



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #15-07-OPE

(This Policy Directive Replaces PD #09-26-OPE)

REVISIONS TO THE MAIL APPLICATION REFERRAL UNIT (MARU)

Date: March 31, 2015	Subtopic(s): SNAP Applications
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AUDIENCE The instructions in this policy directive are for staff in all Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers. They are informational for all other staff.

REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised as follows:

- To introduce the new features for NCA SNAP applications submitted electronically via ACCESS NYC, including automatic application registration in the Welfare Management System (WMS) and screening for expedited SNAP benefit processing;
- To include the process used by MARU Workers to register NCA SNAP applications submitted electronically (E-App) via ACCESS NYC that fail the automatic application registration in WMS;
- All references to the Food Stamp (FS) Program have been changed to the Supplemental Nutrition Assistance Program (SNAP);
- All references to the Change Center have been changed to the Telephone Interview Processing Services (TIPS);
- The SNAP Documentation Guide ([W-129G](#)) must be mailed to all applicants submitting an application to MARU instead of the Eligibility Factors and Suggested Documentation Guide ([W-119D](#));
- The name of the Non Cash Assistance (NCA) Food Stamp Supervisor’s Assignment of Cases ([W-119B](#)) has been changed to the Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Supervisor’s Assignment of Cases ([W-119B](#)) and the location identifier of Food Stamp Center was changed to SNAP Center; and

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send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

- The Incomplete Supplemental Nutrition Assistance Program (SNAP) Application Form (**W-901K**) and the Supplemental Nutrition Assistance Program (SNAP) Pending Applications Control (**W-706B**) have been revised to remove the note regarding the name change of the Food Stamp Program to the Supplemental Nutrition Assistance Program (SNAP).
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POLICY

All individuals have the right to either request a Supplemental Nutrition Assistance Program (SNAP) application in-person or request that a SNAP application be sent to them by mail. SNAP applications may be submitted by mail, fax (including Right fax), in-person, electronically, or through an authorized representative. A SNAP application will be considered as filed if it meets the minimum requirement of containing at least the applicant's name, address (if they have one), and signature (on either page **1** or page **5** of the SNAP application).

The date that a SNAP application meeting the minimum requirement is received by the appropriate Center is considered the SNAP filing date. SNAP applications received by mail or fax that do not meet the minimum requirement must be mailed back to the applicant immediately.

BACKGROUND

Revised information.

On April 27, 2009, the Family Independence Administration (FIA) established MARU to centralize the receipt of all mailed and faxed Supplemental Nutrition Assistance Program (SNAP) Application/Recertification ([LDSS-4826](#)) forms. For the purposes of this document, all references to a paper application shall refer to SNAP initial applications received via mail, fax, and Right Fax.

Special business reply envelopes (**W-90A**) addressed to MARU facilitate the centralized receipt of all mailed SNAP applications. SNAP applications with business reply envelopes are available in all:

- NCA SNAP Centers;
- Application Kits mailed by the Human Resources Administration (HRA)'s Infoline;
- Nutrition Outreach and Education Program (NOEP) locations; and
- Community Based Organizations (CBO) that perform SNAP outreach.

MARU staff date stamp the received SNAP applications that meet the minimum requirement for filing a SNAP application, complete the intake process by remotely accessing the appropriate SNAP Home Center using the Paperless Office System (POS), and schedule the initial eligibility interviews with the appropriate TIPS location or SNAP Home Center.

MARU staff members are also responsible for ensuring that SNAP applications are properly signed. SNAP applications that do not contain a signature on either page 1 or page 5 of the application are considered unsigned and, therefore, do not meet the minimum requirement for filing a SNAP application. Unsigned SNAP applications must be returned to the applicant immediately.

FIA uses the Incomplete Supplemental Nutrition Assistance Program (SNAP) Application Form (**W-901K**) to notify applicants that they have submitted an unsigned SNAP application. Form **W-901K** informs applicants to sign page 5 of the SNAP application and mail it back immediately in the enclosed business reply envelope.

New information.

Since November 30, 2010, New York City residents have been able to electronically submit applications for SNAP benefits using ACCESS NYC. The SNAP electronic application (E-App) is submitted by the applicant to the Human Resources Administration (HRA). The filing date for faxed and electronic applications that are submitted after HRA's business hours is the following business day. Electronic applications have a filing date automatically generated on the electronic form. HRA's Management Information Systems (MIS) use the information on the E-App to pre-fill the **SNAP E-application Submission** activity in the POS central office database. When E-App submissions first began, the MARU Workers were tasked with completing the **SNAP E-application Submission** activity in POS.

ACCESS NYC re-launch.

In April 2015, ACCESS NYC will be re-launched with new features for the initial SNAP application including enhanced business rules for E-Apps and the ability to electronically submit the SNAP recertification application. The ACCESS NYC software has been programmed with business rules to perform the screening for expedited SNAP processing based on the information provided by the applicant in their E-App.

On March 16, 2015, POS began to automatically register E-Apps in WMS prior to the start of the **SNAP E-application Submission** activity by the MARU Worker. E-Apps that are not successfully registered in WMS must be registered by the MARU Workers.

Auto assignment process for E-Apps that are successfully registered in WMS.

The E-Apps that are successfully registered in WMS are transferred by POS into the **MARU E-Apps** queue. The POS auto-assignment process then transfers the E-App from the **MARU E-Apps** queue to the **SNAP Eligibility Specialist** queue for the MARU Worker to perform the **SNAP E-application Submission** activity.

The MARU Worker must always work on the oldest case first. To ensure that the oldest case is worked on, the MARU Worker clicks on the **Due Date** column header to sort the case from oldest to newest.

Note: Do not click on the **Case No** column header to sort the **SNAP E-application Submission** activities.

The auto assignment process runs from 8:00 AM to 4:00 PM. When the auto-assignment process stops at 4:00 PM, all new E-Apps are assigned by POS to the **MARU E-Apps** queue. The MARU Supervisor is responsible for assigning the cases from the **MARU E-Apps** queue to the available MARU Workers and/or from a MARU Worker's **SNAP Eligibility Specialist** queue to the **MARU E-Apps** queue.

The E-Apps that are received overnight, and are successfully registered in WMS, are assigned to the **MARU E-Apps** queue and then auto-assigned by POS each day, before 8:00 AM, to the available **SNAP Eligibility Specialist** queues.

Refer to [PB #14-50-SYS](#) (Attachment A, item #12).

The **SNAP E-application Submission** activities are assigned from the **MARU E-Apps** queue as follows:

- POS retrieves all MARU Workers that are scheduled to work for that day;
- POS sorts the list of the MARU Workers based on their scheduled report time;

Note: If the MARU Worker's scheduled arrival and departure times are not indicated in the **Schedule** field of the **Worker Schedule Assignment** window, POS assumes a default work schedule of 9:00 AM to 5:00 PM.

- POS assigns the **SNAP E-application Submission** activities from the **MARU E-Apps** queue using a round robin process.

At the end of the business day, the MARU Supervisor re-assigns all cases that were not started by the MARU Workers to the **MARU E-Apps** queue, to be included in the next morning's auto assignment process.

Manual assignment of E-Apps that are not successfully registered in WMS.

The E-Apps that are not successfully registered in WMS are transferred by POS to the **MARU E-Apps Exception** queue and must be manually assigned by a MARU Supervisor to a MARU Worker's **SNAP Eligibility Specialist** queue.

REQUIRED ACTION

Workers at NCA SNAP Centers and HRA's Infoline must send SNAP applications by mail upon request. When mailing SNAP application kits, Workers must be sure to include the **W-90A** business reply envelope addressed to:

Division of Supplemental Nutrition Assistance Program Services
 Mail Application & Referral Unit (MARU)
 P.O. Box 24510
 Brooklyn, NY 11201

Revised information.

SNAP applicants must be informed that they may apply electronically using ACCESS NYC at www.nyc.gov/accessnyc, in person at an NCA SNAP Center, by faxing their application to MARU at (718) 834-3296/3299 or (917) 639-1111, or by mailing the application in the business reply envelope provided for them.

Electronic Application (E-App) Processes

All E-App submissions require an interview with the applicant or authorized representative to establish eligibility for SNAP benefits. The process used by the MARU Worker varies based on whether the automatic application registration in WMS was successful or not successful.

Automatic Application Registration Successful

E-App automatic application registration successful.

If the automatic application registration of an E-App is successful in WMS, the MARU Worker is responsible for scheduling the initial telephone/in-person eligibility interview by completing the **SNAP E-application Submission** activity for the cases assigned to his/her **SNAP Eligibility Specialist** queue in POS. Applications that were successfully registered display a WMS application registration (app-reg) number in the **Case No** field of the **SNAP Eligibility Specialist** queue. The WMS app-reg number consists of nine numbers followed by one letter (for example 012345678A).

Refer to **Attachment A**. For detailed instructions refer to How to Process an Electronic Application (E-App) for Supplemental Nutrition Assistance Program (SNAP) Benefits (**Attachment A**).

The MARU Worker must:

- Click on the **Due Date** column header to sort his/her queue;
- Select the activity in his/her queue with the oldest due date and click the **Start** button;
- Click the **Appointment Scheduler** button on the **Center Selection** window;

Appointment Scheduler.

- Complete the following actions when POS opens the **Appointment Scheduler**:
 - Click the **Next** button on the **Working Families Hardship Waiver** and **Expedited Processing Pre-Screening** windows;

LDSS-3938 NYC is saved to the **HRA OneViewer**.

Note: The SNAP Application Expedited Processing Summary Sheet – NYC (**LDSS-3938 NYC**) is saved to the **HRA OneViewer** when the Worker clicks the **Next** button on the **Expedited Processing Pre-Screening** window.

- Review the information in the bottom section of the **Appointment Scheduling** window, including:
 - Best Available Times;
 - Preferred Contact Number;
 - SNAP File Date; and
 - Preferred Language for Speaking

Note: If the applicant indicates that s/he is home bound or that a home visit is needed, refer to [PB #15-31-OPE](#) for the instructions on scheduling the initial eligibility interview.

- Select an appointment time for the initial telephone/in-person eligibility interview based on the determination for expedited SNAP processing and the applicant's stated best available time;
 - If the applicant is eligible for expedited SNAP processing, the appointment must be scheduled within two calendar days (48 hours) from the application file date.

- If the applicant is not eligible for expedited SNAP processing, the appointment must be scheduled within five calendar days from the application file date.

- Call the applicant to confirm the appointment date and time for the initial telephone/in-person eligibility interview, which will be conducted by a TIPS/Home Center Worker;
- Click on the **Case Comment** button;
- Enter a detailed case comment to document the contact with the applicant and then click the **OK** button;
- Click the **Next** button on the **Appointment Scheduling** window;
- Verify that the interview appointment date and time that was selected is displayed on the **Appointment Confirmation** window; and

Note: If a contact number was not provided by the applicant, an in-person eligibility interview must be scheduled. The MARU Worker must use the **Previous** button to navigate to the **Working Families Hardship Waiver** window; select the **No** radio button for the question “*Does the applicant want to conduct their interview by telephone?*” and then use the **Next** button to navigate to the **Appointment Scheduling** window to book an in-person eligibility interview.

- Click the **Schedule the Appointment** button.

After the appointment is successfully scheduled, POS returns the MARU Worker to the **SNAP Eligibility Specialist** queue. The MARU Worker must repeat the actions listed above for each **SNAP E-application Submission** activity in his/her queue for which the automatic application registration was successful.

Automatic Application Registration Not Successful

E-App automatic application registration is not successful.

If the automatic registration of an E-App is not successful in WMS, POS transfers the case to the **MARU E-Apps Exception** queue. The MARU Supervisor then manually assigns the E-Apps to the MARU Worker’s **SNAP Eligibility Specialist** queue.

The MARU Worker will need to register the case and schedule the initial telephone/in-person eligibility interview by completing the **SNAP E-application Submission** activity for the cases that have been assigned to their **SNAP Eligibility Specialist** queue in POS. Applications that were not successfully registered display a placeholder number in the **Case No** field of the **SNAP Eligibility Specialist** queue. The placeholder number consists of twelve numbers (for example 150208012345).

Refer to **Attachment A**. For detailed instructions refer to **Attachment A**.

The MARU Worker must:

- Select the activity in his/her queue with the lowest placeholder number and click the **Start** button;
- Click the **Update H/H Comp or Address** button on the **Household Screen** window;
- Remove Social Security Numbers (SSNs) that are determined by WMS to be invalid from the **Adults in Household** and **Children in Household** windows and click the **Next** button;

Note: Enter a detailed case comment regarding each SSN that is deleted.

- Click the **Next** button on the and **Food Stamp Household Composition** window;
- Update the mailing address information provided by the applicant so that it corresponds to the POS data fields on the **Address Information** window, if necessary:

- For example, if the applicant entered an address of 216 East 112th St into ACCESS NYC, the MARU Worker must update the POS *Present Address* fields as follows:

- **St No** – 216
- **Dir** – East
- **Name** – 112th
- **Type** – Street

- Click the **Next** button on the **Address Information** window;
- Click the **Appointment Scheduler** button on the **Center Selection** window; and

Note: The **FS Center** field is pre-filled with the SNAP Home Center for the case based on the zip code of the present address or General Post Office address provided by the applicant.

- Follow the instructions that start on page 6, next to the right margin note “Appointment Scheduler” when the **Appointment Scheduler** opens.

The MARU Worker must repeat the actions listed above for each **SNAP E-application Submission** activity in his/her queue for which the automatic application registration was not successful and enter a detailed case comment regarding the actions taken.

Appointment Notices for E-App Submissions

MIS Mail Distribution is responsible for printing and mailing the Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Appointment Notice (**W-119**) and the accompanying SNAP Documentation Guide (**W-129G**) to applicants that submit the SNAP application electronically. The **W-119** informs the applicant of his/her eligibility interview appointment date and time. The **W-129G** provides suggested documentation applicants can provide to verify the SNAP eligibility factors necessary to determine the applicant’s eligibility for SNAP benefits.

The forms are electronically transmitted to MIS Mail Distribution by SNAP POS when the MARU Worker successfully schedules the initial telephone/in-person eligibility interview appointment using the **Appointment Scheduler**. The forms are mailed to the applicant on the next business day.

Paper Application Process

On a daily basis MARU Clerks must:

Revised information.

- Open and review SNAP applications to ensure that they contain the applicant’s name, address (if they have one), and a signature on either page **1** or page **5**;

Unsigned applications.

If an application is unsigned, the MARU Clerk must prepare Form **W-901K** and mail it to the applicant along with a **W-90A** business reply envelope, the original unsigned NCA SNAP application, and any accompanying documentation.

Signed applications.

If the application contains the applicant’s name, address (if they have one), and a signature on either page **1** or page **5**, the MARU Clerk must:

- Date stamp the SNAP application (this will become the SNAP filing date);

Refer to the [NCA SNAP Zip Code Guide](#).

- Maintain a log of applications using the Supplemental Nutrition Assistance Program Pending Applications Control (**W-706B**) card and annotate the SNAP application file date in the first column of form **W-706B**;
- Determine the appropriate Home Center by looking up the applicant's zip code;
- Place each SNAP application along with its accompanying documentation in a manila folder and write the applicant's Home Center number on the outside; and
- Forward all manila folders containing SNAP applications and accompanying documentation to the MARU Supervisor.

After the MARU Clerk has completed the initial processing, the MARU Group Supervisor must:

- Review the contents of each SNAP application folder;
- Prepare the Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program Supervisor's Assignment of Cases (**W-119B**) form and assign each case to a MARU Worker;
- Distribute the folder containing the SNAP applications and supporting documentation to the MARU Worker for further processing; and
- Maintain a log to monitor the number of applications assigned to each MARU Worker using the Control of Assignments/Referrals: Subject (**W-708**) form.

The MARU Worker must:

- Remotely access the SNAP Home Center indicated on the case folder using POS;
- Review the application to ensure that it has a signature on page **5**;
 - If there is no signature on page **5** of the application, the Worker must enter a case comment in POS notifying the TIPS/Home Center Worker that he/she must obtain the applicant's signature on either the Supplemental Nutrition Assistance Program Benefits Application Attestation Signature Form (**W-129B**) (for telephone eligibility interviews), or on page **5** of the SNAP application (for in-person eligibility interviews);

Note: If there is a signature on page **5** of the application but not on page **1**, the MARU Worker will continue the intake and screening process. In this situation, a case comment is not necessary.

Refer to [PD #14-13-OPE](#) for expedited SNAP processing guidelines.

- Complete the POS intake process and screen each application to determine if the household is eligible for expedited SNAP (ESNAP) processing;

Eligible for ESNAP processing:

- If there is a working telephone number on the application, the Worker must:
 - Call the applicant to schedule an initial telephone eligibility interview to be conducted by a TIPS Worker within two calendar days (48 hours) from the application file date; and
 - Document the contact in POS with a case comment;
- If there is no telephone number listed on the application or if the telephone number listed is illegible, not working, or discontinued, the Worker must:
 - Schedule an in-person eligibility interview to be conducted at the Home Center within five calendar days from the application file date;
 - Mail forms **W-119** and **W-129G** to the applicant; and
 - Annotate the reason why an interview could not be conducted within 48 hours on Part Four of the Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet ([LDSS-3938 NYC](#)).

Revised instructions.

Not Eligible for ESNAP processing:

- If there is a working telephone number on the application, the Worker must:
 - Call the applicant to schedule an initial telephone eligibility interview to be conducted by a TIPS Worker within five calendar days from the application file date; and
 - Document the contact in POS with a case comment;

Not Eligible for ESNAP processing (continued):

- If there is no telephone number listed on the application or if the telephone number listed is illegible, not working, or discontinued the Worker must:
 - Enter a case comment in POS indicating the reason why a telephone call was not possible;
 - Schedule an in-person interview at the Home Center within seven calendar days from the application file date; and
 - Mail forms **W-119** and **W-129G** to the applicant.

Revised instructions.

- Scan and index the application and all supporting documents.

Initial Eligibility Interview Process for all SNAP Application Submissions

NCA SNAP applicants must complete an application eligibility interview within thirty calendar days of their application filing date.

Initial eligibility interviews.

The TIPS and Home Center Workers must:

- Conduct all initial eligibility interviews scheduled by the MARU Workers, as follows:
 - TIPS Workers conduct telephone interviews; and
 - Home Center Workers conduct in-person interviews.

Revised information.

Note: If the applicant fails to keep his/her telephone or in-person eligibility interview appointment, the TIPS/Home Center Worker must update the **Application Log** on the day following the missed interview. SNAP POS electronically transmits the Supplemental Nutrition Assistance Program Request For Contact/Missed Interview ([LDSS-4753](#)) form to MIS Mail Distribution on the next business day. MIS mails the **LDSS-4753** to the applicant.

Refer to [PD #13-29-ELI](#) for details on processing applicants who fail to keep their initial eligibility interview.

- Check to ensure that page **5** of the SNAP application is signed. If page **5** of the application is not signed, the Worker must inform the applicant that his/her signature is required, and:

For telephone eligibility interviews:

- Advise the applicant that he/she will be receiving the Supplemental Nutrition Assistance Program Benefits Application Attestation Signature Form (**W-129B**) that must be signed and returned before an eligibility determination can be made; and
- Prepare and send form **W-129B** to the applicant along with a return envelope.

For in-person eligibility interviews:

- Have the applicant sign page **5** of the SNAP application at the initial eligibility interview.

SNAP benefits may not be issued until the applicant has signed either page **5** of the SNAP application or form **W-129B**.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no additional POS implications.

Supplemental Nutrition Assistance Program Implications

There are no additional SNAP implications.

Medicaid Implications

There are no MA implications.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Proficient (LEP) and hearing-impaired applicants and participants, staff must make sure to obtain appropriate interpreter services in accordance with [PD #14-18-OPE](#) and [PD #14-24-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

To avoid inappropriate adverse actions, process all changes of address and address corrections immediately. Ensure that the address is complete, including any “in care of” designation and the apartment number. Prior to initiating a case closing for inability to locate, the Eligibility Specialist reviews the case record documentation and the Welfare Management System (WMS) to ensure that all information corresponds.

Conferences

If an applicant comes to the NCA SNAP Center and requests a conference, the Receptionist must alert the Center Director’s designee that the applicant is to be seen. If the applicant contacts the Eligibility Specialist directly, advise the applicant to call the NCA SNAP Center Director’s designee.

In Model Offices, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the applicant to route him/her to the NCA SNAP Reception area and does not need to verbally alert the Center Director. The NCA SNAP Receptionist will alert the Center Director once the applicant is called to the NCA SNAP Reception desk.

The NCA SNAP Center Director’s designee will listen to and evaluate the applicant’s complaint regarding the SNAP case. After reviewing the documentation, case record, and discussing the issue with the Supervisor/Eligibility Specialist, the Center Director’s designee will make a decision. The NCA SNAP Center Director’s designee will decide to resolve or defend the case based on all factors and on whether the case action was done correctly, and that documents necessary to defend the action are available.

The NCA SNAP Center Director’s designee is responsible for ensuring that further appeal by the applicant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All Evidence Packets must contain a detailed case history (e.g., copies of SNAP POS “Case Comments”, History Sheet [\[W-25\]](#), copies of relevant WMS screen printouts, notices sent, and other documentation relevant to the action taken).


REFERENCES

7 CFR 273.2
[Supplemental Nutrition Assistance Program Source Book \(SNAPSB\)](#), Section 4

RELATED ITEMS

[PB #15-09-SYS](#)
[PB #15-31-OPE](#)
[PD #14-13-OPE](#)
[PD #13-29-ELI](#)
[PB #15-21-SYS](#)
[Fax Flash #15-09](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

Attachment A How to Process an Electronic Application (E-App) for Supplemental Nutrition Assistance Program (SNAP) Benefits
W-119B Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Supervisor's Assignment of Cases (Rev. 03/31/15)
W-706B Supplemental Nutrition Assistance Program (SNAP) Pending Applications Control (Rev. 03/31/15)
W-901K Incomplete Supplemental Nutrition Assistance Program Application Form (Rev. 03/31/15)
W-901K (S) Incomplete Supplemental Nutrition Assistance Program Application Form (Spanish) (Rev. 03/31/15)

Attachment A

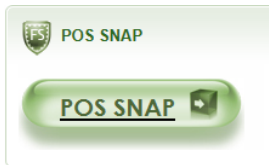
How to Process an Electronic Application (E-App) for Supplemental Nutrition Assistance Program (SNAP) Benefits

New York City (NYC) residents are able to submit electronic applications (E-Apps) for Supplemental Nutrition Assistance Program (SNAP) benefits through the ACCESS NYC website at <http://www.nyc.gov/accessnyc>. The E-Apps are electronically submitted to the Human Resources Administration (HRA) for processing by the Mail Application Referral Unit (MARU).

MARU staff complete the **SNAP E-application Submission** activity to process SNAP applications received from ACCESS NYC.

POS Login

The MARU Worker clicks on the **POS SNAP** link to log into the Paperless Office System (POS).



The MARU Worker then enters his/her user ID (first four letters of last name and last four numbers of Social Security Number) and password.



Attachment A

SNAP E-Application Submission Activity – Application Registration Successful

POS now has the ability to automatically register E-Apps in the Welfare Management System (WMS). E-Apps that are successfully registered in WMS are processed differently by the MARU Worker than E-Apps that are not successfully registered in WMS.

If the E-App automatic application registration process is successful, the MARU Worker completes a shortened version of the **SNAP E-application Submission** activity in POS, which involves only the **Appointment Scheduler**.

The shortened version of the **SNAP E-application Submission** activity includes the following windows:

- Center Selection;
- Working Families Hardship Waiver;
- Expedited Processing Pre-Screening;
- Appointment Scheduling; and
- Appointment Confirmation.

SNAP E-Application Submission Activity – Application Registration Not Successful

If the E-App automatic application registration process is not successful, the MARU Worker completes the full **SNAP E-application Submission** activity in POS. The data entered by the applicant in the ACCESS NYC website pre-fills the E-App Intake activity.

The complete version of the **SNAP E-application Submission** activity includes the following windows:

- Household Screen;
- Adults in Household;
- Children in Household;
- Food Stamp Household Composition;
- Address Information;
- Center Selection;
- Working Families Hardship Waiver;
- Expedited Processing Pre-Screening;
- Appointment Scheduling; and
- Appointment Confirmation.

Attachment A

SNAP Eligibility Specialist Queue

Each MARU Worker has an assigned **SNAP Eligibility Specialist** queue. E-Apps are placed into the queues of the MARU Workers that process E-Apps by the POS Auto-Assignment process or manually by a MARU Supervisor. The MARU Worker selects an activity from his/her queue and clicks the **Start** button to begin processing the E-App intake.

The **Case No** column displays the case number assigned to the E-App as follows:

- If the E-App is automatically registered in WMS, the assigned WMS application registration (app-reg) number appears in the **Case No** field. The WMS app-reg number consists of nine numbers followed by one letter (for example 012345678A).
- If the E- App is not automatically registered in WMS, a 12-digit placeholder number appears in the **Case No** field. The first six digits indicate the date the application was received and the last six digits indicate the POS placeholder number. For example, if a case numbers is 150208012345 the application was received on February 8, 2015 (150208) and the POS placeholder number is 012345. The oldest application has the lowest placeholder case number. The WMS app-reg number will be generated when the application is registered.

The MARU Worker must always work on the oldest case first. The MARU Worker sorts the cases, from oldest to newest, by clicking on the **Due Date** column header.

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
SNAP E-application Submission		NA		75B	1	
SNAP E-application Submission		NA		32A	1	
SNAP E-application Submission		NA		29H	1	
SNAP E-application Submission		NA		52J	1	
SNAP E-application Submission		NA		37E	1	
SNAP E-application Submission		NA		72I	1	
SNAP E-application Submission		NA		75F	1	
SNAP E-application Submission		NA		09E	1	

Attachment A

Processing the a SNAP E-application Submission activity

Household Screen window

This window contains information about the case including **Present Address**, **Suffix Information**, and **Case Member Information**.

To continue, the MARU Worker clicks the **Update H/H Comp or Address** button on the window.

The screenshot shows the 'Household Screen' window in FS POS 8.3.1. The window title is 'FS POS 8.3.1 - [Household Screen]' and the system clock shows '12:49:21 PM Tuesday, February 10, 2015'. The menu bar includes 'File', 'Edit', 'Tools', 'Window', and 'Help'. The toolbar contains various icons for navigation and editing.

The main content area is divided into several sections:

- Control Information:** District: 66, Center: E-Apps, Worker: [empty], Case Number: [empty].
- Present Address:** Fields for Street Number, Direction (Non), Name, Type, Apt #, City, State, Zip Code, and Phone.
- Suffix Information:** Radio buttons for 'Active' and 'Applying', a checked box for 'No FS IPV or Sanction Found', and 'Working Families' set to 'No'. Below this is a table of suffixes.
- Case Member Information:** A table listing case members with columns for Suffix, Ln, CIN, Name, Relation, DOB, SSN, Val, Sex, Ctnz/Ntl, CA, MA, and SNAP.

At the bottom of the window, there are three buttons: 'Next', 'Previous', and 'Update H/H Comp Or Address'.

Suff	Case Name	Cat	Stat	# AC	Stat	# AC	Monthly Rent	Actual Rent (Less Any Contributions)	PA H/H RENT	PA Level Rent
1				0		0		0		0

Suff	Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctnz/Ntl	CA	MA	SNAP
1	1								<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AP

Attachment A

Adults in Household window

This window contains information about the head of household and individuals age 18 or older. If the applicant does not enter information for the fields listed below, the following default values are pre-filled by POS to allow the registration of the case in WMS:

- **Date of birth** – 1/1/1911 is entered.
- **Sex** – F (female) is entered.
- **Ethnicity (Multi Ethnic Fields)** – **Yes** is entered for all ethnicity fields.

Note: An example of an E-App with the default values entered by POS is shown in the screen shot below.

The MARU Worker must not change the default values. When default values are used, the TIPS Interviewer conducting the telephone interview or the Home Center Interviewer conducting the in-person interview will be required to confirm and enter the correct information.

If an invalid Social Security Number (SSN) is provided for a household member, WMS will not complete the auto app-reg. The MARU Worker must delete the invalid SSN to register the case and enter a detailed case comment regarding the deletion of each SSN.

To continue, the MARU Worker clicks the **Next** button on the window.

The screenshot shows the 'Adults' form in the FS POS 9.2 application. The window title is 'FS POS 9.2 - [Adults In Household]' and the date is 'Friday, February 20, 2015'. The form is titled 'Adults' and contains the following fields and options:

- Last Name:** [Empty]
- First Name:** [Empty]
- Middle Name:** [Empty]
- Relationship:** Casehead
- Sex:** F
- Individual is a:**
 - Spouse of Casehead
 - Casehead
 - None of the above
- Applying For:**
 - MA
 - SNAP
 - None
- Suffix:** 1
- D.O.B:** 01/01/1911
- SSN:** [Empty]
- Other Name(s):** Yes No
- Marital Status:** [Empty]
- Multi Ethnic Fields:**
 - Hispanic/Latino:** Yes No
 - Asian:** Yes No
 - Native Hawaiian/Other Pacific Islander:** Yes No
 - Native American or Alaska Native:** Yes No
 - Black or African American:** Yes No
 - White:** Yes No

At the bottom of the form, there are two buttons: 'Next' and 'Previous'. The 'Next' button is highlighted in blue.

Attachment A

Children in Household window

This window contains information about children younger than 18 years of age.

If an invalid Social Security Number (SSN) is provided for a household member, WMS will not complete the auto app-reg. The MARU Worker must delete the invalid SSN to register the case and enter a detailed case comment regarding the deletion of each SSN.

To continue, the MARU Worker clicks the **Next** button on the window.

The screenshot shows a software window titled "FS POS 9.2 - [Children In Household]" with a timestamp of "11:15:41 AM Friday, February 20, 2015". The window contains a form for entering child information, titled "Children".

The form fields are organized as follows:

- Name Fields:** Last Name, First Name, Middle Name, Relationship to First Casehead (dropdown), Sex (dropdown).
- Applying For:** Radio buttons for SNAP, MA, and None.
- Affiliated Suffix:** Dropdown menu with "1" selected.
- D.O.B:** Text field with "00/00/0000" entered.
- Required for Applying Children ONLY:**
 - SSN:** Text field with "-" entered.
 - Other Name(s):** Radio buttons for Yes and No.
 - Marital Status:** Dropdown menu with "Single/Never Married" selected.
- Multi Ethnic Fields:** Radio buttons for Yes/No for:
 - Hispanic/Latino
 - Asian
 - Native Hawaiian/Other Pacific Islander
 - Native American or Alaska Native
 - Black or African American
 - White
- List Parents' Names Even If Not On Birth Certificate:**
 - Mother's - Maiden Name: (dropdown), First Name: (dropdown), Middle Name: (text field)
 - Father's - Last Name: (dropdown), First Name: (dropdown), Middle Name: (text field)

At the bottom of the form are two buttons: "Next" and "Previous".

Attachment A

Food Stamp Household Composition window

This window indicates whether the household members buy food and/or prepare meals with the casehead.

To continue, the MARU Worker clicks the **Next** button on the window.

FS POS 9.2 - [Food Stamp Household Composition] 11:16:04 AM Friday, February 20, 2015

File Edit Tools Window Help

Does this person buy food and/or prepare meals with

Casehead [] [] [] Suffix []

Suffix	First Name	Last Name	Mid	Relation	Yes/No
[]	[]	[]	[]	[]	<input checked="" type="radio"/> Yes <input type="radio"/> No

Next Previous

Attachment A

Address Information window

This window contains addresses, telephone, and Authorized Representative information.

If the applicant's entire address appears in the **Name** field, the MARU Worker must update the information to correspond with the actual POS *Present Address* fields on the **Address Information** window.

For example, if the applicant entered an address of 216 East 112th Street into ACCESS NYC, the MARU Worker must update the *Present Address* fields as follows:

- **St No** – 216
- **Dir** – East
- **Name** – 112th
- **Type** – Street

The screen shot below shows the updated information in the example above.

A default address of **99 Undomiciled, Brooklyn, NY 11201** is pre-filled on the **Address Information** window if the applicant is undomiciled and did not:

- Enter a mailing address; and
- Select a General Post Office (GPO) address.

To continue, the MARU Worker clicks the **Next** button on the window.

The screenshot shows the 'FS PDS 9.2 - [Address Information]' window. The title bar includes the time '11:18:14 AM' and the date 'Friday, February 20, 2015'. The window has a menu bar (File, Edit, Tools, Window, Help) and a toolbar with various icons. The main content area is divided into three sections: 'Present Address', 'Mailing Address', and 'E-mail Address'.
- **Present Address:** Includes a checkbox 'Is the applicant/participant undomiciled?' with 'Yes' and 'No' radio buttons. Below are fields for 'St No/Dir/Name' (216 EAST 112TH), 'Type' (Street), 'Apt #', 'City', 'State' (NY), and 'Zip Code'. There are also fields for 'Primary Phone' and 'Alternate Phone', each with 'Ext:' sub-fields, and a 'Number for Text Messaging' field.
- **Mailing Address:** Includes an 'Instructions' button, a 'Care of Name' field, and fields for 'St No/Dir/Name' ([None]), 'Type', 'Apt #', 'City', 'State', and 'Zip Code'. Below are 'Delete Mailing Address' radio buttons for 'Yes' and 'No'.
- **E-mail Address:** Includes an 'E-mail' field, a 'Verified:' checkbox with 'Yes' and 'No' radio buttons, and a 'Resend Verification:' checkbox. Below are 'Delete Email Address' radio buttons for 'Yes' and 'No'.
At the bottom of the window are two buttons: 'Next' and 'Previous'.

Attachment A

Address Information window

Continuation of the **Address Information** window.

The screenshot shows a software window titled "FS POS 9.2 - [Address Information]" with a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main area contains three sections for address information:

- Authorized Representative:** Includes a text input field for the name, a dropdown menu with "[None]" selected, and input fields for "Type", "Apt #", and "City". Below these are "State:" and "Zip Code:" input fields.
- Former Address:** Identical layout to the Authorized Representative section.
- Undomiciled Address:** Identical layout to the Authorized Representative section.

At the bottom of the window are two buttons: "Next" and "Previous".

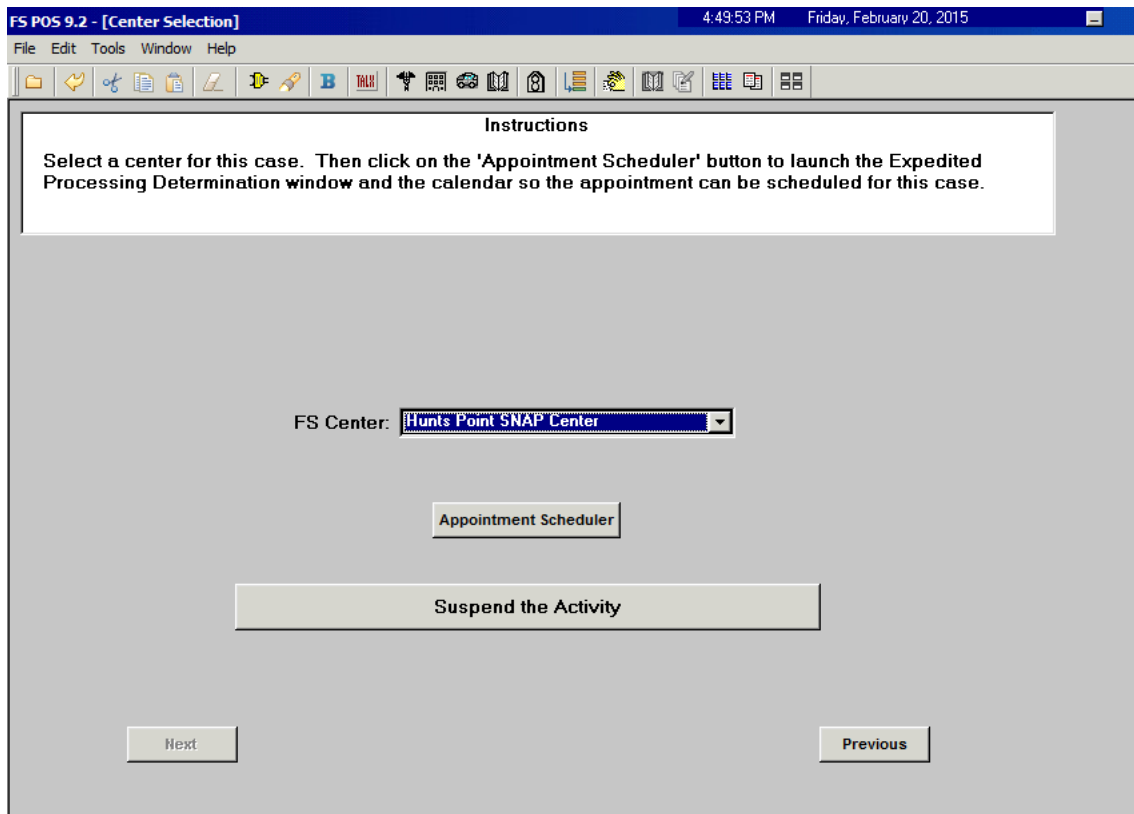
Attachment A

Center Selection window

This window is pre-filled with the SNAP center, in the **FS Center** field, for the case based on the zip code of the residential address entered or the GPO selected by the applicant on the E-App.

The outcome of the automatic app-reg process determines which of the following actions occurs when the MARU Worker clicks on the **Appointment Scheduler** button:

- If the case was successfully registered in WMS, POS launches the **Appointment Scheduler**; or
- If the case was not successfully registered in WMS, POS communicates with WMS to register the case, and then POS launches the **Appointment Scheduler**.



Attachment A

Appointment Scheduler

Working Families Hardship Waiver window

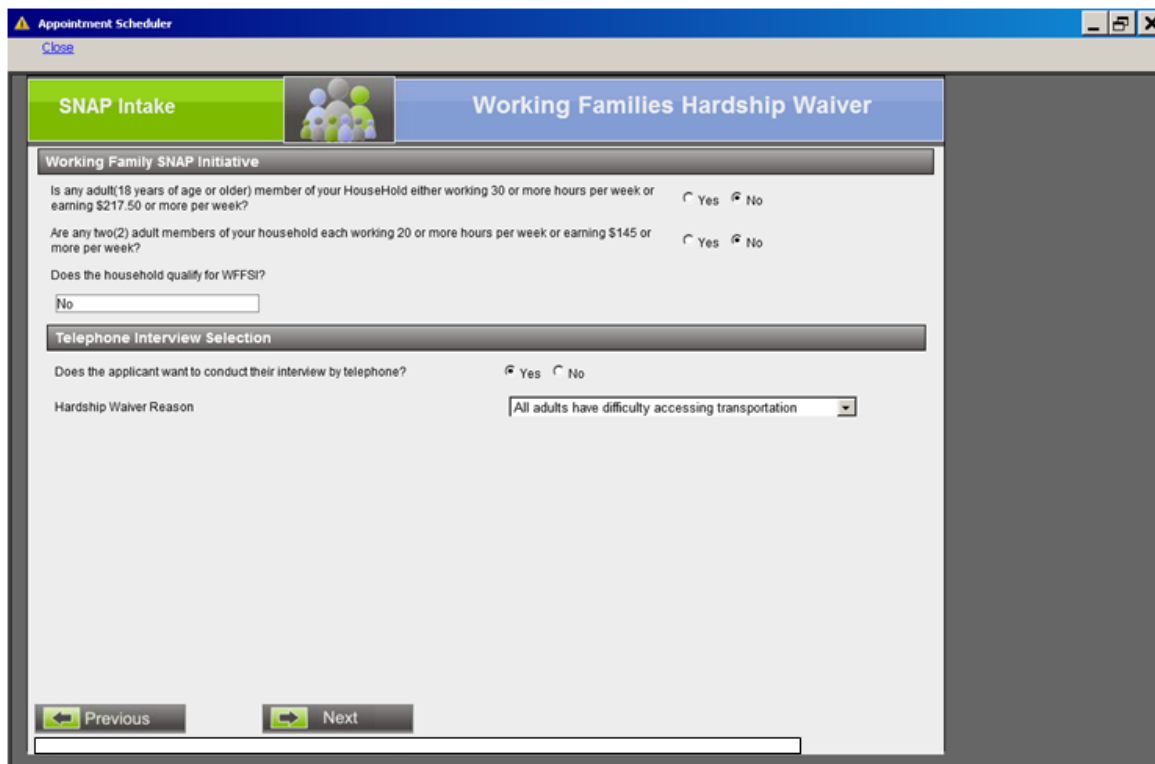
This window is pre-filled with the information entered by the applicant on the ACCESS NYC website.

If the applicant prefers an in-person interview, the question “*Does the applicant want to conduct their interview by telephone?*” will be set to **No** and the response cannot be changed.

If the applicant requested a telephone interview and did not provide a telephone number, the MARU Worker must change the **Yes** response to the question “*Does the applicant want to conduct their interview by telephone?*” to **No** so that an in-person interview can be scheduled.

Note: The MARU Worker will not know that the telephone number was not provided until s/he reaches the **Appointment Confirmation** window, at which point s/he will need to use the **Previous** button to navigate back to the **Working Families Hardship Waiver** window to change the interview type from telephone to in-person.

To continue, the MARU Worker clicks the **Next** button on the window.



The screenshot shows a web application window titled "Appointment Scheduler". The window has a blue header bar with a "Close" button. Below the header, there are two tabs: "SNAP Intake" (highlighted in green) and "Working Families Hardship Waiver" (highlighted in blue). The "Working Families Hardship Waiver" section contains the following content:

Working Family SNAP Initiative

Is any adult(18 years of age or older) member of your HouseHold either working 30 or more hours per week or earning \$217.50 or more per week? Yes No

Are any two(2) adult members of your household each working 20 or more hours per week or earning \$145 or more per week? Yes No

Does the household qualify for WFFSI?
No

Telephone Interview Selection

Does the applicant want to conduct their interview by telephone? Yes No

Hardship Waiver Reason:

At the bottom of the window, there are two buttons: "Previous" and "Next".

Attachment A

Expedited Processing Pre-Screening window

This window is pre-filled with the information entered by the applicant on the ACCESS NYC website. The Appointment Scheduler automatically connects to WMS to determine whether the household has already received SNAP benefits in the month of application.

If the expedited processing determination cannot be completed based on the information submitted by the applicant, the checkbox **Expedited Determination cannot be completed** is automatically selected.

To continue, the MARU Worker clicks the **Next** button on the window.

Note: The SNAP Application Expedited Processing Summary Sheet – NYC (LDSS-3938 NYC) is saved to the **HRA OneViewer** when the **Next** button is clicked.

The screenshot shows a web application window titled "Appointment Scheduler" with a "Close" button. The main content area is titled "Expedited Processing Pre-Screening" and contains a form with the following fields and questions:

- Expedited Processing Determination**
 - Expedited Determination cannot be completed
- Household qualifies for expedited processing? Yes No **Income \$150 or less and resources \$100 or less**
- Is the household already receiving SNAP benefits this month? Yes No
- Income for the household this month: \$
- Liquid Resources for the household: \$
- Shelter Type for the household:
- Did the household enter a domestic violence shelter this month? Yes No
- Rent/Mortgage expense for the household this month: \$
- Does the household have a Heat/Air Conditioning expense separate from rent/mortgage this month? Yes No
- Did the household receive a HEAP payment totaling greater than \$20 in the current month or in the immediately preceding 12 months? Yes No
- Does the household have a utility expense separate from rent/mortgage this month? Yes No
- Does the household pay an additional cost for use of a washer and/or dryer in their home or apartment? Yes No
- Is this a migrant/seasonal farm worker household? Yes No
- Was the only income for this household terminated before this month? Yes No
- Is the only income for this household new and will no more than \$25 gross income be received within ten days after application? Yes No

At the bottom of the form, there are two buttons: "Previous" and "Next".

Attachment A

Appointment Scheduling window

This window allows the MARU Worker to select a date and time for the initial telephone eligibility interview appointment. The bottom section of the window is pre-filled with the information submitted by the applicant on the ACCESS NYC website, including:

- Best Available Times;

Note: If the applicant did not indicate a preferred interview time, the field will display “Not found.”

- Preferred Contact Number;
- SNAP File Date;
- Preferred Language for Speaking; and
- Name.

Appointment Scheduler

Close

SNAP Intake

Appointment Scheduling

Select a Date and Time for the Interview Appointment

Schedule a Same Day Interview

Appt. Time	Tuesday 02/10/2015	Wednesday 02/11/2015	Thursday 02/12/2015	Friday 02/13/2015	Saturday 02/14/2015	Sunday 02/15/2015	Monday 02/16/2015	Tuesday 02/17/2015	Wednesday 02/18/2015
09:30 AM (09:30 AM - 01:30 PM)	-14	-11	-1	3	0	X	X	3	3
10:30 AM (10:30 AM - 02:30 PM)	-14	-7	-1	7	0	X	X	3	3
11:30 AM (11:30 AM - 03:30 PM)	-7	-7	0	1	0	X	X	3	3
12:30 PM (12:30 PM - 04:30 PM)	0	-3	0	-1	0	X	X	3	3
01:30 PM (01:30 PM - 05:30 PM)	-12	-3	2	3	0	X	X	3	3
02:30 PM (02:30 PM - 06:30 PM)	-12	-3	2	3	0	X	X	3	3
03:30 PM (03:30 PM - 07:30 PM)	-4	1	3	3	0	X	X	3	3
04:30 PM (04:30 PM - 08:30 PM)	-1	2	3	3	0	X	X	3	3

Best Available Times
The applicant indicated that the best times to call for an interview are: 12:00PM -1:00PM

SNAP File Date: February 9, 2015
Preferred Language for Speaking: English
Name: _____

Previous Next Case Comment

The MARU Worker must document his/her contact with the applicant by adding a case comment. The MARU Worker clicks the **Case Comment** button to open the **Case Comment** window (see screen shot on the following page).

Attachment A

The MARU Worker must:

- Type the case comment in the **Comments** field; and
- Click the **OK** button to close the **Case Comment** window.

Note: The case comment is saved to POS when the MARU Worker clicks the **Next** button on the **Appointment Scheduling** window.

The screenshot shows a window titled "Enter a Comment for the Appointment Case". The window has a header with "SNAP Intake" on the left and "Appointment Scheduling" on the right. Below the header, there are three input fields: "Case Number:", "Suffix:", and "CIN:". Below these fields is a large text area labeled "Comments:" containing the text "This is a sample comment for the case". At the bottom left of the text area, it says "1963 characters left". At the bottom of the window, there are two buttons: "OK" and "Cancel".

The MARU Worker is returned to the **Appointment Scheduling** window when s/he clicks the **OK** button on the **Case Comment** window.

To continue, the MARU Worker clicks the **Next** button on the **Appointment Scheduling** window.

The screenshot shows a portion of the "Appointment Scheduling" window. It includes a "Best Available Times" section with the text "The applicant indicated that the best times to call for an interview are: 12:00PM -1:00PM" and a "Preferred Contact Number:" field. To the right, it shows "SNAP File Date: February 9, 2015" and "Preferred Language for Speaking: English" with a "Name:" field. At the bottom, there are three buttons: "Previous", "Next", and "Case Comment".

Attachment A

Appointment Confirmation window

This window allows the MARU Worker to save the selected interview appointment. The MARU Worker clicks the **Schedule the Appointment** button to save the interview appointment. This action automatically sends a message to MIS Mail Distribution to print the Supplemental Nutrition Assistance Program (SNAP) Eligibility Interview Appointment Notice (**W-119**) and the accompanying Supplemental Nutrition Assistance Program (SNAP) Documentation Guide (**W-129G**). MIS Mail Distribution mails the **W-119** and **W-129G** to the applicant.

The **Appointment Scheduler** automatically returns the MARU Worker to his/her **SNAP Eligibility Specialist** queue after the interview appointment has been successfully saved to POS.

The screenshot shows a web application window titled "Appointment Scheduler" with a "Close" button in the top right corner. The main content area has a header with "SNAP Intake" on the left and "Appointment Confirmation" on the right. Below the header is a section titled "Interview Appointment Confirmation" which displays the text "Interview Appointment Will Be Scheduled For:" followed by a green box containing "11:30 AM - 03:30 PM, on Wednesday 02/11/2015". There is a checkbox for "Telephone Interview" with input fields for "Telephone Number" and "Extension". Below this is a section for "Preferred Contact Number" with input fields for "Phone Number" and "Pager/Cell". A message states: "To confirm the appointment, click on the button labeled 'Schedule the Appointment'. The SNAP Interview Appointment Notice will be printed." At the bottom, there is a "Schedule the Appointment" button and two navigation buttons labeled "Previous" and "Next".

Attachment A

MARU Supervisor Responsibilities for Assigning E-Apps to MARU Worker Queues

MARU E-Apps Queue

The MARU Supervisor is responsible for assigning cases from the **MARU E-Apps** queue when the POS auto-assignment process stops at 4:00 PM. The MARU Supervisors assign the E-Apps to the available MARU Workers and/or from a MARU Worker's **SNAP Eligibility Specialist** queue to the **MARU E-Apps** queue.

At the end of the business day, the MARU Supervisor re-assigns all cases that originated from the **MARU E-Apps** queue that were not started by the MARU Workers back to the **MARU E-Apps** queue, to be included in the next morning's auto assignment process.

MARU E-Apps Exception Queue

The MARU Supervisor is responsible for monitoring and assigning the cases from the **MARU E-Apps Exception** queue at all times. The cases in this queue are not part of the POS auto-assignment process to a MARU Worker's **SNAP Eligibility Specialist** queue.

The MARU Supervisor must always assign the oldest case first. The MARU Supervisor sorts the cases, from oldest to newest, by clicking on the **Due Date** column header.

FS POS 9.2 - [Activities Management] 4:13:07 PM Friday, February 20, 2015

File Edit Tools Window Help

Action F61 Queue

Unit Filter
Worker
CMU
Uncovered

Center F61 REP1

Activity Type Filter
 Application Interview
 ESNAP Issuance
 Recert Interview
 Change Case Data
 Error Corrections
 Other

Activity Approve Filter
 Approve Application Interview
 Approve ESNAP Issuance
 Approve Recertification
 Approve Change Case Data
 Approve Error Corrections
 Approve Other

Activity Status Filter
 Suspended Removed
 Not Scheduled Completed
 Not Started

Activity Alert Filter
 Coming Due
 Overdue

Filter Clear

Activity	Due Date	Alert	Case Name	Case No	Suf	Center
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
SNAP E-application Submission		NA			1	F29
Total:						

Start Assign Remove Schedule Reopening Update Disposition WMS View Your Schedule Comment

Attachment A

Conducting the SNAP Application Interview

Telephone interviews are conducted by the regional Telephone Interview Processing Services (TIPS), which is based on the applicant's residence address/General Post Office (GPO) zip code.

In-person interviews are conducted by staff at the applicant's Home Center, which is based on the applicant's residence address /GPO zip code.

SNAP Application Interview Log

The **E-App** field on the **Application Interview Log** window allows HRA Workers to know which applications were filed via the ACCESS NYC website. POS automatically assigns cases to TIPS Workers based on staff schedules and availability. The Agile Communication Environment (ACE) is a telephonic system that was integrated into POS to assist the telephone interview process. TIPS Workers initiate the telephone interview process directly from their queue. ACE records all contact attempts and results.

For more detailed information, refer to [PB #13-116-SYS](#).

BA Type	Center	Intake Date	Case Number	Case Name	Appt Date	Appt Time	Appt Status	CBO	Tel	EApp	Contact No
										No	
										Yes	
										Yes	
										Yes	
										Yes	
										Yes	
										No	
										Yes	
										Yes	
										No	

Attachment A

Messages for Applications with Default Values

If the applicant does not enter information for the fields listed below, the following default values are pre-filled by POS to allow the registration of the case in WMS:

- **Date of birth** – 1/1/1911 is entered;
- **Sex** – F (female) is entered; and
- **Ethnicity (Multi Ethnic Fields)** – **Yes** is entered for all ethnicity fields.

When a default value was used, a message appears when the interviewer clicks the **Next** button on the **Case Member Information** window:

- The applicant did not provide all of the required information to register the application and system defaults may have been used. Please verify the following: Date of Birth, Sex, Address, Ethnicity and Language Fields. Please make all necessary changes when the application modification is launched.

SNAP POS starts the **Application Modification** activity to allow the Worker to enter the correct date of birth, sex, address, ethnicity and/or language information.

FS POS 9.2 - [Case Member Information] 11:49:08 AM Friday, February 20, 2015

File Edit Tools Window Help

The 'Case Member Information' window lists the individuals who are currently on the case. Please ask the applicant/recipient whether anyone who lives with them is not listed in the 'Case Member Information' section.

Case Member Information

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Citizen / National	SNAP	AFIS/ST
1	1		Casehead			1	F		NA NA AP	

Household Composition

Is there anyone who lives with you who is not listed above? Yes No

Interview Disposition

Appointment Date: Appointment Time: E-App: Yes No

Failed to Keep? Yes No

Telephone Interview? Yes No Telephone Number: Extension:

Next Action: Please click the 'Next' button to continue.

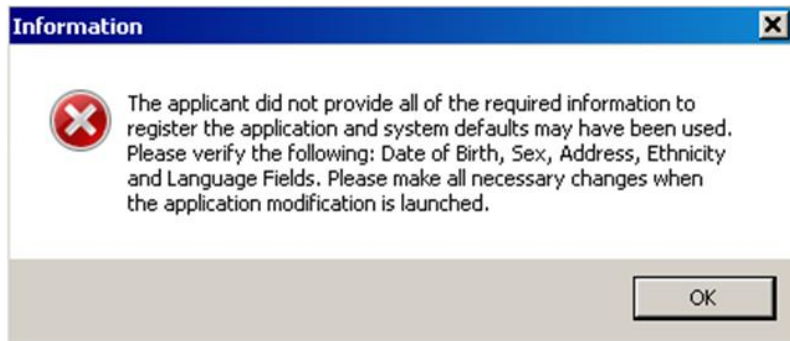
Next Previous

The system will continue to display the warning message in subsequent activities, but will not start the Application Modification activity:

Attachment A

- The applicant did not provide all of the required information to register the application and system defaults may have been used. Please verify the following: Date of Birth, Sex, Address, Ethnicity and Language Fields.

Message in Case Member Information Window



New TAD business rule for default values

When the applicant enters partial information in the ACCESS NYC websites and default values are used to allow registration of the case in WMS, a new TAD business rule in the **SNAP Application Interview** will warn the Worker and Supervisor processing the case decision to verify the date of birth, sex, ethnicity, address and language information for the case;

- **Message:** Please verify the DOB, Sex, Address and Language Info for this E-App.
- **Additional Procedure:** The applicant did not provide all of the required information to register the application and system defaults may have been used. Please verify the following: Date of Birth, Sex, Address, and Language Fields.

Attachment A

E-App Filter for Reports Generated in the POS Management Console

The E-App filter allows SNAP management to generate reports related to the **FS Tracking**, **FS Aging** and **FS Timeliness** for applications filed through the ACCESS NYC website.

FS Tracking Tab

POS Management Console - [SNAP TIPS 43 (Food Stamps F40 F45 F46)]

File Tools Window

FS Tracking

Timeframe Selection
 Today
 Yesterday
 Past 7 Days
 Past 4 Weeks
 A Month []
 Specify Range [00/00/00] to [00/00/00]

Area Filter
 Center-Wide
 CMU
 Worker
 Unit Worker
 Case

Application Detail Filter
Source
 Walk-In
 CBO Partners
 E-App
 Other

Type
 In-Person
 Phone
 Working Families
 Deferred
 Income
 Include Fair Hearing

Case Status
 Applying
 Rejection
 Acceptance
 Single Issuance
 Closed
 SEPDT
 Include
 Exclude

Display
 Data
 Summary
 Graphs

Change Center [All]

FS Aging Tab

POS Management Console - [SNAP TIPS 43 (Food Stamps F40 F45 F46)]

File Tools Window

FS Aging

Workers
 Worker
 Unit Worker
 CMU
 Center-Wide
 Case

Application Detail
Source
 Walk In
 CBO Partners
 E-App
 Other

Type
 In-person
 Phone
 Working Families
 Deferred
 Include Fair Hearing

Case Status
 Applying (AP) Single Issuance (SI)

Milestones
 All
 Range [] to [] Days Old

Display
 Summary
 By Unit Worker
 By CMU

Retrieve by:
 File Date
 Start Date

SEPDT
 Include
 Exclude

Deferral: [All]

Change Center [All]

FS Timeliness Tab

POS Management Console - [SNAP TIPS 43 (Food Stamps F40 F45 F46)]

File Tools Window

FS Timeliness

File Date Selection
 Today
 Yesterday
 Past 7 Days
 Past 4 Weeks
 A Month []
 Specify Range [00/00/00] to [00/00/00]

Workers
 Worker
 Unit Worker
 CMU
 Center-Wide
 Case

Time limits (Calendar days)
 5 Days (New York State)
 7 Days (USDA)
Cases that are not eligible for expedited processing must have a decision within 30 days after the FS file date.

Expedited Issuance on 6th or 7th day

Dummy Case #s
 Include Exclude

Case Status (leave blank for ALL)
 AC RJ CL AP SI

Report Output
 Display Data
 Display Calculation

SEPDT
 Include
 Exclude

Expedited Only
 MARU / **E-App**
 Deferred
 Include Fair Hearing

In-Center/Phone
 All
 In-Center
 Phone

Change Center [All]

Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Supervisor's Assignment of Cases

SNAP Center: _____

Date: _____

Eligibility Worker	Eligibility Worker	Eligibility Worker	Eligibility Worker	Eligibility Worker
Case Name	Case Name	Case Name	Case Name	Case Name

SAMPLE

Prepared by: _____
Signature of Supervisor

For: _____
Application/Recertification Unit

Supplemental Nutrition Assistance Program (SNAP) Pending Applications Control

"A" Group Number: _____

Group/Section: _____

Card Number: _____

Date SNAP Appl. Filed	25th Day	Case Name	Case Number	Worker's Name	Interview	30th Day	SNAP Action Control						Mail/Fax			
							Expedited	Single Issue	Deferred	Accept	Reject	Appl. Returned No Signature	RFI Only	Date Rec'd	Due Date	Decision Comments

SAMPLE

Date: _____
Case Number: _____
Case Name: _____
NCA SNAP Center: _____

Incomplete Supplemental Nutrition Assistance Program (SNAP) Application Form

On _____, we received your SNAP application and supporting documents. A review of your application indicated that it was not signed. The application process cannot begin until we receive a signed application. Please sign **page 5** of your application and immediately return it with the accompanying documents in the enclosed postage-paid envelope. We will then be able to begin the application process and conduct an eligibility interview.

SAMPLE

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Centro NCA SNAP: _____

Formulario Incompleto de Solicitud del Programa de Asistencia de Nutrición Suplementaria (SNAP)

El _____, nosotros recibimos su solicitud SNAP y documentos justificativos. Una revisión de su solicitud indicó que no fue firmada. El trámite de solicitud no puede iniciarse hasta que nosotros recibamos una solicitud firmada. Favor de firmar la **página 5** de su solicitud y devolverla de inmediato con los documentos adjuntos en el sobre con franqueo prepago. Posteriormente, nosotros podremos comenzar el trámite de solicitud y realizar una entrevista de elegibilidad.

SAMPLE