



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #18-01-SYS

SNAP STREAMLINED POS VERSION 1.2

<p>Date: January 08, 2018</p>	<p>Subtopic(s): POS</p>
<p><input type="checkbox"/> Please use Print on Demand to obtain copies of forms.</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 Streamlined Paperless Office System (POS) will migrate into production on January 8, 2018. Descriptions of the changes can be found in SNAP POS Release Notes Streamlined POS Version 1.2 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachment:</p> <p>Attachment A SNAP POS Release Notes Streamlined POS Version 1.2</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

Streamlined POS Version 1.2 January 8, 2018

These Release Notes contain descriptions of changes in Supplemental Nutritional Assistance Program (SNAP) Streamlined POS Release 1.2, scheduled for Monday, January 8, 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. Automated Settle in Conference (SIC) Transaction for On-Demand Cases

Streamlined POS (Paperless Office System) was updated to send an automated SIC transaction from the Overview section when:

- the Worker starts the **SNAP Application Interview** through CTI (Computer Telephony Integration) for an on-demand case and a failed to keep appointment rejection with code **N10** (Failure to Keep/Complete Appointment) or code **H12** (Failure to Keep/Complete Application Interview) is pending in **WMS** (Welfare Management System).
- the Worker starts the **SNAP Recertification Interview** through CTI for an on-demand case and a failed to keep closing with code **Y10** (Failure to Recertify [No Notice Required]) or code **Y13** (Failure to Recertify and LDSS-4826 Submitted [No Notice Required]) is pending in WMS.

The pending rejection or closing must have a future action date in WMS in order for the system to post the SIC transaction.

If the automated SIC is successful, the following **Case Alert** appears in the Overview section and a comment is recorded to the case comments:

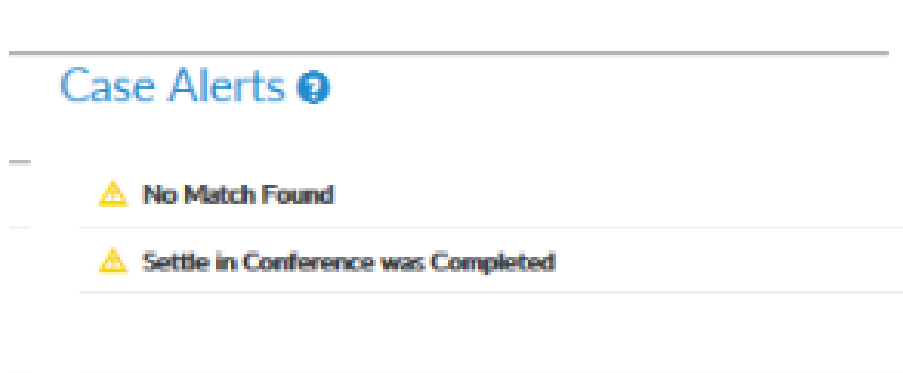
- **Settle in Conference was completed.**

If the automated SIC is not successful, the following **Case Alert** appears in the Overview section:

- **Settle in Conference was not completed.**

For cases where the SIC was not successful or the WMS action date is in the past or on the same day, the Worker must complete the SIC process using the Paperless Alternate Module (PAM) to ensure that the SIC is successfully processed in WMS.

Case Alert example for automated Settle in Conference transaction



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Case Comment example for automated Settle in Conference transaction

2. New Supervisory Return Section in Overview Screen

When a case is returned by a Supervisor, a new **Supervisor Return** panel appears in the **Overview** screen. This panel appears at the bottom of the page and includes the areas of the interview or the change action disapproved by the Supervisor along with the comments entered by the Supervisor in the **Disapproved** section.

Example: Supervisor Return Section

Date	Disapproved Section	Supervisor Comment
05/01/2017	Budget	Other (Comment Required) - SSI (Supplemental Security Income) S/B \$797 and benefit amount is not showing on budget.
05/01/2017	Is Employed? (Including Babysitting or Potential Income That May Not Yet Been Received)	The correct amount for second and third paystubs are: \$295.72 and \$559.49.
05/01/2017	TAD (Turnaround Document)	Because of system update, TAD synchronized. Please complete TAD and resend

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3. New Error Correction Summary Section in Overview Screen

When a case has an error in WMS, a new **Error Summary** panel appears in the **Overview** section. This panel appears at the bottom of the page and includes the WMS error number, the description and additional information available for this type of error from the WMS code book.

Example: Error Correction Summary Section

Error Number	Description	Additional Information
E1696	UNRESOLVED BANK MATCH DATA EXISTS	ATTEMPTING TO ACTIVATE A LINE THAT HAS UNRESOLVED BANK MATCH DATA

4. Updates to Client Service Screen

The **Client Service** screen was updated to reduce the number of listed individuals and to remove a number of fields.

The section now only lists the following types of individuals, in WMS line number order:

- Head of household (casehead or payee)
- Household members in AP (Application Pending), SI (Single Issue), AC (Active) or SN (Sanction) individual status for SNAP in WMS
- Household members with a value of **Yes** in the **Buys/Prepares meals** question in the **Household** section.

The grid named **Individual Currently in the Household** was moved to the top of the window and the following fields were removed from the grid:

- Case Number
- Case Name
- Language Spoken
- Language Read
- Notice Language

The spelling of the word “Accommodation” was fixed in the screen.

When there are no results for reasonable accommodations for an individual, the following message is displayed:

“No Reasonable Accommodations Reported.”

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Updated *Client Service* screen

The screenshot displays the 'Client Service' screen within the SNAP POS system. The interface features a sidebar on the left with various navigation options, each accompanied by a green checkmark. The main content area is titled 'Client Service' and includes a table for household members. The table has columns for 'HH Member', 'Relation to HoH', 'DOB', and 'CIN'. Below the table, there are sections for 'Employability Status', 'SSI Status', and 'WeCARE Track', each with a corresponding input field. A section for 'Reasonable Accommodations' includes a table with columns for 'RA Name', 'RA Effective Date', and 'RA Message'. A note at the bottom of this section reads: 'Note: Please contact your supervisor for any questions about Reasonable Accommodation Implementation'. At the bottom right of the screen, there is a green button labeled '> NEXT'.

5. New Prompt for Non-Discrimination Statement in Application and Recertification in Summary Screen

The HRA (Human Resources Administration) must ensure that SNAP (Supplemental Nutrition Assistance Program) applicants and participants are made fully aware of his/her Rights and Responsibilities. This includes reviewing and advising the applicant/participant of the Statement of Non-Discrimination and his/her right to file a complaint of discrimination and how to do so, during the interview process and anytime thereafter upon request.

Following a 2016 Food and Nutrition Service (FNS) Civil Rights Compliance Review report by the United States Department of Agriculture (USDA), a new Non-Discrimination Statement (NDS) message was added to the **Summary** screen in Streamlined POS.

This message only appears when the Worker indicated that the applicant/participant is on the phone or that the applicant/participant is in person in the **Contact Info** screen in Streamlined POS.

The new message has the following text, with **Yes** and **No** buttons:

- 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?

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If the applicant or participant answers **Yes**, the Worker must address any questions posed by the applicant or participant. The following case comment is saved to the electronic record:

“The Worker read the Statement of Nondiscrimination to the applicant/participant and informed them of their right to file a complaint, and what to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they had questions and the Worker addressed their questions.”

If the applicant or participant answers **No**, the following case comment is saved to the electronic record:

“The Worker read the Statement of Nondiscrimination to the applicant/participant and informed them of their right to file a complaint, and how to do during the interview process and anytime thereafter upon request. The applicant/participant indicated that they did not have any questions.”

6. New Prompt for Race/Ethnicity Information in Summary Screen

Following a 2016 FNS Civil Rights Compliance Review report by the USDA, HRA reviewed its current policy and SNAP interview process regarding the collection of Race / Ethnic Affiliation information from applicants.

NYC (New York City) HRA reinforced the importance of asking the applicant for his/her Race / Ethnic Affiliation information, while reminding him/her providing such information is voluntary and does not affect the household's SNAP benefit amount, during the interview process if the applicant / participant does not initially indicate such on the SNAP application.

If Streamlined POS reflects that an applicant did not provide Race / Ethnic Affiliation information on the SNAP application and indicates “Unknown” for this applicant, HRA Workers will encourage program applicants during the interview to provide the information by explaining the purpose of data collection. The Worker should encourage the applicant to self-identify, and if a response is given, enter that information in Streamlined POS.

The new message has the following text, with **Yes** and **No** buttons:

- On the application that asks you to identify your race and ethnicity, I see you left that section blank and did not choose to provide an answer. We understand that you may not want to give this personal information, and that this information is voluntary and not required to receive SNAP benefits. HRA is required to ask you during this interview, but, if you still do not want to give it, I will record your racial and ethnic identification as “Unknown”. We ask you for this information to see if we are complying with federal civil rights laws, and your answer has no effect on your application, and may be protected by the Privacy Act. By sharing this information, you will ensure you are not discriminated against. Are you comfortable with giving me this information now?

If the applicant or participant answers **Yes**:

- The Worker must return to the **Individual Detail** screen to request and record the race/ethnicity information from the applicant/participant.

If the applicant or participant answers **No**, the Worker will not make any changes to the race/ethnicity information.