FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-97-SYS
(This Policy Bulletin replaces PB #15-92-SYS)

SNAP POS RELEASE NOTES VERSION 9.3

Date: October 15, 2015	Subtopic(s): POS
🖥 This procedure can now be accessed on the FIAweb.	**Revision to the Original Policy Bulletin** This policy bulletin is being revised to remove the POS ACCIS (Automated Child Care Information System) Updates from **Attachment A**. **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) migrated to production on October 19, 2015. Descriptions of the changes can be found in SNAP POS Release Notes Version 9.3 (**Attachment A**). These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective Immediately*
🖥 Please use Print on Demand to obtain copies of forms.	**Attachment:** **Attachment A** SNAP POS Release Notes Version 9.3

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 9.3 October 19, 2015

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 9.3 scheduled for October 19, 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. POS SNAP Intentional Program Violation (IPV)

Federal mandate requires all SNAP applicants to be screened for SNAP IPV violation. The state maintains a repository of all SNAP IPV applicants/participants reported to the eDRS database. OTDA will be connecting to retrieve the SNAP IPV disqualification records for each NYC SNAP applicant as part of the clearance process. It will display the SNAP IPV Indicator and store the SNAP IPV disqualification indicator and the records in the state database.

POS will retrieve the latest clearance on each individual applying for SNAP benefits based on SSN or Name match and additional business rules applied by OTDA. Applicants/that are found to have a IPV records match based on the OTDA match filters will not be categorically eligible for SNAP benefits IREA will be required to investigate each applicant's IPV and obtain supportive documents in order to disqualify SNAP benefits due to a IPV violation.

After retrieving the IPV disqualification records from Oracle Web Service call, POS will check the IPV expiration date to see if the IPV record is still active (not expired).

- If EXPIRATION-DT is past the system date = Yes, POS will mark the record as "Expired IPV" in a separate column in the POS database and no further action needed (IPV Investigation record will not be created).
- If EXPIRATION-DT is past the system date = No, **Create the new 'IPV Investigation' activity** and **insert it into new 'IREA IPV Investigation Queue' in POS**.

- **NOTE: This will be a brand new POS activity 'IPV Investigation' (for the IREA BEV Investigation process) and these activities will be created/inserted per individual/person on a case using the CIN as the key and <u>not</u> by cases.**

IPV Clearance Process

- Client applies for SNAP benefits on CA/SNAP and or NCA SNAP case
- Each individual line in 'AP' status, the clearance process runs and will return the SNAP IPV Indicator from the State eDRS workflow and will be displayed where the clearance related data is displayed in the current process

Note: The IPV process will run each time a clearance runs on all SNAP Application Interview, SNAP Recertification Interview (if there is a new person added/clearance performed), SNAP Change Case Data (if there is a new person added/clearance performed), CA Application Interview (if applying for SNAP also), CA Recertification Interview and CA Change Case Data (if there is a new person added/clearance performed).

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The above grid has all the IPV disqualification details needed to make the eligibility determination. The Worker has the ability to click on the relevant line from the grid which will display the IPV Disqualification Information Screen.

IREA Supervisor approval

The IPV Recommendation' screen' and 'IPV Disqualification Information' screens in POS will only be displayed once the IPV has been approved/signed off by IREA BEV Supervisor and the IPV outcome is verified, in addition the Case status is 'AP' and the POS case activity is in the workers queue. These screens will be displayed in the 'read-only' mode so that the worker can make the eligibility determination accordingly.

These new windows will appear during the following POS activities:

- **SNAP Application,**
- **Recertification and**
- **SNAP Change case data**
- **CA/SNAP Application**

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IPV Disqualification Information

Case Information

Case Number	Case Name	SNAP Case Status	Address	Apt	City	State	Zip Code
100035864H	Peppermint Paty	AP	1515 Mocking Byrd Lane	6A	Staten Island	NY	11201

IPV Indicator

IPV Indicator found on eDRS on Peppermint Patty
SSN Match 2/15/15

Peppermint Patty

Individual Information

CIN	Ln	Last Name	First Name	Middle	Sex	DOB	SSN	Ind. St
PH99999D	01	Paty	Peppermint	A	F	01/01/1111	999-99-9999	AP

Peppermint Patty Trans Seq # (Record 1) Peppermint Patty Trans Seq # (Record 2)

Record 1

IPV Disqualification Details

Disqualification ID	1234
Match Date	02/01/2009
Offence Number	1st Offence
Decision Date	02/13/2009
Penalty Period	120 Months (97)
Start Date	04/01/2014
Expiration Date	04/01/2024
Location Date	069
Location Name	New York City
State	NY
Offence Description	Application Fraud

Resolution Detail

Current Resolution
Current Resulution Date
Previuos Resolution
Previous Resolution Date

EDRS Contact Details

Org. Name	Dept. of Human Services
Locality	1234
Title	Michigan DRS Contact
Last Name	
First Name	John
Phone #	718-121-1111
Extension	111
Fax Number	718-121-1119

District Contact Details

District Name
Locality
Title
Last Name
First Name
Phone #
Extension
Fax Number
Email Address

View Details

Next   Previous

Note: IPV Disqualification Information window will be a read only screen and will be leveraged from the IPV Investigation Activity.

IPV Disqualification Information Window for IREA BEV Investigator

This window is displayed when the investigator clicks on 'View Details' button under Record info tab on the 'IPV Disqualification information' window.

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Note: IPV Disqualification Transaction Sequence window will be read-only and will be leveraged from the IPV Investigation Activity.

Refresh Call - Refresh call will be made every time the investigator opens the IPV Investigation activity from the queue. Below are the steps to be followed in order to initiate a refresh call:

- IPV Investigations are loaded to the IREA Supervisor Queue
- IREA Supervisor access IPV Queue and assigns the IPV activity(Case) to Investigator
- Investigator opens the IPV Activity in Queue

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- **POS will make the "Refresh" Web Service Call using the case number function.**
  - Web Service returns IPV records successfully.
  - POS to overlay IPV records returned in the latest response in the IPV record activity data:
    1. **If no new updates found but record with same transaction sequence(s) exist then check for resolution code per record:**

       - If Blank- No updates needed.
       - If code found = 'S' or 'E' then update resolution code on the POS and mark the record 'System Removed'.
    2. **If a new record/ transaction sequence was found then POS will update the activity by inserting the new IPV record.**

  - An alert message for the Investigator to inform them that "System has updated IPV record due to new clearance activity. Prior IPV activity/record(s) were removed by system".
  - Investigator acknowledges the message and proceeds with the IPV investigation process accordingly.
  - 'System removed' records should be updated on the POS report daily.

- IREA Investigator and Supervisor have the ability to review all IPV Investigation Activities including 'System removed' activities/records through case review POS function. The IREA Investigator and Supervisor have the ability to search and review an activity that has been marked as either 'Completed' or 'System removed' and thus no longer exist in Investigation/Supervisor queue.

- IREA Investigators have the ability to work/make updates on a 'Completed' IPV Investigation Activity. This is needed to cover scenarios where IREA either needs to change prior IPV outcome as new information or verification updates may have been received on IPV record **or** they need to enter resolutions on multiple IPVs case where the IPV Investigation Activity was completed due to some or at least one IPV record was verified/resolved previously and now other IPV records need to be updated.

- Investigators should be restricted from making an update on "System Removed" investigations that were removed from their queue either because they were marked as "System Resolved" or "Expired" by state.

2. Intentional Program Violation (IPV) Investigation for IREA BEV

IREA will use POS to access the windows listed below:

- Activities Management
- Household Screen
- IPV Disqualification Information Screen- New window
- IPV Recommendation Screen- New window
- Supervisor Approval Window/Refer to Worker Window
- Worker Submit for Approval Window

IREA BEV IPV Supervisor Assignment process

- IPV Investigation Activity is loaded in the IPV Supervisor's queue – "Activities Management" Window
- IPV Supervisor Assigns IPV Investigation Activity to the IPV Investigator

IPV Investigator workflow

- IPV Investigator opens the IPV Investigation Activity from the Investigators queue - "Activities Management" Window and starts the investigation process
- First Screen displays "Household Screen"

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- **IPV Disqualification Information Screen- New window**
- **IPV Recommendation Screen- New window**
- Submits for Approval
- IPV Investigation is forwarded to the IPV Supervisor's queue 'Pending Approval'

IREA BEV IPV Supervisor Approval process

- IPV Supervisor opens the IPV Investigation 'pending approval' Activity to start the approval process

New User Roles and Permissions

The following new roles and titles have been created to accommodate the IREA IPV process:

- IREA BEV IPV Worker – IREA IPV Worker
- IREA BEV IPV Supervisor- IREA IPV Supervisor

New IPV activities

- IPV Investigation- this activity type will be displayed when a supervisor is working on a case as a worker and has no rights to approve or disapprove the case.
- Assign IPV Investigation- this activity type will be displayed when a supervisor needs to assign a particular activity to a worker.
- Approve IPV Investigator- Supervisor is needed to complete the approval process on a activity submitted by a worker.

When the IREA worker clicks on the row with the status column in CL or RJ status; POS will auto-complete the activity and fill the case comments with the message:

- Case was denied by FIA prior to the completion of the IPV investigation review

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IPV Disqualification Information Window for Supervisors in POS

This window will display when the user clicks on 'View Details' button under Record info tab on the 'IPV Disqualification information' window.
This window will display for Supervisors as read only and will display the information entered by the worker in the IPV Disqualification Information Window.

3. WMS 15.2 Release Changes

Effective October, 1, 2015, Supplemental Nutrition Assistance Program (SNAP) Standard Deductions, Excess Shelter Maximum, 130% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP, and Net Income Level will change. The changed amounts will be used for budgets with the Effective Dates of 10/A/2015 or later. Budgets with Effective Dates prior to 10/A/2015 will continue to use current amounts.

A. Monthly amounts for budgets with Effective Dates of 10/A/2015 or later:

1. Standard Utility Allowance (SUA)

The SNAP SUA amounts for New York City are as follows:

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Combined Heat/Utility/Phone SUA (Level 1)	$768.00	**(NEW)**
Combined Utility/Phone SUA (Level 2)	$304.00	**(NEW)**
Telephone SUA (Level 3)	$33.00	**(UNCHANGED)**

2. Standard Deduction

Households of 1 through 3 - $155.00 **(UNCHANGED)**
Households of 4 - $168.00 **(NEW)**
Households of 5 - $197.00 **(NEW)**
Households of 6 or greater - $226.00 **(NEW)**

3. Excess Shelter Maximum - $504.00   **(NEW)**

4. Minimum SNAP allotment amounts for household sizes: 1 & 2 - $16 **(UNCHANGED)**

5. Monthly 130%/200% Gross Levels, Net Income Levels, Zero Benefit Levels (NEW), TFP Levels **(UNCHANGED)**

HH Size	Gross 130% Income Level	Gross 200% Income Level	SNAP Net Income Level	SNAP Excess Income Level	SNAP Max. Allotment
01	$1,276	$1,963	$981	NA	$194
02	1,726	2,655	1,328	NA	357
03	2,177	3,349	1,675	1,700.04	511
04	2,628	4,043	2,021	2,160.04	649
05	3,078	4,735	2,368	2,566.70	771
06	3,529	5,429	2,715	3,080.04	925
07	3,980	6,123	3,061	3,403.37	1,022
08	4,430	6,815	3,408	3,893.37	1,169
09	4,881	7,509	3,755	4,380.04	1,315
10	5,332	8,203	4,102	4,866.70	1,461
11	5,783	8,897	4,449	5,353.37	1,607
12	6,234	9,591	4,796	5,840.04	1,753
13	6,685	10,285	5,143	6,326.70	1,899
14	7,136	10,978	5,490	6,813.37	2,045
15	7,587	11,672	5,837	7,300.04	2,191
16	8,038	12,366	6,184	7,786.70	2,337
17	8,489	13,060	6,531	8,273.37	2,483
18	8,940	13,754	6,878	8,760.04	2,629
19	9,391	14,448	7,225	9,246.70	2,775
20	9,842	15,142	7,572	9,733.37	2,921

New CA Issuance Code from WMS (Welfare Management System):

Code **B6**-(Tenant Based Rental Assistance) has been added to the following system's WMS (**B6**), POS (**IB6**) and PAM (Paperless Alternate Module) (**B6**).

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4. TAD Business Rules to prevent V21 and Y29 closings

A request to set new edits for the documentation for the rejection/closing code V21 and the closing code Y29. POS should display an error message if documents were received after the document request form was generated for the client.

The following messages will be displayed if the Eligibility Specialist (ES) attempts to reject or close the case based on a deferred document.

- **Message = "Indexed documents were found after the deferral. Please review documents before using closing code Y29."**
- **Message = "Indexed documents were found after the deferral. Please review documents before using rejection code V21."**
- **Message = "Indexed documents were found after the deferral. Please review documents before using closing code V21."**