OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY BULLETIN #17-65-SYS
(This Policy Bulletin Replaces PB #17-59-SYS)

SNAP POS RELEASE NOTES VERSION 11.2

Date: July 5, 2017	Subtopic(s): POS

⌨ This procedure can now be accessed on the FIAweb.

Revisions to the Original Policy Bulletin

This policy bulletin has been revised to:

- remove Closing Code **Y13** (Failure to keep Recertification Appointment)
- remove the following item regarding the Braille Notice process:

  *A new process was created to produce forms in Braille format for blind or seriously visually-impaired applicants/participants that indicated a preference Disability Accommodation Indicator Code **V4** (Braille). The forms are sent to the vendor Vanguard to generate Braille-format versions based on the notice created from POS.*

See PD #17-14-SYS
See PB #17-12-ELI

- add Case and Individual Closing Code **D00** (Died [timely]).
- open PB #17-12-ELI when clicking on the **Help** icon in the **POS Alien Other Disability** window.
- update the **EXP-76R** (Document Receipt) section by adding Traditional Chinese to the list of supported languages and changing the Document.
- replace the second and third paragraphs of Section 3 (Timeframe Update for CBO [Community Based Organization] Recertification) to read as follows:

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

The CBO enroller can complete a recertification interview with the HRA RIP Liaison on behalf of the participant until 10 days before the end of the certification period, if the participant assigns them as the authorized representative for the interview. For example, the enroller can complete the interview with the RIP Liaison until July 21 for a case that will expire on July 31. A message was added so that, from the 10 days to 2 days before the end of the certification period, enrollers are informed that the interviews must be completed via On Demand:

In the last 10 days of the certification period, CBO SNAP Recertifications can be submitted from 10 days to 2 days before the end of the certification period. As already mentioned, in the last 2 days of the certification period, an error message appears for the CBO recertification submissions must be made through ACCESS HRA or in Center.

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) has migrated into production on June 19, 2017. Descriptions of the changes can be found in SNAP POS Release Notes Version 11.2 (**Attachment A**).

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

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

Effective Immediately

Related Items:

PD #17-14-SYS
PB #17-12-ELI

🖥 Please use Print on Demand to obtain copies of forms.

Attachment:

Attachment A   SNAP POS Release Notes Version 11.2

SNAP POS Release Notes
Version 11.2 June 19, 2017

These Release Notes contain descriptions of changes in Supplemental Nutrition Assistance Program (SNAP) POS Release 11.2 scheduled for Monday, June 19, 2017. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Jose Breton**. These and prior Release Notes may also be found on the HRA Intranet at
http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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1. Updates to ABAWD (Able-Bodied Adults Without Dependents) Calendar and New WRTS Web Services

POS (Paperless Office System) was updated to retrieve ABAWD compliance and tracking information from the New York State WRTS database via web services:

- **WRTS** Screen WTRK31 FS ABAWD Tracking
- **WRTS** Screen WTRK43 FS ABAWD Override Tracking

The ABAWD calendar was updated to reflect this new data source and now includes strike information from other NYS districts. The ABAWD calendar information was previously retrieved from the New York City (NYC) ABAWD database.

The new web service calls are made when the user clicks the **ABAWD** show button on the Education/Training window or selects the **ABAWD Calendar** option in the **Tools** menu.
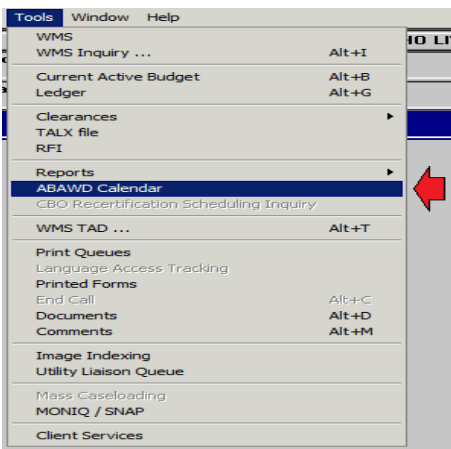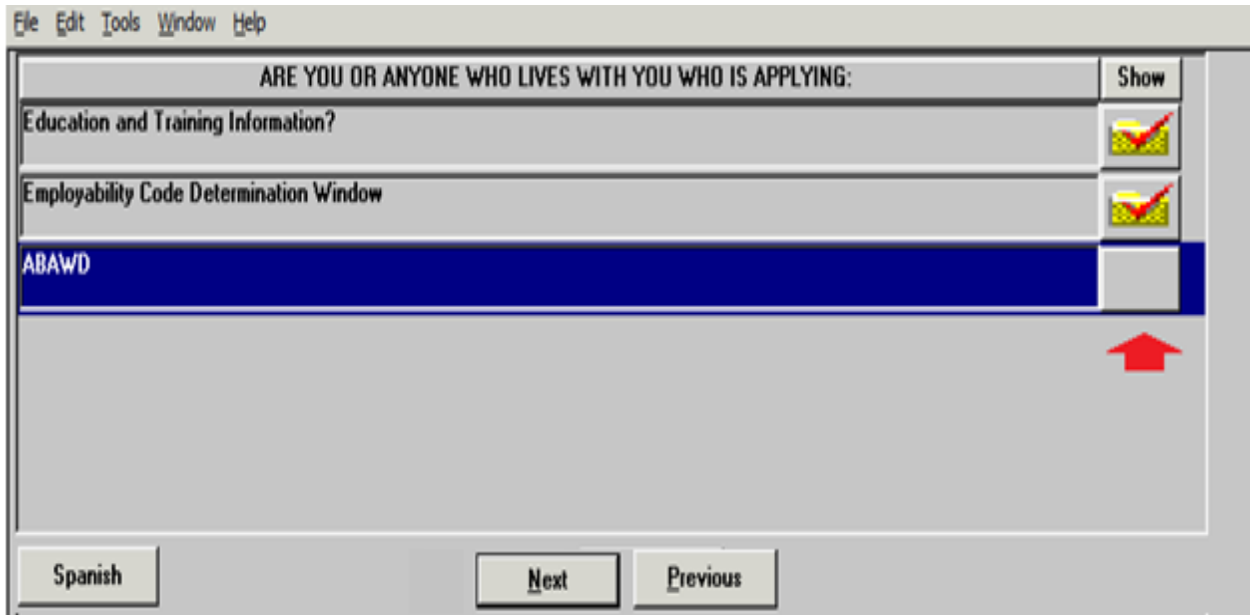
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The new calendar interface appears for each work-required individual in the case. The updated windows includes the following information:

Field	Description
Case #	WMS case number
Suffix	WMS case suffix
Name	First name, middle initial and last name of the work-required individual
CIN	WMS Client Identification Number
SSN	Social Security Number
DOB	Date of birth
Case Number	WMS case number
Suffix	WMS suffix
Status	SNAP status of individual
SNAP employment code	Employment code
District	New York State district
36 Month Start	First month of 36-month ABAWD tracking
Total Month Non-Part Count	Count of months that the individual was not in compliance, strike count
Non-Part Months	Months of noncompliance, strike months
ABAWD Re-Establishment Date	ABAWD Re-Establishment Date
District	NYS district
Month/Year	Month/Year
Employment Code	Employment Code for Month/Year
Change Date	Change Date for Month/Year

ABAWD Work Requirement Compliance Tracking Calendar

- To view the next individual's information, the JOS/Worker clicks on the Next Individual button.

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Review of Strike Information
The JOS/Worker must review any non-participating months ("strikes"). If the applicant/participant is not in compliance, the JOS/Worker must follow the ABAWD procedure for re-establishment, closing or sanction, as appropriate.

Applicant Previously Determined Ineligible Because of Non-Compliance with ABAWD
An ABAWD who was previously determined ineligible for SNAP (Supplemental Nutrition Assistance Program) benefits because of noncompliance with the ABAWD requirement may re-establish SNAP eligibility at any time by documenting that he/she has or will meet the ABAWD requirement under one of the designated methods. If the applicant does not have the documentation at the time of the interview and is otherwise eligible for SNAP benefits under the expedited processing, the documentation can be pended. The JOS/Worker must document the deferral by scanning and indexing the deferral under one of the following document types:

- Job Search Attestation Form to Re-Establish Able-Bodied Adult without Dependents (ABAWD) Eligibility
- Documentation to Re-Establish Able-Bodied Adult without Dependents (ABAWD) Eligibility

2. Re-Design of Document Receipt (EXP-76R)

The **EXP-76R** was renamed as **For Your Records: Documents We Received From You**.

The form was re-designed to use plain language for documentation returned by an applicant or participant, to group similar documents under common categories and to provide all document descriptions in the applicant/participant's language. The form includes the date that the documents were entered into the case record and lists the Infoline telephone number in case the applicant/participant has questions:

> This receipt contains a list of documents that we received for your case. If it is not a correct or complete list, please call (718) 557-1399. Otherwise no action is needed from you.
>
> The list of documents below may not be sufficient to verify certain eligibility factors. We will let you know if we need more documents.

The re-designed form is available in the following languages: Traditional Chinese, Chinese Simplified, Urdu, Bengali, English, Haitian Creole, Spanish, Arabic, Korean and Russian.

The form has 12 rows to display the received documents. If the number of received documents is more than 12, then a second **EXP-76R** is printed to list the additional documents received.

The **Document Received for** box has the names of household members for whom documents were received. If the number of members on the received document exceeds five, a new row is introduced to list the document received for the additional names.

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Document Received	Document Received for

3. Timeframe Update for CBO (Community Based Organization) Recertification

The timeframe for submission of recertifications through a CBO was extended until the second to the last day of the certification period. For example, for a participant whose case will expire on June 30, the CBO can submit the recertification until June 28. If the CBO case manager attempts to access a case in the last two days of the certification period or later, the following error message appears:

- "The client's authorization period is about to expire or has expired. This client must be interviewed by a SNAP worker at a SNAP site or via On Demand by Calling 718-SNAP-NOW. Before calling the On-Demand line, please submit the recertification application via Access - HRA."

The CBO enroller can complete a recertification interview with the HRA RIP Liaison on behalf of the participant until 10 days before the end of the certification period, if the participant assigns them as the authorized representative for the interview. For example, the enroller can complete the interview with the RIP Liaison until July 21 for a case that will expire on July 31. A message was added so that, from the 10 days to 2 days before the end of the certification period, enrollers are informed that the interviews must be completed via On Demand:

- "Upon completing the CBO recertification submission the client must be interviewed via On-Demand by calling 718-SNAP-NOW. Please select OK to proceed with the CBO SNAP Recertification activity."

In the last 10 days of the certification period, CBO SNAP Recertifications can be submitted from 10 days to 2 days before the end of the certification period. As already mentioned, in the last 2 days of the certification period, an error message appears for the CBO recertification submissions must be made through ACCESS HRA or in Center.

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4. New Disapproved Filter in Worker Queue

A new **Disapproved** option was added in the **Activity Alert** in the POS queue to allow Workers to find cases that were disapproved by the Supervisor and returned to the Worker.

5. Automated Settle in Conference (SIC) Functionality

POS was updated to send an automated SIC transaction when the Worker starts an application interview or recertification interview and a failed to keep Rejection Code **N10** (Failure to Keep/Complete Appointment) or Closing Codes **Y10** (Failure to Recertify (No Notice Required)) is pending in WMS (Welfare Management System).

If the automated SIC fails, the following error message appears:

- The automated Settle in Conference transaction has failed for this case. Please access the SNAP Settle in Conference activity to remove the failed to keep action.

This automated functionality was also added in Streamlined POS for cases started from the POS queue or through the **Choose a Case** window.

6. Documentation Selection for Income and Resource Information Retrieved from Resource File Integration (RFI) Match in Streamlined POS

Streamlined POS was updated to allow the Worker to directly record and request documentation from income and resource information received from the WMS RFI matches. This includes the following types of RFI:

- **WRS** RFI
- **New Hire** RFI
- **UIB** (Unemployment Insurance Benefits) RFI
- **Bank** RFI

The **Dispute Documentation** field appears when the Worker selects **Not Disputing or New Information** in the **Client Dispute** field in the main panel.

The Worker can select one of the following options:

- Document in hand
- Document pending
- Document seen in viewer
- Collateral contact

A document request is added on the Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) if the Worker selects **Document Pending** in the **Dispute Documentation** field or checks the **Selected documentation is insufficient** checkbox in the **Document window**.

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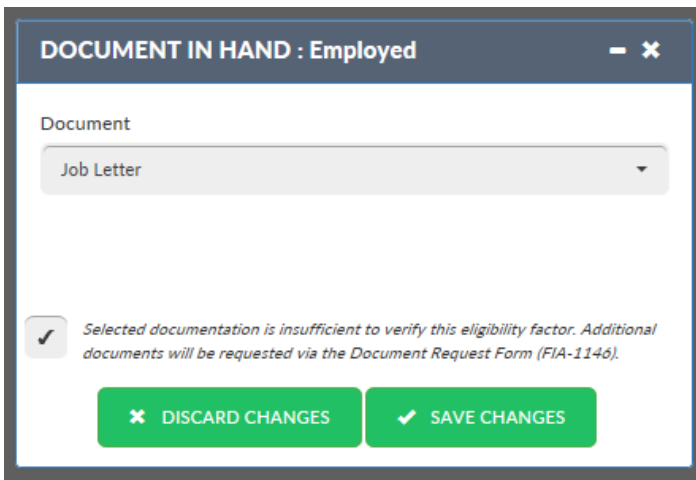**Match Resolution** section with **Client Dispute** and **Dispute Documentation** options

Document Selection window

Example: **Income Details** section with RFI match
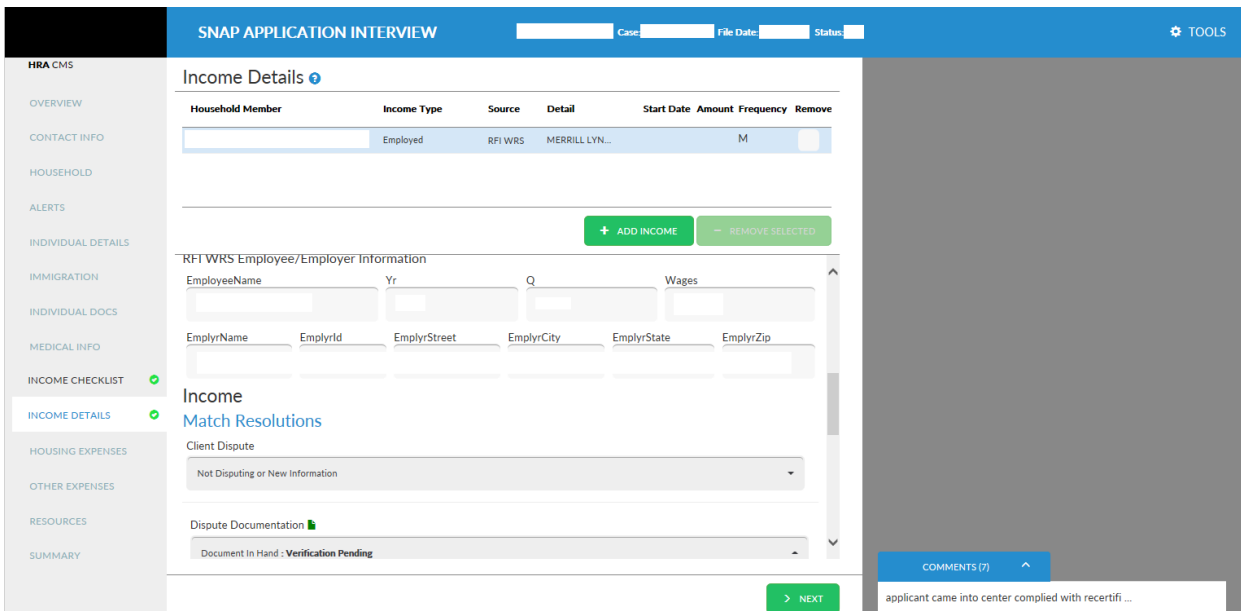
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7. New Form: FIA-1152H Call to Complete Your Required Interview

A new version of the Notice of Required Interview (**FIA-1152H**) was created under IDEAS42 initiative. This form is mailed to participants eligible for an on-demand recertification who submitted their **LDSS-4826** or online recertification, but have not completed an interview.

This notice is sent instead of the Notice of Required Interview (FIA-1152D) () for some of the participants based on randomization criteria (date of birth of the head of household) provided by FIA (Family Independence Administration).

8. WMS Release 2017.2: Transmission of Disability Accommodation Indicator (DAI) at application registration

POS and WMS were updated to allow transmission of the **DAI** values in the case registration. This information is captured in the **Communication Preferences** window.

9. WMS Release 2017.2: Mass Update of SNAP Employment Code and ABAWD Indicator

WMS developed a process to complete a mass update to correct SNAP employment codes and ABAWD indicators. POS and NYCWAY were updated to accommodate these updates.

10. WMS Release 2017.2: New Closing Code D00 (Died)

SNAP closing code **D00** was added in the POS TAD. Previously, single-person cases and individual lines for SNAP were closed with code **E95** (Died). However this code triggers an immediate closing of the case/line. OTDA added code **D00** to close cases and individual lines with a code that allows a clock down before closing.

11. Print-to-Mail Report Update

The PTM report was updated to add PTM forms implemented during the February and June 2017 POS releases.

12. Update to the In-Center Referral Activity

The **In-Center Referral Activity** in POS was updated so it no longer loads a new activity each time.

If the same selected activity that is pending in a Worker's queue or in a generic queue, it is moved from its current assigned queue to the queue of the Worker selected in the In-**Center Referral** window.

If the equivalent approval activity for the selected activity in the In-**Center Referral** window is pending in a user's queue or in a generic queue, POS displays the following error message for the user:

- **"**There is an approval activity pending for this case in the following queue: [Supervisor Name and Center ID]. The Supervisor must return the case to the Worker."

13. Reporting Database (XTRP) Merger

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The POS reporting database ("XTRP") was merged with the main POS database as part of the continued consolidation for improved performance and availability.

14. New Confirmation Message for Email Verification

When an applicant/participant provides an email address to HRA (Human Resources Administration), a verification email is sent to the client to ensure the address provided is valid and that the applicant/participant agrees to receive emails from the agency. The agency has received complaints where clients felt the current message was spam.

The following text was updated:

Confidentiality Notice:

This email communication and any attachments included were intended for use by the designated recipient named above. If you are not the intended recipient, you are hereby notified that you have received this communication in error and that any disclosure, review, reference, dissemination, distribution, or copying of it or its contents is prohibited. If you have received this communication in error, please delete it from your computer.

15. Email and Text Messaging Notifications for SNAP Recertifications

The following notifications were implemented for SNAP participants with verified email addresses and/or verified text messaging phone numbers who have opted-in for notifications:

- SNAP participants with verified email addresses that are due for re-certification and have not returned their **LDSS-4826/E-Recert** receive email notifications on 60 and 45 day intervals.
- SNAP participants with verified email addresses that are due for re-certification and have returned their **LDSS-4826** or **E-Recert**, but have not completed their interview receive email notifications on 60 and 45 day intervals.
- SNAP participants with verified text messaging phone numbers that are due for re-certification and have not returned their **LDSS-4826/E-Recert** receive email notifications on 60 and 45 day intervals.
- SNAP participants with verified text messaging phone numbers that are due for re-certification and have returned their **LDSS-4826** or **E-Recert**, but have not completed their interview receive email notifications on 60 and 45 day intervals.

16. SNAP Employment Code Rules in POS TAD

The SNAP employment code business rules in the POS TAD (Turnaround Document) were clarified to help prevent errors and to remove conflicting messages.

17. New POS Form: FIA-1162 Noncitizen Referral to the Social Security Administration (SSA) for a Social Security Number (Federal)

The **FIA-1162** form was added to the **POS Print Forms** window. This form is generated when a non-citizen on a Family Assistance (FA) or SNAP case must be referred to the SSA (Social Security Administration) to apply for a Social Security Number. When the JOS/Worker selects this form, a window appears to select the nearest SSA office. The Social Security Field (Benefit) Offices in New York City (**M-50b**) () prints with this form.

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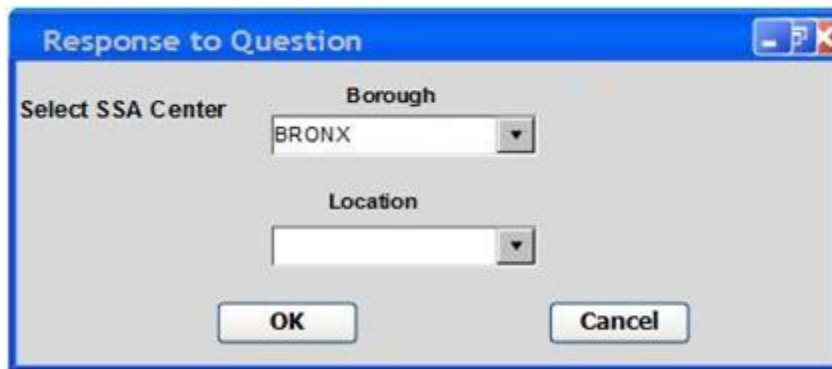
This form replaces the Noncitizen Referral to the Social Security Administration (SSA) for a Social Security Number (Federal) (SSAR-FA) (form in POS.

18. POS Synchronized Idle Timeout

POS was updated to synchronize idle session timeouts. The timeout period is 15 minutes. This timeout is synchronized for any windows opened by POS, including Information Verification Service (IVS), HRA One Viewer, Adobe Acrobat windows opened to display forms and web browsers opened directly from POS.

19. POS Synchronized Closing/Suspension of Activities

POS was updated to close any windows opened by POS, including IVS, HRA One Viewer, Adobe Acrobat windows opened to display forms and web browsers opened directly from POS.

20. Update to Location for IPV (Intentional Program Violation) Data

The location for IPV data was updated by NYS (New York State) . POS and the IBM broker services were updated accordingly.

21. Update for Office of Quality Assurance (OQA)

OQA was provided with access to the IVS portal for auditing and their address in the POS center table was updated.

22. Update for LDSS-3152 (NYC) Edits

The edits for the Actions Taken on your Supplemental Nutrition Assistance Program Case (**LDSS-3152**) (NYC) forms were updated to prevent usage of the forms for the following SNAP closing codes: Y10 (Failure To Recertify [No Notice Required]), Y29 (**Failure to Provide Verification-Expedited SNAP [No Notice])** and Y93 (**Case Number Change [No Notice Required]**).

23. Auto-Removal Update for CBO, Centralized Web Indexing and Mobile Upload Activities

POS was updated to automatically remove CBO, centralized web indexing and Mobile Upload indexing activities that are more than 60 days old.

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24. MARU (Mail Application Referral Unit) E-APP Auto Assignment Update for Default Center Selection

An update was made to default center selection on the View Assignment Screen. The Center filter was defaulted to **ALL**.

25. Updates for Contributions and Gifts/Money from Another Person)

The mapping for the income type **Money from another person** on ACCESS HRA was changed from the **Other Income** window to the **Contribution and Gifts** window in POS and Streamlined POS.

If the recurring gift or contribution comes from someone outside of the household, is not a loan and is not earmarked for living expenses, the income appears on the budget.

If the money comes from someone outside of the household, is not a loan, is earmarked for living expenses and is given directly to the household, the income appears on the budget.

If the gift or contribution is non-recurring, comes from within the household, is a loan or is paid directly to the vendor, the income is not budgeted.

26. ACCESS HRA Release 3.3

A new version of ACCESS HRA was migrated to production in June 2017. This new version includes the following changes affecting POS:

- Landlord information from POS is now submitted in the CA recertification step-up;
- Preferred name, preferred title and preferred pronoun information for the head of household is now submitted in the SNAP and CA step-ups for applications and recertifications;
- Home visit needed/homebound status information is now submitted in the SNAP and CA step-ups for recertifications;
- Recertification due notifications are now allowed on restricted CA and SNAP cases;
- Applicants/participants are now able to remove their primary and alternate telephone numbers; and
- Updates were made in the retrieval of recent documents.

27. E-Mail Notifications

E-mail notifications were sent out to applicants/participants with verified email addresses to inform them about the Earned Income Tax Credit (EITC) and the Summer Meals programs.

28. Update to FIA-1146 for Aged/Disabled Individuals

The out of pocket medical expenses deferral on **FIA-1146** was updated to include disabled Individuals, in addition to aged individuals.

29. LDSS-4826 (SNAP Application/Recertification) Signature Capture Update (5050.04)

The signature page for the **LDSS-4826** form was updated to remove one signature (Husband/Wife Signature) and one checkbox (Applicant refused to sign withdrawal or request to close case), and the signature labels were updated:

- **Applicant/Representative Signature** – page 1 to 2
- **Certification Applicant Signature (or Responsible Adult Household Member)** – page 5 to 8

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- **Certification Authorized Representative Signature** – page 5 to 8
- **Withdraw Signature/Request to Close Case Signature** –page 5 to 9

30. SNAP Fair Hearing Compliance Update for Tracking of Issuance under Different Case Number

Changes were made to the SNAP Fair Hearing (FH) Compliance process to accommodate and track cases when retroactive benefits are issued under a different case number. In situations where Fair Hearing decisions result in issuing retroactive benefits and the participant has an active CA (Cash Assistance) or SNAP case under a different case number than case number under which FH was requested, the FH Compliance Worker will issue retroactive benefits on that active case.

Two new fields were added to the **Changes to Active Case** window to capture this new information:

- Will the skipped benefits be issued under a different case number?
- Case number under which skipped benefits will be issued?

31. Updates to SNAP Recertification Reports

The following changes were made to the local and citywide SNAP Recertification reports:

- A **Yes**/**No** column was added in the reports to check if a recert case had a deferral throughout the current recert period.
- Following fields were added: **First Deferral Print Date**, **First Deferral Due Date**, **Last Deferral Print-Date** and **Last Deferral Due Date** for the recert period (to be able to identify deferrals)
- Following indicators were added to check the SIC Date and occurrence of SIC transaction recertifying case (as to not need **WINRO643** Report to find this in future).

Column	Description	Logic
Deferral Indicator	Deferral Indicator	IF form fia1146 exists for case in recert period
First Deferral Date	Deferral Date Indicator	Print date of first fia1146 in recert period
First Deferral Due Date	First Deferral Due Date	Due date of first fia1146 in recert period
Last Deferral Date	Deferral Date Indicator	Date of last fia1146 in recert period
Last Deferral Due Date	Deferral Date Indicator	Due date of last fia1146 in recert period
SIC	Settle in Conference Indicator	Set to Y if SNAP settle in conference activity completed in recertification period

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SIC Date	Settle in Conference Date	Date of latest SNAP settle in conference activity in recertification period

Definition of Recertification Period:
Period between first day of original appointment date's month and earliest of approval date and next recert date in WMS.

32. Updates to ACE Rescheduling Robo-Call and Queue Logic

POS was updated to increase the percent of new ACE (Agile Communications Environment) application interviews identified for the rescheduling queue and robocalls to 20%.

Telephone recertifications now take place through on-demand.

## 33. PRUCOL (PA) Documentation Window Update (5453)

POS was updated to add the following text on the **PRUCOL (PA) Documentation** window in the **Alien Type Determination** flow:

- If documentation is submitted and the status of the non-citizen does not fit in any of the other categories listed in this guide, the Worker must contact the Office of Refugee and Immigrant Affairs (ORIA), at (212) 331-4550 or oria@hra.nyc.gov, who will determine if the non-citizen meets PRUCOL (Persons Residing Under Color of Law [alien status])status.

34. Bug Fix: PRUCOL (MA)

POS was updated to remove the edit preventing the selection of the PRUCOL (MA) option.

Removed message
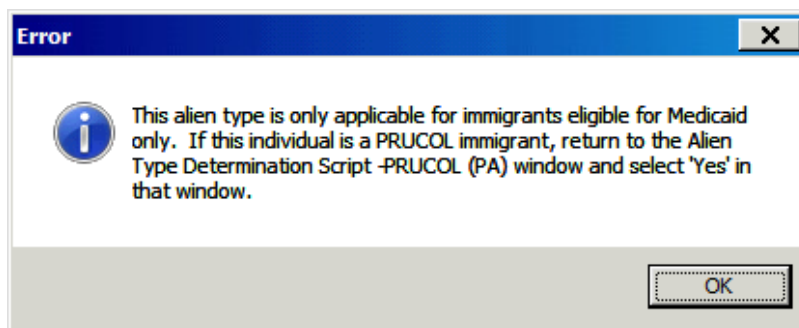
35. POS Alien Other Disability Window Update

POS was updated to remove the following options from the **Disability** section in the **SNAP Alien Eligibility** flow:

- On HASA case pending SSI
- Receives enhanced shelter allowance on Cash Assistance case due to AIDs or HIV-related illness and has SSI decision pending;

The option of **Is in receipt of MA based on Disability, Blindness or SSI related** was changed to **Is in receipt of MA based upon certification by MA as Disabled, Blind or SSI related**.

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When the **Help** icon is clicked, POS now opens Policy Bulletin (PB) 17-12-ELI Clarification on the Supplemental Nutrition Assistance Program (SNAP) Definition of Disability in a browser window.

36. Indexing Update for Applicant/Participant Without Social Security Number (SSN)

POS was updated to save indexed documents without an SSN. In the past, indexed documents could not be saved to the HRA image repository (FileNET) without a value in the SSN field. For applicants/participants without an SSN, the default value of 123-45-6789 was used.

37. Reports and Notifications for Outages

Reports and notifications were generated for applicants and participants affected by the following outages:

- HRA document upload outage in March 2017
- Cases with pending closing for failure to keep the recertification that were not updated with submitted online recertification in March 2017
- ACCESS HRA telephone number outage in March 2017

38. Business Rule for Cases Affected by HRA Document Upload Outage

A new Turn Around Document (TAD) business rule was implemented in POS in March 2017 to prevent improper rejections and closings for failure to submit documentation for cases that were affected by the HRA document upload outage:

- Please review the case before posting a closing/reject for documentation. This is one of the cases that was affected by the HRA Document Upload error.

39. Model Office Configuration Changes

Changes were made in the Model Office configuration tables to accommodate Bronx staff moves and PC bank updates.

40. Update to Application Registration

In rare situations, the application registration cases that purge or are withdrawn directly in WMS are not received by POS in the ongoing synchronization process. When this occurs and the application registration case is reused in WMS for a new application at a later time, the existing data from the old case appears in POS.

An enhancement was developed for the SNAP application processes to move the old case data to a withdrawn case number, so it will no longer affect the newly registered cases.

41. Fix for Due Dates for Cases Started in Streamlined POS

When cases are started directly from the action menu in Streamlined POS, the due date did not appear in the Worker's queue until the case was processed or assigned. Streamlined POS was updated to add the due date in the queue.

42. Update of Telephone Interview and Kept Interview Indicators

POS was updated to update the **Telephone Interview** and **Kept Interview** Indicators if the initial update of the **Telephone Interview** and **Kept Interview** Indicators was not successful in the **Case Member**

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Information (in-center interviews in POS) or **Print Forms** (interviews in Streamlined POS or on-demand interviews in POS).

43. Update for Display of CIN Reuse and Case Number Reuse windows in Application and Recertification Interviews in Streamlined POS

The **CIN Reuse** and **Case Number Reuse** windows were added to the POS processing flow for cases with interviews completed in Streamlined POS. These windows allow the Worker to request a new clearance or to override the Auto-Selected Reuse Case Number in special circumstances without needing to suspend the current activity.

The automated CIN (Client Identification Number) process for applying individuals and automated case number reuse process for applications continue to run within the Streamlined POS interviews.

44. POS E-Forms

The **FIA-1152D** (Notice of Required Interview) was updated to display the center name.

The following new E-forms were added to POS:

- **FIA-1162,** Noncitizen Referral to the Social Security Administration (SSA) for a Social Security Number (Federal)
- **M-50b,** Social Security Field (Benefit) Offices in New York City

The following obsolete E-forms were removed:

- **W-515R,** Social Security Administration – Consent for Release of Information
- **SSAR-FA,** Noncitizen Referral to the Social Security Administration (SSA) for a Social Security Number (FA, SNAP)

The following E-forms were updated:

- **EXP-76R,** Document Receipt
- **FIA-1100,** Work Schedule for Child Care
- **FIA-1100a,** Employer's Verification
- **FIA-1021,** Notice of Able-Bodied Adult Without Dependents (ABAWD) Status
- **FIA-1021a,** Notice of Need to Reestablish Able-Bodied Adult Without Dependents (ABAWD) Eligibility
- **FIA-1021b,** Declaration of Job Search Activities
- **FIA-1138,** Do you have documents to submit to the Human Resources Administration (HRA)?
- **FLY-86,** Help Is In Your Neighborhood
- **LDSS-3152 NYC,** Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (NYC)
- **LDSS-4826,** SNAP Application/Recertification

45. Posting of ABAWD F94 Closings

WISE (Web Integrated System for Employment was updated to post the case closing code **F94** (Able Bodied Adult without Dependents) on the 15th day of the third month of benefits for participants with two months of noncompliance with the ABAWD requirement of performing the requisite number of hours of community service. The closing clocks down until the end of the month. If the clock-down ends and the closing is processed, the next month's SNAP benefit is canceled.

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The JOS/Worker must complete a Settle in Conference (SIC) if the participant reports to the center and provides verification of compliance while the **F94** closing is clocking down.

46. Mailing of FIA-1021k (Offer of Work Activity to an Able-Bodied Adult Without Dependents (ABAWD)) Notice

WISE was updated to mail the **FIA-1021k** to active ABAWD participants.

47. HRA One Viewer Updates

The HRA One Viewer launched from POS (Paperless Office System) was updated to add security and to allow access to documentation for authorized restricted areas without needing to access the standalone viewer outside of POS.

Security:

In an effort to improve security and auditing, the HRA One Viewer launched from POS will be updated to use windows authentication. Only POS users from within POS domain groups will be granted access/allowed to view documents from the HRA One Viewer through POS.

Tab View:

The method in which users access the viewer from within POS will be unchanged. There will however be an introduction of one or more tabs within POS viewer:

- By default, all users will have access to a tab titled POS. This tab will contain the view/data that current users are accustomed to seeing when accessing the POS viewer.
- Users who have access to additional documents, e.g. Fair Hearing, HASA, IREA, NYCWAY, etc., in stand-alone HRA One Viewer will have additional tab(s). This will allow Workers to access the stand-alone viewer directly from POS, without having to jump between systems. All additional tabs will work/function in the same way as they do from within the stand-alone viewer.

Current POS Viewer:

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Updated POS Viewer (Default View):

Updated POS Viewer (Multi-tab View):

POS Tab

Additional Tab Example (FHEMS view)