FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #14-50-SYS
(This PB replaces PB #14-47-SYS)

SNAP POS RELEASE NOTES VERSION 8.1.1

Date: May 6, 2014	Subtopic(s): POS

🖥 This procedure can now be accessed on the FIAweb.	**Revisions to Original Policy Bulletin** This policy bulletin is being revised to add a new screen and its description to **Attachment A**. The new screen is called the **Display of Alien Contribution Screen for Ineligible Aliens**, and it appears on page 17. The description is as follows; SNAP POS was updated to display the Alien Contribution Screen for all ineligible aliens, in order to input the correct involvement and income source codes for correct budgeting income from an ineligible alien on an NCA SNAP case. Previously, SNAP POS only displayed the screen for SNAP-only individuals with an alien type of E (Other Documented Alien or Undocumented Alien). **Purpose** 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) was migrated to production on May 5, 2014. Descriptions of the changes can be found in SNAP POS Release Notes Version 8.1.1 (**Attachment A**), and Desk Guide: Right-Fax Desk Guide for Document Intake (**Attachment B**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective Immediately*

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

Related Items:

PB #14-08-OPE
PD #12-22-ELI

Attachments:

🖥 Please use Print on Demand to obtain copies of forms.

Attachment A   SNAP POS Release Notes Version 8.1.1
Attachment B   Desk Guide: POS Management Console Usage Report Changes

Attachment A

SNAP POS Release Notes
Version 8.1.1 May 5, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.1.1 for the Paperless Office System (POS) scheduled for Monday, May 5, 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

SNAP POS Release Notes
Version 8.1.1 May 5, 2014

1. SNAP-FER (Front End Review) IREA (Investigation, Revenue and Enforcement Administration) Updates

SNAP-FER IREA Window

The **SNAP-FER IREA** window has been updated to display the phone information for the case and to add the external match completion boxes.

New SNAP-FER Review Queue

POS was updated to assign all cases that require a SNAP-FER review to one generic queue that will <u>only</u> display cases for that region's database. This will increase the productivity for the SNAP-FER unit and make the assignment process easier for the IREA supervisors.

2. New Alerts for MPU for Cases with SNAP-FER Review

The following two new alerts have been added to the Mail Processing Unit (MPU) queue for cases with SNAP-FER reviews.

Alert for Cases Awaiting SNAP-FER Review

After a case is identified as SNAP-FER Review required, the original **SNAP Application Interview** activity will be moved to the appropriate MPU queue. The suspended activity will have an **Alert** message of the **Awaiting SNAP-FER Review**.

Alert for Cases with Completed SNAP-FER Review

When the suspended SNAP Application Interview is awaiting SNAP-FER review, the interview has a completion edit on an Activation (**AC**) action. The FIA worker cannot accept the case prior to the SNAP-FER recommendation or until the SNAP-FER review period has passed.

When a SNAP-FER review is complete or the time frame expired on the suspended application , the suspended activity has an **Alert** message **SNAP-FER Review Complete.**

3. POS Expedited Supplemental Nutrition Application Program (ESNAP) Alien Documentation Update

The **ESNAP Issuance** activity in POS has been updated to prevent the removal of **Alien Status** documentation in the **ESNAP Determination window** when an applying alien individual's status changes from Applying (**AP**) to Rejected (**RJ**) status for SNAP.

The eligibility factors requiring verification appear in the **ESNAP Document Completeness** tab

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4. ESNAP Benefit Lookup Updates in IN/ESNAP Issuance

The **ESNAP in the Past** benefit lookup in the **ESNAP Issuance** activity was updated to retrieve ESNAP benefits issued on an application registration number or on cases closed more than six (6) months ago.

5. SNAP Benefit Lookup Updates in ESNAP Issuance

The SNAP benefit lookup in the **ESNAP Issuance** activity was updated to retrieve benefits issued in the current month on an application registration number or on cases closed more than six (6) months ago. The **SNAP Benefits This Month Response** window has been updated with two (2) new questions:

- **Were the benefit issued under an application registration number? (Benefits do not appear in WMS benefit issuance history)** – If POS finds SNAP benefits issued in the current month under an application registration number, it marks the **Did anyone who is applying receive SNAP benefits this month** and this new question as **Yes.**
- **Were the benefits issued for a case closed more than 6 months ago?** – If POS finds SNAP benefits issued in the current month under a case closed more than six (6) months, it marks the **Did anyone who is applying receive SNAP benefits this month** and this new question as **Yes.**

SNAP Benefits This Month Response Window

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Supervisor Approval ESNAP Window

The new questions were added to the **Approval** window.

6. Earned Income Documentation Edits

New completion edits have been added to POS to ensure that cases with earned income documentation scanned, but not recorded are being processed correctly and timely.

Earned Income Edit for Workers

POS connects to the HRA One Viewer to verify whether any of the following documents were scanned for the case in the past 60 days:

- Pay Stubs
- Pay Stubs Last 4 Weeks of Pay
- Job Letter
- Tax Return
- Quarterly Estimated Tax
- Records & Related Mat'l Concerning Earnings & Expenses
- Tax Return Check or Copy
- **M-30t** Verification of Unreported Employment
- **W-515R** SSA 40 Quarters Release
- **W-912HH** Request for Information From Employer
- **MAP-2050A** Declaration of Income or Support For Medical Assistance
- **W-648B** Alien Sponsor or Step-Parent Budget Worksheet
- **W-575T** Declaration of Employment
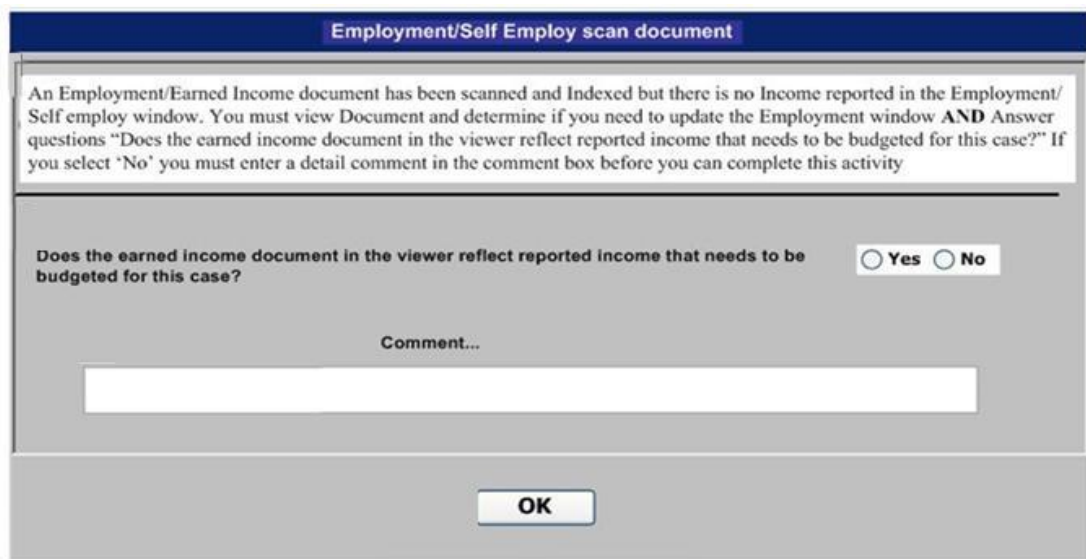- Pay Envelope

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- W-2 Form
- The Work Number Income Verification Print-Out
- **DOH-5017** Verification of Employment
- **DOH-4469** Financial Status Form

If POS finds the documents above and no earned income is recorded in the **Employment Information** window, the following message appears if the Worker clicks **Next** on the **Current Income** window:

- "An Earned Income document has been scanned and Indexed but there is no Income reported in the Employment window. You must view the documents and determine if you need to update the Employment window AND Answer questions "Does the earned income document in the viewer reflect reported income that needs to be budgeted for this case?" If you select 'No' you must enter a detail comment in the comment box before you can complete this activity."

The following **Employment/Self-Employment Scan Document** window appears for the Worker:

The Worker must answer the question **Does the earned income document in the viewer reflect reported income that needs to be budgeted for this case?** If the Worker selects **Yes**, they must update the **Employment Information** window and complete an updated budget. If the Worker selects **No**, they must enter a detailed case comment before completing the activity.

If the Worker fails to record the income or fails to enter a case comment indicating why the income will not be added, the following error appears at activity completion:

- An Earned Income document has been scanned and Indexed but there is no income reported in the POS interview. You must go to the Employment window and update the interview before you can complete this activity.

Supervisor Approval

If the **Employed/Self-Employment Scan Document** window appears for the Worker, it also appears in the Supervisor's activity after the **Current Income** window.

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7. Unearned Income Documentation Edits

New completion edits have been added to POS to ensure that cases with unearned income documentation scanned but not recorded are being processed correctly and timely.

Unearned Income Edit for Workers

POS connects to the HRA One Viewer to verify whether any of the following documents were scanned for the case in the past 60 days:

- **W-273B** Childcare Provider Form
- Childcare Provider Letter Receipts
- Letter from Institution tuition
- UIB Check or Copy
- UIB Statement
- SSI Check or Copy
- Social Security Check or Copy
- Proof of non-applying Step Parent Income and Resources
- Railroad Benefit Letter
- Railroad Benefit Check or Copy
- Room and Board Receipts
- Social Security Award Letter
- Statement of Support
- SSI Award Letter
- UIB Booklet or Printout
- Retirement or Pension Benefit Letter
- Retirement Check or Copy
- Workers' Compensation Board Statement or Award letter
- Workers' Compensation Check or Copy
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- Loan Statement
- Adoption Subsidy Benefit Statement
- Adoption Subsidy Check or Copy
- Trust Fund Income Statement
- Other Income Statement
- Stock Certificates
- Savings Bonds
- Burial Fund Trustee Statement
- Annuity Statement
- Trust Agreement
- Court Records Trust Trust Fund Settlement Inheritance
- Statement from expected Other Income Source
- Other Resource Statement
- In-Trust Account Statement
- Sponsor's Income or Resource Statements or Verification
- SSA Survivor's Benefits Letter for Minor
- Statement from Employer
- **W-532** Letter to Past/Present Employer
- **W-532f** Financial Institution Inquiry
- Proof of Income & Resources-3 Months Prior to Application
- Verification Income Resources Stopped Exhausted
- **LDSS-4530** Assignment of Wages Salary Other Compensation for Services
- **SSA-L8151** Change of Payment-SSI Notice of
- Social Security Administration Supplemental Security Income Notice PI
- **SSA-L815** Changes in your Supplemental Security Income Payment Letter
- **SSA-8001-ES** Receipt for Claim for Supplemental Security Income
- **SSA-L634** Social Security Benefit Information
- Report of Support Collected
- Retirement Survivors and Disability Insurance Important Information
- **DSS-4300** Assignment of Wages Salary other compensation for Services
- **DSS-4636** Assignment of Wages Salary other Compensation for Services
- **W-205A** Checks Receipt
- WR2 Concealed Income Worksheet
- **DSS-4310A** Follow-up to the quarterly contact report
- **W-912AA** Follow-up to the quarterly contact report
- **W-636B** Request for Information about Recurring Pension
- **SSA-2708** Social Security Administration Important Information
- **SSA-8166** Social Security Administration Supplemental Security Income
- **SSA-8009** SSI Allowance Unit
- **SSA-L8166** Supplemental Security Income Important Information
- **SSA-1** Application for Widow's or Widower's Insurance Benefits
- **MAP- 2039** Attestation as to Used of Educ Grant or Loan
- **DSS-3715** EL SSI Benefits Levels
- **SSA-L8457** SSI Notice of Reconsideration
- **DSS-517** Budget Worksheet-Medical Assistance
- **SSA-45** Receipt for Your Claim for S-S Retirement Insurance Benefits
- **MAP 2071A** Assignment of Support from Community Spouse

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- **W-128HH** Notice to Recipients SSI Check Retro Benefit Calc
- Job Notice FIA-3A
- **DOH-676** Income and Residency Verification
- **M-322k** Transmittal of Funds Received Through US Mail
- **W-112E** Wage Reporting Clearance
- Notice of Employment of PA Recipient
- Worker's Compensation WCB New Claim - Bi weekly payment status
- Worker's Compensation WCB New Claim - Bi weekly status
- **W-587G** Real Property and Assets Inquiries
- **W-648A** Step-Parent Income Budget Worksheet
- **W-648D** Budget Worksheet for Families w/ Income in Temp Housing
- Current Award Letter VA Benefits
- Sales Slips
- Statement from Family Court Child Support
- Statement from Person Paying Child Support
- Current Award Certificate UIB
- Statement from Broker or Agent re Interest or Dividends or Royalties
- Current Award Certificate/letter VA Benefits
- Current Award Certificate or letter other income
- Official correspondence from source of income Other income
- Current wage stubs and Statement of Tips
- Records related materials concerning self-employment earnings expenses
- Income tax records
- Proof of SSA or SSI benefits for disability or blindness
- **W-274U** Attestation of Employment: Informal Child Care Provider
- Support Check Stubs
- Statement from Tax Office
- EITC check or copy
- Statement from source of payment
- Transcript or financial aid breakdown
- Dated pay envelopes
- Employer letter indicating the number of hours worked and rate of pay
- Current income tax return
- Statement from applicant participant attesting to unverifiable income
- Statement from Agency Administering Educational Grant or Award
- Contact with source of unearned income
- Lump sum check or copy
- Statement from Daycare Center or Other Child Care Provider
- VA Spinal Bifida Award Letter or Certificate
- VA Spinal Bifida Disability Check or Copy
- VA Spinal Bifida Statement
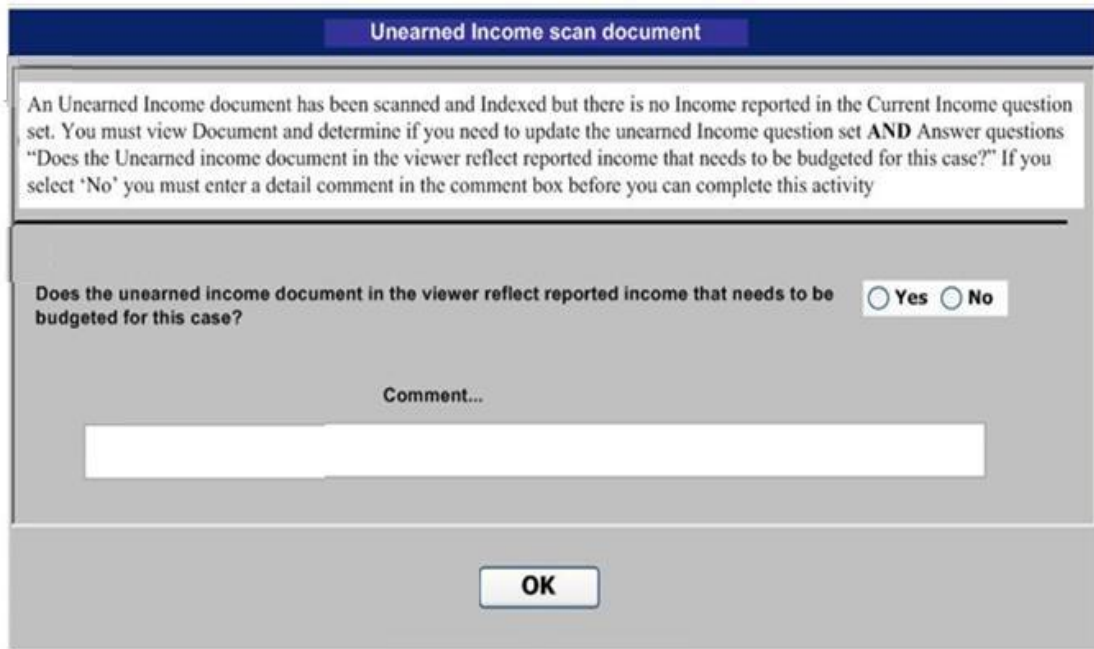- BFI-150 Settlement Agreement
- FIA-1042 Notice of Employment

If POS finds the documents above and no unearned income is recorded in the **Unearned Income** and **Current Income** windows, the following message appears if the Worker clicks Next on the **Current Income** window:

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- "A Unearned Income document has been scanned and Indexed but there is no unearned income reported in the Current Income question set. You must view Document and determine if you need to update the Unearned Income question set AND Answer questions "Does the unearned income document in the viewer reflect reported income that needs to be budgeted for this case?" If you select 'No' you must enter a detail comment in the comment box before you can complete this activity."

The following **Unearned Income Scan Document** window appears for the Worker:

The Worker must answer the question **Does the unearned income document in the viewer reflect reported income that needs to be budgeted for this case?**

- If the Worker selects **Yes**, they must update the **Unearned Income** and/or **Current Income** windows and complete an updated budget.
- If the Worker selects **No**, they must enter a detailed case comment before completing the activity.

If the Worker fails to record the income or fails to enter a case comment indicating why the income will not be added, the following error appears at activity completion:

- An Earned Income document has been scanned and Indexed but there is no income reported in the POS interview. You must go to the Current Income window and update the interview before you can complete this activity.

Supervisor Approval

If the **Unearned Income Scan Document** window appears for the Worker, it also appears in the Supervisor's activity after the **Current Income** window.

8. Approval of Income Completion Edits for Supervisors

New completion edits have been added to POS to ensure that those identified cases with earned or unearned income are being processed correctly and timely. Supervisors are required to approve the income, budget and TAD sections when the case has earned or unearned income at the time of the application or recertification interview.

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This completion edit affects the following list of unearned/earned income:

- Alimony
- Boarder/Lodger Income
- Contributions
- Child Support
- Dividends/Interest
- Ed Grants/Loans
- Foster Care Payment (Received)
- GI Allotments
- Loans
- NYS Disability
- No Fault Insurance
- Other Income
- Insurance Policy Income
- Pensions
- Rental income
- Railroad Retirement
- Self-employment
- SS Dependent Benefits
- SS Disability Benefits
- SS Income Benefits
- SS Retirement Benefits
- SS Survivor's Benefits
- Union Benefits
- Unemployment Insurance Benefit
- VA Benefits
- Workers Compensation
- Wages

POS will run the rules to identify these earned/unearned income cases when the Worker selects **Close** and clicks on **Complete Activity** or **Close > Complete Activity** button or clicks the **Xmit** button.

If there is an answer of **Yes** for any of the preceding earned/unearned income and the Supervisor has not approved the income window, budget and/or TAD the following error message will be displayed:

- "This case has income. The income, budget and TAD sections must be reviewed and approved or disapproved by the Supervisor. If any of these sections are disapproved, the case must be returned to the Worker."

The Supervisor will have to approve or disapprove the income and/or return the case back to the Worker with a case comment.

9. CNS Notice Update

POS has updated the **Create CNS** button functionality to include the following SNAP opening codes:

- **A30**, Same Benefit Each Month
- **A32**, 1st Month Prorate - Applied Before the 16th
- **A33**, 1st Month Prorate - Applied After the 15th

When the worker clicks on the **Create CNS** button, POS creates the CNS notice for these reason codes. POS will add additional reason codes in the future.

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10. CBO (Community Based Organization) Recertification Activity Edit

When the CBO user attempts to start the CBO recertification activity, POS will determine if the SNAP recertification belongs to **SNAP 15** (SSI Center). If the case belongs to **SNAP 15**, the CBO worker will see the following message:

- **S-15 Recertifications are not eligible to be completed by the CBO using RIP.**

11. NCA Timeliness Report Update

The POS Management Console Timeliness report for Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) was updated to adjust the timeliness measurement for applicants who are unavailable for an eligibility interview within five calendar days after the SNAP application date, have an interview on the sixth or seventh calendar day and are still eligible for a SNAP benefit under the expedited SNAP processing criteria.

These cases were previously marked as "Not Timely" in the report because the benefit was issued more than five days after the application date. Effective March 11, 2014, these cases will be considered timely according to the standard 30-day rule.

For additional details regarding the expedited SNAP processing rules, please refer to Policy Bulletin for Expedited Food Stamp Processing Rules.

12. MARU (Mail Application Referral Unit) E-App Auto-Assignment

POS was updated to automatically assign the intake activities for Online Applications (E-Apps) to a MARU Worker as they are received from Access NYC and MyBenefits to MARU.

Auto-Assignment Process

The auto assignment process runs between 8 am and 4 pm. At 4 PM, the auto-assignment stops. After 4 PM, the responsible Supervisor can assign the cases from the **MARU E-Apps** queue to the available Workers or from a Worker's queue back to the **MARU E-Apps** queue.

Overnight, the E-Apps received from customers online are assigned to **MARU E-Apps** queue. E-Apps that are in the MARU E-App queue are auto-assigned via a scheduled job before 8am. At 8am, the real time auto assignment resumes. The POS process verifies that Auto Assignment is turned on.

The intakes are assigned on the following basis:

- POS retrieves all MARU staff designated to E-App and are not absent for the day.
- POS sorts the list of staff based on time scheduled to report.

  - If the Staff does not have a designated time in the MARU auto-assignment management window, POS assumes the default work schedule of 9:00 am to 5:00 pm.

- Automatically assigns intakes from the **MARU E-Apps** queue that have not been started based on a round robin process basis.

At the end of the business day, the MARU sSupervisor re-assigns all cases that were not started to the **MARU E-Apps** queue, to be included in the next morning's auto assignment process.

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POS Portal Update for Management of Staff Schedules and Absences

The POS Portal was updated to add a new link called **E-App Auto Assignment** to allow MARU management to manage the Workers' schedules and to indicate when a Worker will be absent.

In order to access the E-App Auto Assignment Interface, the Supervisor or Manager must be authorized in the **Personnel Tasks** window with the new **E-App Auto Assignment** special right.

E-App Auto Assignment: Updated POS Portal

- To access, the authorized MARU Supervisor/Manager clicks on the new **E-App Auto Assignment** option.

E-App Auto Assignment: Login Page

The authorized MARU Supervisor/Manager enters their WMS ID and password, then selects their site on the new **E-App Auto Assignment** login page.

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E-App Auto Assignment: Initial Navigation Interface

The authorized MARU Supervisor/Manager selects one of the three (3) options available on the Initial Navigation Interface:

- Update Worker Availability
- Update Worker Schedule
- View Assignment Output

E-App Auto Assignment: Worker Schedule Window

This window alerts the Supervisor/Manager that a Worker will not be available.

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E-App Auto Assignment: Worker Schedule Window

This window allows the Supervisor/Manager to indicate each Worker's schedule.

E-App Auto Assignment: View Assignment Output

This window allows the Supervisor/Manager to see the list of cases assigned to each E-App Intake Worker.

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E-App Auto Assignment: Update to POS Enrollment

The **Personnel Tasks** window in **POS Enrollment** was updated two (2) new special rights:

- **E-App Auto Assignment:** This new right allows access to the **E-App Auto Assignment** interface on the POS Portal.
- **E-App Intake Worker:** This new rights allows the Enrollment Coordinator to indicate the MARU Workers that work on E-Apps.
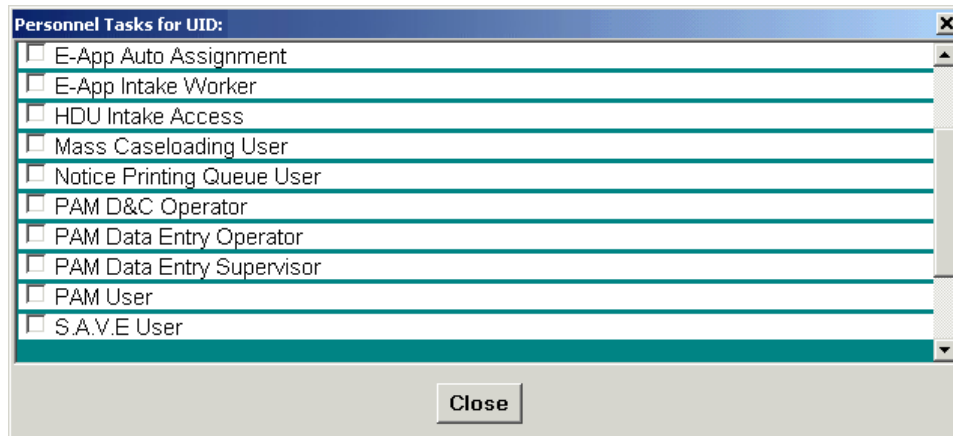
13. SNAP 66 Access to E-App Intake

Selected staff from the Telephone Recertification Request Center (**SNAP 66**) were granted access to the **E-App Intake** activity.

14. New WMS Edit in E-App Intake for Invalid Social Security Numbers

A new edit was added in the **E-App Intake** activity to flag Social Security Numbers (SSN) that are marked as invalid in WMS. If an invalid SSN is received, the following error message appears in the **Household** Screen:

"SSN for **John Doe** is invalid. Please click the **Update H/H Comp OR Address** button to go to the **Adults in HH or Children in HH** window to correct the SSN and then submit."

15. ACE Call Recording Update

The **ACE Recording Log** was updated to display all archived calls for the selected location when the reviewer accesses the **Archived Calls** tab.

16. Addition of Toe Digit Filter to WINRO643 Report

A Toe Digit filter was added to the **WINRO643** report in the POS Management Console in March 2014.
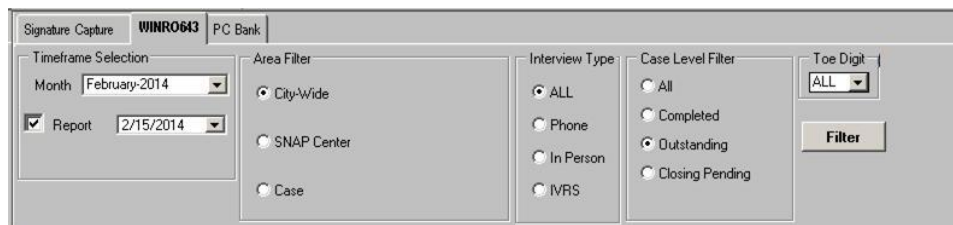
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17. IVRS Reminder Robo Calls for Telephone Interviews

A new Robo Call process using the Interactive Voice Response System (IVRS) was implemented in April 2014 to remind applicants and participants about their telephone interviews. The calls are placed the day before the SNAP telephone application interview or SNAP telephone recertification interview, between the hours of 9 AM and 8 PM.

18. Addition of Referral for Noncitizens Eligible for SNAP to Print Forms

The Noncitizen Referral to SSA for a Social Security Number Application (for noncitizens eligible for FA (Family Assistance),SNFP (Safety Net Federally Paticipanting No Cash Assistance), SNAP and federally funded MA (Medical Assistance) was added to the Print Forms window for all SNAP activities.

For additional details, please refer **to PD 12-22-ELI** (Social Security Numbers For Non-Citizens).

19. Transmission Rule Update for Removed (RM) Individuals

Removed (**RM**) is an inactive individual status rarely found in WMS. POS transmissET4.46 499 Tm 0 Tc[() 088.92.90 5

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22. Budgeting of Alien Income for SNAP Cases

SNAP POS was updated to enter the involvement and income source code for the ineligible alien, for correct budgeting income from an ineligible alien on an NCA SNAP case.

Previously, POS only entered the involvement (INV) and appropriate income source code in the budget for individuals with an alien type of **E** (Other Documented Alien or Undocumented Alien).

To calculate the budget for an ineligible alien on an NCA SNAP case, the Worker must determine:

- whether or not the ineligible alien contributes to shelter costs
- the ineligible alien's financial involvement
- the type of income (earned or unearned)

The Worker must ensure the following appear on the ineligible alien's line on the Individual Income/Needs Screen in POS:

- The SNAP individual status of the ineligible alien is rejected (RJ), closed (CL) or sanctioned (SN);
- The applicable financial/alien involvement (INV) code to indicate whether or not the ineligible alien resides in the household is entered:
    - o **Y – Individual resides in the household**: This will indicate to WMS that the individual should be included in the calculation of SNAP benefits.
    - o **N – Individual does not reside in the household**: This will indicate to WMS that the individual should be excluded in the calculation of SNAP benefits.
- The income amount, including the appropriate income source code (e.g., Salary, Wages [Income Source Code 01]), frequency and program are entered in the corresponding fields on the next row.
- The applicable income source (INCOME: SRC) code to indicate whether or not the ineligible alien contributes to shelter costs is entered:
    - o 86 – SNAP Ineligible Alien - Does Not Contribute to Shelter Costs
    - o 92 – SNAP Ineligible Alien - Contributes to Shelter Costs

Entry is prohibited into the Gross Income (GROSS), Frequency (FREQ), and Program (PROG) fields associated with Income Source Codes 86 or 92 for the ineligible alien on the Individual Income/Needs Screen.

For additional details, please refer to PB 07-143-ELI (Reminder regarding budgeting income from an ineligible alien).

23. Reminder: Updates to POS Usage Report in Management Console

The POS Management Console Usage report was updated in March 2014 to allow HRA management to track new transaction types and to track work completed by the Job Centers and the Supplemental Nutrition Assistance Program Centers in the Paperless Alternate Module (PAM). The changes to the report will allow HRA Job Center and Supplemental Nutrition Assistance Center Directors or Center Director Designees to retrieve the list of actions for the audit of imaging of manually prepared data-entry documents that are entered directly into the Welfare Management System (WMS), as detailed in FIA Policy Bulletin 14-08-OPE Imaging Manually Prepared Data-Entry Document Audit Tool.

The attached desk guide details the changes made in the Management Console report.

24. Reminder: Manhattan Database Move in March 2014

On Sunday, March 2nd, 2014 MIS moved the following centers onto a new database server platform that offers increased reliability and stability for the Paperless Office System. The following centers were moved:

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- Waverly Job Center (**013**)
- Waverly SNAP Center (**S19**)
- East End Job Center (**023**)
- East End SNAP Center (**S02**)
- Dyckman Job Center (**035**)
- Washington Heights Job Center (**S13**)
- Union Square Job Center (**039**)
- RTSC (**052**)
- Intensive Services Center (**071**)
- Senior Works (**084**)
- St. Nicholas Job Center (**018**)
- St. Nicholas SNAP Center (**S14**)
- RTSC SNAP Separate Determination Center (**S41**)

25. Reminder: Change of Phone Numbers of FIA Sign Language Interpreter Liaisons

The telephone numbers for the Family Independence Administration (FIA) Sign Language Interpreter Liaisons have been changed effective March 2014. The new numbers are: Joanne Kent **929-221-6958** and Luis Caballero **929-221-6918**. The telephone numbers listed in the pop-up message for clients who require sign language interpretation as a reasonable accommodation were revised.

Staff are reminded that whenever a sign language interpreter is needed to serve an applicant/participant, the Center's sign language liaison must contact Ms. Kent or Mr. Caballero to assist in obtaining sign language interpretation services. Workers will be required to provide the date, time and location of the interpretation appointment needed.

Additionally, applicants/participants with TTY equipment should be informed that they may communicate with HRA staff through HRA'S contracted TTY relay operator by calling **(800) 662-1220**. Applicants/participants must have the telephone number to the HRA location/staff member that they wish to reach available to provide the relay operator.

26. Paperless Alternate Module (PAM) Rollout

PAM rolled out in the following locations in March and April 2014:

- On March 24, 2014, PAM rolled out in the following centers:

	Center Names	Center Number
1	Richmond Job Center 99	**099**
2	Richmond SNAP 99	**S99**
3	Jamaica JC 54	**054**
4	Jamaica SNAP 54	**S54**
5	FSCC Back office	**017**
6	Concourse SNAP 45 incl. TIP 43 staff	**S45**
7	Union Square JC 39	**039**
8	RTSC 52	**052**
9	ISC 71	**071**
10	Senior Works 84	**084**
11	FHU	**1FH**
12	Veteran's JC 62	**062**

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- On April 28, 2014, PAM rolled out in the following centers:

	Center Names	Center Number
1	Melrose JC 40	**040**
2	Melrose SNAP 40	**S40**
3	FSCC Bronx Satellite	**017**
4	Fort Greene SNAP 20	**S20**
5	Center 17 Brooklyn Satellite	**017**
6	Queens JC 53	**053**
7	Center 17 Queens Satellite	**017**
8	St. Nicholas JC 18	**018**
9	St. Nicholas SNAP 14	**S14**
10	Center 17 Manhattan Satellite	**017**
11	Dyckman JC 35	**035**

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

Attachment B
Desk Guide: POS Management Console Usage Report Changes
May 2014

Overview

The POS Management Console Usage report was updated to allow HRA management to track new transaction types and to track work completed by the Job Centers and the Supplemental Nutrition Assistance Program Centers in the Paperless Alternate Module (PAM).

New Transaction Types

Previously, the POS Usage report tracked application registrations (Transaction Code **0101**), eligibility determination (Transaction Code **0107**) and undercare determinations (Transaction Code **0109**). The following new transaction types were added in the POS Usage report:

Transaction Code	Transaction Description
0104	Application Maintenance/Modification
0108	Eligibility Error Correction
0110	Undercare Error Correction
0118	Transaction Cancellation
0119	Fair Hearing Update
0120	Expedited Processing
0201	Cash Assistance Single Issuance
0202	Supplemental Nutrition Assistance Issuance
0203	Cash Assistance Recoupment
0204	Supplemental Nutrition Assistance Recoupment
0402	Worker Case Update/Case Member Addition
0801	Manual EBT Pull

Label Change – POS/PAM/Other

The **POS or Paper** column was changed to **POS/PAM/Other**. Transactions initiated through POS have a value of POS in this column and transactions initiated through PAM have a value of PAM. All other non-POS transactions have a value of **Other**.

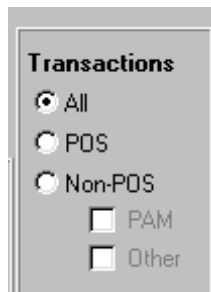System-initiated non-POS transactions are excluded from the report.

New Filter button

The new **Filter** button allow the user to change the selected filters in the window without needing to retrieve all report data.

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New Transaction Filter in POS Usage Report

The new **Transactions** filter allows the user to view **All**, **POS** and **Non-POS** transactions. Within the Non-POS option, the user can select **PAM** or **Other**.

Changes to Display Pie Chart Option

The **Display Pie Chart** view previously displayed application registration (App Reg), Eligibility and Undercare transactions for POS and Paper. This view was updated to display App Reg, Eligibility, Undercare and Other transactions for **POS**, **PAM** and **Paper/Other**.

The main summary includes three rows:

```
2480 Transactions
    2221 POS   ( 89.6%)
     100 PAM   (  4.0%)
     159 Other (  6.4%)
```

The tally and legend includes the **PAM**, **POS** and **Paper** transactions split into the following types:

- App Reg Processed
- Eligibility Error
- Eligibility Processed
- Undercare Error
- Undercare Processed
- Other Error
- Other Processed

|	
▮ (red)	4 = 0.2% PAM Eligibility Processed
▮ (green)	77 = 3.1% PAM Other Processed
▮ (blue)	6 = 0.2% PAM Undercare Error
▮ (yellow)	13 = 0.5% PAM Undercare Processed
▮ (cyan)	520 =21.0% POS App Reg Processed
▮ (magenta)	52 = 2.1% POS Eligibility Error
▮ (dark red)	403 =16.3% POS Eligibility Processed
▮ (dark green)	688 =27.7% POS Other Processed
▮ (navy)	40 = 1.6% POS Undercare Error
▮ (olive)	518 =20.9% POS Undercare Processed
▮ (teal)	151 = 6.1% Paper Other Processed
▮ (purple)	2 = 0.1% Paper Undercare Error
▮ (violet)	6 = 0.2% Paper Undercare Processed

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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.
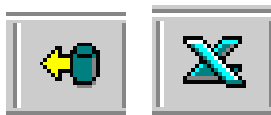
3. The **Save As** window will appear.
4. Select **C$ on 'Client' (V:)** or **Local Disk (C: on YourComputerName)** in the **Save in** menu.
5. Double click on the **Documents and Settings** folder.
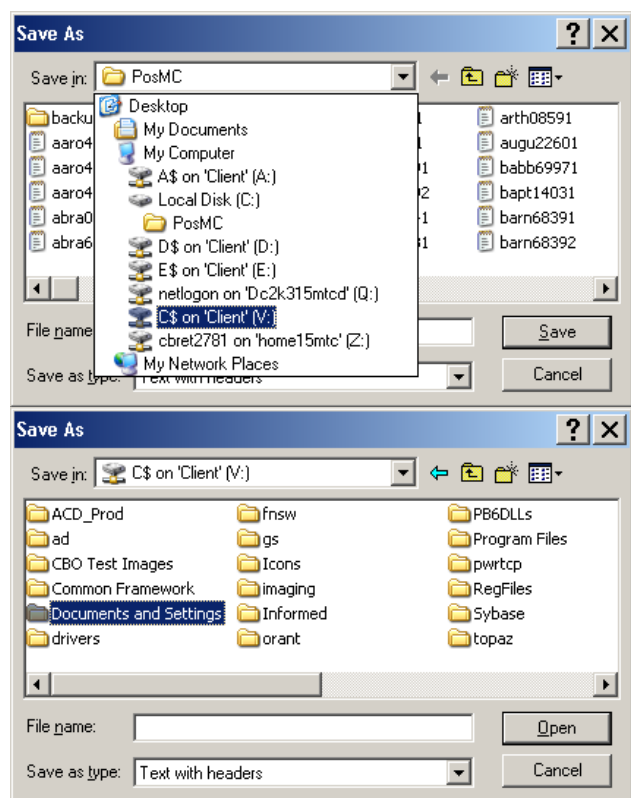
6. Double click on the folder with your network ID.
7. Double click on the **Desktop** folder.
8. Type the file name.
9. Select **Excel with headers** in the **Save as type** menu.
10. Click the **Save** button.

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