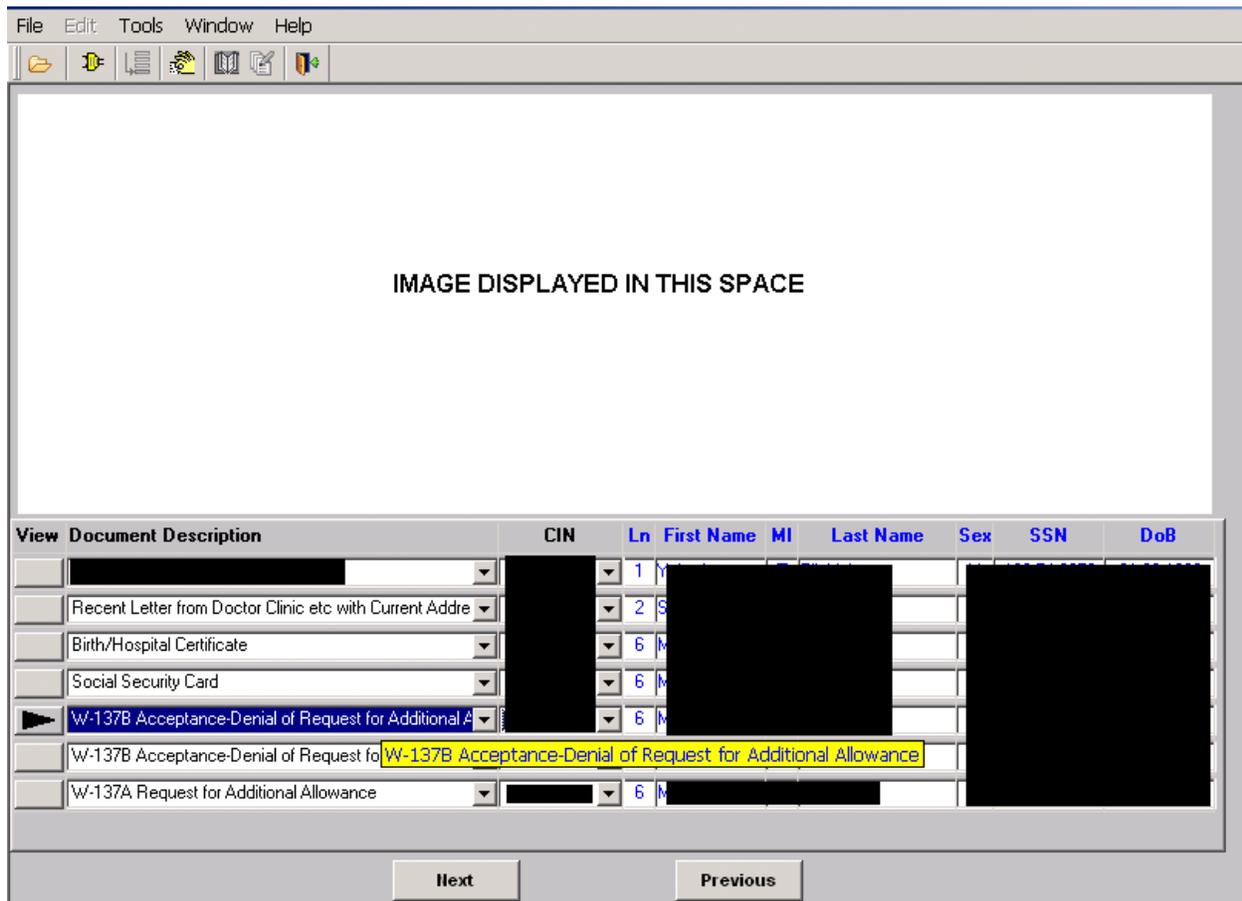
Updating the document description
To update the document description, the ES selects the document in the lower section of the window. The **Select the Correct Document Description** pop-up window appears. The ES selects the updated **Document Type** and the updated **Document Description**.

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Desk Guide: Self-Service Scanning Demonstration Project
Date: December 23, 2013

Select the Correct Document Description Window
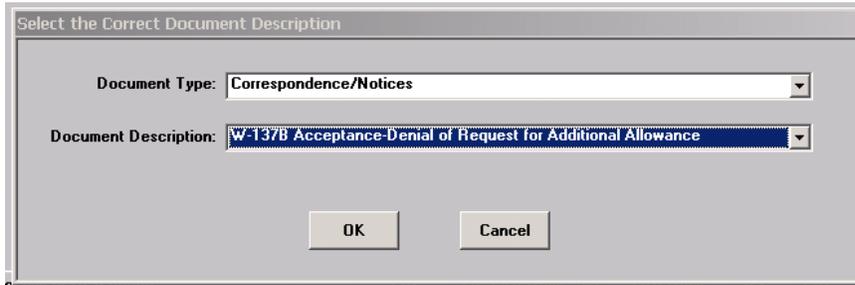
Select the Correct Document Description

Document Type: Correspondence/Notices

Document Description: W-137B Acceptance-Denial of Request for Additional Allowance

OK   Cancel

Document received cannot be used

When the ES finds a document that cannot be used, they must select **Miscellaneous** in the **Document Type** menu and **Unusable Self Service Scanned Document** in the Document Description field.

Updating the individual to whom the document belongs

To update the individual to whom the document belongs, the ES clicks in the **CIN** menu in the lower section of the window.

The **Individual Selection** pop-up window appears. The ES then selects the updated individual.

W-137B Acceptance-Denial of Request for Additional A   6
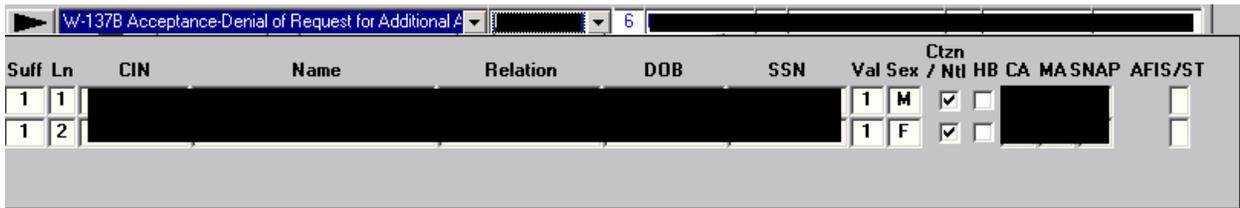
Suff	Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctzn / Ntl	HB	CA	MA	SNAP	AFIS/ST
1	1						1	M	☑ ☐					
1	2						1	F	☑ ☐					

Completing the activity

Once indexing is completed, the ES clicks **Next** to complete the **Self-Service Scanning** activity.

ATTACHMENT C

Desk Guide: ACE Aggregate Report in POS Management Console
Date: December 31, 2013

Overview

A new Management Console report has been developed to allow the Family Independence Administration (FIA) Supplemental Nutrition Assistance Program (SNAP) management to track cases that were scheduled for telephone interviews or received calls through the POS ACE telephony system. The new report will available effective December 31, 2013.

This **ACE Aggregate Report** has been updated with POS data to allow management to track the status of required application actions. The report will contain all SNAP cases scheduled for a telephone interview or that are no longer telephone interview cases, but received at least one contact through ACE.

Regional and center managers are responsible for monitoring the report and ensuring that application actions are processed in a timely manner for cases appearing in the report.

Details

The data for the current week's report is updated on a daily basis and will be available in the ACE citywide reporting view in the **POS Management Console**. Access will be limited to authorized users. Access will be limited to off-hours in order to minimize impact on business hours. Retrieval of data will be available for authorized SNAP Centers via a connection to centralized POS tables.

The user is able to save the report output to text or Excel files.

Connecting to the report

The user must access the **POS Management Console** through the POS Portal and select **ACE** in the **Select a Center** window. The user must then click on the **ACE Aggregate Report** option in the **Select Report** menu.
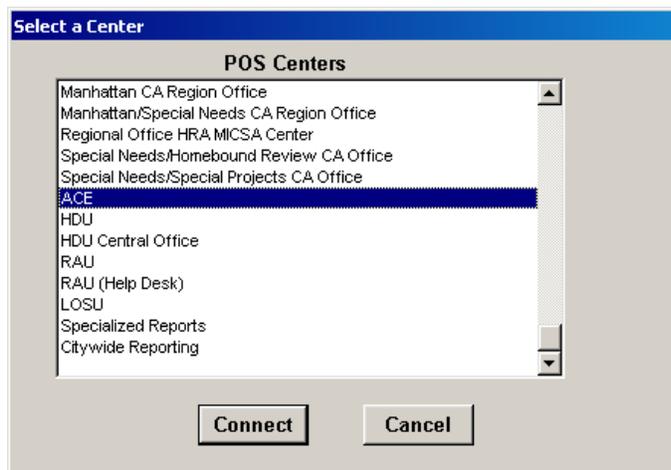
Desk Guide: ACE Aggregate Report in POS Management Console
Date: December 31, 2013

Report Filters

The following filters are available for this report:
- Report Type
- TIPS (Telephone Interview Process and Services)
- Timeframe Selection
- Retrieve By
- Display

Report Type Filter (Radio Button)

The default option for this filter will be telephone interview. This should be a radio button filter.

(*) Telephone Interview
( ) ACE Call

TIPS Filter (Drop Down Menu)

The user will be able to view all cases, cases for home centers covered by **F11**, cases for home centers covered by **F24** and cases for home centers covered by **F43**, respectively. All will be the default option.

(*) All
( ) TIPS **11**
( ) TIPS **24**
( ) TIPS **43**

Timeframe Selection Filter

The reports will be available in daily, weekly and monthly outputs. The user will be able to select specific date ranges.

(*) Yesterday
( ) Past 7 Days
( ) A Month
( ) Specify Range From _____ To _____

Retrieve by File Date or First Call Date

The users will be able to retrieve the data based on the File Date or the First Call Date. If the Worker selects File Date, the Report Date will be retrieved based on the File Date. If the user selects Start Date, only those cases with an ACE Call Date will be retrieved and the data will be retrieved based on the First Call Date.

(*) File Date
( ) First Call Date

Display

(*) Data
( ) Summary

ATTACHMENT C

Desk Guide: ACE Aggregate Report in POS Management Console
Date: December 31, 2013

Report Columns:

Detailed Report Columns

The detailed report will include the following columns:

1. Application Home Center
2. Case Number
3. Case Name
4. File Date
5. Phone (Yes/No)
6. Decision Status
7. Decision Code
8. Interviewer
9. Interview Date
10. Current Center
11. Current Status
12. Latest File Date
13. Source
14. Call Count
15. First Call Date
16. TIPS

Summary View

The Summary View will group the cases by the TIPS location, number of contacts made, the decision status and the decision code.

Report Responsibilities

The center managers and deputy managers confirm that the required application actions are completed for the cases listed in this report. Regional staff will conduct a weekly audit of the report to ensure that the required actions were completed.

ATTACHMENT C

Desk Guide: ACE Aggregate Report in POS Management Console
Date: December 31, 2013

Saving report output to an Excel file

Please complete the following steps to save the report data to a text or Excel file:

1. Set the filters and retrieve the report data by clicking on the **Retrieve** icon.

2. Click on the **Save As** icon.

3. The **Save As** window will appear.
4. Select **C$** on **'Client' (V:)** in the **Save in** menu.
5. Double click on the **Documents and Settings** folder.
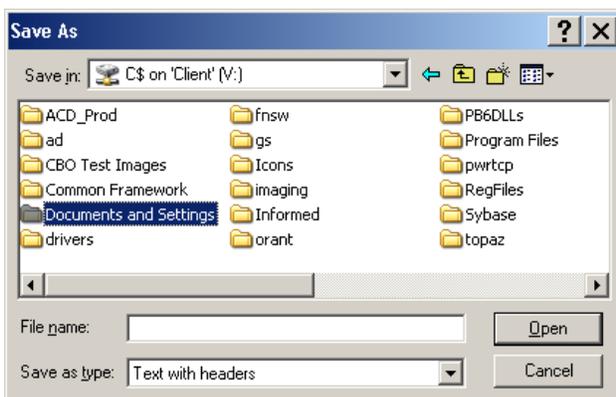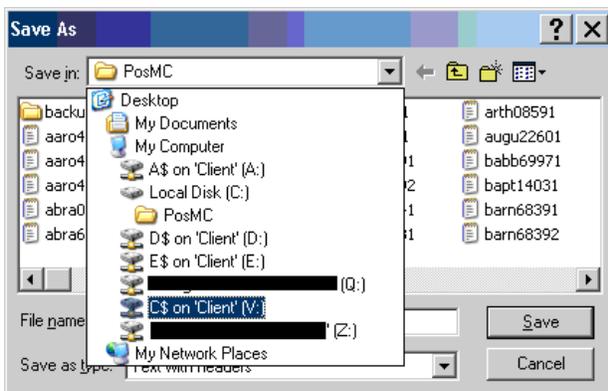
6. Double click on the folder with your network ID.

Desk Guide: ACE Aggregate Report in POS Management Console
Date: December 31, 2013

Saving report output to an Excel file (continued)

7. Double click on the **Desktop** folder.
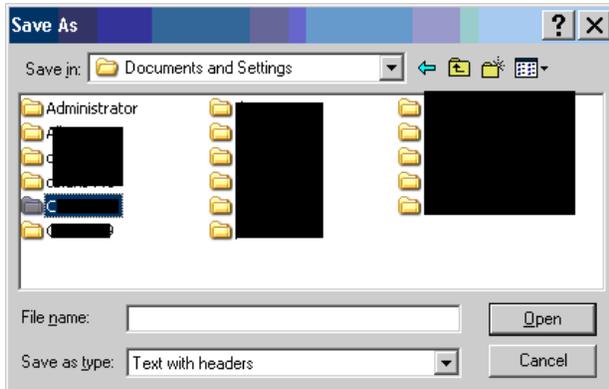
8. Type the file name.
9. Select **Excel with headers** in the **Save as type** menu.
10. Click the **Save** button.
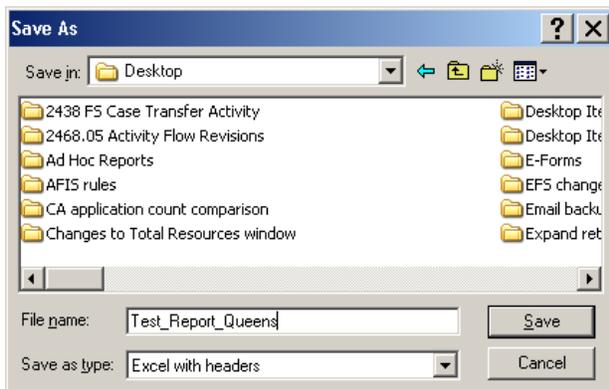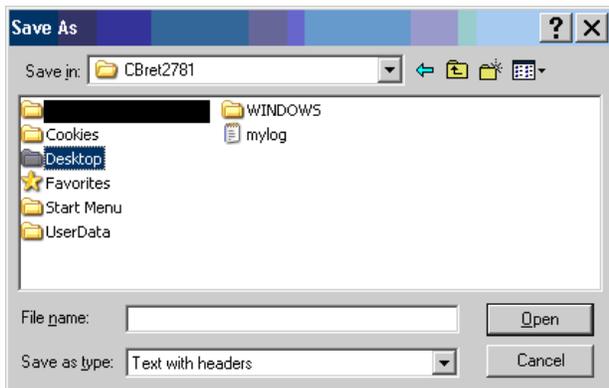
Desk Guide: ACE Recording
Date: December 30, 2013

Recording of ACE (Agile Communication Environment) Calls

POS was updated to record telephone interview calls made through the POS ACE interface effective December 30, 2013.

When the Eligibility Specialist (ES) initiates a call from ACE and the contact is confirmed, a pre-recorded message is played alerting the applicant/participant that this call may be recorded for quality and training purposes.

The recorded calls are available for review by authorized FIA staff in the ACE Recording Log.

ACE Recording Log

A new log was added on the POS Portal to allow review of ACE calls by authorized FIA staff. The calls are available for 14 days.

The authorized FIA staff can:

- Search calls by worker name
- Search calls by applicant name
- Search calls by case number
- Play call recording
- Pause call recording
- Rewind call recording
- Fast forward call recording
- Archive call – specify reason for archiving the call (quality control, training)

ACE Recording Log Access

Authorized staff logs into the **ACE Recording Log** using their WMS ID and Password.

ATTACHMENT D

Desk Guide: ACE Recording
Date: December 30, 2013

Login Window for ACE Recording Log

ACE Recording Log Enrollment

The **POS Enrollment** window was updated to allow Supplemental Nutrition Assistance Program (SNAP) management to identify users that can access the ACE Recording Log. The enrollment coordinator will choose the **ACE Recording User** checkbox in the **Special Tasks** window in the **POS Enrollment** window.

ACE Recording Log

Desk Guide: ACE Recording
Date: December 30, 2013

ACE Recording Log Tab

The **ACE Recording Log** opens with the **ACE Recording Log** tab, with the following buttons enabled:

Button	Description
Search	Opens a search window
Find Related Calls	Opens Find Related Calls window for a selected case
Review Evaluation	Opens Case Evaluation window (read only)
Archive Call	Archives call
Start Call Review	Once row is selected it retrieves details of that row
Help	Opens the Help about Screen

The **ACE Recording Log** tab will include the following columns:

Column	Description
Change Center	TIPS Location that completed the call
Date	Sort by Date in descending order
Time	Sorts by Time in descending order
Duration	Displays Duration of call (hour and Minutes)
Worker Name	Worker making the call
Case Number	Applicant/Participant's Case Number
Case name	Applicant/Participant's Case Name
Dialed Number	Phone number for ACE call
Reviewed	History of review activity
Activity	POS case activity
Archived Reason	Sorts by reason
Archived By	The staff person who archived the call

ATTACHMENT D

Desk Guide: ACE Recording
Date: December 30, 2013

ACE Call Recording Tab

Search area

The following window appears when the user clicks on the **Search** button:

ATTACHMENT D

Desk Guide: ACE Recording
Date: December 30, 2013

Find Related Calls Window

The user can also find related calls for a specific case

Archived Calls Tab

This tab displays calls that were archived. Calls can be archived for up to 90 days. The tab includes the following buttons:

Button	Description
Search	Opens a search window
Find Related Calls	Opens Find Related Calls window
Review Evaluation	Opens case Evaluation window
Start Archive Call Review	Once row is selected it retrieves details of that row
Help	Opens the Help about Screen

ATTACHMENT D

Desk Guide: ACE Recording
Date: December 30, 2013

The **Archived Calls** tab include the following columns:

Column	Description
Date	Sort by Date in descending order
Time	Sorts by Time in descending order (after date has been sort)
Duration	Displays Duration of call (hour and Minutes)
Worker Name	Worker making the call
Case Number	Applicant/Participant's case Number
Case name	Applicant/Participant's Case Name
Dialed Number	Phone number for ACE call
Reviewed	History of review activity
Activity	POS case activity
Archived Reason	Sorts by reason
Archived by	History of Individuals that archived the call

Archive Calls Window

Desk Guide: ACE Recording
Date: December 30, 2013

When there is a request to archive a call, the following pop-up window will appear requesting reason for archive.
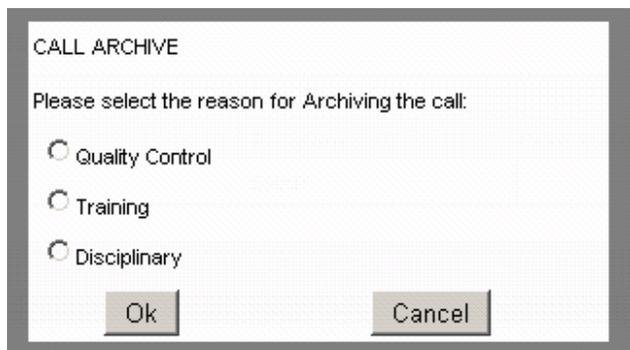
Call Review Evaluation

The review must answer all listed questions. If they answer No for certain questions, a pop-up window appears asking for additional information, as shown below. The reviewer can enter comments with additional details.

The following questions appear for the call reviewer:

1. Did the staff person ask the applicant/participant if they have an Access NYC account?
2. Did the staff person explain the benefits of having an Access NYC account?
3. Did the interviewer identify him/herself and purpose of the call?
4. Was appropriate language used?
5. Did the staff person let the client know approximately how long the interview would take?
6. Did the staff person speak clearly and in a pleasant tone of voice?
7. Was the appropriate hold technique/handled dead air used appropriately?
8. Was the staff person knowledgeable and able to answer all the applicant/client's questions?
9. Was the information communicated to the applicant/participant by the staff person correct and accurate?
10. Was the referral/deferral completed correctly? Was it necessary?
11. Did the staff person summarize the next step(s) for the client?
12. Did the staff person offer assistance?
13. Did the staff person information the applicant/client that in addition to dropping off the document, mail or fax options are available?
14. Was the fax number offered to the applicant/client?
15. Was the fax number correct?
16. Enter any additional comments here:

Desk Guide: ACE Recording
Date: December 30, 2013

Call Review Window

Call Review Evaluation: Please answer all of the questions below:	
Did the staff person ask the applicant/participant if they have an Access NYC account?	◉ Yes ○ No
Did the staff person explain the benefits of having an Access NYC account?	◉ Yes ○ No
Did the interviewer identify him/her self and purpose of the call?	◉ Yes ○ No
Was appropriate language used?	◉ Yes ○ No
Did the staff person let the client know approximately how long the interview would take?	◉ Yes ○ No
Did the staff person speak clearly and in a pleasant tone of voice?	◉ Yes ○ No
Was the appropriate hold technique/handled dead air used appropriately?	◉ Yes ○ No
Was the staff person knowledgeable and able to answer all the applicant's/client's questions?	◉ Yes ○ No
Was the information communicated to the applicant/participant by the staff person correct and accurate?	◉ Yes ○ No
Was the referral/deferral completed correctly? Was it necessary?	◉ Yes ○ No
Did the staff person summarize the next step(s) for the client?	◉ Yes ○ No
Did the staff person offer assistance?	◉ Yes ○ No
Did the staff person inform the applicant/client that in addition to dropping off the documents, mail or fax options are available?	◉ Yes ○ No
Was the fax number offered to the applicant/client?	◉ Yes ○ No
Was the fax number correct?	◉ Yes ○ No

Enter any additional Comments here:

```
SPIZMAN MARIA Case Review
```

Call Review Evaluation Pop-Up Response Windows

> If appropriate language was not used, please select one of these options:
> ○ Primary spoken language not used
> ○ Interpreter not contacted or not available
>
> [Close]

> If appropriate hold technique/ handled dead air was not used appropriately, please select one of these options:
> ○ Disengaged conversation abruptly
> ○ Extensive wait time without explanation
> ○ Talking to others heard in the background
>
> [Close]

Desk Guide: ACE Recording
Date: December 30, 2013

Call Review Evaluation Pop-Up Response Windows (continued)

If staff person did not speak clearly
and in a pleasant tone of voice,
please select one of these options:
- ○ Judgmental
- ○ Intimidating
- ○ Rude
- ○ Abrasive
- ○ Inappropriate language used

Comments

[   ]

[Close]

If staff person did not communicate
correct and accurate information, please
select one of these options:
- ○ Cited incorrect policy
- ○ Failed to address applicant/participant inquiry

Comments

[   ]

[Close]

If a referral/deferral was not
completed correctly or was not
necessary, please select one of
these options:
- ○ Requested unnecessary documents
- ○ Made incorrect referral
- ○ Cited incorrect timeframe deadline

[Close]

If staff person did not summarize
next step(s), enter comment here:

[   ]

[Close]

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

SNAP Front End Review (FER), Phase II

The Investigation, Revenue and Enforcement Administration (IREA) in conjunction with the Family Independence Administration (FIA) Supplemental Nutrition Assistance Program (SNAP) created a new SNAP POS activity in June 2013.

The Supplemental Nutrition Assistance Program -Front End Review (SNAP-FER) system gives the IREA worker the ability to review the SNAP application and make a recommendation to SNAP based on their own findings or results.

Phase II of the SNAP-FER functionality will be implemented on January 13, 2014.

SNAP FER Window for IREA

The **SNAP-FER** window for IREA in the **SNAP-FER** activity was updated to add new web services to retrieve collateral matches:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- TLC Match
- Marriage Match

The updated window includes the following tabs:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- Taxi Limousine Commission (TLC) Match
- Marriage Match
- IREA (Investigation, Revenue and Enforcement Administration)_Recommendation

SNAP FER Window for FIA

The **SNAP-FER** window for FIA in the **SNAP Application Interview** activity was updated to include the following tabs:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- TLC Match
- Marriage Match
- IREA Recommendation/FIA Decision

SNAP FER Completion Edit in SNAP Recertification Interview

The following completion edit was added to the **SNAP Recertification Interview** to require an entry in the **FIA Recommendation** section of the **SNAP Front End Review** window within the **SNAP Application Interview** when there is a recommendation from IREA:

- The SNAP FER recommendation was received from the IREA Reviewer, but the SNAP FER screen was not annotated by the FIA worker. The case cannot be completed until the SNAP FER window is annotated in the SNAP Application Interview.

ATTACHMENT E

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

Updated SNAP-FER Window (LexisNexis Instant Verify Tab Displayed)

This tab displays the LexisNexis Instant Verify collateral results. If there are multiple matches, the IREA Worker clicks the **Forward** and **Back** arrows to navigate between results.

SNAP-FER		**LexisNexis Instant Verify**

FER Indicator

Case Information

Case Number	Case Name	SNAP Case Status	Address	Apt	City	State	Zip Code

LexisNexis Instant Verify	LN Credit Report	TLC Match	Marriage Match	IREA Recommendation

Individual Status

CIN	Ln	Last Name	First Name	Middle	Sex	DOB	SSN	Ind. St

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LexisNexis

LexisNexis Verification	**Status**	**LexisNexis ID**
Instant Verification Result		
Verification Checks		
SSN matches First and Last name.	Fail	
SSN is valid per SSA format	Fail	
SSN is Not listed as deceased.	Fail	
Number of identities associated with SSN is below the threshold value.	Pass	
Address is Not a Mail Drop.	Fail	
Address is Not High Risk.	Fail	
Address is Not Business.	Fail	
Ownership of the Property is verified (historical).	Fail	
Occupancy of the Address is verified (historical).	Fail	
Current residency of the address is verified.	Fail	

Comments

Previous   Save

ATTACHMENT E

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

Updated SNAP-FER Window (LexisNexis Credit Report Tab Displayed)

This tab will display the LexisNexis Credit Report collateral results. The IREA Worker clicks on the **Request Credit Report** link to request the information. The IREA Worker clicks on the **Display Credit Report** link to display the match results. If there are multiple individuals, the IREA Worker clicks the **Forward** and **Back** arrows in each section to navigate between results.

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

Updated SNAP-FER Window (TLC Match Tab Displayed)

This tab will display the TLC Match collateral results. It displays two sections:

- TLC Business Owner Match - If there are multiple matches, the IREA Worker clicks the **Forward** and **Back** arrows in each section to navigate between results.
- TLC Driver Match - If there are multiple matches, the IREA Worker clicks the **Forward** and **Back** arrows in each section to navigate between results.

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

Updated SNAP-FER Window (Marriage Match Tab Displayed)

This tab displays the Marriage Match collateral results. If there are multiple matches, the IREA Worker clicks the **Forward** and **Back** arrows to navigate between results.

ATTACHMENT E

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

Updated SNAP-FER Window (IREA Recommendation Displayed)

This tab displays the existing IREA Recommendation section.

The new fields were also added as read-only fields in the **SNAP Front End Review** window in the **Approve SNAP FER** for the IREA Supervisor, and in the **SNAP Application Interview** for the ES and **Approve SNAP Application Interview** for SNAP Supervisor at the SNAP Center.

Desk Guide: SNAP Front End Review (FER), Phase II
Date: January 13, 2014

SNAP FER Window for FIA

The **SNAP-FER** window for FIA in the **SNAP Application Interview** activity was updated to include the following tabs:

- LexisNexis Instant Verify
- LexisNexis Credit Report Match
- TLC Match
- Marriage Match
- IREA Recommendation/FIA Decision

The **LexisNexis Instant Verify**, **LexisNexis Credit Report Match**, **TLC Match** and **Marriage Match** tabs will include the same information as the IREA version of the window.

Updated SNAP-FER Window (IREA Recommendation/FIA Decision Tab Displayed)

This tab displays the existing IREA Recommendation/FIA Decision section.