



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #14-65-OPE

DOCUMENT SUBMISSION COVER SHEET (FIA-1123 [E-S])

Date: June 19, 2014	Subtopic(s): Document Return, Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>Refer to Attachment A.</p> <p>New form FIA-1123.</p> <p>Refer to PB #14-60-OPE for Drop Box instructions.</p>	<p>The purpose of this policy bulletin is to introduce Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Home Center staff to the new Document Submission Cover Sheet (FIA-1123). This policy bulletin is informational for all other staff.</p> <p>In designated SNAP Home Centers, applicants/participants can use an Electronic Document Submission (EDS) method to scan documents requested by the Human Resources Administration (HRA). EDS interfaces with the Paperless Office System (POS) to transmit high quality images to a Center specific folder. The images are then indexed to the applicant's/participant's case using the Digital Sender Image Indexing tool in POS.</p> <p>Applicants/participants can use this alternative method to submit requested documentation without having to wait to be seen by a Worker.</p> <p>The FIA-1123 was created for applicants/participants that use either the EDS or the Drop Box to submit requested documentation to HRA. The form captures case information from applicants/participants that is used by staff to identify and index the scanned documents to the correct case.</p> <p>The FIA-1123 is available to applicants/participants at SNAP Home Centers. The forms will be located by the multi-function printers, with the EDS software, and by the Drop Box. Applicants/Participants can also obtain the FIA-1123 at Front Door Reception (FDR) and Customer Service and Information Center (CSIC).</p>

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

The **FIA-1123** is divided into two sections. In the first section of the **FIA-1123**, the applicant/participant is instructed to scan or submit a copy of the form sent by HRA with their documents.

“If you received one of the following forms, please scan or submit a copy of the form with your documents:

- Documentation Request Form (Return Document for Special Grant) (**W-113A**);
- Documentation Requirement and/or Assessment Follow-Up (**W-113K**);
- Notice of Documentation Required – Change in Household Circumstances (**W-132S**);
- Fair Hearing Compliance Request (**W-186D**).”

Note: If the box for an ‘in-person interview’ or ‘must see worker’ has been checked off on any of the forms listed above, the applicant/participant must not use EDS or the Drop Box and must submit their documents directly to a Worker.

In the second section of the **FIA-1123**, the applicant/participant is instructed to provide information on the form that will help the staff identify the applicant’s/participant’s case.

“Please print the requested information in the spaces below to help us identify your case:

- Case Name; and
- Case Number; or
- Identification (ID) Number from EBT Card (Example: XX01234X); or
- Social Security Number (SSN).”

There are instructions at the bottom of the **FIA-1123** that advise the applicant/participant to include a completed **FIA-1123** with the documentation he/she submits.

“Using the Drop Box: Include this completed cover sheet in the envelope with your other documents.

Using the Electronic Document Submission: Scan this completed cover sheet as the first page of your documents. After this sheet has been scanned, please dispose of this document in a way that ensures your confidential information is not shared with others.”

The **FIA-1123** will be printed by the stock room clerk and other staff that utilize Print on Demand.

A sample of the form is attached.


Effective Immediately

Related Item:

[PB #14-60-OPE](#)

Attachments:

Attachment A	Electronic Document Submission Desk Guide
FIA-1123 (E-S)	Document Submission Cover Sheet (6/18/2014)

 Please use Print on Demand to obtain copies of forms.

Attachment A

Desk Guide: Electronic Document Submission Desk Guide

Date: June 9, 2014

Electronic Document Submission Desk Guide

Attachment A

Desk Guide: Electronic Document Submission Desk Guide

Date: June 9, 2014

It is now possible for Supplemental Nutrition Assistance Program (SNAP) clients to scan their own images at various SNAP locations. The applicant/participants will use the Electronic Document Submission to scan images into the POS system. Once this documentation is scanned it does not require printing and can be indexed within the POS system.

The Electronic Document Submission application integrates with the POS system to convey high quality images directly to a Supplemental Nutrition Assistance Program (SNAP) designated folder for that location.

This desk guide provides an overview of retrieving, indexing and printing the scanned documentation.

Requesting Documentation

- Tell the applicant/participant what documents are required for the case determination. These requested documents should be listed on an FIA acceptable document form.

NOTE: FIA is responsible for sending the Documentation Receipt (EXP-76R) once they have completed the indexing of the scanned documents. On or after June 23, 2014 workers will no longer follow the print a form activity to complete the EXP-76R Documentation receipt. MIS will mail the form directly to the participant after the worker commits the images successfully and selects the return to POS button located at the bottom of the imaging window.

Retrieving and indexing the Electronic Document Submission documents within POS

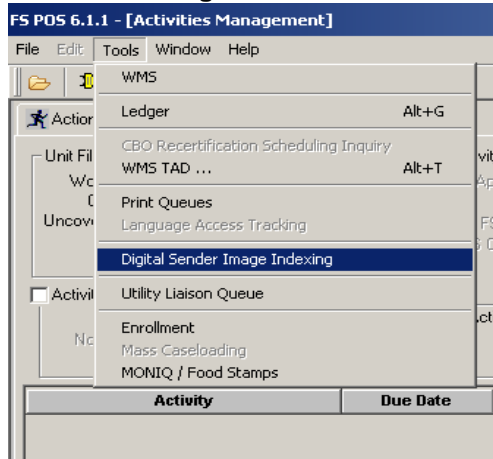
- Sign in to POS and click on the **Tools** menu then highlight and click on **Digital Sender Image Indexing**.

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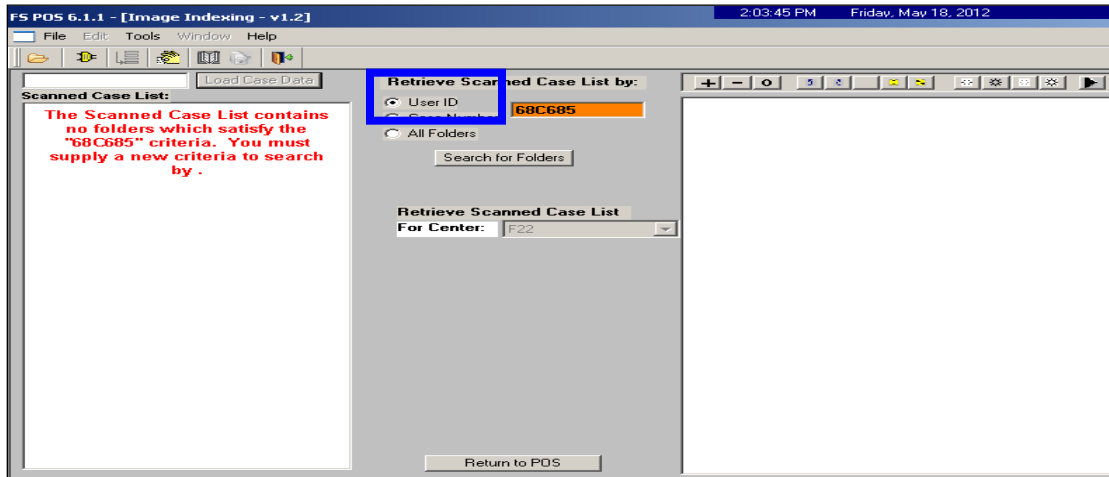
Date: June 9, 2014

Activities Management Window



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

Image Indexing Window



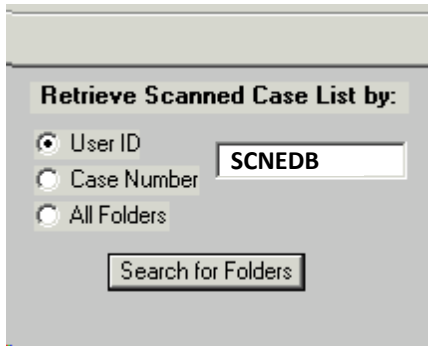
- To locate your site's Electronic Document Submission folders please enter the specific name given to your site's Document Submission folders. To enter the name of the folder remove the User ID number (the user's WMS numbers) displayed in the red highlighted field and enter the name **SCNEBD** to view the specific folder for your location and Click on the **Search for Folders** button.

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

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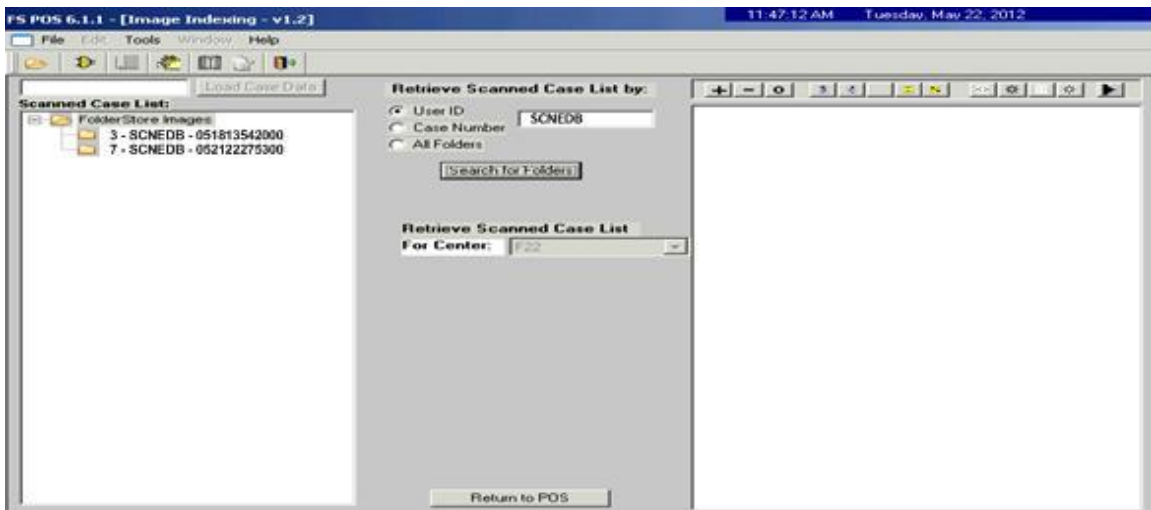
Date: June 9, 2014



The screenshot shows a dialog box titled "Retrieve Scanned Case List by:". It contains three radio button options: "User ID" (which is selected), "Case Number", and "All Folders". To the right of the "Case Number" option is a text input field containing the text "SCNEDB". Below these options is a button labeled "Search for Folders".

The name of the Electronic Document Submission folder is **SCNEDB** (entering the name in caps or not does not matter but it must be an exact match to your specific folder's name). The **SCNEDB** folders will display in the Scanned Case list.

Image Indexing Window



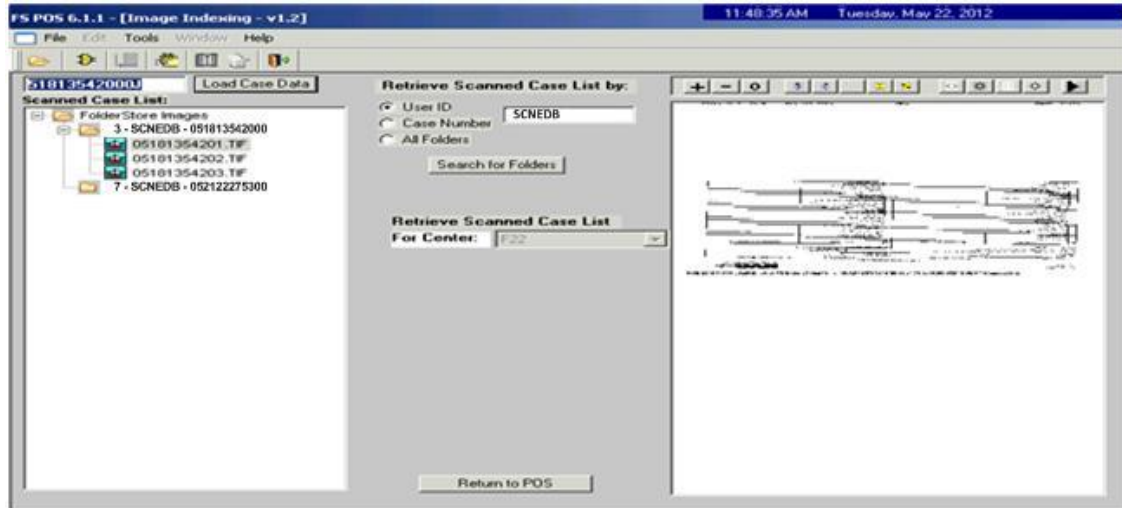
- Click into the folder under the **Scanned Case List** and choose the icon for the document. Highlight the document and the item will be displayed in the window on your right.

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Document displayed in Image Indexing window

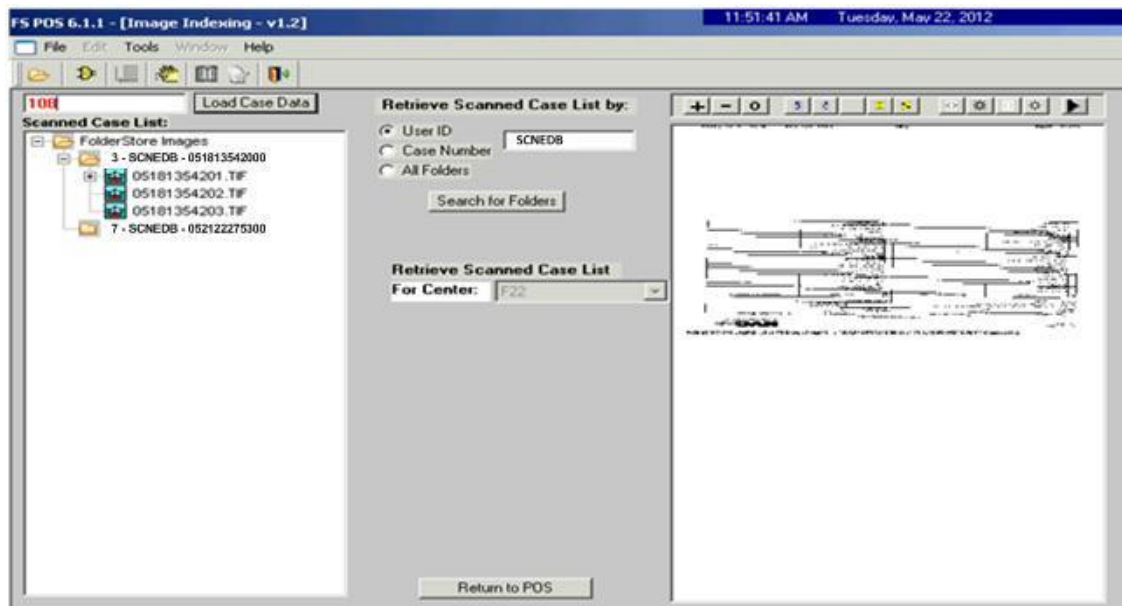


Note: You must check the documents and keep a record (written copy) of the case numbers to complete the indexing process. Check to make sure this is the correct document you requested with the name of the applying or active individuals.

- 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.



Image Indexing Window



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

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

Ln	CIN	Name	Sex	SSN	DOB	Relationship
						Casehead
						Natural Daughter

- 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.

Image # 1 of 3 images.

Case No: _____
First Name: _____
Last Name: _____
SSN: _____
Line No: _____
DOB: 00/00/0000
Sex: _____
Suffix: _____
CIN: _____
Relation: _____

Documents Submitted at Interview: _____
Documents Client Was Asked To Bring Back: _____
Document Type: _____
Document Description: _____
Page Number: _____
Power Search: ...

Commit Images Delete Image Search for Folders Return to POS

Committing the Documents

- In the **Image Indexing** window on the next page view each identified scanned document from the applicant/participant. When you click on the icon the document will appear on the left side of the screen. Click on each image to index them individually.

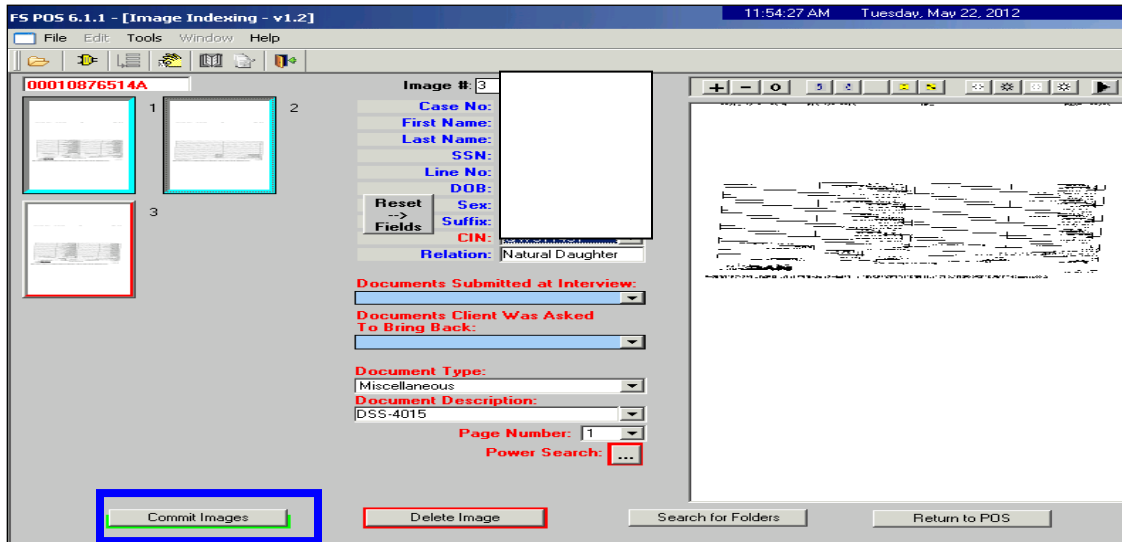
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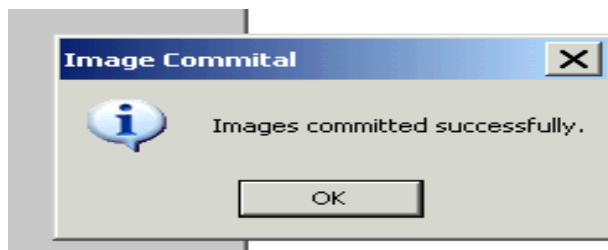
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- Once you have highlighted the image, click the **CIN** option and click on the household member the image belongs to.
- Next click on the documents submitted button and identify the appropriate name for the image.
- Choose the Document Type and Document 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 **Image Indexing** window.

Committing Images



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

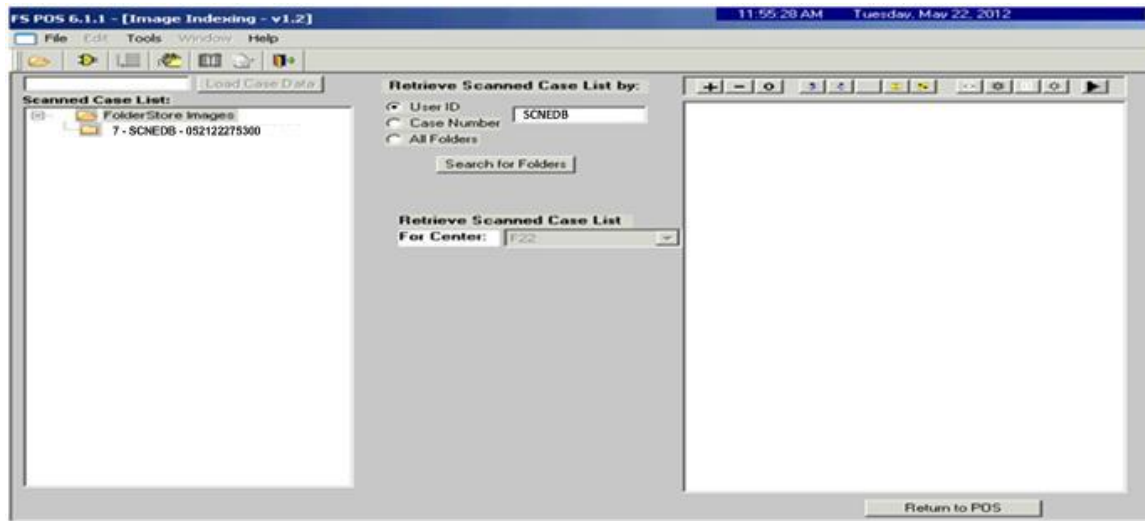


- Click on **OK** button and return back to the original **Image Indexing** window.

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

Printing the Documentation Receipt (EXP-76R) – The process described below must be used prior to June 23, 2014. After June 23, 2014 MIS will send the document receipt directly to the participant after the worker successfully completes the imaging and indexing of the documents and selects the return to POS button.

After you have completed the indexing process of the Document Submission 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.

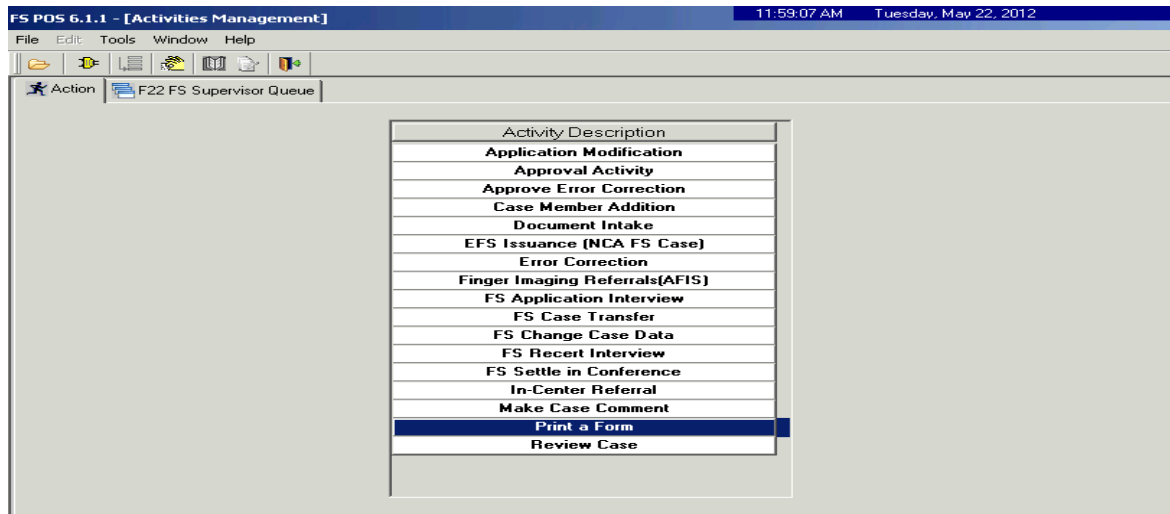


- Choose the **Action Tab** and click on **Print a Form** to begin the **print form activity**.

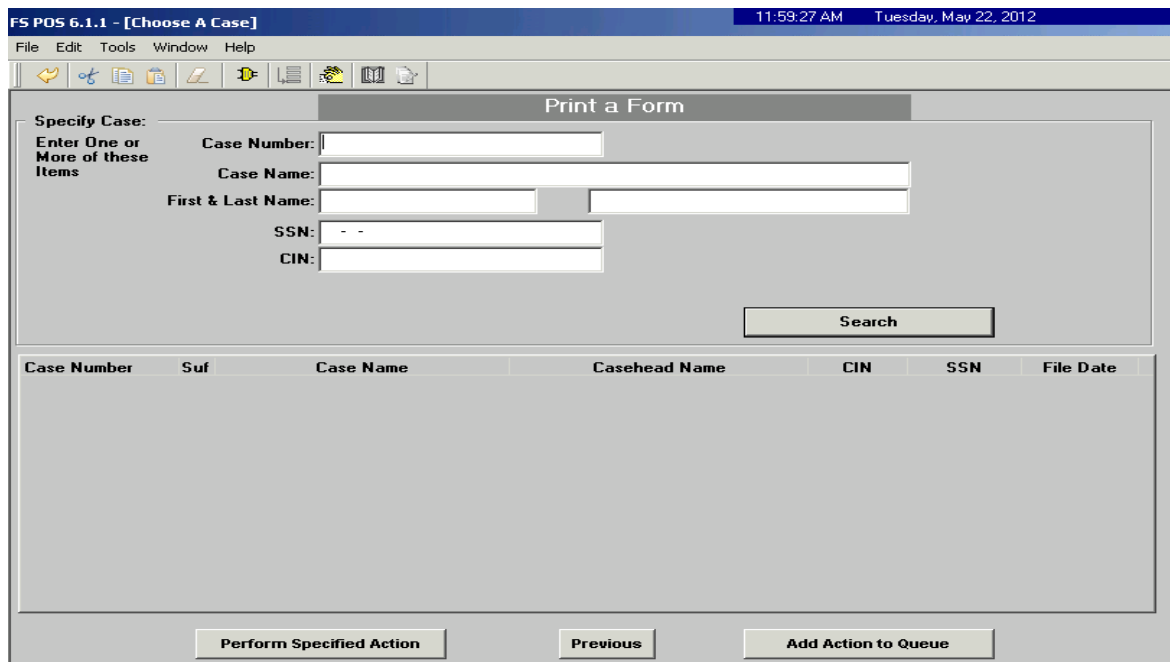
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- Enter the case number from your list of previously processed cases (**SCNEDB** folders or your site's specific folder name). POS will search for the case number.

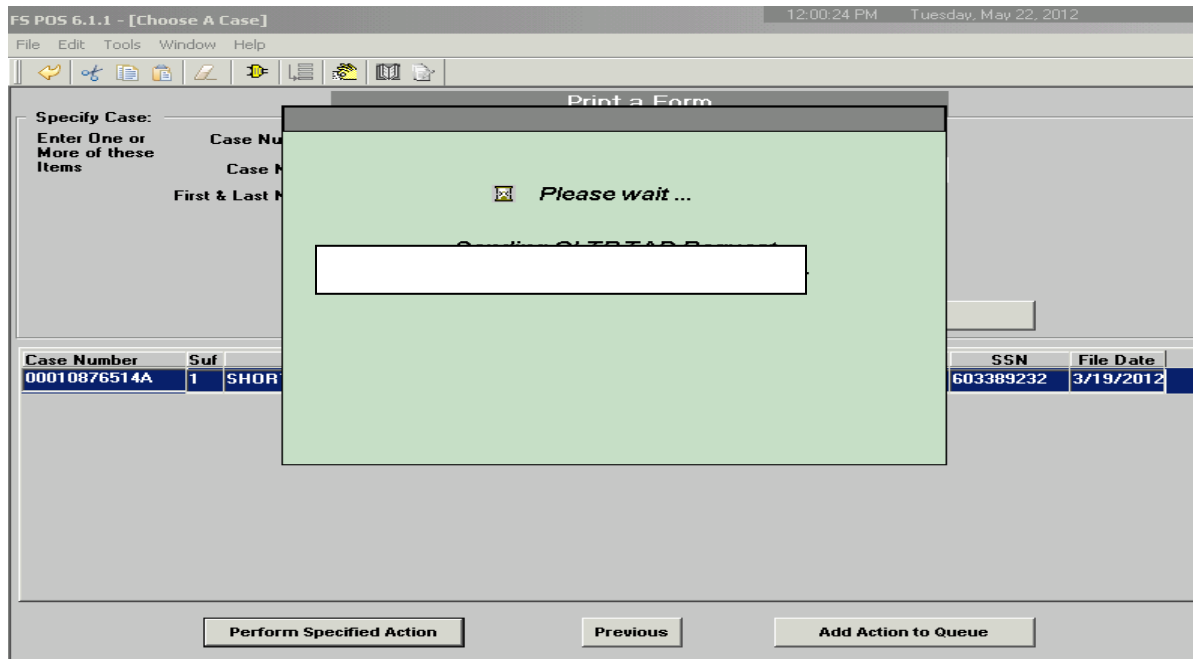


- Choose the case and click on **Perform Specified Action** at bottom of the POS choose a case window.

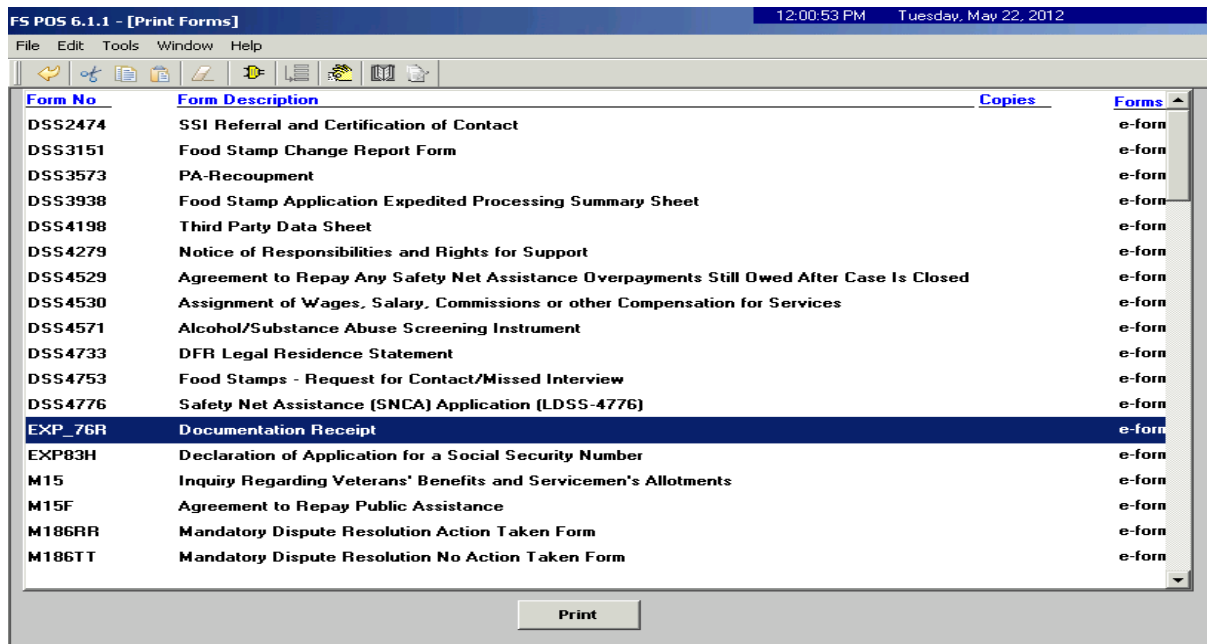
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- Select the **EXP-76R** and click on **Print**. The **EXP 76R** will print with all the listed document types you previously indexed successfully.



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 receipts it will not auto save to the HRA OneViewer. Also if there is a

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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-76R** 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 Electronic Document Submission operational process.

Checking the Committed Electronic Document Submission Documents

- After indexing and committing each or the entire associated 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.

HRA OneViewer

The screenshot shows the HRA OneViewer web application. The browser window title is "HRA OneViewer - Microsoft Internet Explorer provided by Human Resources Administration". The address bar contains the URL "http://m1e1oneview07.hra.nycnet/hraoneviewer/Universal/NYC_HRA/Public/Intake.aspx". The page header includes the NYC Human Resources Administration logo and the text "HRA OneViewer". A navigation bar contains "Log Out", "Tools", and "Intake". Below this is a search form with the following fields and options:

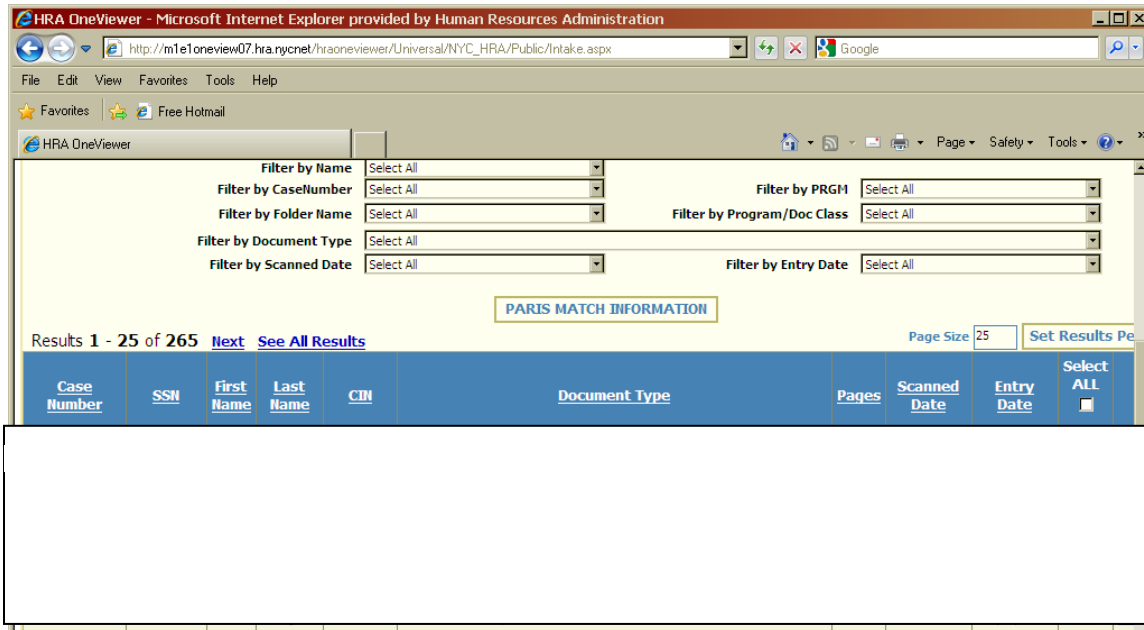
Please Enter:	Case Number	<input type="text" value="6132"/>	OR	SSN	<input type="text"/>	OR	CIN	<input type="text"/>
	OR	First Name	<input type="text"/>	AND	Last Name	<input type="text"/>		

Below the search fields are "SEARCH" and "CLEAR" buttons. In the top right corner, there is a welcome message: "Welcome, Abigail Pizarro FIA->RAU".

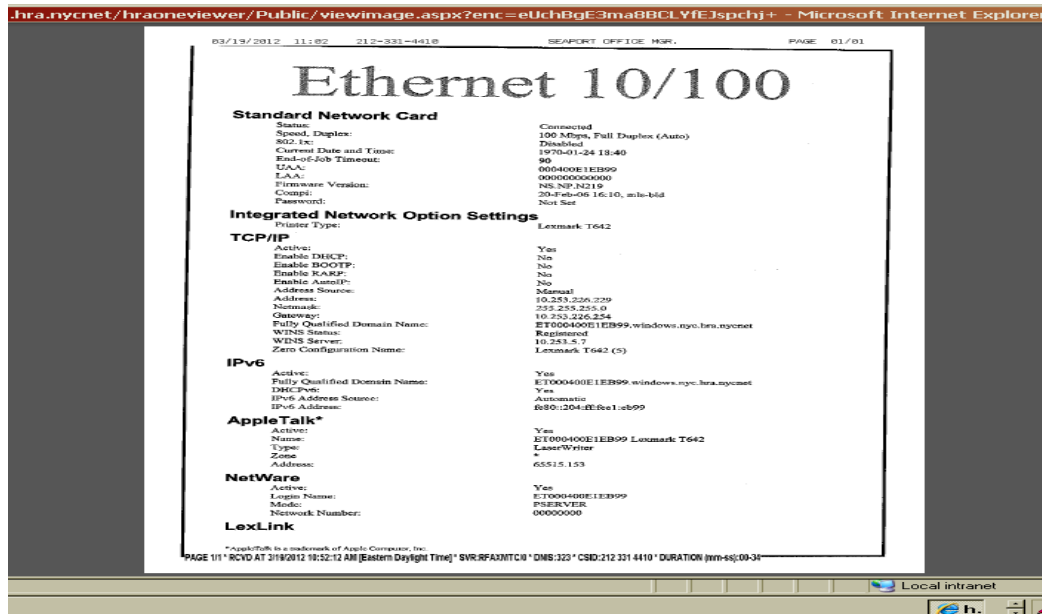
The next window will appear with the list of committed documents for this case.

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

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



Date: _____

DOCUMENT SUBMISSION COVER SHEET

Use this form if you are submitting documents using the Electronic Document Submission or through the Drop Box option at a Supplemental Nutrition Assistance Program (SNAP) Home Center.

It is important for you to provide the information below to help us locate your case and ensure that the documents you have submitted are correctly uploaded to your electronic file.

If you received one of the following forms, please scan or submit a copy of the form with your documents:

- Documentation Request Form (Return Document for Special Grant) (**W-113A**)
- Documentation Requirement and/or Assessment Follow-Up (**W-113K**)
- Notice of Documentation Required – Change in Household Circumstances (**W-132S**)
- Fair Hearing Compliance Request (**W-186D**)

Note: If 'must see worker' or 'in-person interview' is checked on the form, you must submit your documents directly to a worker.

SAMPLE

Please print the requested information in the spaces below to help us identify your case:

Case Name:

AND

Case Number:

OR

Identification (ID) Number from EBT Card (Example: XX01234X):

OR

Social Security Number (SSN):

Using the Drop Box ➔ Include this completed cover sheet in the envelope with your other documents.

Using the Electronic Document Submission ➔ Scan this completed cover sheet as the first page of your documents. After this sheet has been scanned, please dispose of this document in a way that ensures your confidential information is not shared with others.

Fecha: _____

HOJA DE PORTADA PARA LA PRESENTACIÓN DE DOCUMENTOS

Utilice este formulario si usted está presentando documentos por medio de la Presentación de Documentos Electrónicos o la opción del Buzón en un Centro Central del Programa de Asistencia de Nutrición Suplementaria (SNAP).

Es importante que usted proporcione la información más abajo para ayudarnos a ubicar su caso y asegurar que los documentos que usted nos haya presentado se suban correctamente a su expediente electrónico.

Si usted recibió uno de los siguientes formularios, por favor escanee o presente una copia del formulario con sus documentos:

- Formulario para Solicitar Documentación (Devuelva este Documento para Concesión Especial) (**W-113A [S]**)
- Requisitos de la Documentación y/o Seguimiento de Evaluación (**W-113K [S]**)
- Notificación de Documentación Solicitada - Cambio de Circunstancias en el Hogar (**W-132S [S]**)
- Petición de Cumplimiento de la Audiencia Imparcial (**W-186D [S]**)

Nota: Si 'debe reunirse con el trabajador' o 'entrevista en persona' está marcado en el formulario, usted tiene que presentar documentos directamente al trabajador.

Por favor escriba en letra de molde la información solicitada en los espacios abajo para ayudarnos a identificar su caso:

Nombre del Caso:

Y

Número del Caso:

O

Número (Ejemplo: XX01234X) de Identificación (ID) de la Tarjeta EBT:

O

Número de Seguro Social (SSN):

Uso del Buzón ➔ Incluya esta hoja de portada llenada en el sobre con el resto de sus documentos.

Presentación Electrónica de Documentos ➔ Escanee esta hoja de portada llenada como la primera página de sus documentos. Tras escanear esta hoja, favor de desechar este documento de manera que su información confidencial no se comparta con otras personas.