



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

## POLICY BULLETIN #24-28-SYS

### SNAP POS RELEASE NOTES

<b>Date:</b> June 18, 2024	<b>Subtopic(s):</b> POS
	<p>This policy bulletin is to inform Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that the latest version of the Paperless Office System (POS) migrated into production on June 17, 2024. Descriptions of the changes can be found in the SNAP POS Release Notes Version 18.2 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective Immediately</i></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b>      SNAP POS Release Notes Version 18.2</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
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# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Monday, June 17, 2024. These and prior Release Notes can also be found on the Human Resources Administration (HRA) Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

## Table of Contents

- 1. Overview of Changes .....2
- 2. Addition of Client Notifications to the Streamlined POS (SPOS) Review Case Activity .....2
- 3. New Business Rule for Auto-Saving of Client Notifications Comments .....5
- 4. New Business Rule for “Room and Board” Income Type Selection.....6
- 5. Case Center Dropdown List Update for the Activity and General Information Exchange (ANGIE) Intake ..... 7
- 6. ANGIE Update to Prevent Separate Determination Cases from getting Dished Out via "Get Next Case for Processing" and "Get Next Case for Approval" .....7
- 7. Fixed issues Causing the **E1569** (NOTICE BUDGET NUMBER REQUIRED) Program Error.....8
- 8. Fixed Issues Causing the incorrect display of the “Expedited SNAP (ESNAP) Eligibility Determination Question” on Change Case Data Activity .....8
- 9. Fixed Issues Causing the Birth Verification Indicator (**BVI**) code Transmission for SNAP cases .....8
- 10. Fixed Issues Causing the Display of **Code 16** (Single Issuance-Full Month) on the Grant screen, when the Interview is Taking Place Before the 15th of the Month.....8
- 11. Form Updates.....8

# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

## 1. Overview of Changes

The following changes and fixes were made in this release:

- Addition of Client Notifications to the Streamlined POS (SPOS) Review Case Activity
- New Business Rule for Auto-Saving of Client Notification Comments
- New Business Rule for “Room and Board” Income Type Selection.
- Case Center Dropdown List Update for the Activity and General Information Exchange (ANGIE) Intake
- ANGIE Update to Prevent Separate Determination Cases from getting Dished Out via "Get Next Case for Processing" and "Get Next Case for Approval"
- Fixed issues causing the **E1569** (NOTICE BUDGET NUMBER REQUIRED) Program Error
- Fixed Issues causing the incorrect display of the “ESNAP Eligibility Determination Question” on Change Case Data
- Fixed Issues Causing the Birth Verification Indicator (BVI) code Transmission for SNAP cases
- Fixed Issues Causing the Display of **Code 16** (Single Issuance-Full Month) on the Grant screen, when the Interview is Taking Place Before the 15th of the Month
- Form Updates

## 2. Addition of Client Notifications to the Streamlined POS (SPOS) Review Case Activity

With this release, a “Client Notifications” section is added to the long form interview view of the “Review Case” Activity in SPOS. This will allow the reviewer to see the Client Notifications that were read aloud by the respective interviewer.

### Addition of “Client Notifications” section to the long form view of the Review Case Activity

- The screen below shows the newly added “Client Notifications” section to the Review Case Activity.

The screenshot displays the 'REVIEW CASE' interface for an 'ABAWD' case. The left sidebar shows navigation options: HRA CMS, ACTIVITY HISTORY, INTERVIEW (selected), BUDGET, TAD, GRANTS, FORMS, and PROCESSOR SUMMARY. The main content area shows 'ABAWD Details' with two sections. The first section shows 'Employment Code - Reason' as '29-Parent/household member responsible for care of child under 6 in HH/Exempt' and 'ABAWD Indicator' as 'N- Non-ABAWD (Exempt from ABAWD Requirements)'. The second section shows 'Employment Code - Reason' as '28-Employed or self-employed 30 or more hours per week/Exempt' and 'ABAWD Indicator' as 'N- Non-ABAWD (Exempt from ABAWD Requirements)'. Below these sections is a 'Client Notifications' section, highlighted with a red box, containing three items: 'NON-DETERMINATION STATEMENT' (Acknowledged), 'WORK REQUIREMENTS' (Acknowledged), and 'ABAWD NOTICE' (Acknowledged). At the bottom, there is a 'Document Review' section with the text 'There is no Document review information' and 'NEXT' and 'EXIT REVIEW' buttons.

# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

- The “Non-discrimination Statement”, “Work Requirements”, and “ABAWD NOTICE” buttons are enabled on the long form interview view of the "Review Case" activity. Display of the buttons are based on the selected activity sequence (from Activity History).
- Upon selection of the respective button, the reviewer will be able to see the entire pop-up notification as seen by the worker. In addition, the reviewer can see the selection(s) (if selected) made by the worker, based on the activity sequence number that was selected, as read-only.

## Non-discrimination Statement Pop-up

**Nondiscrimination rights**

The application you completed, application instructions, HRA's SNAP website and the 'And Justice for All' poster posted in HRA's waiting rooms all contain information on your nondiscrimination rights. Discrimination against you while applying for or receiving SNAP benefits is unlawful. If you feel you have been discriminated against, you have the right to file a complaint with the USDA, NYS Office of Temporary and Disability Assistance, or with HRA directly. The contact information and instructions filing a complaint are in your application packet and HRA's SNAP website. Do you have any questions regarding your nondiscrimination rights.

Yes  No

Client was notified

[CLOSE](#)

# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

## Work Requirements Pop-up

### Work Requirements

SNAP Work Requirements

Individuals between ages 16 to 59 are subject to SNAP work requirements unless they meet one or more of the following exemptions:

- Unable to work or engage in work activities due to a medical or mental health condition;
- Responsible for the care of a child under age six living in the household, or of an incapacitated individual;
- Is a student enrolled at least half-time in a recognized school (including high school), a job skills training program, or an institution of higher education;
- Applied jointly for SSI and SNAP;
- Incapacitated or disabled and receiving SSI or SSDI;
- Regularly participating in a drug or alcohol treatment or rehabilitation;
- Is 16 or 17 years of age, and who is not the SNAP head of household;
- Has application pending for or receiving Unemployment Insurance Benefits; or,
- Employed or working 30 or more hours per week or earning at least \$217.50 weekly.

Individuals in the SNAP household who are between age 16 to 59 who are not exempt from the SNAP work requirements, must:

- Accept a job or a referral to a potential job opening;
- Provide information about an individual's employability and availability to work;
- Not voluntarily quit a job or reduce their hours of pay without good cause; and Participate in work activities as assigned by HRA

SNAP participants who refuse or fail to comply with SNAP work requirements, or voluntarily quit a job or reduce work hours, without good cause may be ineligible for SNAP benefits for the following periods:

- First instance of non-compliance: one month and until compliance;
- Second instance of non-compliance: three months and until compliance;
- Third and subsequent instances of non-compliance: six months and until compliance.

SNAP applicants who without good cause voluntarily quit a job or reduce their hours of pay are subject to the following durational sanctions:

- For the first instance of voluntary quit or reduction of work hours, 30 days and until compliance;
- For the second instance of voluntary quit or reduction of work hours, 90 days and until compliance; and
- For the third and subsequent instances of voluntary quit or reduction of work hours, 180 days and until compliance.

Individuals who have been sanctioned for failure to comply with the SNAP work requirements, can have their sanction lifted prior to the end of their durational sanction period, if the individual becomes exempt from SNAP work requirements during the sanction period.

Client was notified

[CLOSE](#)

## ABAWD Pop-up

### ABAWD SCRIPT

**ABAWD SCRIPT**

Script for Waived ABAWDs (used for all coded W or A when state-wide waiver is in effect):

You are waived from ABAWD requirements.

Script for Non-Waived ABAWDs:

Our records show that you, or someone in your household, are or might be an Able-Bodied Adult Without Dependents (ABAWD) because you are:

- between age 18 and 52;
- able to work;
- not living with someone under 18 in your SNAP household
- not pregnant
- not homeless;
- not a veteran; **AND**
- not age 24 or younger and in foster care on or after your 18th birthday.

If you are an ABAWD, you must take part in approved work activities, to receive SNAP for more than three (3) months between January 2022 through December 2024. Approved work activities are:

- Doing community service approved by HRA for the number of hours HRA assigned. **OR**
- For at least eighty (80) hours a month:
  - Working or volunteering; **OR**
  - Participating in an HRA-approved work/training activity; **OR**
  - Participating in a program under the Workforce Innovation and Opportunity Act or Trade Act; **OR**
  - Participating in any combination of the above.

If you did not meet the above requirements, without good cause, for three (3) or more months when you received SNAP benefits, you may become ineligible to receive SNAP benefits. If you become ineligible, you can receive SNAP benefits again if: (1) you met the requirement above for a 30-day period; **OR**, (2) show that you will meet those requirements within thirty (30) days of your SNAP application, and continue meeting the requirements to receive SNAP benefits.

You must tell us if your work hours go below 20 hours weekly/80 hours monthly within 10 days after the end of that month.

If you do not think you are an ABAWD, and you meet one of the criteria below, you must tell us:

- A full-time caretaker of an incapacitated person
- Pregnant
- Physically or mentally unable to work at least eighty (80) hours per month
- A regular participant in a drug addiction or alcohol treatment or rehabilitation program
- Receiving disability benefits from Veterans Affairs, or NYS Disability, or elsewhere
- Receiving Unemployment Insurance Benefits or UIB
- A student enrolled in school or training at least half-time
- Working at least thirty (30) hours per week or earning at least \$217.50 per week

We may ask you for proof.

Client was notified

[CLOSE](#)

# SNAP POS Release Notes

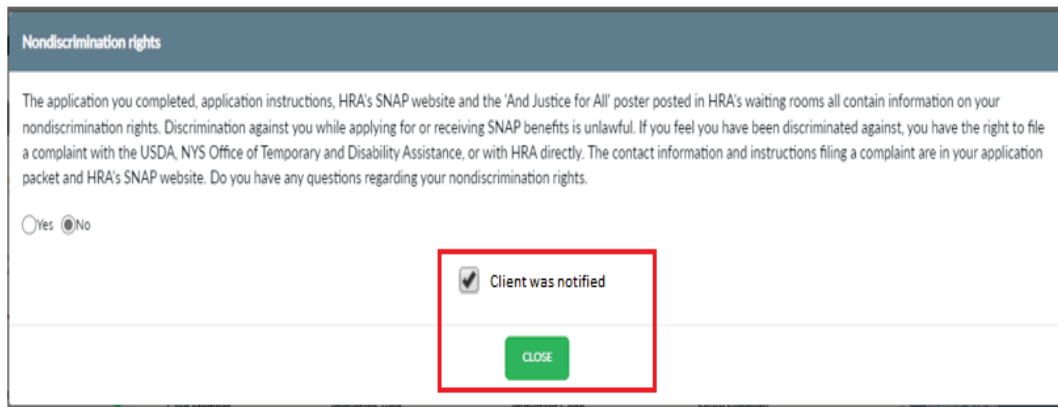
SNAP POS Version 18.2 June 17, 2024

## 3. New Business Rule for Auto-Saving of Client Notifications Comments

With this release, saving the client notifications comments for Non-Discrimination, Work Requirements, and ABAWD (Able Bodied Adults Without Dependents) no longer requires the selection of the “Post Comments” button. Instead, the respective comment will be auto saved upon selection of the “Client was notified” checkbox, within the corresponding pop-up.

### “Client was notified” checkbox added to the Non-Discrimination Pop-up

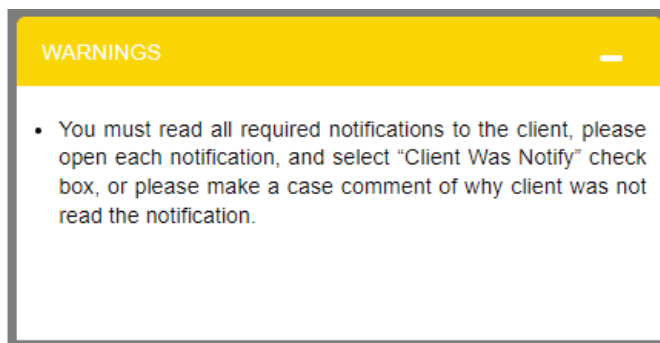
- The Non-Discrimination pop-up has been updated to include the “Client was notified” checkbox as seen below. Upon selection of the checkbox and selecting the “Close” button of the Pop-up, this will auto save the comment as “Case member(s) notified of Non Discrimination rules.”



### Warning message displayed if user selects “NEXT” (on Interview Summary screen), without selecting the “Client was notified” checkbox corresponding to the three Client Notifications pop-up

- If any of the “Client was notified” check boxes were not selected within the Non-Discrimination Statement, Work Requirements, ABAWD Notice pop-up, then the following warning message will be displayed:

“You must read all required notifications to the client, please open each notification, and select “Client Was Notify” check box, or please make a case comment of why client was not read the notification.”



# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

## 4. New Business Rule for “Room and Board” Income Type Selection.

- On the Income Details screen, when the selected Income Type is “Room and Board”, the “Income Frequency” and “Expense Frequency” fields are defaulted to “Weekly” and is read-only as seen below.

The screenshot shows the 'New Income Detail' form for 'Room and Board' income. The 'Income Type' is 'Room and Board', 'Source' is 'Client Reported', and 'Documentation' is 'Documentation...'. Under 'Details - Room and Board', the 'Income Frequency' and 'Expense Frequency' dropdowns are both set to 'Weekly' and are highlighted with red boxes. Other fields include 'Meals provided per day' (3 or More), 'Hours per frequency spent prepping room/meals' (empty), 'Name of Boarder/ Lodger' (empty), 'Amount' (\$), 'Expense Amount' (empty), 'Start Date' (mm/dd/yyyy), and 'End Date' (mm/dd/yyyy). Buttons for 'DISCARD CHANGES', 'SAVE CHANGES', 'BACK TO INTERVIEW REVIEW', and 'NEXT' are visible.

- If the worker enters more than two digits within the “Hours per frequency spent prepping room/meal”, the system should execute the following business rule (**ERROR**) as seen below:

“The “Room and Board” income amount must be collected on a weekly basis. Therefore, a value of more than 99 is not permitted within the “Hours per frequency spent prepping room/meals” field.

The screenshot shows the same 'New Income Detail' form, but with an error. The 'Hours per frequency spent prepping room/meals' field now contains the value '100' and is highlighted with a red box. An error message is displayed in a red box on the right side of the screen: "The 'Room and Board' income amount must be collected on a weekly basis. Therefore, a value of more than 99 is not permitted within the 'Hours per frequency spent prepping room/meals' field." The 'Income Frequency' and 'Expense Frequency' dropdowns remain set to 'Weekly'.

# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

- The above business rule runs upon the selection of the "SAVE CHANGES" button, "NEXT" button, or by selecting another screen from the left navigation pane.

## 5. Case Center Dropdown List Update for the Activity and General Information Exchange (ANGIE) Intake

- On the Action screen of ANGIE Intake, the Case Center dropdown has been updated to list the following options as seen below:
  - F15
  - F40
  - F61

The screenshot displays the 'SNAP RECEPTION INTAKE' form in the NYC system. The left sidebar shows navigation options: HRA CMS, HOUSEHOLD, CONTACTINFO, and ACTION (highlighted). The main form area includes fields for 'SUA Level and Amount', 'Outcome' (set to 'Eligible'), and 'Reason' (set to 'Income <= 150 and Resources <= 100'). Below these are sections for 'Work Families SNAP Initiative' and 'Interview Type'. The 'Case Center' dropdown menu is open, showing options: '--Select--', 'F15', 'F40', and 'F61'. A red box highlights this dropdown. At the bottom right, there are 'SAVE CHANGES' and 'SUSPEND ACTIVITY' buttons.

- The worker must select **F40** for the Case Center (unless worker is from center **F15** or **F61**).
- When the Intake Activity is successfully transmitted to the Welfare Management System (WMS), the selected "Case Center" value will populate within the "Responsible Center" field of WMS.

## 6. ANGIE Update to Prevent Separate Determination Cases from getting Dished Out via "Get Next Case for Processing" and "Get Next Case for Approval"

With this release, ANGIE system has been updated to identify Separate Determination cases as having the case load of SEPDT, OSD%, and MANFS. Such cases will no longer be distributed to users via "Get Next Case for Processing" and "Get Next Case for Approval" widgets.



# SNAP POS Release Notes

SNAP POS Version 18.2 June 17, 2024

## 7. Fixed issues Causing the E1569 (NOTICE BUDGET NUMBER REQUIRED) Program Error

With this release, the issues causing the **E1569** program error on cases that are applied with the **E30** (Closed for excess earned income) that are transmitted to WMS via Selective Case Review (SCR) were fixed.

## 8. Fixed Issues Causing the incorrect display of the “ESNAP Eligibility Determination Question” on Change Case Data Activity

With this release, the incorrect display of the “ESNAP Eligibility Determination Question” on Change Case Data activity was fixed.

## 9. Fixed Issues Causing the Birth Verification Indicator (BVI) code Transmission for SNAP cases

With this release, the incorrect transmission of the BVI code for SNAP cases were fixed.

## 10. Fixed Issues Causing the Display of Code 16 (Single Issuance-Full Month) on the Grant screen, when the Interview is Taking Place Before the 15th of the Month

With this release, **code 16** will no longer be displayed on the Grant screen, when the Interview date is before the 15<sup>th</sup> of the month.

## 11. Form Updates

### **EXP-76R: For Your Records: Documents We Received From You**

- This form will no longer be mailed out as paper notices for clients with an AHRA (Access HRA) account, regardless of the opt-in/opt-out option.

### **FIA-1250: (Important Information About SNAP Work Rules (General, Mandatory E&T, and ABAWD)**

### **FIA-1251: (Important Information About SNAP Work Rules (General and Mandatory E&T)**

- The **FIA-1250** and **FIA-1251** forms have been updated to identify the recipient of these forms to be between the ages of 16 (head of household) and 60 years old and having the employment codes of either **16, 20, or 27**.

### **FIA-1152D- Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview**

### **FIA-1152F-Application Interview Notice for the Supplemental Nutrition Assistance Program (SNAP) Action Required**

### **FIA-1152G-Application Interview Appointment Notice for the Supplemental Nutrition Assistance Program (SNAP)**

### **FIA-1152H- Call to Complete Your Required Interview or You will Lose Your Benefits on:**

- The templates for these forms have been updated.
- Individual Center references in the forms have been removed.
- With the exception of **S11, S15, S41 and S61**, a new logic to prefill address and Phone/RightFax for Consolidated Center **S40**, has been implemented.