



# FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #14-111-SYS

### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) POS RELEASE NOTES 8.2.1A

Date: October 2, 2014	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to introduce the new EASY ACCESS Self Service Scanning Application Pilot. This pilot allows applicants/participants to submit his/her documents electronically into the Paperless Office System (POS) using easy-to-use document scanners at selected Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers or Community Based Organizations (CBO). It also includes information on the Supplemental Social Security Income SNAP <b>\$15</b> Center changes which took affect September 15, 2014. Instructions on the use of SNAP EASY ACCESS and the <b>\$15</b> changes appear in <b>Attachment A</b>.</p> <p>Applicants/participants using EASY ACCESS at NCA SNAP Centers or CBOs will have to follow the steps below before scanning his/her documents:</p> <p><u>NCA SNAP Center</u></p> <ul style="list-style-type: none"> <li>• Active SNAP participants are required to enter his/her Document Return ticket number at the Easy Access Scanner also known as the Multi-Function Printer (<b>MFP</b>) so that the documents they are submitting can be linked to their case. If his/her case cannot be retrieved using the Document Return Ticket Number, then the scanner prompts them to enter other identifying information (Social Security Number [SSN]), swipe Common Benefit Identification Card (CBIC) or case number)</li> <li>• SNAP applicants who applied via ACCESS NYC need to provide his/her SSN at the Easy Access Scanner located in the PC Bank as the identifying information to link the documents being submitted to their application.</li> </ul>

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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

- Participants/applicants are able to scan documents associated with periodic mailers, applications and recertifications when the Documentation Requirements and/or Assessment Follow-up (**W-113K**) was issued or when the SNAP location issues a Fair Hearing Compliance Request (**W-186D**) or a Notice of Documentation Required-Change In Household Circumstances (**W-132s**) requesting documents.

### CBO

In addition to the standard POS security required for applicants/participants at CBOs, the CBO staff accessing the CBO Change Case Data functionality must use the CBIC card swipe device or provide at least one case identifier such as an SSN or Case Number to access the applicant/participant's data.

### Supervisory Responsibility

The **POS SNAP Self-service** queue must be monitored throughout the day by the FIA supervisor to assign these cases. When documents are scanned at the Easy Access Scanning stations POS creates a new **Self Service Scanning Activity** and places it into the **Self Service Queue** for the home center (where the case belongs). These images must be reviewed and indexed by the SNAP staff.

### Worker Responsibility

If the scanned document does not fit the criteria for the request, the Worker must contact the applicant/participant informing them of this. If the document can be used to support the request based on the Eligibility Factors and Suggested Documentation Guide (**W119D**) document request, the worker can continue to process the case.

EASY ACCESS is available at the following SNAP Centers:

- 1) **S-26** North Brooklyn SNAP Center in Brooklyn
- 2) **S-13** Washington Heights Center in Manhattan
- 3) **S-54** Jamaica SNAP Center in Queens
- 4) **S-45** Concourse SNAP Center in Bronx
- 5) **S-99** Richmond SNAP Center in Staten Island

EASY ACCESS is available at the following CBO locations:

- 1) Bronx Works – 2 locations
- 2) Part of the Solution
- 3) New York Common Pantry
- 4) Community Kitchen of West Harlem
- 5) Project Hospitality – 2 locations
- 6) Transfiguration of Christ Greek Orthodox Church
- 7) River Fund
- 8) CAMBA
- 9) Ridgewood Bushwick Senior Citizens Council – 2 locations
- 10) Reaching Out Community Services

*Effective September 29th*

**Reference:**

[CD #14-20](#)

**Attachment:**

**Attachment A**      SNAP POS Release Notes Version 8.2.1a

 Please use Print on Demand to obtain copies of forms.

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.2.1a for the Paperless Office System (POS) scheduled for September 29, 2014. 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

Version 8.2.1a September 29, 2014

## 1. Supplemental Security Income SNAP 15 Changes

Effective September 15, 2014, changes were implemented at the Supplemental Security Income (**S15**) Center. These changes streamline workflows, improve the physical environment of the center and increase the efficiency of customer services as follows;

A main reception area is located on the first floor where the applicants/participants are issued a routing ticket and then directed to the appropriate waiting area.

A new Customer Service and Information Center (CSIC) was initiated to provide an array of much needed services including processing returned documents, initiating a change request and providing information on case related inquiries.

All Center staff started utilizing model office systems, Front Door Electronic Reception (FRED) and the Model Office Number Identification Queue (MONIQ). This allows better tracking of the applicant/participant traffic volume and the associated wait times

Note: The hours of operation and the directions to S15 remain the same. Management Information Services (MIS) sent a notice Important Information About Changes in Your Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center (**FIA-1129[E-S]**) to all participants that have an active case at S15 informing them of these new features. Please see CD # 14-20 Memorandum for further details.

## 2. Electronic Application and Scanning Express- Easy Access

Beginning September 30, 2014, applicant and participants have the opportunity to report their changes to Community Based Organizations (CBO) for selected centers. As part of the new **Easy Access** project, CBO sites process these reported changes, as well as changes from periodic mailers, and accept documentation associated with those changes. The completion of these changes at the CBO site reduces the time it takes for HRA to adjust the applicant/participant benefits as a result of a change in circumstances.

### New Activity

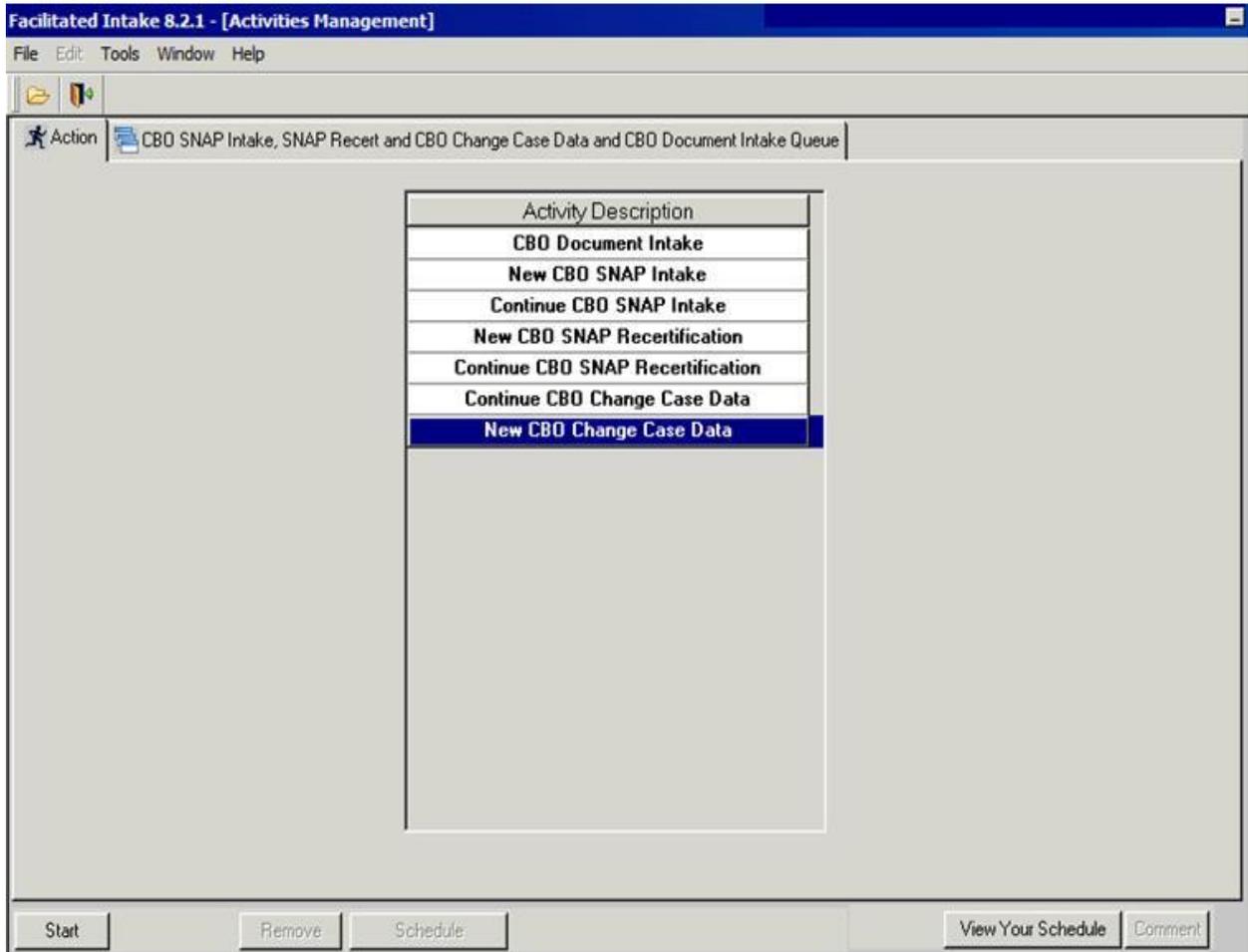
The following activities were added for CBO users in this project:

- CBO Change Case Data
- Continue CBO Change Case Data

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

## Activities Management Window – Action Tab



### User Access and Security

In addition to the standard POS security required for CBO users, the CBO staff accessing the CBO Change Case Data functionality must use the Common Benefit Identification Card (CBIC) card swipe device or provide at least one case identifier to access the applicant/participant's data.

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

## 3. New Roles for CBO staff

A new role and title was added for CBO staff selected to process these updates/changes on a SNAP case. If the CBO worker is unable to process the case, they must contact the POS help desk for further assistance.

### Cases eligible for CBO Change case data

When the CBO user attempts to start the CBO Change **Case Data Activity**, SNAP POS must determine the proper case to retrieve. If there are multiple results, POS allows the user to make a selection in the **Choose a Case** window. The CBO worker enters the case number or another demographic (Social security number etc.) to retrieve the case.

### Choose a Case screen

The screenshot shows a software window titled "Facilitated Intake 8.1.1 - [Choose A Case]". The window has a menu bar with "File", "Edit", "Tools", "Window", and "Help". Below the menu bar is a toolbar with icons for home, search, print, save, and refresh. The main content area is titled "CBO Change Case Data" and includes a "Card Reader Initialized" status indicator. The "Specify Case:" section contains input fields for "Case Number", "Case Name", "First & Last Name", "SSN", and "CIN". A "Search" button is located below these fields. Below the search area is a table with columns: "Case Number", "Suf", "Case Name", "Casehead Name", "CIN", "SSN", and "File Date". The table is currently empty. At the bottom of the window are three buttons: "Perform Specified Action", "Previous", and "Add Action to Queue".

Once the proper case has been determined, SNAP POS connects to the local database to determine if:

- The case is Closed (**CL**), Applying (**AP**), or Single Issuance (**SI**) in WMS and or;
- Cases belonging to SNAP-15 center are not eligible to be done by the CBO.

If any of these conditions exist, POS does not allow the CBO access to the activity by displaying the following messages:

- The case is not in active status, the **CBO Change Case Data** is not allowed.
- Changes to cases belonging to **S-15** center are not eligible to be done by the CBO.

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

## 4. New CBO Changes and Submission

CBO in the **Easy Access** project have the functionality to submit all the changes listed below to Supplemental Nutrition Assistance Program (SNAP) locations with the required documentation. The following window is available to select the change(s) and alert POS to the required supporting documentation:

Instructions:

This activity will allow you to indicate what changes must be made to the active case. Source of Change(s) defaults to 'CBO' for CBO users.

- Select the changes that are needed on the case by clicking on the appropriate checkbox (es) above. You may click on as many changes as necessary.
- Then, click the **Next** button. The windows needed to make the changes will appear according to the selected checkbox (es).

### If documentation is missing:

When POS does not detect the submission of documentation to support the addition of an individual (s) it informs the CBO staff with the following message:

- If **Adding a Person** is selected as a change and the added individual is not known to the case, POS checks to make sure a proof of identity document was submitted for the added individual before allowing the case changes to be submitted. If this validation check fails, then POS displays the message "There is no proof of identity documents submitted for the added individual. Please scan and index required documents for the added individual(s)" and then submit the changes to the case. **If no documentation is scanned or indexed POS will not allow the CBO to submit the case to SNAP.**

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

The CBO Document **Intake Screen Flow** is as follows:

**1. Add a Person to the Case Screen Flow**

**a. Screen Flow For adding individual not known to case**

- Add Person to the Case
- Adults in Household
- Children in Household
- Address Information
- Additional Suffix Level Detail
- Individual Detail
- Employment Information
- Current Income
- Medical
- Resources
- Shelter (Housing) Expenses
- Other Expenses
- Education/Training
- Other Information
- Image Indexing
- Document Completeness
- CBO Submission

**b. Screen Flow For adding individual known to case**

- Add Person to the Case
- Individual Status Change
- Address Information
- Additional Suffix Level Detail
- Individual Detail
- Employment Information
- Current Income
- Medical
- Resources
- Shelter (Housing) Expenses
- Other Expenses
- Education/Training
- Other Information
- Image Indexing
- Document Completeness
- CBO Submission

**2. Removing a Person from the Case Screen Flow**

- Individual Status Change
- Employment Information
- Current Income
- Medical
- Resources
- Shelter (Housing) Expenses
- Other Expenses
- Education/Training
- Other Information
- Image Indexing
- Document Completeness
- CBO Submission

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**3. Address, Telephone Number and/or Authorized Representative Screen Flow**

Address Information  
Image Indexing  
Document Completeness  
CBO Submission

**4. Landlord Information Screen Flow**

Shelter (Housing) Expenses  
Image Indexing  
Document Completeness  
CBO Submission

**5. Rent, Mortgage, Shelter or Utility Expenses Screen Flow**

Employment Information  
Current Income  
Medical  
Resources  
Shelter (Housing) Expenses  
Other Expenses  
Education/Training  
Other Information  
Image Indexing  
Document Completeness  
CBO Submission

**6. Demographics, Citizenship or Alien Status Screen Flow**

Address Information  
Additional Suffix Level Data  
Individual Detail  
Employment Information  
Current Income  
Medical  
Resources  
Shelter (Housing) Expenses  
Other Expenses  
Education/Training  
Other Information  
Image Indexing  
Document Completeness  
CBO Submission

**7. Income Screen Flow**

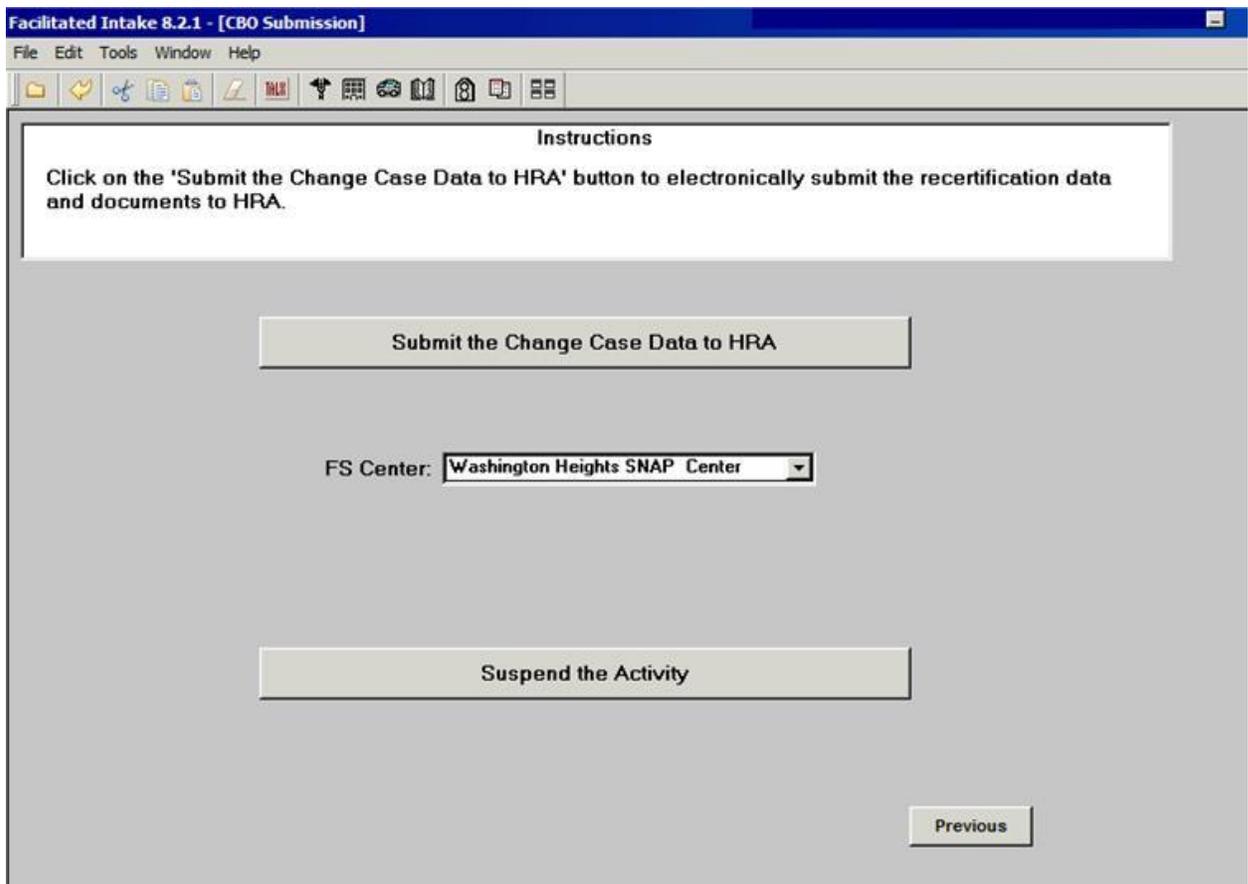
Employment Information  
Current Income  
Medical  
Resources  
Shelter (Housing) Expenses  
Other Expenses  
Education/Training  
Other Information  
Image Indexing  
Document Completeness  
CBO Submission

# SNAP POS Release Notes

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- 8. Resources Screen Flow
  - Employment Information
  - Current Income
  - Medical
  - Resources
  - Shelter (Housing) Expenses
  - Other Expenses
  - Education/Training
  - Other Information
  - Image Indexing
  - Document Completeness
  - CBO Submission

## CBO Submission



# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

## 5. New POS CBO Change Request Queue

The **CBO Change Request** queue for the Easy Access project at each SNAP Center must be monitored throughout the day by the supervisor to assign these cases expeditiously. When changes are submitted for an active (AC) case, POS creates a new **SNAP Change Case Data** activity and places it into the **CBO Change Request** queue for the home center (where the case belongs). These activities must be reviewed and processed by the SNAP staff.

### CBO Change Request Queue

The screenshot shows the 'F13 SNAP Supervisor Queue' window. It features several filter sections: 'Unit Filter' (Worker, CMU, Uncovered), 'Activity Type Filter' (Application Interview, ESNAP Issuance), and 'Activity Approve Filter' (Approve Application Interview, Approve ESNAP Issuance, Approve Recertification, Approve Change Case Data, Approve Error Corrections, Approve Other). There are also 'Filter' and 'Clear' buttons. Below the filters is a table with the following columns: Activity, Due Date, Alert, Case Name, Case No, Sur, Center. The table contains one row: SNAP Change Case Data, Due Date, NA, Case Name, Case No, Sur, Center. At the bottom left, it says 'Total: 1 Case'. At the bottom, there are buttons for Start, Assign, Remove, Schedule, Reopening, Update Disposition, WMS, View Your Schedule, and Comment.

## 6. Easy Access Self-Service Workflow

In order to enhance access to the SNAP, current SNAP participants as well as new applicants for SNAP have the opportunity to submit their documents at selected HRA SNAP centers. As part of the Easy Access project, applicants/participants are able to scan documents associated with periodic mailers, applications and recertifications when the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) was issued or when the SNAP location issues a Fair Hearing Compliance Request (**W-186D**) or a Notice of Documentation Required-Change In Household Circumstances (**W-132S**) requesting documents.

The Easy Access Scanner checks POS to determine if the **W-113K**, **W-186D** or **W-132S** was issued for required documents. In addition, a new applicant is allowed to scan any documents the individual has with them if they used the PC Bank at that HRA SNAP center to submit an application via ACCESS NYC.

Current SNAP participants may be issued a Document Return ticket via reception to use the Easy Access Scanner in the PC Bank. These SNAP participants are required to enter their ticket number if they received a ticket at the Easy Access Scanner also known as the Multi-Function Printer (**MFP**) so the documents they are submitting can be linked to their case. Current SNAP participants that do not have the document return ticket number will be able to enter other identifying information (Social Security Number [SSN]), swipe CBIC or case number) to link to their case.

# SNAP POS Release Notes

Version 8.2.1a September 29, 2014

New SNAP applicants via ACCESS NYC need to provide their SSN at the Easy Access Scanner located in the PC Bank as the identifying information to link the documents being submitted to their application.

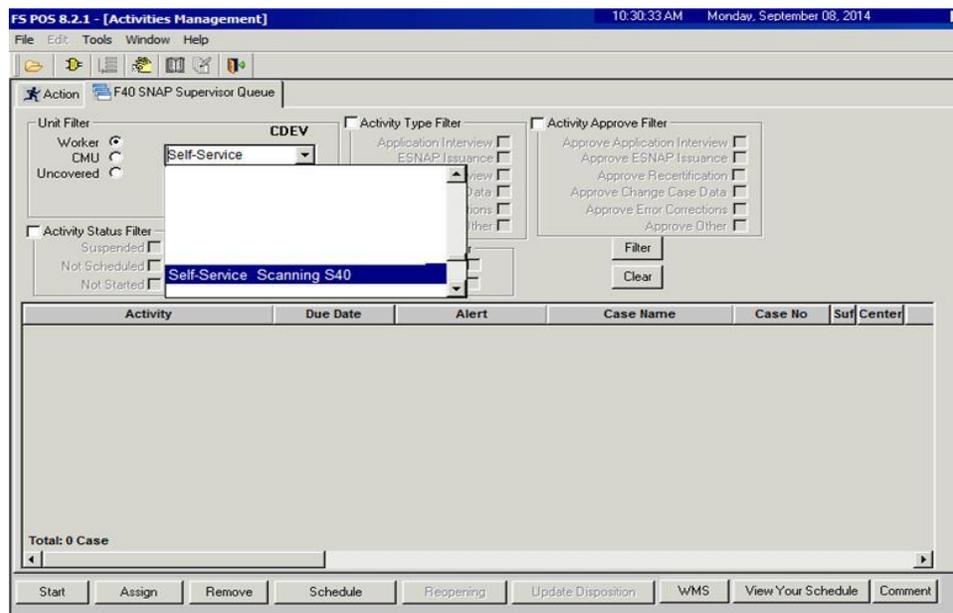
**NOTE:** If the applicant/participant who entered the ticket number at the MFP does not complete the scanning process or clicks cancel, the ticket is reset to **Not Called** and placed back into MONIQ for service.

## 7. New POS Self-Service Scanning Queue

The **POS SNAP Self-service** queue must be monitored throughout the day by the FIA supervisor to assign these cases expeditiously. When documents are scanned at the Easy Access Scanning stations POS creates a new **Self Service Scanning Activity** and places it into the **Self Service Queue** for the home center (where the case belongs). These images must be reviewed and indexed by the SNAP staff.

If the document does not fit the criteria for the request, the Worker must contact the applicant/participant informing them of this. If the document can be used to support the request based on the Eligibility Factors and Suggested Documentation Guide (**W119D**) document request the worker can continue to process the case.

### Self Service Queue



## 8. HRA and SNAP Locations for Easy Access Pilot

The HRA locations selected for the SNAP Easy Access initial pilot are:

- **S-13** Washington Heights Center in Manhattan
- **S-26** North Brooklyn SNAP Center in Brooklyn
- **S-54** Jamaica SNAP Center in Queens
- **S-45** Concourse SNAP Center in Bronx
- **S-99** Richmond SNAP Center in Staten Island

The Washington Heights (**S-13**) and Concourse (**S-45**) SNAP Centers roll out on September 30, 2014. The North Brooklyn (**S-26**), Jamaica (**S-54**) and Richmond (**S-99**) SNAP Centers roll out in October 2014.

# SNAP POS Release Notes

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These HRA locations have the Multifunction Printer (**MFP**) available for the applicant/participant to scan their required documents based on the SNAP documentation request (**W-113K, W-132S** and/or **W-186D**).

The CBO SNAP locations for the Easy Access pilot are:

- Bronx Works – 2 locations
- Part of the Solution
- New York Common Pantry
- Community Kitchen of West Harlem
- Project Hospitality – 2 locations
- Transfiguration of Christ Greek Orthodox Church
- River Fund
- CAMBA

These Easy Access CBO SNAP locations send their CBO submissions to the responsible SNAP location when they (CBO) have identified and scanned the necessary documents for the SNAP applicant/participant changes.