OFFICE OF POLICY, PROCEDURES, AND TRAINING
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POLICY BULLETIN #18-38-SYS

SNAP POS RELEASE NOTES VERSION 12.2

Date:	Subtopic(s):
June 25, 2018	POS

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 18, 2018. Descriptions of the changes can be found in SNAP POS Release Notes Version 12.2 (**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

Attachment:

Attachment A   SNAP POS Release Notes Version 12.2

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

Attachment A

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SNAP POS Release Notes
Version 12.2 June 18, 2018

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These Release Notes contain descriptions of changes in Supplemental Nutritional Assistance program, (SNAP) POS Release 12.2 scheduled for Monday, June 18, 2018. These have been distributed via HRA email. If you would like to be added to the distribution list, please contact **Sandra Hilton**. These and prior Release Notes also be found on the HRA Intranet at http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx

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1. POS Alerts on Household Screen

POS has been updated with enhancements requested by FIA/BPI for the below listed activities for should this be SNAP to inform the worker of the existence of unindexed documents.

Impacted activities
- **SNAP application interview**
- **SNAP recertification interview**
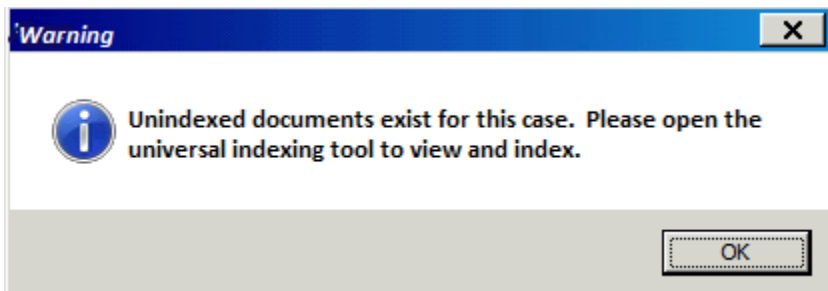- **SNAP change case data**

POS has initiated a new procedure to perform the following look-up functions to determine if there is an unindexed document on the case. If unindexed documents are found on the case, POS will alert the worker with a dialog box in the Household screen.

The following will occur if unindexed documents are found for a case:
- POS will display an alert informing the worker that there are unindexed documents on the Household screen in POS.

Household screen

The new alert dialog box with an OK button that says, "Unindexed documents exist for this case. Please open the indexing tool to view and index.". When the user presses OK, then the dialog box closes and user can resume working.
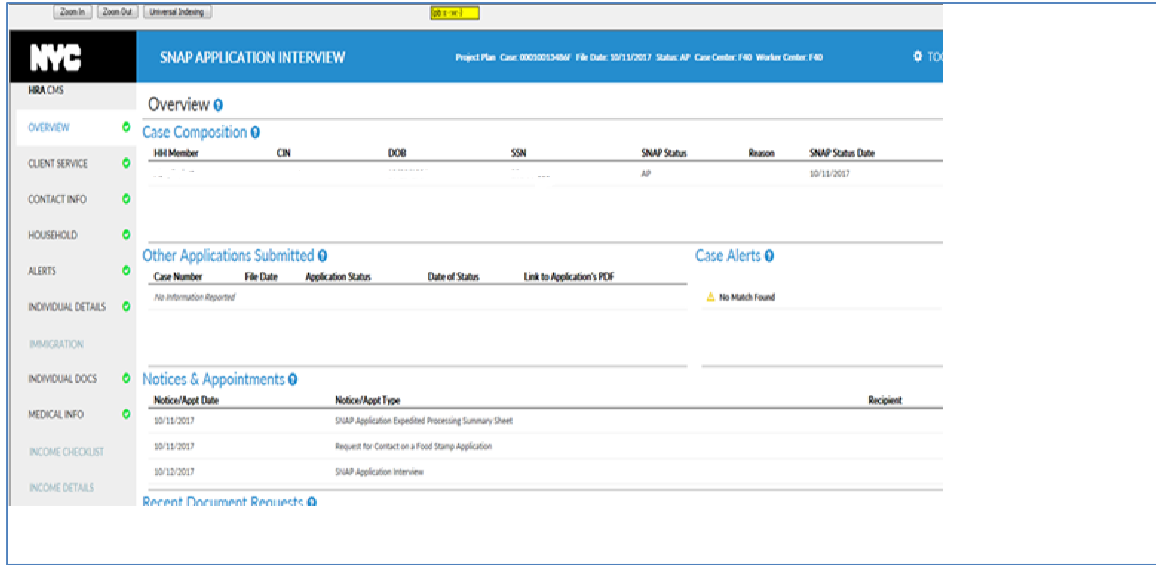

2. SPOS Indexing Update

SPOS has two new alerts added to the Streamline POS interview or change case data that appear when there are unindexed documents found on the case.

- The first alert appears in the Overview section, in the Case Alerts area.
- The second alert will display in the Summary section, in the right-side panel.

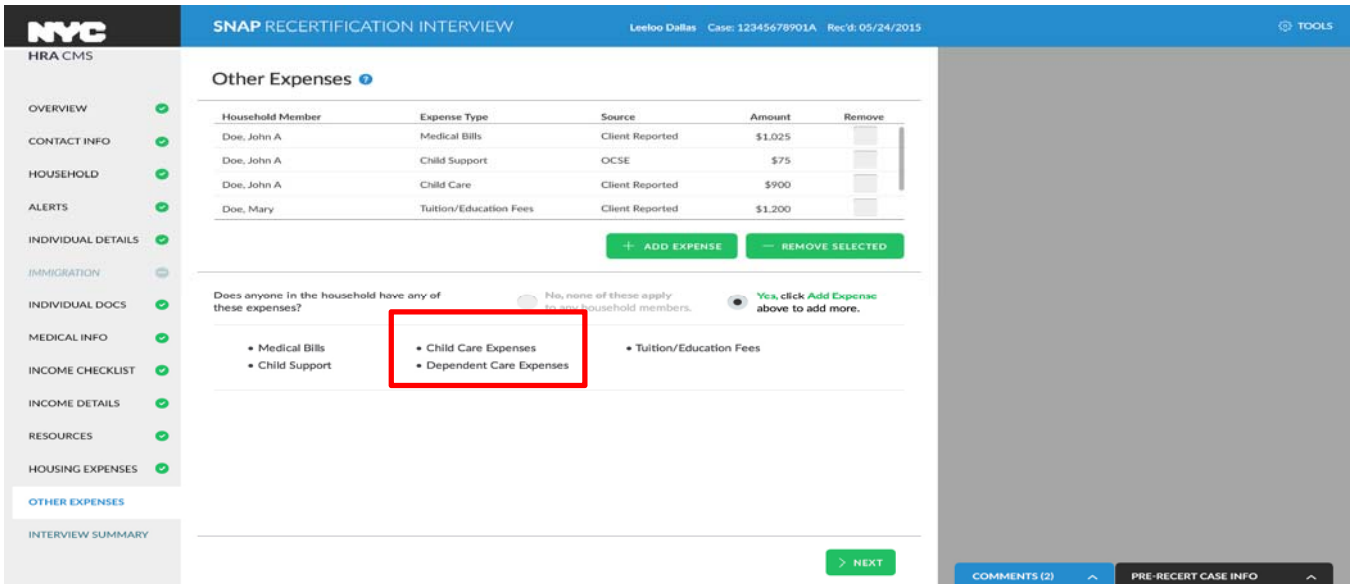# SNAP POS Release Notes
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This is a cropped and redacted example of the new button called Universal Indexing that appears in the gray area at the very top of the screen in Streamline POS.

This button can be used to launch the indexing tool at any point during the interview to allow the worker to index at any time within the activity.

3. SPOS Updates

Streamlined POS has been updated to remove the "Other" from Childcare/dependent care expenses. POS is not required to insert the first or last name of the other individual(s) outside of the household.

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4. State Comments from FHEMS

SNAP Fair Hearing administration will allow their compliance unit to assign and process FH Compliance actions that were rejected by the state or where advocates requested re-evaluation of compliance actions. FHEMS added a new reject column to their daily file and POS has been updated to reflect new column. FHEMS will be able to enter comments in their window below:

Fair Hearing Details window

5. TAD Business Update

FIA has requested POS to stop the closing/rejection of V20 (Failure to Provide Verification), Y29 (Failure to Provide Verification – Expedited Food Stamps {Timely}) and V21 (Failure to Provide Verification) cases for the dates of February 21 and 22, 2018. There was a problem with the scanner and the TAD business rule has been updated to prevent these cases from being closed or rejected improperly.

6. WMS Release 2018.2

Post MAI (Medicare Status) indicator to WMS

Applicants and participants over the age of 65 are currently on Medicaid instead of Medicare. As a result, these applicants/participants should apply for Medicare as a condition to qualify for Medicaid.

POS will check the MAI indicator when the value of **V** (Verified) is entered for Medicaid.

It was found that Workers are posting codes in the MAI indicator field even when the MAI indicator in WMS is verified with the value **V**. POS will no longer allow the worker to change the **V** when it has been verified in WMS.

Transmit NYSNIP SSI Shelter Type 98 to WMS

- POS currently transmits to WMS budgets that include shelter types 94, 95, 96 & 97 but fails to transmit ones with **shelter code 98** – the screen stuffing fails.
- POS has fixed this transmission and has made any small changes or additions that are required for a smoother workflow, so that budgets with shelter code 98 transmit to WMS smoothly.
- This task is based on this SNAP policy: https://otda.ny.gov/policy/directives/2017/INF/17-INF-03-Attachment-2.pdf.
- These shelter types are only valid in **FS Only cases, with center = 'F15'.**

7. POS E-Form Saturday Update

The following forms will change entering Saturday as a non-working day for SNAP:

- FIA 1146, Action is Required! You must Submit Documents for Your Snap Case.
- W 186D, **Fair Hearing Compliance Request.**
- LDSS 4753, **Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview.**

8. POS E-Forms

The following forms have been revised and updated accordingly:

- FIA 1195**, Don't Delay Send your Documents Now.**

 The following forms were updated in 12 languages:

- EBT-23, **Notice of Special Cash Assistance and/or SNAP benefit.**
- FHA-2B, **Fair Hearing Compliance Statement or Inability to issue SNAP Benefits.**