OFFICE OF POLICY, PROCEDURES, AND TRAINING
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POLICY BULLETIN #19-06-SYS

STREAMLINED POS VERSION 3.0

Date:	**Subtopic(s):**
February 15, 2019	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 February 19, 2019. Descriptions of the changes can be found in Streamlined POS Version 3.0 (**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   Streamlined POS Version 3.0

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

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
Streamlined POS 3.0 Release 1 February 19, 2019

These Release Notes contain descriptions of changes in the Supplemental Nutrition Assistance Program (SNAP) Streamlined Paperless Office System (SPOS) Release for February 19, 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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Table of Contents

SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

1. Overview of Changes

The Streamlined POS project aims to modernize and improve the interview, change actions and processing for the users of the Paperless Office System (POS) in the Supplemental Nutrition Assistance Program (SNAP) area of FIA (Family Independence Administration). Streamlined POS currently includes interview interfaces for the SNAP application interview, SNAP recertification interview and SNAP change case data activities.

At a high level, the scope of the Streamlined POS (SPOS) Release 3.0 for SNAP are as follows:

- Redesign of the existing classic POS interfaces for processing to the Streamlined POS workflow, allowing for effective completion of the work of processors, supervisors, managers and other user groups assigned to the SNAP program or working on SNAP cases.
- Integrate processing of benefits and eligibility determinations.
- Integrate supervisory review, selective case review, and return of work to processors and error correction functionality for SNAP cases.
- Develop case review and audit functionality to replace older processes in classic POS.

The following changes were included in **Release 1** for SPOS 3.0:

- **WMS Search Lite Tool:** Workers have access to an online WMS (Welfare Management System) inquiry tool named W**MS Search Lite** beginning with this new release.
- **Error Correction in SPOS:** three new Error Correction (EC) activities were added to SPOS for applications, recertifications and change actions.

Release 1 will be implemented in the following initial pilot centers on February 19, 2019:

- Washington Heights SNAP Center (**S13**)
- Williamsburg SNAP Center (**S21**)
- Coney Island SNAP Center (**S22**)

It will be rolled to additional centers as training is completed.

SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

2. WMS Search Lite Tool

Workers have access to an online WMS inquiry tool named **WMS Search Lite** beginning with this new release. This tool is available from the **Tools** menu from all SPOS windows where Release 1 of SPOS 3.0 is implemented.
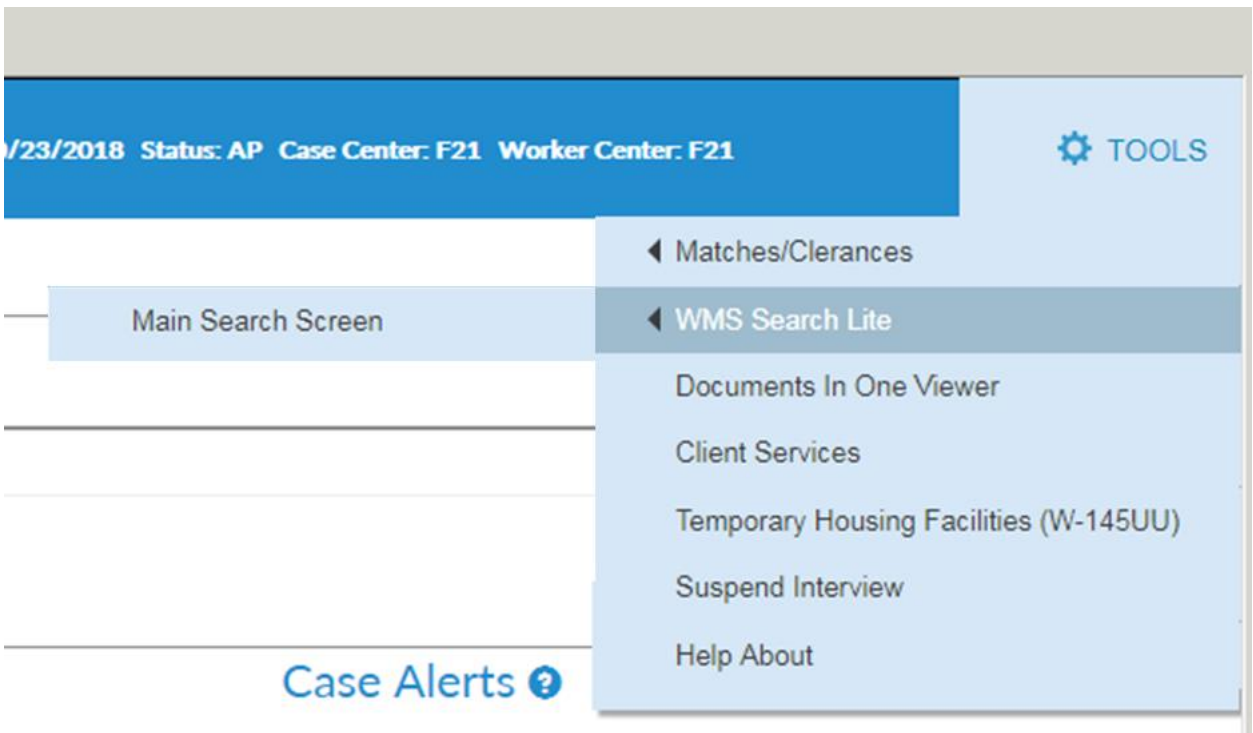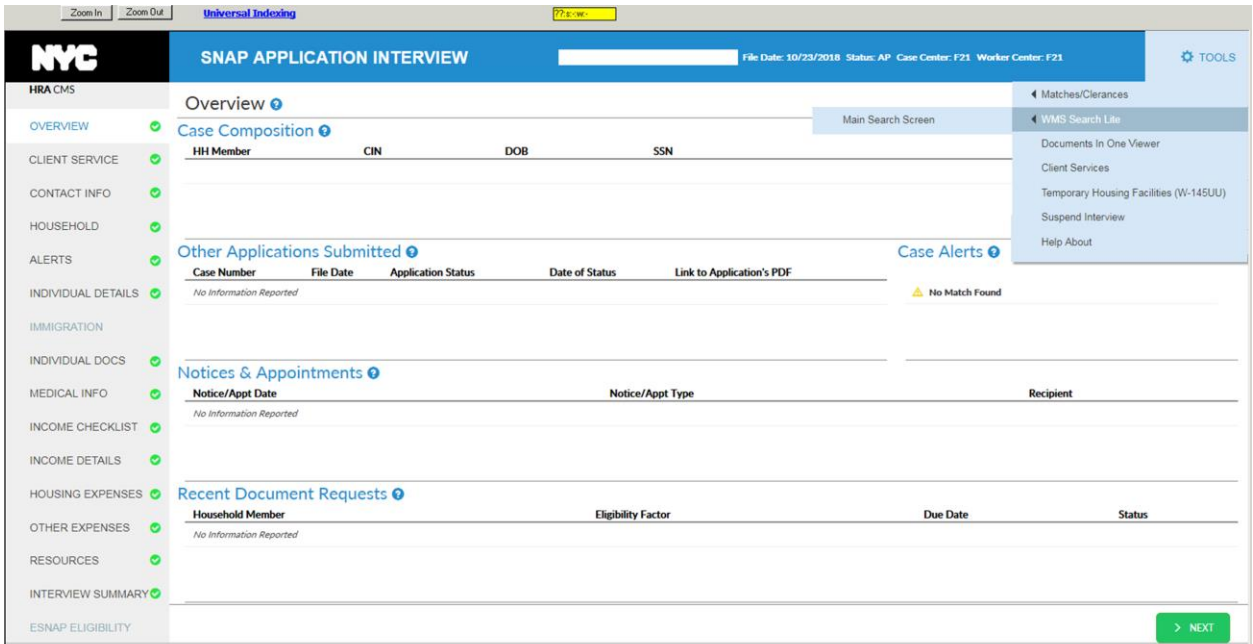
SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

The Workers have access to the following inquiry types:

- Case inquiry
- Individual inquiry
- SDX inquiry
- RFI inquiry
- Benefit Issuance

Homepage for WMS Search Lite Tool

WMS Search ^{Lite}

| Case Inquiry | Individual Inquiry | SDX Inquiry | RFI Inquiry | MA Subsystem | Benefits Issuance |

1. Select one of the following screens:

- ▶ **Address History**
- ▶ **Associated Names & Addresses Data**
- ▶ **Case Action History**
- ▶ **Case Composition**
- ▶ **Case Composition (Suffix Info)**
- ▶ **Suffix Details (Line Info)**
- ▶ **Pending Actions**
- ▶ **Print Turnaround**
- ▶ **MA Summary Inquiry**
- ▶ **Case, Suffix Individual, Summary**

2. Provide case information:

Case Number [11 digits + 1 capi] Suffix [2 dic]

- OR -

Case Name [Case Name]

Start Date [9/1/2018] End Date [11/29/2018]

[Clear All Fields] [Search Case]

SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

Inquiry and result screen example
Note: The case in the screenshots is a testing case with a case name of TESTING CASE.

SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

3. Error Correction (EC)

Three new EC activities were added to SPOS:

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

POS continues to load the EC activities to the last POS queue where the case was assigned. When the Worker selects the EC activity and clicks the **Start** button in the POS queue, the activity now opens in Streamlined POS.

The Overview section opens for the Worker and includes a summary of the error information from WMS (Welfare Management System). The navigation bar is open and available, allowing the Worker to access any necessary section in the **Interview** windows. The remaining sections in SPOS are the same windows available in the **SNAP Application Interview**, **Recertification Interview** and **Change Case Data**.

- To access the processing windows, including the budget, TAD (Turnaround Document) and forms, the Worker clicks the **Continue to Process** button in the **Summary** section.

SNAP POS Release Notes
Streamlined POS 3.0 Release 1 February 19, 2019

POS queue with Error Correction loaded by the system
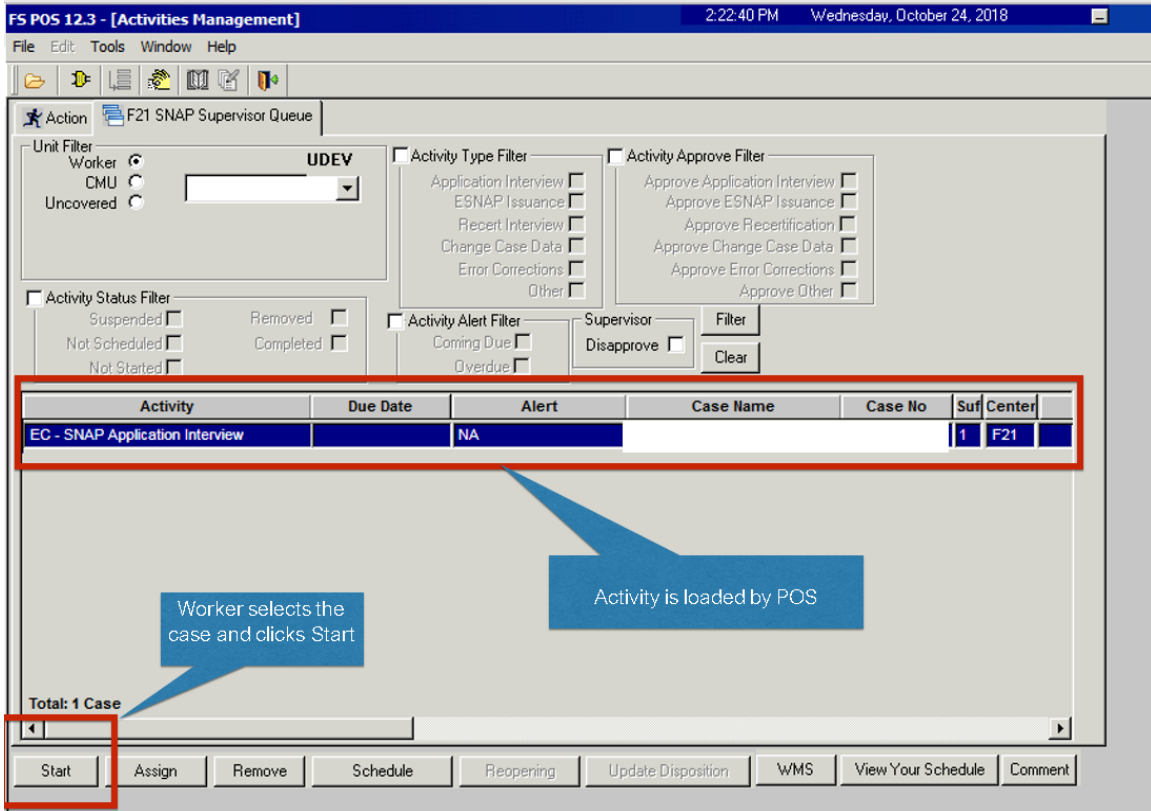
Overview section in Streamlined POS with open navigation bar and Error Correction Summary