POLICY BULLETIN #19-08-SYS

SNAP POS RELEASE NOTES VERSION 13.1

Date:	**Subtopic(s):**
February 15, 2019	POS

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) will migrate into production on February 19, 2019. Descriptions of the changes can be found in SNAP POS Release Notes Version 13.1 (**Attachment A**).

These release notes can also be found on the HRA Intranet at:

http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

Effective Immediately

Attachment:

Attachment A   SNAP POS Release Notes Version 13.1

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
SNAP POS Version 13.1 February 19, 2019

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) Release for February 19, 2019. 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 also be found on the HRA Intranet at http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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SNAP POS Version 13.1 February 19, 2019

1. Overview of Changes

The following changes and fixes were in this release for the WMS 2019.1 release:

- Language Spoken Code at Individual Level.
- SNAP (Supplemental Nutrition Assistance Program) Fair Hearing Reopening Code **Y80** (Fair Hearing Compliance) for SNAP cases.
- ABAWD (Able Bodied Adults Without Dependents) - Add Queens Community District **10** zip codes to ABAWD waiver list in the POS (Paperless Office System).
- ABAWD – Fix for ABAWD indicator for SNAP Employment Code **35** (A person age 16 or 17 who is not the head of household OR 16 or 17 who is attending school or an employment training program on at least a half time basis-Exempt).

The following changes and fixes were added to this release:

- Posting of SNAP Recertification Closing Codes **Y10** (Failure to Recertify [No Notice Required]) and **Y13** (Failure to Keep Recertification Appointment [No Notice Required]**)** for Failure for Recertify.
- Child Support Expense Match in SPOS (Streamlined POS) and IVS (Information Verification Service).
- Updates for SNAP Application and Recertification Reports for Actionable Cases.
- New columns and removal of obsolete columns from SNAP Recertification Reports.

The following changes and fixes were made for ABAWD:

- Employability code and ABAWD available during the interview.
- ABAWD - Add Queens Community District **10** zip codes to ABAWD waiver list in POS.
- ABAWD - Fix ABAWD indicator outcome to N (Non-ABAWD. Individual is under 18 or 50 years of age or older; or pregnant; or SNAP household includes an individual under age of 18 or individual is not able to work at least 20 hours per week) when SNAP Employment Code is **35**.

The following changes were made in POS in January 2019:

- Access HRA (Human Resources Administration)

2. WMS Release 2019.1

POS was updated to match changes in WMS (Welfare Management System) and to fix issues with WMS errors.

Language Spoken (LS) Code at Individual Level
A new LS field was added at the individual level in POS and WMS. The new field is required in POS and WMS individuals age 16 or older for CA/SNAP and SNAP applications, recertifications and re-applications. The new field is optional for individuals younger than 16 years old.

The new field was added in the following POS windows:

- Adults in Household – in Application Intake, Application Modification and Case Member Addition.
- Children in Household – in Application Intake, Application Modification and Case Member Addition.
- Individual Details – in interview and change action activities.
- TAD – in all processing activities.

The language spoken selected for the household during the application or recertification is used for new Access HRA submissions for applications and recertifications. The language spoken field is available for a new individual during the interview.

SNAP Fair Hearing Reopening Code Y80 for SNAP cases
POS and WMS were updated to allow SNAP Fair Hearing Re-Opening Code **Y80** (Fair Hearing Compliance) to reopen the SNAP case from Closed (CL) to Active (AC) status. The Worker must enter the Fair Hearing number on the TAD (Turnaround Document). POS sends authorization number **20160381** when this reopening code is used.

3. Posting of SNAP Recertification Closing Codes Y10 and Y13 for Failure for Recertify

On the evening of the 15th day of the last month of the certification period, POS updates the appointment status to FAIL in the **SNAP Recertification Log** for participants who have not completed their recertification interview. POS was updated to submit the closing codes for FTR (Failure to Return) cases to WMS on the 16th day of the last month of the certification period through a file which was based on the status of FAIL in the appointment status in the **SNAP Recertification Log**:

- **Y10** (Failure to Recertify [No Notice Required]) – for cases that have not submitted the **LDSS-4826** (SNAP Recertification and Application recertification or online recertification form and have not kept the interview.
- **Y13** (Failure to Keep Recertification Appointment [No Notice Required]) – for cases that have submitted the **LDSS-4826** recertification or online recertification form and have not kept the interview.

WMS processes the submitted closings, which clock-down with a status of **Suspended** until the end of the certification period.

If the applicant/participant keeps their interview, POS transmits a **Settle in Conference** transaction to WMS at the start of the interview, removing the pending closing.
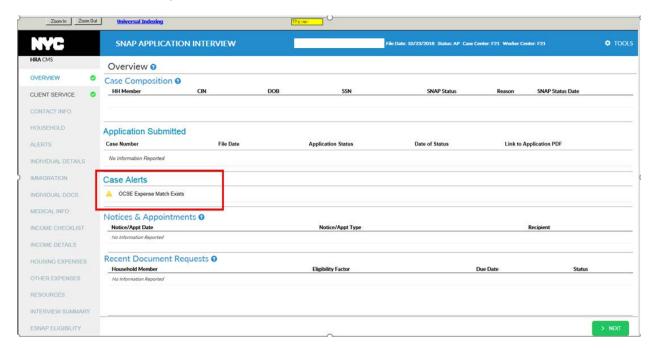
Reminder: CNS Notices Z89 and Z79
In the beginning of the last month of the certification period, OTDA (Office of Temporary and Disability Assistance) issues a written reminder, Notice of Decision On Your Supplemental Nutrition Assistance (**Z89**), to On Demand participants that have not submitted a recertification application/form and therefore have not completed the recertification interview. The notice informs participants that they must complete the two recertification requirements to avoid the discontinuation of benefits. Instructions for calling to have the On Demand interview are provided.

In the beginning of the last month of the certification period, OTDA issues a written reminder, Notice of Decision On Your Supplemental Nutrition Assistance (**Z79**), to On Demand participants, who submitted a recertification application but have not yet completed an interview. Instructions for calling to have the On Demand interview are provided.

4. Child Support Expense Match

A new match for child support expenses was added in IVS and SPOS. The match provides information on child support paid by household members for children outside of the household. The match is requested via IVS for the head of household and adults on the case from the Office of Child Support Services (OCSS).
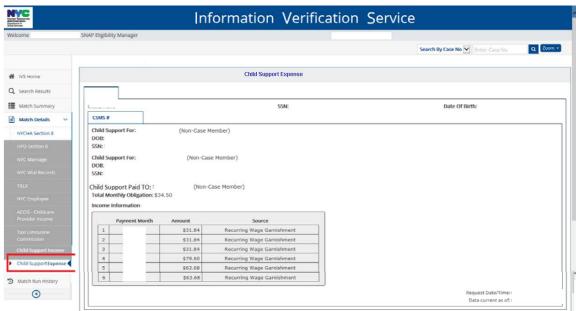
The match is requested at the time of application, recertification, periodic reporting and when a new adult is added to the household. The match appears in IVS, in the Overview section under Case Alerts and in the Other Expenses section in SPOS.

The match appears in the following IVS areas with a label of Child Support Expense: Match Summary and Child Support Expense Details.
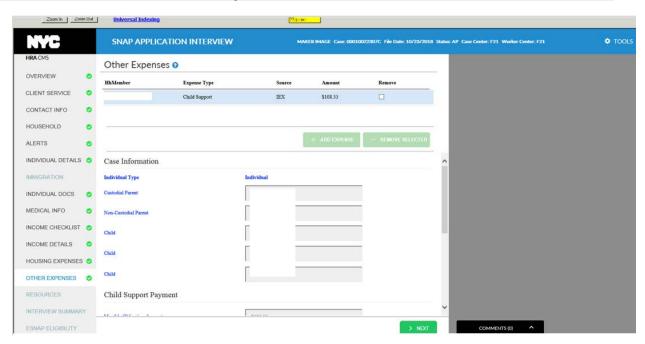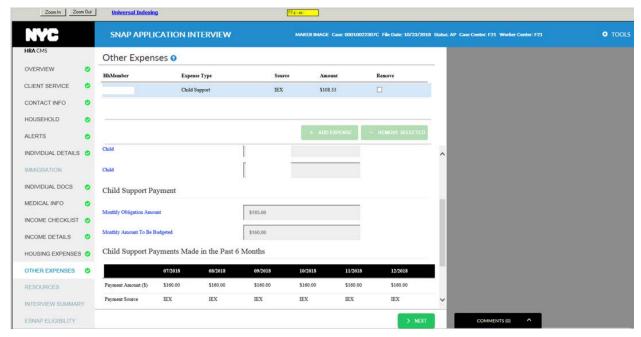
The match includes the:

- name of the custodial parent
- non-custodial parent
- name of the child
- child support payments made in the past six months
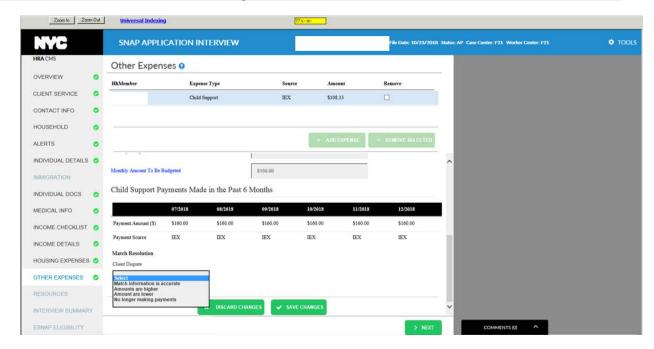- monthly obligation amount
- monthly expense amount to be budgeted

Match Resolution
The match is verified upon receipt, but the applicant/participant can dispute the information received from OCSS. The Worker must select the Match Resolution based on the response from the applicant/participant:
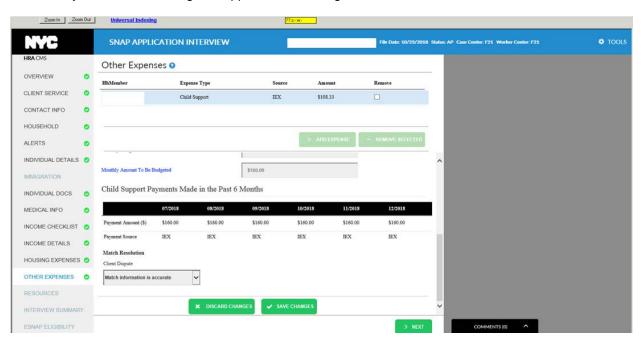
- Match information is accurate
- Amounts are higher
- Amounts are lower
- No longer making payments

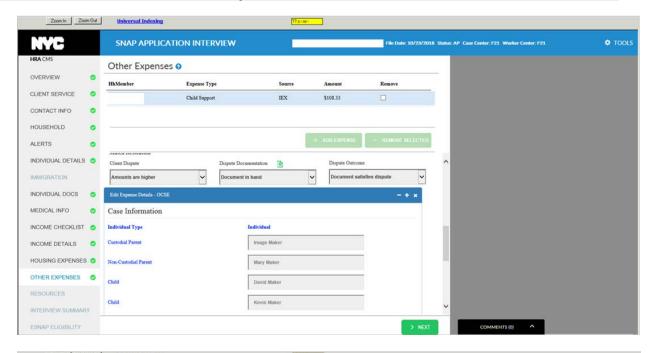**Match resolution: Match Information is accurate**
When the Worker selects Match information is accurate, no documentation is required. The value in the Monthly amount to be budgeted appears in the budget.
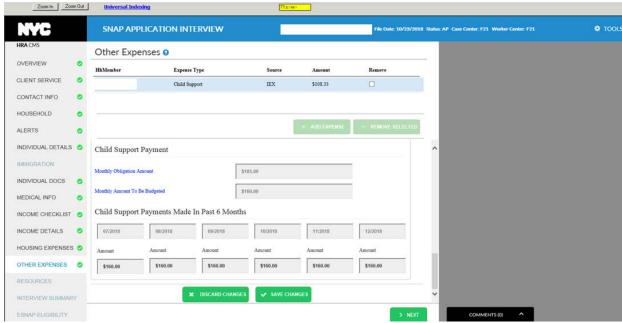

Match resolution: Amounts are higher
When the Worker selects **Amounts are higher**, the Worker must indicate the dispute documentation and whether the submitted documentation proves the higher amounts. If the documentation submitted is sufficient, an editable section appears, allowing the Worker to record the higher expense amount.

Match resolution: Amounts are lower
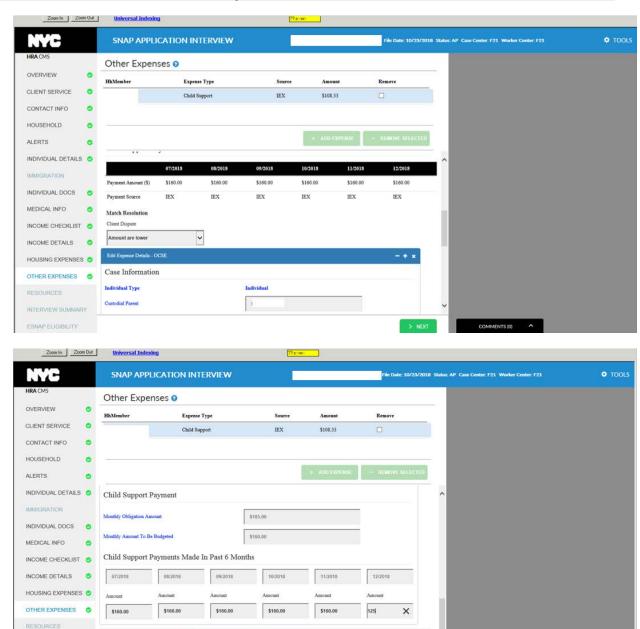When the Worker selects **Amounts are lower**, no documentation is required from the applicant/ participant and an editable section appears, allowing the Worker to record the lower expense amount.

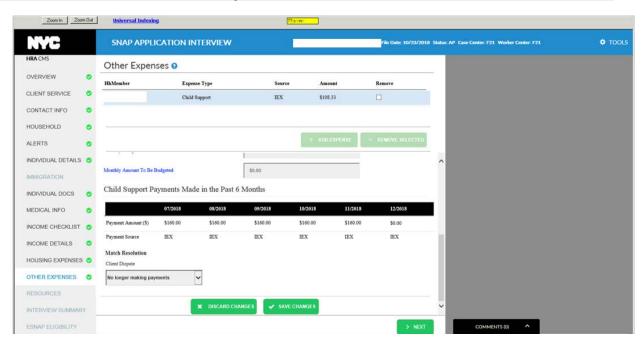**Match Resolution: No longer making payments**
When the Worker selects No longer making payments, no documentation is required from the applicant/participant and the expense is not budgeted.

Validations

If the Worker selects a match resolution of **Amounts are higher**, but records a lower expense amount, an error message will appear.

- "Error-Invalid resolution for lower child support expense."

If the Worker selects a match resolution of **Amounts are lower**, but records a higher expense amount, an error message will appear.

- "Error-Invalid resolution for increased child support expense."

If the Worker selects a match resolution of **Amounts are higher**, but the documentation does not satisfy the requirement to apply the higher amount, the amount from the match is used. The following warning appears for the Worker:

- "Warning - OCSS child support match will be budgeted due to unsatisfactory documentation submitted."

5. Actionable Indicators in SNAP Application Reports

New actionable indicators were added to the following SNAP Application Citywide reports for telephone interview cases:

- **Application Tracking**
- **Timeliness**
- **FS Aging**

A new daily process updates these indicators in the application reports, allowing SNAP managers and supervisors to identify and assign the application cases that are ready for worker review and processing of a decision.

The following actionable indicators were added:

- AP Actionable
- **SI Actionable**
- **FTK Actionable**
- **Supervisor Actionable**

The Actionable Indicator column has a value of **AP** for cases in AP status in WMS when:

- The telephone interview activity was completed.
- No **FIA-1146** (Action Is Required! You Must Submit Documents For Your SNAP Case) was generated.
- The RFI (Resources File Integration) data is available.

The Actionable Indicator column has a value of AP for cases in AP status in WMS when:

- The telephone interview activity was completed.
- The **FIA-1146** and at least one mandated document was returned.
- The RFI data is available.

The Actionable Indicator column has a value of **SI** for cases in SI status in WMS when:

- The telephone interview activity was completed.
- No **FIA-1146** was generated.
- The RFI data is available.

The Actionable Indicator column has a value of SI for cases in SI status in WMS when:

- The telephone interview activity was completed.
- The **FIA-1146** and at least one mandated document was returned.
- The RFI data is available.

The Actionable Indicator column has a value of **FTK** for cases in AP status in WMS when:

- The interview activity was not competed and the appointment status is FAIL or blank in the SNAP Application Log.
- At least 21 days have passed since the file date.
- The FTK activity was not started.
- There is no pending TAD in WMS.

The **Supervisor Actionable Indicator** column has a value of **SUP AP** for cases in AP status in WMS when:

- The Approve SNAP Application activity is pending for more than 3 days and has not been started by the supervisor

The Supervisor Actionable Indicator column has a value of **SUP SI** for cases in SI status in WMS when:

- The Approve SNAP Application activity is pending for more than 3 days and has not been started by the supervisor

The Supervisor Actionable Indicator column has a value of **SUP FTK** for cases in AP status in WMS when:

- The Approve **FTK SNAP Application** activity is pending for more than 3 days and has not been started by the supervisor

New report data

Data Element	Definition and Values
Actionable indicator	AP, SI or FTK
Supervisor actionable indicator	SUP AP, SUP SI or SUP FTK
Actionable date	Date that the actionable indicator was set
Action due date	30 days for AP cases, 30 days after last benefit for SI cases
Appointment status	Appointment status from SNAP Application Log
RFI available indicator	At least 2 days have passed since application registration
Deferral indicator	FIA-1146 was generated for application
Document returned indicator	Mandated/core document returned after deferral
Pending action in WMS	TAD is posted, pending, in error, unprocessed or purged in WMS
Supervisor approval pending	Approve Application activity or Approve FTK activity is pending

6. Actionable Indicators in SNAP Recertification Report

New actionable indicators were added to the **SNAP Recertification Citywide** report for telephone interview cases. A new daily process updates these indicators in the recertification report, allowing SNAP Managers and Supervisors to identify and assign the cases that are ready for Worker review and processing of a decision.

The following actionable indicators were added:

- **R-Interview Month-Year:** Recertification, month and year of the interview month:
  - Example 1: **R0219** will represent a recertification with an interview month of February 2019.
  - Example 2: **R0319** will represent a recertification with an interview month of March 2019.
- **R** – indicating that the case is ready for supervisor review

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview was kept and completed.
- The worker has not completed the decision.
- The TAD was not transmitted to WMS.
- No **FIA-1146** was generated.

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview activity was kept and completed.
- The worker has not completed the decision.
- The TAD was not transmitted to WMS.
- The **FIA-1146** was generated and at least one mandated document was returned.

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview activity was kept and completed.
- The worker has not completed the decision.
- The TAD was not transmitted to WMS.
- The **FIA-1146** was generated and the deferral due date has passed.

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview activity was kept and completed.
- The worker has completed the initial decision.
- The TAD was transmitted to WMS and is in error or purged status.
- No **FIA-1146** was generated.

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview activity was kept and completed.
- The worker has completed the initial decision.
- The TAD was transmitted to WMS and is in error or purged status.
- The **FIA-1146** was generated and at least one mandated document was returned.

The Actionable Indicator column will have a value of <Interview Month-Year> (e.g. 0319) for cases in AC status in WMS when:

- The telephone interview activity was kept and completed.
- The worker has completed the initial decision.
- The TAD was transmitted to WMS and is in error or purged status.
- The **FIA-1146** was generated and the deferral due date has passed.

The Actionable Indicator column will have a value of **R** for cases in AC status in WMS when:

- The Approve SNAP Recertification activity is pending for more than three days and has not been started by the supervisor

New report data

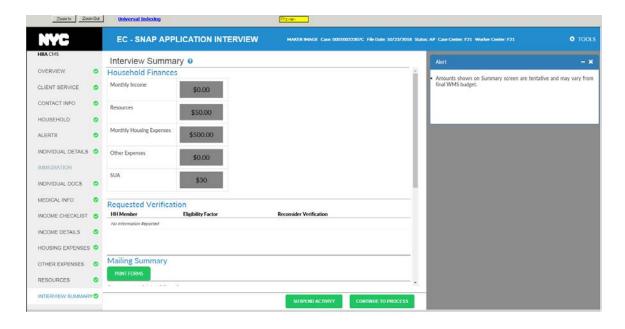| Data Element	Definition and Values
Actionable indicator	R-Interview Month-Year (e.g. R0319 for March 2019)
Supervisor actionable indicator	R
Actionable date	Date that the actionable indicator was set
Deferral date expired	Deferral due date passed
Document returned indicator	Mandated/core document returned after deferral
Pending action in WMS	TAD is posted, pending, in error, unprocessed or purged in WMS
Supervisor approval pending	Approve Recertification activity is pending
Last interviewer	Last worker who processed the case
Last queue	Last queue in which the case was pending
FTK transmission date	Update to column previously named Y10 transmission date

Removed data
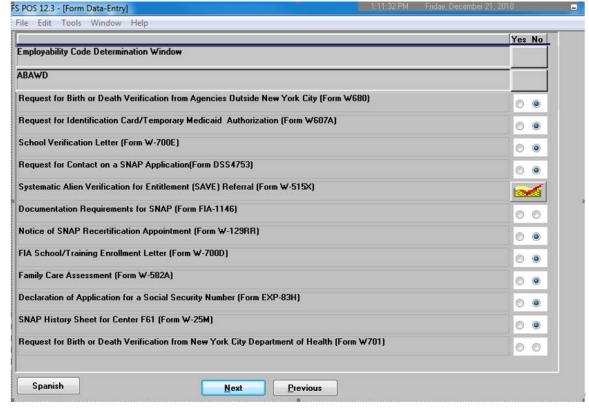The following obsolete data was removed from the report:

- Mail Returned
- Contacts
- Contact 1 – 4
- Closing Requested
- LDSS 4826 Printed
- LDSS 4826 Approval
- Record Update Timestamp
- Record Create Timestamp
- Mailing Address, City, State, Zip Code
- Expiry 15 Days
- Late Submission
- On Demand
- Apps Source
- Prior Appt Dt
- Cert Days
- ACE Service Time

7. Access to Employment Code and ABAWD windows during Interview in Streamlined POS

Access to Employment Code and ABAWD during interview in Streamlined POS
Interviewers now have access to the **Employment Code Determination** and **ABAWD** windows by clicking on the **Print Forms** button in the **Interview Summary** in Streamlined POS.

8. ABAWD Updates

The following ABAWD updates were made in January 2019:

- Zip codes in Queens Community District **10** were added to the ABAWD waiver area in POS.
- A bug in the ABAWD indicator logic was fixed in January to return a correct result of N (Non-ABAWD) for all individuals with SNAP Employment Code **35** (A person age 16 or 17 who is not the head of household OR 16 or 17 who is attending school or an employment training program on at least a half time basis – Exempt). Workers will no longer need to process error corrections for cases with this issue in the Paperless Alternate Module (PAM).

9. Access HRA (AHRA) Updates

There were 2 releases for Access HRA in January 2019 with the following updates:

- Re-design AHRA: mobile-responsive on smart phones and tablets.
- Language selection to assist applicants/participants.
- Google maps integration for appointments and HRA locations.