**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

James K. Whelan, Executive Deputy Commissioner

**Stephen Fisher, Assistant Deputy Commissioner**
Office of Procedures

# POLICY BULLETIN #16-50-SYS

## SNAP POS RELEASE NOTES VERSION 10.2

| Date:<br>June 17, 2016 | Subtopic(s):<br>POS |
|---|---|
| 🖥 This procedure can now be accessed on the FIAweb. | This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) migrated to production on June 20, 2016 Descriptions of the changes can be found in SNAP POS Release Notes Version 10.2 (**Attachment A**).<br><br>These release notes can also be found on the HRA Intranet at:<br><br>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx<br><br>*Effective Immediately*<br><br>**Related Item:**<br><br>PB #15-12-ELI<br><br>**Attachment:**<br><br>**Attachment A**     SNAP POS Release Notes Version 10.2 |
| 🖥 Please use Print on Demand to obtain copies of forms. | |

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 10.2 June 20, 2016**

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program (SNAP) POS Release 10.2 scheduled for June 20, 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

---

## Table of Contents

Attachment A

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

## 1. Failed to Keep (FTK) SNAP Application Interview Updates

The **FTK SNAP Application Interview** activity was updated to add the telephone interview indicator, the interview date, interview time frame and the date-times for each contact on the case to the POS **FTK SNAP Application Interview** activity. This allows the Worker to determine if the contact attempts were made during the interview time frame. These fields appear after the **Household** screen in the **Failed to Keep Application Interview Activity**. If at least two contact attempts were not made during the interview timeframe, the case must be rescheduled.

## 2. Failed to Keep (FTK) SNAP Application Interview TAD (Turnaround Document) Business Rule

A new business rule was added in the **POS TAD** window **FTK SNAP Application Interview** activity to confirm that at least two telephone contact attempts were made during the interview timeframe. If at least two contact attempts were not made during the interview timeframe, the following message appears: **"The case must be rescheduled. The contacts were not made within the interview time frame."**

## 3. ACE Contact Window Updates for FTK Cases

For SNAP (Supplemental Nutrition Assistance Program) application interviews and recertification interviews started using ACE (Agile Communication Environment), the contact window marked a case as FTK after two unsuccessful call attempts.

This setting was updated so the case is only marked as FTK if at least two contacts were made within the interview time frame for the cases.

## 4. Print to Mail (PTM) Report

A new report to monitor Print-to-Mail (PTM) was added to the POS Management Console under the Specialized Reports. The new report tab has a label of **PTM**.

This report helps identify the daily mail jobs that are sent via PTM. The report consists of the following views:

Detail
- Center Number
- Case Number
- Case Name
- Form Number
- Form Description (Title of the form)
- Mail Date

*Detail View*



| CENTER # | CASE NUMBER | CASE NAME | FORM NUMBER | FORM DESCRIPTION | MAIL DATE |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Number of Records: 152

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

Summary
   a. Center Name
   b. Center Number
   c. Form Number
   d. Form Count

*Summary View*



## 5. LDSS-3152-NYC (Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Updates

The **LDSS-3152-NYC** is programmed for application cases in POS (Paperless Office System) A new edit prevents the printing of this form in the recertification activities. If the Worker attempts to print the form in the **Print Forms** window or attempts to select it in the **Notice Selection** window, the following message appears: "**The LDSS-3152 cannot be printed in POS for this activity. If a manual notice is required, scan and index the completed manual notice into POS.**"

The form was also updated to remove the Worker number. The general telephone number for the center now appears in the **TELEPHONE NO.** field.

## 6. Removal of Wage Reporting System (WRS) Resource File Information (RFI) from POS Employment

The WRS RFI section was removed from the **Is Employed** and **Is Unemployed** windows in order to prevent obsolete data from appearing within the POS interview. The WRS RFI is available in the **RFI** section under the POS Tools menu.

## 7. Client Services Screen Update

The **Client Services Screen** was updated to:

- Remove the **RA Source** column to prevent user confusion;
- Display any user-entered comment(s) in the **RA Message** column along with the RA message;
- Display the mandatory user-entered comments in the **RA Message** column for the Reasonable Accommodations (RA) of "Help for people who are blind or visually impaired" and "Help for people who are deaf or hard of hearing"; and

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

- Display the RA message of "**Please arrange for American Sign Language (ASL) interpretation for this client**" for the RA "Sign language interpretation";

## 8. Update for EXP-76R (Documentation Receipt) for RA Medical Documentation

The **EXP-76R** form was updated to add a new **Reasonable Accommodation** checkbox and to rename the **Medical Records** to **Medical or Clinical Records**. POS was updated to check these checkboxes when the new **RA - Medical and Clinical Records** document type is selected.

## 9. Activity Completion Edit to Prevent Budgeting Income without Proof of Income

POS was updated to add a new completion edit requiring proof of income in the Application Interview, Recertification Interview and change case data activities when budgeting income. If the Worker attempts to authorize a new budget without the proof of income, the following message appears: "**Income cannot be budgeted without current proof of income. There is no current Income proof document that exists in the HRA Viewer. The client has to provide required document(s) and you should scan and index them.**"

## 10. Center Transfer Request Negative Action Daily Report

A new daily report of Notices of Intent (**NOI**) for heads of household with the RA of **Case Transfer** or **Prevent Transfer** was created. The Centralized Database provides a daily list of all open **Case Transfer** and **Prevent Transfer** RAs to POS. POS then determines the open cases where the individuals are the head of the household (casehead or payee) and provides the cases to the MIS (Management Information Systems) WMS (Welfare Management Systems) group for generation of the report. This report is delivered by email to identified HRA staff for monitoring and outreach.

The report contains the following information:

- Case
- Suffix
- Tx-Date (Transaction Date)
- Tx-Stat (Transaction Status)
- Last Name
- First Name
- Reason
- Reason Desc. (Reason Description)
- Ori-Ctr (Originating Center)
- Res-Ctr (Responsible Center)
- Dat-Ctr (Data Entry Center)
- Pend Case-Sta (Pending Case Status)
- Pa-Status (CA Status)
- Fs-Status (SNAP Status)
- Ma-Status (MA Status)
- Case-Type
- Pafs Ind (CA/SNAP Casehead Status)
- Watch-List
- Program Group
- Pend Ctrl-Rec-Nbr (Record Number)

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

## 11. New Center INV for Investigations

A new center number **INV** was added for **Investigations.** Staff enrolled under this center ID can only be re-activated in POS by the POS Help Desk with authorization from the **Office of Data Security Management (ODSM)**.

## 12. Updated Social Security Number (SSN) Edits in POS Intake Activities

The data entry edits in POS intake activities were updated to prevent additional invalid SSN entries:

- SSN must be 9 digits and numeric.
- 1st 3 digits cannot be '000', '666', '900-999'.
- 4th and 5th digits cannot be '00' (zeroes).
- 6th-9th digits cannot be '0000' (zeroes).

These edits run in the following activities:

- CBO SNAP Intake
- CA Application Intake
- SNAP Reception Intake
- HRA Outreach SNAP Intake

## 13. Update to Air Conditioning Question and SUA (Standard Utility Allowance) Level I

The air conditioning question in the **Shelter (Housing) Expenses** section was updated to clarify the wording. The new text for the question is: **"Do you (or anyone who lives with you) pay for air conditioning in your electric bill separate from your rent or is there an additional charge in your rent for the use of your air conditioner?"**

Households that incur the air condition expense qualify for Level I SUA. Information provided by and attested to by the household during the application or recertification process regarding the SNAP household's incurrence of a separate expense for air conditioning is acceptable verification to qualify the household for a heating/cooling Level I SUA unless the information is questionable. This includes information provided on a signed application or recertification application or obtained during the application or recertification interview.

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

## 14. New Centralized Indexing Unit (Center Number 088), Phase I

The first phase of new Centralized Indexing Unit (CIU) was added to POS in April 2016. This unit will eventually be responsible for indexing all applicant/participant documents. The CIU, under Office Support Services, is located at 253 Schermerhorn Street and 98 Flatbush Avenue and will be phased in over the next few months. Center Staff will continue to have the ability to index applicant/participant documents after scanning them in the Center. This new unit is designated as Center Number **088** in POS and WMS.

The first phase began Thursday, April 28, 2016 and focused on the SNAP **TIPS 24** (Telephone Interview Processing Services) Center including documents received through applicant/participant Self-Service scanners, Right Fax, and scanning and indexing mail from the US Post Office box connected to that TIPS office.

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

## 15. Notice Selection Window Update

The **Notice Selection** window was updated to select the **EBT-23** (Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) Benefit) when SNAP single issuance codes **08** (Prorated/Partial PA), **12** (Daily Supplement (Includes Replacement of Food Destroyed in a Disaster), **16** (Single Issuance - Full Month), **19** (Disaster Related Issuance), **22** (Daily Retroactive Benefit), 26 (Replace Stolen Benefit), **39** (Disaster Card Issuance), **53** (Expedited Service – EBT, Verified for NPA/SNAP Cases) or **55** (Expedited Service - Not Verified for NPA/SNAP cases) or CA single issuance code **44** (IMMEDIATE NEEDS GRANT) is data entered in POS.

## 16. Re-Design of ACE Auto Assignment, MARU Auto Assignment and Fair Hearing Compliance Interfaces

The ACE Auto Assignment, MARU (Mail Application Referral Unit) Auto Assignment and Fair Hearing Compliance interfaces were re-designed as the **Worker Calendar** and **Availability** screens were not working properly. All existing functions are available, but the interfaces were revamped to work in the new .NET environment and standardize the interfaces.

**Home**
The initial HOME section now contains read-only information with the Worker's ID, name, title, days, schedule, lunch, interview type and language information. The displayed columns vary according to the calendar types. Fields displayed with codes allow view of the details via "Tool Tip."

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

*HOME window*



*Tool Tip Example*



**Worker Information**
- Clicking on WORKER INFORMATION will give access to the editing section. In the WORKER INFORMATION section, the user will select the Search Criteria and click SEARCH to view the details.

*Worker Information*



- The Worker will then select the record that will be updated and click the EDIT RECORD button.

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

**Worker Information List** Window

Worker Information List

| ID | Name | Title | Days | Schedule | Lunch | Interview Type | Language |
|----|------|-------|------|----------|-------|----------------|----------|
| | | | Mon Tue Wed Thurs Fri Sat Sun | A03 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A05 | A04 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A07 | A05 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A01 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat | A08 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat | A02 | A04 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A03 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri | A01 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A03 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A03 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri | A01 | A01 | Application | English |
| | | | Mon Tue Wed Thurs Fri Sat Sun | A03 | A01 | Application | English |

EDIT RECORD

The Worker will then be able to update the Worker Availability (up to 4 time ranges), Work Schedule and Designation/Language (if applicable) for the selected Worker.

Edit Worker Information

**Worker Availability**

| Available | Start Date | End Date | Time From | Time To | |
|-----------|-----------|----------|-----------|---------|---|
| No | 01/25/2016 | 01/25/2016 | 11:00 AM | 3:00 PM | + |

**Work Schedule**

Schedule
☑ Mon ☑ Tue ☑ Wed ☑ Thurs ☑ Fri ☐ Sat ☐ Sun

Description
Arrives 9:00 AM and leaves 5:00 PM ( Mon- Fri)

Lunch
12-1 PM

**Worker Designation**

Interview Type
Application

Language
English

CANCEL     SAVE

**View Assignment**

The VIEW ASSIGNMENT section will allow retrieval of up to 90 days of assignments.

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**



## 13. SNAP Fair Hearing Compliance Backlog Project

POS was updated to allow loading and processing of SNAP Fair Hearing compliance cases for a special backlog reduction process. Automation involves communication between FHEMS (Fair Hearing Evidence Management System), FHIS (Fair Hearing Information System), NYCWAY (New York City Work Accountability and You), POS and WMS.

The cases received from FHEMS are loaded in the following new FSH (Food Stamp Fair Hearing) queues:

- **OQA Queue**
- **Overtime**
- **Special Projects**

In addition to the loading of the cases, MIS provided technical support and ad-hoc reporting for the tracking of this special project.

**Changes to Auto-Removal Settings**
In order to allow processing of backlog cases, the auto-removal settings were updated for cases under processing by SNAP Fair Hearing Compliance (center FSH). For these Workers, the **SNAP Change Case Data**, **HRA Outreach SNAP Intake** and **SNAP Application Interview** activities are no longer removed from the Worker's queue after 90 days or when the case is transferred.

## 14. SNAP Timings Update

The **FIA-1146** (Action Is Required! You Must Submit Documents For Your SNAP Case) was added to the monthly SNAP timings data file provided to FIA (Family Independence Administration).

## 15. FIA-1021 (Notice of Able-Bodied Adult without Dependents (ABAWD) Mailer Update

The **FIA-1021** mailer was updated to match changes made to the form. This mailer is now also generated for ABAWD applicants/participants on CA/SNAP cases.

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

## 16. New WMS Codes for Stopping Adverse Actions for Deferred Documentation

The NYC CAPER (Case and Procedural Error Rate) is still quite high. Many of the errors are due to closings/rejections on applying cases for failure of applicant/participants to return documents when in reality documents may have been submitted by the time case closes or is rejected.

New codes were added in WMS in the Fair Hearing Update System similar to WMS Fair Hearing Code **2** (Aid to Continue) not for Fair Hearing, but for eligibility, to use when an applicant/participant has "most likely" but not definitely satisfied the condition to settle the action.

Three (3) new unique FH Aid Status Codes were added:

- **P – Pause:** This will suspend a **V21** eligibility case denial or case closing, or a **Y29** case closing, leaving transaction in 04 – pended status indefinitely
- **L – Reviewed**: Requested appropriate documentation returned, proceed with next action: The "paused" transaction will be purged from pending
- **R - Client submitted documentation that was insufficient and/or inappropriate, proceed with V21 or Y29:** The "paused" transaction will be unsuspended and process to RJ (Reject) or CL (Close) status.

**Data Entry via PAM**
These codes must be entered using the Paperless Alternate Module **(PAM)** with the **Activity Type** of **DSS-3722 Fair Hearing Update**.

**Edits for new codes**
The following edits are in place for these new codes in WMS:

- Code **P** is only be allowed if clock-down transaction is NCA SNAP case and one of the following actions is pending:

  - **V21**- Failure to Provide Verification case denial; or
  - **V21**- Failure to Provide Verification case closing; or
  - **Y29** -  Failure to Provide Verification  - Expedited SNAP case closing

- Codes **L** and **R** are only be allowed if transaction is currently "paused" with FH Code **P**.

Attempts to use code **P** in any other situation not listed above should result in error "FH Code Not Valid for Reason Code." Attempts to use code **L** or **R** when transaction does not have a **P** should result in error "FH Valid for Paused Transactions Only."

## 17. Change to Processing of Closing Code Y29

Code **Y29**  was updated to clock-down. If the action is taken more than 60 days before the end of the authorization period, then the lock down date is a "normal" 12-day clock-down period. If the action is taken within 60 days of the end of the authorization period, the closing clocks-down to the end of the authorization period.

## 18. Informational: Database Consolidation: HASA (HIV/AIDS Services Administration

In late June 2016, MIS will be moving the following centers onto a new database server platform that will offer increased reliability and stability for our POS. This is the continuation of the move to one database which will have a number of good consequences as we move toward new business models. This change will be transparent to staff. All sites will have full MIS support coverage to monitor and assist staff during this move.

# SNAP POS Release Notes
**Version 10.2 June 20, 2016**

- **014** Waverly HRA Center
- **019** Crotona HRA Center
- **024** Amsterdam HRA Center
- **041** HRA 4th Floor Center
- **043** Kingsbridge HRA Center
- **048** Jerome HRA Center
- **049** Coney Island HRA Center
- **051** Queensboro HRA Center
- **072** Hamilton HRA Center
- **073** Brownsville HRA Center
- **085** Greenwood HRA Center
- **093** Richmond HRA Center