

SNAP POS Release Notes

Version 9.2 June 22, 2015

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 9.2, scheduled for Monday, June 22, 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. Print-to-Mail (PTM) Conversion for Rescheduling Notices

Application interview appointments for the Supplemental Nutrition Assistance Program (SNAP) are rescheduled using the **SNAP Application Log** and recertification interview appointments are rescheduled using the **SNAP Recertification Log**. Previously, the appointment rescheduling notice was printed at the printer of the Worker rescheduling the appointment and the Worker was responsible for the mailing of the notice.

The application and recertification rescheduling notices were converted to the PTM process and are now mailed by MIS mail distribution on the day after the application or recertification is rescheduled. The following forms were converted to the PTM process:

- Notice of SNAP Application Interview (**W-119**)
- Notice of SNAP In-Office Recertification Appointment (**W-129RR**)
- Notice of Rescheduled SNAP Telephone Recertification Interview (**W-908F**)

The rescheduling notices are mailed along with the SNAP Document Guide (**W-129G**). The SNAP Application Log and SNAP Recertification Log were updated for this conversion.

2. SNAP Application Log Updates

The SNAP Application Log was updated to add new functionality.

Assignment of Multiple Cases

The SNAP Application Log was updated to enable the assignment of multiple cases to a Worker.

- In order to assign multiple cases, the Supervisor must select the cases, click on the **Assign** button and select the Worker's name in the Referral window.

Printing Update

The **W-119** form no longer prints from the SNAP Application Log when the appointment rescheduled, as this form was converted to the PTM process.

Display of Slots

The SNAP Application Log was updated to remove the display of slots. This change significantly improves the retrieval and display of the rescheduling calendar.

The slots for the centers are now monitored using the **SNAP Calendar** in the POS Portal.

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Updated Application Interview Rescheduling Calendar

Application Interview Log

Center ID : F40

Case No : []

Appointment Window

Current Appointment : 05/22/2015 09:30 AM

Schedule a Same Day Interview

Appt. Time	Wednesday 06/03/2015	Thursday 06/04/2015	Friday 06/05/2015	Saturday 06/06/2015	Sunday 06/07/2015	Monday 06/08/2015	Tuesday 06/09/2015	Wednesday 06/10/2015	Thurs 06/11/2015
09:30 AM 09:30 AM-10:30 PM	X	✓	✓	✓	X	✓	✓	✓	
10:30 AM 10:30 AM-11:30 PM	X	✓	✓	✓	X	✓	✓	✓	
11:00 AM 11:00 AM-12:00 PM	X	✓	✓	✓	X	✓	✓	✓	
11:30 AM 11:30 AM-12:30 PM	X	✓ Thursday 06/04/2015	✓	✓	X	✓	✓	✓	
12:30 PM 12:30 PM-04:30 PM	X	✓	✓	✓	X	✓	✓	✓	
01:00 PM 01:00 PM-02:00 PM	X	✓	✓	✓	X	✓	✓	✓	
01:30 PM 01:30 PM-03:30 PM	X	✓	✓	✓	X	✓	✓	✓	
02:30 PM 02:30 PM-04:30 PM	X	✓	✓	✓	X	✓	✓	✓	
03:00 PM 03:00 PM-07:00 PM	X	✓	✓	✓	X	✓	✓	✓	
03:30 PM 03:30 PM-07:30 PM	X	✓	✓	✓	X	✓	✓	✓	
04:30 PM 04:30 PM-08:30 PM	X	✓	✓	✓	X	✓	✓	✓	
05:00 PM	X	✓	✓	✓	X	✓	✓	✓	

3. SNAP Recertification Log Updates

The SNAP Recertification Log was updated to add new columns, add new filters, add new edits and add new functionality.

New Columns

The following columns were added to the SNAP Recertification Log:

- **LDSS-4826 Received Date** – this new column indicates the date that the Supplemental Nutrition Assistance Program) SNAP Application/Recertification (**LDSS-4826**) Form was received or the date that the online recertification submission was received.
- **WMS Phone Number** – this new column indicates the telephone number for the case in WMS (Welfare Management System).

New Filters

The following filters were added to the SNAP Recertification Log:

- **TIPS** – this new checkbox allows the user to retrieve cases where the TIPS (Telephone Interview Processing Services) locations will conduct the telephone interviews. The TIPS locations complete the interviews for cases scheduled for telephone interviews and where (a) the **LDSS-4826** was received prior to the interview date or (b) the online recertification was received prior to the interview date.

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- **Late Submission** – this new checkbox allows the user to retrieve cases where scheduled for telephone interviews and where (a) the **LDSS-4826** was received after the interview date or (b) the online recertification submission was received after the interview date. These cases are rescheduled by the CRMU (Centralized Recertification Mailing Unit) if the case is not in the last 15 days of the certification period and there is a telephone number in the case record.

New Edit for LDSS-4826 Received Window

The SNAP recertification log was updated to prevent access to the **LDSS-4826 Received** button if an online recertification submission was received or the **LDSS-4826** was already marked as received.

Assignment of Multiple Cases

The SNAP Recertification Log was updated to enable the assignment of multiple cases to a worker.

- In order to assign multiple cases, the Supervisor must select the cases, click on the **Assign** button and select the Worker's name in the Referral window.

Printing Update

The Notice of Supplemental Nutrition Assistance Program (SNAP) Recertification Appointment (**W-129RR**) and the Notice of Rescheduled Supplemental Nutrition Assistance Program (SNAP) Telephone Recertification Interview (**W-908F**) forms no longer print from the SNAP Recertification Log when the appointment is rescheduled, as these forms were converted to the PTM process.

4. New SNAP Robo-Calls for Telephone Recertifications

Two new types of robo calls were created for cases scheduled for a telephone interview that have not submitted the **LDSS-4826** form and have not submitted an online recertification.

New Recertification Robo Call: 10 days prior to scheduled interview date

Cases that are scheduled for a telephone interview, but have not submitted the **LDSS-4826** form receive the following new type of robo call 10 days prior to their scheduled interview:

“Hello, this is a reminder from the Human Resources Administration.”

“Action is required to renew your benefits. Please mail or fax your application for recertification as soon as possible before your telephone interview. Include documentation of any changes such as a new job or household member. Our fax number is 917-639-2535.”

“For an in-person interview you can go to your local SNAP center. Goodbye.”

New Recertification Robo Call: 5 Days after scheduled interview date

Cases that were scheduled for a telephone interview, but have not submitted the **LDSS-4826** form receive the following new type of robo call 5 days after their scheduled interview:

“Hello, this is a reminder from the Human Resources Administration.”

“Action is required to renew your benefits. Please mail or fax your application for recertification as soon as possible. Include documentation of any changes such as a new job or household member. Our fax number is 917-639-2535. “

“For an in-person interview you can go to your local SNAP center. Goodbye.”

Removed Recertification Robo Calls

The SNAP robo calls were updated to remove the next-day appointment and the missed interview reminders for cases that are scheduled for a telephone recertification interview, but have not submitted the **LDSS-4826** form and have not submitted an online recertification.

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5. Infoline Access to POS

POS was updated to grant access for Infoline. Infoline staff can reschedule application and recertification appointments and can update applicant/recipient telephone, email and mailing address information.

Infoline has a center designation of **FIO** in POS. Infoline uses the following POS tools:

- **SNAP Application Log** – to reschedule application appointments and interview telephone numbers.
- **SNAP Recertification Log** – to reschedule application appointments and interview telephone numbers.
- **Application Modification** – for telephone number and address information updates for applicants.
- **SNAP Change Case Data** – for telephone number and address information updates for recipients.
- **Make Case Comment** – to record case comments.

6. Retrieve New CIN Clearance after Application Modification

POS was updated to retrieve the updated Client Identification Number (CIN) clearance results when an **Application Modification** is completed for the case.

7. Reminder: Child Support Income Match for SNAP

During an audit of SPA (Strategic Planning and Analysis) cases, it was discovered that child support income received was not requested and reported on several cases. To rectify this problem, POS was programmed to retrieve OCSE (Office of Child Support Services) data when the question “Have you received child support income?” has been chosen.

POS has developed a new process that automatically checks the OCSE database for Child Support Income received and displays the income during the following activities when a match is found:

- SNAP Application Interview
- SNAP Recertification Interview
- SNAP Change Case Data

For additional details regarding the match, please refer to Policy Directive **(PD) 15-13-SYS: Child Support Income Match for Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP)**.

8. Child Support Income Match Validation

A new completion edit prevents the Worker from completing the activity without answering required questions. In the event that the call to the Web service to obtain the child support match fails, the following message is 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 completes another attempt to connect when the **Current Income** window is opened.

9. WMS Partitions for CDE and OCP

Additional WMS (Welfare Management Systems) partitions were set up for staff at Centralized Data Entry (CDE) and the Office of Centralized Processing (OCP) to prevent cluster transmission issues. Staff designated to the new partitions has updated WMS icons on their desktop.

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10. Updates to Additional Language Read Fields for Chinese Applicants/Participants

POS was updated in February 2015 with the addition of the new language read values of Chinese Traditional (CT) and Chinese Simplified (CS). When one of these languages is selected, POS prints the Chinese language forms for the applicant/participant when required.

The following additional interfaces were updated in POS with the language read values:

- Preferred Language for Written Notices in **ACE (Agile Communication Environment) Contact** window
- Preferred Language for Written Notices in **Language Tracking** window
- Preferred Language for Written Notices in **Additional Suffix Level Information** window

11. Self-Attestation of Shelter Expenses

The New York State Office of Temporary and Disability Assistance (OTDA) has waived the requirement of mandatory verification of shelter expenses (i.e. rent) for the following three (3) categories of NCA (Non Cash Assistance) -SNAP applicant or participant households unless the self-reported rent amount is questionable:

- SNAP applicant and recipient households residing in the following shelter type codes:
 - a. Shelter Type Code **02** – “NYCHA Apartment – Utilities Included”
 - b. Shelter Type Code **24** – “NYCHA Apartment – Utilities Not Included”
 - c. Shelter Type Code **40** – “NYCHA / Section 8 Voucher – 30% Limit”
- SNAP applicant and recipient households who are not the primary tenants or are secondary tenants. These are households who are not the tenant of record in the dwelling in which they reside.
- Households that do not contain an aged (60 years of age or older) or disabled individual and who qualify for the heating/cooling Level I Standard Utility Allowance (SUA).

Additionally, self-attestation for shelter expenses is permitted for the NCA-SNAP households listed above for applications and recertifications submitted online through ACCESS NYC.

For NCA-SNAP households that qualify for self-attestation of their shelter expenses, SNAP POS displays a message informing the Worker that the household must not be asked to verify their shelter expenses unless the self-attested information is questionable, as determined by the Worker. POS displays the following message in the response window for the question **Do You (Or Anyone Who Lives With You) Have A Rent, Mortgage Or Other Shelter Expenses?:**

- This is self-attestation case. No verification of rent expenses is required unless information is highly questionable. Click **Yes** to add the rent to the budget. Click **No** if the information is highly questionable and the rent will not be added to the budget.

If the Worker clicks **Yes**, the rent is added to the budget. If the worker clicks **No**, the rent is not added to the budget. If the information is highly questionable, the Worker must defer for the documentation per current procedure.

For these three categories of NCA-SNAP households, verification of the shelter (rent) expenses will be required only if the self-attested information is deemed questionable by the Worker. Otherwise, the shelter (rent) expense amount indicated on an application, recertification, or any form listed above, will be sufficient to establish a household's shelter expenses without any further documentation.

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However, for the NCA- SNAP households not required to verify their shelter expense, he/she is still required to verify their residence and household size. In many instances, a household's verification of its residence (e.g. lease or a letter from the landlord/primary tenant) will also include verification of its shelter expense.

The **Document** section of the rent expense window was updated to add a new document type: **Self Attestation**.

The waiver of the requirement to verify a household's SNAP shelter expense does not apply to CA/SNAP households.

12. Return to Interview Button in Application Modification

POS has added a **Return to Interview** button in the **Case Login** window in the **Application Modification** activity. The button is available after the Worker transmits the changes for the case to WMS and allows the Worker to return to the interview without suspending the activity.

- When the Worker clicks on the button, POS returns to the pending **SNAP Application Interview**. For telephone interviews, the new button allows the Worker to return to the interview without ending the call in ACE.

13. Return to Interview Button in Case Member Addition

POS has added a **Return to Interview** button in the **Case Login** window in the **Case Member Addition** activity. The button is available after the Worker transmits the changes for the case to WMS and allows the worker to return to the interview without suspending the activity.

- When the Worker clicks on the button, POS returns to the pending **SNAP Recertification Interview**. For telephone interviews, the new button allows the Worker to return to the interview without ending the call in ACE.

14. Return to Change Action Button in Case Member Addition

POS has added a **Return to Change Action** button in the **Case Login** window in the **Case Member Addition** activity. The button is available after the Worker transmits the changes for the case to WMS and allows the worker to return to the interview without suspending the activity.

- When the Worker clicks on the button, POS returns to the pending **SNAP Change Case Data** activity.

15. New Con Edison Information Table

HRA (Human Resources Administration) receives a quarterly file of all individuals that have a Con Edison account. The purpose of this file is for HRA to notify Con Ed of all individuals in receipt of a Cash Assistance (CA) benefit to allow applicants/participants to have a discounted energy rate. POS now receives this quarterly file. In the future, this file will be used to verify Con Edison account information.

16. Update to POS Transmission for Closing Code E40

POS was updated to transmit the **Notice Budget Number** when closing code **E40** (Excess Income – Budgeting Error) is used for the case.

17. PAM Access for SNAP Central Office

The Paperless Alternate Module (PAM) was updated to grant access for the SNAP Central Office (FRO).

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18. Self-Service Scanning Activity Update

Currently, a separate **Self-Service Scanning** activity is created each time that an applicant or recipient scans documents through the Easy Access process. The **Self-Service Scanning** activity was updated to group multiple scans into a single activity if they are done on the same day.

19. SNAP E-application Submission Activity Update

The **SNAP E-application Submission** activity was updated to remove the **Working Families** window. The entries from the online application are now used to complete the Working Families section on the Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet (LDSS-3938 NYC).

20. W-113K Updates and New FIA-1138 Flyer

POS was updated in order to correct reported problems for the deferral of documentation for child support income, dependent care expenses, child care expenses, education and training, on the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form.

POS was also updated to print the Do you have documents to submit to the Human Resources Administration? (**FIA-1138**) flyer () when the **W-113K** form is generated. This flyer informs the applicant/recipient regarding Community-Based Organizations (CBOs) that they can visit to submit their documentation. These locations can accept applicant/recipient documentation on behalf of HRA.

21. Update to POS Look-Up for HEAP Payments for SUA (Standard Utility Allowance)

The question "Did the household receive HEAP (Home Energy Assistance Program) payments totaling greater than \$20 in the current month or in the immediately preceding 12 months?" must be answered by looking at the past HEAP payments for the applicants/participants on the case. POS was updated to implement improvements for this look-up in the application, recertification and change action activities.

22. POS Portal Update: Web Image Indexing

The POS Portal was updated to add a new link: **Web Image Indexing**. This link allows authorized JOS/Workers to access the new Web Image Indexing application. A desk guide will be issued for this new application.

POS Portal

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23. POS Report Updates

POS Management Console Updates

The following POS Management Console reports were updated between March and June 2015:

- POS Usage Report
- Queue Report
- SNAP Timeliness Report and Citywide SNAP Timeliness Report
- SNAP Aging Report
- ACE Bilingual Report
- Grant/Notice Print Queue Report
- PC Bank Usage Report
- Easy Access Scanning Report

Special reports

The following special reports were completed between March and June 2015:

- SNAP Application and Recertification Robo-Call Data
- TIPS and Home Center Pending Application Queue Report
- Child Support Income Received Report

For additional details, please see **Attachment B: Report Changes – SNAP**

24. Archiving Old Appointment Data

In order to improve database performance, SNAP application and recertification appointment data older than 3 years was archived.

25. ACE Auto Assignment Update

The ACE auto-assignment logic for SNAP telephone application interviews was updated to include the file date. Cases with the earliest file date are now assigned first.

26. Automated Registration of CBO SNAP Applications

POS was updated to automatically register in WMS the SNAP applications submitted by Community-Based Organizations (CBOs) through the Facilitated Intake prior to the start of the **SNAP Application Interview**. If the case is not successfully registered, it is registered when the interview starts or when the Worker starts the **FTK SNAP Application Interview** activity for applicants who failed to keep the interview.

27. Automated Synchronization of SNAP Recertifications

POS was updated to synchronize the SNAP separate determination cases at the time that the SNAP Recertification Log is loaded with the next month's appointments. This change allows for the submission of online recertifications for cases that were automatically accepted through the Separate Determination process and were not previously accessed through POS.

28. Web Service Updates for LexisNexis Credit Report and ACE Recording

The LexisNexis Credit Report and ACE Recording web services were migrated from the IWAY service platform to the IBM Broker service platform.

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29. New Queues for TIPS Locations

New processing queues were added for each TIPS location:

- ESNAP
- ESNAP Ineligible
- FTK

These queues help the TIPS location in the distribution and assignment of work.

30. New Ticket Type in FRED and New MONIQ Queue for NCA Recert PC Bank

The Front Door Reception (“FRED”) system was updated to allow routing to the PC Bank for recipients with Non-Cash Assistance (NCA) SNAP recertification appointments that have not submitted their **LDSS-4826** recertification form and that have not submitted an online recertification submission.

The new ticket begins with the letters **RB** and is named **NCA Recert PC Bank**. These tickets appear in the new **NCA Recert PC** queue in the Model Office Number and Identification Queue (**MONIQ**) system. The ticket includes the recertification appointment date (“**Recertification Appointment**”) and the date that the recipient’s certification ends (“**Recertification End Date**”).

FRED connects to POS to confirm that there is a pending recertification appointment and that the recipient has not submitted the **LDSS-4826** form or an online recertification submission. If the participant does not have a recertification appointment or has already submitted the **LDSS-4826** or completed an online recertification submission, the Worker cannot use the new **RB** ticket type.

31. POS Transmission to WMS via Open TI

New York State (NYS) mandated a change to the way POS transmits and communicates to WMS. POS was updated to enforce the new security functions and to retire the prior WMS transmission mechanism named MELROS. All POS transactions to WMS are now posted using the Open TI (Open Transaction Integrator) mechanism.

32. PAM Transactions

POS was updated to receive an electronic record of transactions completed through PAM, in order to properly identify whether the transaction was completed through PAM, including transactions where the authorization number does not begin with the digit “4.”

33. Statewide Clearance Update

The **Statewide Clearance** window is used to identify applicants/participants who are applying, already active or closed within the last 60 days in New York State (NYS) for CA, MA (Medical Assistance) and/or SNAP. WMS was updated to provide the Statewide Clearance information to POS with the CIN clearance results.

The **Statewide Clearance** window is displayed after the **Withdrawal** window in the **SNAP Application Interview** and after the **Education and Training** window in the **SNAP Recertification Interview**. The Worker can also request this clearance from the **POS Tool Menu**.

34. Addition of Due Date for Failed to Keep (FTK) SNAP Application Activities

Effective July 15, 2015, when the **FTK SNAP Application** activity is assigned using the SNAP Application Log, POS will insert a due date of 30 days after the SNAP file date. This change will allow the Worker to prioritize the activities according to their due date.

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When the Worker completes the activity and submits it to the supervisor, POS will insert a due date of 30 days after the SNAP file date for the **Approve FTK SNAP Application Interview** activity.

Attachment B - POS Report Updates – Supplemental Nutrition Assistance Program (SNAP)

June 2015

Overview

This document describes changes to the POS Management Console and special reports developed for the Family Independence Administration (FIA) between March and June 2015.

List of POS Management reports with changes

The following POS Management Console reports were updated between March and May 2015:

- POS Usage Report
- Queue Report
- SNAP Timeliness Report and Citywide SNAP Timeliness Report
- SNAP Aging Report
- ACE Bilingual Report
- Grant/Notice Print Queue Report
- PC Bank Usage Report
- Easy Access Scanning Report

POS Usage Report

The POS Usage report tracks whether transactions were completed through the Paperless Office System (POS), the Paperless Alternate Module (PAM) or manually (“Other”). The data in this report is available for the current month and the prior 12 months, from the time that the report runs.

The POS usage report was updated to:

- use the enhanced POS and PAM electronic data source to properly identify the source of the transactions;
- track additional transaction types completed outside of POS.

Previously, the identification of the transactions was based on the authorization number used and the transaction type. Transactions with authorization numbers beginning with the digit **9** that were greater than the latest POS transaction. Transactions with authorization numbers beginning with the digit “4” were reported as PAM transactions. All other transactions were identified as **Other**.

POS was updated to receive an electronic record of transactions completed through PAM, in order to properly identify whether the transaction was completed through PAM, including transactions where the authorization numbers do not begin with the digit **4**.

Queue Report Update

The Queue report allows management to view Worker, Supervisor and processing queues at the SNAP Center using the POS Management Console. The report was updated to match the view of the SNAP POS queue. For TIPS (Telephone Interview Processing Services) locations and change centers, a **Change Center** menu option now appears.

Attachment B - POS Report Updates – Supplemental Nutrition Assistance Program (SNAP)
 June 2015

Updated Queue report for home centers

Unit Filter Worker <input checked="" type="radio"/> CMU <input type="radio"/> <input type="text"/> Uncovered <input type="radio"/>		<input type="checkbox"/> Activity Type Filter F9 Application Interview <input type="checkbox"/> EFS Issuance <input type="checkbox"/> F9 Recert Interview <input type="checkbox"/> F9 Change Case Data <input type="checkbox"/> Error Corrections <input type="checkbox"/> Other <input type="checkbox"/>		<input type="checkbox"/> Activity Approve Filter Approve F9 Application Interview <input type="checkbox"/> Approve EFS Issuance <input type="checkbox"/> Approve F9 Recertification <input type="checkbox"/> Approve F9 Change Case Data <input type="checkbox"/> Approve Error Corrections <input type="checkbox"/> Approve Other <input type="checkbox"/>					
<input type="checkbox"/> Activity Status Filter Suspended <input type="checkbox"/> Removed <input type="checkbox"/> Not Scheduled <input type="checkbox"/> Completed <input type="checkbox"/> Not Started <input type="checkbox"/>		<input type="checkbox"/> Activity Alert Filter Coming Due <input type="checkbox"/> Overdue <input type="checkbox"/>		<input type="button" value="Filter"/> <input type="button" value="Clear"/>					
Activity	Due Date	Alert	Case Name	Case No	Suffix	Received From	Scheduled For	Status	!

Updated Queue report for TIPS locations and change centers

Unit Filter Worker <input checked="" type="radio"/> CMU <input type="radio"/> <input type="text"/> Uncovered <input type="radio"/>		<input type="checkbox"/> Activity Type Filter F9 Application Interview <input type="checkbox"/> EFS Issuance <input type="checkbox"/> F9 Recert Interview <input type="checkbox"/> F9 Change Case Data <input type="checkbox"/> Error Corrections <input type="checkbox"/> Other <input type="checkbox"/>		<input type="checkbox"/> Activity Approve Filter Approve F9 Application Interview <input type="checkbox"/> Approve EFS Issuance <input type="checkbox"/> Approve F9 Recertification <input type="checkbox"/> Approve F9 Change Case Data <input type="checkbox"/> Approve Error Corrections <input type="checkbox"/> Approve Other <input type="checkbox"/>					
<input type="checkbox"/> Activity Status Filter Suspended <input type="checkbox"/> Removed <input type="checkbox"/> Not Scheduled <input type="checkbox"/> Completed <input type="checkbox"/> Not Started <input type="checkbox"/>		<input type="checkbox"/> Activity Alert Filter Coming Due <input type="checkbox"/> Overdue <input type="checkbox"/>		<input type="button" value="Filter"/> <input type="button" value="Clear"/>					
Activity	Due Date	Alert	Case Name	Case No	Suffix	Received From	Scheduled For	Status	!

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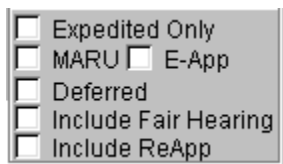
SNAP Timeliness Report Updates

The Timeliness report was updated to add a new **Include ReApp** filter, to remove the **Working Families Indicator** column and to exclude cases where the SNAP file date was reused from the timeliness measurement.

New report filter

- **Include ReApp** – this new filter allows the report user to include cases where the file date was reused. These cases have a value of “RE” in the **Timely indicator** and are not included in the timeliness measurement.

New report filter: Include ReApp



Updated Exemptions:

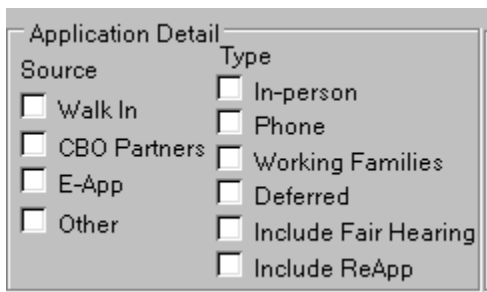
- **ReApp** – cases where the SNAP file date was reused are excluded from the timeliness measurement. The cases have a value of “Y” (Yes) in the new **ReApp** column and have a value of “RE” in **PA Timely** column.

SNAP Aging Report Updates

The Aging report was updated to:

- Add retrieval of cases in Applying (**AP**) status up that are up to 120 days old.
- Add retrieval of cases in Single Issue (**SI**) status that are up to 390 days old.
- Add a new **Include ReApp** filter
- Exclude cases re-opened from Closed (**CL**) status to single issue (SI) status.
- Add a citywide version of the report in the **Citywide Reporting** area.

New report filter: Include ReApp



New report filter

- **Include ReApp** – this new filter allows the report user to include cases where the file date was reused.

Attachment B - POS Report Updates – Supplemental Nutrition Assistance Program (SNAP) June 2015

ACE Bilingual Report Update

A new section was added to the ACE (Agile Communication Environment) Bilingual report:

- **Data** – this new section provides a detailed case list of use of HRA's (Human Resource Administration) interpreter services during ACE calls.

This new section includes the following information:

- Call Date
- TIPS
- Home Center
- Worker Name
- Worker ID
- Interpreter Type
- Case No

ACE Bilingual Report - Data

Call Date	TIPS	Home Center	Worker Name	Worker ID	Interpreter Type	Case No
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Notice/Grant Print Queue Report Updates

The Notice/Grant Print Queue report was updated to track grants that are transmitted from the **Backup Grant** queue. The **Status** filter named **Printed** was renamed **Printed/Transmitted**.

The **Status** report column now indicates **Printed/Transmitted** when the grant is completed. A new **Issuance Code** column was added to track the issuance code for the pending or completed grant(s).

Status filter, new Issuance Code column and updated Status column

Timeframe Selection	Area Filter	Type	Status
<input type="radio"/> Today <input type="radio"/> Yesterday <input type="radio"/> Past 7 Days <input type="radio"/> Past 4 Weeks <input type="radio"/> A Month <input checked="" type="radio"/> Specify Range 05/29/15 to 05/29/15	<input checked="" type="radio"/> Center-Wide <input type="radio"/> CMU <input type="radio"/> UMW <input type="radio"/> Supervisor <input type="radio"/> Case	(None Means Select All) <input checked="" type="checkbox"/> Grants <input type="checkbox"/> Notices	(None Means Select All) <input checked="" type="checkbox"/> Printed/Transmitted <input type="checkbox"/> Pending

SI Grant Report Update

Backup grants that are removed from the **Backup Grant Queue** have a status of **Removed** in the **SI Grant** report.

Attachment B - POS Report Updates – Supplemental Nutrition Assistance Program (SNAP) June 2015

PC Bank Usage Report Update

The PC Bank report was updated to track the submissions based on the IP address and to add tracking of the new **E-Recert** (online recertification submissions) submission type.

A new **Submission Type** filter was added and a new report column named **Submission Type** was added to the report.

New report filter:

- **Submission type** – this new filter allows the report user to select E-App (online applications), E-Recert (online recertification submissions) or all submission types (ALL).

New report column

- **Submission type** – this new column indicates the type of submission (E-App or E-Recert).

Removed report columns:

- SSN (Social security Number)
- Submission Not Found
- POS Dummy Number

PC Bank Report

The screenshot shows a web-based filter interface for the PC Bank Report. It includes sections for Timeframe Selection, Area Filter, SNAP Case Status, and Submission Type. Below the filters is a table of report columns with checkboxes for selection.

Usage Date	Submission Date	PC Bank Location	Cntr ID	tr ID	Case No	Applicants Name	SNAP File Date	Decision Status	Decision Code	SNAP Case Sts	PC Name	Submission Type
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Easy Access Scanning Report Update

The **Easy Access Scanning** report was updated to add a new column indicating if the scanning activity was removed by a Worker or by the system.

Special reports

The following special reports were completed between March and May 2015:

- **SNAP Application and Recertification Robo-Call Data** – A special report was created to track robo-call and recertification outcomes for cases that received next-day reminder and/or missed interview reminder calls for scheduled SNAP application and recertification interviews. This report is delivered to the Office of Evaluation and Research on a quarterly basis.
- **TIPS and Home Center Pending Application Queue Report** – A special report was created indicating all pending application cases for FIA (Family Independence Administration) and the queues in which they were pending, in order to facilitate timely completion of cases in AP status. This report was delivered to FIA management via email.
- **Child Support Income Received Report** – A new report was created to gauge the effectiveness of the recently added process where SNAP POS automatically checks the OCSE (Office of Child Support Enforcement) database for Child Support Income received.