



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY BULLETIN #19-13-SYS

### SNAP POS RELEASE NOTES CHANGES FOR ACCESS HRA (AHRA) RELEASE 5.0.1

<b>Date:</b> March 07, 2019	<b>Subtopic(s):</b> POS
	<p>This policy bulletin is to inform Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) will migrate into production on March 30, 2019. Descriptions of the changes can be found in SNAP POS Release Notes - Changes for Access HRA (AHRA) Release 5.0.1 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective March 30, 2019</i></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>      SNAP POS Release Notes - Changes for Access HRA (AHRA) Release 5.0.1</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

# SNAP POS Release Notes

## Changes for Access HRA (AHRA) Release 5.0.1 in March 2019

These Release Notes contain descriptions of changes in the Supplemental Nutrition Assistance Program Paperless Office System (SNAP POS) Release for March 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 Release Notes

## Changes for Access HRA (AHRA) Release 5.0.1 in March 2019

### 1. Overview of Changes

At a high level, the scope of changes in SNAP POS for the March 2019 release of AHRA release 5.0.1 are as follows:

- **SNAP Change Submissions** – Participants can submit changes for their Active (AC) SNAP cases from AHRA to POS.
- **New SNAP E-Change queues** – New queues were created for SNAP E-Change submissions and for deferrals on SNAP E-Change submission cases.
- **SNAP Closing Requests** – Participants can submit requests to close their AC SNAP case.
- **Routing Updates** – Participants that go to the SNAP center to submit a SNAP Case Change request are routed to a PC Bank. A new **NC PC Bank** queue was created for the Model Office. A new **NCA (Non Cash Assistance) Bank PC** ticket type beginning with the letter **FE** was created. A new appointment type of **SNAP Change Case Request via Access HRA** was created, which routes to **CSIC (Customer Service and Information Center) NCA Document Return**.
- **Report Updates** – The PC Bank and AHRA-CBO (Community Based Organization) reports were updated to add two new submission types of **SNAP E-Change Case Data** and **SNAP E-Case Closing Request**.

### 2. SNAP Change Submissions

With Access HRA (AHRA) Release 5.0.1 in March 2019, SNAP participants can submit changes for their AC SNAP cases.

#### Rules for SNAP online case change

This new process incorporates rules to check if the participant can request changes online or not, and if eligible, allow the participant to submit the change request:

- SNAP case must be AC in WMS (Welfare Management System);
- No pending action, error correction or approval for **SNAP Change Case Data**;
- No pending SNAP Recertification or Periodic Mailer; and
- No **Client Case Update** submitted online on the same day

#### Submission of online change request

When an online change is submitted, A **SNAP E-Change Case** activity is recorded in the Case History and a **SNAP Change Case Data** activity is loaded to the **SNAP E-Change** queue for the responsible home center.

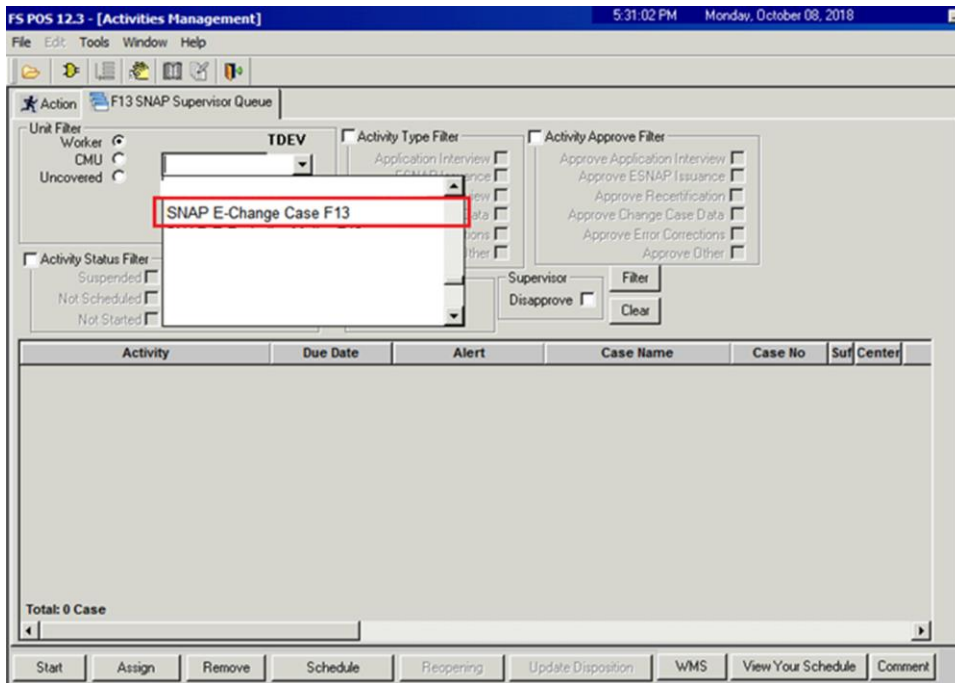
#### SNAP E-Change Queues

The following queues were added:

Queue Name	Queue Name
SNAP E-Change <b>F02</b>	SNAP E-Change <b>F40</b>
SNAP E-Change <b>F13</b>	SNAP E-Change <b>F45</b>
SNAP E-Change <b>F14</b>	SNAP E-Change <b>F46</b>
SNAP E-Change <b>F19</b>	SNAP E-Change <b>F53</b>
SNAP E-Change <b>F21</b>	SNAP E-Change <b>F54</b>
SNAP E-Change <b>F22</b>	SNAP E-Change <b>F79</b>
SNAP E-Change <b>F28</b>	SNAP E-Change <b>F99</b>

# SNAP POS Release Notes

Changes for Access HRA (AHRA) Release 5.0.1 in March 2019



### Supervisory Assignment

The Supervisor assigns the **SNAP Change Case Data** to an Eligibility Specialist (ES) for processing.

### Processing by ES in Streamlined POS

If the ES suspends the case and does not defer with the Notice of Documentation Required-Change In Household Circumstances (**W-132S**) form and/or the Supplemental Nutrition Assistance Program (SNAP) Request For Contact/Missed Interview (**LDSS-4753**) form, the SNAP Change Case is moved back to the SNAP E-Change Queue for the center.

If the ES defers the case for documentation with forms **W-132S** and/or **LDSS-4753**, the **SNAP Change Case Data** is moved to a new **SNAP E-Change Deferral Queue**.

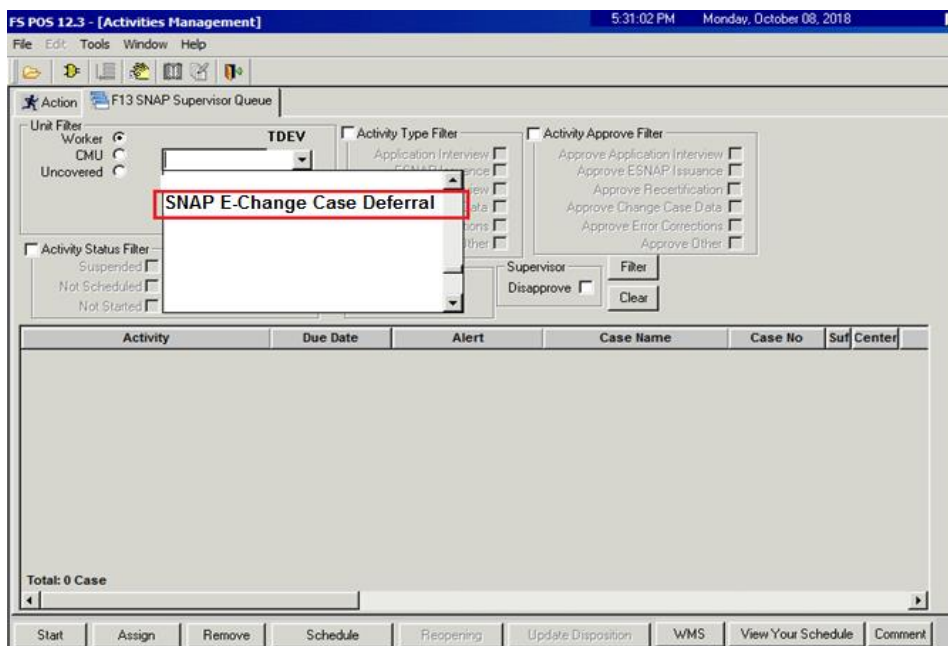
### SNAP E-Change Deferral Queues

The following queues were added:

Queue Name	Queue Name
SNAP E-Change Deferral <b>F02</b>	SNAP E-Change Deferral <b>F40</b>
SNAP E-Change Deferral <b>F13</b>	SNAP E-Change Deferral <b>F45</b>
SNAP E-Change Deferral <b>F14</b>	SNAP E-Change Deferral <b>F46</b>
SNAP E-Change Deferral <b>F19</b>	SNAP E-Change Deferral <b>F53</b>
SNAP E-Change Deferral <b>F21</b>	SNAP E-Change Deferral <b>F54</b>
SNAP E-Change Deferral <b>F22</b>	SNAP E-Change Deferral <b>F79</b>
SNAP E-Change Deferral <b>F28</b>	SNAP E-Change Deferral <b>F99</b>

# SNAP POS Release Notes

Changes for Access HRA (AHRA) Release 5.0.1 in March 2019



### 3. SNAP Online Closing Requests

SNAP participants can submit online requests to close their SNAP case via AHRA.

#### Rules for SNAP online closing request

This new process incorporates rules to check if the participant can request changes online or not, and if eligible, allow the client to submit the closing request:

- SNAP case must be AC in WMS;
- No pending action, error correction or approval for **SNAP Change Case Data**;
- No pending SNAP Recertification or Periodic Mailer; and
- No Client Case Update submitted online on the same day

#### Submission of online change request

When an online closing request is submitted, a **SNAP E-Close Case** activity is recorded in the case history and a **SNAP Change Case Data** activity is loaded to a new **SNAP E-Close** queue at the responsible home center.

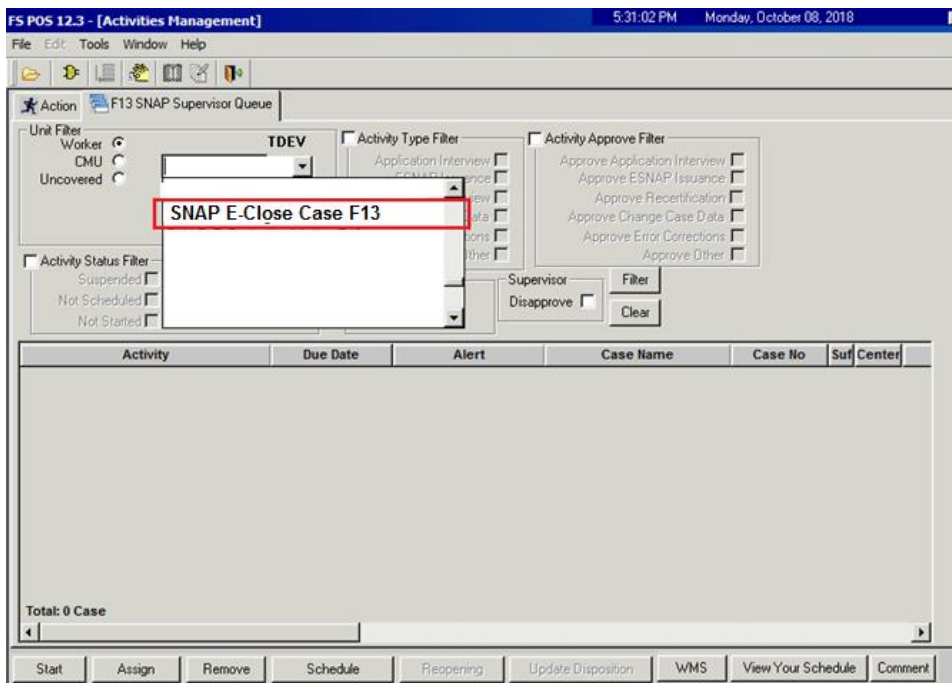
#### SNAP E-Change Queues

The following queues were added:

Queue Name	Queue Name
SNAP E-Close F02	SNAP E-Close F40
SNAP E-Close F13	SNAP E-Close F45
SNAP E-Close F14	SNAP E-Close F46
SNAP E-Close F19	SNAP E-Close F53
SNAP E-Close F21	SNAP E-Close F54
SNAP E-Close F22	SNAP E-Close F79
SNAP E-Close F28	SNAP E-Close F99

# SNAP POS Release Notes

Changes for Access HRA (AHRA) Release 5.0.1 in March 2019



## Supervisory Assignment

The Supervisor assigns the **SNAP Change Case Data** to an ES for processing of the closing.

## Processing by ES in Classic POS

The case opens in **Classic POS**, with the **Request to Close Case** checkbox selected in the **Changes to Active SNAP Case** window. This enables the shortened flow to process the closing.

**Instructions**

This activity will allow you to indicate what changes must be made to the active case. First, select the source of the changes. Then, select the changes that are needed on the case by clicking on the appropriate checkbox(es) below. You may click on as many changes as necessary. Then, click the Next button. The windows needed to make the changes will appear according to the selected checkbox(es).

Please select the changes needed below: Source of Change(s): E-Change

Documents Submitted?  Yes  No

Changes?  Yes  No

**Household Composition:**

Add a Person to the Case  Remove a Person from the Case

**Changes:**

Address, Telephone Number and/or Authorized Representative  Landlord Information

Rent, Mortgage, Shelter or Utility Expenses  Demographics, Citizenship or Alien Status

Income  Resources

Close the Case  Re-Open the Case (Closing is not related to recertification)

Other

**Benefits and Forms:**

Issue Skipped Assistance or Other SNAP Benefits

Prepare Forms

Next Previous

# SNAP POS Release Notes

## Changes for Access HRA (AHRA) Release 5.0.1 in March 2019

### Case Comments

A detailed case comment is inserted with the following format:

- Client requested closing of their SNAP case via Access HRA on [Submitted Date and Time] Confirmation No [Confirmation Number] Reason [Close Case Reason]

Example of auto-comment: "Client requested closing of their SNAP case via Access HRA on 4/2/2019 4:00 PM Confirmation ABC12345 Reason M90"

The closing reason in the **Case Comments** is selected by the participant on AHRA:

- **E61** – Not a Resident of New York City
- **E63** – Not a Resident of State
- **M90** – Client Request - Written or Verbal In Person

The Worker must review the case comment and select the reason from the **Case Comments** in the POS TAD (Turnaround Document).

## 4. Routing Updates

SNAP participants that go to the SNAP center to submit a **SNAP Case Change** request are routed to a PC Bank after the implementation of AHRA release 5.0.1. A new queue named **NCA Change PC** was created for the Model Office.

To route the participants appropriately, when a participant selects the **Report a Change** button, they receive a new NCA Change PC ticket instead of a CSIC General ticket. A new ticket type beginning with the letter FE was created. If the participant requests to see a Worker or if the change requires a Worker to complete the request, the PC Bank Facilitator routes the ticket from **NCA Change PC** to **CSIC NCA General**.

# SNAP POS Release Notes

## Changes for Access HRA (AHRA) Release 5.0.1 in March 2019

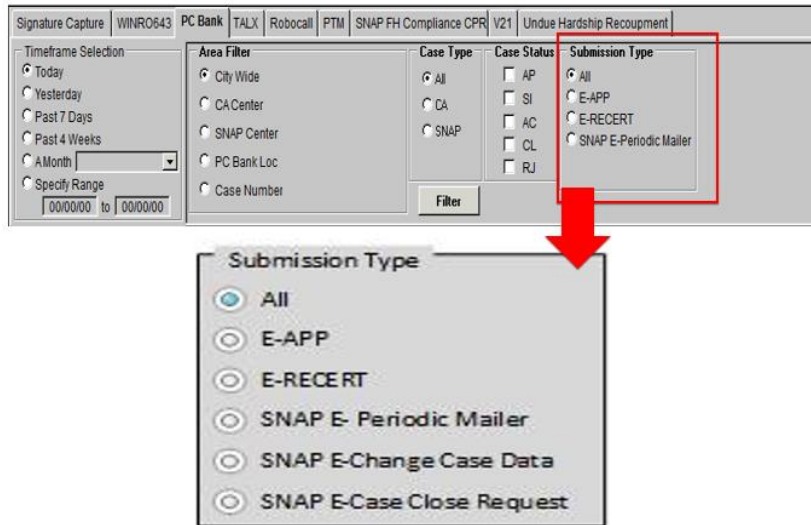
When a **SNAP E-Change** or **E-Close** request is submitted via Access HRA, a new appointment type of **SNAP Change Case Request via Access HRA** appears in the Model Office tables. This new appointment type is routed to **CSIC NCA Document Return**.

### 5. Reporting Updates

The PC Bank and AHRA-CBO reports were updated to add two new submission types:

- SNAP E-Change Case Data
- SNAP E-Case Closing Request

#### PC Bank Report Submission Filter



#### AHRA-CBO Activity Filter

