OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 23-61-SYS

SNAP POS RELEASE NOTES

Date: October 19, 2023	Subtopic(s): POS

Purpose:

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 October 23, 2023. Descriptions of the changes can be found in the SNAP POS Release Notes Version 17.3 (**Attachment A**).

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

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

Effective October 23, 2023

Attachments:

Attachment A   SNAP POS Release Notes Version 17.3

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 17.3 October 23, 2023

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Monday, October 23, 2023. These and prior Release Notes also be found on the Human Resources Administration (HRA) Intranet at http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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1. Overview of Changes

The following changes and fixes were made in this release:

- Implementation of New Business Rules on the Budget Screen to Prevent the Conversion of Cases to the New York State Nutrition Improvement Project (NYSNIP)
- Able Bodied Adults Without Dependents (ABAWD) Updates
- Streamlined Paperless Office System (SPOS) Updates for Resource File Integration (RFI) Matches Intended to Avoid **E1574**, **E1576**, and **E1696** Program Errors
- External Link Updates Opened by SPOS (Streamlined Paperless Office System)
- IVRS (Interactive Voice Response System) No Change Program Business Rule Update with SPOS
- Supplemental Nutrition Assistance Program (SNAP) Program Updates and Thrifty Food Plan
- Forms Updates

2. Implementation of New Business Rules on the Budget Screen to Prevent the Conversion of Cases to NYSNIP

To restrict cases that are currently categorized as Non-NYSNIP cases from being converted to NYSNIP cases, new business rules have been developed on the Budget screen of SPOS. This update is a result of the fact that such cases are no longer permitted to be converted to NYSNIP as the program has been transitioned to New York State Combined Application Project (NYSCAP). The following lists the new business rules implemented with this release to prevent such conversions.

For Transactions Occurring in the SNAP Recertification (FRC) or EC – SNAP Recertification (ECR) Interview for Case Center F15 where the SPOS Case Status on the Budget is SI or AC
- If any new budget is calculated where the POS shelter code is either **94**, **95**, **96**, **97**, or **98**, and if the WMS budget's Current Active Budget (CAB) shelter code is not equal to either **94**, **95**, **96**, **97**, or **98**, then the following error message will be displayed on the Budget screen:

  "Shelter code **94-98** are invalid. Please select a valid shelter type code."

- If any new budget is calculated where the POS shelter code is either **94**, **95**, **96**, or **97**, and if the WMS budget's Current Active Budget (CAB) shelter code is equal to **98** then the following error message will be displayed on the Budget screen:

  "Shelter code **94-97** are invalid. Please select a valid shelter type code."

- If any new budget is calculated where the POS shelter code is either **94**, **95**, **96**, or **97**, and if the WMS budget's Current Active Budget's (CAB) shelter code is not equal to either **94**, **95**, **96**, **97**, or **98**, then the following error message will be displayed on the Budget screen:

  "Shelter code **94-98** are invalid. Please select a valid shelter type code."

For Transactions in the SNAP Change Case Data (FCD) or EC – SNAP Change Case Data (ECC) for Case Center F15 where the SPOS Case Status on the Budget is SI or AC

- If any new budget is calculated where the POS shelter code is either **94**, **95**, **96**, **97**, or **98**, and if the WMS budget's Current Active Budget (CAB) shelter code is not equal to either **94**, **95**, **96**, **97**, or **98**, then the following warning message will display:

  "Review shelter code **94-98** for change reports and interim reports. Please update the shelter code and rent expense if known."

- If any new budget is calculated where the POS shelter code is either **94**, **95**, **96**, or **97**, and if the WMS budget's Current Active Budget (CAB) shelter code is **98**, the following <u>warning</u> message will be displayed on the Budget screen:

  "Review shelter code **94-98** for change reports and interim reports. Please update the shelter code and rent expense if known."

- If any new budget is calculated and the POS shelter code is either **94**, **95**, **96**, or **97**, and if the WMS budget's Current Active Budget (CAB) shelter code is not equal to either **94**, **95**, **96**, **97**, or **98**, then the following warning message will be displayed on the Budget screen:

  "Review shelter code **94-98** for change reports and interim reports. Please update the shelter code and rent expense if known."

3. Able Bodied Adults Without Dependents (ABAWD) Updates

ABAWD Rule Updates
- With this release, the age limit of individuals considered to be ABAWD is increased from 49 to 52.
- Individuals that are Veterans are included to the ABAWD exemption rules.
- Individuals that are in Temporary housing/Homeless situations are included to the ABAWD exemption rules.

ABAWD Script Updates
- With this release, a new "**ABAWD Script**" button will appear on the Interview Summary screen as seen below based on the following conditions:
    - The Eligibility Specialist (ES) has the role of Interviewer.
    - The applicant/participant is on the phone or present in person.
    - There is at least one SNAP individual on the case that has an ABAWD indicator of "**A**" or "**W**".
- Clicking on the button is mandated when it is displayed, except for when the Eligibility Specialist (ES) is exiting the window to return to an earlier section of the Interview or suspending the activity.

- Within the ABAWD Script pop-up, there is a checkbox for "Client was notified". Upon selection of this checkbox, the system will create a record by auto populating the following case comment:

  "Case member(s) notified of SNAP ABAWD requirements."

4. SPOS Updates for Resource File Integration (RFI) Matches Intended to Avoid E1574, E1576, and E1696 Program Errors
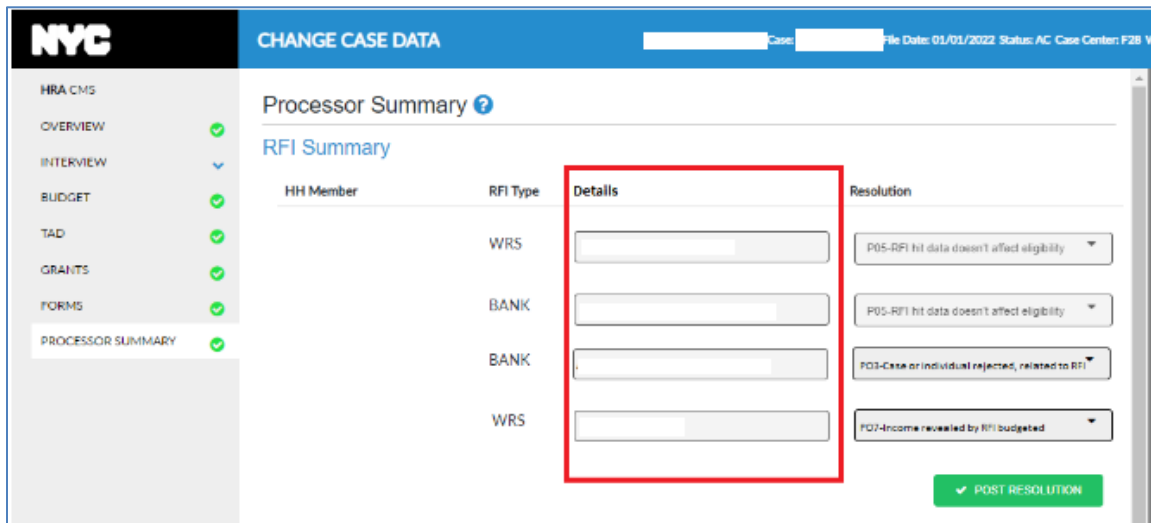
Interviewer Mode Updates for RFI Matches
- The interviewer will be displayed with the following warning messages in the attempt to proceed with the interview without applying the needed resolution for each type of RFI match.

RFI Match Type	SPOS Interview Interface	Warning Displayed
WRS	Income	Please provide the needed resolution for available RFI matches.
NEW HIRES	Income	Please provide the needed resolution for available RFI matches.
UIB	Income	Please provide the needed resolution for available RFI matches.
SSA	Individual Detail	Please provide the needed resolution for available RFI matches.
BANK	Resource	Please provide the needed resolution for available RFI matches.

- There can be multiple instances of the same RFI match for an Individual. All available RFI matches in WMS should be displayed on the appropriate SPOS screen.
- The error messages are applicable for cases going to "**AC**" (Active) or remaining in "**AC**". For all other case statuses, the error messages will not be displayed.

Processor Mode Updates for RFI Matches
- With this release, a new **Details** column is introduced to the Processor Summary screen's RFI Summary section, showing the details of all available RFI Type matches as seen below.

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- All available RFI Type matches will be displayed with its respective details as read-only, within the Details column. For example:
    - If the RFI Type is **BANK** then the data to be displayed should be in the format: Bank Name-Account Number (For Example: JP Morgan Chase-599007777)
    - If the RFI Type is **WRS** then the data to be displayed should be in the format: Employer Name (For Example: JP Morgan Chase).
        - **NOTE:** For WRS Matches, matches from the last quarter should be displayed on the front end.
- If there are multiple RFI Type matches of the same category (for example BANK), all those matches will be displayed to the processor to be resolved accordingly (a row for each Match). This is an enhancement feature intended to avoid the **E1696** (UNRESOLVED BANK MATCH DATA EXISTS) error.
- When the "**SUBMIT**" button is selected, this should trigger the needed procedure to run and retrieve any unresolved RFI matches from WMS and if any are present in WMS, it will get displayed within the RFI Summary section. This is an enhancement feature intended to avoid the **E1576** (UNRESOLVED WTPY DATA EXISTS) error and/or **E1574** (UNRESOLVED WRS DATA EXISTS).
    - **NOTE:** If all available RFI matches have been resolved and there are no unresolved RFI matches from WMS, selecting the SUBMIT button will result in successful transmission.
- The "Post Resolution" button will be enabled only if a selection is made within the RFI Summary section. If no selections are made, this button will be disabled.
- Depending on the status and activity of the case, the following message will be displayed either as a soft warning message or a hard error message in attempting to move forward with the case:

    "Please resolve all RFI Type matches for this case"

    Below describes the scenarios on when the above-mentioned message will be displayed as either a soft warning message or as a hard error message.

    Error message is displayed when:
    - Processor is going from **AP** to **AC** and RFI is not resolved in the SNAP Application Interview (FSI) activity / ESNAP Issuance (EFI) activity.
    - Processor is going from **SI** to **AC** and RFI is not resolved in the SNAP Application Interview (FSI) activity.
    - Processor is remaining in **AC** to **AC** and RFI is not resolved in the SNAP Recertification Interview (FRC) activity.

    Warning message is displayed when:
    - Processor is going from **AP** to **SI** and RFI is not resolved in the ESNAP Issuance (EFI) activity.
    - Processor is going from **AP** to **RJ** and RFI is not resolved in the SNAP Application Interview (FSI) activity / ESNAP Issuance (EFI) activity.
    - Processor is going from **AC** to **CL** and RFI is not resolved in the SNAP Recert Interview (FRC) activity / SNAP Change Case Data (FCD) activity.

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Supervisor Mode Updates for RFI Matches

- With this release, a new **Details** column is introduced to the Supervisor Summary screen's RFI Summary section, showing the details of all available RFI Type matches as seen below.

- The information displayed within the Details column for the Supervisor is read-only and is based on the entries made by the Processor on the Processor Summary page's RFI Summary section.
- System will run a procedure for the RFI look up upon opening of the approval activity by the Supervisor. If any additional RFI matches are found, then these new matches will be displayed to the Supervisor. This is aimed at avoiding program errors on the case.
- In the event there are unresolved RFI matches, and the Supervisor still proceeds to approve the RFI Summary section by selecting the approval check-box, this will result in the following message:

  "There are unresolved RFI matches on this case. Approving this case may cause errors. Please return case to the worker"

  Below describes the scenarios on when the above-mentioned message will be displayed either as a hard error message or as a soft warning message.

Error Message is displayed when:

- o Supervisor is going from **AP** to **AC** and RFI is not resolved in the Approve SNAP Application Interview (FIA) activity / Approve ESNAP Issuance (EFA) activity.
- o Supervisor is going from **SI** to **AC** and RFI is not resolved in the Approve SNAP Application Interview (FIA) activity.
- o Supervisor is remaining from **AC** to **AC** and RFI is not resolved in the Approve SNAP Recert (FRA) activity.

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<u>**Warning Message is displayed when:**</u>
- o Supervisor (approval) is going from **AP** to **SI** and RFI is not resolved in the (EFA) Approve ESNAP Issuance activity.
- o Supervisor is going from **AP** to **RJ** and RFI is not resolved in the Approve SNAP Application Interview (FIA) activity / Approve ESNAP Issuance (EFA) activity.
- o Supervisor is going from **AC** to **CL** and RFI is not resolved in the Approve SNAP Recert (FRA).

- If the Supervisor disapproves the RFI Summary section, then the "**Complete"** button will be disabled so that the case can be returned to the worker, to be corrected accordingly.

5. External Links Opened by SPOS (Streamlined Paperless Office System) Updates

SPOS External Link Updates
- Link for The Work Number eXpress Service (TALX) is updated with this release.
- Link for the Systematic Alien Verification for Entitlements (SAVE) program is updated with this release.

SPOS External Link Removed
- NYC Department of Buildings link is removed.

6. IVRS (Interactive Voice Response System) No Change Program Business Rule Update with SPOS

Currently, clients that call the IVRS No Change Program and report a 15% increase to their shelter expense receive the system generated **FIA-1146B** (Submit Proof of Your Change in Shelter Expense For Your Supplemental Nutrition Assistance Program Case!) form.

With this change, the update is on the Housing Expenses screen as seen below in the mock-up. It should display the following fields as pre-populated from what was reported via the IVRS system:

- o **Rent Expense** field should contain the updated value that the client provided via IVRS system.
    - The ES can update the value to reflect the indexed document.

- o **Frequency** field should contain the updated value that the client provided via IVRS system.
    - The ES can update the value to reflect the indexed document.

- o **Documentation** drop-down should be pre-selected to Document Pending.

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7. SNAP Program Updates and Thrifty Food Plan

The Office of Temporary and Disability Assistance (OTDA) has published the new changes for the SNAP program effective on October 1, 2023.

Thrifty Food Plan

The maximum SNAP allotment amounts will increase for all household sizes. The amounts for zero-income households are as follows:

Household Size	Max SNAP Coupon Amount (Before 10/1/2023)	Max SNAP Coupon Amount (Effective 10/1/2023)
1	281	291
2	516	535
3	740	766
4	939	973
5	1116	1155
6	1339	1386
7	1480	1532
8	1691	1751
9	1902	1970
10	2113	2189
11	2324	2408
12	2535	2627
13	2746	2846
14	2957	3065

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15	3168	3284
16	3379	3503
17	3590	3722
18	3801	3941
19	4012	4160
20	4223	4379

- Following are the changes in SNAP Standard Utility Allowance (SUA). Amounts will increase effective on October 21, 2023.

  1. SUA Level 1 will decrease from $1,002 to $992.
  2. SUA Level 2 will decrease from $395 to $391.
  3. SUA Level 3 will remain $31.
  4. SUA Level 0 (Undomiciled) homeless shelter deduction is $179.66.

- Updated New Allowance Amounts:

Allowance Type	Value after 10/01/23
heat allowance	570
utility allowance	391
telephone allowance	31
undomiciled allowance	179.66

- Updated description for the NYSNIP shelter codes:

  1. Shelter Type **94**: Household Eligible For Full SNAP SUA High Shelter Cost SNAP Shelter Amount of **$291.01** or greater
  2. Shelter Type **95**: Household Eligible For Full SNAP SUA **Low** Shelter Cost SNAP Shelter Amount of **$291.00** or less
  3. Shelter Type **96**: Household Eligible For Full SNAP SUA High Shelter Cost SNAP Shelter Amount of **$291.01** or greater
  4. Shelter Type **97**: Household Eligible For Full SNAP SUA **Low** Shelter Cost SNAP Shelter Amount of **$291.01** or less
  5. Shelter Type **98**: SUA Eligibility and Shelter Cost Unknown

- Changes to Standard deductions

The WMS budget has the following changes. POS does not have any impact on these:

Household size	Standard Deduction
1-3	$198
4	$208
5	$244
6 or more	$279

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- Changes to New Excess Shelter
  Excess Shelter Maximum: $672

October SNAP changes are published in [PD #23-09 ELI.](#)

8. Forms Updates

LDSS-3938: Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet
- It has been brought to ITS awareness that this form was not correctly getting populated with the intended values from the SPOS application. In recognition, updates were made to ensure that the correct values are getting populated from SPOS.
- This form will be generated after ESNAP Eligibility Determination is completed and submitted to WMS from SPOS.
- Multiple generation of the form is suppressed with this release.

FIA-1250: Important Information About SNAP Work Rules (General, Mandatory E&T, and ABAWD)
- Age requirement for ABAWD (Able Bodied Adults Without Dependents) is increased for each adult on the case from 50 to 52. This form has been updated to meet this requirement.

FIA-1251: Important Information About SNAP Work Rules (General and Mandatory E & T)
- Age requirement for ABAWD (Able Bodied Adults Without Dependents) is increased for each adult on the case from 50 to 52. This form has been updated to meet this requirement.

LDSS-3152: Action Taken on Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (NYC)
- With this release, the initial 6 months recertification has become obsolete and was extended to 12 months. Therefore, the dates on the form have been updated to reflect this requirement.

EBT-23: Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) Benefit
- Due to recent legislation, Congress has authorized the repayment of stolen SNAP benefits due to skimming. As a result of this legislation, Supplemental Nutrition Assistance Program (SNAP) policy have requested new pay types to better track replaced skimmed SNAP benefits. As a result, the following SNAP Single Issuance codes have been requested by OTDA:

  o **RC** - Replacement For Skimmed Electronic Benefit-SNAP-NCA