OFFICE OF POLICY, PROCEDURES, AND TRAINING
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POLICY BULLETIN #19-29-SYS

SNAP POS RELEASE NOTES VERSION 13.2

Date: May 31, 2019	**Subtopic(s):** 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) will migrate into production on June 17, 2019. Descriptions of the changes can be found in SNAP POS Release Notes Version 13.2 (**Attachment A**).

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

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

Effective June 17, 2019

Attachments:

Attachment A   SNAP POS Release Notes Version 13.2

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

SNAP POS Release Notes
SNAP POS Version 13.2 June 17, 2019

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) Release for June 17, 2019. 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. Overview of Changes

The following changes and fixes are in this release to reflect the changes in the WMS 2019.2 release:

- New TAD (Turnaround Document) status reason codes were added for SNAP (Supplemental Nutrition Assistance Program) rejections, closings and sanctions.
- Four SNAP employability codes were removed and two SNAP employability codes were revised.
- The homeless shelter deduction was increased.

The following changes and fixes were added to this release:

- Loading of Actionable cases to POS (Paperless Office System) queues.
- New **SNAP Change Case Data** report.
- Sanction/post-sanction changes.
- Loading **Change Case Data** activities when documents are submitted and no interview or processing is pending.
- CTI Enhancement to **Information Search** Screen.
- Updates to ICP (Income Clearance Program) Web Periodic Mailers.
- Changes to OCSS (Office of Child Support Services) forms for child support arrears match.
- Updates to Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) form and snippets.
- Verification of Secondary Tenant's Residence and Housing Costs (**W-147Q**) changes.
- Other form updates.

The following changes were made in POS in April 2019:

- Weekend report of Application and Recertification transmissions and TADs
- Updates to forms for NYC Local 30 compliance
- Excel export functionality in POS Audit Tool in Management Console

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2. WMS Release 2019.2

POS was updated to match changes in WMS (Welfare Management System) and to fix issues with WMS errors.

Update to Homeless Shelter Deduction
The Homeless Shelter Deduction was updated from $143 to $147.55 in the WMS budget calculations; the SNAP expedited processing determination, and the SNAP benefit eligibility determination.

New TAD SNAP status reason codes
New TAD status reason codes were added for SNAP:

- **M73** (Continue Employment Requirement Sanction, HH Size=1)
- **M74** (Continue Employment Requirement Sanction, HH Size > 1)

The Client Notice System (CNS) was updated for these new codes.

Removal of SNAP Employability Codes
The following SNAP employability codes were removed:

- **24** (Pregnant within 30 days of medically verified date of delivery Exempt)
- **31** (Parent or Caretaker Relative of a child in the household under 12 months of age/Exempt)
- **40** (Responsible for the care of an incapacitated person part-time Non-exempt)
- **64** (Substance abuse / Non-exempt)

Updated SNAP Employability Codes
The following SNAP employability codes were updated:

- **Code 38** (Responsible for the care of an incapacitated person) was updated to remove the full-time requirement.
- **Code 63** (Regularly participating in an approved alcohol/substance abuse rehabilitation program) was updated to reflect the removal of code 64 and the determination of ability to work.

3. Loading Application Cases to Actionable Queues

POS loads actionable cases for processing of application decisions for cases with a completed or scheduled telephone interview to new queues at the SNAP home centers.

The application queues are sorted according to the deferral (**FIA-1146** generated) and case status of Application Pending (AP) or Single Issue (SI). There is a separate queue for Failed to Keep (FTK) cases after day 20 of the application period. POS loads actionable cases pending for more than three days with a Supervisor to actionable Supervisor queues.

The following application queues were added for each home center:

- **Action AP Deferred**
- **Action AP Non-Deferred**
- **Action SI Deferred**
- **Action SI Non-Deferred**
- **Action FTK**
- **Action App Supervisor**

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The responsible Supervisors must access the actionable queues and assign the application activities to Workers for processing. The responsible Managers must access the actionable Supervisor queues and assign the approval activities to Supervisors for processing.
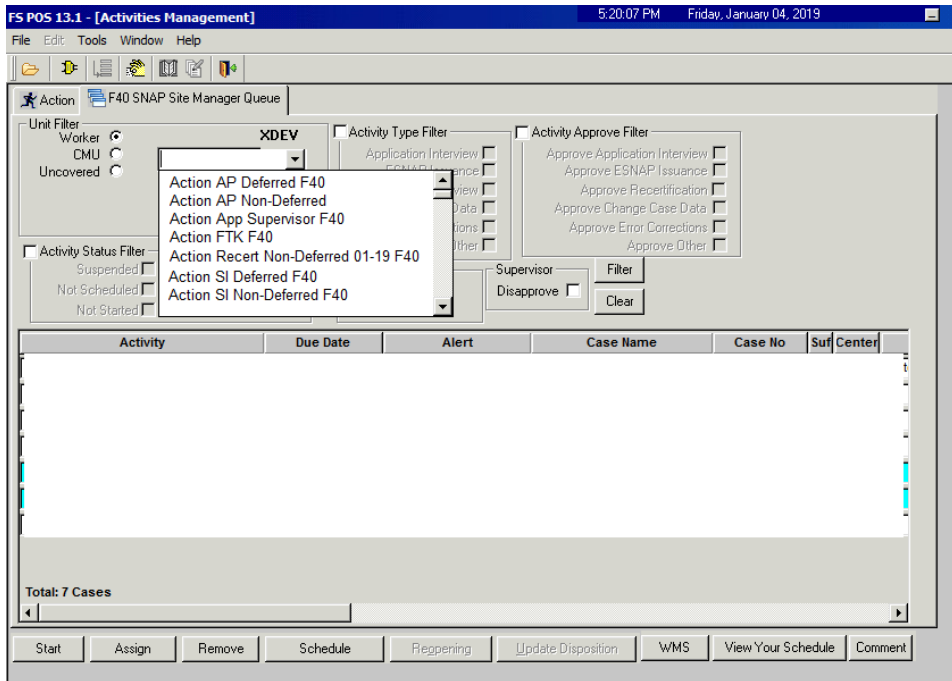
4. Loading Recertification Cases to Actionable Queues

POS loads actionable cases for processing of recertification decisions for cases with a completed telephone interview to new queues at the SNAP home centers.

The queues are sorted by deferral status and recertification month. POS also loads actionable cases pending for more than three days with a supervisor to actionable supervisor queues.

The following recertification queues were added for each home center:

- **Action Recert Deferred Month-19**
- **Action Recert Non-Deferred Month-19**
- **Action Recert Supervisor Month-19**

Examples of queues for May 2019 and June 2019:

- **Action Recert Deferred 05-19**
- **Action Recert Deferred 06-19**
- **Action Recert Non-Deferred 05-19**
- **Action Recert Non-Deferred 06-19**
- **Action Recert Supervisor 05-19**
- **Action Recert Supervisor 06-19**

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The responsible Supervisors must access the actionable queues and assign the recertification activities to Workers for processing. The responsible Managers must access the actionable Supervisor queues and assign the approval activities to Supervisors for processing.
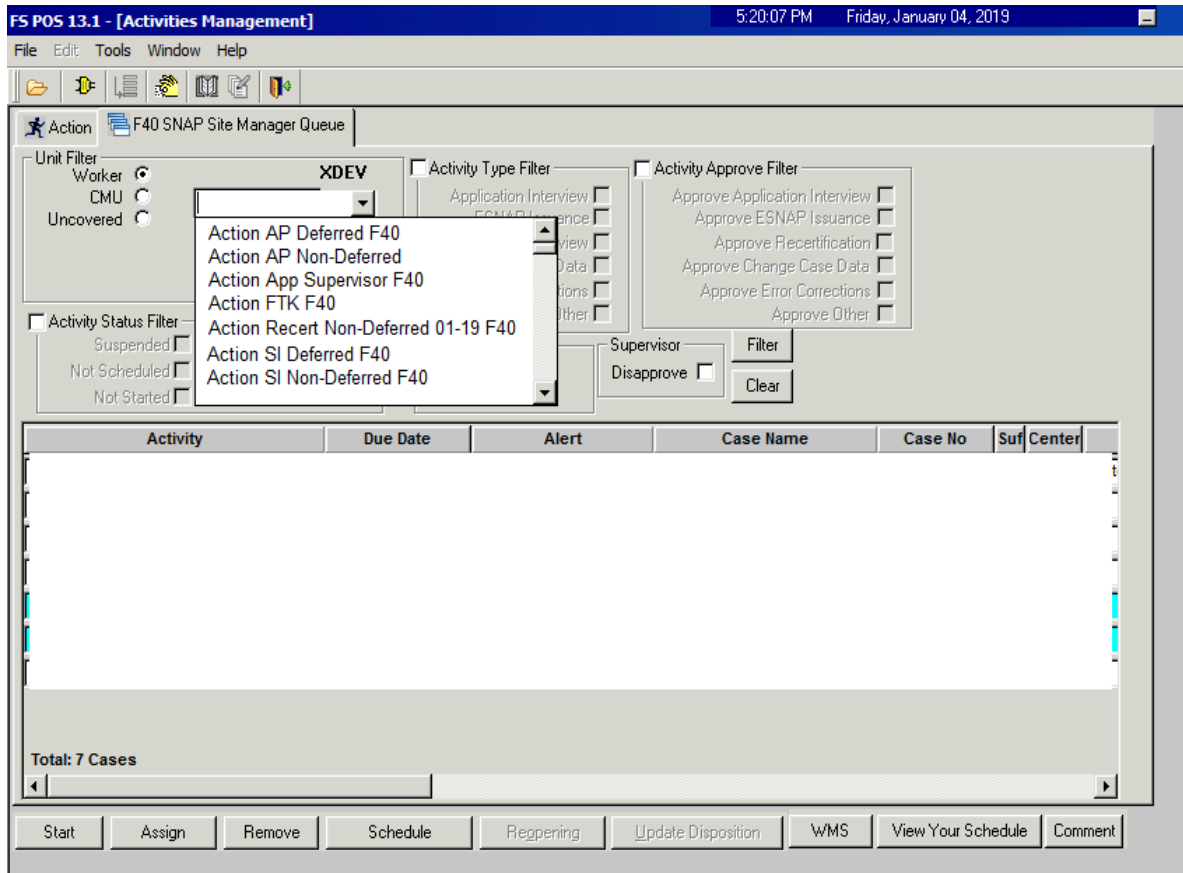
5. New SNAP Change Case Data Report

A new **SNAP Change Case Data** report allows FIA (Family Independence Administration) to track change actions on active SNAP cases. The report has a center view and a citywide view.

This report allows the users to see the originating center for the change action, the current center and queue where the case resides, the disposition of the case (in-progress, overdue, completed, removed), whether the case was deferred, the deferral form type and the deferral date.

The report includes the following data:

- Report Date, Case Number, Activity Sequence Number, Case Name
- Responsible Center, Source, Activity Start Date, Case Status
- Disposition, Removed by Worker, Removal Reason, Date of Removal
- Deferred, Deferral Form, Deferral Date Created, Deferral Due Date
- Assigned Date, Latest Queue, Latest Worker, Assigned Center
- Processed Date, Supervisor, Approval Date, Transmission Date
- Pending Action Status in WMS, Pending Action Date in WMS
- Grants Transmitted, Due date

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The report includes the following filters:

- Timeframe Selection
- Area (Citywide, Center)
- Disposition
- Source
- Case Status

6. Sanction/Post-Sanction Changes

POS connects to the **WMS Client Infraction** screen (NQIN22) to determine whether an open sanction for SNAP exists.

New Alerts
New alerts were added to the **Overview**, **Individual Details** and **Summary** screens in Streamlined POS when there are one or more individuals sanctioned for employment requirements:

- Case Alert in Overview screen: **A household member has a SNAP durational sanction for employment.**
- Individual alert for sanctioned individual in **Individual Detail** screen: **The household member has a SNAP durational sanction for employment.**
- A new alert appears in the **Interview Summary** screen when an individual who is sanctioned and is no longer work required according to the SNAP Employability Code Determination in POS: "**A household member has a SNAP durational sanction for employment. If the household member is exempt from work requirements, please update the sanction in WMS.**"

New SNAP Status Reason Codes in WMS
New codes were added in WMS:

- **M73** (Continue Employment Requirement Sanction, HH Size=1)
- **M74** (Continue Employment Requirement Sanction, HH Size > 1)

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7. Document Submission Updates

For active cases, when indexing is completed for participant-facing documents (e.g. pay stubs), POS checks for a **Pending Interview**, **Change Action**, **Error Correction** or **Approval Activity**. If no activity is pending, then POS will now add a new **Change Case Data** action in the queue of the home center (WMS Center ID) for the case.

New queues were added for these activities. The home center Supervisor must access the **Document Submission Queue** and assign the **Change Case Data** Activity to a Worker. The queue name is **Mob Doc Submission** with the center number.

For example, for Waverly, the queue will be named: **Mob Doc Submission F19**.
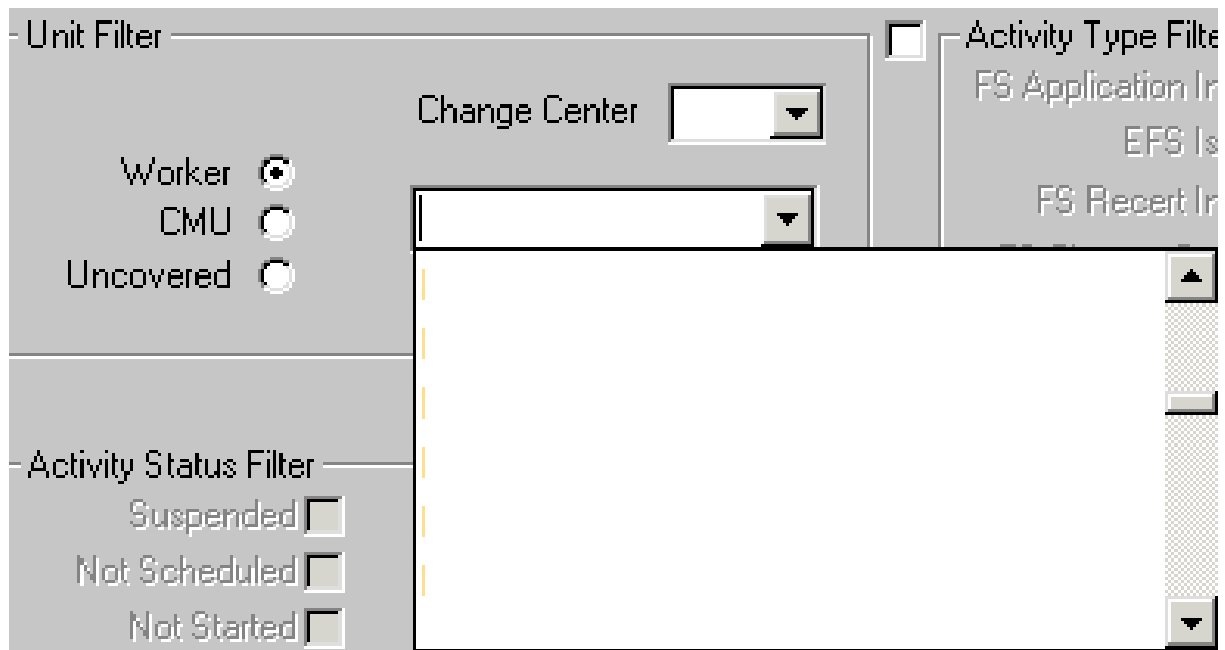
8. Enhancement for On-Demand Information Search Screen

The **Transfer Call** button is replaced with a **Start Interview** button when the **Information Service** screen is open to an Interview Agent. This allows the staff to directly launch the interview if the participant is interview eligible.

When the participant initially speaks with an Information Service Agent (ISA), and the agent is unable to systemically transfer the case, the call is manually transferred via the telephone. When this happens, the Interview Agent receives the Information Service screen instead of the interview.

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9. Form Updates

The OCSS forms used for referral to OCSS for assistance with child support arrears were combined into a single form: OCSS Legal and Financial Services Provided for Non-Custodial Parents (NCPs) (**OCSE-181**).

The Action Is Required! You Must Submit Documents For Your SNAP Case **(FIA-1146)** form was updated with text clarifications in 12 languages. New snippets were added for ABAWD (Able Bodied Adult Without Dependents) documentation, other earned income and other unearned income.

The following forms were updated in June 2019:

- **W-147Q,** Verification of of Secondary Tenant's Residence and House Costs

The following forms were updated in April 2019:

- **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 is Required!
- **FIA-1152G**, Application Interview Appointment Notice for the Supplemental Nutrition Assistance Program (SNAP)
- **FIA-1152H**, Call to Complete Your Required Interview

10. New Weekend Transaction Report

A new weekend report of Application and Recertification TAD transmissions is provided to FIA management, effective April 2019.

11. Excel Export Functionality for POS Audit Tool Report

The **POS Audit Tool** report was updated in April 2019 to allow exporting of the report data to Excel.