



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #19-06-SYS

STREAMLINED POS VERSION 3.0

<p>Date: February 15, 2019</p>	<p>Subtopic(s): POS</p>
<p> 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 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).</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 Streamlined POS Version 3.0</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 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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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 **WMS 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**)

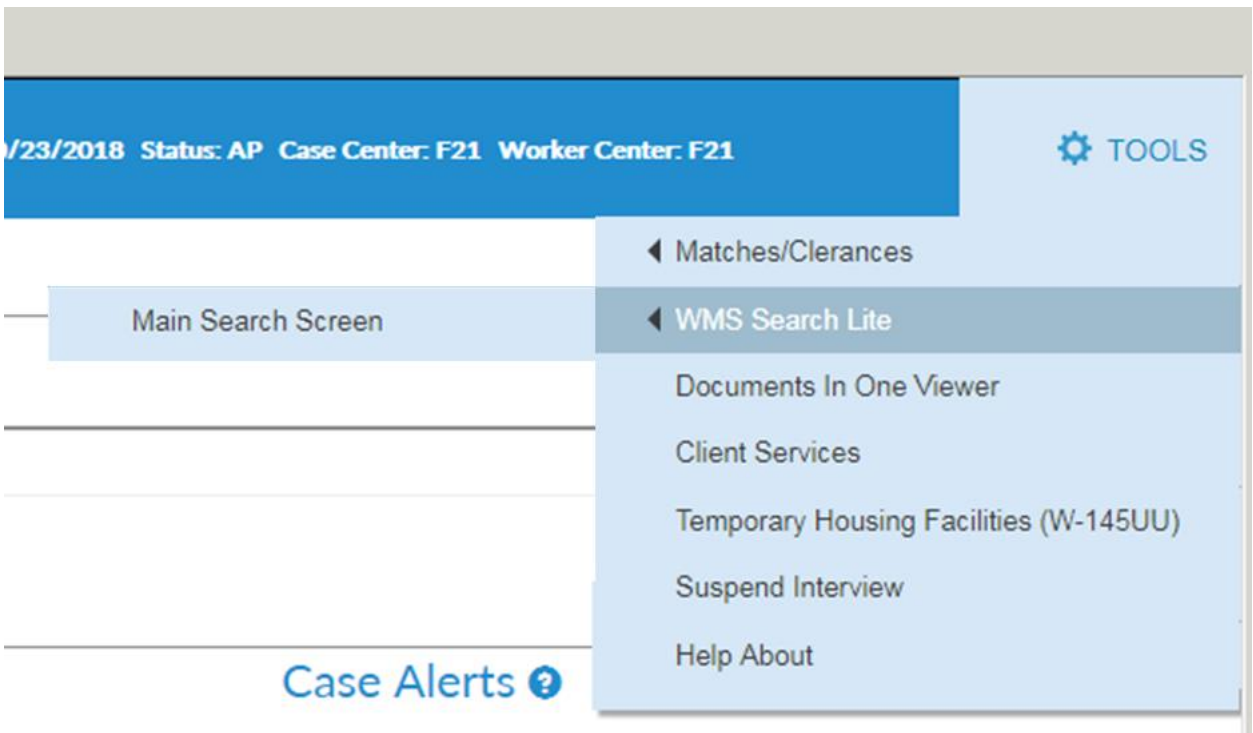
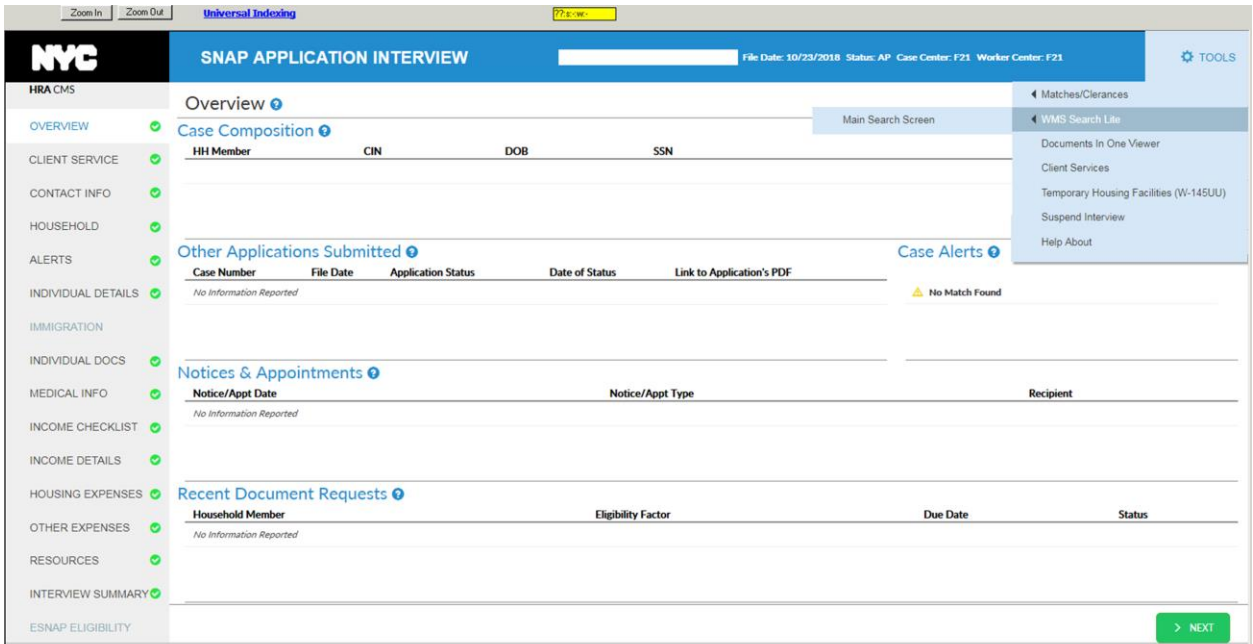
It will be rolled to additional centers as training is completed.

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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.



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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 diç

- OR -

Case Name Case Name

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

[Clear All Fields](#) [Search Case](#)

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Inquiry and result screen example

Note: The case in the screenshots is a testing case with a case name of TESTING CASE.

WMS Search^{Lite} for Test

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 Suffix 01

- OR -

Case Name

Start Date 10/1/2018 End Date 12/26/2018

Clear All Fields Search Case

WMS Search^{Lite} for Test

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

Home → NQCS02

NQCS02 (2) Case Composition - suffix summary 12/26/18 Page 01 of 01

Case # Center F40 Unit/worker MA Resp
 Address Mail addr: Y
 City BRONX St NY ZIP 104740000 CD/B 00 0 Phone No. () -
 Hsg Pgm: NYCHA: Proj # ACCT #

 Last Auth Budget # 00000 # Budgetable Clients 00 # Budgetable suffixes 00
 HEAP DRJ/ # Persons In PA HH 00 PA No LRR 0 RCRT SRC
 CASE Restr Inds: Shelter Water Fuel Addl Needs Alt Payee
 Monthly Reporting: Type Code State Util Gar 0
 Next Avail Suffix: 2 Next Avail Line No 3 FSINTW TI APP SRC Q

O	Number of Suffixes	1	Elig.	-Suffix-									
p	WFF	Case SPN	ABR	Applictn	Deter	-Status-							
t	Suf	Case Name	SI	DAI	Type	IND	CNS	Date	Date	PA	MA	FS	
▶ 01		<input type="text"/>	FS	E				12/26/18	/	/	NA	NA	AP

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WMS Search^{Lite} for Test

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

A0057 NO AUTH ON SPECIFIED DATE

Home → NQCS02 → NQCS3A

NQCS3A (2)current Case Composition - Historical Suffix Information 12/26/18

* --Case #--Suff ---Case Name----- Ctr -U/W- -----

C [REDACTED] [REDACTED] EAF/EAA Ind: / /

U Contact - Agency SF-Net | From Date: / /

R DAI Name | To Date: / /

R WFFSI Phone () - APP SRC Q RCRT SRC -----

* ----- Recertification Dates -----

* QR Ind.- Code: Desc. / / LAST PA: / / LAST MA: / /

|----- NEXT: / / FSINTW: TI: -----

* - Authorization - Case

Suffix	Pgm Stat	Reason	From	To	Amplification	Type
H Information	PA: NA	/ /	/ /	/ /	/ /	FS
I As of	MA:	/ /	/ /	/ /	/ /	
S 12/26/18	FS: AP	/ /	/ /	/ /	/ /	FS

T

O Residence | Street [REDACTED]

R Address | City BRONX State NY Zip 104740000 CB/B 00 0

Y | Phone () - utility Guarantee 0

*

* Mailing | Street [REDACTED] Apt

* Address | City BRONX State NY Zip 104510000 DIN

* 60 MO: 24 MO: -----Facility Name

A0057 NO AUTH ON SPECIFIED DATE

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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.

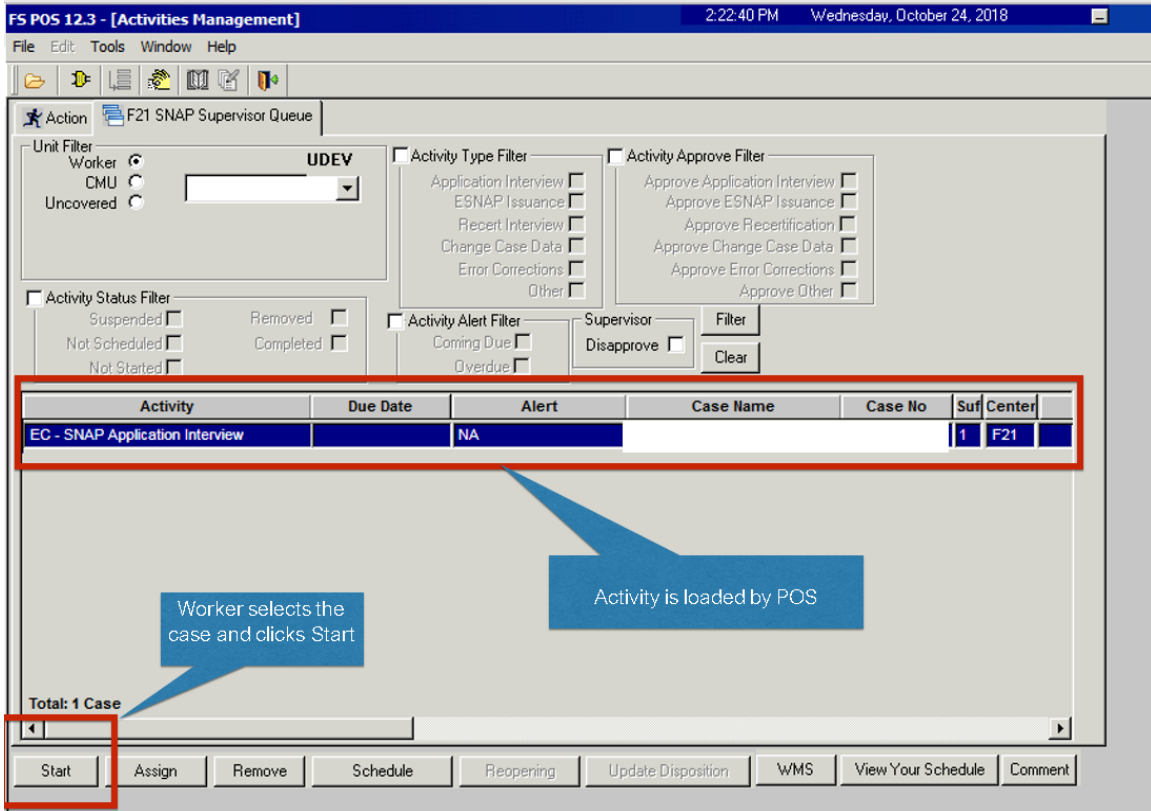
The Overview section opens for the Worker and includes a summary of the error information from WMS (Welfare Management System). The navigation bar is open and available, allowing the Worker to access any necessary section in the **Interview** windows. The remaining sections in SPOS are the same windows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

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POS queue with Error Correction loaded by the system



Overview section in Streamlined POS with open navigation bar and Error Correction Summary

