FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-60-SYS

SNAP POS RELEASE NOTES VERSION 7.2

Date: June 17, 2013	**Subtopic(s):** POS
🖥 This procedure can now be accessed on the FIAweb.	The purpose of 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 June 17, 2013. Descriptions of the changes can be found in SNAP POS Release Notes Version 7.2 (**Attachment A**).
	These release notes can also be found on the HRA Intranet at:
	http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx
	Effective June 17, 2013
	Attachment:
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment A** SNAP POS Release Notes Version 7.2

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 7.2 June 17, 2013

These Release Notes contain descriptions of changes in SNAP POS Release 7.2 scheduled for Monday, June 17, 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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1. New SNAP-FER IREA Activity

The Investigation, Revenue and Enforcement Administration (IREA) in conjunction with the Family Independence Administration (FIA) Supplemental Nutrition Assistance Program (SNAP) has created a new SNAP POS activity. The Supplemental Nutrition Assistance Program -Front End Review (SNAP-FER) system will give the IREA worker the ability to review the SNAP application and make a recommendation to SNAP based on their own findings or results.

SNAP-FER IREA Review Case

POS selects cases to be sent to the POS SNAP-FER queue awaiting the IREA review and recommendation. The IREA Worker will process his/her assessment based on a case review and available resources to make a final recommendation. After the IREA worker has completed his/her review he/she will send the reviewed case to their supervisor for approval prior to returning the case back to SNAP.
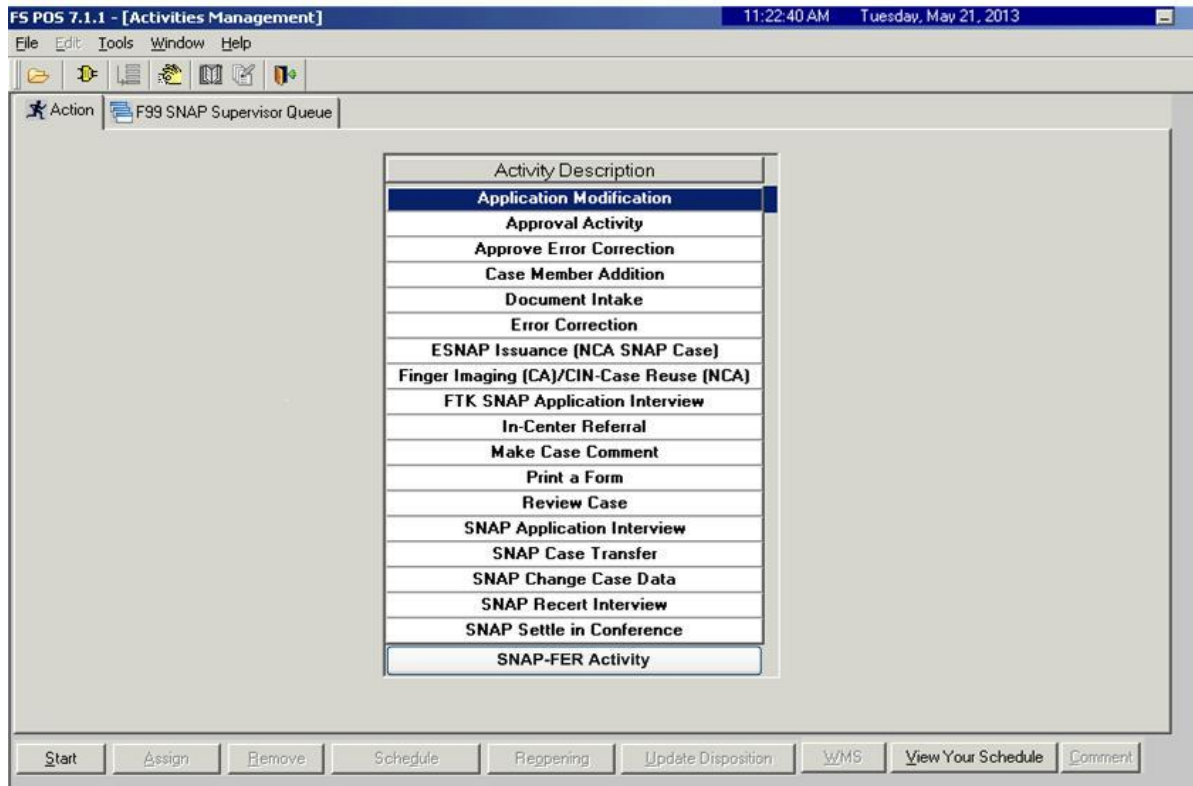
SNAP will make all final eligibility determinations on the case after the SNAP-FER activity has been completed by IREA.

2. New SNAP-FER Queue

POS has created a new queue for the SNAP-FER activity. SNAP-FER application cases will be placed in the queue awaiting the SNAP-FER activity. The IREA supervisor will assign these cases to IREA workers to complete their recommendations.

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IREA will have 21 days to complete their review findings including the IREA supervisor's approval. SNAP application cases must comply with the federal, state and local timeliness for eligibility determinations, therefore IREA will see the following message **"Coming Due"** in the Alert Column of the queue, five days prior to their due date.

The SNAP Worker will be unable to accept these cases prior to the SNAP-FER recommendation. However , if the SNAP-FER activity is not received within the 21 days, POS will allow the case to be processed by the SNAP Worker and display the following alert message:

"Process Application-SNAP-FER not received"

In the event that SNAP **rejects** or **closes** the application case prior to the IREA review, the IREA Worker will see the following message in the comment section when he/she selects the case for review. In addition, POS will auto-complete these rejected cases and place the following message in the comment section.

"Case was denied by FIA prior to the completion of the SNAP-FER review".

Auto Completed Cases

Cases auto- completed due to this criteria can be found by checking the completion checkbox in the Activity Status filter and refreshing the queue.

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3. New FIA-IREA Recommendation window

The **SNAP-FER Recommendation** window will include the IREA recommendations on whether to accept, deny or reduce the budget. In the event the recommendation was not received timely, POS will automatically annotate the action as "**Recommendation not received within prescribed deadlines**".

For SNAP-FER cases that were processed within the prescribed deadlines the SNAP worker/supervisor will have an alert message in the queue of **"SNAP-FER Recommendation Received".**
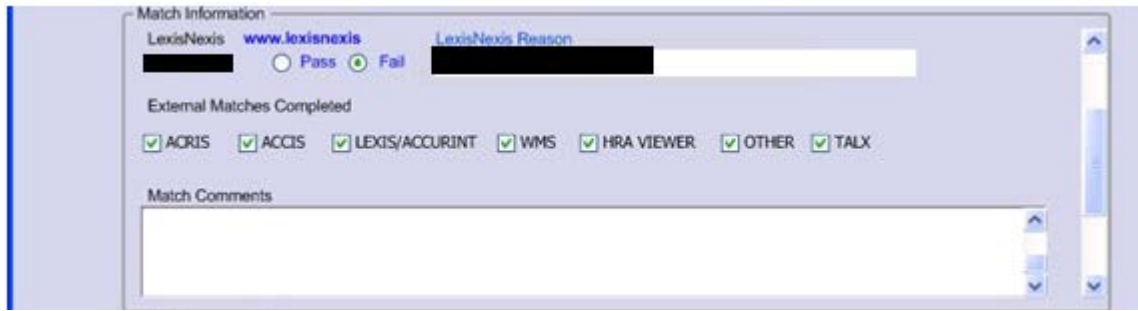

SNAP-FER FIA Window

- SNAP Front End Review Follow -up for Information form (BEV-230), with date sent / received.

IREA workers can request additional information from individuals by completing their **BEV-230** form in POS. The FIA worker can view this **BEV 230** form in the HRA One Viewer.

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Match Information
- LexisNexis will display Individual status in blue system output with a link to LexisNexis.
- LexisNexis Reason will display a LEXIS identification number for IREA purposes only or if the actual call fails, LexisNexis will display a call failure reason.
- All External Matches listed for the IREA wWorker selection with comments.

IREA Recommendation
- Accept, Deny or Reduce Budget with Comments

When the review has been completed by IREA, FIA will determine the final decision on these SNAP-FER cases. FIA can also disagree with the IREA recommendation and can proceed to accept or reject the case.

IREA-POS Review

The following POS windows will be displayed to assist the IREA worker with their review and recommendations. The IREA supervisor will also see these windows within their SNAP-FER approval activity.

- **Household Composition**
- **Case Member Information**
- **Address Information**

- **Additional Suffix Information**
- **CIN Re-Use**
- **Food Stamp Household Composition**
- **Individual Detail**
- **Alien (If Applicable)**
- **TALX**
- **ACCIS (Automated Child Care Information System)**
- **Employment Information**
- **Unearned Income**
- **Current Income**
- **Medical**
- **Resource**
- **Shelter**
- **Other Expenses**

4. POS Student Updates

POS has updated the **Education and Training Response** window to reflect the new criteria for school attendance and the eligibility of students for SNAP benefits. These updates are in the following POS activities:

- **SNAP Application Interview**
- **EC-SNAP Application Interview**
- **SNAP Change Case Data**
- **EC SNAP-Change Case Data**
- **SNAP Recertification Interview**
- **EC-SNAP Recertification Interview**
- **Re-open A Case**
- **EC Re-open A Case**

When the Eligibility Specialist clicks on Education and Training Information, an updated **SNAP Response** window displays the individuals attendance (if student is known) from the department of education.

The **Education and Training Response** window now has the new College school type plus the eligibility for SNAP:

- College/Other Post High school Institution
- Student Eligibility for SNAP

After the ES Worker completes the **Response** window POS will run the rules to determine if the student is ineligible for SNAP assistance.

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When the ES worker clicks on **College/Other Post High School Institution** School Type an updated Drill-down window will open:

The window displays the following updates:

- the student's receipt of Unemployment Insurance Benefitsand
- the Department of Labor's (DOL) school criteria which includes

  - the Dept Of LaborTCC316.1 approval document,
  - the enrolled online or correspondence course question,
  - the SNAP exemption criteria and:
  - the eligible student criteria drop down menu.

The following list reflects the Eligible Student SNAP criteria:

a. Student is placed in a school through the Workforce investment Act (WIA), SNAP Employment Training (SNAP E and T), Job Opportunities AND Basic Skills (JOBS) Training Program or the Department of Labor (DOL). (new option).
b. Student participates in a state or federally funded work study program under Title IV-C during the school year. (modified option).
c. Student cares for a dependent child <6 years old or incapacitated Person.
d. Student cares for a child between age 6 and 12 without adequate child care.
e. Student full-time and single parent with care of dependent child < 12.
f. Student is employed for an average of at least 20 hours per week and is paid for such employment. (new option).
g. Student is self-employed and works an average of at least 20 hours per week and earns an amount at least equal to the Federal Minimum wage multiplied by 20 (new option).
h. Student receives Unemployment Insurance Benefits (**UIB**) and is enrolled at least half-time and approved by the Department of Labor (**DOL**) (new option).
i. None of the Above.

Once the ES Worker completes the **College/Post High School** drill-down window, POS will run the rules to display the eligibility of the student for SNAP.

If the student is ineligible, POS will not allow the worker to accept the ineligible student.The **Eligibility Determination** window and TAD have been updated to reflect the new rules. If the ES Worker attempts to activate the ineligible student, POS will display the following message:

• This individual is an ineligible student for the SNAP program.

Supervisory Approval

Supervisors will see the associated SNAP updates when they review and approve the **Education and Training** window.

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5. New Telephone Interview Processing Services (S11)

The Change Center has been renamed to Telephone Interview Processing Services (TIPS). A new telephone interview service SNAP 11 (**S11**) has been added to POS. **S11** will be responsible for processing Manhattan and Staten Island (**S02**, **S13**, **S14**, **S19 and S99**) SNAP applications and recertifications. The site will use the Agile Communication Environment (**ACE**) for processing telephone interviews. All POS interfaces have been updated to accommodate this new site.
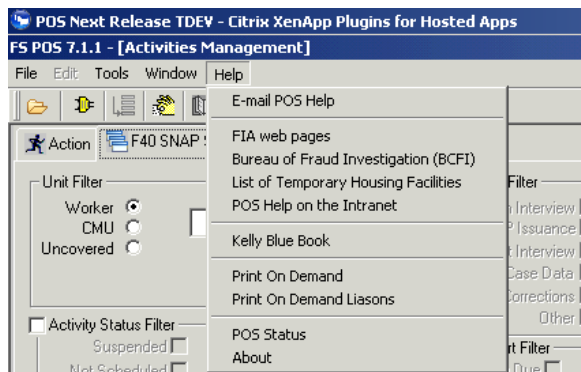
The Brooklyn and Queens (**S24** and **S43**) sites will also be renamed to Telephone Interview Processing Services (TIPS). The POS Sign-On page now lists the following Telephone Interview Processing Services menu options:

- **S11** TIPS
- **S24** TIPS
- **S43** TIPS

6. POS-ACE Test Call

A new option named "**Test ACE Phone Call**" has been added to the POS Help menu. This new menu option will allow workers under the direction of the POS Help Desk to test their ACE Phone. This will help assist in the troubleshooting process of ACE issues using the existing web service.

POS Help Menu (Start Call)

End Call Window

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7. POS TAD Updates

Reuse Case Numbers

POS now warns the ES when they are attempting to remove a reused case number on an application case that received benefits under that case number. The ES will see the following messages when attempting to remove the reuse case number:

- SNAP grants were transmitted under removed SNAP reuse case number.

8. POS Worker Queue Lockdown

Previously, Workers were able to start an activity from another Worker's queue or choose a case window. POS no longer allows the Worker to start an activity when the case is in another Worker's queue. Supervisors must now assign or re-assign the case to the Worker before he/she can start the case activity.

POS Individual Queue :
When the Worker attempts to start a case activity from another Worker's POS individual queue and the queue lockdown is turned on, and it displays the following error message:

- "You cannot start a case from another Worker's queue. To work on this activity, it must be reassigned to you."

Choose a Case window :

When the Worker attempts to start a case activity from the **Choose a Case** window, the activity is already pending in another Worker's queue and the lockdown is turned on, and it displays the following error message:

- "The case activity is assigned to another Worker's queue [Worker's Name]. To work on this activity, it must be reassigned to you."
- In the Worker's Name section above, display the last name and first name of the Worker.

Choose a Case window :

When the Worker attempts to start a case activity from the **Choose a Case** window, and the approval of the activity is already pending with the Supervisor, the case was not submitted to the Supervisor by the Worker who is attempting to access the case activity and the lockdown is turned on, and it displays the following error message:

- "The approval activity is pending with a Supervisor [Supervisor's Name] and was submitted by a different Worker. To work on this activity, it must be sent back to you by the Supervisor."
- In the Supervisor Name section above, display the last name and first name of the Worker.

All supervisors will be able to assign approvals to themselves from other supervisors queues. From there he/she can also send cases to specified workers for reassignment.

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9. SNAP Application and Recertification Log Access

The SNAP Application and Recertification logs will be removed from the menu option within SNAP/MONIQ. When the ES attempts to access the logs thru this method he/she will receive the following message:

"In the future, please access the Web SNAP Application Log and SNAP Recertification Log through the POS Portal page. The menu options for the SNAP Application and Recertification Logs in SNAP/MONIQ will be disabled in the next SNAP POS release. Click **OK** to continue."

10. Failed to Keep SNAP Application Activity

The **Failed to Keep (FTK) SNAP Application** activity has been added to the Action tab in the **Activities Management** window for easier processing.

11. Non-Worker activities

POS will remove unassociated names from Non-worker system only activities in the Review cCase and Audit tool. These activities have no association with these Workers and will prevent confusion for our case reviewers. POS will display" System" instead of the unassociated worker's name.

12. POS Transmission Rule Update

POS will allow the posting of **A000000000** only when the alien numbers in WMS are blank.

13. POS N10 Business Rule Update

A new TAD business rule was added to prevent improper use of the Rejection (**RJ**) code **N10** (Failure to Keep/Complete Appointment). When the ES attempts to use code **N10** and they are not in the **Failed to Keep SNAP Application Interview**, the following error message will appear:

- **Rejection Code N10 can only be used in the FTK SNAP Application Interview activity.**

If the ES double-clicks on the message, the following additional information will appear:

- **Rejection Code N10 (Failed to Keep SNAP Application Interview) can only be used in the FTK SNAP Application Interview activity. Please exit the current activity and access the FTK SNAP Application Interview to process the rejection.**

14. E-Form Updates

The following E-form has been updated:

- **W-129-PP** − Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Appointment Notice