



FAMILY INDEPENDENCE ADMINISTRATION


Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #13-48-SYS (This Policy Bulletin Replaces PB #13-36-SYS)

SNAP POS RELEASE NOTES VERSION 7.1.1

Date: May 7, 2013	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revision to the Original Policy Bulletin</p> <p>This policy bulletin is being revised to inform staff of the following changes to the SNAP POS Release Notes (Attachment A).</p> <ul style="list-style-type: none"> • Employment Window Edit Update section: There was a correction to the statement, “when the selected individual has income below 20 times the Federal Minimum Wage, which is currently \$7.25 an hour.” The statement now reads: “when the selected individual has income below 20 <u>hours</u> times the Federal Minimum Wage, which is currently \$7.25 an hour.” • The following codes have been removed from the Employability Code Determination Window section of the SNAP POS Release Notes (Attachment A): <p><u>Section A</u></p> <ul style="list-style-type: none"> ▪ Shelter Type 06 (Hotel/Motel Temporary) ▪ Shelter 23 (Undomiciled) ▪ Shelter Type 35 (Homeless Shelter-Non Tier I Non Tier II) ▪ Shelter Type 33 (Homeless Shelter -Tier I or Tier II [Less Than 3 meals Per Day]) ▪ Shelter Type 34 (Homeless Shelter-Tier II [Three Meals Per Day])

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

Section B

- Shelter Type **15** (Congregate Care Level 1 [NYC / Nassau / Suffolk / Westchester / Rockland])
- Shelter Type **16** (Congregate Care Level 2 – State Certified [NYC / Nassau / Suffolk / Westchester / Rockland])
- Shelter Type **17** (Congregate Care Level 2 –State Operated)
- Shelter Type **27** (Residential Treatment Center - Non -Level 2)
- Shelter Type **28** (Congregate Care Level 1-Rest of State)
- Shelter Type **29** (Congregate Care Level 2-State Certified - Rest of State)
- Shelter Type **30** (Scatter Site Homeless Housing Non Tier / Non Tier II Less than 3 meals daily)
- Shelter Type **31** (Residential Treatment Center-Level 2 Facility-NYC, Nassau, Suffolk, Westchester, and Rockland)
- Shelter Type **32** (Residential Treatment Center-Level 2 Facility-Rest of State)
- Shelter Type **42** (Congregate Care Level 3 - Adult Homes and DOH Enriched Housing)
- Shelter Type **43** (Congregate Care Level 2 - OMH/OPWDD Supervised/Supportive Apartments)

These release notes can also be found on the HRA Intranet at:

<http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

Effective Immediately


Related Items:

[PD #13-04-SYS](#)

[PD #13-07-ELI](#)

Attachment:

Attachment A SNAP POS Release Notes Version 7.1.1

 Please use Print on Demand to obtain copies of forms.

SNAP POS Release Notes

Version 7.1.1 April 22, 2013

These Release Notes contain descriptions of changes in SNAP POS Release 7.1.1 scheduled for Monday, April 22 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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SNAP POS Release Notes

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1. SNAP Four Hour Time Range Updates

POS has been updated to reflect the new four-hour timeframe for Supplemental Nutrition Assistance Program (SNAP) application and recertification telephone interviews. The following POS calendar and windows display new four-hour time range:

- **SNAP Calendar;**
- **SNAP interview scheduling windows in SNAP Reception Intake;**
- **SNAP interview scheduling windows in CBO SNAP Intake;**
- **SNAP interview scheduling windows in CBO SNAP/MA Intake;**
- **SNAP interview scheduling windows in E-App Submission Activity;**
- **SNAP Application Log main view;**
- **SNAP Application Log rescheduling windows;**
- **SNAP Recertification Log main view;**
- **SNAP Recertification Log quick view;**
- **SNAP Recertification Log rescheduling window;**
- **Case Member Information window in SNAP Application Interview; and**
- **Case Member Information window in SNAP Recertification Interview.**

The telephone appointment notices for application and recertification are also updated to accommodate the four-hour time range:

- SNAP Eligibility Interview Telephone Appointment Notice (**W-129A**)
- Request for Contact on a SNAP Application (**W-119**)
- Notice of Rescheduled SNAP Telephone Recertification Interview (**W-908F**)

2. CNS Notice Automation Phase I

POS has developed functionality to automatically create Client Notice System (**CNS**) notices. In the first phase, the automatic notice creation is only for limited reason codes. The Worker initiates the creation of the notice by clicking on the new "**Create CNS**" button on the **TAD** window. In phase I, the button will be available for SNAP opening code **Q22** (Expedited - Pended Verification [To be used only for NPA/SNAP cases.]).

The screenshot displays the 'ELIGIBILITY' window in the SNAP POS system. The window is titled 'Food Stamp TAD Window' and contains various data entry fields and a table. The 'Create CNS' button is highlighted with a blue box at the bottom right of the window. The table below shows a single row of data with the following values:

Individual Name	Line#	CIN	Prg	Status	Deny ?	Status Reason	Date
[Redacted]							06/21/2011

At the bottom of the window, there are several buttons: 'Next', 'Previous', 'Ignore Errors', 'Show Individual Data', 'Run Rules', and 'Create CNS'. The 'Create CNS' button is highlighted with a blue box.

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During the notice creation, POS will retrieve from the **Interview** windows the information about the missing documents that the applicant needs to return and post it to the Client Notice System. The created notice number is displayed on the **Notice #** field on the **TAD** window.

The entries for the notice are based on the Worker's selection in the **Document** boxes in the **CA Application Interview** and ensure that the eligibility factors noted on the CNS notice and the Documentation Requirements and/or Assessment Follow-Up Form (**W-113K**) match.

In the first phase, the notices are created only when the following conditions are met:

For NCA SNAP Cases:

- The activity is **ESNAP Issuance (NCA SNAP Case)** or **EC (Error Correction)- ESNAP Issuance (NCA SNAP Case)**
- The SNAP suffix status is changed from **AP** (Applying) to **SI** (Single Issuance) on the TAD
- The SNAP suffix reason code is **Q22**.
- The case is eligible for the Expedited SNAP benefits and the Grant Data entry window is annotated with SNAP issuance code **55** (Expedited Service - Not Verified for NPA/SNAP cases).

POS will update this functionality with additional codes in upcoming POS releases.

3. Manual Budget Entry during POS Outages

POS was updated to accept the entry of a budget processed in WMS during POS-WMS communication outages. The POS Help Desk will notify MIS to enable this functionality when there is an official budget outage.

When the functionality is available, the worker opens the **Existing Budgets** window and checks the **Manual Budget Required** check box.

If the worker does not check off the **Manual Budget Required** checkbox, POS will not open the **Budget Number Required** window after the worker clicks next.

Case No: 00010008371G

Manual Budget Required

Case No.	POS Suf Bdat No.	Author-izable	Authorized Budget?	WMS Bdat No.	Type	Save Date	Effective Dates	Description
	1 5	N	N		FS Only	6/23/2011 16:54:46	08A11	POS Interview Budget
	1 4	Y	N	1	FS Only	6/23/2011 16:50:34	08A11	POS Interview Budget
	1 3	N	N		FS Only	6/23/2011 16:49:56	08A11	POS Interview Budget
	1 2	N	N		FS Only	6/23/2011 16:49:14	08A11	POS Interview Budget

New Budget View Selected Budget View Budget Result

Next Previous

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After the check box is checked the worker will click **Next** thus prompting POS to open the **Budget Number Required** window. POS will display :

“You have indicated that a manual budget is required for the case. Please access WMS and calculate a new budget. After the budget is calculated, please enter the WMS budget number in the **Budget Number Required** window.

- The worker opens WMS, calculates a manual budget, exits WMS and returns to POS.
- The worker enters the saved budget number in the **New Value** field and clicks **Next**.
- POS will save the worker’s budget and allow the worker to continue the activity up to the TAD.
- POS will open the TAD pre-filled with the WMS budget number entered previously in the **Budget Required** window.

The worker can proceed to process the case for approval.

4. Agile Communication Environment (ACE) Reporting

Daily and weekly reports were added to the POS Management Console to track: calls, failed contacts, productivity, service time, calls made after the service window, bilingual service, and call outcomes in the Agile Communication Environment (**ACE**) used for telephone application and recertification interviews completed by the Brooklyn (**SNAP 24**) and Long Island City (**SNAP 43**) Change Centers.

Seven reports were created:

- **Summary Scheduled Calls Report** – this report tracks the total amount scheduled of cases automatically assigned per Worker within the selected timeframe.
- **Productivity Report** – this report tracks the total interviews conducted and the total number of scheduled interviews per Worker within the selected timeframe. A percentage is produced by dividing the number of interviews conducted by the number of scheduled interviews.
- **Failed Contact Report** – this report tracks the total number of cases that were marked as failed to keep at the end of each day.
- **Service Time Report** – this report tracks the average successful call time (associated by case) for each Worker within the selected timeframe. Multiple successful calls on the same day are compiled into a single service time.
- **After Interview Timeframe Window Report** – this report indicates the number of calls made after the four-hour interview time frame.
- **Bilingual Report** – this report indicates the number of calls where bilingual services were needed and interpreter services were initiated or not initiated, within the selected timeframe.
- **Summary Call Outcome Report** – this report indicates the frequency of each call outcome and percentage of total calls within the selected timeframe.

5. Employment Window Edit Update

The **POS Employment** and **Self-Employment Response** windows were updated to display a warning message when the selected individual has income below 20 hours times the Federal Minimum Wage, which is currently \$7.25 per hour.

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INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU THAT IS APPLYING:		Yes	No
Is Employed? (Including Babysitting)		<input type="radio"/>	<input type="radio"/>
Is Self-Employed?		<input checked="" type="radio"/>	<input type="radio"/>
Is Unemployed? (Currently not Working)		<input type="radio"/>	<input type="radio"/>
Participating In A Strike?		<input type="radio"/>	<input type="radio"/>
Is Anyone in the Household a Migrant or Seasonal Farm Worker?		<input type="radio"/>	<input type="radio"/>
Is Needed in the Home to Care for a Child Under the Age of 6 or an Incapacitated Person?		<input type="radio"/>	<input type="radio"/>

When the worker answers **Yes** to the “Is Employed (including Babysitting)” or “Is Self-Employed” question, POS opens the **Response** window requesting the employment information (hours and income). Once the information is entered and the Worker clicks **OK**, POS determines whether the earned income is below 20 hours times the Federal Minimum Wage (\$145/week). If the earned income is below \$145/week, POS displays the following warning message: “ The earnings listed for the individual are below the minimum wage. Would you like to proceed?”

- If the Worker clicks **Yes**, POS records the response and continues the interview. If the Worker clicks **No**, the Worker re-enters the corrected employment information in the **Response** window.

POS will run this new employment edit within the following CA activities;

- **SNAP Application Interview**
- **EC- SNAP Application Interview**
- **SNAP Recertification Interview**
- **EC- SNAP Recertification Interview**
- **SNAP Change Case Data**
- **EC- SNAP Change case Data**

Supervisor Approval Edits

Supervisors are required to review and approve the **Employment** window when the recorded income in the “**Is Employed (including Babysitting)?**” window is between \$1 and below \$145/week (20 hours times the Federal Minimum Wage) for any individual on the case. If the Supervisor fails to approve the window, the following message appears in the **Activity Completion** window and the Supervisor is unable to complete the activity:

- The **employment income** is below 20 hours at minimum wage. The supervisor must review and approve the approval window for employment. If the information must be corrected, please return the case to the worker.

Supervisors are required to review and approve the **Employment** window when the recorded income in the “**Is Self-Employed?**” window is between \$1 and below \$145/week (20 hours times the Federal Minimum Wage) for any individual on the case. If the Supervisor fails to approve the window, the following message appears in the **Activity Completion** window and the Supervisor is unable to complete the activity:

- The **self-employment** income is below 20 hours at minimum wage. The supervisor must review and approve the **Approval** window for employment. If the information must be corrected, please return the case to the worker.

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POS will run this new employment edit within the following SNAP Approval activities:

- **Approve SNAP Application Interview**
- **Approve EC- SNAP Application Interview**
- **Approve SNAP Recertification Interview**
- **Approve EC- SNAP Recertification Interview**
- **Approve SNAP Change Case Data**
- **Approve EC- SNAP Change Case Data**

6. Standard Utility Allowance (SUA) Updates for Shelter Type 11 (Room Only)

POS has been updated with the new SUA rules for Shelter Type 11 (Room Only) in the following activities:

- **SNAP Reception Intake**
- **SNAP CBO Intake**
- **SNAP/MA CBO Intake**
- **E-App Online Submission**
- **SNAP Application Interview**
- **ESNAP Issuance**
- **SNAP Recertification Interview**
- **SNAP Change Case Data**

Participants in Shelter Type 11 (Room Only) are now only eligible for full SUA when they pay for fuel or air conditioning separately from their rent expense, and are eligible for level 2 if they pay for gas/electric separately from their rent expense, regardless of the rent amount. Please refer to the WMS Software Release Policy Directive # 13-04-ELI for additional details.

When Shelter Type 11 is entered and there is no entry in FSUA, Fuel Type or FSUT (Food Stamp Utility) when transmitting from the **Household/Suffix Financial Data (NSBLO2)** screen the warning message below appears in WMS: "A0324 – FSUA ENTRY REQD FOR SHELTY 11 TO GET FULL SUA".

The **POS Budget** windows were updated accordingly in the SNAP POS 7.1 release in February 2013.

7. Employability Code Determination Window

The **Employability Code Determination** window was updated to code the following SNAP individuals as SNAP Work Exempt (**WE**):

- A. SNAP individuals in the Residential Treatment Center (**SNAP 61**) and
- B. SNAP individuals in the SSI Center (**SNAP 15**).

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Response to Question

Instructions

The system has determined the employability status codes for the household members based on the answers entered on the interview. Please click on the 'Run Rules' button to see the system determined codes. These codes will be entered by the system on the TAD. If you disagree with system determinations, you must go back to the appropriate question and make the necessary updates. Click on the 'Run Rules' button upon return to the window in order for the changes to take effect.

Who	Employability Code	Reason
[Redacted Content]		

8. E-APP Appointment Scheduler Update

The MARU (Mail Application Referral Unit) center will now be able to see the applicant's name, and the preferred contact and language of the applicant on the **E-App Appointment Scheduler** window. This will allow them to provide preferred language services when contacting the applicant.

Appointment Scheduler [Close](#)

SNAP Intake
Appointment Scheduling

Select a Date and Time for the interview Appointment Schedule a Same Day Interview

Appt. Time	Wednesday 01/23/2013	Thursday 01/24/2013	Friday 01/25/2013	Saturday 01/26/2013	Sunday 01/27/2013	Monday 01/28/2013	Tuesday 01/29/2013	Wednesday 01/30/2013	Thursday 01/31/2013
09:30 AM (09:30 AM - 11:30 AM)	10	10	10	0	X	10	10	10	10
10:30 AM (10:30 AM - 12:30 PM)	10	10	10	0	X	10	10	10	10
11:30 AM (11:30 AM - 01:30 PM)	10	10	10	0	X	10	10	10	10
12:30 PM (12:30 PM - 02:30 PM)	10	10	10	0	X	10	10	10	10
01:30 PM (01:30 PM - 03:30 PM)	10	10	10	0	X	10	10	10	10
02:30 PM (02:30 PM - 04:30 PM)	10	10	10	0	X	10	10	10	10
03:30 PM (03:30 PM - 05:30 PM)	10	10	10	0	X	10	10	10	10
04:30 PM (04:30 PM - 06:30 PM)	10	10	10	0	X	10	10	10	10
05:30 PM (05:30 PM - 07:30 PM)	10	10	10	0	X	10	10	10	10

Best Available Times
 The applicant indicated that the best times to call for an interview are: Not Found
 Preferred Contact Number: (719) 812-3728

Acty: EAP DB: NDEV Ctr: F99 Loc: 3 Case: 00010034812H Seq: 2 Browser: IE 7.0 Src: F29 WebSrv: DEVWEBD Eform: 10.253.32.129

9. Updated PRUCOL Documentation Window

The **POS PRUCOL Documentation** window has been updated to reflect the latest documentation criteria for aliens by the Executive Office of Immigration review and match the PRUCOL Eligibility Desk Aid.

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10. Human Trafficking Update

POS was updated to post Action Code **991T** (Human Trafficking Victim) to NYCWAY for every confirmed Human Trafficking Victim with the exception of Certified Human Trafficking Victims who are coded with Alien Citizenship Code (ACI) code of **D** (Victims of Human Trafficking and Violence Protection Act of 2000). Please refer to the Human Trafficking Policy Directive # 13-07-ELI for additional details.

11. SNAP Settle in Conference

POS will synchronize the **TAD** when the worker opens the SNAP settle in conference activity.

12. SNAP POS Business Rules Update

POS has received numerous reports in reference to Error **0352** (SNAP INDIV Stat) which conflicts with SNAP SUF STAT. POS updates the **TAD** with new business rules to provide error messages to assist in resolving these types of errors. If the individual status is changed and the reason and effective date are blank, the following error message appears:

- When Individual Status is changed, the reason and from date field cannot be blank.

13. SNAP POS TAD Update

Workers are now unable to edit the employability code on the POS SNAP TAD. The Employability Code is set in the **Employability Code Determination** window.

14. E-App Completion Edit

POS was updated to prevent completion of the **E-App Online Submission Activity** when the application has not been registered in WMS or an appointment has not been scheduled for the case.

15. POS Transmission Rule Update

POS will allow the posting of alien numbers or Date Of Service (DOS) or Date Entered Country (DEC) separately when appropriate.