POLICY BULLETIN #14-95-SYS

(This Policy Bulletin replaces PB #14-89-SYS)

SNAP POS RELEASE NOTES VERSION 8.2.1

Date: August 29, 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 update Section **1** (Document Edits for V21 Rejections and Closings) and add Section **14** (Reminder: Home Energy Assistance Program [HEAP] Look-Up for Standard Utility Allowance [SUA] Level Determination) in **Attachment A**.

- Section 1 was updated to provide additional instructions on the steps that the Worker must complete after reviewing the documents found in the HRA One Viewer when attempting to process a rejection or closing for missing or incomplete documentation.
- Section 14 was added as a reminder to Workers of the new HEAP criteria for assigning appropriate SUA levels in WMS for SNAP households.

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) will migrate to production immediately. Descriptions of the changes can be found in SNAP POS Release Notes Version 8.2.1 (**Attachment A**).

These release notes can also be found on the HRA Intranet at:

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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

Effective Immediately

Related Items:

[PB #14-67-SYS](#)
[PB #14-68-ELI](#)
[PD #14-13-OPE](#)
[PD #14-16-SYS](#)

Attachment:

Attachment A   SNAP POS Release Notes Version 8.2.1

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

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program Release 8.2.1 for the Paperless Office System (POS) scheduled for Monday August 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

---

Table of Contents

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

1. Document Edits for V21 Rejections and Closings

POS was updated to add new edits for rejections and closings for documentation for Supplemental Nutrition Assistance Program (SNAP) cases.

These new edits require a review of the scanned documentation within the past 60 days at the time that the Worker attempts to close a case with reject or close a case with code **V21** (Failure to Provide Verification).

POS does a lookup to the HRA One Viewer for eligibility documents scanned in the past 60 days. If documents are found, POS alerts the Worker s/he must review the documents to determine if the required documentation was provided and complies with the requested documentation.

The **Documentation Edit – Scanned Document(s) Found** window appears when the Worker opens the **Approval Elements** window. The following instructions appear on the window:

- Documents have been scanned and indexed, but you are attempting to reject the case for missing or incomplete documentation. You must review the case record, view the documents in the HRA One Viewer and determine whether the case should be rejected for missing or incomplete documentation. Answer the question "Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?" If you select "No", you must enter a detailed comment in the comment box before you can complete this activity.

Document Edit – Scanned Document(s) Found Window

If the Worker enters an answer of **Yes** for the question "Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?", the Worker must update the POS interview windows with the updates from the reviewed documents and must then complete the following steps:

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

- For a case acceptance, the Worker must calculate and save the budget, and must update the POS Turn-Around Document (**TAD**) window to process the case acceptance.
- For a case denial or closing, the Worker must process the budget, if appropriate, and must update the Turn-Around Document (**TAD**) window to process the case denial or closing.

If the Worker enters an answer of **No** for the question "Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?", the Worker must enter a detailed case comment in the window to explain why the case is denied for missing or incomplete documentation. If the Worker fails to enter the case comment, the following error message appears when s/he clicks **OK**:

- You must enter a detailed reason why the case will be denied/closed for missing or incomplete documentation.

Completion edit
If the Worker enters an answer of **Yes** for the "Do the case record and the documents in the viewer indicate that the case should be accepted or that the case should be denied/closed for a reason other than missing or incomplete documentation?", but attempts to complete the case without updating the case decision, the following error message appears in the **Activity Completion** window:

- Documents have been scanned and indexed and the Worker indicated that the case will not be denied/closed for missing documentation. You must go to the TAD and update the case decision or go to the Approval Elements window and update the answer for the Document Edit window before you can complete this activity.

2. RightFax Number on W-113K

The Right Fax number telephone number was added to the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form for SNAP cases. The following text appears on the form, with the RightFax telephone number for the center:

"If you would like to fax the above requested documents, you can, by faxing them to _____."

3. POS-EDITS Address Change Exchange

POS was updated to transmit verified address changes to the Eligibility Data and Image Transfer System (EDITS) for Medicaid (MA) and Family Health Plus (FHP) cases. POS submits the changes for Active (AC) SNAP cases where all MA/FHP case members are AC on the SNAP case, once the address changes is processed in WMS.

POS submits a daily file to EDITS with the prior day's address changes and EDITS submits the address changes to WMS for the MA/ FHP cases.

4. TAD Business Rule Update

POS allows the Alien Number **A000000000** to be entered on multiple lines for SNAP applicants/participants as well the SNAP only applicants/participants on a Cash Assistance (CA) case. This code is used for applicants/participants who have lost their alien documentation and can be used for six months only. POS displays a completion edit to prevent the use of this alien number for more than six months for any individual.

POS was updated to suppress these edits for individuals who have the alien number entry in WMS, but have become citizens.

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

5. Intake Start Date Field Update for SNAP Application Log

The **Intake Date** field was updated to retrieve the start date for the **SNAP E-application Submission** activity for online applications. Previously, this field only retrieved the intake date for applications submitted through the **SNAP Reception Intake or CBO SNAP Intake** activities.

6. Addition of Interviewer's WMS ID in SNAP Timeliness Report

The interviewer's WMS ID was added to the SNAP Timeliness report in the POS Management Console, in order to allow better tracking of the completed SNAP application interviews.

7. POS Electric/Gas Window Updates

POS was updated to display the following question " Is this a Heat related utility?" in the **Response** window for the question **Do You (Or Anyone Who Lives With You) Have An Electricity And/Or Gas Bill Separate From Your Rent Or Mortgage?** within the following POS activities:

- **SNAP Application Interview**
- **Continue CBO Intake**
- **SNAP Recertification Interview**
- **SNAP Change Case Data**
- **EC-SNAP Application Interview**
- **EC-SNAP Recertification Interview**

8. Technical Updates for Web Service for Department of Health Vital Records

The web service for the Department of Health (DOH) Vital Records were updated to improve the connectivity. This change also prevents freezing in POS and allows Management Information Systems (MIS) to turn off the service when there is an outage.

9. Technical Updates for Language Tracking Web Services

The web services for the language access tracking were updated to improve the connectivity. This change also prevents freezing in POS and allows MIS to turn off the service when there is an outage in the web services.

10. W-515X SAVE Form Update

The data entry window for the Systematic Alien Verification for Entitlements SAVE Referral (**W-515X**) form has been revised to pre-fill the individual's name. The window has also been updated to reflect the newer version of the form.

The following fields were updated:

- Individual's Name as it appears on alien registration card
- Referral Type
- Card Number * Only required if Permanent Resident Card (**Form I-551**) issued from 1997 or later, if Employment Authorization Document (**Form I-766**) is presented.

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

Revised W-515 Form Data Entry window

11. E-Form Updates

The following forms were updated in POS

- **W-113K** Documentation Requirements and/or Assessment Follow-Up
- **W-119D** Eligibility Factors and Suggested Documentation Guide

12. Reminder: Previous Receipt of SNAP Benefits Under the ESNAP Criteria

POS performs a look-up to determine if a household that appears eligible for SNAP with pended verification has previously received SNAP with pended verification and subsequently failed to comply (and has not been certified for ongoing benefits since that time). POS displays the results of this lookup in the response window for the question **Has The SNAP Household Received Expedited SNAP Benefits In The Past?**

For these cases, the JOS/Worker explains to the applicant that he/she is not eligible to receive SNAP under the Expedited Supplemental Nutrition Assistance Program (ESNAP) processing criteria because he/she previously received SNAP under the ESNAP processing criteria and failed to submit required documentation. SNAP cannot be issued until all documentation needed to determine eligibility has been provided.

The JOS/Worker prepares and issues the applicant the **W-113K**, listing all of the eligibility factors that must be verified, and allow ten calendar days for submission.

If the applicant submits all documentation to verify eligibility within ten calendar days, benefits must be made available to the household as soon as possible, but no later than five calendar days after receipt of the verification.

For full details, please see **PD 14-13-OPE Expedited Supplemental Nutrition Assistance Program (SNAP) Processing Rules**.

SNAP POS Release Notes
Version 8.2.1 August 18, 2014

13. Reminder: North Brooklyn Database Move

On Sunday, July 27, 2014 MIS moved the following centers onto a new database server platform that offers increased reliability and stability for the Paperless Office System (POS):

- North Brooklyn SNAP Center (**S26**)
- Ft. Greene SNAP Center (**S20**)
- Dekalb Job Center (**064**)
- Clinton Hill Job Center (**067**)
- Bushwick Job Center (**066**)
- Williamsburg SNAP Center (**S21**)
- TIPS 24
- Fair Hearing Tracking Monitoring Unit (**FHTRMU**)

This is the continuation of the move to one database which will have a number of good consequences as HRA moves toward new business models.

14. Reminder: Home Energy Assistance Program (HEAP) Look-Up for Standard Utility Allowance (SUA) Level Determination

WMS version 2014.2 has implemented a new Standard utility allowance (SUA) based on the following:

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 in the June 2014 release, 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 does a lookup during the interview and change action activities and informs the worker if the case has received any qualifying HEAP payments.

POS completes this look-up in the Housing (Shelter) Expenses window and in the Budget Household Needs window when calculating a new budget.

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

For additional details, please see: **PB 14-68-ELI Standard Utility Allowance (SUA) Eligibility Changes, PB 14-67-SYS SNAP POS Release Notes Version 8.2** and **PD 14-16--SYS Welfare Management System (WMS) Software Release Version 2014.2.**