



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

## POLICY BULLETIN #18-70-SYS

### SNAP POS RELEASE NOTES VERSION 12.3

<p><b>Date:</b> October 29, 2018</p>	<p><b>Subtopic(s):</b> POS</p>
	<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 October 22, 2018. Descriptions of the changes can be found in SNAP POS Release Notes Version 12.3 (<b>Attachment A</b>) and Streamline POS for SNAP Center <b>S15</b> [SNAP SSI Center] (<b>Attachment B</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>Related Items:</b></p> <p><a href="#">PB #18-65-ELI</a>  <a href="#">PB #18-29-SYS</a>  <a href="#">PB #18-27-SYS</a>  <a href="#">PB #18-01-SYS</a>  <a href="#">PB #17-100-SYS</a>  <a href="#">PB #17-18-SYS</a>  <a href="#">CD # 18-21</a>  <a href="#">CD #18-22</a></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b>      SNAP POS Release Notes Version 12.3  <b>Attachment B</b>      Streamline POS for SNAP Center <b>S15</b> (SNAP SSI Center)</p>

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

# SNAP POS Release Notes

Version 12.3 October 22, 2018

These Release Notes contain descriptions of changes in SNAP POS Release 22.3 scheduled for Monday, October 22, 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 may also be found on the HRA Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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# SNAP POS Release Notes

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## 1. TAD Business Rule for SNAP ABAWD

The Family Independence Administration (FIA) has requested that the use of Reason code **F94** (Able Bodied Adult without Dependents [ABAWD]) must be restricted to only Fair Hearing staff. The TAD (Turn Around Document) business rule will run if the **F94** is used on the suffix or individual level and the user is not enrolled in Centralized SNAP (Supplemental Nutrition Assistance Program) Fair Hearing.

The following error message will be displayed if the Non-Fair Hearing Worker attempts to use the **F94** Reason code on the suffix or individual level:

*“The reason code F94 is restricted to the staff enrolled at FSH only. You are not authorized to use reason code F94.”*

## 2. ABAWD Eligibility Update

The POS (Paperless Office System) rule for the calculation of age in the employment code determination was previously not the same as the rule in WMS (Welfare Management System). POS has updated the calculation of age to comply with WMS calculations for ABAWD rules.

## 3. Overview: Streamline POS for SNAP Center S15 (SNAP SSI Center)

Version 2.0 of Streamline POS (SPOS) and the Streamline POS immigration flow, were implemented October 22, 2018 for the **S15** Center, with a number of enhancements for **S15** staff.

**S15** is a unique center that handles SNAP for individuals receiving Supplemental Security Income (SSI) benefits. **S15** oversees the initial and continued SNAP eligibility of these individuals.

Streamline POS affects the following POS activities at **S15**:

- **SNAP Application Interview**
- **SNAP Recertification Interview**
- **SNAP Change Case Data**

The specific enhancements made to Streamline POS for **S15** are:

- Open side bar navigation in SPOS recertification and application interviews for **S15** users.
- Alerts added for NYSNIP (New York State Nutritional Incentive Project) applications and IVRS (Interactive Voice Response System) no change recertifications.
- POS Streamline will auto-insert a case comment when the case is an IVRS - no change recertification in the SNAP recertification interview.
- Streamline POS has added specific text for alerts displayed related to any match displayed on the Overview screen in SPOS (e.g. RFI (Resources File Integration), IVS (Information Verification Service) matches etc.), to assist the Worker in locating the matches to address.
- Streamline POS has completion edits and alerts on the **Summary** screen in SPOS if RFI or other required fields or sections are not resolved/completed. (Including IVS matches, RFI, SDX (State Data Exchange), etc.)

*For more details please see Attachment B, Streamline POS for SNAP Center S15.*

# SNAP POS Release Notes

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## 4. Temporary SNAP Eligibility for Alien # A00000000

POS has been modified to accept a Selected group Of Non-Citizens. This is required for SNAP only applicants with the **temporary Alien Number A00000000** and **Alien Type G** (Persons paroled into the US for at least one year) or **B** (Certain battered aliens who are the immediate relatives (spouse or child) of a US citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent) or **K** (Persons lawfully admitted for permanent residence). Per procedure, these individuals have a six month grace period to obtain and present proper immigration documentation for the next SNAP Recertification. This rule applies for applicants that are 18 years old or older.

### Alien FS Eligibility Summary (Supervisory Activity)

This is the Summary window where the Supervisor will review the results of Eligibility Determination for these individuals.

In the below example the applicants with Alien Num = **A00000000** and the Alien Citizenship Indicator **G/B/K**, and they are 18 yrs or older will always be eligible for SNAP. POS will display the correct result as shown below.

ALIEN FS ELIGIBILITY SUMMARY			
Name	Alien Status	Alien Code	Fs Eligibility
Documents	PAROLEE FOR AT LEAST ONE YEAR	G	Federal FS Eligible
Documents	BATTERED (ABUSED) SPOUSE AND/OR DEPENDENT CHILD OF I	B	Federal FS Eligible
Documents	LEGAL PERMANENT RESIDENT	K	Federal FS Eligible

## 5. Fair Hearing Update

The Cash Assistance and SNAP Fair Hearing Workers are now able to enter the Fair Hearing (FH) number on the **POS TAD** window. Previously, the FH number was associated with two opening codes **Y80** (Fair Hearing Compliance) and **Y81** (Case was closed or rejected up to one year ago and is being reopened due to a Fair Hearing decision). Now the FH number has been expanded to be used with any additional opening code.

The Fair Hearing number is located under the **To Date** field of the SNAP TAD window. The code consists of seven numbers followed with a letter.

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## POS TAD Tab - Case Level (SNAP case)

If the Fair Hearing Worker enters data that is not valid, POS will display the following message, *“The FH number should be of 7 numeric followed by an alpha.”*

- To correct this error the Worker must enter in seven numbers followed by a Letter in the **FH Number** field.

## 6. Required Budget Letter for LDSS 3152 (Action Taken On Your SNAP Benefits Case)

POS will mail a budget letter (WINRO146/154/155) to SNAP applicants/participants along with the **LDSS 3152**.

The earned income reason codes are used when the Worker determines that the excess income is sufficient for the household needs. The Excess income codes are: **E30** (Excess Income No TMA), **E31** (Increased Employment Earnings [TMA Eligible]), **E33** (Excess Income - Increased Earnings [TMA Guaranteed]), **E34** (Excess Income - Receipt of SSI [HH=1]), **E35** (Excess Unearned Income [No TMA]), **E39** (Excess Income – COLA) **E40** (Excess Income - Budgeting Error), and **F39** (Excess Income – COLA). An Open TI call will be made when the supervisor prints or commits the form on cases that are closed due to the above excess income codes.

POS will initiate the budget when the supervisor prints or commits the form on SNAP cases that are being closed due to the above excess income codes. The **LDSS-3152** is now a Print To Mail form along with the required budget letter. In addition, the **LDSS-3152** will be indexed to the HRA One Viewer.

## 7. New Edits for Summary Section

**SNAP** staff will be required to answer all required fields in each section of the interview. New alerts, which display on the right-side panel, have been created for missing entries in the following sections: Contact Info, Household, Individual Details, Individual Docs, Income Checklist, Housing Expenses, Medical Info and Resources.

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At the **Summary** section, these alerts will appear if these sections of the interview or if any required fields have not been visited and addressed.

*Samples of error messages/alerts displayed on Summary section*

The screenshot shows the 'Summary' section of the SNAP Application Interview. The left sidebar lists various sections: OVERVIEW, CLIENT SERVICE, CONTACT INFO, HOUSEHOLD, ALERTS, INDIVIDUAL DETAILS, IMMIGRATION, INDIVIDUAL DOCS, MEDICAL INFO, INCOME CHECKLIST, INCOME DETAILS, HOUSING EXPENSES, OTHER EXPENSES, RESOURCES, and SUMMARY. The main content area displays 'Household Finances' with a table of expenses: Monthly Income (\$0.00), Resources (\$0.00), Monthly Housing Expenses (\$0.00), Other Expenses (\$0.00), and SUA (\$0). Below this is 'Requested Verification' for HH Member with 'No Information Reported'. At the bottom are 'Mailing Summary' and 'Requested Notification' sections. A red 'ERROR ON PAGE' box is overlaid on the right, listing several missing required answers. Below it is a blue 'Alert' box with a message about tentative amounts.

Section	Value
Monthly Income	\$0.00
Resources	\$0.00
Monthly Housing Expenses	\$0.00
Other Expenses	\$0.00
SUA	\$0

**ERROR ON PAGE**

- Alerts - Answers required
- Contact Info - Preferred name question required
- Contact Info - Preferred title question must be answered
- Contact Info - Applicant is on question must be answered
- Contact Info - Preferred language for written notices is required
- Contact Info - Preferred language for speaking is required
- Contact Info - Interpreter service question must be answered
- Household - Buys/Prepares Meals question is required for each household member

**Alert**

- Amounts shown on Summary screen are tentative and may vary from final WMS budget.

This screenshot is similar to the first one, showing the 'Summary' section. The error message in the red box is different, listing more specific missing information. The alert message is the same as in the first screenshot.

**ERROR ON PAGE**

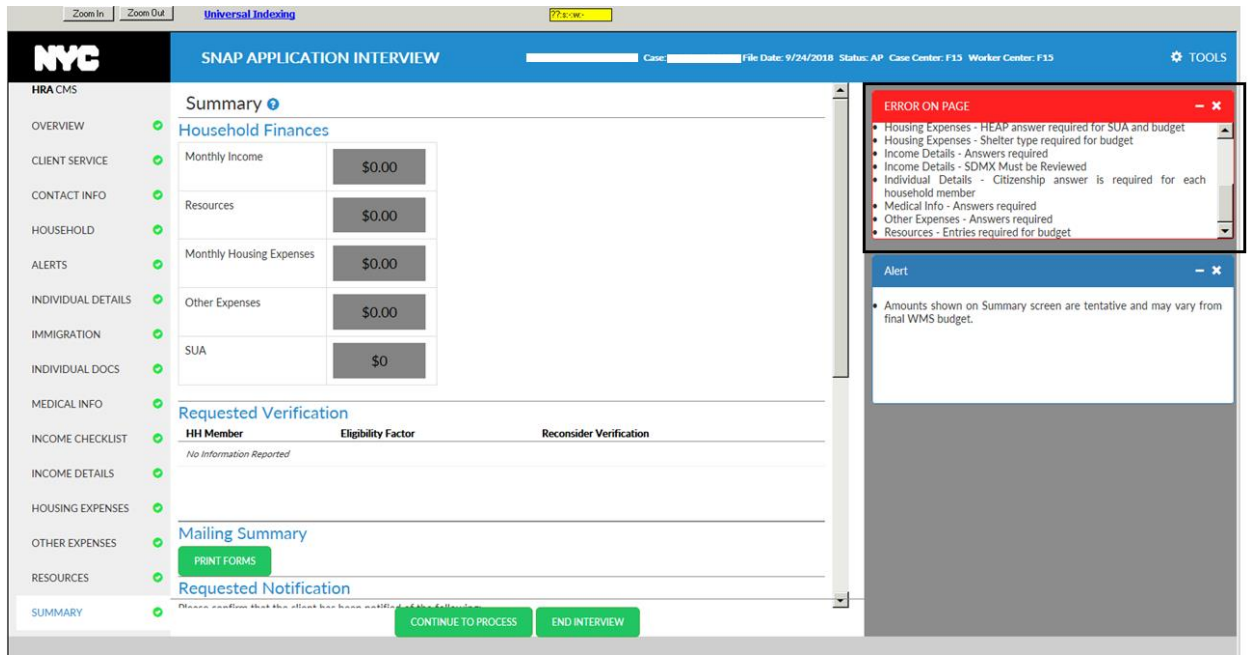
- Household - Buys/Prepares Meals question is required for each household member
- Housing Expenses - HEAP answer required for SUA and budget
- Housing Expenses - Shelter type required for budget
- Income Details - Answers required
- Income Details - SDMX Must be Reviewed
- Individual Details - Citizenship answer is required for each household member
- Medical Info - Answers required

**Alert**

- Amounts shown on Summary screen are tentative and may vary from final WMS budget.

# SNAP POS Release Notes

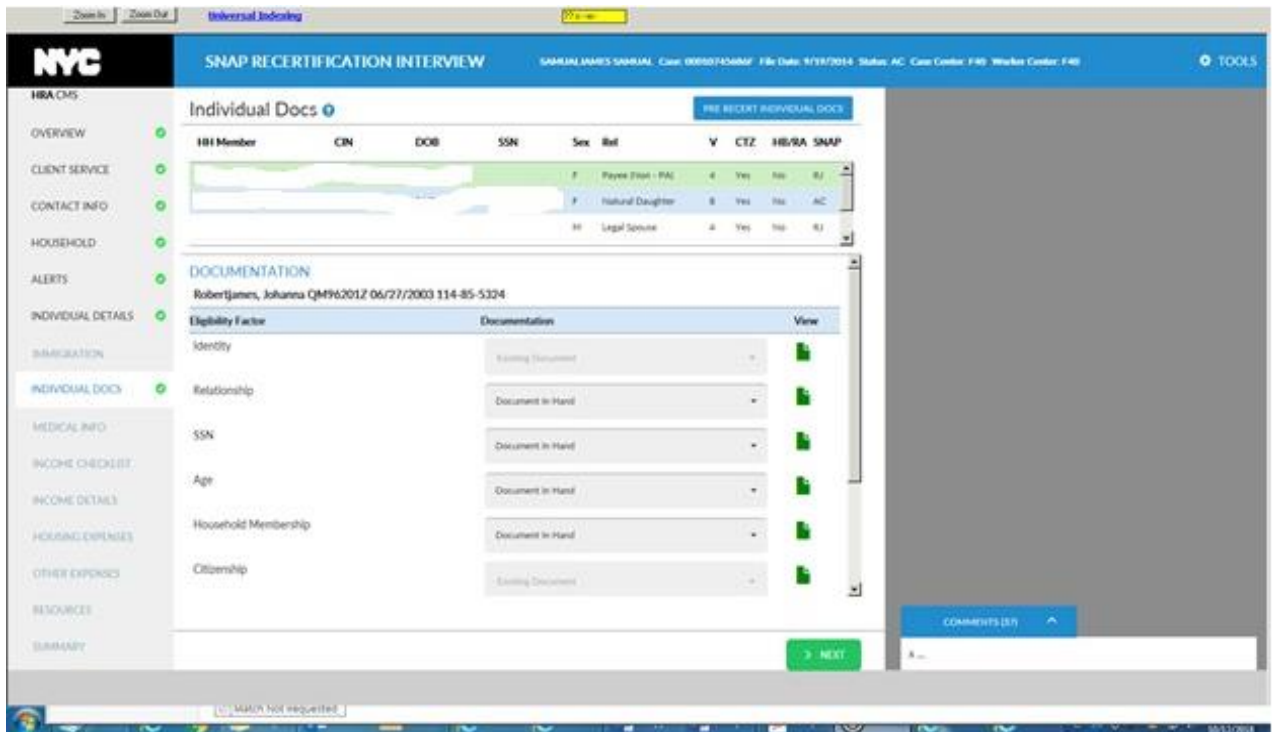
Version 12.3 October 22, 2018



## 8. SPOS Document Updates

SPOS has been updated to allow the Worker to choose to use an existing document or request documents. The Worker is able to see the documents after SPOS finds them in the following instances:

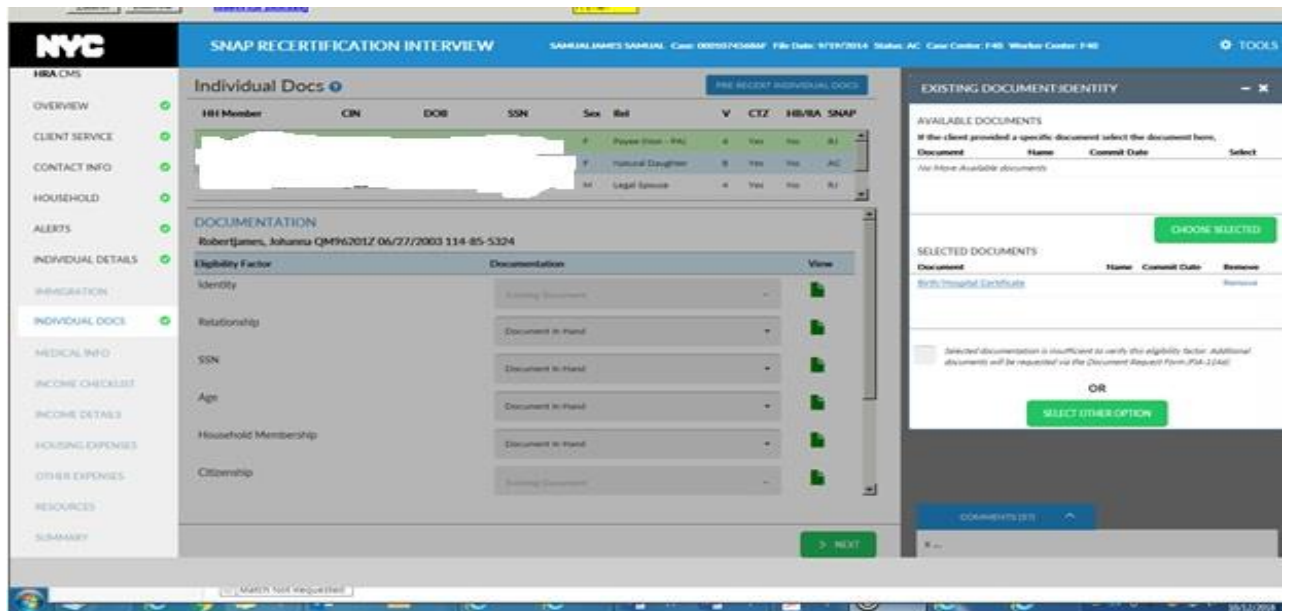
### Existing Documents found for Identity





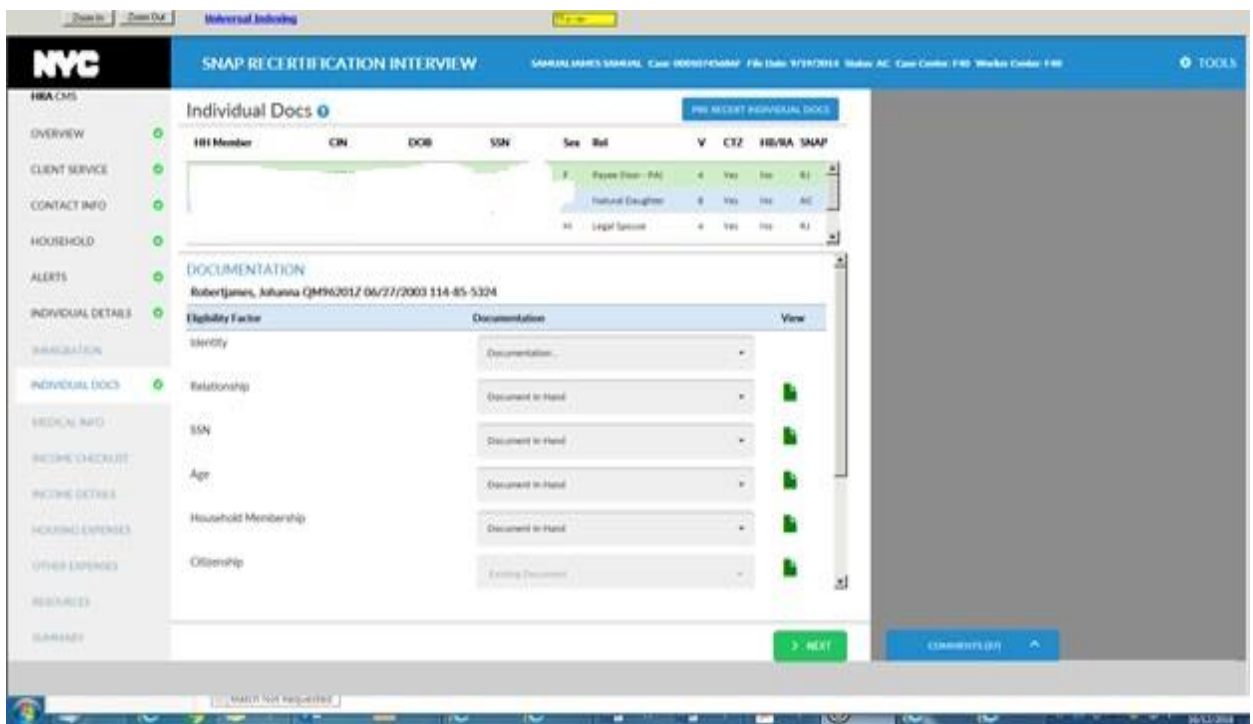
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## Example Select Identity

- Click the green paper icon to open the panel. The Worker has additional options. They can select the document for current use or select other options to close the existing document window (located on right side of window).

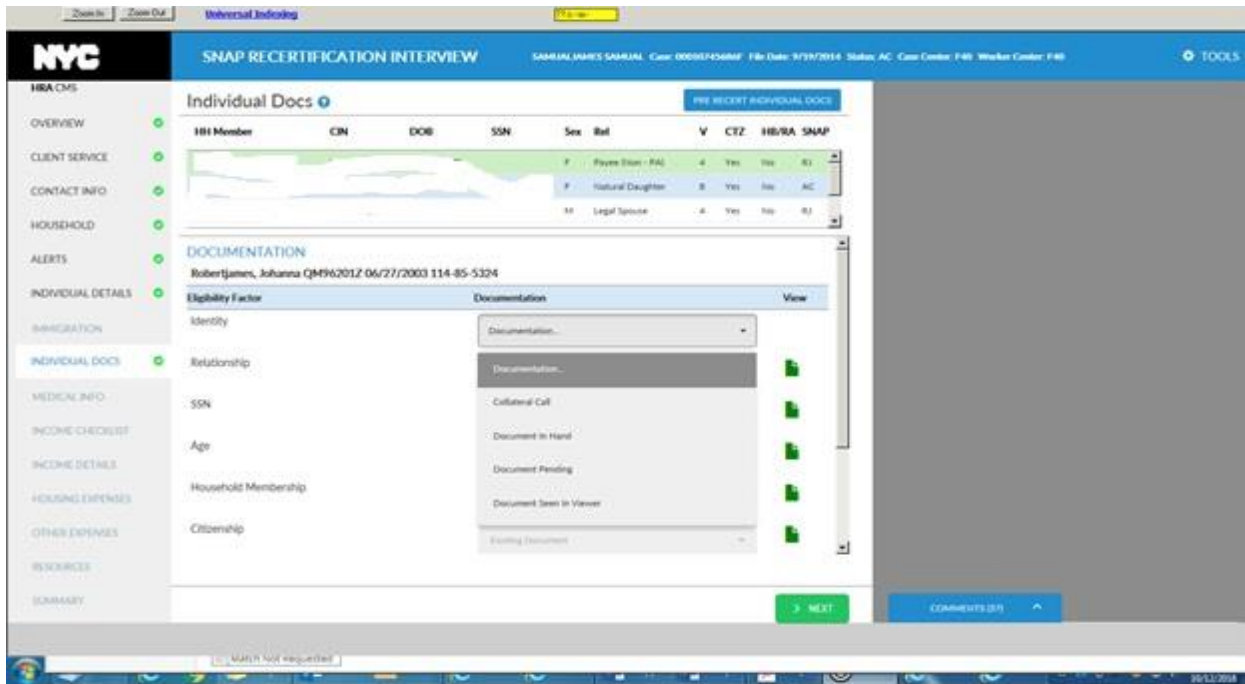




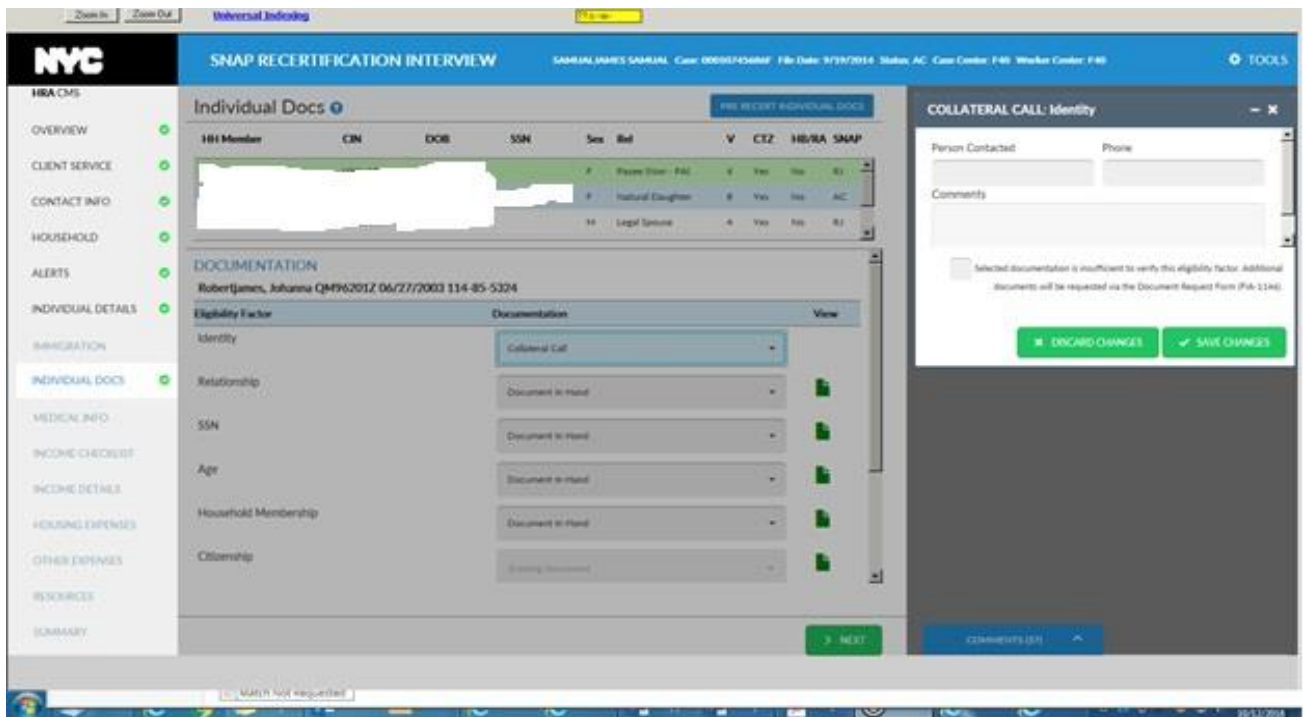
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- When the window is closed the Worker is now able to select another choice from the Documentation dropdown such as Relationship.



## Collateral Call



# SNAP POS Release Notes

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## Document in Hand

The screenshot shows the 'SNAP RECERTIFICATION INTERVIEW' interface for a client named Robert James, Johanna. The 'Individual Docs' section is active, showing a table of documentation requirements. The 'Identity' row is selected, and the 'Documentation' dropdown is set to 'Document in Hand'. The right-hand panel, titled 'DOCUMENT IN HAND : Identity', displays a list of document types for selection, including 'Automobile Registration', 'Naturalization Certificate', and 'Birth Certificate'. A 'NEXT' button is visible at the bottom right of the main interface.

Eligibility Factor	Documentation	View
Identity	Document in Hand	
Relationship	Document in Hand	
SSN	Document in Hand	
Age	Document in Hand	
Household Membership	Document in Hand	
Citizenship	Existing Document	

## Document Seen in Viewer

This screenshot shows the same interface as above, but the 'Documentation' dropdown for the 'Identity' row is set to 'Document Seen in Viewer'. The right-hand panel, titled 'DOCUMENT SEEN IN VIEWER : Identity', contains a form for manually entering document details. The form includes fields for 'Document Type', 'Issued Date', and 'Case No.', along with a 'Comment' field. 'DISCARD CHANGES' and 'SAVE CHANGES' buttons are located at the bottom of the panel.

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## Documentation Pending

The screenshot shows the 'SNAP RECERTIFICATION INTERVIEW' interface. The main window displays client information for Robert James, Johanna (DOB: 06/27/2003, SSN: 114-85-5324) and a table of documentation requirements. The 'DOCUMENT PENDING' modal window is open, showing a list of document types that can be selected for upload.

Eligibility Factor	Documentation	View
Identity	Document Pending	
Relationship	Document In-hand	
SSN	Document In-hand	
Age	Document In-hand	
Household Membership	Document In-hand	
Citizenship	Existing Document	

The 'DOCUMENT PENDING' modal window lists the following document types:

- Identity
- Automobile Registration
- Optional Certificate
- Optional Certificate with place and date of birth in USA/Ter...
- Birth Certificate Bureau of Vital Statistics
- Birth Certificate from Puerto Rico issued on or After 7/1/2010
- Birth/Hospital Certificate
- Birth/Hospital Certificate with place of birth within USA/Ter...
- CBIC-Common Benefits Identification Card
- DD-214 Certificate of Release or Discharge from Active Duty
- DD-214 Discharge Certificate that states Honorable
- Divorce Separation Annulment Papers

## 9. Office of Central Processing POS Update

POS is available at the Office of Central Processing (OCP). The Office of Central Processing will have the ability to process Brad H case. POS has added a Brad H Application queue to receive these specific cases for processing.

## 10. Job Center Updates

On September 17, 2018 Brooklyn Family services Call center # 17 moved to 404 Pine Street, Brooklyn, NY 11208. On October 1, 2018 Dekalb Job center #64 moved to 275 Bergen Street Brooklyn, NY 11217. Refer to CD #18-22 for details on the Brooklyn moves. As of September 14, 2018, the Fort Green SNAP Center (S20) at 275 Bergen Street, Brooklyn, NY 11217 and the North Brooklyn SNAP Center (S26) at 500 DeKalb Avenue, Brooklyn, NY 11205 have closed. Refer to CD #18-21 for details on the Brooklyn closings.

## 11. LDSS-3938 - SNAP Application Expedited Processing Summary Sheet

The LDSS-3938 has been updated to capture and reflect all required information on the form when transmitted to the supervisor for review.

## 12. WMS Release 2018.3

### October 2018 SNAP Table Changes and THRIFTY Food Plan MRB

Effective October 1, 2018, SNAP Standard Deductions, Excess Shelter Maximum, 130%, 165% and 200% Poverty Level, Standard Utility Allowance (SUA), NYSNIP, and the Net Income Level changed. The changed amounts will be used for budgets with Effective Dates of 10/A/2018 or later. Budgets with Effective Dates prior to 10/A/2018 will use the 2017 amounts.

# SNAP POS Release Notes

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Monthly amounts for budgets with Effective Dates of 10/A/2018:

## Standard Deduction

- Households of 1 through 3 – \$164 (new)
- Households of 4 – \$174 (new)
- Households of 5 – \$204 (new)
- Households of 6 or greater – \$234 (new)
  
- Excess Shelter Maximum – \$552 (new)
  
- Minimum SNAP allotment amounts for household size 1-2 – \$15 (new)

**130%, 165% 200% Gross Levels, Net Income Levels, Zero Benefit Levels, TFP Levels (new)**

HH Size	Gross 130% Income Level	Gross 165% Income Level	Gross 200% Income Level	SNAP Net Income Level	SNAP Excess Income Level	SNAP Max. Allotment
01	\$1,316	\$1,670	\$2,023	\$1,012	NA	\$192
02	1,784	2,264	2,743	1,372	NA	353
03	2,252	2,858	3,463	1,732	1,676.70	505
04	2,720	3,452	4,183	2,092	2,130.04	642
05	3,188	4,046	4,903	2,452	2,530.04	762
06	3,656	4,640	5,623	2,812	3,040.04	914
07	4,124	5,234	6,343	3,172	3,360.04	1,011
08	4,592	5,828	7,063	3,532	3,840.04	1,155

## **Standard Utility Allowance (SUA)**

The SNAP SUA amounts for New York City will change effective 10/A/2018:

- **Combined Heat/Utility/Phone SUA (Level 1) \$800**
- **Combined Utility/Phone SUA (Level 2) \$316**
- **Telephone SUA (Level 3) \$30**

## **NYSNIP**

- NYSNIP benefit levels will be provided later – TBD. Refer to PB #18-65 for details.

## **CNS**

- CNS paragraphs will be updated separately.

## **Medicaid**

- There are no MA implications with this mass update.

## **Adding New CA Closing/sanctioning codes**

Three new PA Closing/Sanctioning has been added to WMS and POS. The codes are:

- **N45-Voluntary Quit (HH=1)**
- **N46-Voluntary Quit (HH=1)**
- **N47- Voluntary Quit (HH=1)**

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These codes will no longer have any specific sanction periods.

## New SNAP Rejection/Closing Code J07

When the CA Worker is closing a case from SI (Single Issue)/AP (Application Pending)/AP to CL (Closed)/RJ (Rejected)/RJ, they must use the SNAP **J07** code to initiate the SNAP separate determination when the Worker determines that the case is ineligible for recurring CA assistance but is unable to determine if the case is eligible for SNAP benefits. If the budget determines they are ineligible for SNAP they should proceed to use another CA/SNAP rejection code to process the case.

**Note:** A "1" will automatically be placed in the **M3E** Indicator field to avoid a clock-down of the CA closing.

The SNAP Reject Code **J07** should not be used in the following instances:

- (1) If the CA Closing code is not a SNAP Separate Determination code the below error message will appear:

**'E2975 STATUS CODES INVILD FOR HYBRID R/C J07'**

- (2) If the prior PA opening code is not **Y37** (Case accepted for single issue payments that have been ordered by a Fair Hearing decision. MA will remain in NA or AP status. [Replaces 008.] This code is for Fair Hearing compliance) or **Y41** (Case accepted for immediate needs [pre-investigation]. Case is applying for ongoing assistance. MA will remain in NA or AP status. [Replaces 033]), the below error message will appear:

**'E2975 STATUS CODES INVILD FOR HYBRID R/C J07'**

- (3) If the case has individuals with State/Fed charge code **60** (Maintenance of Effort [MOE] Qualified Alien with less than 5 years in status [Can only be used if ACI Ind is **B, K, S, or G**]), **67** (State Charge/PRUCOL [Can only be used if ACI Ind is **O or T**]) or **68** (Qualified Alien [No children under 18 or pregnant women]. Can only be used if ACI Ind is **B, F, K, S, or G.**) the below error message will appear:

**'E2977 FED-CHG 60,67,68 INVALID WITH R/C J07'**

## 13. POS SNAP E-forms

The following Forms have been updated accordingly:

**W-119M**-SNAP Eligibility Interview Appointment Notice

**W-129B**-Supplemental Nutrition Assistance Program (SNAP) Application/Recertification Attestation (Signature) Form

**W 129RR**-Notice of SNAP Recertification Appointment

**W-140VV**-SNAP Recertification Notice for **F61** and **F63**

**W-608V**-CBIC Signature Authorization Form

**LDSS-3152**-Action Taken on your SNAP Benefits Case

**LDSS 3938**-SNAP Expedited Processing Sheet

# Streamlined POS for S15 (SNAP SSI Center)

SNAP Version 12.3

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# Streamlined POS for S15 (SNAP SSI Center)

SNAP Version 12.3

## 1. Overview: Streamline POS for SNAP Center S15 (SNAP SSI Center)

Version 2.0 of Streamline POS (SPOS) and the Streamline POS (Paperless Office System) immigration flow, were implemented October 22, 2018 for the **S15** Center, with a number of enhancements for S15 staff.

**S15** is a unique center that handles SNAP (Supplemental Nutrition Assistance Program) for individuals receiving Supplemental Security Income (SSI) benefits. **S15** oversees the initial and continued SNAP eligibility of these individuals.

Streamline POS affects the following POS activities at **S15**:

- SNAP Application Interview
- SNAP Recertification Interview
- SNAP Change Case Data

The specific enhancements made to Streamline POS for **S15** are:

- Open side bar navigation in SPOS recertification and application interviews for **S15** users.
- Alerts added for NYSNIP (New York State Nutritional Incentive Project) applications and IVRS (Interactive Voice Response System) no change recertifications.
- Streamline POS will auto-insert a case comment when the case is an **IVRS - no change recertification** in the SNAP recertification interview.
- Streamline POS has added specific text for alerts displayed related to any match displayed on the Overview screen in SPOS (e.g. RFI Resource File Integration), IVS (Information Verification Service) matches etc.), to assist the Worker in locating the matches to address.
- Streamline POS has completion edits and alerts on Summary screen in SPOS if RFI or other required fields or sections are not resolved/completed. **(Including IVS matches, RFI, SDX (State Data Exchange), etc.)**



# Streamlined POS for S15 (SNAP SSI Center)

SNAP Version 12.3

## 2. Navigation Bar Changes for S15

The left-side navigation bar will be enabled (checked off) for all Streamline POS activities for **S15** users.

## 3. Overview Section Changes: Case Alerts for Matches

The Case Alerts that appear on **S15** cases were updated to specify the section of the interview where the match needs to be addressed. These alerts can appear during any SNAP activity in Streamlined POS. All matches that appear on a case must be addressed or resolved before the Worker can move to the processing section of the interview or change action activity.

The following **updated alerts** have been added for **any unresolved RFI** in the Overview section in Case Alerts:

1. WRS (Wage Reporting System) RFI found - Income Section
2. UIB (Unemployment Insurance Benefits) RFI found - Income Section
3. New Hire RFI found - Income Section
4. SSA (Social Security Administration) RFI found - Individual Details Section
5. Bank RFI found - Resources Section

Sample screenshot of Overview section with Case Alerts showing RFI matches

The screenshot displays the 'Overview' section of the 'SNAP APPLICATION INTERVIEW' interface. The left sidebar contains navigation options: OVERVIEW, CLIENT SERVICE, CONTACT INFO, HOUSEHOLD, ALERTS, INDIVIDUAL DETAILS, IMMIGRATION, INDIVIDUAL DOCS, MEDICAL INFO, INCOME CHECKLIST, INCOME DETAILS, HOUSING EXPENSES, OTHER EXPENSES, RESOURCES, and SUMMARY. The main content area is titled 'Overview' and includes sections for 'Case Composition', 'Other Applications Submitted', 'Notices & Appointments', and 'Recent Document Requests'. A red box highlights the 'Case Alerts' section, which lists three alerts: 'WRS RFI found - Income Section', 'UIB RFI found - Income Section', and 'Bank RFI found - Resources Section'. A 'NEXT' button is visible at the bottom right of the interface.

The following updated IVS match alerts were added for **any other match** in the Overview section in Case Alerts to indicate the interview section where the match details are displayed:

1. TALX - Income Section
2. Child Support Income - Income Section
3. Vital Records - Individual Details Section
4. NYCHA (New York City Housing Authority) - Housing Expenses Section
5. Section 8/HPD - Housing Expense Section
6. ACCIS (Automated Childcare Information System) Childcare Provider Income - Income Section
7. NYC Employee – Income Section

# Streamlined POS for S15 (SNAP SSI Center)

SNAP Version 12.3

Sample Screenshot Of Overview section Dept. Of Health Vital Records

The screenshot shows the 'SNAP APPLICATION INTERVIEW' interface. The left sidebar lists various sections: OVERVIEW, CLIENT SERVICE, CONTACT INFO, HOUSEHOLD, ALERTS, INDIVIDUAL DETAILS, IMMIGRATION, INDIVIDUAL DOCS, MEDICAL INFO, INCOME CHECKLIST, INCOME DETAILS, HOUSING EXPENSES, OTHER EXPENSES, RESOURCES, and SUMMARY. The main content area is titled 'Overview' and includes sections for Case Composition, Other Applications Submitted, Notices & Appointments, and Recent Document Requests. A 'Case Alerts' section displays a warning: 'Department of Health - NYC Vital Match Exists Individual Detail Section'. A 'NEXT' button is visible at the bottom right.

Sample of Screenshot Of Overview section showing IVRS No Change Recertification

The screenshot shows the 'SNAP RECERTIFICATION INTERVIEW' interface. The left sidebar is identical to the previous screenshot. The main content area is titled 'Overview' and includes sections for Case Composition, Other Applications Submitted, Notices & Appointments, and Recent Document Requests. A 'Case Alerts' section displays two warnings: 'SDE Match Exists Income Section' and 'This case completed the IVRS - No Change recertification interview and received a confirmation number'. A 'NEXT' button is visible at the bottom right. The Windows taskbar at the bottom shows the date as 10/2/2018 and the time as 11:17 AM.

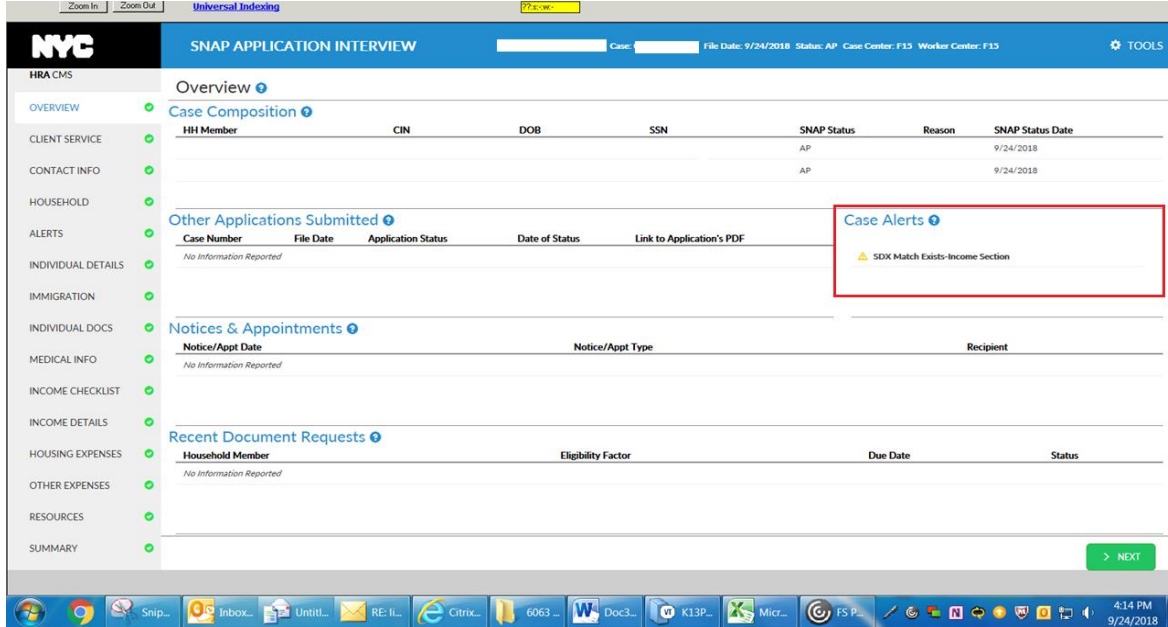
# Streamlined POS for S15 (SNAP SSI Center)

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A new specific alert has been added for any SDX match in the Overview section:

- SDX Match – Income Section

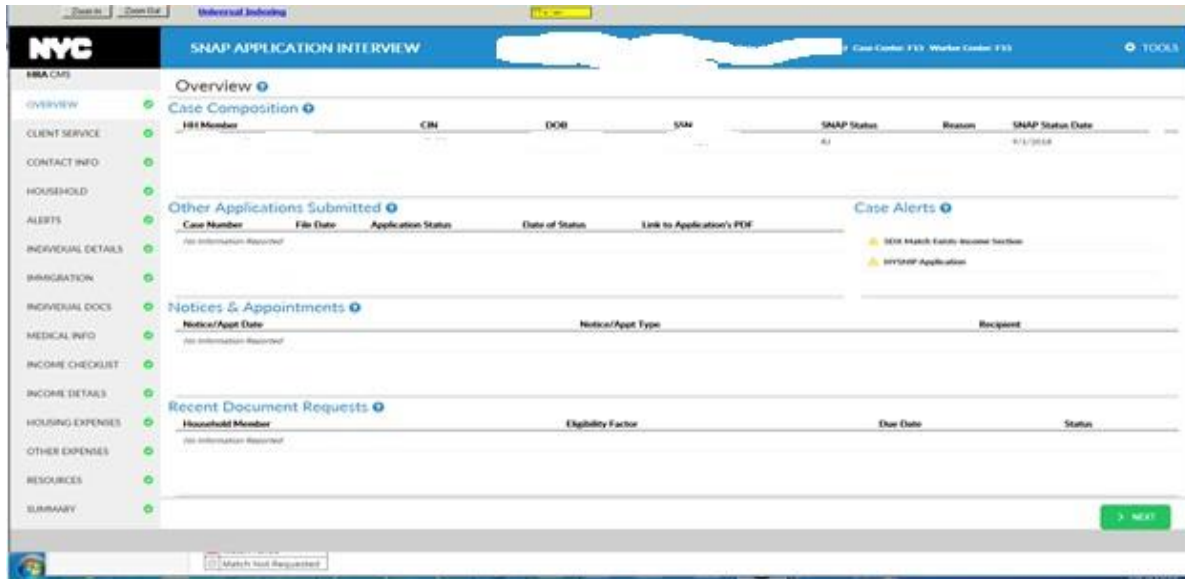
Sample of screenshot of Overview section with Case Alerts showing SDX match:



## 4. New Alert for NYSNIP Application Interview in Overview Section

A new alert was added in the Overview screen in the Case Alerts section for the SNAP Application Interview only:

- "NYSNIP Application"



# Streamlined POS for S15 (SNAP SSI Center)

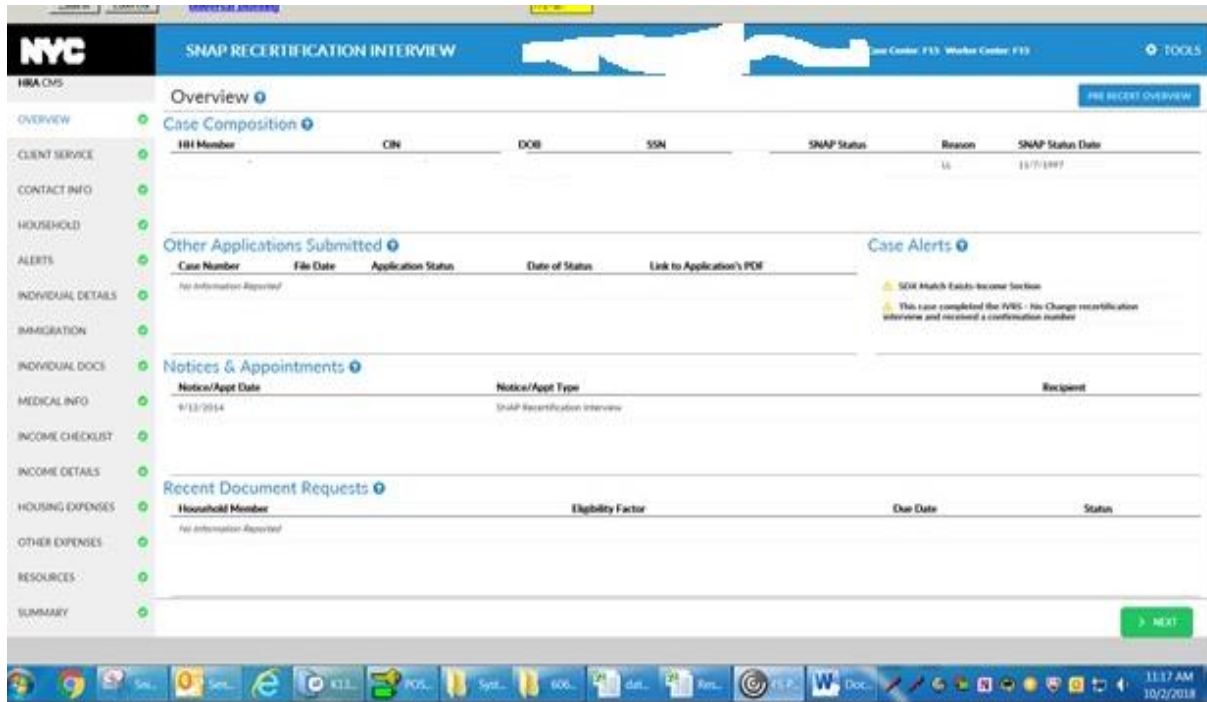
SNAP Version 12.3

## 5. New Automated Comment for Interactive Voice Response System (IVRS) No Change Recertifications

A new **automated comment** in the **Case Comment** area when the **S15** client recertified successfully through the IVRS and received a confirmation number:

- "This case completed the IVRS - No Change recertification interview and received a confirmation number."

*New automated comment for IVRS No Change Recertification*



## 6. New Edits for Summary Section

**S15** staff will be required to answer all required fields in each section of the interview. New alerts, which display on the right-side panel, have been created for missing entries in the following sections: Contact Info, Household, Individual Details, Individual Docs, Income Checklist, Housing Expenses, Medical Info and Resources.

At the **Summary** section, these alerts will appear if these sections of the interview or if any required fields have not been visited and addressed.

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Samples of error messages/alerts displayed on Summary section

The screenshot shows the 'Summary' section of the SNAP APPLICATION INTERVIEW. The left sidebar lists various sections: OVERVIEW, CLIENT SERVICE, CONTACT INFO, HOUSEHOLD, ALERTS, INDIVIDUAL DETAILS, IMMIGRATION, INDIVIDUAL DOCS, MEDICAL INFO, INCOME CHECKLIST, INCOME DETAILS, HOUSING EXPENSES, OTHER EXPENSES, RESOURCES, and SUMMARY. The main content area displays 'Household Finances' with a table of values: Monthly Income (\$0.00), Resources (\$0.00), Monthly Housing Expenses (\$0.00), Other Expenses (\$0.00), and SUA (\$0). Below this is 'Requested Verification' for HH Member with 'No Information Reported'. There are buttons for 'PRINT FORMS', 'CONTINUE TO PROCESS', and 'END INTERVIEW'. On the right, an 'ERROR ON PAGE' message lists several required questions, and an 'Alert' message states that amounts are tentative.

Category	Value
Monthly Income	\$0.00
Resources	\$0.00
Monthly Housing Expenses	\$0.00
Other Expenses	\$0.00
SUA	\$0

This screenshot is similar to the first one, showing the 'Summary' section. The 'Household Finances' table shows the same values. The 'ERROR ON PAGE' message lists different required questions, including 'Household - Buys/Prepares Meals question is required for each household member' and 'Medical Info - Answers required'. The 'Alert' message is identical to the first screenshot.

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The screenshot displays the 'SNAP APPLICATION INTERVIEW' summary screen. The main content area is titled 'Household Finances' and contains a table with the following data:

Category	Amount
Monthly Income	\$0.00
Resources	\$0.00
Monthly Housing Expenses	\$0.00
Other Expenses	\$0.00
SUA	\$0

Below the table, there is a 'Requested Verification' section with columns for 'HH Member', 'Eligibility Factor', and 'Reconsider Verification'. The status is 'No Information Reported'. There is also a 'Mailing Summary' section with a 'PRINT FORMS' button and a 'Requested Notification' section.

The right-hand panel contains an 'ERROR ON PAGE' message with the following list of errors:

- Housing Expenses - HEAP answer required for SUA and budget
- Housing Expenses - Shelter type required for budget
- Income Details - Answers required
- Income Details - SDMX Must be Reviewed
- Individual Details - Citizenship answer is required for each household member
- Medical Info - Answers required
- Other Expenses - Answers required
- Resources - Entries required for budget

Below the error message is an 'Alert' box with the text: 'Amounts shown on Summary screen are tentative and may vary from final WMS budget.'

At the bottom of the screen, there are two buttons: 'CONTINUE TO PROCESS' and 'END INTERVIEW'.

## 7. References: SPOS Immigration Workflow

For more details on the Streamline POS immigration workflow, consult your training user guide as well as the policy bulletin **PB 18-29-SYS Streamlined POS 2.0 Non-Citizen Workflow** release notes which can be found on HRA e-docs:

<https://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=e6996fe9-6a43-411e-896f-26dafd405a72&CategoryId=31&VersionDate=5%2f16%2f2018+12%3a11%3a16+PM&FileType=pdf>



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## 8. References: Streamlined POS Release Notes

All prior release notes for Streamlined POS can be found on HRA e-docs. Please see the below policy bulletins for further information.

**PB 17-18-SYS SNAP POS Release Notes version 11.1, Attachment B Overview of Streamlined POS**

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=7bce03ce-ff77-41f4-bfc0-a021e3c63e72>

**PB 17-100-SYS SNAP Streamlined POS Version 1.1**

<https://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=4a333a2f-6ec0-4849-9b65-246e39819028&CategoryId=31&VersionDate=12%2f5%2f2017+2%3a05%3a53+PM&FileType=pdf>

**PB 18-01-SYS SNAP Streamlined POS Version 1.2**

<https://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=6bc87f2b-d096-4755-8ed0-d4db347f18b5&CategoryId=31&VersionDate=1%2f9%2f2018+12%3a14%3a31+PM&FileType=pdf>

**PB 18-22-SYS SNAP Streamlined POS Version 2.0**

<https://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=a9f51c5a-16f6-4273-99e6-3ff1ee46e86f&CategoryId=31&VersionDate=4%2f17%2f2018+2%3a23%3a08+PM&FileType=pdf>

**CD 18-21 FIA Brooklyn Planning for SNAP**

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=2f1cfdcd-bc22-4a66-8398-5b318468625d&CategoryId=33&VersionDate=8%2f29%2f2018+8%3a55%3a42+AM&FileType=pdf>

**CD 18-22 FIA Brooklyn Planning for Job Centers**

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=d7357e29-ebd1-4ddb-bdbd-cb28fcb44e5d&CategoryId=33&VersionDate=8%2f29%2f2018+9%3a29%3a40+AM&FileType=pdf>