



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY BULLETIN #14-14-SYS

SNAP POS RELEASE NOTES VERSION 8.1

Date: February 11, 2014	Subtopic(s): POS				
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) will migrate to production on February 18, 2014. Descriptions of the changes can be found in SNAP POS Release Notes Version 8.1 (Attachment A), and Desk Guide: Right-Fax Desk Guide for Document Intake (Attachment B).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective February 18, 2014</i></p> <p>Related Items:</p> <p>PB #14-04-ELI</p> <p>Attachments:</p> <table><tr><td>Attachment A</td><td>SNAP POS Release Notes Version 8.1</td></tr><tr><td>Attachment B</td><td>Desk Guide: Right-Fax Desk Guide for Document Intake</td></tr></table>	Attachment A	SNAP POS Release Notes Version 8.1	Attachment B	Desk Guide: Right-Fax Desk Guide for Document Intake
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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 8.1 February 18, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.1 for the Paperless Office System (POS) scheduled for Monday February 18, 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-FER IREA (Investigation Revenue and Enforcement Administration) Updates

The **SNAP-FER IREA** window was updated to display the following message when there are no credit history results for an individual:

"[Client's name] has no credit history results."

1. Case Number Re-Use Window Update

In the **Case Number Re-Use** window, when there is only one prior SNAP case found and the case is in Closed (**CL**) or Rejected (**RJ**) status for Supplemental Nutrition Assistance Program (SNAP), the case displayed in the **Suggested Previous Relevant Case** section. The window was updated to display the relevant SNAP case in the **Suggested Previous Relevant Case** section when there is only one prior SNAP case found and the prior case is in Applying (**AP**), Single Issue (**SI**) or Active (**AC**) status.

The cases in AP, SI or AC status **cannot** be selected for re-use. When there are multiple prior cases, the most recently CL prior case is displayed in the **Suggested Previous Relevant Case** section. All other prior cases are displayed in the **Other Possible Matches** section in the following order:

- Cases in **AC** status
- Cases in **SI** status
- Cases in **AP** status
- Cases in **CL** status
- Cases in **RJ** status

Case Number Re-use window

The screenshot shows the 'Case Number Re-Use' window. At the top, the title bar reads '[Case Number Re-Use]' with a timestamp of '10:52:35 AM' and date 'Wednesday, January 22, 2014'. Below the title bar is a menu bar with 'File', 'Edit', 'Tools', 'Window', and 'Help'. A toolbar with various icons is located below the menu bar. The main content area contains the following sections:

The cases below represent previous case number for the entered applicant. The "Suggested Previous Relevant Case" is the best possible option found by POS. To view details on each case, Click on the View button next to the case. In order to re-use a particular case number click on the "Select" check box next to the desired case. If you chose to disregard all or the matches, you must click on the "Disregard all matches" check box

Applicant Information as Entered

Name	SSN	DOB
[REDACTED]	[REDACTED]	[REDACTED]

Suggested Previous Relevant Case

View Detailed Clearances	Case #	Case Name	SSN	DOB	Ctr	Case PAMA/FS	Individual PAMA/FS	Select
<input type="button" value="View"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>

Other Possible Matches

View Detailed Clearances	Case #	Case Name	SSN	DOB	Ctr	Case PAMA/FS	Individual PAMA/FS	Select
[REDACTED]								

☐ Disregard all Matches, use a New Case Number

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2. Childcare Provider Income Update

POS was updated to copy the salary information and hours worked recorded in the **Childcare Provider** drill-down window to the main response window for the “Is Employed (Including Babysitting)?” question.

3. Employability Code Determination Window Update

The **Employability Code Determination** window was updated to include the salary information and hours worked recorded in the **Childcare Provider** drill-down window to determine the employability code for the individual.

4. Update to ACE (Agile Communication Environment) Telephones

Staff at the Telephone Interview Processing Service locations now have two telephones:

- The first telephone is used for telephone interviews through ACE. Calls initiated from POS through this telephone are recorded and are available in the **ACE Recording Log**.
- The second phone is used for non-ACE telephone calls. Calls made through this telephone are not recorded for ACE.

5. Update to ACE Telephone Contact Script Window

The **ACE Telephone Contact Script** window was updated to provide the Eligibility Specialist (ES) with the statement to indicate that the telephone interview will be recorded for training and quality assurance purposes. The ES must read this statement when contacting the applicant/participant.

Revised Telephone Contact Script

Hello, I am calling for JOHN DOE.

- Instruction to Worker - If the applicant/participant is available, read the following statement:

“Hello, we are calling regarding your scheduled telephone interview. This call will be recorded for training and quality assurance purposes.” After reading this statement, conduct the interview.

- Instruction to Worker - If the applicant/participant is not available, ask the following:

“This call will be recorded for training and quality assurance purposes. Since we are unable to conduct the interview, when would be a better time to contact you?”

Revised Telephone Contact Script

Hello, this is JOSEPH SMITH and I am calling regarding the scheduled telephone interview for JOHN DOE. This call will be recorded for training and quality assurance purposes. Please let JOHN DOE know that we will try to contact them again later today or please have them call 212-555-1213 to reschedule the interview.

Revised Script for Voicemail

Hello, this is JOSEPH SMITH and I am calling regarding your scheduled telephone interview for JUNE 18, 2012. This call will be recorded for training and quality assurance purposes. We will call you back at a later time.

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6. Update to ACE Recording Log

The **ACE Recording Log** was updated to retrieve all archived calls for the selected location when the **Archive** tab is selected.

7. POS Help About Window Update

The **POS Help About** window was updated to include the network ID ("LAN ID") for all users and identifying database indicator ("RAC Node") for users connecting to the POS Core database. This change will assist the POS Help Desk in troubleshooting POS issues.

8. Removal of Form M-42g

POS was updated to remove the obsolete Referral for a Medicaid Eligibility Determination (**M-42g**) form. For additional details, please refer to **PB 14-04 ELI** (Obsolete PD #01-69-ELI [Medical Assistance Program Outreach]).

9. Centralized Rescheduling Telephone Numbers for Applications

A new centralized telephone number was implemented for application cases. The new telephone number is **718-923-6044**. The rescheduling telephone number accordingly was updated for SNAP applications on the following forms:

- Request for Contact on a Supplemental Nutrition Assistance Program (SNAP) Application (**W-119**)
- Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Telephone Appointment Notice (**W-129A**)
- Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Appointment Notice (**W-129PP**)
- Supplemental Nutrition Assistance Program (SNAP) Request For Contact/Missed Interview (**LDSS-4753**)

10. Update to SNAP Timeliness Report

To determine the decision date, the SNAP timeliness report in the POS Management Console retrieves the first change to **SI**, **AC** or **RJ** status and the first SNAP grant issuance (if applicable) made on the file date or later and before the next application for the case, in order to determine the timeliness of the case decision.

Occasionally, an applicant may file a duplicate application before the decision on the first application is made. For these cases, the report was updated to retrieve the appropriate decision information on the 1st application.

11. Update to WINRO643 Report

The WINRO643 report in the POS Management Console was updated to a new **Toe Digit** column. The user can sort the report by this column.

12. Paperless Alternate Module (PAM) Rollout

PAM rolled out in the following locations in January 2014:

- Clinton Hill Job Center (**067**)
- Crotona Job Center (**046**)
- Crotona SNAP Center (**S46**)
- East River Job Center (**037**)
- Queens SNAP Center (**S53**)
- Refugee Job Center (**047**)

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- Rockaway Job Center (**079**)
- Rockaway SNAP Center (**S79**)
- TIPS **24**
- TIPS **43**
- Waverly Job Center (**013**)
- Waverly SNAP Center (**S19**)

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

13. Synchronization of Enrollment Information between POS to PAM

The following updates were made to the POS Enrollment window:

- POS was updated to transmit updates made in the **POS Enrollment** window to PAM every 15 minutes.
- The POS Enrollment window was also updated to track PAM usage when POS determines whether the user's ID should be deactivated for lack of activity.

14. Application Date for Online Applications Submitted from New Self-Service Centers

Effective December 17 2013, POS preserves the date of submission as the SNAP application date ("file date") for the case for applicants filing an application for the Supplemental Nutrition Assistance Program in the new Self-Service Centers. The Front Door Reception ("FRED") was updated to allow printing of Model Office tickets for the new Self-Service Center after 4 PM.

15. Validation for Network ID in POS Portal

The SignOn windows for the NCA SNAP Application Log, NCA SNAP Recertification Log, NCA SNAP Deferral Log, Rental Assistance Database (RAD) and Ticket Monitoring Made Easy (TIMME) were updated to validate the Windows ID when users log in.

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.

16. Right Fax Upgrade

CA and SNAP locations along with other HRA affiliated sites will be upgraded with the new right fax application. The Right-fax application is a virtual fax which allows participants to send requested documents from any fax machine to the specific Family Independence Administration (FIA) location. The faxed documents do not require printing because they are retrieved and processed directly within the POS scanning and indexing feature.

Please see **Attachment B** Right-Fax Desk-Guide for details.

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17. TALX Information Window Update in Recertification and Change Case Data

The **TALX** window was updated to pre-fill the match information when a TALX hit is found within the past **75** days at the time of the Recertification Interview or the Change Case Data.

POS pre-fills the **System Match** checkbox and the match information at the time that the window opens for the first time in the activity when a match is found. When a match is not found within the past 75 days, the TALX Match Found field is updated with an answer of **No**.

Right-Fax Desk Guide for Document Intake

ATTACHMENT B

Desk Guide: Right-Fax Desk Guide for Document Intake

Date: February 18, 2014

It is now possible for FIA workers to obtain faxed documentation from their applicant/participants directly into the POS system. This documentation does not require printing and can be scanned and indexed within the POS system. The Right-Fax application integrates with the POS system to convey high quality faxes directly to a Cash Assistance (CA)/Supplemental Nutrition Assistance Program (SNAP) designated folder.

These faxes can be sent from any location throughout the city provided they are sent to the location's specific RightFax number. This desk guide provides an overview of retrieving, indexing and printing the faxed documentation.

Requesting Faxed Documentation

- Tell the applicant/participant what documents are required for the fax. These requested documents should be listed on an FIA acceptable document form.
- Tell the applicant/participant to get a confirmation after they have successfully faxed their documents from their chosen fax machine.

NOTE: The applicant/participant will be responsible for their fax confirmation receipt but FIA is responsible for sending a Documentation Receipt (**EXP-76R**) once they obtain the faxed documentation.

Retrieving and indexing the RightFax documents within POS

- Sign in to POS and click on the **Tools** menu then highlight and click on **Digital Sender Imaging Indexing**.

Activities Management

FS POS 6.1.1 - [Activities Management] 2:02:49 PM Friday, May 18, 2012

File Edit Tools Window Help

WMS

Action Ledger Alt+G

Unit Fil CBO Recertification Scheduling Inquiry Alt+T

WMS TAD ...

Print Queues

Language Access Tracking

Digital Sender Image Indexing

Utility Liaison Queue

Enrollment

Mass Caseloading

MONIQ / Food Stamps

Activity Type Filter

Application Interview

EF5 Issuance

FS Recert Interview

Change Case Data

Error Corrections

Other

Activity Approve Filter

Approve FS Application Interview

Approve EF5 Issuance

Approve FS Recertification

Approve FS Change Case Data

Approve Error Corrections

Approve Other

Filter

Clear

Activity Alert Filter

Coming Due

Overdue

Activity	Due Date	Alert	Case Name	Case No	Suf	Receive
----------	----------	-------	-----------	---------	-----	---------

Total: 0 Case

Start Assign Remove Schedule Reopening Update Disposition WMS View Your Schedule Comment

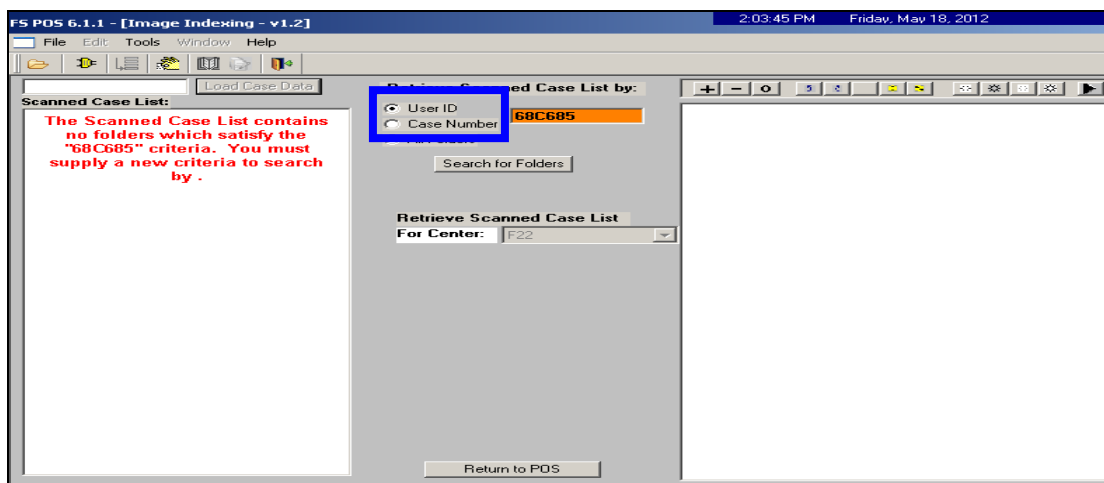
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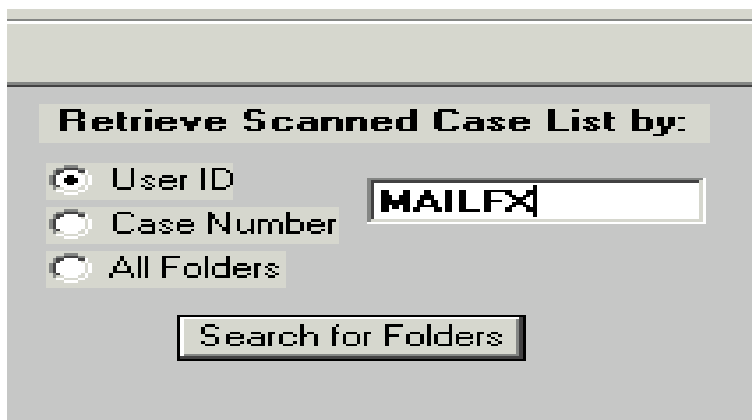
The **Image Indexing Window** will display. This is the first step in identifying your folders for processing.

Image Indexing Window



- To locate your site's Right Fax folders please enter the specific name given to your site's right fax folders. To enter the name of the folder remove the User ID number (the user's wms numbers) displayed in the red highlighted field and enter the name of your CA or SNAP specific folder name and Click on the **Search for Folders** button.

Note: When entering the name of the folder do not click off the **User ID** button.



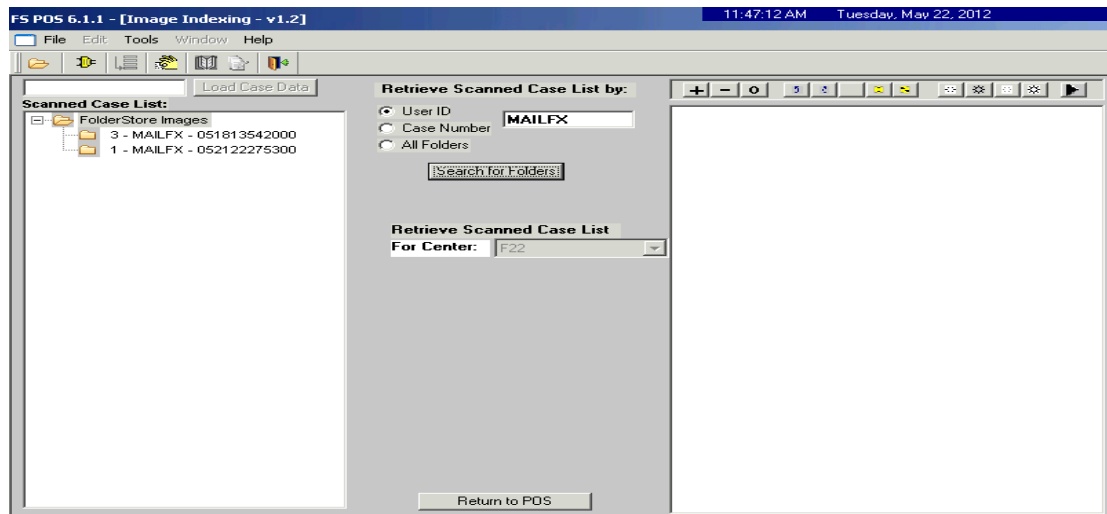
In this example the name of the right fax folder is **MAILFX** (entering the name in caps or not does not matter but it must be an exact match to your specific RightFax folder's name). The MAILFX folders will display in the Scanned Case list.

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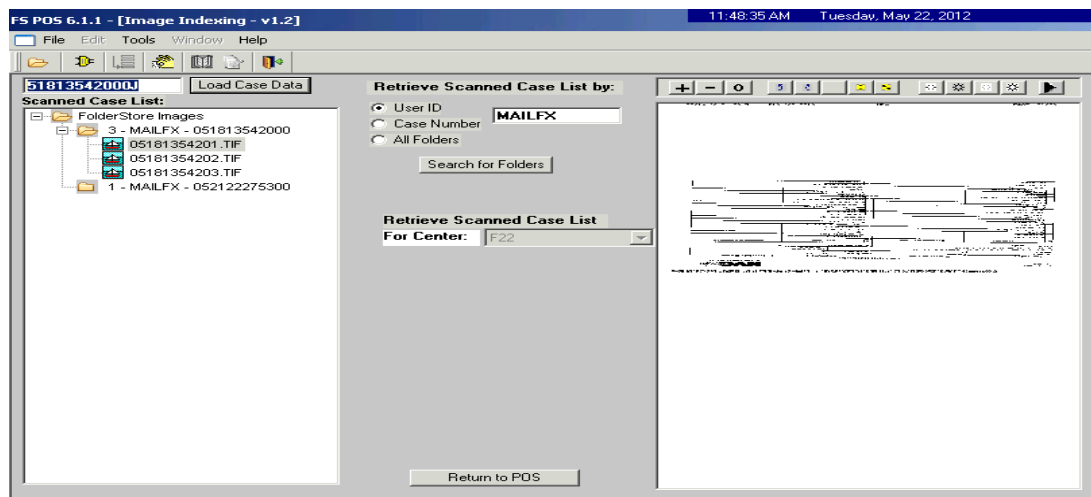
Date: February 18, 2014

Image Indexing Window



- Click into the folder under the Scanned Case List and choose the icon for the document. Highlight the document and the item will be displayed in the window on your right.

Document displayed in imaging window



Note: You must check the documents and keep a record (Hard Copy) of the case number to complete the indexing process. Check to make sure this is the correct document you requested with the name of the applying or active individuals.

- After you have identified the document(s) remove the system entry number displayed within the load case data field and enter the correct case number.

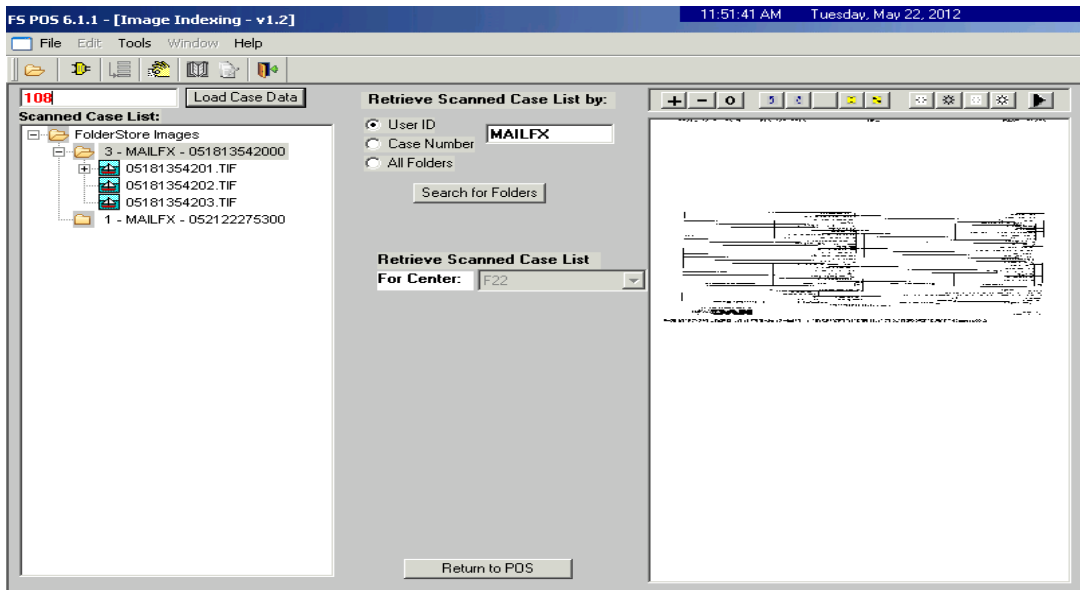
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Desk Guide: Right-Fax Desk Guide for Document Intake

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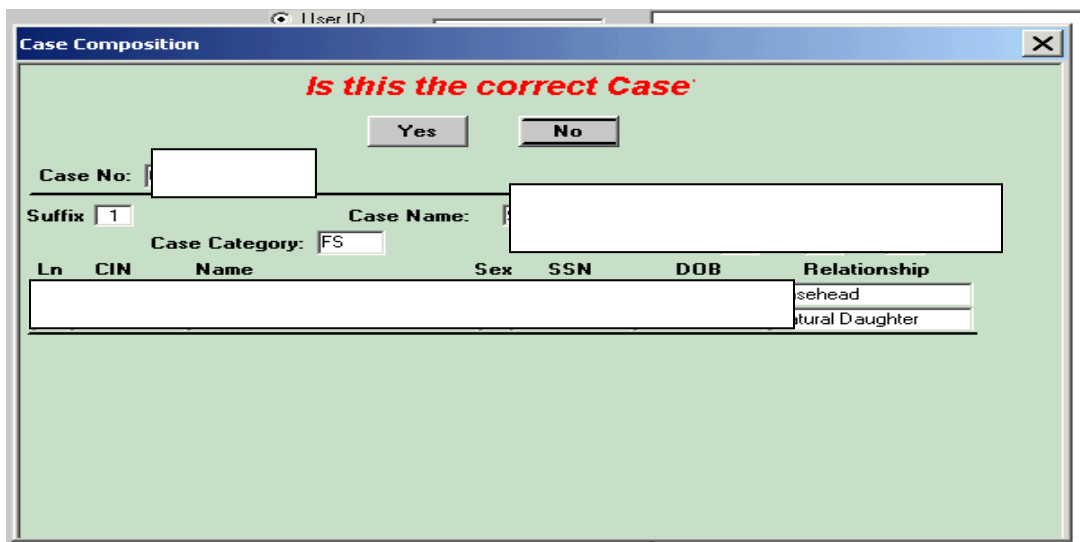


Image Indexing Window



- Then click on the **Load Case Data** button to go to the next **Indexing** window.

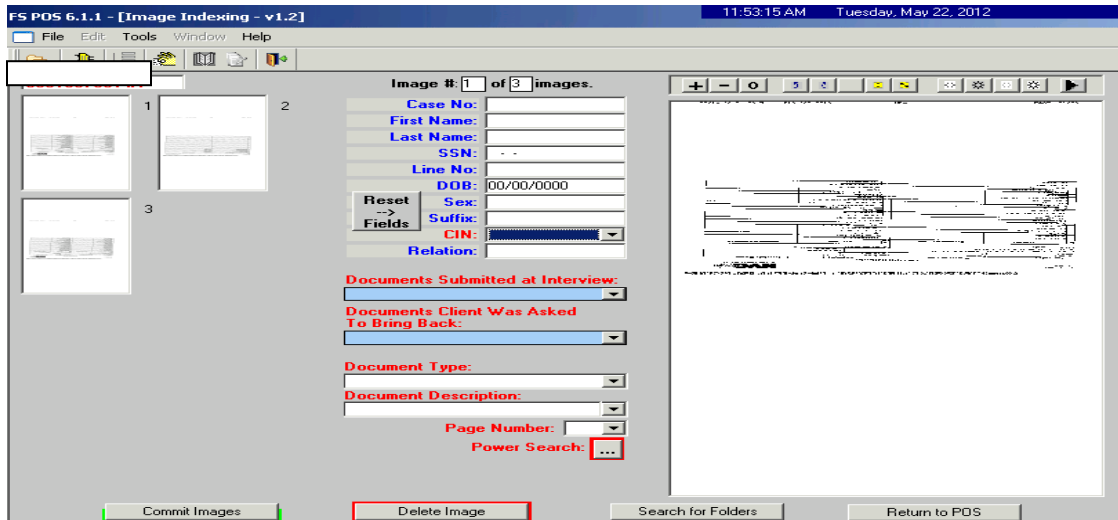
POS will process a look-up to find the correct case number.



- Choose **Yes** if this is the correct case, if not click **No** and go back to enter the correct case number in load case data. The identified images will load and display in the imaging window.

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Desk Guide: Right-Fax Desk Guide for Document Intake
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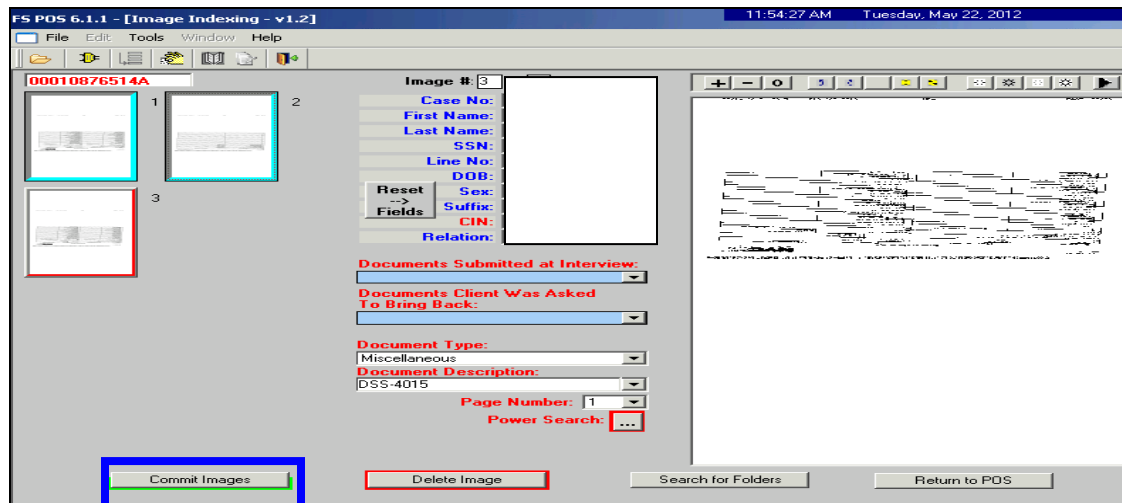
Committing the Documents

- In the **Indexing** window on the next page view each identified faxed document from the applicant/participant. When you click on the icon the document will appear in the left side of the screen. Click on each image to index them individually.
- Once you have highlighted the image, click the **CIN** option and click on the household member the image belongs to.
- Next click on the documents submitted button and identify the appropriate name for the image.
- Choose the Document Type and Description.
- Do this for all images associated with this case.
- Commit the Indexed document by clicking on the Commit Images button located at the bottom of the Index Imaging window.

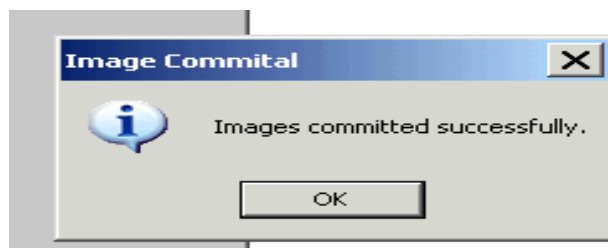
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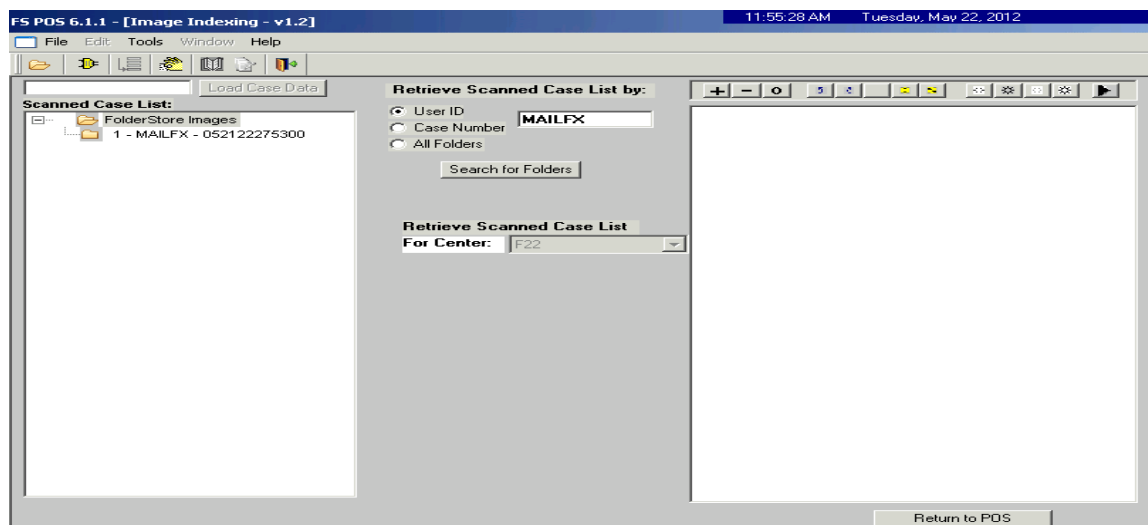
Committing Images



If the images were successfully committed the following message will display:



- Click on **OK** button and return back to the original **Indexing** window.



- Use the same steps to process the additional **MAILFX** folders until you have completed the entire batch.

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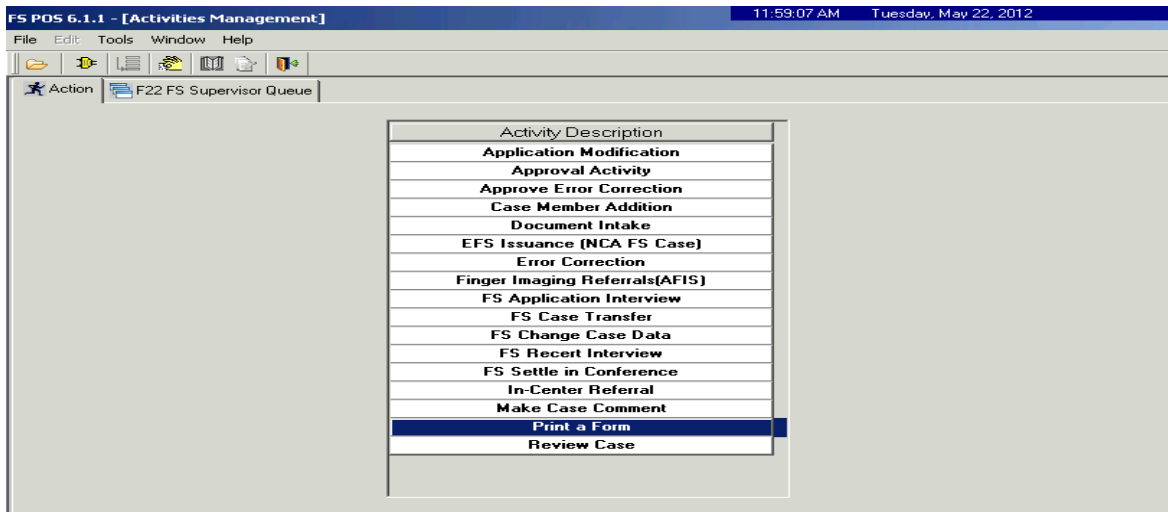
Desk Guide: Right-Fax Desk Guide for Document Intake
Date: February 18, 2014

Printing the Documentation Receipt (EXP-76R)

After you have completed the indexing process of the right fax folders, you must print and send the documentation receipt for each case to the specified participant. Click on the **Return to POS** button to go to the print a form activity.



- Choose the **Action Tab** and click on **Print a Form** to begin the **print form activity**.



- Enter the case number from your list of processed cases (MAILFX folders or your site's specific folder name). POS will search for the case number. Choose the case and click on **Perform Specified Action** at bottom of the POS choose a case window.

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Desk Guide: Right-Fax Desk Guide for Document Intake

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The screenshot shows the 'FS POS 6.1.1 - [Choose A Case]' window. The title bar indicates the time is 11:59:27 AM on Tuesday, May 22, 2012. The menu bar includes File, Edit, Tools, Window, and Help. The toolbar contains various icons for file operations. The main area is titled 'Print a Form'. On the left, under 'Specify Case:', there is a section 'Enter One or More of these Items' with input fields for Case Number, Case Name, First & Last Name, SSN, and CIN. A 'Search' button is located to the right of these fields. Below the input fields is a table with the following columns: Case Number, Suf, Case Name, Casehead Name, CIN, SSN, and File Date. At the bottom of the window are three buttons: 'Perform Specified Action', 'Previous', and 'Add Action to Queue'.

The screenshot shows the same 'FS POS 6.1.1 - [Choose A Case]' window, but with a 'Please wait ...' dialog box overlaid in the center. The dialog box has a green background and a white text box. The background window shows the same 'Print a Form' dialog with the 'Specify Case:' section and the table. The table has the following data:

Case Number	Suf	Case Name	Casehead Name	CIN	SSN	File Date
00010876514A	I	SHOR			603389232	3/19/2012

- Choose the **EXP-76R** and click on **Print**. The **EXP 76R** will print with all the listed document types you previously indexed successfully.

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Desk Guide: Right-Fax Desk Guide for Document Intake

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The screenshot shows a software window titled "FS POS 6.1.1 - [Print Forms]". The window has a menu bar with "File", "Edit", "Tools", "Window", and "Help". Below the menu bar is a toolbar with various icons. The main area contains a table with four columns: "Form No", "Form Description", "Copies", and "Forms". The table lists various forms, with "EXP_76R" highlighted in blue. Below the table is a "Print" button.

Form No	Form Description	Copies	Forms
DSS2474	SSI Referral and Certification of Contact		e-form
DSS3151	Food Stamp Change Report Form		e-form
DSS3573	PA-Recoupment		e-form
DSS3938	Food Stamp Application Expedited Processing Summary Sheet		e-form
DSS4198	Third Party Data Sheet		e-form
DSS4279	Notice of Responsibilities and Rights for Support		e-form
DSS4529	Agreement to Repay Any Safety Net Assistance Overpayments Still Owed After Case Is Closed		e-form
DSS4530	Assignment of Wages, Salary, Commissions or other Compensation for Services		e-form
DSS4571	Alcohol/Substance Abuse Screening Instrument		e-form
DSS4733	DFR Legal Residence Statement		e-form
DSS4753	Food Stamps - Request for Contact/Missed Interview		e-form
DSS4776	Safety Net Assistance (SNCA) Application (LDSS-4776)		e-form
EXP_76R	Documentation Receipt		e-form
EXP83H	Declaration of Application for a Social Security Number		e-form
M15	Inquiry Regarding Veterans' Benefits and Servicemen's Allotments		e-form
M15F	Agreement to Repay Public Assistance		e-form
M186RR	Mandatory Dispute Resolution Action Taken Form		e-form
M186TT	Mandatory Dispute Resolution No Action Taken Form		e-form

Print

Important reminder:

Print the **EXP 76R** the same day that you index the documents. It should be done immediately after you have completed indexing the case.

If you do not print the document receipt it will not auto save to the HRA OneViewer. Also if there is a delay in processing because of an outage POS will save the indexed documents to the HRA Oneviewer. In the instance that the document receipt is not printed within the day of indexing the worker must process the **EXP-76** receipt manually.

To process the EXP-76 R manually:

- Go to the **Print a Form** activity to print out the **EXP-76R** blank, then open the HRA Oneviewer and locate the indexed documents. Manually list all the indexed documents (can retrieve the document list of scanned and indexed documents from the HRA OneViewer) that were scanned and indexed previously and proceed to scan the **EXP 76R** for documentation purposes. Send the receipt to the specified party based on your site's Right Fax operational process.

Checking the Committed Fax Documents

- After indexing and committing each or the entire associated faxed images in POS, check to see if the images were committed successfully. Open the HRA One Viewer and enter the Case Number for the case, click on search to obtain a list of documents for the applicant/participant.

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HRA OneViewer

HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration

http://m1e1oneview07.hra.nycnet/hraoneviewer/Universal/NYC_HRA/Public/Intake.aspx

File Edit View Favorites Tools Help

★ Favorites ★ Free Hotmail

HRA OneViewer

NYC
Human Resources
Administration
Department of
Social Services

HRA OneViewer

Welcome, Abigail Pizarro
FIA->RAU

Log Out Tools Intake

Please Enter: Case Number 6132 OR SSN OR CIN
OR First Name AND Last Name

SEARCH CLEAR

The next window will appear with the list of committed documents for this case.

- Highlight the faxed documents you indexed and committed thru POS.

HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration

http://m1e1oneview07.hra.nycnet/hraoneviewer/Universal/NYC_HRA/Public/Intake.aspx

File Edit View Favorites Tools Help

★ Favorites ★ Free Hotmail

HRA OneViewer

Filter by Name Select All
Filter by Caselumber Select All
Filter by Folder Name Select All
Filter by Document Type Select All
Filter by Scanned Date Select All
Filter by PRGH Select All
Filter by Program/Doc Class Select All
Filter by Entry Date Select All

PARIS MATCH INFORMATION

Results 1 - 25 of 265 Next See All Results

Page Size 25 Set Results Pe

Case Number	SSN	First Name	Last Name	CIN	Document Type	Pages	Scanned Date	Entry Date	Select ALL
-------------	-----	------------	-----------	-----	---------------	-------	--------------	------------	------------

If the faxed image was processed correctly the committed image of the faxed document will appear in the HRA OneViewer.

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Desk Guide: Right-Fax Desk Guide for Document Intake

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