



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-14-SYS

SPOS RELEASE NOTES

Date: March 20, 2024	Subtopic(s): POS; SNAP
	<p>Purpose:</p> <p>This policy bulletin is to inform Non-Cash Assistance SNAP Center staff as well as Mailer, Match and Action Program (MMAP) staff, that the latest version of the Streamline Paperless Office System (SPOS) migrated into production on March 16, 2024. Descriptions of the changes can be found in SPOS Release Notes (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>Attachment A SPOS Release Notes</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

ATTACHMENT A

Release Description:

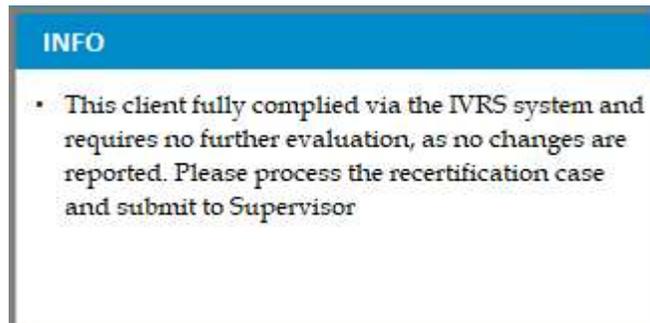
Effective Saturday 03/16/2024, fixes to reported incidents for Streamline POS were deployed as described below:

- **Trigger Recertification Activity in ANGIE for IVRS No Change Cases that Comply via IVRS 15 days before the AUTH_TO date**

- It was brought to ITS attention that cases that are eligible to use the IVRS (no-change) service based on the below mentioned preconditions, the CED is not being accepted by WMS although it is included in the current batch process from IVRS (to WMS):
 - report no changes in their circumstance in IVRS
 - complies within the 15 days before the AUTH_TO date

With this release, to account for the above mentioned issue, all IVRS (no-change) cases that comply, will trigger the SNAP Recertification Interview activity in ANGIE (TASK in ready to assign status) that is routed to the Processor. The Processor can then transmit the respective case to WMS.

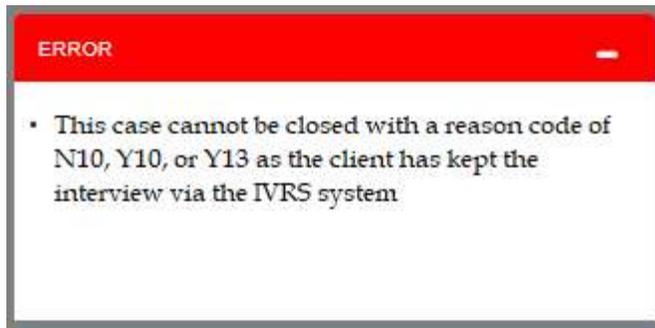
- When the Processor access the SNAP Recertification Interview case from ANGIE, the processor is displayed with the following Alert on the Overview screen of SPOS:



- These cases will go direct transmission via Selective Case Review (SCR).
- **Business Rule on TAD Screen for the Processor to Prevent Closings on IVRS No Change cases that do Report a Change**
 - An error message will be displayed on the TAD screen when attempting to use the below mentioned closing codes for the IVRS No Change cases, that has reported a change in their circumstance:
 - **N10:** Failure to Keep/Complete Appointment (Adequate)
 - **Y10:** Failure to Recertify (No Notice Required)
 - **Y13:** Failure to Keep Recertification Appointment (No Notice Required)

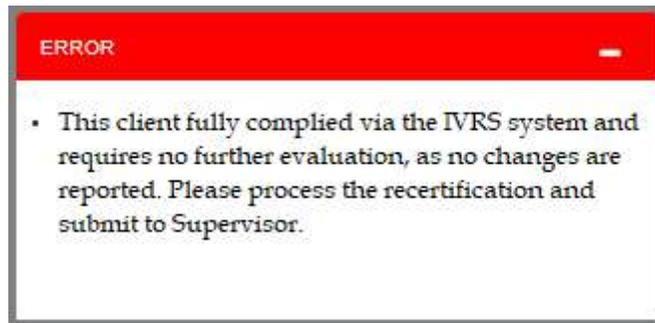
ATTACHMENT A

- The following error message will be displayed on Saving, selecting Next, or moving forward on the left navigation pane on the TAD screen:



- **Business Rule on TAD Screen for the Processor to Prevent Closings on IVRS No Change cases that do not Report a Change**

- IVRS No Change cases that do not report a change should not be closed. Therefore, changing the Suffix Case Status to “Close” will display the Processor with an error message. The following error message will be displayed on Saving, selecting Next, or moving forward on the left navigation pane on the TAD screen:



- **Recertification Interview Kept Logic Update for Interactive Voice Recognition System (IVRS)**

- The IVRS (no-change) active Cases from center **F15** will be marked as kept for the recertification interview once the below mentioned forms are submitted either in paper or electronic version
 - **LDSS-4826:** Supplemental Nutrition Assistance Program (SNAP) Application/Recertification
 - **LDSS-5166:** Application/Recertification for Supplemental Nutrition Assistance Program (SNAP) Benefits
- With this release, various SPOS Budget Errors have been updated to become more user friendly.
- Fixed issues causing the unwarranted RFI warning messages although there are no RFI's to resolve.

ATTACHMENT A

- Fixed issues causing the E1918 (NSBL06: INDIVIDUAL INCOME / NEEDS-E1918, BOTH EARNED INC CODE AND # HRS NEEDED) error when running a budget.
- With this release, in the ESNAP approval activity for ineligible cases, the Forms screen is enabled allowing the Supervisor to review the accuracy of information available on the **FIA-1146** form. This enhancement is result from the user session conducted on 8/1/2023.
- With this release, the NEXT button will be disabled when:
 - the Budget screen is loading
 - the budget calculation is running
 - any screen in SPOS is loading.

The NEXT button will be re-enabled only after the screen fully loads.

- With this release, ANGIE will allow the re-opening task for cases that have been closed with **F74** or **EZ6** closing codes.
- With this release, the review activity will also display the RFI details column.
- With this release, 9 microservices were upgraded to improve the overall performance of the SPOS system.