





OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #16-15-SYS

SNAP POS RELEASE NOTES VERSION 10.1

| Date: February 22, 2016 | 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) migrated to production on February 22, 2016 Descriptions of the changes can be found in SNAP POS Release Notes Version 10.1 (Attachment A).</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 Immediately</i></p> <p>Related Item</p> <p>PB #15-73-OPE</p> <p>Attachment:</p> <p>Attachment A SNAP POS Release Notes Version 10.1</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

Version 10.1 February 22, 2016

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 10.1 scheduled for February 22, 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 SNAP Employment Code and ABAWD Code Fields on POS Windows

NYC is required to track SNAP (Supplemental Nutrition Assistance Program) Employment and Training compliance. In order to properly track the reasons for exemption and to track Able-Bodied Adults without Dependents (ABAWD) status, two new fields were added to WMS (Welfare Management System), the **Employability Code Determination** window and to the **Individual Data** section of the **POS TAD** (Paperless Office System Turnaround Document) window:

- **SNAP EMP CODE (SNAP Employment Code)**
- **ABAWD**

The following options appear in the **SNAP EMP CODE** field:

- **16** – Work limited/Non-exempt
- **20** – Work required/Non-exempt
- **24** – Pregnant within 30 days of medically verified date of delivery Exempt
- **27** – Employed or self-employed less than 30 hours per week/Non exempt
- **28** – Employed or self-employed 30 or more hours per week/Exempt
- **29** – A parent or household member who is responsible for care of a child under age 6 in the household/Exempt
- **30** – Younger than age 16/Exempt
- **31** – Parent or Caretaker Relative of a child in the household under 12 months of age/Exempt
- **32** – 60 Years of age or older/Exempt
- **35** – A person age 16 or 17 who is not the head of household OR 16 or 17 who is attending school
- **36** – Incapacitated/disabled (more than 6 months)/Exempt
- **38** – Responsible for the care of an incapacitated person full time/Exempt
- **40** – Responsible for the care of an incapacitated person part-time Non-exempt
- **41** – Temporary illness or incapacity 1-3 months exemption Exempt
- **42** – Temporary illness or incapacity 4-6 months exemption Exempt
- **43** – Incapacitated disabled SSI application filed Exempt
- **44** – Incapacitated/Disabled In receipt of Social Security income (SSI) Exempt
- **45** – Full employment waiver/Exempt
- **52** – Receiving or pending receipt of Unemployment Insurance Benefits (UIB) Exempt
- **54** – In receipt of Social Security Disability Income (SSDI) Exempt
- **63** – Regularly participating in an approved alcohol/substance abuse rehabilitation program and determined unable to work/Exempt
- **64** – Substance abuse / Non-exempt
- **70** – Exemption claimed pending medical documentation / Exempt
- **72** – A student enrolled in a recognized school, job skills training or institution of higher education at least half-time / Exempt

The following options appear in the **ABAWD** field:

- **A** – ABAWD-Non Waived Area
- **X** – ABAWD-Excluded
- **W** – ABAWD-Waived Area
- **N** – Non-ABAWD (Exempt from ABAWD Requirements)
- **G** – ABAWD-Grace Period

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2. New Single Issuance Lookup for SI/AC Cases

POS was updated to add a lookup for other cases for the household members on **SI** (Single Issue) or **AC** (Active) cases when SNAP pro-rated or full month single issuances are entered. If other cases are found, POS runs inquiries to determine whether SNAP benefits were received on other cases that cover the same time period as the new grant(s) prepared by the Worker.

If benefits are found, the following message appears: “**SNAP issuance found on another case for the same time period.**”

3. SNAP Outreach Intake for SNAP Fair Hearing Compliance

When a case must be re-registered for SNAP Fair Hearing Compliance, POS starts the **SNAP Outreach Intake** activity. This activity was updated to backdate the SNAP file date to the first date of the current month.

4. New Single Issuance Code V2 Fair Hearing Compliance to issue retro benefits beyond 12 months (SNAP) for SNAP Fair Hearing Compliance

A new single issuance code **V2** was added to the **Single Issue Data** Entry window to allow issuance of retroactive benefits beyond 12 months for SNAP cases. This issuance code requires the entry of a Fair Hearing Number in the **Data Entry** window.

5. New Preview Button for SNAP PTM Forms

A new **Preview** button in the **Print Forms** window was added to allow the Workers and Supervisors to preview the PTM forms.

- The Worker or Supervisor must select the form and click on the **Preview** button to view the form.

6. CIN (Client Identification Number) Re-Use Window Update for BHP (Basic Health Plan) Cases

Applicants who apply for Cash Assistance (CA) and are rejected for reason codes that do not reject the applicant for Medicaid are referred to the MSD (Medicaid Separate Determination) unit to be evaluated for Medicaid eligibility.

Effective January 2016, Family Assistance (**FA**), Safety-Net Cash Assistance (**SNCA**), Safety-Net Non-Cash Assistance (**SNNC**) and Safety-Net Federally-Participating (**SNFP**) applicants rejected for CA with reasons codes that do not reject the applicant for Medicaid and who meet the BHP criteria have their applications and supporting documentation transferred from POS/EDITS to New York State of Health (**NYSOH**) via the Maximus **Move It** system, where they will be evaluated for Medicaid.

Applicants rejected for CA that do not fit BHP criteria will follow existing MSD case processing rules

BHP cases were added in the **CIN Re-Use** window under case type BHP. The new case type in WMS is **26** (BHP).

7. New Income Types of Voluntary Work – Non-VISTA and College Work Study Response Window for Has Other Income?

Two new income types of **Voluntary Work—Non-VISTA** and **College Work Study** were added in the **Response** window for the question **Has Other Income?**

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The income type **Voluntary Work – Non-VISTA** allows the recording of volunteer work that is not associated with the Volunteers in Service to America (VISTA) program.

- The Worker can enter the description of the work in the Description field. The amount can be zero for this income type and the Program Indicator field is set to Exempt. The Worker must enter the number of hours worked in the Hrs. Worked field.

The income type **College Work Study** allows the recording of college work study earnings and hours.

- The Worker can enter the description of the work in the Description field. The amount can be zero for this income type and the Program Indicator field is set to Exempt. The Worker must enter the number of hours worked in the Hrs. Worked field.

8. Update for Income In-Kind in Response Window for Has Other Income?

The **Description** field is enabled when **Income In-Kind** is selected in the **Income Type** field on the **Response** window for the question **Has Other Income?**

9. Web Indexing Updates

The following updates were made for the Web Indexing interface:

- When the interface is launched from a POS activity, the case number of the activity carries over to the **Case Number** field in the **Retrieved Scanned Case List** section.
- When the user selects the **All Folders** radio button in the **Retrieved Scanned Case List** section, the interface will retrieve all pending unindexed images, regardless of the extension used for the user id or document source.

10. New Home Visit Needed/RAR (Reasonable Accommodation Request) Center 090

A new center named **Home Visit Needed/RAR** was added to POS and WMS in January 2016. This center is responsible for home visits for the FIA (Family Independence Administration). The new center is located on the 11th floor at 109 East 16th Street in Manhattan. The staff at this center has citywide access for FIA CA and NCA (Non Cash Assistance) SNAP cases.

New applications requesting home visits for the application interview through the Office of Constituent Services (OCS) and Infoline that are approved for Home Visit Needed/Homebound (HVN/HB) status with

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NYCWAY action code **192U** (HVN/HB Status Approved for More Than 365 days) are registered under this new center.

Cases approved for Home Visit Needed/Homebound (HVN/HB) status with NYCWAY action code **192U** were transferred to this new center in January 2016 and will be transferred on a monthly basis, with the exception of cases that are due for a recertification.

11. E-Form Updates

The following forms were updated:

- **W-680FF**, Language Questionnaire
- **LDSS-3938 NYC**, Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet

12. Self-Service Updates

The changes below for Self-Service were deployed on February 1, 2016. Refer to PB #15-73-OPE for details on the Self-Service Initiative.

New Button for Hearing-Impaired Applicants/Participants

A button named **I need a sign language interpreter** for hearing impaired applicants/participants was added to the identification screen. In co-located buildings or stand-alone Job Centers, the applicant/participant is issued a CA Sign Language ticket. In stand-alone SNAP Centers, the applicant/participant receives a SNAP Sign Language ticket.

Please tell us who you are by **pressing** one of the following:

| | |
|--------------------------------------|---|
| Enter a Social Security Number | I need a sign language interpreter |
| Swipe a Benefit Card | I am an Authorized Representative |
| None of these identification options | I do not need to identify myself because I am here to see another agency or program in the building |

Previous

The image shows a screenshot of a self-service identification screen. At the top, it says "Please tell us who you are by **pressing** one of the following:". Below this are six blue buttons arranged in a 3x2 grid. The top-right button, "I need a sign language interpreter", is highlighted with a red border. The other buttons are: "Enter a Social Security Number", "Swipe a Benefit Card", "None of these identification options", "I am an Authorized Representative", and "I do not need to identify myself because I am here to see another agency or program in the building". At the bottom left, there is a grey "Previous" button.

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Entry of Social Security Number (SSN)

Applicants/participants selecting a Social Security number as their means of self-identifying are now required to re-enter their SSN a second time. If the second entry does not match the first, the applicant/participant sees a screen telling them that the SSNs did not match and that they must re-enter their SSN or start the session over from the Language Screen. This change is being made in an effort to reduce CA CSIC (Customer Service and Information Center) traffic for known applicants/participants that misidentify.

Enter your social security number on the pad below:
(Please re-enter your social security number on the pad below:)

Previous Next

The Social Security numbers that you entered do not match.

Please press TRY AGAIN to re-enter your Social Security number or press START OVER for other identification options.

TRY AGAIN START OVER

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Apply for SNAP (Food Stamps) Button Update

Applicants/participants who are not known to the system that get to the screen with application or information only options have a small change in the button **Apply for SNAP (Food Stamps)**; the word “only” was added to distinguish NCA SNAP from CA SNAP.

Please select one of the options below:

| | |
|---------------------------------|--------------------------------------|
| Apply for Cash Assistance | Apply for SNAP (Food Stamps) only |
| Get Cash Assistance information | Get SNAP (Food Stamps) information |

Cancel Start Over

Childcare Return Appointment Update

Applicants and participants with a Childcare Return appointment (Action Codes **933D** [Documentation Required]; **933S** [Provider Needed and Documentation Required], **133D** [Documentation Required]; and **133S** [Provider Needed and Documentation Required]) now see a new screen where they are asked if they “were required to return any Childcare forms” and “if they actually have the forms with them”. If the applicant/participant responds **Yes** to both questions, they are routed to the Enrollment Agency; if the applicant/participant responds **No** to one or both questions, they are routed to CSIC Childcare. This change is being made in an effort to reduce inappropriate CSIC Childcare traffic.

Please press Yes or No to answer the following questions:

Were you required to return any childcare forms? Yes No

Do you have the completed forms with you? Yes No

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New Options for CA Applicants/Participants without Appointments

Active CA participants without an appointment see an updated screen with new routing options. The new options are **Budget Letter/Emergency Check Pick-up** and **Childcare Information**. This change is being made to reduce CA CSIC traffic.

We see that you have an active Cash Assistance case.
What can we help you with today?

| | |
|--|------------------------------|
| Housing/Rent Emergency | Other Emergency |
| Report a Case Change | Get information |
| Budget Letter / Pick-up Emergency Check | Childcare information |
| Replace Benefit Card | Something Else |

Cancel

New Options for Active SNAP Participants Requiring Routing to Job Centers

Active SNAP participants have the option to get a ticket to the Job Center without having to go to SNAP CSIC as per the first screen on the next page.

In the prior version of the screen that active SNAP participants without an appointment saw, selecting the **Something Else** button issues a **CSIC NCA General** ticket.

This has changed so that the applicant/participant is presented with a screen that has a series of CA options as per the second screen on the next page. Selecting any of those options routes the applicant/participant to the appropriate Job Center area.

If the applicant/participant selects **None of these** on this screen, they are issued a CSIC NCA General ticket as per the second screen on the next page. This change is being made in an effort to reduce SNAP CSIC traffic by allowing applicants/participants that may be in the process of applying for CA or have business with a co-located Job Center to route themselves there.


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We see that you have an active SNAP (Food Stamp) case.
What can we help you with today?

| | |
|---------------------------|-----------------------------------|
| Report a case change | Get information |
| Replace my benefit card | PIN # or Photo ID on Benefit Card |
| Apply for Cash Assistance | Something Else |

Cancel



Please tell us which services we can help you with today.

| | |
|---------------------------------|---|
| Cash Assistance Document Return | Homelessness Diversion Unit (HDU) Appointment |
| Pick-up Emergency Check | Cash Assistance Information |
| Cash Assistance Childcare | None of these |

Cancel

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Visitor Pass Update

The screen where applicants/participants currently select the number of Visitor passes that they need was changed in an effort to make the selection of passes less confusing for applicants/participants.

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.

1
(for myself)

2
(myself and 1 visitor)

3
(myself and 2 visitors)

4
(myself and 3 visitors)

Correction: CSIC Special Queue for Veterans

A new CSIC Special queue with a corresponding center-specific **Veteran Referral** button was created for veteran applicants/participants at the East River Job Center. The prior release notes incorrectly indicated that the new queue was created for the Veterans Job Center.

Please select one of these options.

Bureau of Eligibility Verification (BEV)

Office of Child Support Enforcement (OCSE)

Medicaid Information

Medicaid Appointment

Veteran Referral

Previous

Start Over

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13. POS Sign-On Page Update

The POS Sign-On page was updated on February 10, 2016 to migrate to the new generation of Citrix software, to prevent slowness and outages.

The **HRA Portal** opens when the Worker clicks on the **POS (Paperless Office System)** link on the POS Portal. The other applications, such as the POS Management Console, will be accessible from both the Welcome page and the new POS Portal page for those with permissions

To sign into POS, staff will click on the icon for their area:

- **POS_CA** for Job Center, Central Office, HPA (Homelessness Prevention Administration) and Fair Hearing staff
- **POS_FS** for SNAP Center staff
- **POS_HASA** for HASA (HIV/AIDS Services Administration) Center staff
- **POS_TRAINING** for Training

Bookmarks for the old POS sign-on page should be changed to the following URL:

<http://hrportal.hra.nycnet>

POS Portal Page



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HRA Portal Page

