FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-49-SYS

SNAP POS RELEASE NOTES VERSION 9.1.1

Date: May 21, 2015	Subtopic(s): POS
🖥 This procedure can now be accessed on the FIAweb.	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) migrated to production on May 4, 2015, and May 18, 2015 for Child Support. Descriptions of the changes can be found in SNAP POS Release Notes Version 9.1.1 (**Attachment A**), and Guide: Update to WINRO643 Report (**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* **Related Items:** PD #15-07-OPE PB #15-12-ELI **Attachments:**
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment A** SNAP POS Release Notes Version 9.1.1 **Attachment B** Guide: Update to WINRO643 Report

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

SNAP POS Release Notes
Version 9.1.1 May 4, 2015

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 9.1.1 scheduled for Monday, May 4, 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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1. Mail Application Referral Unit (MARU) Update

On April, 27, 2009, the Family Independence Administration (FIA) established the MARU to centralize the receipt of mailed and faxed Supplemental Nutrition Assistance Program (SNAP) Applications/Recertification (**LDSS-4826**). ACCESS NYC relaunched in April, 2015 the new features for the initial SNAP application including the POS enhanced business rules and the ability to electronically submit the SNAP recertification. ACCESS NYC will now perform the screening for expedited SNAP processing based on the information provided by applicant in their E-App.

For more detail information please refer to the Policy Directive 15-07-OPE, Revisions to Mail Application Referral Unit.

2. Child Support Income Match for SNAP

During an Audit of Supplemental Nutritional Assistance Program cases, it was discovered that child support income received wasn't requested and reported on several cases. To rectify this problem, POS has been programmed to retrieve Office of Child Support Enforcement) OCSE data when the question "Have you received child support income has been chosen. POS has developed a new process that will automatically check the OCSE database for Child Support Income received and will display the income during the following activities, **POS SNAP Recertification Interview**, **SNAP Application Interview** and/or **SNAP Change Case Data** activity when a match is found.

Child Support Income Window

Child Support Instructions

.
"The Information received in this window originated from the Office of Child Support Enforcement and is considered to be verified upon receipt. The Worker must click every tab on this window to review and verify the child support information and answer all pertinent questions
.

If the applicant/participant states he/she no longer receives the child support income, the Worker will request documentation upporting the discontinuance of the income or verification that they have never received child support income. Child Support Income will be budgeted unless the client is able to provide documentation that this income has discontinued or they never received child support."
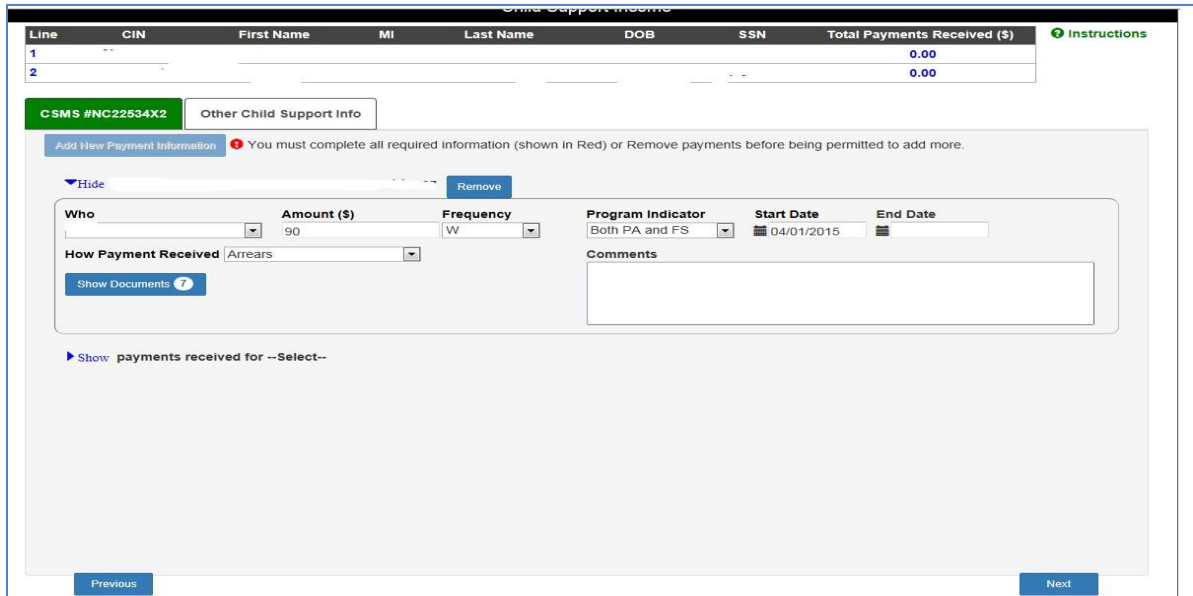
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Children Information Window

This window will open on the click of the **Children Information** button in the **Child Support Income** window. It will display children information received from OCSE.

Payment Source Information

This window will open on the click of the **Payment Source** command button in the **Child Support Income** window. It will display information received from OCSE.

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3. Child Support Income Match Validation

The Child Support Income match will be based on Social Security Number (SSN) or, if SSN is not available, Last Name, First Name, and Date of Birth for every adult age 18 years or older with individual SNAP status in Application Pending (**AP**), Single Issue (**SI**),Sanction (**SN**), Active (**AC**) or individual SNAP status in Reject (**RJ**), Close (**CL**) with relationship in "case head", "payee" or "spouse.

Call Failure

In the event that the call to the Web service to obtain the child support match the following message will be displayed in POS:

- **"Call to OCSE database failed at this time. You can continue with the interview. System will attempt to make another call at the end of the interview".**

POS will process another attempt to connect when the **Current Income** window is opened.

4. POS-TAD Update

A new POS-TAD business rule has been added to flag the removal of Level 1 Standard Utility Allowance (SUA) from the CA/SNAP cases and SNAP only cases.

If the case is SNAP only and the POS/SNAP suffix status is SI or AC and the case has an Current Active Budget in WMS and the newly authorized, the following message appears; **"Current WMS budget has SUA Level 1 and the new budget does not have the Level 1 SUA. Please review the HEAP payments codes which are (Greater Than) $20 for the current month or the past 12 months.**

Codes for Home Energy Assistance Program (HEAP) Payments

HEAP payments can be identified in the Welfare Management System (WMS) benefit issuance screen by the following special grant codes:

- **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
- **96**: HEAP Fair Hearing
- **98**: Regular HEAP vendor payment

If the applicant/participant has received the HEAP payment for over twenty dollars within the past twelve months they are entitled to a new budget reflecting the SUA level one deduction. If they are not entitled to the level one SUA the worker must process a new budget without the level 1 SUA deduction along with applicable case comments supporting this determination.

For extensive details please see, **PB 15-12-ELI Standard Utility Allowance (SUA) Eligibility Changes** and **Revisions to the Shelter Type Codes/Standard Utility Allowance (SUA) Levels Desk Guide (W-205HH).**

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5. SNAP Temporary Queues

POS has created temporary queues for each Telphone Interviewing Processing Service (TIPS) center and Home centers to help prioritize the backlogged work. The queues are available for AP cases that are greater than 35 days and SI cases greater than 77 days.

Supervisors are able to access and assign these cases for completion.

6. Updated Address in SNAP POS

POS has been updated with the correct PO BOX return address for TIPS center and SNAP 15 (Social Security Income) on all appointment notices including Interactive Voice Response System (IVRS) notices Automated Telephone Recertification Letter (**W-908E**), Data Sheet (**W-908D**) and Automated Telephone Recertification (**W-908EE**).

7. File Date Reuse Update

Based on an updated clearance from the New York State Office of Temporary and Disability Assistance (NYS OTDA), POS no longer automatically reuses the SNAP file date for SNAP applicants.

- **For cases where the SNAP file date must be reused, the Worker must enter the updated file date in the Filing Date window in the SNAP Reception Intake.**
- **This change was implemented on 3/16/15 for online applications ("E-App") and on 4/6/15 for in-center, mailed and faxed applications.**

8. System Removal Update

POS will remove the pending SNAP application interview if the SNAP case changes to Close (CL) status in the Welfare Management System (WMS).

- **POS already removes this activity if the case is accepted (AC) or rejected (RJ).**

9. Agile Communication Environment (ACE) Auto- Assignment Update

The ACE auto assignment logic will be updated to assign additional ACE interviews to the workers within the 4 hour interview time range and to minimize the number of cases that are assigned to the overflow queues.

10. Update to the Notice Selection Window

The **Notice Selection** window has been updated to add new edits for the Notice of Special Cash Assistance and/or SNAP Benefit (**EBT-23**) and the Action Taken on your Supplemental Nutrition Assistance Program case (**LDSS 3152**) forms and to prevent printing of blank forms.

11. Update to Management Console SNAP Reports

The following updates to the below reports has been completed in the reports for the POS Management console:

- **Change to Management Console POS FFRs report**
- **Changes to Queue Report in Management Console**
- **New ACE Bilingual Detail Report View**

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- **Add Filter buttons to Management Console reports**
- **Updates to SNAP Aging Report and new citywide SNAP Aging report**
- **SCR Error Frequency Report SNAP**
- **SCR worker only report SNAP**
- **Easy Access - Self Service Document Intake Report Update**
- **SCR Summary Report**
- **Update auto removal settings for SNAP activities**

WINRO 643 Report

- The **WINRO643** Report in the POS Management Console was updated to add a new TIPS filter. This new filter allows the user to view cases that are the responsibility of the TIPS location(s).

- When the TIPS option is selected in the Interview Type filter, cases with a value of Yes (Y) in the Change Center column appear in the report.

    - For these cases, the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826**) recertification form was received prior to the appointment date and the case was eligible for a telephone interview.

Report Change Supplemental Nutrition Assistance Program (SNAP)

The **WINRO643** Report in the POS Management Console was updated to add a new Telephone Interviewing Processing Services (TIPS) filter. This new filter allows the user to view cases that are the responsibility of the TIPS location(s).

Example: Updated Report

When the **TIPS** option is selected in the **Interview Type** filter, cases with a value of Yes (**Y)** in the **Change Center** column appear in the report.

For these cases, the Supplemental Nutrition Assistance Program (SNAP) Application/Recertification (**LDSS-4826)** recertification form was received prior to the appointment date and the case was eligible for a telephone interview.

| Signature Capture | **WINRO643** | PC Bank | ACE Call | ABAWD | MA FFRs | TALX |

Timeframe Selection
Month: March-2015
☑ Report: 3/21/2015

Area Filter
⦿ City-Wide
○ SNAP Center
○ Case

Interview Type
○ ALL
○ Phone
○ In Person
○ IVRS
⦿ TIPS

Case Level Filter
○ All
○ Completed
⦿ Outstanding
○ Closing Pending

Toe Digit
ALL

[Filter]

	Report Date	Period Covered Dt	Center ID	Local Office	Change Center	Case No	Suf	Toe Digit	Case Name	Last Recert	Next Recert (From Rpt)	Clkdwn Ind
1	3/21/2015	2/1/2015	F02	F02	Y	00l	1	5	M	4/1/2014	2/24/2015	
2	3/21/2015	2/1/2015	F02	F02	Y	00l	1	5	M	4/14/2014	2/24/2015	
3	3/21/2015	2/1/2015	F02	F02	Y	00l	1	5	Sa	4/28/2014	2/24/2015	
4	3/21/2015	2/1/2015	F02	F02	Y	00l	1	5	Sa	4/5/2013	2/13/2015	
5	3/21/2015	2/1/2015	F02	F02	Y	00	1	5	Ta	4/1/2014	2/4/2015	
6	3/21/2015	2/1/2015	F02	F02	Y	00	1	5	Va	3/4/2013	2/13/2015	
7	3/21/2015	2/1/2015	F02	F02	Y	00	1	5	W	2/1/2013	2/13/2015	
8	3/21/2015	2/1/2015	F13	F13	Y	00	1	2	R.	2/18/2014	2/23/2015	
9	3/21/2015	2/1/2015	F13	F13	Y	00l	1	2	R	4/25/2014	2/3/2015	
10	3/21/2015	2/1/2015	F13	F13	Y	00	1	2	R	2/4/2014	2/3/2015	Y

Total Rows:- 4824