




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-89-SYS *(This Policy Bulletin Replaces PB #16-83-SYS)*

SNAP POS RELEASE NOTES VERSION 10.3

<p>Date: November 9, 20016</p>	<p>Subtopic(s): POS</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Original Policy Bulletin</p> <p>This policy bulletin has been revised to add additional changes to the SNAP POS October release notes. Descriptions of the changes are found in Attachment B. In addition, descriptions of the changes to the Information Verification Service (IVS) that migrated to production effective October 25, 2016 are found in Attachment C.</p> <p>Purpose</p> <p>This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of POS migrated to production on October 24, 2016. Descriptions of the changes can be found in SNAP POS Release Notes Version 10.3 (Attachment A), Additional November Updates (Attachment B), and Information Verification Service Updates (Attachment C).</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: PB #11-04-ELI</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

 Please use Print on Demand to obtain copies of forms.

Attachments:

- Attachment A** SNAP POS Release Notes Version 10.3
- Attachment B** Additional November Updates
- Attachment C** Information Verification System Updates

SNAP POS Release Notes

Version 10.3 October 24, 2016

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program POS Release 10.3 scheduled for October 24, 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 Communication Preferences Window

The **Tracking Language Access Indicator** window captured data to track language preferences and interpreter service to Limited English Proficiency (LEP) applicants and participants by HRA.

This window appeared in the beginning of the POS (Paperless Office System) intake, interview and change action activities. New fields were added to capture the preferred titles, names, and pronouns for applicants and participants. As a result, the window was renamed **Communication Preferences**.

Communication Preferences window

The screenshot shows a window titled "Communication Preferences" with a blue header. The form contains the following fields and controls:

- Applicant/Participant is:** A dropdown menu with "In the Office" selected.
- Preferred Language for speaking:** A dropdown menu with "English" selected.
- Preferred Language for Written Notices:** A dropdown menu with "English" selected.
- Do you prefer to go by a name other than your legal name?** Radio buttons for "Yes" and "No" (with "No" selected), followed by a text input field.
- Do you have a preferred title?** Radio buttons for "Yes" and "No" (with "No" selected), followed by a dropdown menu.
- What pronoun would you like us to use for you?** A dropdown menu with "He/him" selected.
- If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format ?** Radio buttons for "Yes" and "No" (with "No" selected).
- If Yes, Select the type of format you would like** A dropdown menu.
- Does the applicant/participant want to use HRA's Free Interpreter Services?:** Radio buttons for "Yes" and "No" (with "No" selected).
- If YES, Which of HRA's Interpreter Services is being Used?** A dropdown menu.
- If No, provide reason stated by applicant/participant:** A dropdown menu with "Client refused interpretative services" selected.
- Continue** A button at the bottom center.

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The renamed window contains the following fields:

Field Name	Description
Applicant/Participant is	This is an existing field from the Tracking Language Access Indicator window to indicate whether the contact or interview with the applicant/participant was in the office, on the phone, via a home visit or none of the above.
Preferred Language for speaking	This is an existing field from the Tracking Language Access Indicator window to indicate the preferred language for speaking.
Preferred Language for Written Notices	This is an existing field from the Tracking Language Access Indicator window to indicate the preferred language for speaking.
Do you prefer to go by a name other than your legal name? (2 new fields)	This is a new question to capture whether the applicant/participant has a preferred name other than their legal name. If the Worker selects "Yes," a text box opens to allow capture of the preferred name.
Do you have a preferred title? (2 new fields)	This is a new question to capture whether the applicant/participant has a preferred title. If the Worker selects "Yes," a drop-down menu opens to allow capture of the preferred title. The options are: <ul style="list-style-type: none"> • Mr. • Ms. • Mrs. • Miss. • Mx. • Dr. • None (which should populate blank)
What pronoun would you like us to use for you?	This is a new question to capture the applicant/participant's preferred pronoun. The options in the drop-down menu are: <ul style="list-style-type: none"> • She/her • He/him • They/Them • Zie/Hir • Legal First Name • Legal Last Name • Legal Full Name • Preferred Name
If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format?	This is a new question to indicate whether a blind or seriously impaired applicant or participant would like to receive written notices in an alternative format. If the Worker selects "Yes," the If Yes, select the type of format you would like field is enabled.
If Yes, select the type of format you would like	This new drop-down menu allows the Worker to select an alternative format for written notices for a blind or visually impaired applicant/participant. The options in the drop-down menu are:

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Field Name	Description
	<ul style="list-style-type: none"> • Large print • Data CD • Audio CD • Braille
Does the applicant/participant want to use HRA's Free Interpreter Services?	<p>This existing question from the Tracking Language Access Indicator window allows the Worker to indicate whether the applicant or participant wants to use HRA's free interpreter services.</p> <p>If the Worker selects "Yes," POS enables the question If YES, Which of HRA's Interpreter Services is being Used?</p> <p>If the Worker selects "No," POS enables the field If No, provide reason stated by applicant/participant:</p>
If YES , Which of HRA's Interpreter Services is being Used?	<p>This existing question from the Tracking Language Access Indicator window is enabled if the Worker selects "Yes" for the question Does the applicant/participant want to use HRA's Free Interpreter Services?</p> <p>The options in the drop-down menu are:</p> <ul style="list-style-type: none"> • Bilingual Worker provided interpretative services, • HRA's On-Site Interpreter Contract was used; • HRA's Telephone Interpreter Contract was used
If No , provide reason stated by applicant/participant:	<p>This existing field from the Tracking Language Access Indicator window is enabled if the Worker selects "No" for the question Does the applicant/participant want to use HRA's Free Interpreter Services?</p> <p>The options in the drop-down menu are:</p> <ul style="list-style-type: none"> • Client brought his/her own interpreter; • Client refused interpretative services

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2. Updated ACE Contact Window

The **Agile Communication Environment (ACE) Contact** window was also renamed **Communication Preferences** and includes the new fields listed below:

- Do you prefer to go by a name other than your legal name? (2 new fields)
- Do you have a preferred title? (2 new fields)
- What pronoun would you like us to use for you?
- If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format?
- If Yes, select the type of format you would like

ACE Contact window renamed Communication Preferences

Communication Preferences

Please click the Call button to initiate the telephone call. The Script window will open. You must select the outcome of the call in the Call Outcome field.

Applicant is : **On the Phone**

Appointment Type: **Application Interview** Contact Attempt#: **1**

Case Number:

Case Name:

Casehead Name:

Contact Number: Extension:

Preferred Language for speaking: **English** Preferred Language for Written Notices: **English**

Do you prefer to go by a name other than your legal name? Yes No

Do you have a preferred title? Yes No

What pronoun would you like us to use for you?

If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format ? Yes No

If Yes, Select the type of format you would like

Call

Call Outcome:

Does the applicant/participant want to use HRA's Free Interpreter Services?: Yes No

If YES, Which of HRA's Interpreter Services is being Used?

If No, provide reason stated by applicant/participant: **Client refused interpretative services**

Cancel **Continue**

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3. Updated Client Services Screen

The **Client Services** screen was updated to include the preferred title, preferred name and preferred pronoun, if any, for the applicant/participants.

The screenshot shows the 'Client Service Screen' interface. At the top, there are input fields for Case Number, Case Name, Case Status (set to 'AP'), Language Speak (set to 'English'), Language Read (set to 'English'), and Language Notice (set to 'English'). Below this is a section titled 'Individuals currently in the Household' containing a table with the following columns: Preferred Title, First Name, Mid Name, Last Name, Preferred Name, Preferred Pronoun, and Ethnicity. The table is currently empty. Below the table is a section titled 'Reasonable Accommodations' with a table containing columns for RA Name, RA Effective Date, and RA Message. At the bottom of the screen, there is a note: 'Note: Please contact your supervisor in regards to any questions about Reasonable Accommodation implementation.' and an 'Ok' button.

4. LDSS 4826 SNAP (Recertification and Application) Updates

Based on the updated New York State (NYS) Application and Recertification; POS has updated their application and recertification content to match NYS.

The **Expected number of births** statement was added to the **Response** window to the question, "Is anyone in the household pregnant?"

The label "Immigrant" has changed to **Non-Citizen** on the following windows:

- **Individual Detail** window
- **Grand parent/Stepparent/Immigrant** window
- **Absent/LRR** window

Current Income Window Updates:

- Added **State and Federal** to the question "Supplemental Security Income (SSI)".
- Added **Stipends** to the question: "Has Other income such as Training Allotment, Income from a trust, Spina Bifida, etc."
- Added **Received from** field in the **Respond Question** window to the question "**Child Support Payments (Received)**".

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Education and Training Window Updates:

- **Re-designing the School Type field**
 - Added **Completion of Individualized Education Plan (IEP)**.
 - Changed **High School/GED to High School diploma or General Equivalency Diploma (GED) or Test Assessing Secondary Completion (TASC)**.
 - Removed **College/Other Post High School Institution**.
 - Added **Associate Degree (2-year college degree)**.
 - Added **Bachelor's Degree (4-year college degree) or higher**.
- Added **View Control button**
- Changed the question “Has a High School Diploma or GED?” to “Has a High School diploma, General Equivalency Diploma or Test Assessing Secondary Completion (TASC), or higher level of education?” in the **Response to Question** window and **Drill- Down** window, ‘

Resource Window:

- **Changed** the label to respond question “Has cash on hand” to “Has cash available”.

Medical Window Updates:

Added two new questions within the Window:

- “Do you need the Medicaid portion of this application and the potential receipt of Medicaid coverage to be confidential(Y/N)? Provide what would need not to be disclosed” which includes
 - **HIV/AIDS information**
 - **Mental Health Information**
 - **Drug and alcohol information**
- “Will billing any other health insurance cause harm to your physical or emotional health or safety, and/or will it interfere with the privacy and confidentiality of your application for or receipt of Medicaid?” (Y/N) and “Who?”

Label changes in the **Response** window to “Has Daily Activity Limited because of an illness/temporary disability or is blind, sick or disabled?” question:

- **Added Home health aide** to the existing **Has a health attendant (Y/N)** radio button.
 - **Changed Handicapped child to Child with a developmental disability for all Interview** windows.
- **Added personal care** to **Needs Home care** radio button.
- **Added Expected number of births** field in the **Response** to “Is Pregnant” Question.
- **Added Health Plan Section for Medicaid** in the **Response** to “Has any type of Health/Hospital/Accident insurance or receives assistance in paying medical expenses?” **question**.

Other Expenses Window Updates:

- New options (**car payment, car insurance payment, credit card payments, and other loan payments**) have been added to the **Response to Question** window for the second question “Has additional expenses? Specify”.
- **Spousal Support has been** added to the question “Pays Alimony?”.
- **Changed** the age of the child (for whom a 4 month court –ordered support may be owed) from **18 to 21**.

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Other Information Window Updates:

- Added New Respond Questions within the window
 - “Have you or any member of your household been convicted of trading, buying/selling or fraudulently receiving SNAP benefits” (Y/N) Who?
 - “Convicted of trading SNAP benefits for firearms, ammunition or explosives, or drugs after September 22, 1996”.
 - “Convicted of buying or selling SNAP benefits for a combined amount of \$500 or more, after September 22, 1996”.
 - “Convicted of fraudulently receiving duplicate SNAP benefits in any State after September 22, 1996”.

5. New Child Support Expense Window

POS has added a new **Child Support Expense** window to capture court ordered child support payments for the Non-custodial parent (NCP) who are currently in receipt of SNAP (Supplemental Nutrition Assistance Program) benefits on a CA (Cash Assistance) or NCA (Non Cash Assistance) case. These legally obligated child support payments made by the SNAP household member should be processed as a budget income exclusion.

The following activities will process these cases with this new process:

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

The Worker will select the required question, **Pay Court Ordered or Voluntary Child support** to start the look up in the OCSE (Office of Child Support Enforcement) database. If the **Review Case Activity** is used to look at this information, it will be in read only.

During the interview POS (Paperless Office System) will determine or make a redetermination for the active participants to have the required OCSE look-up when a child has been identified under the age of 21 and the case meets the NCP profile.

If the look-up did not receive any matches, POS will reset the question court order or voluntary support and the Worker will see one of the following responses:

- **(601) No match found** - No information about the respondent or the child found in the OCSE database
- **(602) No support order or No current support order found for the respondent** - One or more cases exist for the respondent but there are no child support orders for any of these cases.
- **(603) No Payments for the case** - One or more case exist for the respondent. Child support order exist for one or more cases but there were no payments made in the last six months.

If a match does exist the worker will open the new **Child Support Expense** window, if the Worker attempts to bypass this match they will receive the following error message:

- **You must open the Child support expense window**

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Case: 00016184718B Seq:19 Suffix:1

Child Support Expense Window

Instructions

Line	CIN	First Name	MI	Last Name	DOB	SSN	Total Payment made
							21.08

CSMS [Redacted]

Case Information

Individual Type	Individual	DOB	SSN
Non-Custodial Parent			
Custodial Parent			
Child			

Child Support Expenses

Child Support Order Date	Total Monthly Obligation Amount (\$)
	25.00

Child Support payments made in last 6 months

	Nov 2014	Apr 2015	Mar 2015	Feb 2015	Jan 2015	Dec 2014
Payment Amount (\$)	17.21	11.54	18.63	23.08	28.85	28.85
Payment Source	Payroll Deductions	Payroll Deductions	Payroll Deductions	Payroll Deductions	Payroll Deductions	Payroll Deductions

Client Response

Is Custodial Parent living in the household? Yes No

Is client making Child Support payments that are not listed in this window? Yes No

Presented/Ready to be Scanned Requested (Needed)

Comments

Official Correspondence from the Child Support Enforcement Unit

OK

Data received from the OCSE database will be displayed in this window. OCSE will send data for each CSMS (Child Support Management System) case where court ordered child support was paid within the last sixth month (note: data received will always be one month behind). The window displays data received for each CSMS case in a separate tab.

6. ACCIS (Automated Child Care System) Child Care Provider Updates

POS has and will continue to be used to identify those individuals who are in receipt of CA/SNAP as well as receiving payment as a child care provider thru the ACCIS system. To display this match POS has been updated to include additional fields on the ACCIS clearance window and introduce a new **Child Care Provider Information** window.

The new fields added to the existing **ACCIS Clearance** window are as follows:

- **Provider Type**
- **Check Month**
- **Total Fee**
- **Total Amount**

The new **Child Care Provider Information** window will be the new name of the **ACCIS Details** window which will now include the following additional new fields:

- **ACCIS Provider Number**
- **Check Month**
- **Service Month**
- **Child care Setting**
- **Fee Due**
- **Gross Amount**
- **Net Amount**

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7. WMS (Welfare Management System) 16.3 Release Changes

Effective October, 1, 2016, Supplemental Nutrition Assistance Program (SNAP) Standard Deductions, Excess Shelter Maximum, 130%, 150% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP, and Net Income Level will change. These changed amounts will be used for budgets with Effective Dates of 10/A/2016 or later. Budgets with Effective Dates prior to 10/A/2016 will continue to use current amounts.

This new Gross Income Test (GIT) level is an addition to the current SNAP Categorical Eligibility rules and will apply if the household does not have any sanctioned/disqualified member[s]; no out-of-pocket dependent care costs, no aged/disabled household members but has earned income.

ABEL (Automated Budgeting and Eligibility Logic)

POS will create and maintain a 150% Poverty Level Table similar to the current 100% Net Income Test (NIT), 130% GIT, 200% GIT tables. The tables will be updated annually when the Thrifty Food Plan MRB (Mass Rebudgeting) is processed in September and will have a budget effective date of October 1, 2016.

150% of Poverty Guidelines Chart

Family Size	Monthly Income
1	\$1,485
2	\$2,003
3	\$2,520
4	\$3,038
5	\$3,555
6	\$4,073
7	\$4,592
8	\$5,112
Households with more than 8 members, add \$520 for each additional individual.	\$520

REPORTS

The 150% to the output on **Line B** of the **WINR0153** or **WINR0154** will be added when appropriate.

The 150% Fail Gross Income Test message at the bottom of the **WINR0153** or **WINR0154** when appropriate

Valid Income Source codes for the 150% GIT are:

- **01** – Salary, Wages
- **02** – On the Job Training
- **05** – Family Day Care Provider Income
- **06** – Net Business Income/Self Employment Income
- **07** – Office of Vocational Rehabilitation
- **08** – Net Income from Rental of House, Store or Other Property (Worked more than 20 hours weekly)
- **11** – Income from Boarder, Boarder/Lodger
- **12** – Income from Lodger
- **25** – Severance Pay
- **37** – Subsidized Employment
- **39** – CEOSC Income
- **40** – Sick Pay

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- **57** – Earned Income from WIA
- **60** – OVESID Training Allowance
- **65** – Earned Income from WIA/OJT
- **67** – Safety Net Self Support
- **88** – STEP – School to Employment Program
- **98** – Other Earned Income

The Standard Utility allowance (SUA) will decrease as of October 1, 2016.

- **SUA Level 1 will decrease from \$768 to \$758.**
- **SUA Level 2 will decrease from \$304 to \$300.**
- **SUA Level 3 will remain unchanged at \$33.**
- **SUA Level 0 (Undomiciled) homeless deduction will remain unchanged at \$143.**

WMS will increase the number of digits on the ABEL database for the 130% of Gross Income Test from four to five in anticipation of future increases in value beyond \$9,999. The current value (20 persons) is \$9,842; a 2% increase will require five digits.

All households must pass the Benefit Calculation test. One or two person households who pass the SNAP gross income test but whose benefit calculation results in a zero SNAP benefit will still receive a minimum benefit of \$16 per month.

There is no change to the process that performs the SNAP Excess Income Test (zero benefit) for households of three or more.

Addition of New Code “S” for SNAP durational sanctions

With the new Act signed by the New York Governor, individuals who are sanctioned, for CA, due to non-compliance with employment programs will now be sanctioned until compliance. While CA Employment Sanctions are now non-durational, SNAP sanctions will remain durational.

As a result, ABEL has been updated to allow a SNAP sanction on the line of an active CA/SNAP individual. The new **Involvement Code (S)** is being added for individuals who are sanctioned for SNAP to count the durational sanction correctly.

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The screenshot shows the SNAP POS software interface. At the top, it displays 'Version 20.1 - Paperless Office System - [Individual Income / Needs]' and the date 'Thursday, August 04, 2016'. The main window contains several sections for data entry:

- Case Info:** Case No & Suffix, Line No, Edgt No, Client Name, Hours Worked, Tax FTLA30, Pregnancy, Emplmt, Spec, Ref.
- Employability Status:** PA Status (APPLYING), FS Status (NOT APPLYING), Date of Birth, Aged / Disabled, Involvement (CIN).
- Income:** A table with columns: Line, Source, Frequency, Gross, Program, Usage, Inc.
- Deductions and Medical Bills:** A table with columns: Line, Type, Amount.
- Daycare Needs:** A table with columns: Line, Type, Amount, Date of Birth, Disabled?
- Special Needs:** A table with columns: Line, Type.

A legend box is open over the 'Involvement' field, listing the following codes:

- A SNAP Eligible Alien
- N Ineligible individual(s) who does not reside in the household
- Y Ineligible individual(s) who reside in the household of a public assistance and/or SNAP case
- S SNAP SANCTIONED

Buttons at the bottom include 'Calculate Budget', 'Household Needs', and 'Existing Budgets'.

The **“S”** code will be added to the **Involvement** drop-down menu.

Alien Update

- The Alien Registration Number of **‘A000000000’** is allowed only when the person has lost or expired documentation and is pending verification of the alien status and alien number.
 - If the Alien Registration Number of **‘A000000000’** is entered, then this requires the Date of Status field to be **‘99/99/9999’** and the Date of Entry field to be **‘99/99/99’**.
- For the alien type of Human Trafficking Victim, the Alien Registration Number of **A000999999** is allowed.
- The numeric portion of the Alien Registration Number cannot be all the same number, with the exception of **‘A000000000’** for requirement 1.
 - ‘A111111111’** is not allowed
 - ‘A222222222’** is not allowed
 - ‘A333333333’** is not allowed
 - ‘A444444444’** is not allowed
 - ‘A555555555’** is not allowed
 - ‘A666666666’** is not allowed
 - ‘A777777777’** is not allowed
 - ‘A888888888’** is not allowed
 - ‘A999999999’** is not allowed
- The numeric portion of the Alien Registration Number cannot be a set of numbers in sequence.
 - ‘A123456789’** is not allowed
 - ‘A987654321’** is not allowed
 - ‘A012345678’** is not allowed

Addition of New Grant Codes

Two new grant issuance codes (**W7** and **W8**) have been added to the SNAP Single Issuance grants code table of POS. The new codes will serve ESNAP (Expedited SNAP) issuance codes for applicants/participants

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who have a reconstituted household in the ESNAP issuance activities. Please refer to **PB 11-04 ELI** for more details on the use of these codes.

New POS Code	Description
W7	Code W7 - FSSI Reconstituted Household – NCA
W8	Code W8 - FSSI Reconstituted Household – CA SNAP

8. New Stop Adverse Action Activity

POS has created new business rules to stop Notice of Intent (NOI) SNAP reason codes **V21** (Rejection/Closing) or **Y29** (Closing) cases from clocking down when POS identifies any scanned/indexed documents that supports the NOI document request. Every night during the clock down period, POS will check the system to identify if any of the requested documents were submitted and indexed. If POS identifies any of the documents POS will send a FH (Fair Hearing) transaction **119** with the Status Code **P** to pause the clocking down process.

The Worker will be assigned the new activity **Stop Adverse Action** (SAA) by the supervisor from the **V21-Y29 App Paused** and **V21 Recert Paused** queue to review the scanned/indexed document(s). The Worker will select one of the following FH status codes based on their review of the documents which will stop or continue the **V21/Y29** rejection or closing for the case:

FH Status Code P- used to pause the pending clock down. (System generated)

FH Code R- used to restore the pause cases to the original clock down status. (Worker selects code)

FH Code L- used to purge the original pending status of the paused cases. (Worker selects code)

The Worker will open the new **Set FH Update Code** window, and select one of the above codes based on the following window instruction:

“POS detected the submission of some of the requested documents since after the closing or rejection transaction. In order to prevent the adverse closing or rejection, this case is currently being paused from clocking down. Please review the submitted documents in ONE Viewer to ensure the compliance of all requested documents in the document return form.

If the client complied with all of the requested documents, select FH Update Code “L”. The pending transaction will be purged and POS will continue with the Interview.

If the client still failed to comply with all of the requested documents, select FH Update Code “R”. The case will be reverted to the pending clock down status.”

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If the transaction returned in error, POS will display the following message:

“The FH Update transaction failed to post the code to WMS. Please try again later. The activity will now be suspended”

If the selected code is **R** (Failed to Comply) POS will display the message:

“The FH Update Code R is posted successfully. The case will go back to the clock down status”

- The Worker will select **OK** which will allow POS to complete the SAA activity.

If the selected code is **L** (Complied), POS will display the message:

“The FH Update Code L has posted successfully. This will purge the original pending transaction. The activity will be completed now and the original interview activity, if found will be launched”

9. MARU (Mail Application Referral Unit) E-App Auto Assignment Update

The **E-App Auto Assignment** screen was updated to remove the **Interview type filter** since it is not needed for E-Apps.

10. PRUCOL (Persons Residing Under Color of Law) Window Updates

The PRUCOL Eligibility Desk Aid Guide (**W-205JJ**) has been revised. The changes will be reflected on the document's list of the **PRUCOL** window in POS.

Here is the list of main changes:

- The **Form I-688B (Employment Authorization Card)** has been made obsolete and replaced by the **Form I-766 (Employment Authorization Document)**.
- The status of **“Granted a K3, K4 visa”** is combined with the status of a **V visa**.

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11. POS E-Forms

The following E-forms were converted to the new PTM (Print to Mail) process and have been updated and revised to reflect the mailing process:

- **FIA 1021**, Notice of Able Bodied Adults without Dependents (ABAWD) Status
- **W-908T** Notice of Recertification Appointment
 - **FIA 1167**, Cash Assistance Recertification Form Now Available Online
 - **HRA- 102C** Help for People with Disabilities
 - **FLY-69**
- **W-908T** (Child) 2nd mailer, Securing a Child care provider prior to Engagement or Recertification
 - **W274X**, Securing a Child care provider prior to Engagement or Recertification
 - **CS-274W**, Child care provider Enrollment Supplement
 - **CS-574EE**, Child care Fact sheet and planner
- **W-140VV** Supplemental Nutrition Assistance Recertification Notice (F61)
 - **W608V**, Common Benefit Identification Card (CBIC) Signature Authorization Form
 - **LDSS 4826**, SNAP Application/Recertification
 - **LDSS 4826A**, Instructions for completing the SNAP Application/Recertification
- **W-102**, Notice to Participant of new worker
- **LDSS 4753**, SNAP request for Contact/Missed Interview
- **W-908F**, Notice of Rescheduled SNAP Telephone Recertification Interview (November 2016)
 - **W 129G**, SNAP Documentation Guide
- **W- 129RR** Notice of SNAP Recertification Appointments (November 2016)
 - **W 129G**, SNAP Documentation Guide
- **FIA-1124**, Important Information About your Case Notice of missed case Assistance
 - **HRA-102C**, Help for People with Disabilities
- **W-132S** Notice of Documentation Required- Change in Household Circumstances
- **SSAR-FA**, Social Security Administration for applying for SS card
- **W-147Q**, Primary tenant statement regarding Occupancy of secondary tenant
- **FIA-1166**, Your Household has been certified to receive Cash Assistance for two years
- **W-700D**, FIA School/Training Enrollment Letter

SNAP POS Release Notes

Version 10.3 Additional Updates November 2016

These Release Notes contain descriptions of additional changes in Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) Release 10.3 implemented in November 2016, clarifications for updates made in October 2016 and updates on rollouts of SNAP initiatives.

These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Jose Breton**. 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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SNAP POS Release Notes

Version 10.3 Additional Updates November 2016

1. New Indicator for SNAP Eligibility for Certain Non-Citizens

Effective October 24, 2016, a new field named **SNAP Alien Indicator** (Element **313** of the TAD [Turn-Around Document]) was created. This new indicator allows SNAP (Supplemental Nutrition Assistance Program) activation for individuals age 18 or older with one of the following Alien Citizenship Indicator (ACI) codes when the Date of Status is less than five years who qualify for SNAP based on other disability conditions:

- **K**, Persons lawfully admitted for permanent residence without 40 qualifying quarters
- **B**, Certain battered aliens who are the immediate relatives (spouse or child) of a US citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent
- **G**, Persons paroled into the US for at least one year

The disability conditions under which an individual with an ACI code listed above may be qualify for SNAP when the date of status is less than five years and for which the new indicator must be entered are:

- Receives Supplemental Security Income benefits under Title **XVI** of the Social Security Act or disability or blindness payments under Titles **I, II, X, XIV, or XVI** of the Social Security Act;
- Receives federally or State-administered supplemental benefits under Section **1616(a)** of the Social Security Act provided that the eligibility to receive the benefits is based upon the disability or blindness criteria used under Title **XVI** of the Social Security Act;
- Receives federally or State-administered supplemental benefits under Section **212(a) of Pub. L. 93-66**;
- Receives disability retirement benefits from a governmental agency because of a disability considered permanent under Section **221(i)** of the Social Security Act.
- Is a veteran with a service-connected or non-service-connected disability rated by the Veteran's Administration (VA) as total or paid as total by the VA under Title **38** of the United States Code;
- Is a veteran considered by the VA to be in need of regular aid and attendance or permanently housebound under Title **38** of the United States Code;
- Is a surviving spouse of a veteran and considered by the VA to be in need of regular aid and attendance or permanently housebound or a surviving child of a veteran and considered by the VA to be permanently incapable of self-support under Title **38** of the United States Code;
- Is a surviving spouse or surviving child of a veteran and considered by the VA to be entitled to compensation for a service-connected death or pension benefits for a nonservice-connected death under Title **38** of the United States Code and has a disability considered permanent under Section **221(i)** of the Social Security Act. "Entitled" as used in this definition refers to those veterans' surviving spouses and surviving children who are receiving the compensation or pension benefits stated or have been approved for such payments, but are not yet receiving them; or
- Receives an annuity payment under: Section 2(a)(1)(iv) of the Railroad Retirement Act of 1974 and is determined to be eligible to receive Medicare by the Railroad Retirement Board; or Section **2(a)(1)(v)** of the Railroad Retirement Act of 1974 and is determined to be disabled based upon the criteria used under Title **XVI** of the Social Security Act.
- Is a recipient of interim assistance benefits pending the receipt of Supplemental Security Income, a recipient of disability related medical assistance under title **XIX** of the Social Security Act, or a recipient of disability-based State general assistance benefits provided that the eligibility to receive any of these benefits is based upon disability or blindness criteria established by the State agency which are at least as stringent as those used under Title **XVI** of the Social Security Act (as set forth at **20 CFR part 416, subpart I, Determining Disability and Blindness as defined in Title XVI**).

SNAP POS Release Notes

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The only acceptable value for the Indicator is “X”, otherwise an error message will be generated: “E2888 INVALID SNAP ALIEN INDICATOR”.

Previously, WMS (Welfare Management System) did not allow SNAP activation for non-citizens when the Date of Status (Element 389 of the TAD) was less than five years unless they were in receipt of Supplemental Security Income (SSI) or deemed SSI eligible.

Alien FS Eligibility Determination -- Other Disability windows

The selection of the condition in the **Other Disability** windows pre-fills the **SNAP Alien Ind.** field on the POS (Paperless Office System) TAD window.

If the action is entered via PAM (Paperless Alternate Module), a new ancillary document must be used until the TAD is updated by New York State.

SNAP POS Release Notes

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2. Agile Communication Environment (ACE) Auto Assignment and Rescheduling Robo Call Updates

Cases that cannot be automatically assigned to a Worker by ACE are placed in ACE overflow queues, for assignment to a Worker by the Unit Supervisor. Beginning in November, 20% of the cases in the ACE overflow queues now receive a new rescheduling robocall each day.

The cases will be moved to new queues awaiting rescheduling:

- Rescheduling Apps **F24**
- Rescheduling Apps **F43**
- Rescheduling Recerts **F24**
- Rescheduling Recerts **F43**

The breakdown is 8% Application and 12% of Recerts of cases loaded for an ACE telephone interview. Of the calls identified for the robocalls, 40% are new applications and 60% are recertifications.

Robocall Message

- **Hello, this is an important message from the Human Resources Administration. We will not be able to conduct your scheduled telephone interview today. Somebody will be contacting you to reschedule your appointment. No negative actions will be taken on your case as a result of this rescheduling. We apologize for any inconvenience this may have caused and appreciate your patience. Goodbye.**

3. SNAP Employment Code Business Rules in the POS TAD

New business rules were added in the POS TAD to prevent errors for the **SNAP Employment Code** and the **ABAWD (Able Bodied Adults Without Children) Indicator** fields.

4. Child Support Income Match Clarification

A new computer match has been established between the Family Independence Administration (FIA) and the Office of Child Support Enforcement (OCSE) to ensure that legally obligated child support payments made by NCA (Non Cash Assistance) SNAP household members to individuals who are not a member of their SNAP household are properly excluded from the household's income when an initial, recertification, or ongoing eligibility determination is made.

The Worker should be mindful that POS will not receive a match from OCSE for child support payments in the following situations:

- A case where a child support court order does not exist;
- Under a private arrangement, the child support payment is given directly to the CP (Custodial Parent) without a court order; or
- The child support payment amounts (including arrears) made by or distributed to the applicant/participant are both zero dollars (\$ 0.00) for the past six (6) months.

Child support payments are classified as current support when the child support is collected by the SCU (Support Collection Unit) in a month which represents payment towards the legally-obligated child support for that month.

Child support payments are classified as arrears when the amount paid by the parent, as part of an existing court order, is for past months of owed child support.

SNAP POS Release Notes

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All child support payments (current support and arrears) made/received by a household must be reviewed to determine whether the child support payments are budgeted towards determining eligibility and the household's SNAP benefit allotment.

The calculated average monthly child support payment is budgeted in WMS as follows:

- Payment made – an income exclusion using Deduction Type Code **78** (Child Support Exclusion); and
- Payment received – as unearned income using Income Source Code **14** (Court Ordered Alimony/Spousal Support/Child Support Payment).

If the CP states that a voluntary payment of child support was received, in addition to the amount returned by the match, the Worker records the information in POS. POS adds the amount as a separate line of unearned income using Income Source Code **14** when the WMS budget is run.

The calculated average monthly child support payment made/received is excluded/combined with other sources of income (both earned and unearned), deductions, shelter costs and shelter deductions on the budget to calculate the household's monthly SNAP net income. The monthly SNAP net income is used to determine the SNAP benefit allotment for the household.

Budget exclusions

There are situations when all or a portion of the child support payments made/received during the past six (6) months, as returned by the match, are not budgeted, including:

- When there was a discernible difference in the amount of the child support payments made/received by the household;
- The child support payment was only made/received in one month, but not in the most recent month reported; and
- The child support payment was only made/received in the last month reported, and the payment source was not listed as an income execution (IEX).

A discernible difference, for the purposes of child support payments, is defined as a spike of \$100 or more above the total monthly obligation amount.

When a discernible difference occurs, POS is programmed to disregard the entire amount of the child support payment that was returned by the match for that month. POS can disregard up to three (3) months of child support payments during the past six (6) months. The number of months that are used to calculate the average monthly child support payment depends on the number of months in which a discernible difference does not occur.

An income execution (IEX), also known as a wage garnishment, is the process used by OCSE to collect payments of child support from the wages and other income of an NCP (Non-Custodial Parent) from the NCP's employer and other entities. OCSE sends the IEX to the NCP's employer who is required to deduct the legally obligated child support directly from the NCP's paycheck. The IEX also allows for the collection of any arrears that may have accrued when child support payments were not made. IEX includes the following payment sources and types: (1) Unemployment Insurance Benefits (UIB); Payroll Deductions; and (3) Payroll Adjustments.

POS is programmed to recognize child support payments made/received in the most recent month of the reported match as the beginning of ongoing child support and budget the payments if the payment source is IEX.

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5. POS Interview to Budget Conversion Updates

FIA has been challenging Case and Procedural Error Rate (CAPER) errors on cases closed for income in which the amounts vary (due to WMS and POS conversion) by a penny or two from the actual amount. The State discovered that POS and WMS have slightly different conversion methods, which resulted in the varying amounts.

The conversion rules have been updated to accept the actual amount and frequency entered in the income and expense interview window and copied directly to the **WMS Individual Budget** window.

WMS Information:

During the budget translation process, the conversion rule has been applied to accept the income figure if it is greater or less than \$1000, since WMS was not accepting the income figure if it is greater than \$1000.

Now, in WMS the option has been provided to shift and pass on the alert message with respect to the income even if it is less than \$1000. Now POS will remove the conversion rule and will pass on the income figures and frequency captured in the response window without any changes.

POS now populates the windows with the responses from the question sets listed on the next page from the applicant/participant:

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S. No.	POS income areas
	INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU THAT IS APPLYING:
1	Is Employed? (Including Babysitting)
2	Is Self-Employed?
3	Is Unemployed? (Currently Not Working)
4	Has Child Or Dependent Care Expenses?
	INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU RECEIVES:
5	Unemployment Insurance Benefits?
6	Supplemental Security Income (SSI) Benefits?
7	Social Security Disability Benefits?
8	Foster Care Payments (Received)?
9	Social Security Dependent Benefits?
10	Social Security Survivor's Benefits?
11	Social Security Retirement Benefits?
12	Railroad Retirement Benefits or Railroad Retirement Dependent Benefits?
13	Retirement Benefits (Pensions)?
14	Dividends/Interest From Stocks, Bonds, ETC?
15	Worker's Compensation?
16	NYS Disability Benefits?
17	Veteran's Pensions/Benefits/Aid and Attendance?
18	GI Dependency Allotments?
19	Public Assistance Grant?
20	Education Grants Or Loans?
21	Rental Income (Received)?
22	Boarders/Lodgers Income (Received)?
23	Contribution/Gifts (Received - NOT Excess Rent, Tuition or Household Expenses)?
24	Child Support Payments (Received within the last 7 months)?
25	Alimony/Support (Received)?
26	Private Disability Insurance-Health/Accident Insurance Policy Income?
27	No Fault Insurance Benefits?
28	Union Benefits (Including Strike Benefits)?
29	Loans (Received), Annuity Mortgage Loans Only?
30	Has Other Income? Such as Training Allotment, Income from a Trust, Spina Bifida etc..
31	Does The Step Parent/Grandparent Of Any Children Who Live With You Have Any Resources Or Receive Income of Any Kind?
	INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU THAT IS APPLYING:
32	Does The Step Parent Of Any Children Who Live With You Have Any Resources Or Receive Income Of Any Kind?
33	Has Additional Expenses? Specify.
34	Pays Tuition and/or Fees?
35	Pays Child Support?
36	Pays Alimony?
37	Buys Or Plans To Buy Meals From A Home Delivery Or Communal Dining Service?
38	Has an IRA Keogh, 401-K, Or Deferred Compensation Account(s)?
39	Do You (Or Anyone Who Lives with You) Have A Rent, Mortgage or Other Shelter Expenses?

6. POS Modifications to the Budget End Date

POS has updated the following budget windows to reflect a budget end date when necessary:

- Existing Budgets
- Household/Suffix Financial Needs

The **Effective Dates** field is pre-filled with the budget end cycle if the Worker entered income with an end date in the POS interview.

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The screenshot shows a form with the following fields and values: Center Worker Name, Case No, Suffix, Client Name, Effective Dates (05A16-09A16), Budget Type (PDS Budget), Shelter Type (Unfurnished Apartment or Room), and WMS Budget. A red circle highlights the Budget Type dropdown menu.

7. New Failed to Keep (FTK) Edits in SNAP Application and Recertification Interviews

When the Worker exits an application or recertification interview that was started by mistake through the Case Member Information, POS no longer marks the case as FTK.

POS also displays an error message in the Case Member Information window if the Worker attempts to mark the case as FTK and the appointment date is in the future.

8. New FTK Edits in SNAP Recertification and Application Log for ACE Cases

POS will add an edit in **SNAP Recertification Log** and the **SNAP Application Log** to prevent marking cases scheduled for interviews through ACE as FTK if the calls took place outside of interview time frame.

9. Community-Based Organization (CBO) Access to FIA-1146

CBOs with access to the document intake activity in the POS facilitated intake module are now able to review the applicant/participant's Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) deferral document, to better assist them with the submission of requested documentation.

10. FIA-1146 Snippet Update

The **FIA-1146** will include the following snippet when the Worker answers **Yes** for the question "Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?" and a document was not provided: **"Money, gifts, or contributions from another person."**

11. Client Service Screen Homebound Edit

When the applicant or participant is listed with a homebound status or has a home visit needed request on the **Client Services** Screen, POS updates the **Home Visit Needed/Homebound Status** question to **Yes** in POS.

Existing POS edits already checks whether the applicant or participant has a homebound status or has a home visit needed request in POS or NYCWAY.

12. POS LDSS-4826 (SNAP Application/Recertification) Updates

The **LDSS-4826** form in SNAP POS was updated to include new SNAP penalty warning, consent and other information provided by New York State in July 2016. The form is only generated from SNAP POS for applications and recertifications submitted through a CBO.

13. Clarification on Generation of new Print to Mail (PTM) Forms

The following E-forms were added to the PTM process in October 2016 for cases where the Worker indicates in the **Communication Preferences** window that the applicant or participant is not in the HRA center:

- **W-140VV** Supplemental Nutrition Assistance Recertification Notice (**F61**)
 - **W608V**, Common Benefit Identification Card (CBIC) Signature Authorization Form
 - **LDSS 4826**, SNAP Application/Recertification
 - **LDSS 4826A**, Instructions for completing the SNAP Application/Recertification

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- **LDSS-4753**, SNAP request for Contact/Missed Interview
- **W-132S** Notice of Documentation Required- Change in Household Circumstances
- **SSAR-FA**, Social Security Administration for applying for SS card
- **W-700D**, FIA School/Training Enrollment Letter

The **W-140VV** is generated on a monthly basis for cases from center **F61** that require a recertification. The center can also generate the form by completing the data entry window in the **Notice Data Entry** window and accessing the **Print Forms** window to print the form.

To generate the **W-132S**, **SSAR-FA** or **W-700D** forms listed above, the Worker must first complete the appropriate data entry window in the **Forms Data Entry** or the **Notice Data Entry** window. Once the data entry window is completed, the Worker must access the **Print Forms** window and click the **Print** button. The form is then submitted for mailing via the PTM process. Once the form is generated, the following message appears: **“The following form(s) will be sent via Print to Mail (PTM): [List of forms].”**

If the Worker already submitted the form for printing and mailing, the following message appears, with **Yes** and **No** options:

“The following form(s) were already printed today and will be mailed via Print to Mail (PTM): [List of forms]. Are you sure that you would like to print this form again? If yes, the applicant/participant will receive multiple notices.”

If the Worker selects **Yes**, the form(s) is (are) sent for mailing again. If the Worker selects **No**, the form(s) is (are) not printed again.

The following form was removed from the PTM process, as revisions are needed before it can be used via PTM:

- **W-147Q**, Primary tenant statement regarding Occupancy of secondary tenant

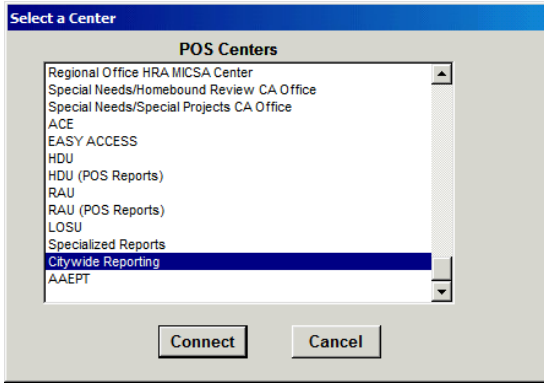
14. New Report: Benefits Issued Without Eligibility Decision

A new citywide report named **Benefits Issued Without Eligibility Decision** will be added to the POS Management Console to identify NCA SNAP and CA (Cash Assistance) cases with benefits issued with CA single issuance code **44** (Immediate Needs Grant) or SNAP single issuance codes **52** (Expedited Service, Verified For PA/SNAP cases), **53** (Expedited Service – EBT, Verified for NPA/SNAP Cases), **54** (Expedited Service, Not Verified For PA/SNAP cases), **55** (Expedited Service – Not Verified for NPA/SNAP Cases), **W7** (SNAP Issuance for reconstituted household [Same Day Issuance system only]) or **W8** (SNAP Issuance for reconstituted household [Same Day Issuance system only]) where an initial eligibility decision has not been made.

This report will be available under the **Citywide Reporting** area to authorized FIA users. This new daily report is based on the specifications of the **WINRO805** report, but instead of the report capturing cases seven days or more after the benefit is issued, this report will capture both NCA SNAP and CA cases four days after the benefit was issued. To view the report, the user must select the **Benefits Issued** tab in the **Citywide Reporting** area:

SNAP POS Release Notes

Version 10.3 Additional Updates November 2016



Benefits Issued

The report will have the following filters:

- **Timeframe Selection:** This filter allows the user to indicate the timeframe that must be retrieved. The latest available data is through the prior night's processing.
- **Issuance type:** This filter allows the user to indicate which issuance codes should be retrieved. The default selection is **All**. The user can select code **44, 52, 53, 54, 55, W7 or W8**.
- **Center:** This filter allows the user to select the center to retrieve. The default selection is **All**. The user can select **CA** or **SNAP** and then select a specific center in the drop-down menu.
- **Originating Center:** This filter allows the user to indicate the originating center for the issuances that should be retrieved. The default selection is **All**.
- **Home Center:** This filter allows the user to indicate the home center for the issuances that should be retrieved. The default selection is **All**.
- **HASA:** This filter allows the user to indicate whether issuances from HASA centers should be included or excluded. The default selection is **Include**.
- **Complete:** This filter allows the user to indicate whether issuances that initially appeared in the report, but were later completed with an initial eligibility decision, should be included or excluded. The default selection is **Exclude**.

Benefits Issued Report window

The screenshot shows the "Benefits Issued Report" window. It includes filter settings for Timeframe Selection (Specify Range: 10/27/16 to 10/31/16), Issuance_type (All), Originating Center (All), Center (All), Home Center (All), HASA (Include), and Complete (Exclude). Below the filters is a table with the following data:

No.	Center	Case No	Case Suffix	Case Name	Caseload	CA Status	SNAP Status	Issuance Code	Benefit Amount Paid	Benefit From Date	Benefit To Date
1	F02		1			NA	CL	55		10/24/2016	10/31/2016
2	F02		1			NA	AP	55		10/24/2016	10/31/2016

Total : 2

SNAP POS Release Notes

Version 10.3 Additional Updates November 2016

For CA/SNAP and NCA SNAP cases with SNAP issuance codes **52, 53, 54, 55, W7** or **W8**, the report row will be marked as complete once the SNAP case status changes from AP (Application Pending) to SI (Single Issue) or AC (Active), AP to RJ (Rejected), RJ to SI or AC, or CL (Closed) to SI or AC.

For CA/SNAP and NCA SNAP cases with CA issuance code 44, the report row will be marked as complete once the CA case status changes from AP to SI or AC, AP to RJ, RJ to SI or AC, or CL to SI or AC.

The report includes the following data columns:

Data Element	Description
Center Number	Center number for the case in WMS at the time of the issuance
Case Number	Case number for the issuance
Suffix	Suffix number for the issuance
Case Name	Case name for the case in WMS at the time of the issuance
Caseload	Caseload for the case in WMS at the time of the issuance
CA Status	CA case status for the case in WMS at the time of the issuance
SNAP Status	SNAP case status for the case in WMS at the time of the issuance
Issuance Code	Issuance code (44, 52, 53, 54, 55, W7 or W8)
Benefit Amount Paid	Benefit amount for the issuance
Benefit From Date	Benefit start date
Benefit To Date	Benefit end date
Benefit Issuance Date	Benefit issuance date
Benefit #	Benefit issuance number
Originating Center	Originating center
Responsible Worker ID	WMS ID of the worker who completed the action for the issuance, if it could be determined
Responsible Worker Name	Last name and first of the worker who completed the action for the issuance, if it could be determined
Transmission User ID	WMS ID of the supervisor (possibly worker for SCR center) who transmitted the grant to WMS, if it could be determined
Transmission Name	Last name and first name of the supervisor (possibly worker for SCR center) who transmitted the grant to WMS, if it could be determined
Related Case Number	For cases in CL or RJ status, the application number associated with the issuance, if it could be determined
Complete	This indicator has a value of Y (Yes) when the initial eligibility decision was completed for the case. Otherwise, it has a value of N.
Complete Date	This field indicates the date that the initial eligibility decision was processed in WMS.

15. CBO (Community Based Organization) Case Comment Update

The CBO document intake activities were updated to prevent viewing of HRA Worker's comments at the CBO location.

16. On-Demand Telephone Recertification Expansion

On-Demand recertifications rolled out for Bronx telephone interviews (WMS center numbers **S40** [Hunts Point], **S45** [Concourse] and **S46** [Crotona]) on 10/1/16. On-Demand recertifications were rolled out for Queens telephone interviews (WMS center numbers **S53** [Queens], **S54** [Jamaica] and **S79** [Rockaway]) on 11/1/16 and will be rolled out for Brooklyn telephone interviews (WMS center numbers **S20** (Fort Greene), **S21** [Williamsburg], **S22** [Coney Island], **S26** [North Brooklyn] and **S28** [East New York]) on 12/1/16.

SNAP POS Release Notes

Version 10.3 Additional Updates November 2016

17. ACE Application Interview Updates for Manhattan and Staten Island Cases

Manhattan and Staten Island application interviews were moved to TIPS (Telephone Interview Processing Services) 43 effective 10/1/16. These interviews are completed using ACE.

18. Center Rollout Update: Halsey TIPS 42

The new Halsey TIPS 42 location was added in POS between August and September 2016.

19. SNAP Fair Hearing Compliance Queue Updates

The following updates will be implemented for the SNAP Fair Hearing Compliance Unit (Center ID **FSH**):

- **Overdue** alert: Overdue cases will appear in red one day after the due date of the pending activity.
- **Case Lock**: If a Worker who is not enrolled in the Center FSH attempts to open a case action, and the same action is pending with the compliance unit, the following error message will appear: **“This activity is currently pending at Fair Hearing Compliance unit. You will be allowed to proceed once the fair hearing compliance has been completed.”**

20. Code for Office of Client Advocacy and Access (OCA)

HRA's Office of Client Advocacy and Access has several field offices throughout the city. At these offices, they assist clients/applicants with applying for various HRA services. This unit assists clients with submissions via ACCESS NYC (ANY).

ANYC allows for the ability to identify each location by entering a location code with the submissions. A new location code of **OCA** was added for this HRA office in ANYC and POS. The location code allows for the tracking of the submission and the reporting of the outcome via the POS Management Console.

IVS Update Notes

Version 10.3 October 25, 2016

These update notes contain descriptions of changes in the Information Verification Service (IVS) released with the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) Release 10.3. The IVS updates were migrated to production effective October 25, 2016.

IVS is currently used by the Family Independence Administration's Mailer and Match Action Program (F25) in the Office of Support Services.

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IVS Update Notes

Version 10.3 October 25, 2016

1. Match Business Rules for Income Matches in IVS

Income Match Found Criteria

The income matches currently available in IVS (FISA [Financial Services Information Agency], TALX [TALX/The Work Number Service], OCSE [Office of Child Support Enforcement] and ACCIS [Automated Child Care Information System]) are now considered as a “hit” if there is income reported in the past 6 available months. For these matches, the **Match Found** icon on the **Match Summary** page is displayed.

If there is no income reported in the past 6 available months, the income is reported as **No Match Found**.

Match Summary window with TALX match with a value of **Match Found**

Match Summary			
First Name, Middle Initial	[Redacted]	[Redacted]	[Redacted]
Last Name	[Redacted]		
DOB	[Redacted]		
SSN	[Redacted]		
NYCHA Section 8	✓	✓	✓
HPD Section 8	✗	✗	✗
NYC Marriage	✓	✗	✗
NYC Vital Records	✓	✓	✓
TALX	✓	⊘	⊘
NYC Employee	✓	✗	✗
ACCIS - Childcare Provider Income	✗	✗	✗
Taxi Limousine Commission	✗	✗	✗
Child Support Income	✗	✗	✗

Icon Legend

Icon Legend	
✓	Match Found
✗	No Match Found
⊘	Pending Match Results
⚠	Match Failed
⊘	Match Not Requested

OCSE Child Support Income Match Criteria

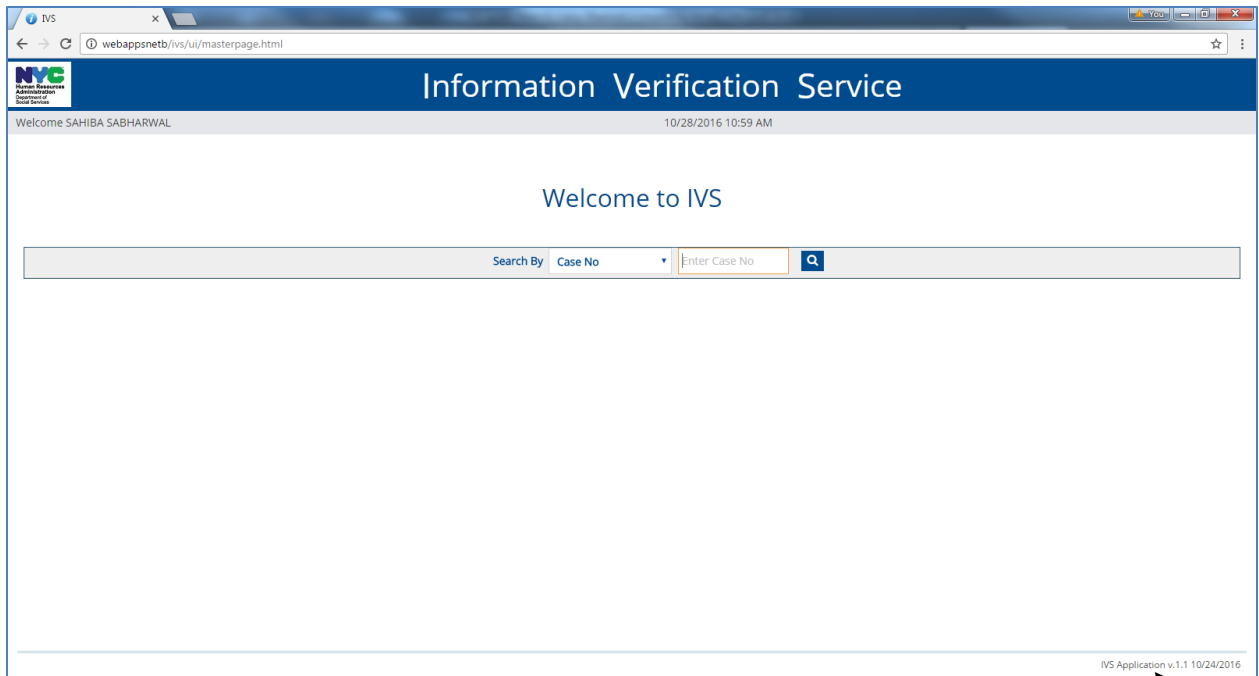
The hit/match found definition for OCSE child support income match is brought into line with the definition with the match available within SNAP POS: an OCSE record only counts as a hit if income has been received in the past six months. Return codes **501** (No match is found in OCSE database), **502** (None of the CSMS cases have support order for the client), **503** (Support order exists for CSMS case(s) but payments were not made in the last 6 months) and **504** (Payments are made in the last six months but none were disbursed to the applicant/participant) are no longer counted as hits.

IVS Update Notes

Version 10.3 October 25, 2016

2. Removal of Angular Logo and Move of IVS Version Date

Angular logo is removed from IVS. IVS version number and date is moved to the right.



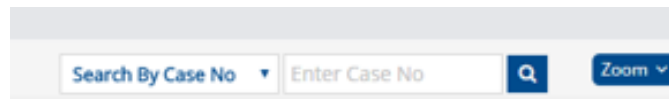
IVS Update Notes

Version 10.3 October 25, 2016

3. General Visual Changes in IVS

The following visual changes were made in IVS:

- **Increased clickable area around the green checkmark on Match Summary page:** The user can click anywhere on the Match Found column with the green check mark to view the match details in IVS.
- **Change in decoding of Null/Unknown values as “Not Reported”:** For all matches, all null/unknown values are now decoded as "Not Reported.". Return values such as Zero (0) will be displayed as Zero (0).
- **VUR (Verified Upon Receipt) messages:** Removed the VUR/non-VUR messages from all the match details screen of IVS.
- **Removal of green names from the match details screen of IVS:** Green labels that were used to distinguish the case member from a non-case member on the searched case are removed from the match details screen of IVS.
- **Removal of "<>" from the Instructions in Search bar:** The "<>" symbol is removed from the search bar in IVS.
- **Removal the pagination and row filtering functionalities from the Search Result page.**
- **Active tab:** The appearance of the **Active** tab on the Match details page of IVS was updated to clearly show the currently active.
- **Repositioned Zoom box:** The **Zoom** box was placed next to the **Search** button so it doesn't interfere other functionalities in IVS.



IVS Update Notes

Version 10.3 October 25, 2016

4. Date Value in Status fields in ACCIS Childcare Provider Income and NYC Employee Matches

For the **Provider Status** field in the **ACCIS Childcare Provider Income** match and the **Leave Status** field in the **NYC Employee** match in IVS, the words "as of" were added and the date value was added to the end of the status fields.

NYC Employee match

NYC Employee

SSN: _____ Date Of Birth: _____

Job 1

Employer: [_____]

Hired on: 03/12/2012

Leave Status: Active as of 03/12/2012

Income Information

Base Pay: _____ Pay Frequency: HOUR

Payment Month	Monthly Gross Income
1	09/2016
2	08/2016
3	07/2016
4	06/2016
5	05/2016
6	04/2016

Request Date/Time: _____
Data current as of: _____

ACCIS - Childcare Provider Income match

ACCIS - Childcare Provider Income

SSN: _____ Date Of Birth: _____

Case Member: /

Provider SSN: _____

Provider Type: Informal

Payment Mailing Address: _____

Provider Number: _____

Provider Status: Active as of 01/22/2013

Income Information

Check Month	Gross Pay	Service Month	Total Fee	Total Amount
1		08/2016		
2		07/2016		
3		06/2016		
4		05/2016		
5		04/2016		
6		03/2016		

Total Child(ren) Enrolled: 2

Request Date/Time: _____
Data current as of: _____

IVS Update Notes

Version 10.3 October 25, 2016

5. Changes to Match Details screen of OCSE Child Support Income Match

The following changes were made in the **OCSE Child** Support Income Match window:

- The 'Effective Date' field was removed.
- The field labeled as 'Monthly Obligation Amount' was updated to 'Total Monthly Obligation'

6. IVS TALX Data for Periodic Mailers

- The two most recent TALX files are used for ICPWeb NCA (Non Cash Assistance) Periodic Mailer Events.
- The TALX details screen displays the file date on which the record matched in the `Data current as of: ` field on the user interface.
- When the same SSN appears on both TALX files, the latest (most current/recent) file is used to match against and to display the match data and file date in the `Data current as of: ` field.
- When the SSN (Social Security Number) does not appear on either of the two TALX files, IVS displays a result of "No Match."
- When the SSN appears on only one TALX file, display the match data and that file date in the `Data current as of: ` field.