



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #14-67-SYS

SNAP POS RELEASE NOTES VERSION 8.2

Date: June 20, 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 June 23, 2014. Descriptions of the changes can be found in SNAP POS Release Notes Version 8.2 (Attachment A), and Electronic Document Submission Desk Guide: (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 June 23, 2014</i></p> <p>Attachments:</p> <p>Attachment A SNAP POS Release Notes Version 8.1.1</p> <p>Attachment B Electronic Document Submission Desk Guide</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

SNAP POS Release Notes

Version 8.2 June 23, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.2 for the Paperless Office System (POS) scheduled for Monday June 23, 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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Version 8.2 June 23, 2014

1. Expansion of IVRS Reminder Robo Calls for SNAP Interviews

Effective June 30 2014, the Robo Call process using the Interactive Voice Response System (IVRS) will be expanded to include all SNAP applicants and participants of their upcoming and missed interview appointments.

Upcoming SNAP Application or Recertification Interview

An IVRS Robo call reminder is placed to SNAP applicants and participants to remind them of their scheduled application or recertification interview. The calls are placed the day before the upcoming interview, between the hours of 9 AM and 8 PM.

Missed SNAP Application or Recertification Interview

An IVRS Robo call reminder is placed to SNAP applicants and participants who missed their scheduled application or recertification interview. The missed SNAP interview IVRS Robo call is placed the day after the scheduled interview, between the hours of 9 AM and 8 PM.

Call Languages

The calls are in English, Spanish, Russian, Chinese, Arabic, Haitian Creole and Korean, in accordance to the applicant/participant's preferred language for speaking.

2. New IVRS/POS Web Service to Validate Application/Recertification Appointments

FIA has centralized units to handle the rescheduling of SNAP application and recertification interviews. The telephone numbers for these centralized units are connected to the Interactive Voice Response System (IVRS). The applicant/participant enters an identifier (SNAP case number or Social Security Number) into IVRS.

IVRS connects to POS via a web service to verify whether the applicant/participant is scheduled for a SNAP application interview or recertification interview. If the client is not scheduled for a recertification/application appointment, IVRS plays the appropriate message indicating that there is no recertification/application appointment available for rescheduling, in the applicant/participant's preferred language.

3. FIA Call Back List in POS Portal

If the applicant/participant cannot reach an Eligibility Specialist to reschedule their application interview or recertification interview, IVRS asks the applicant/participant to leave their callback telephone number, case number and preferred rescheduling date.

A list of the applicants/participants who must be called back appears in the new **FIA Call Back** list. A new link was added in the POS Portal for this report.

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When the Eligibility Specialist logs into the FIA Call Back list, the following message appears:

- “The Call Back application lists call back numbers of all clients / applicants who requested to reschedule their appointments and were required to leave a call back number with their case information as agents were not available to reschedule their appointments over the phone.”

The following information appears:

- **Request Date** – this field indicates the date that the client called FIA.
- **SSN** – this field indicates the SSN entered by the client who must be called back.
- **CaseNo** – this field indicates the SSN entered by the client who must be called back.
- **Phone** – this field indicates the call back telephone number entered by the client who must be called back.
- **Language** – this field indicates the preferred spoken language number for client who must be called back.
- **Center** – this field indicates the case type (CA or SNAP) for the client who must be called back.
- **Req. Appt. Date / Req. Appt. Time** – this field indicates the requested rescheduling date and time entered by the client who must be called back.

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The Eligibility Specialist can filter by:

- **Date**
- **Language**
- **Call Center (Case Type)**

The Eligibility Specialist can also export the data to Excel by clicking on the **Export to Excel** button.

FIA Call Back List

Call Center Management System

FIA Test: Agent [FIA] Help

Call Back List

Search Results: 05/27/2014 to 05/28/2014

FILTER BY:

Date: All Language: All Call Center: All

Total Records: 5

Request Date	SSN	CaseNo	Phone	Language	Center	Req Appt. Date	Req Appt. Time
5/28/2014 11:53:06 AM			23243243	Spanish	CA	05/28/2014	09:15AM
5/28/2014 11:52:03 AM			335462323	Spanish	SNAP	05/28/2014	11:15AM
5/28/2014 11:50:20 AM			234212423	English	CA	05/29/2014	11:00PM
5/28/2014 11:50:05 AM			12123214	English	SNAP	05/28/2014	09:15AM
5/27/2014 12:00:00 AM			123421432	Spanish	CA	05/30/2014	09:40AM

Export to Excel

4. Pilot of Document Receipt (EXP-76R) Mailer for SNAP Cases

For the Washington Heights (**S13**) and Concourse (**S45**), POS was updated with a pilot program to generate the Document Receipt (EXP-76R) via PTM for SNAP cases where the documents were scanned and indexed outside of the **Document Intake** activity. For cases where the **Document Intake** is used, the EXP-76R is printed by the Eligibility Specialist and given to the applicant/participant.

5. E-App Appointment Notice Mailer for SNAP Cases

POS was updated to generate the Request for Contact on a Supplemental Nutrition Assistance Program (SNAP) Application (**W-119**) and the Suggested Documentation Needed to Apply for SNAP Benefits, Medical Assistance and Cash Assistance (**W-119D**) via PTM for SNAP cases where the application was submitted online through **ACCESS NYC** or **MyBenefits**. The form is generated after the MARU Worker registers the case and completes the Online Application Submission activity in POS.

6. RFI Request Calls for future SNAP Recertifications

Technical changes were made to improve the MIS process that requests Resource File Integration (RFI) for cases that have a scheduled recertification the following month. This process allows the RFI information to be available at the time of the SNAP recertification.

7. New Reasonable Accommodation Type: Non Rush-Hour Travel

POS was updated to accommodate the new reasonable accommodation type of **Non Rush-Hour Travel** and prevent scheduling of in-center appointments during commuter rush hour.

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Applicants/participants who are requesting a reasonable accommodation due to their inability to utilize public transportation during the morning and evening commuter rush hours receive the new **Non Rush-Hour Travel** Reasonable Accommodation Request (RAR) type.

The Worker Message for this RAR Type indicate that these clients can only be SCHEDULED for on-site appointments on Mondays through Friday between the hours of 11:00 AM with the last available appointment time being 1:30 PM.

This new accommodation type is considered in combination with all other existing accommodation types at the time that the Eligibility Specialist attempts to reschedule an appointment in POS.

8. CBO Recertification Scheduling Inquiry

A Community Based Organization (CBO) tool was developed to allow a designated CBO manager the ability to run a report to verify if clients who originally submitted an application through the CBO are scheduled for a SNAP recertification interview. The report was updated to retrieve clients with a scheduled recertification interview for the following month.

9. Standard Utility Allowance Updates

WMS 2014.3 has implemented a new Standard utility allowance (SUA) based on the following:

Section 4006 of The Agricultural Act of 2014 (a.k.a. "The Farm Bill") limits the eligibility for a heating/cooling Level I SUA to those SNAP households that incur an expense separate and apart from the household's rent or mortgage for heating or cooling or for households that have received Home Energy Assistance Program (HEAP) payments greater than \$20 in the current month or in the immediately preceding 12 months.

SNAP households that reside in a HEAP eligible shelter living situation no longer automatically qualify for a heating/cooling Level I SUA based solely upon reasonable anticipation that the household will receive a HEAP benefit within the next 12 months. The reasonable anticipation rule previously allowed HEAP eligible SNAP households that incurred a shelter expense (of any amount) to be automatically credited with a heating/cooling Level I SUA.

As a result of the elimination of the HEAP benefit anticipation rule, a determination of whether a household incurred a separate expense for heating/cooling or received HEAP payments greater than \$20 in the current month or in the immediately preceding 12 months must now be done. This determination must be done at application, recertification, and whenever a SNAP household reports a change in address or shelter expenses. POS will do the lookup and inform the worker if the case has receive any qualifying HEAP payments.

The supplements ensure that those SNAP households have received HEAP payments of greater than \$20 in the current month or the immediate preceding 12 months and, therefore, qualify for the heating/cooling Level I SUA.

- **80:** Emergency HEAP payment;
- **82:** Direct HEAP payment to LIPA (currently PSEG);
- **84:** NPA HEAP payment;
- **90:** Direct HEAP payment to Con Ed; and
- **91:** Direct HEAP payment to National Grid

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Level I SUA

The Level I SUA covers heating and air conditioning, utilities and telephone costs. It is available to households:

- that are regularly billed separately from their rent or mortgage for heating and/or air conditioning; or
- that have received HEAP payments greater than \$20 in the current month or in the immediately preceding 12 months

Note: Utility costs for the operation of a space heater, electric blanket, heat lamp, cooking stove and related items when used as a supplemental heating source do not qualify a household for the heating/cooling Level I SUA. In addition, the cost of an electric blower for an oil or gas furnace does not qualify a household for the heating/cooling Level I SUA.

- To issue a heating/cooling Level I SUA to households, the Eligibility Specialist must enter an “X” in the **FSUA:IND** field or make a numeric entry in the **TYPE** (Fuel Type) field on the **NSBL02** screen of the WMS budget.

Level II SUA

The Level II SUA includes all utility costs other than heating or air conditioning. It includes telephone, electricity, washer/dryer, freezer, cooking fuel, trash collection, water fees, fuel for heating water and the rental fee for a propane tank. Households that do not meet the criteria for a heating/cooling Level I SUA and are billed separately for at least one of these utilities (other than telephone) are eligible for a Level II SUA.

- To issue a Level II SUA to households, the Eligibility Specialist must enter an “X” in the **FSUT:IND** field on the **NSBL02** screen of the WMS budget.

Level III SUA

The Level III SUA covers the cost of basic service plus tax for one telephone. WMS automatically provides a Level III SUA for all Shelter Type Codes that do not meet the criteria for a Level I or II SUA, with the exception of the following:

- **04** Room and Board
- **19** Approved Medical Facilities – Non Hospital
- **23** Undomiciled

Shelter Type Codes **04** and **19** are used on CA-only budgets where SUA eligibility is not applicable. Shelter Type Code **23** (Undomiciled) cases are budgeted with a standard homeless shelter deduction.

The Shelter Type Codes below are only eligible for a Level III SUA:

- **06** Hotel/Motel Temporary
- **11** Room Only
- **13** Residential Programs for Victims of Domestic Violence (Less Than 3 Meals Per Day)
- **14** Residential Programs for Victims of Domestic Violence (3 Meals Per Day)
- **33** Homeless Shelter - Tier I or Tier II (Less Than 3 Meals Per Day)
- **34** Homeless Shelter - Tier II (3 Meals Per Day)
- **35** Homeless Shelter - Non Tier I Non Tier II

Note: A SNAP household should not be budgeted with Shelter Type Code **11**, unless there is a statement from the primary tenant or the homeowner that no portion of the rent paid by the SNAP household goes toward utility expenses.

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WMS has been programmed to eliminate the automatic authorization of a heating/cooling Level I SUA based on residing in a HEAP eligible dwelling and incurring a shelter expense.

POS and SNAP POS have also been programmed to reflect the changes in SUA eligibility and requires Eligibility Specialists to determine a households eligibility for a heating/cooling Level I SUA based on the household incurring a separate heating/cooling expense or having received HEAP payments greater than \$20 in the current month or in the immediately preceding 12 months.

POS Question Update

The following HEAP question has been updated (On the Expedited Processing Window) to reflect the new update to correctly budget the SNAP cases.

“Did the household receive, or does it anticipate receiving HEAP this year?”

New question:

Did the household receive a HEAP payment totaling greater than \$20 in the current month or in the immediately preceding 12 months?”

This update is reflected in all SNAP application/recertification activities including Web based E-APPs, and CBO SNAP applications. The ESNAP Determination form (LDSS 3938) has been updated to reflect the new SUA changes

10. WMS Updates 2014.2

WMS/NYC release 2014.2 has added a new WMS Disability Accommodation Indicator (**DAI**) field . This indicator is to provide an alternative notification method to clients who are blind or visually impaired. The **DAI** field has been added to the case level and individual level in the TAD. This new two character field is also displayed on the **NQIN2A**, **NQCP03** and **NQCS02** WMS Inquiry screens within the POS inquiry browser.

11. Posting of SNAP Code F19 via PAM

POS is currently programming the **F19** (Refusal to Cooperate with Quality Control) reason code. If this reason code must be used to reject or close a SNAP case, please process this action in PAM. POS will notify workers when the update has been completed in POS.

12. SNAP Reception Intake Update for Relevant Case Overrides

Eligibility Specialists are able to easily override the relevant case selection in the **Clearance** window in the SNAP Reception Intake activity. As a result, many cases where the application file date should have been reused are receiving a new file date. POS has been updated to add an edit for the selection of the relevant case.

Edit Details for Clearance Window:

If the individual SNAP status is **AP** Application Pending, **SI** (Single Issue), **AC** (Active Case), **RJ** (Rejected) or **CL**(Closed) for the case selected by POS in the Suggested Previous Relevant Case section of the Clearance window by POS, the Eligibility Specialist is no longer able to override the selection made by POS. If the Eligibility Specialist determines that the selection should be overridden, they must suspend the activity and a Supervisor or Manager would have to override the selection.

New Message for Clearance Window:

“The relevant case selection can only be changed by a Supervisor or Manager.”

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Window Changes for Action to Take Window

The Action to take window has been updated to display the SNAP file date and the question, was the interview conducted within the past thirty days was changed to **“Was the interview conducted within 30 days?”**

13. Electronic Document Submission Pilot

The current document drop box process consists of participants dropping photo copies (sometimes originals) in a locked drop box located near the PC Banks in the SNAP locations for a SNAP Eligibility Specialist to then scan and index. This is a very labor-intensive process and at times documents may get lost or there is a delay in the scanning and indexing that may cause a negative outcome to the participants' case.

A new pilot was developed to allow participants to submit documents electronically by scanning them in a designated area at the pilot centers. The documents are then routed to the POS indexing window to allow designated Eligibility Specialists to view and index the submitted documentation. The document receipt (EXP-76R) is then submitted to the participant via Print to Mail (PTM).

This process was rolled out on June 9, 2014 to the Washington Heights (S13) and Concourse (S45) SNAP centers. For additional details please see **Attachment B**, Electronic Document Submission Desk Guide.

14. POS Residential Address Edit for Post Office Boxes

POS was updated to prevent the entry a Post Office Box address in the Residential Address fields of POS. The Eligibility Specialist receive the following message if they try to enter a PO box in the residential field:

“You Are Not Allowed To Enter A Post Office Box In The Residential Address Fields”

This validation rule occurs when the Eligibility Specialist is in the following POS activities:

- SNAP Reception Intake
- Online Application Submission
- CBO SNAP Intake
- Application Modification
- SNAP Application Interview, EC – SNAP Application Interview
- SNAP Recertification Interview, EC – SNAP Recertification Interview
- SNAP Change Case Data, EC – SNAP Change Case Data

This new edit is also in place in WMS.

15. Changes to Order of ACE Recording Log Questions

The order of questions for reviewers in the ACE Recording Log was updated. The questions now appear in the following order:

- Did the interviewer identify him/her self and purpose of the call?
- Was appropriate language used?
 - If appropriate language was not used, please select one of these options:
- Did the staff person ask the applicant/participant if they have an Access NYC account?
- Did the staff person explain the benefits of having an Access NYC account?
- Did the staff person let the client know approximately how long the interview would take?
- Was the staff person knowledgeable and able to answer all the applicant's/client's questions?
- Was the information communicated to the applicant/participant by the staff person correct and accurate?

Electronic Document Submission Desk Guide

It is now possible for Supplemental Nutrition Assistance Program (SNAP) applicants/participants 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 SNAP designated folder for that location.

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

Requesting Documentation

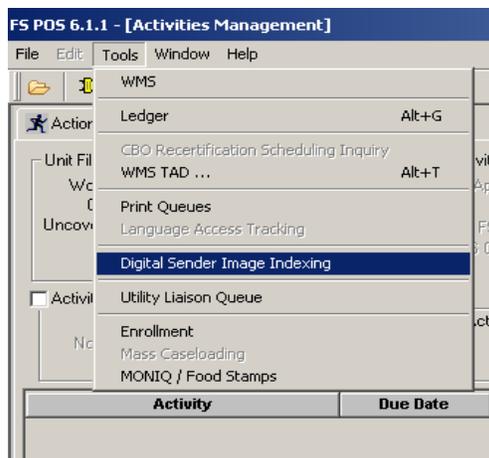
- Tell the applicant/participant what documents are required for the case determination. These requested documents should be listed on an FIA acceptable document form.

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**. 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

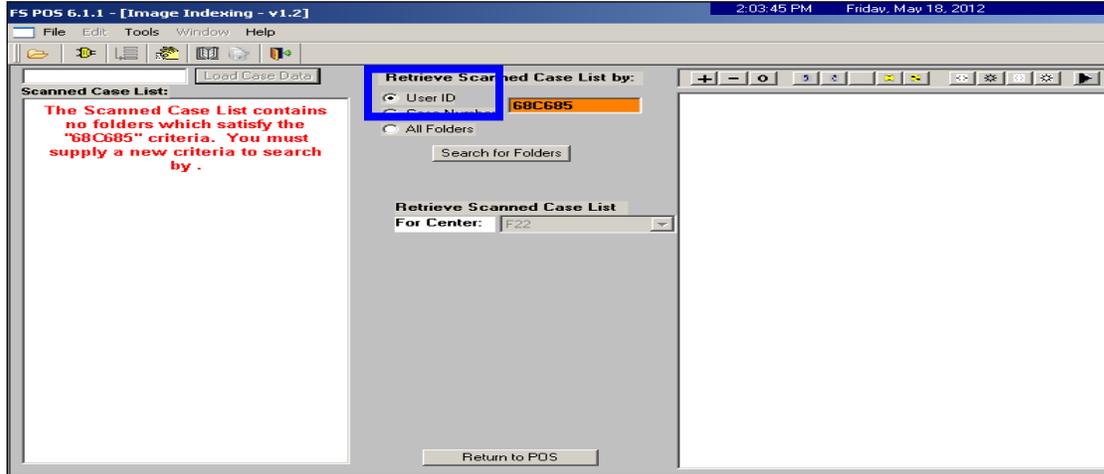
- Sign in to POS and click on the **Tools** menu then highlight and click on **Digital Sender Image Indexing**.

Activities Management Window



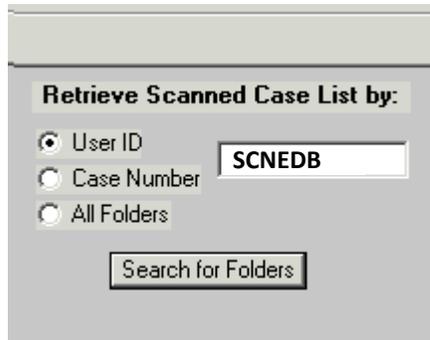
The **Image Indexing Window** will display. This is the first step in identifying your folders for processing.

Image Indexing Window



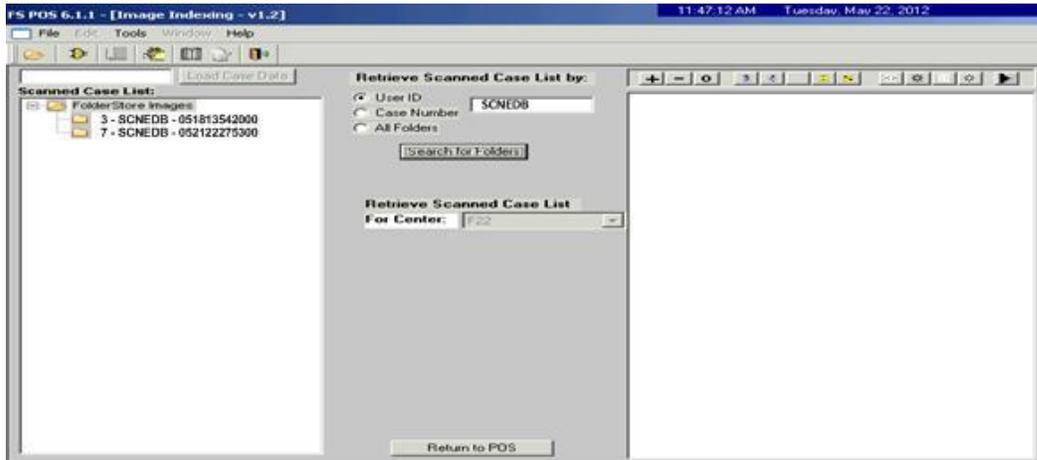
- To locate your site's Electronic Document Submission folders please enter the specific name given to your site's Document Submission folders. To enter the name of the folder remove the User ID number (the user's WMS numbers) displayed in the red highlighted field and enter the name **SCNEBD** to view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



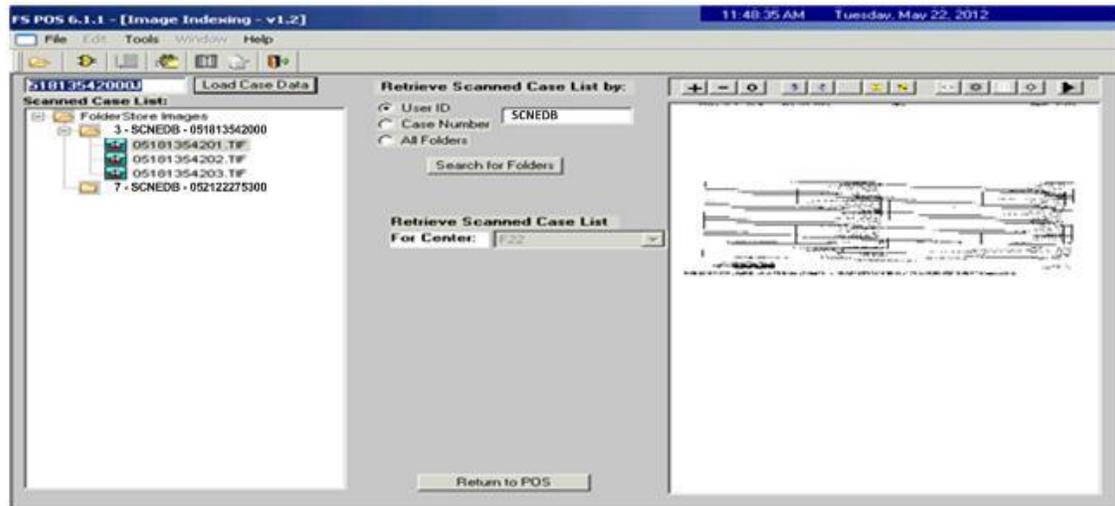
The name of the Electronic Document Submission folder is **SCNEBD** (entering the name in caps or not does not matter but it must be an exact match to your specific folder's name). The **SCNEBD** folders will display in the Scanned Case list.

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.

Document displayed in Image Indexing window

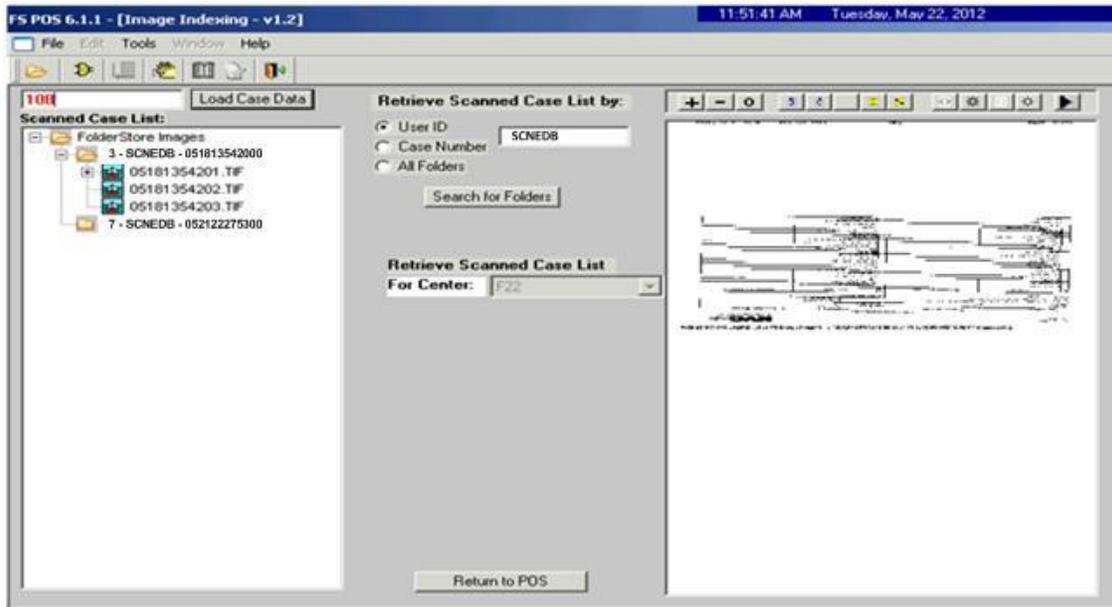


Note: You must check the documents and keep a record (written copy) of the case numbers to complete the indexing process. Check to make sure this is the correct document you requested with the name of the applying or active individuals.

- 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.

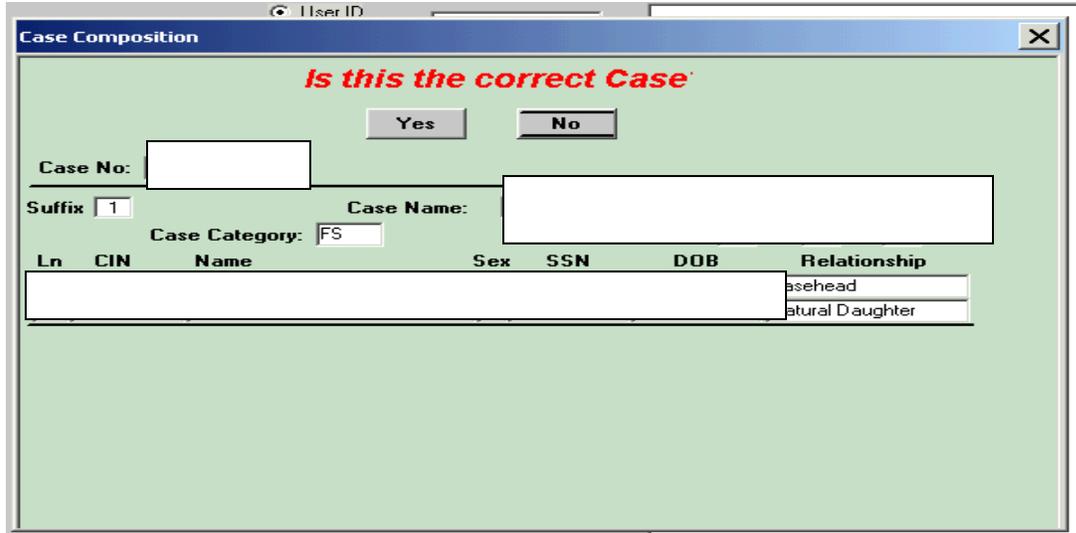


Image Indexing Window

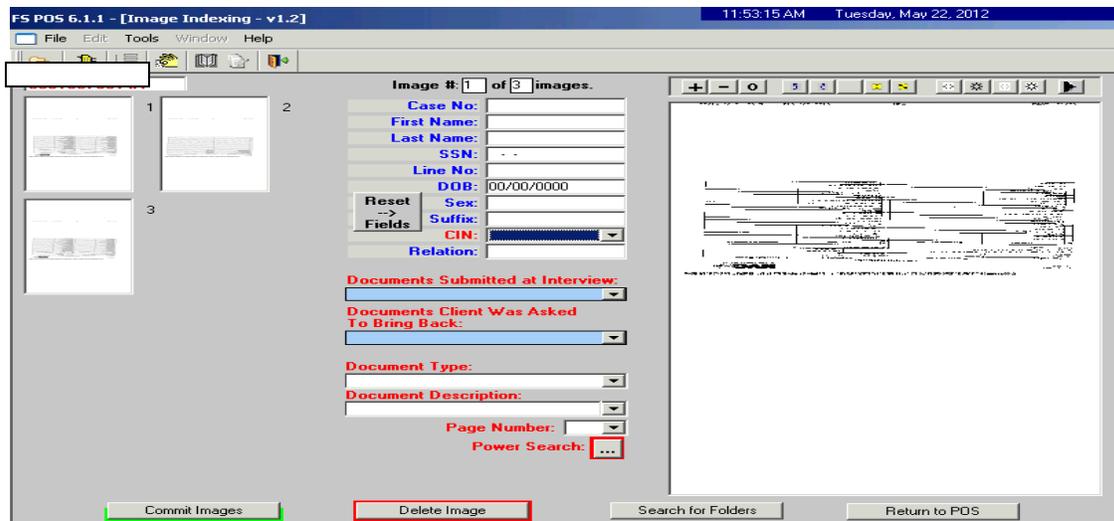


- Click on the **Load Case Data** button to go to the next **Image Indexing** window.

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



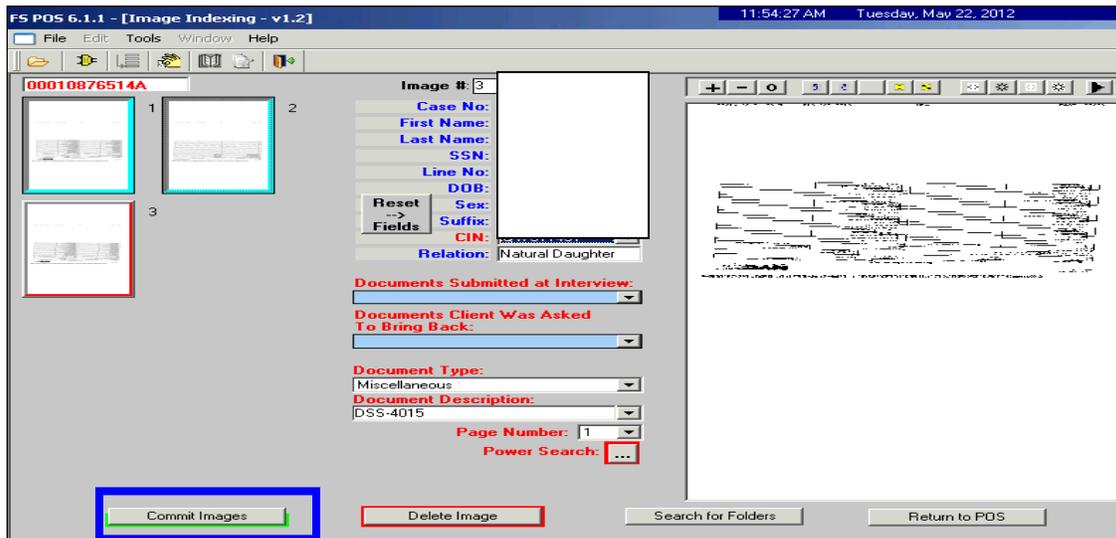
- Choose **Yes** if this is the correct case, if not click **No** and go back to enter the correct case number in load case data. The identified images will load and display in the imaging window.



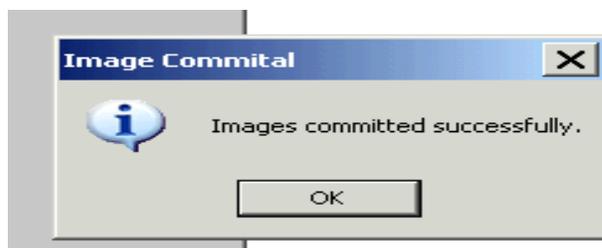
Committing the Documents

- 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.
- 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.

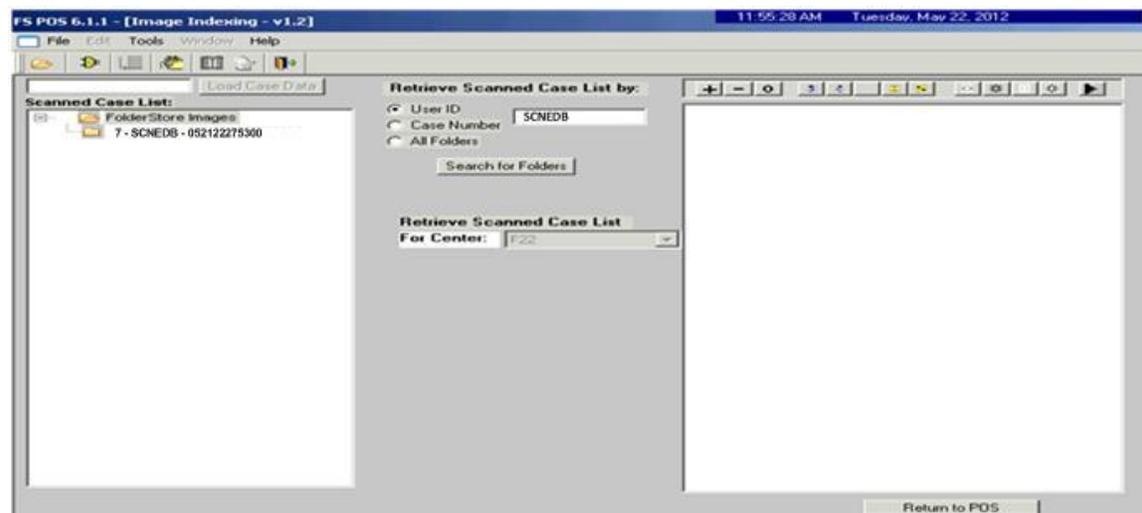
Committing Images



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



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



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

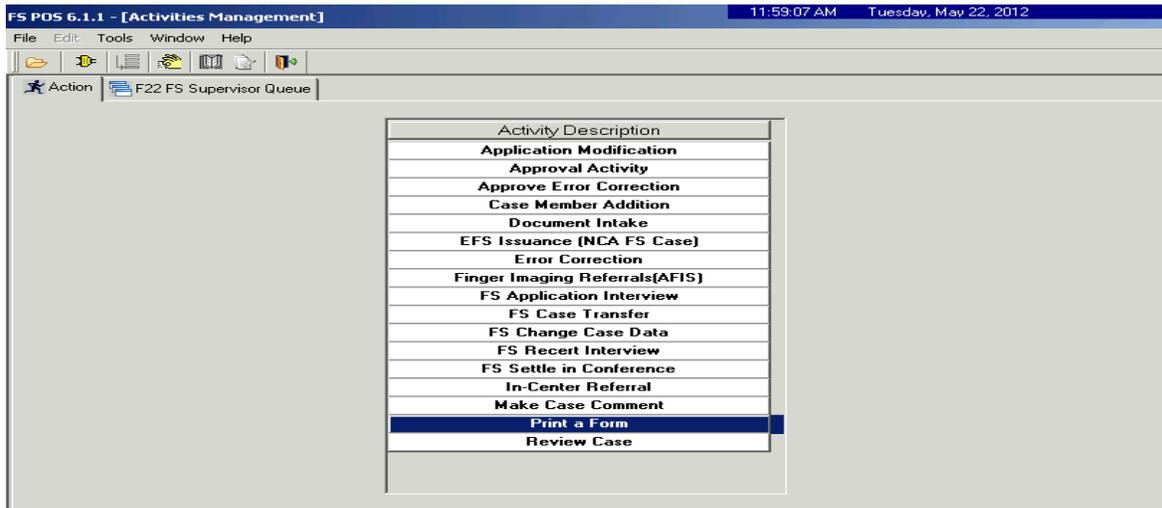
Printing the Documentation Receipt (EXP-76R) – The process described below must be used prior to June 23, 2014. After June 23, 2014 MIS will send the document receipt directly to the participant after the Worker successfully completes the imaging and indexing of the documents and selects the return to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



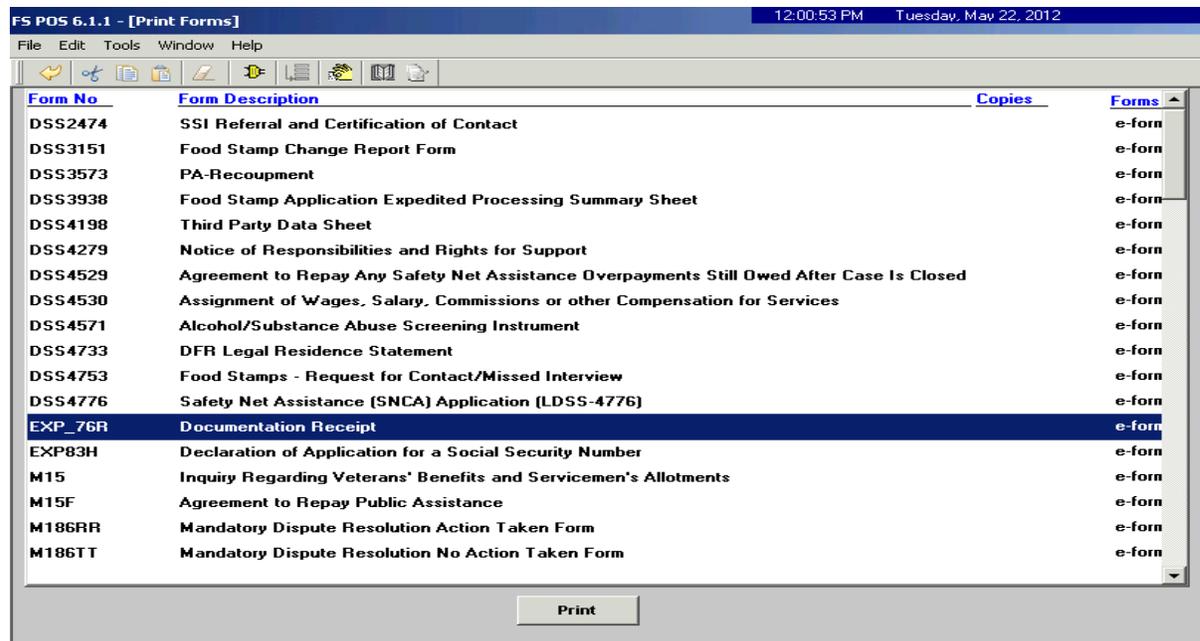
- Enter the case number from your list of previously processed cases (**SCNEDB** folders or your site's specific folder name). POS will search for the case number.

Case Number	Suf	Case Name	Casehead Name	CIN	SSN	File Date
-------------	-----	-----------	---------------	-----	-----	-----------

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

Case Number	Suf	Case Name	Casehead Name	CIN	SSN	File Date
00010876514A	1	SHOR			603389232	3/19/2012

- 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 the Worker has completed indexing the case. If the Worker does not print the document receipts 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-76R** receipt manually.

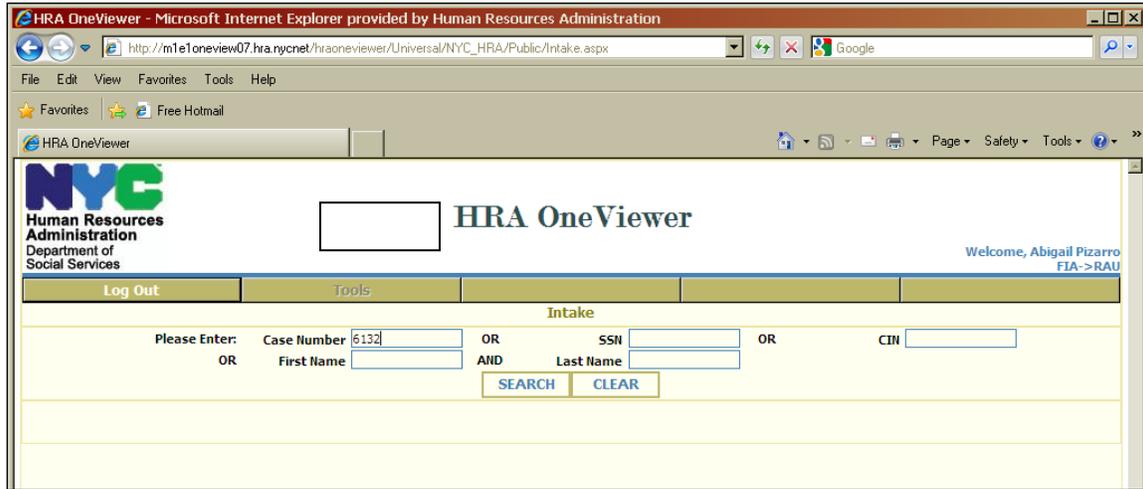
To process the EXP-76 R manually:

- 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

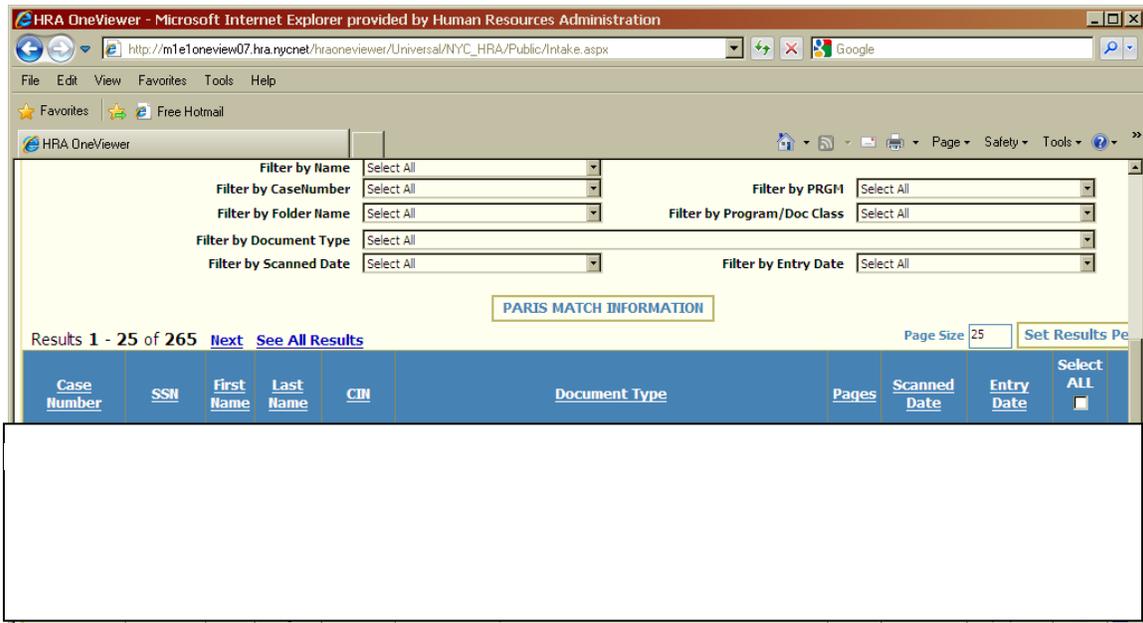
- After indexing and committing each or the entire associated images in POS, check to see if the images were committed successfully. Open the HRA One Viewer and enter the Case Number for the case, click on **Search** to obtain a list of documents for the applicant/participant.

HRA OneViewer



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

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



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

03/19/2012 11:02 212-331-4410 SEARCH OFFICE HQR. PAGE 01/01

Ethernet 10/100

Standard Network Card

Status:	Connected
Speed, Duplex:	100 Mbps, Full Duplex (Auto)
802.1x:	Disabled
Current Date and Time:	1970-01-24 18:40
End-of-Job Timestamp:	90
UAA:	000400E1EB99
EAA:	000000000000
Firmware Version:	NS_NP_N219
Compil:	20-Feb-00 16:10, mto-bld
Password:	Not Set

Integrated Network Option Settings

Driver Type: Lexmark T642

TCP/IP

Active:	Yes
Enable DHCP:	No
Enable BOOTP:	No
Enable RARP:	No
Enable ARP/D:	No
Address Source:	Manual
Address:	10.253.226.259
Netmask:	255.255.255.0
Gateway:	10.253.226.254
Fully Qualified Domain Name:	ET000400E1EB99.windows.nyc.hra.nycnet
WINS Status:	Registered
WINS Server:	10.253.5.7
Zero Configuration Name:	Lexmark T642 (5)

IPv6

Active:	Yes
Fully Qualified Domain Name:	ET000400E1EB99.windows.nyc.hra.nycnet
DNS-IPv6:	Yes
IPv6 Address Source:	Automatic
IPv6 Address:	fe80::1204:EE:Re1::eb99

AppleTalk*

Active:	Yes
Name:	ET000400E1EB99 Lexmark T642
Type:	LaserWriter
Zone:	*
Address:	65515.153

NetWare

Active:	Yes
Login Name:	ET000400E1EB99
Mode:	PSERVER
Network Number:	00000000

LexLink

*AppleTalk is a trademark of Apple Computer, Inc.

PAGE 111 * RCVD AT 3/19/2012 11:52:12 AM [Eastern Daylight Time] * SVR:RFA2MTC * DNS:323 * CSID:212 331 4410 * DURATION (mm-ss):09-34

Local intranet