OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-10-SYS
(This Policy Bulletin Replaces PB #16-06-SYS)

SNAP POS RELEASE NOTES VERSION 9.3.1a

Date: January 28, 2016	Subtopic(s): POS

🖥 This procedure can now be accessed on the FIAweb.

Revisions to the Original Policy Bulletin

This policy bulletin has been revised to indicate that the sign language queues and changes to Self-Service Check in the Self-Service Check-In section of **Attachment A** will be effective February 1, 2016.

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 January 19, 2016 Descriptions of the changes can be found in SNAP POS Release Notes Version 9.3.1a (**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

Related Item

PB #16-01-OPE

Attachment:

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

Attachment A   SNAP POS Release Notes Version 9.3.1a

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 9.3.1a January 19, 2016

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 9.3.1a scheduled for January 19, 2016. 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. **New form Action is required! You must submit documents for your SNAP case (FIA-1146) to replace form Documentation Requirements and/or Assessment Follow-Up (W-113K)) for SNAP (Supplemental Nutrition Assistance Program) cases**

   POS (Paperless Office System) was updated with the new **FIA-1146** (Action is required! You must submit documents for your SNAP case) notice to replace the W-113K for Non-Cash Assistance (NCA) SNAP cases.

   The W-113K form was previously used to request documentation at application and recertification interviews for cases.

   The first page of the new form indicates the due date, the contact number for information, and the ways that documents can be submitted, including: fax, document upload, mail, in-center or neighborhood organizations/community-based organizations (CBOs).

   The second and third pages of the form includes the list of document categories (eligibility factors) for which documents are requested, household members for whom the documents are requested and the common documentation that can be submitted for the category.

   For each document category (eligibility factor), a new column indicates whether the information is required to make a decision on the application (value of **M**) or the information may affect the applicant/participant's eligibility for SNAP or the amount of benefits they will receive (value of **O**).

   The Worker can preview the form by selecting it in the **Print Forms** window and click the **Preview FIA-1146** button.

   ***Print Forms** Window and **Preview FIA-1146** Button*

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When the FIA-1146 is generated, POS also generates the following forms:

- **W-129G -** SNAP Documentation Guide
- **FIA-1138 -** Do you have documents to submit to the Human Resources Administration (HRA)?

The **W-113K** form will continue to be used for documentation requests for Cash Assistance cases.

Refer to PB #16-01-OPE for more details on the FIA-1146.

2. New FIA-1146 Data Entry Window

The new data entry window for the **FIA-1146** form appears in the **Form Data Entry** window. The Worker can enter the due date, and select the Statement Regarding Occupancy of Secondary Tenant (**W-147Q**) form or select the Food Stamps Application/Recertification (**LDSS-4826**) form (for recertifications only), if necessary.

The due date must be at least 10 days in the future and cannot be on a holiday or Sunday.

3. New FIA-1146 Snippets and Household Member List

With the implementation of the new **FIA-1146**, the snippets for the document deferrals at SNAP application and recertification interviews were updated to clarify the document categories (eligibility factors) and common documentation for each document category (eligibility factor).

Additionally, the household members are now grouped by document category (eligibility factor). For example, if two household members must submit verification of identity, they are now listed on the same row for the document category of **Identity** on the form. Previously, each household member received a separate row.

4. New Form FIA-1146 Print to Mail and Printing

For telephone interviews and separate determination activities, the form is mailed to the applicant/participant after the SNAP application interview, recertification interview or separate determination activity is suspended from the **Print Forms** window. The form is generated via Print to Mail (PTM) and is sent from MIS (Management Information Systems) mail distribution. The mailing includes the **FIA-1146**, **W-129G** and **FIA-1138** forms.

For in-center interviews, the form is printed at the Worker's printer from the **Print Forms** window.

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5. Removal of W-113K Form Removal and Edit Removal

The W-113K form was removed from the **Print Forms** window and printing edits for the form were removed for SNAP cases.

6. Updated W-129G Form

The **W-129G** form was updated to:

- Remove the note regarding the name change from Food Stamps to SNAP.
- Add an additional column labeled Box that corresponds to the directions that appear on the FIA-1146.
- Add three eligibility factors related to work registration requirements; Disabled/Incapacitated, Referral, and School Attendance.
- Add Health Insurance to the eligibility factors related to expenses.
- Change the name of two eligibility factors: Household Composition became Household Composition/Size; and Alien Status became Immigration Status.
- Change the column heading for eligibility factors related to expenses from Expense to Eligibility Factor.

7. Updated Approve SNAP Deferral Activity

The **Approve SNAP Deferral** activity is sent to a Supervisor when a SNAP recertification interview is completed and the case is deferred. This activity was updated to remove the **W-113K** deferral form and add the new **FIA-1146** deferral form. For cases with an On-Demand interview, the approval is placed in a new **OCS On-Demand Recert Review** queue.

8. Kept Interview Indicator for On-Demand Recertification Interviews

The initial rollout of On-Demand interviews began with telephone recertification interviews for the Richmond (**S99**) SNAP center on 1/4/2016. For On-Demand recertification interviews, POS was updated to mark the interview as kept once the Worker reaches the **Print Forms** window. This change allows the participant to call back if the call is dropped prior to the **Print Forms** window.

9. Changes to SNAP Recertification Log for On-Demand Recertification Interviews

The following changes were made in the SNAP Recertification Log for the On-Demand rollout:

- A new **On-Demand** column was added.
- On-Demand cases do not have a scheduled appointment and are loaded into the Recertification Log according to the toe digit. One toe digit is loaded per business day. For example, toe digit 0 for the month of January 2016 was loaded for January 4, 2016, while toe digit 1 was loaded for January 5, 2016.
- Rescheduling of telephone interviews for On-Demand cases was disabled.
- On-Demand cases are not marked as failed to keep after two unsuccessful contacts are recorded, since the participant is now calling HRA (Human Resources Administration). If the interview has not taken place by the 15th day of the certification month, then the cases are marked as failed to keep in the log. For example, a case with an expected recertification of January 2016, and a certification period ending February 29, 2016 will be marked as failed to keep if the recertification interview is not completed by February 15, 2016.
- The **Z95** Telephone Interview Notice was replaced with the **Z88** Telephone Interview Notice for On-Demand cases. This updated notice is generated via the Client Notice System (CNS) in the

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scheduling month and provides the participants with instructions on how to recertify using the new On-Demand process.

- The **Z96** and **Z99** Telephone Interview Reminder notices were replaced with the **Z89** and **Z79** Telephone Interview reminder notices, respectively, for On-Demand cases. These updated notices are submitted by POS to WMS and are generated via the CNS in the beginning of the certification month for participants who have not submitted their recertification application and for those who have submitted their recertification application but who have not completed their interview and provide the participants with instructions on how to submit their recertification application and how to have their interview using the new On-Demand process.

10. Changes to ACE (Agile Communication Environment) Auto-Assignment for On-Demand Recertification Interviews

On-Demand recertification interviews are not auto-assigned via the ACE auto-assignment interface and On-Demand interviewers are not automatically assigned cases via ACE auto-assignment.

11. New SNAP Notice of Required Telephone Interview (FIA-1152d) form for On-Demand Recertification Interviews

The new **FIA-1152d** form is generated for On-Demand cases if the interview has not taken place seven days after the submission of the **LDSS-4826** or submission of the online recertification.

The Notice of Missed Interview/Request for Contact (**LDSS-4753**) is not generated for on-demand cases.

12. New Robocalls for On-Demand Recertification Interviews

New robocalls were implemented for On-Demand recertification interviews. These calls are based on the date used to load the On-Demand cases to the Recertification Log.

If the date used to load the appointment into the log has passed, the participant has submitted their LDSS-4826 or their online recertification, and the On-Demand interview has not taken place, the participant receives a reminder call on the next day. For example, if the case was loaded into the log with a date of January 11, 2016 and the interview has not taken place by this date, the participant receives a reminder call on January 12, 2016. The robocall has the following message:

- Hello, this is a reminder from the Human Resources Administration. You have not completed your recertification interview. Please call 718-762-7669 Monday through Friday from 8:30 am to 5:00 pm to complete your interview and avoid a potential interruption in benefits. That number again is 718-762-7669. Goodbye.

If the date used to load the appointment into the log has passed, the participant has submitted their **LDSS-4826** form or their online recertification after this loading date, and the On-Demand interview has not taken place, the participant receives a reminder call on the day after their submission date. For example, if the case was loaded into the log with a date of January 11, 2016, the participant submits their online recertification on January 15, 2016 and the interview has not taken place by January 16, 2016, the participant receives a reminder call on January 16, 2016. The robocall has the following message:

- Hello, this is a reminder from the Human Resources Administration. You have not completed your recertification interview. Please call 718-762-7669 Monday through Friday from 8:30 am to 5:00 pm to complete your interview and avoid a potential interruption in benefits. That number again is 718-762-7669. Goodbye.

If five (5) days have passed since the date used to load the appointment into the log, the participant has <u>not</u> submitted their LDSS-4826 form or their online recertification and the interview has not taken place, the

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participant receives a reminder call. For example, if the case was loaded into the log with a date of 1/11/2016, the participant receives a reminder call on 1/16/2016. The robocall has the following message:

- Hello, this is a reminder from the Human Resources Administration. Action is required to renew your benefits. Please submit your recertification form via www.nyc.gov/accessnyc, mail, fax, or in-person as soon as possible to avoid an interruption in benefits. Call Infoline at 718-557-1399 for more information. Goodbye.

13. New On-Demand Recertification Queues

Deferred and non-deferred recertification interviews are placed in new queues after the On-Demand interviews are completed. POS was updated to automatically move cases to these new On-Demand Recertification queues:

- **OCS On-Demand Recert Review –** The Approve SNAP Deferral activity is added to the new OCS On-Demand Recert Review queue for cases with an On-Demand recertification interview where the FIA-1146 deferral form is generated. The OCS Supervisor has three days to review the deferral. If the deferral is incorrect or incomplete, they can return the SNAP recertification interview to a Worker for correction.
- **SNAP On-Demand Recert Deferred** – The SNAP Recertification Interview is moved from the interviewer's queue to the new SNAP On-Demand Recert Deferred queue for cases with an On-Demand recertification interview where the **FIA-1146** deferral form is generated.
- **SNAP On-Demand Recert Non-Deferred –** The SNAP Recertification Interview is moved from the interviewer's queue to the new SNAP On-Demand Recert Non-Deferred queue for cases with an On-Demand recertification interview where no deferral was generated.

14. Client Services Screen Phase 1

Applicant/participants with physical and/or mental disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state, and local laws as well as social service regulations. No qualified applicant/participant with a physical or mental disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity.

In compliance with the Lovely H litigation, reasonable accommodations are now listed in a new window named the **Client Services** Screen. At the beginning of intake, interview, change action and approval activities, POS connects to new web services that retrieve accommodations from the Central Database (CDB) for reasonable accommodations and other required sources.

The new window is also available under the **Client Services** option in the **Tools** menu in POS.

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Client Services Screen

The new window includes the following sections:

- **Case Number** – This field displays the current case number
- **Case Name –** This field displays the current case name
- **Case Status –** This field displays the current case status (CA (Cash Assistance) for CA cases, SNAP for SNAP cases)
- **Individuals Currently in the Household –** This list displays the current household members. If the web services return any match that does not match the name of a current household member, the name of the match appears in this list. The first individual with a reasonable accommodation is automatically selected. If a household member does not have any active or pending reasonable accommodation, then the list indicates: "The selected household member of the case does not have any pending or active reasonable accommodation."
    - **RA (Reasonable Accommodation) Checkbox –** This checkbox indicates whether any reasonable accommodations were found for the household member.
- **Reasonable Accommodations** – This list includes
    - **RA Name –** This column lists the name of the reasonable accommodation.
    - **RA Effective Date –** This column lists the effective date of the reasonable accommodation.
    - **RA Message –** This column lists the detailed message for the reasonable accommodation. If the message is too large for the box, the Worker must click on the message to view the full text.
- **OK button** – This button closes the Client Services Screen.

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RA Types and Messages

RA Type	RA Message
Blind/Visually Impaired	Please examine the information below and give the client assistance or service as needed. *{Show IQ Text}*
Case Transfer	All in center appointments must occur at the center that applicant/participant requested.
Completing forms	Please be prepared to assist the applicant/participant to complete the forms, if the applicant/participant is on phone please encourage the applicant/participant to come into the HRA center if possible.
Flexible Scheduling	Please schedule all appointment at the applicant/participant's available dates and times. *{Show CDB Text indicating dates and times}*
Hearing Impaired	If you are seeing this applicant/participant in person, you may need to use written communication modes, such as writing notes. If the applicant/participant is on phone, you may need to use relay service technology.
HVN / HB Requested	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192F	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192L	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Granted 192U	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
HVN/HB Pending Renewal 192Q	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Non-Rush Hour Travel	Please schedule all appointments weekdays between the hours of 11:00am until 2:00pm.
Prevent Transfer	You cannot transfer this case to another site.
Reading forms	Please be prepared to read the application/forms for this applicant/participant.
Shorter Wait Times	The applicant/participant's wait time must be minimized.
Shorter Wait Times When Using Paratransit (Access-A-Ride)	The applicant/participant's wait time must be minimized.
Sign Language	Please arrange for sign language interpretation for this applicant/participant.
Temp Call-in Exemption	Do not make any appointments outside of the applicant/participant's home while this RA is in effect.
Temp Travel Exemption	Please arrange for a home visit for this appointment and any other scheduled appointment.
Travel Companion	Please schedule the applicant/participant's appointment when their travel companion is also available
Other	Please examine the information below and give the applicant/participant assistance or service as needed. *{Show IQ Text}*

Search criteria
The search for reasonable accommodations is based on the case number and the Social Security Number (SSN), Client Identification Number (CIN) and alien number (if applicable) for each household member. All possible results are returned and displayed in the window.

Messages
If the web service calls fail, the following message appears: "The system or the network is down and RA information couldn't be retrieved at this time. Please try again later or contact the POS Helpdesk."

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15. Case Comment Interface between POS and FHEMS

A new interface was developed to allow retrieval of POS case comments from the Fair Hearing Evidence Management System (FHEMS). Users enter the case number and desired timeframe in FHEMS and the case comments are retrieved from the POS database into a new screen in FHEMS, where they are available for review and printing.

16. New Daily File for Recertification Dates

A new daily file process was implemented with WMS to update POS recertification reports and web services with the new next recertification dates and SNAP authorization dates after the case is recertified in WMS.

17. IDNYC Card Update

The IDNYC Card now appears in the list of acceptable documents for **Identity** in the POS **Individual Details** window. This form appears under the **Personal Documents** folder in the HRA One Viewer after it is indexed.

18. New Sign Language Queues and Tickets in Self-Service Check-In, FRED and MONIQ

The Self-Service Check-In, Front Door Reception (FRED) and Model Office Number Identification Queue (MONIQ) interfaces were updated with the following changes for hearing-impaired applicants/participants:

- A new **I need a sign language interpreter** button was added in Self-Service Check-In.
- New **CA Sign Language** and **SNAP Sign Language** ticket types were created in Self-Service Check-In and FRED.
- New **CA Sign Language** and **SNAP Sign Language** queues were created in MONIQ.

These changes will be effective February 1, 2016.

19. Self-Service Check-In and Model Office Updates

The Self-Service Check-In and Model Office interfaces were updated with the following changes:

- The Model Office ticket for document requests for SNAP applications and recertifications was updated from Document Rtn Appt to CSIC/Reception for SNAP Eligibility (W-113k) to **Document Rtn Appt to CSIC/Reception for SNAP Eligibility (FIA-1146).**
- The **SSN** screen in Self-Service Check-In devices was enhanced to ask applicants/participants to enter the SSN twice. If the entered SSNs do not match, then an error message appears asking the applicant/participant to re-enter the SSN. These changes will be effective February 1, 2016.
- The instructions on the **Visitor Pass** screen in Self-Service Check-In were updated: "We are ready to print your ticket. Please select one of the following to tell us how many tickets you need. If you have anyone with you today who is 18 years of age or older, they will also need a ticket to enter the center." These changes will be effective February 1, 2016.
- A new **CSIC Special** queue and a new **Self-Service Check-In** queue were created for the Veterans Job Center to allow service areas to re-route misrouted tickets. These changes will be effective February 1, 2016.
- When the **Something Else** button is pressed in Self-Service Check-In, a new screen appears with the following options, with the changes effective on February 1, 2016:
    - Cash Assistance Document Return
    - Homelessness Diversion Unit (HDU) Appointment
    - Pick Up Emergency Check

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- ▪ Cash Assistance Information
- ▪ Cash Assistance Childcare
- ▪ None of the above

- The **POP** (Parks Opportunity Program) queue is now a non-counter ticket that can be issued to the applicants/participants by program staff as required.
- Document return requests by HDU now appear for 7 days after the **W-113A** form is generated.
- SNAP Concourse (**S45**) queues in FRED and MONIQ were updated to accommodate new swing space.
- SNAP East End (**S02**) queues in FRED and MONIQ were updated to accommodate staff relocation from the 5th floor to the 3rd floor.

20. V21 (Failure to Provide Verification) Completion Edit

A new completion edit was added to prevent usage of closing code **V21** for an application case. If the Worker attempts to use this code to close an application case that was placed in Single Issue (SI) status for the issuance of expedited benefits, the following error appears in the Activity Completion window:

- **You cannot close this case using code V21. You must use code Y29 to close this case.**

21. Updated Voter Registration Form (NVRA-05)

The **NVRA-05** was updated in POS.

22. POS Management Console Updates

Updates to SNAP Tracking, Aging and Timeliness Reports

The following updates were implemented for these reports:

- Cases with a value of **MANFS** in the **Unit Worker** or **Caseload** fields are now marked as separate determination cases and are excluded from the application tracking, aging and timeliness reports for SNAP centers. This caseload covers cases that require a separate determination for SNAP by Job Center workers.
- Printing issues in the timeliness and aging report for the SNAP centers.

PC Bank Updates to SNAP Aging and Timeliness Reports

The following PC Bank data elements were added to the Aging and Timeliness reports:

- **PC Bank Indicator:** This new column indicates whether the application was submitted from an HRA PC (Personal Computer) bank.
- **PC Bank Location:** This new column indicates the name of the PC Bank from which the application was submitted, if the case was submitted through an HRA PC bank.
- **IP Address:** This new column indicates the IP Address of the PC Bank from which the application was submitted, if the case was submitted through an HRA PC bank. If the case was submitted outside of HRA, it will include the IP address for the applicant/participant's location.
- **Confirmation Number:** This new column indicates the ACCESS NYC confirmation number for cases submitted online.

SNAP Citywide Recertification Report
A new Management Console report allows HRA management to generate citywide SNAP recertification tracking data.

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23. Reminder: V21 SNAP Notice of Intent (NOI) Update

POS currently receives a daily file of all SNAP NOI pending transactions. POS filters the NOI file to look for the specific closing/rejection code "V21". If the V21 is found, POS checks the indexed documents to determine if one or more "Core" (eligibility) documents have been indexed for the applicant/case since the transmission of the V21 closing/rejection. POS also checks the deferral list to determine if the eligibility factor is outstanding.

If one or more of the Core documents is found, POS inserts the case into one of the following queues **"V21 App Review"** queue for the SNAP Application Interview activity or **" V21 Recert Review"** queue for the SNAP Change Case Data activity. The SNAP supervisor is responsible for this review.

V21 App Review and **V21 Recert Review** Queues
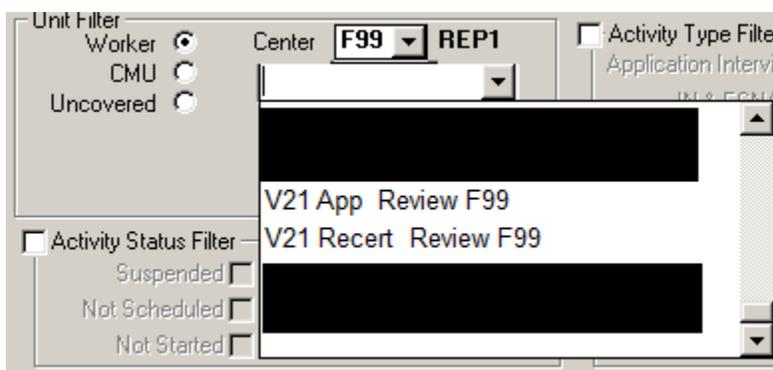
Supervisor Review Process – Settle in Conference Cases

If the supervisor determines that the case should not be closed or rejected based on their Core document review they make a case comment, suspend the activity and then remove it from the queue.

Once the case is removed from the **V21 Application/Recertification** queue, the supervisor must **note the case number** to locate the case and bring it into their queue by selecting the supervisor tab, entering the case number and selecting the case to prepare for the SIC assignment.

. The supervisor then tabs to the action menu, select SNAP settle in conference

Assign the SIC activity to the worker to process the settle in conference.

Supervisor Review Process – Documentation Not Sufficient
If the supervisor determines the documentation is not sufficient or inadequate and the case must continue to clock down, the supervisor must make a case comment, suspend the case and remove it from the **V21 Application Review** or the **V21 Recertification** queue. No action will be taken to stop the NOI clocking down of the closing/rejection.