



FAMILY INDEPENDENCE ADMINISTRATION



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POLICY BULLETIN #15-21-SYS

SNAP POS RELEASE NOTES VERSION 9.1a

Date: March 17, 2015	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 March 17, 2015. Descriptions of the changes can be found in SNAP POS Release Notes Version 9.1a (Attachment A), Selective Case Review (Attachment B), and ACCESS NYC (Attachment C).</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 March 17, 2015</i></p> <p>Related Items:</p> <p>PB #15-03-ELI PB #15-12-ELI</p> <p>Attachments:</p> <p>Attachment A SNAP POS Release Notes Version 9.1a</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

March 16, 2015

These Release Notes contain descriptions of changes in the Paperless Office System (POS) for the Supplemental Nutrition Assistance Program in March 16, 2015. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes may also be found on the HRA Intranet at

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

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SNAP POS Release Notes

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1. Automated Application Registration for E-Apps at MARU

Beginning Monday, March 16, 2015, the Paperless Office System (POS) will automatically register applications for the Supplemental Nutrition Assistance Program (SNAP) in the Welfare Management System (WMS) for applications submitted online through ACCESS NYC (“E-Apps”).

The automatic application registration (app-reg) will start before the **SNAP E-Application Submission** activity by MARU (Mail Application Referral Unit) is initiated.

Change to Sorting Cases in the Queue

MARU Workers and Supervisors previously sorted the cases in their queue by clicking on the **Case No** column, to ensure that the oldest cases were processed first.

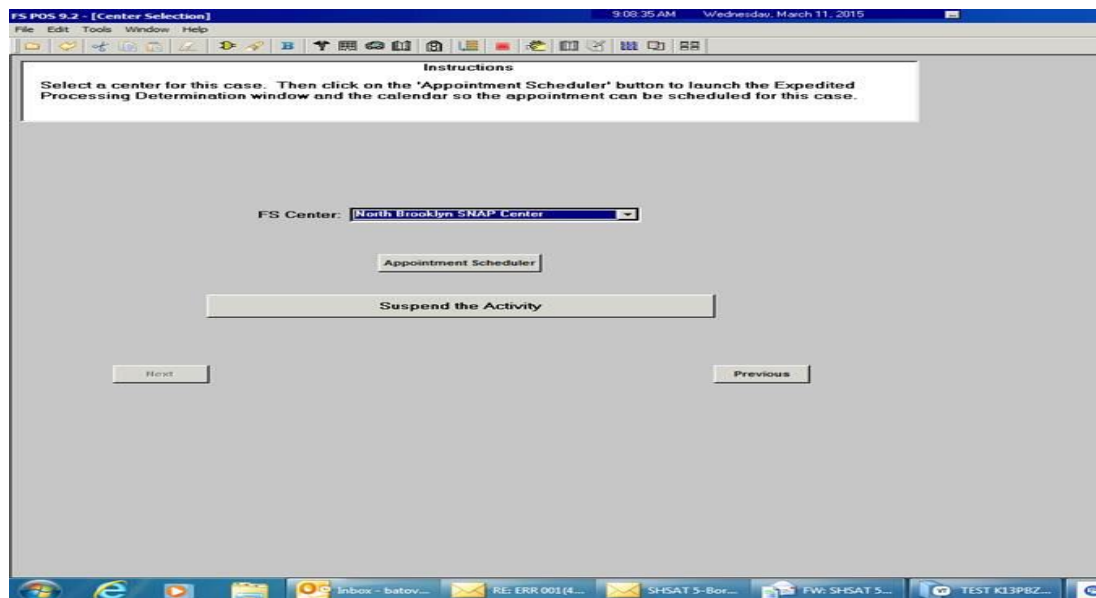
With the implementation of Automated Application Registration, Workers and Supervisors must click on the **Due Date** column to sort the cases from oldest to newest.

Successful Application Registration

If the case is successfully registered, the **SNAP E-Application Submission** activity will be placed in the **MARU E-Apps** queue. Between 8 AM and 4 PM, these cases are automatically assigned from the queue to the available MARU Workers. After 4 PM, the MARU Supervisor assigns the cases from this queue to the available MARU Workers.

When the **SNAP E-Application Submission** activity starts, POS will open the **Appointment Scheduling** section to allow the Worker to determine the eligibility for expedited processing and to schedule the appointment:

- Working Families/Hardship Waiver
- Expedited Processing Pre-Screening
- Appointment Scheduling
- Appointment Confirmation



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Appointment Scheduler
Close

SNAP Intake  **Appointment Scheduling**


Select a Date and Time for the Interview Appointment Schedule a Same Day Interview

Appt. Time	Monday 07/21/2014	Tuesday 07/22/2014	Wednesday 07/23/2014	Thursday 07/24/2014	Friday 07/25/2014	Saturday 07/26/2014	Sunday 07/27/2014	Monday 07/28/2014	Tuesday 07/29/2014
10:30 AM (10:30 AM - 02:30 PM)	10	10	10	10	10	0	X	10	10
11:30 AM (11:30 AM - 03:30 PM)	10	10	10	10	10	0	X	10	10
12:30 PM (12:30 PM - 04:30 PM)	10	10	10	10	10	0	X	10	10
01:30 PM (01:30 PM - 05:30 PM)	10	10	10	10	10	0	X	10	10
02:30 PM (02:30 PM - 06:30 PM)	10	10	10	10	10	0	X	10	10
03:30 PM (03:30 PM - 07:30 PM)	10	10	10	10	10	0	X	10	10
04:30 PM (04:30 PM - 08:30 PM)	10	10	10	10	10	0	X	10	10
05:30 PM (05:30 PM - 09:30 PM)	10	10	10	10	10	0	X	10	10

Best Available: The applicant indicated that the best times to call for an interview are: 8:30AM - 10:00AM
Preferred Contact Number: (347) 818-8522
Preferred Language for Speaking: English
Name: ROLEY WHITE

Previous Next Case Comment

Appointment Scheduler
Close

SNAP Intake  **Appointment Confirmation**

Interview Appointment Confirmation

Interview Appointment Will Be Scheduled For:

10:30 AM - 02:30 PM, on Tuesday 07/22/2014

Telephone Interview: Telephone Number: Extension:

Preferred Contact Number:
Phone Number: Not Found
Pager/Cell: _____

To confirm the appointment, click on the button labeled "Schedule the Appointment". The SNAP Interview Appointment Notice will be printed (Forms W-119 and W-119D)

Schedule the Appointment

Previous Next

Acty: EAP DB: NDEV Ctr: F14 Loc: 8 Seq: 4 Browser: E 7.0 Src: F61 WebSrv: DEVWEBC Eform: 10.253.32.129

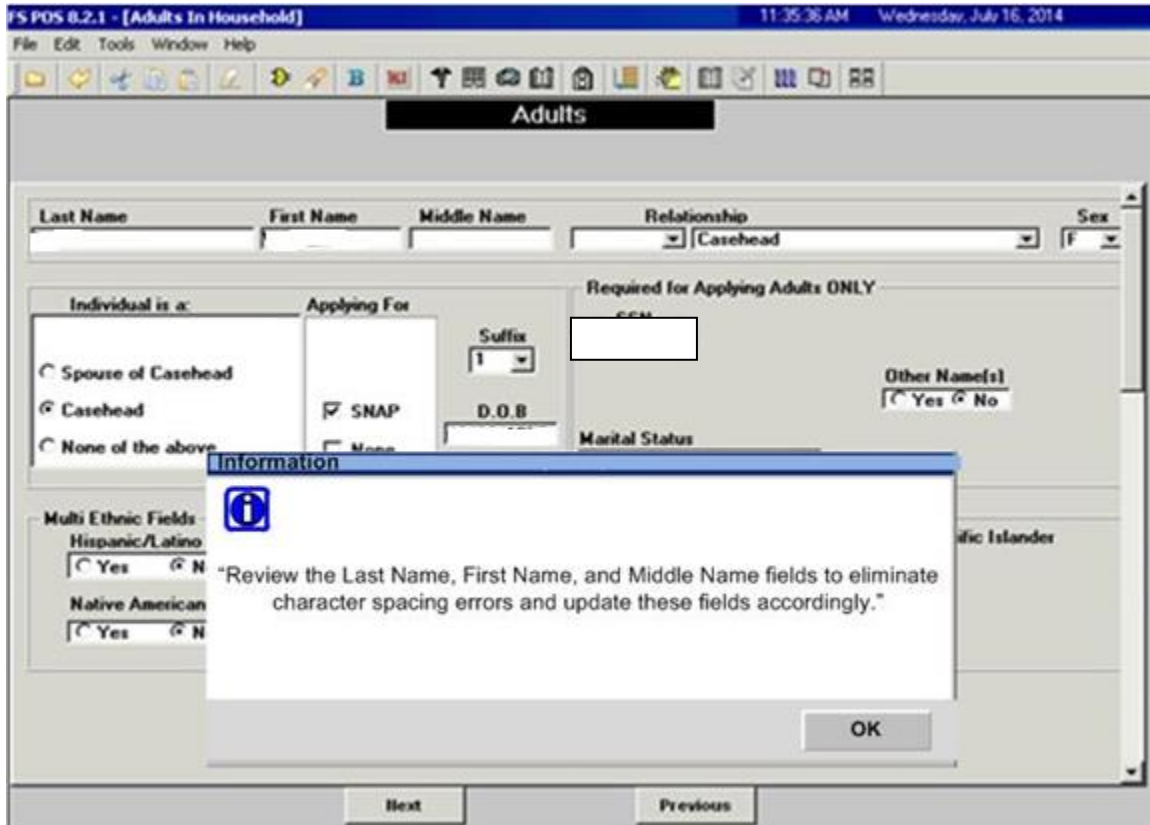
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Unsuccessful Application Registration

If the case is not successfully registered, the **SNAP E-Application Submission** activity will be placed in the **MARU E-Apps Exception** queue.

E-APP Error Message



The screenshot shows the SNAP POS 8.2.1 software interface for the 'Adults' registration screen. The window title is 'SNAP POS 8.2.1 - [Adults In Household]' and the date is Wednesday, July 16, 2014. The interface includes a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main form has the following fields and options:

- Last Name**, **First Name**, **Middle Name**, **Relationship** (dropdown menu set to 'Casehead'), and **Sex** (dropdown menu set to 'F').
- Individual is a:**
 - Spouse of Casehead
 - Casehead
 - None of the above
- Applying For:**
 - SNAP
 - None
- Required for Applying Adults ONLY:**
 - Suffix:** dropdown menu set to '1'
 - D.O.B:** text input field
 - Marital Status:** dropdown menu
 - Other Name(s):** Yes No
- Multi Ethnic Fields:**
 - Hispanic/Latino:** Yes No
 - Native American:** Yes No
- Other options:** Pacific Islander

An **Information** dialog box is overlaid on the form, containing the following text: "Review the Last Name, First Name, and Middle Name fields to eliminate character spacing errors and update these fields accordingly." The dialog box has an 'OK' button at the bottom right.

Processing Unsuccessful E-APP registration cases

- The MARU Supervisor will access the **Exception** queue and assign the case to a Worker. The Worker will review the registration error(s) in the **Household** screen and click on the **Update H/H Comp** or **Address** button.
- The Worker will make the necessary corrections in the **Household, Adults, Children, Household Composition and Address** windows. Once the corrections are made, the Worker will click on the **Appointment Scheduler** button in the **Center Selection** window to register the case in WMS and open the **Appointment Scheduler** windows to schedule the eligibility interview:
 - Working Families/Hardship Waiver
 - Expedited Processing Pre-Screening
 - Appointment Scheduling
 - Appointment Confirmation

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2. Extension of SNAP Application Purge Period to 120 Days

WMS was updated to extend the purge period of SNAP applications to 120 days.

Previously, WMS purged SNAP cases in Applying (AP) status if no action was taken on the case within 90 days from the application date and no error was pending for the case in WMS.

3. Update to SNAP Timeliness Report for Cases with File Date Reuse

The SNAP Timeliness report in the **POS Management Console** was updated to display a value of **RE** in the **Timely** field for cases with a backdated or reused file date. In the initial retrieval of the report data, these cases do not appear in the results.

- He/she using the report can click on the new **Include ReApp** checkbox filter to retrieve all cases, including cases with the reused file date. With this change, these cases do not affect the SNAP timeliness percentage for SNAP centers.

4. TIPS (Telephone Interview Processing Services) Address Updates

The return address for appointment notices, reminder notices and document request forms for application and recertification telephone interviews will be changed to the following POS Box addresses:

TIPS 11 (F11)

P.O. Box 89002 Brooklyn NY 11208-9812

TIPS 24 (F24)

P.O. BOX 380886, Brooklyn NY 11238-9811

TIPS 43 (F43)

P.O. BOX 19088, Long Island City NY 11101-9773

S15 (F15)

P.O. BOX 29030, Brooklyn NY 11202-9949

The following notices will be updated:

- **W-119** - SNAP Eligibility Interview Appointment Notice
- **LDSS-4753** - Request for Contact/Missed Interview
- **W-908F** - Notice of Rescheduled SNAP Telephone Recertification Interview
- **W-113K** - Documentation Requirements and/or Assessment Follow-Up

5. Changes to Center Selection Menu in POS Management Console

The **Center Selection** window in the **POS Management Console** has been updated for **TIPS** locations.

The following options will appear:

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- SNAP TIPS **11** - **F02** (East End), **F13** (Washington Heights), **F14** (St. Nicholas), **F19** (Waverly), **F99** (Richmond)
- SNAP TIPS **24** - **F20** (Fort Greene), **F21** (Williamsburg), **F22** (Coney Island), **F26** (North Brooklyn), **F28** (East New York)
- SNAP TIPS **43** - (**F40** Hunts Point), **F45** (Concourse), **F46** (Crotona), **F53** (Queens), **F54** (Jamaica), **F79** (Rockaway)

All other existing options for SNAP TIPS will be removed.

6. Update to ACE (Agile Communication Environment) Scheduled Calls Report

The ACE Scheduled Calls Report was updated as follows:

- Cases in the Overflow queues now appear in the report.
- Report results can be filtered by the TIPS location (TIPS **11**, TIPS **24**, TIPS **43** or ALL)

Reminder: The overflow queues are named PHONE APPS, Fxx ASSIGN or PHONE RECERTS, Fxx ASSIGN) where Fxx represents the home center.

7. Retrieving Expired Cases in SNAP Recert Report

The SNAP Recert Report in the **POS Management Console** for the TIPS locations can be used to find expired cases. The report is within the **FS Recert** tab in the **POS Management Console**.

Report filters

The expired cases can be retrieved in the report by setting the following filters and retrieving the results:

- **Appointment Filter** – Original Appointment Month
- **Specify Range** – One month prior to the expired month. In February 2015, the month of December 2014 would be selected.
- **Interview Type** – All
- **Disposition Filter** – Closed-Other

This result set will include all closed cases with a closing code other than **Y10** (Failure to Recertify (No Notice Required)) and **V21** (Failure to Provide Verification). The report can be downloaded to Excel.

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Case Number	Case Name	Disposition	Case Status	Transaction Status	Reason Code	Next Recert Date	Current Center	Homebound	No C
1		Closed - Other	CL	PURGE	Y66	12/1/2014	F13		
2		Closed - Other	CL	PROCESSED	M90	12/1/2014	F19		
3		Closed - Other	CL		M25	12/1/2014	F02		
4		Closed - Other	CL	PROCESSED	E30	12/1/2014	F13		
5		Closed - Other	CL	PROCESSED	E30	12/1/2014	F14		
6		Closed - Other	CL	PROCESSED	E30	12/1/2015	F13		
7		Closed - Other	CL	PROCESSED	E30	12/1/2014	F14		
8		Closed - Other	CL		E30	12/1/2014	F19		

Filtering results in Excel to find

The following steps must be done in Excel:

- Open the saved file in Excel.
- Remove all cases with a closing code other than **Y66**-(Expired) in the Reason Code column.
- The Documentation Requirements and/or Assessment Follow-Up (W-113K) Form due date is listed in the **Due Date** column. Remove cases with a due date beyond the expiration month.
 - Example: For a case originally scheduled for December 2014, the Expiration Date is January 31, 2015. Rows with a Due Date beyond January 31, 2015 would be removed.
- The resulting list can be separated into two list, **TIPS** and **Home center**, based on the Supplemental Nutrition Assistance Program (SNAP) Application Recertification (**LDSS-4826**) Form value and the Interview type indicator.
- Cases with a value of **Y(YES)** in the **LDSS-4826 Received** column and the interview type **Telephone** or **Y (YES)** and the **Interview type of IVRS** are the responsibility of the TIPS center, while all other cases are the responsibility of the home center.

8. Update to Temporary Housing Facilities Form (W-145UU)

POS was updated to reflect the recent updates to the Temporary Housing Facilities Form (**W-145UU**). Form **W-145UU** is available in the **Temporary Housing** Drill Down window in CA and SNAP POS and is accessible by clicking on the **Help** button and selecting **List of Temporary Housing Facilities**.

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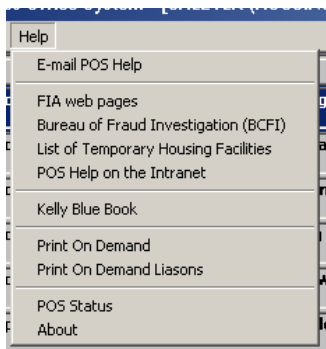
Temporary Housing Drill Down window

The screenshot shows a 'Drill Down Window' for 'Temporary Housing'. It contains a list of housing types with radio buttons:

- Homeless Shelter - Tier 1 or 2 < 3 Meals - Code 33
- Homeless Shelter - Tier 2 -- 3 Meals - Code 34
- Homeless Shelter - Non Tier 1 or 2 - Code 35
- Homeless Shelter - Tier 1 - Code 23
- Hotel/Motel Temporary
- Scatter Site - Non Tier 1 or 2 < 3 Meals - Code 30

 To the right, there are input fields for 'Amount' (set to \$101.00) and 'Frequency' (set to Per Night). Below these are two more input fields: 'Amount for First Person per Night' and 'Amount for Additional Person per Night'. At the bottom left, there is a button labeled 'List of Temporary Housing Facilities'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Help Menu



For additional details, please refer to:

- **Policy Bulletin 15-03-ELI:** Revisions to the Temporary Housing Facilities (W-145UU) Form

9. Standard Utility Allowance (SUA) Changes

POS was updated to accommodate revisions to the SUA levels based on clarifications received from the United States Department of Agriculture (USDA):

- Households that received HEAP (Home Energy Assistance Program) payments greater than \$20 in the current month or the immediately preceding 12 months are eligible for a Level I (heating/cooling) SUA even if the household currently resides in a Non-HEAP Eligible Shelter Type;
- HEAP payments received by a household in a shared living arrangement does not confer eligibility for a Level I SUA to other households that reside in the same dwelling unit.

Effective February 14, 2015 with software release 15.1, WMS (welfare Management System) has been programmed to allow the authorization of a heating/cooling Level I SUA for the following shelter type codes:

- **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)
- **23** Undomiciled
- **33** Homeless Shelter - Tier I or 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

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Staff should use the Shelter Type Codes/Standard Utility Allowance (SUA) Levels Desk Guide (**W-205HH**) for help in determining the correct SUA level. The **W-205HH** has been revised to reflect the changes in the eligibility to receive a heating/cooling Level I SUA and to reflect the clarifications received from the USDA.

For additional details, please refer to:

- **Policy Bulletin 15-12-ELI:** SUA Eligibility Changes and Revisions to the Shelter Code/SUA Levels Desk Guide (W-205HH)

10. Streamlined POS Sign-on Site

With the implementation of the POS One Database, the POS Sign-On page was streamlined to reduce the number of steps required to log into the system. To log into their center, POS user will now click on their program area. This change is effective March 9, 2015.

The following options will now appear on the updated page:

- **POS CA**
- **POS SNAP**
- **POS TRAINING**
- **POS HASA**

