

FOR YOUR INFORMATION

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Issue 19-30

Date: 09/24/19

SIMPLE NOTICE APPLICATION: FREQUENTLY ASKED QUESTIONS

This FYI is to inform staff of a change in County Counsel personnel designated to oversee the [Simple Notice Application \(SNAP\) program](#) and address common questions about SNAP.

County Counsel SNAP Team

Attorneys Rebecca Harkness and Dylan Roy are now the County Counsel leads in addressing legal questions related to SNAP.

Rebecca Harkness, Deputy County Counsel
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AND

Dylan Roy, Deputy County Counsel
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To remain consistent with present practices, staff should direct legal/notice questions to out-stationed Regional Office County Counsel when possible. If the out-stationed County Counsel is unable to assist or there is a technical issue related to the SNAP system, a Bug Report should be submitted. Upon receipt of a Bug Report and/or email, the County Counsel SNAP team will review the issue described and respond accordingly.

County Counsel's technical team will continue to provide assistance and troubleshoot technical aspects of the SNAP program.

How to Submit a Bug Report

While logged into SNAP, click on the bug icon and provide a description of the problem. Indicate what case was being working on, what was expected to happen, and what actually happened, to help the County Counsel SNAP team assist in resolving the issue as quickly as possible.

Frequently Asked Questions

NOTE: The majority of SNAP issues relate to unsuccessfully being able to complete the notice process, which can often be traced back to mismatched information between CWS/CMS and Odyssey.

In order to avoid a mismatch scenario, social workers need to ensure that:

- The complete court case number (without "JP") is entered in the court notebook in Child Welfare Services/Case Management System (CWS/CMS);
- The name of the minor is spelled exactly the same way in CWS/CMS as it is in Odyssey; and
- Someone is identified in CWS/CMS as being related to the youth as a "mother/child (birth)."

To change incorrect information in the Odyssey system, request assistance from the County Counsel assigned to the specific case, as each courtroom handles matters differently. SNAP issues related to data mismatches should resolve within 24-48 hours after errors have been fixed.



If you have any questions regarding this release please e-mail your question to:

Policy@dcfs.lacounty.gov

(right click to open footer section and access link)

Q Can I access SNAP through any browser such as Google Chrome?

A No. SNAP was designed for use on Internet Explorer and the use of any other browser will most likely cause problems that affect functionality.

Q Why is the recommendation I want not available on the drop-down menu?

A Either a legally incorrect recommendation is being made (for example, continue family maintenance services at a WIC § 366.26 hearing), or the hearing information was not entered correctly in Odyssey. If Odyssey notes the hearing as something different than what the hearing should be, request assistance from the County Counsel assigned to the case to have the information corrected.

Q Why is the correct attorney not populating on the notices? Or, why is the attorney's name and address not populating on the notices?

A It is likely that the current attorney is new and needs his/her name and information manually added into SNAP. A missing attorney can easily be added to SNAP through a Bug Report. The attorney's name and information should appear immediately after he/she is added.

Q Why do Nonminor Dependents (NMDs) not show up in SNAP?

A This is usually related to NMDs receiving a new case number (e.g., with an "XK" or "19CCJP" prefix) once they become NMDs, or related to hearing information errors on Odyssey. Submit a Bug Report if the issue does not resolve after correctly entering the case number onto CWS/CMS; if the problems are a result of incorrect information on Odyssey, the County Counsel assigned to the case can provide assistance.

Q Why can't I do a removal order for some prisons and jails?

A Certain prisons and jails do not allow or grant removal order requests (federal custody, for example). The prison or jail could also be a new facility that has not been added to SNAP. Bug Reports should be generated for all requests regarding prisons and jails; the County Counsel SNAP team will determine if the jail or prison needs to be added.

Q Can CSWs assigned as secondary workers on CWS/CMS create notices?

A Yes. Secondary CSWs can be added to cases on SNAP for notice purposes. [FYI 19-06](#) dated 02/27/19 provides SCSWs with step-by-step instructions on how to temporarily assign CSWs on SNAP.

Q Parental rights have been terminated and the child is in Guardianship. Why does SNAP not provide a recommendation for the Guardian?

A Despite parental rights having been terminated, the recommendations always relate back to the permanent plan as it pertains to birth parents. Guardians do not have reunification/permanent plans, so they are not included and are not allotted a recommendation. The exception is when the original WIC § 300 petition is filed against a probate legal guardian, which is rare.

Q Why is my name incorrect in SNAP?

A Incorrect names and phone numbers can be corrected. Log into SNAP and click on "email address." Fields for names and phone numbers should appear. Enter the correct information in the proper fields.

Q How do I create a user account in SNAP?

A As soon as you have been assigned to cases in CWS/CMS, an account will automatically be created. You can log in using your CWS/CMS user name (not the employee number) and leave the password field blank. You will be prompted to create a new password before logging in.



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Q Does SNAP do citations?

A No. However, citations can be generated using CWS/CMS.

Q How do I add a court hearing?

A Click on the mother. Then click on the child. Click “Go to Create a New Notice” and then click the “Add a Hearing” link. Enter the required hearing information and click “Save.”

Q How long does it take for a change on CWS/CMS to show up in SNAP?

A Typically 24 – 48 hours.

Q Notices have to go out today, but the address for a party is wrong. How do I generate notices with the correct address without having to wait 24 – 48 hours for the systems to update?

A On the screen that asks to verify the addresses of the parties, click on the address of the party needing the change and type in the new address. Update the address in CWS/CMS immediately thereafter.



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