



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-30-SYS

STREAMLINED POS VERSION 3.2

<p>Date: May 31, 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 June 17, 2019. Descriptions of the changes can be found in Streamlined POS Version 3.2 (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 June 17, 2019</i></p> <p>Attachment:</p> <p>Attachment A Streamlined POS Version 3.2</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 Release 3.2 June 17, 2019

These Release Notes contain descriptions of changes in the Supplemental Nutrition Assistance Program (SNAP) Streamlined Paperless Office System (SPOS) Release 3.2 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 Streamlined POS (SPOS) 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.

The following changes are included in **Release 3.2**:

- **New processor flow:** Shorter flow for processor reviews and decisions for applications, recertifications, change actions and error corrections.
- **Interview Review Screen:** Full view of the interview in a single window, with access to edit interview information and record updates
- **Verification Widget:** New tool allows the processor to view documents received after an interview or since the case was last accessed in POS, view and update missing eligibility factors and review other documents that may include eligibility verification.
- **Updates for Supervisory Return:** New activity labels, alerts and information panels allow the processor to view case actions returned by a Supervisor in the Overview, Interview Review and editable interview sections.
- **Updates for Error Correction:** New alerts and information panels allow the processor to view case actions with errors in the Welfare Management System (WMS) in the Overview, Interview Review and editable interview sections.
- **SNAP Employability Code and Able-Bodied Adult Without Dependents (ABAWD) Changes:** The business rules to determine the SNAP employability code and the ABAWD indicator were migrated to a new modern Business Rules Engine (BRE), ABAWD compliance information is retrieved from the Welfare Reform Tracking System (WRTS), and SNAP employability code, ABAWD indicator and ABAWD compliance information appears for each household member in the **Interview Summary** and **Interview Review** screens.
- **ABAWD Re-Establishment and Strike Management:** A new **ABAWD** section appears for interviewers when the applicant or participant has at least one month of non-compliance (“strike”) with ABAWD work requirements. This section is available for processors through an **Edit** icon in the **Interview Review** screen.
- **Interview Summary Changes:** The section was updated to add student and non-citizen eligibility sections and improve the client notifications with new scripts and business rules.

Release 3.2 will be implemented in the following initial pilot centers on June 17, 2019:

- Williamsburg SNAP Center (**S21**)
- Coney Island SNAP Center (**S22**)

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

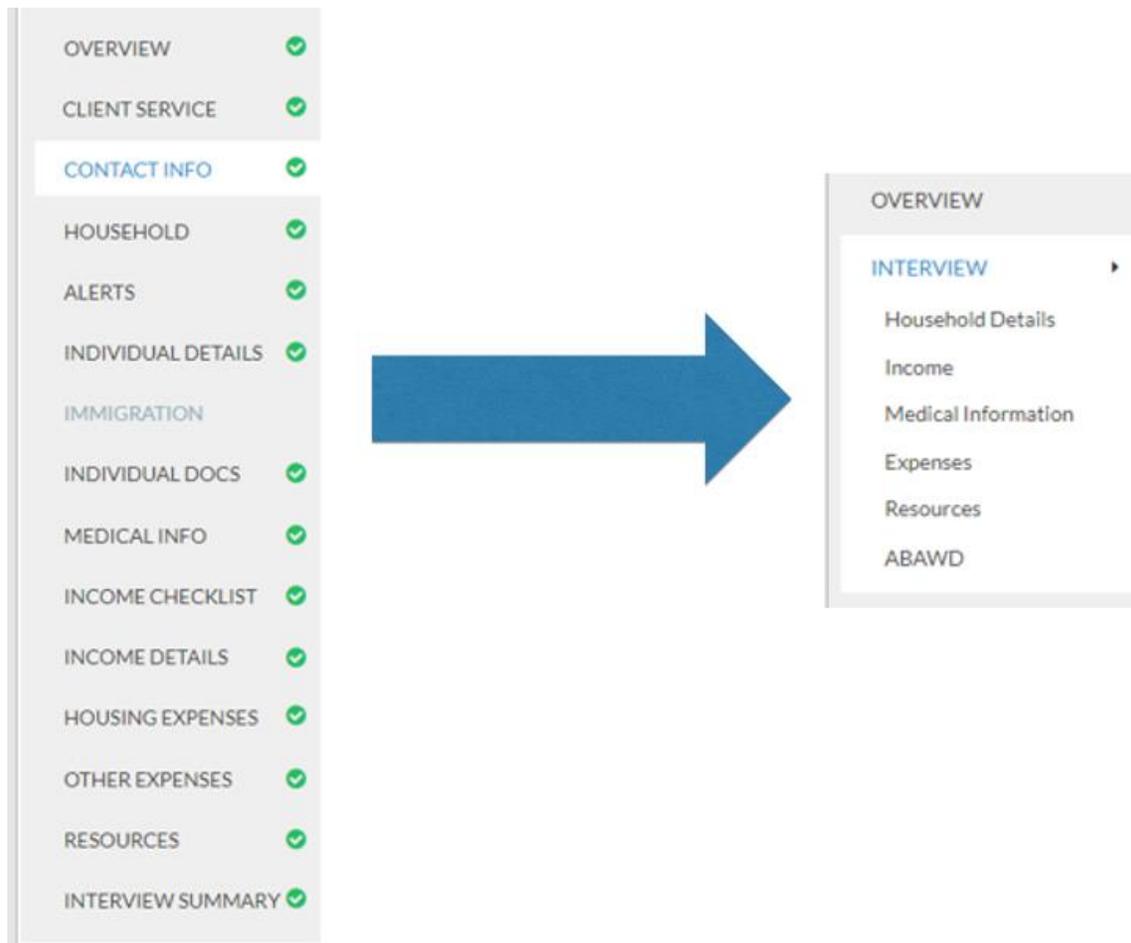
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2. New Processor Flow

Processors will have a customized view and flow in SPOS:

- Fewer windows to view details of the case
- Full view of the interview in a single window
- Verification Widget with documents to review and missing eligibility factors
- Access to edit interview data
- Processing of budget, TAD (Turnaround Document), grants and forms continues in Classic POS.
- The below representation shows change in view for the processors.



The following activities were updated with the new processor flow:

- **SNAP Application Interview** and **SNAP Recertification Interview**
- **SNAP Change Case Data**
- Error Correction of **SNAP Application Interview**, **Recertification Interview** and **Change Case Data**
- Activities listed above that were returned by a Supervisor

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3. Interview Review Screen

The **Interview Review** screen allows the processor to review the full interview in a single read-only page:

- Contact and address information is displayed.
- Each household member's information is displayed.
- Income, medical, expense and resource information are displayed.
- Employment codes and requirements are displayed, including compliance with ABAWD.

The **Interview Review** screen appears when:

- the interview with the applicant or participant was completed and the case is marked as kept on the **Application Log** or **Recertification Log**;
- the processor accesses the **SNAP Change Case Data Activity**; or
- the processor accesses an **Error Correction Activity**.

Interview Review screen

Interview Review screen sections

- **Household Details:** Address, telephone and individual details
- **Income:** Earned, unearned and other income
- **Medical:** Medical issues and any disability information
- **Expenses:** Housing expenses, utilities and other expenses
- **Resources:** Savings, checking and other resources
- **ABAWD:** Employment codes, work requirements and compliance

When all answers in an interview section were marked as **No**, the **Interview Review** screen includes the section with a message indicating that there is no item of this type. For example, the screen indicates **There is no income for the case** when there is no income.

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Navigation

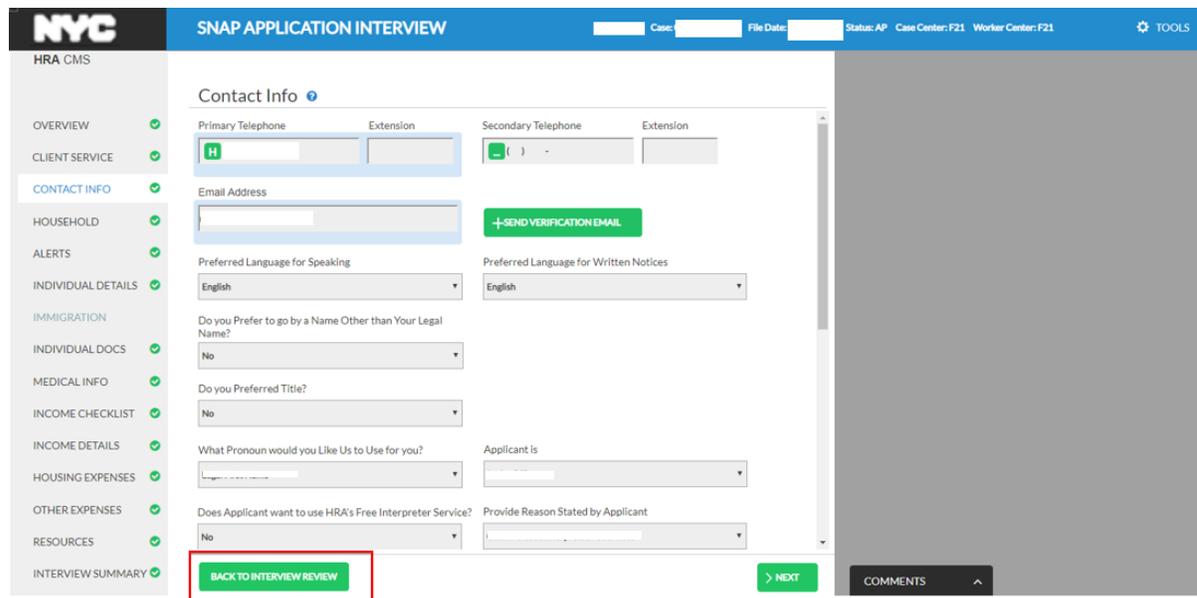
The processor uses the scroll bar to navigate the window and view all information from the interview. A sub-menu in the navigation bar allows the processor to directly access a section.



The processor has access to the editable interview by clicking on the **Edit** icon on the **Interview Review** screen. SPOS opens the selected interview section, allowing the processor to make changes.



The processor makes any changes needed, saves the changes and navigates back to the **Interview Review** screen using the **Back to Interview Review** button.



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4. Verification Widget

The **Verification Widget** allows the processor to view documents received after an interview or since the case was last accessed in POS. The widget appears on the right-hand side of the **Interview Review** screen.

Verification Widget

The screenshot shows a 'VERIFICATION' window with four tabs: 'For Review', 'Missing', 'Other Docs', and 'Reviewed'. The 'For Review' tab is active. It displays a list of documents with their associated eligibility factors and verification status. Each document entry includes a title, date, and a list of factors with checkboxes for verification. At the bottom, there are two green buttons: 'DISCARD CHANGES' and 'SAVE CHANGES'.

Document Title	Date	Eligibility Factor	Verified	Discard	Edit
Landlord letter Statement from Non-Relative Landlord -	02/05/19	M- Home Address	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
		O- Housing Expenses - Rent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Retirement or Pension Benefit Letter -	02/03/19	M- Pensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Pay Stubs -	02/02/19	M- Income from Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Statement from Medical Professional -	04/08/19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

The widget includes 4 tabs:

- **For Review:** New eligibility documents received and their associated eligibility factors.
- **Missing:** Eligibility factors with missing or incomplete verification.
- **Other Docs:** Packets from housing requests and other case actions.
- **Reviewed:** Eligibility factors reviewed in prior actions.

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5. Verification Widget: For Review Tab

The **For Review** tab presents new eligibility documents received and their associated eligibility factors. The processor clicks on the link to open the submitted document. The processor has access to the editable interview areas by clicking on the **Edit Pencil** icon. The widget automatically pairs eligibility documents to eligibility factors and questions wherever possible.

These documents are presented with the matched eligibility factors with **Accept** and **Reject** buttons:

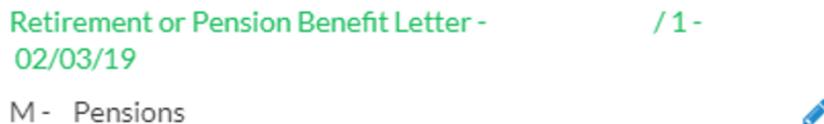
- If the processor selects **Accept**, the eligibility factor is marked as Complete.
- If the processor selects **Reject**, the eligibility factor is marked as Insufficient.



The document(s) cannot be automatically paired when:

- The question does not have an answer of **Yes**.
- The same eligibility factor is selected twice for an individual (i.e. one person with two jobs).

When the widget cannot pair the document with an eligibility factor, the document is displayed with the name of the individual for whom the document was received, the eligibility factor for which it is acceptable, and a mandatory/optional indicator.



When a document is received and cannot be paired for eligibility factors with missing verification, the missing eligibility factors are displayed below the new document to allow easy selection by the processor or a selection that the document is not relevant.



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6. Verification Widget: Missing Tab

The **Missing** tab allows the processor to update the verification status. The missing verification from the latest interview or change action is displayed. The processor has access to the editable interview areas by clicking on the **Edit Pencil** icon.

VERIFICATION

For Review **Missing** Other Docs Reviewed

M - Age / 2

Select

M - Social Security Number / 1

Select

M - Income from Employment - / 1

Select

M - Income from Employment - 1 /

Select

DISCARD CHANGES SAVE CHANGES

The processor can use the **Missing** tab to:

- Select a new documentation status.
- Update with a document found in a packet.
- Update with a newly received document.
- Match to other documents in the case of the same type.

M - Social Security Number / 1

Select

Select

Document in Hand

Document Seen in Viewer

Collateral Contact

RAU Packet - / 1 - 02/20/19

Retirement or Pension Benefit Letter - / 1 - 02/03/19

Income from Employment - / 1 - 02/02/19

CityFHEPS Packet - / 2 - 01/20/2019

RAU Packet - / 1 - 01/15/19

Statement from Medical Professional - / 2 - 01/28/19

Other Verification in Case

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Options in **Missing** tab drop-down menu:

- **Document in hand:** This option allows the processor to select documents that they have received, but that have not been scanned and indexed.
- **Document seen in viewer:** This option allows the processor to select documents that they found in the HRA One Viewer. The processor must select the acceptable document type found in the viewer, enter the indexed date, case number and name under which the document was found, along with a detailed comment about the verification found within the document.
- **Collateral call:** This option allows the processor to record the result of a successful call to verify an eligibility factor. The processor must enter the person contacted, the telephone number called and a detailed comment with the details of the verification.
- **Packets:** Packets found in the past 90 days (listed in the **Other Docs** tab) are listed, allowing the processor to match the missing or incomplete eligibility factor to a packet (i.e. CityFHEPS or RAU packets etc.) that includes the verification for the eligibility factor. The processor must select the acceptable document type found in the packet. The system pre-fills the indexed date, case number and name under which the document was found, along with a comment about the packet type. The processor can add more details to the comment.
- **Unpaired documents:** New documents found that could not be automatically paired by the system (listed in the **For Review** tab) are listed, allowing the processor to match the missing or incomplete eligibility factor to the recent document. The processor must select the acceptable document type found in the document. The system pre-fills the indexed date, case number and name under which the document was found, along with a comment about the document. The processor can add more details to the comment.
- **Other verification in case:** Documents of the same type that are scanned to other household members are available for selection. For example, if the Social Security cards for the household were all scanned under one document for the household, this option allows the processor to match the document to other household members. The processor can select the document by selecting the checkbox.

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Update Missing Document(s) Work Space: Document in Hand

UPDATE MISSING DOCUMENT(S) ✕

Social Security Number - Document In Hand

If the client provided a specific document, select the document here

Select ▼

✕ DISCARD CHANGES ✓ SAVE CHANGES

Update Missing Document(s) Work Space: Document Seen in Viewer

UPDATE MISSING DOCUMENT(S) ✕

Social Security Number - Document Seen In Viewer

If the worker has been able to manually find acceptable documents stored in the OneViewer, Select the document type here and proceed to enter the requested details below:

Document Type ▼
Select

Indexed Date 📅 Case Number

Indexed Under Name

Comments

✕ DISCARD CHANGES ✓ SAVE CHANGES

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Update Missing Document(s) Work Space: Collateral Call

UPDATE MISSING DOCUMENT(S)

Social Security Number - Collateral Call

Person Contacted Phone

Comments

Update Missing Document(s) Work Space: RAU Packet Example

UPDATE MISSING DOCUMENT(S)

Social Security Number - RAU Packet - 02/20/19

If the worker has been able to manually find acceptable documents stored in the OneViewer, Select the document type here and proceed to enter the requested details below:

Document Type

Indexed Date Case Number

Indexed Under Name

Comments

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Update Missing Document(s) Work Space: Recent Unpaired Document Example

UPDATE MISSING DOCUMENT(S) ✕

Social Security Number - Retirement or Pension Benefit Letter - 02/03/19

If the worker has been able to manually find acceptable documents stored in the OneViewer, Select the document type here and proceed to enter the requested details below:

Document Type
Select ▼

Indexed Date Case Number

Indexed Under Name

Comments
Retirement or Pension Benefit Letter

✕ DISCARD CHANGES ✓ SAVE CHANGES

Update Missing Document(s) Work Space: Other Verification in Case

UPDATE MISSING DOCUMENT(S) ✕

Social Security Number - Other Verification in Case

<input type="checkbox"/> Social Security Card - 02/01/19	/1/2
<input type="checkbox"/> Health Insurance Card with Social Security Number - 02/01/19	/1/2
<input type="checkbox"/> Document from religious org stating SSN is in conflict with doctrine - 02/01/19	/1/2

✕ DISCARD CHANGES ✓ SAVE CHANGES

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7. Verification Widget: Other Docs Tab

The **Other Docs** tab includes packets from housing requests and other case actions that may contain recent eligibility documents. The processor must review the packet(s) and update the **Missing** tab if an eligibility document is found to prove a missing or incomplete eligibility factor.

For Review	Missing	Other Docs	Reviewed
		RAU Packet - /1 - 02/20/19	
		CityFHEPS Packet - /1 - 01/20/19	
		RAU Packet - /1 - 01/15/19	

8. Verification Widget: Reviewed Tab

The **Reviewed** tab includes documents that were reviewed in prior actions, including:

- Fully verified eligibility factors (green icon)
- Partially verified eligibility factors (yellow icon)
- Eligibility factors with missing verification (red icon)

The processor has access to the editable interview areas by clicking on the **Edit Pencil** icon.

For Review	Missing	Other Docs	Reviewed
M - Identity	/ 1		<ul style="list-style-type: none"> ✓ Driver's License - 01/27/19 ✓ Medicare Card - 01/28/19
M - Identity	Y / 2		<ul style="list-style-type: none"> ✓ Marriage Certificate without DOB - 01/27/19
M - Age	/ 2		<ul style="list-style-type: none"> ✗ Missing
M - Home Address	: / 1		<ul style="list-style-type: none"> ✓ Landlord letter Statement from Non-Relative Landlord - 02/05/19
M - Social Security Card	/ 1		<ul style="list-style-type: none"> ⚠ Letter from Social Security Administration (SSA) - 02/01/19
M - Income from Employment - Mcdonalds	/ 1		<ul style="list-style-type: none"> ✗ Missing

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9. Supervisory Return Updates

Supervisors review case actions completed by processors. If errors are found, the Supervisors return the action to the Worker. This is known as Supervisory Return. New details appear in SPOS as follows:

- Activity label of RETURN
- Supervisory Return section in Overview screen
- Highlight in navigation bar
- Details in Interview windows

Return label in the activity header.



Supervisory Return section in the Overview screen.

Supervisor Return ⓘ

Section / Question	Household Member / Line	Supervisor / Disapproval Date	Disapproval Reason and Comment
Household Details	a / 2	02/15/2018	Invalid Social Security Number - Social Security Number is incorrect. Please correct as document seen in viewer.
Household Details	t / 1	02/15/2018	Social Security validation is incorrect - Update Social Security to present.
Income Details	t / 1	02/15/2018	Inaccurate working hours - Client works weekly. So please correct the working hours.

Disapproved section(s) highlighted in the navigation bar of the Interview Review screen.



Details of disapproval in the Interview Review screen.

Member Detail : - Casehead, Male, DOB:

✘ **Disapproved** By | - 02/15/2018

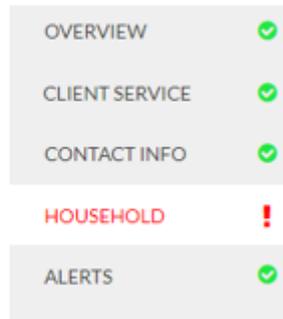
Disapproval Reason and Comment

Invalid Social Security Number - Social Security Number is incorrect. Please correct as document seen in viewer.

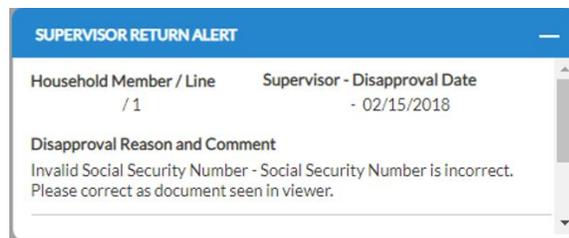
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Disapproved section(s) highlighted in the navigation bar of the editable interview sections.



Details of disapproval in the Editable Interview sections.



10. Error Correction Updates

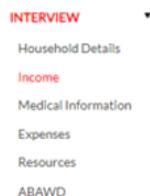
New Error Correction details are available in the following areas:

- Overview
- New Interview Review screen
- Editable Interview sections

Error Correction section in the **Overview** screen: Date of Error, error item number and household member/line details added.

Error Number	Date of Error	Error Item number	Household Member / Line	Error Description	Additional Information
E1200	01/29/2018	145		Income source is not compatible	Income source is not compatible with SSI individual

Section(s) related to the error(s) are highlighted in the navigation bar of the **Interview Review** screen.



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Details of the error(s) in the **Interview Review** screen.

Income Detail : | /1 - Employment / XYZ Mart

Error Correction			
Error Number	Date of Error	Error Item Number	Error Description and Additional Information
E1200	02/10/2018	145	Income source is not compatible - Income source is not compatible with SSI individual.

Section(s) related to the error(s) are highlighted in the navigation bar of the Editable Interview sections.

INCOME CHECKLIST	✓
INCOME DETAILS	!
HOUSING EXPENSES	✓
OTHER EXPENSES	✓

Details of the error(s) are available in the Editable Interview sections.

ERROR CORRECTION ALERT			
Error No.	Date of Error	Error Item No.	Household Member / Line
E 1200	02/10/2018	145	/ 1
Error Description and Additional Information			
Income source is not compatible - Income source is not compatible with SSI individual.			

11. SNAP Employability Code and ABAWD Determination

The business rules to determine the SNAP employability code and the ABAWD determination were migrated to a new modern BRE. The rules are implemented for interviewers and processors. ABAWD compliance information is retrieved from the WRTS.

Display of results

The SNAP employability code, ABAWD indicator and ABAWD compliance information for each household member appears in the **Interview Summary** screen for interviewers. The SNAP employability code, ABAWD indicator and ABAWD compliance information for each household member appears in the **Interview Review** screen for processors and the **Interview Summary** screen for processors when accessed via the **Edit Pencil** icon.

SNAP Employability, ABAWD and Strike Information in Interview Summary screen

SNAP Employability and ABAWD

HH Member	Employment Code - Reason	ABAWD Indicator	Strike Months
	70 - Medical Documentation	N - Not ABAWD	0
	20 - Work Required	A - ABAWD	01/19 Oneonta, 02/19 NYC, 03/19 NYC

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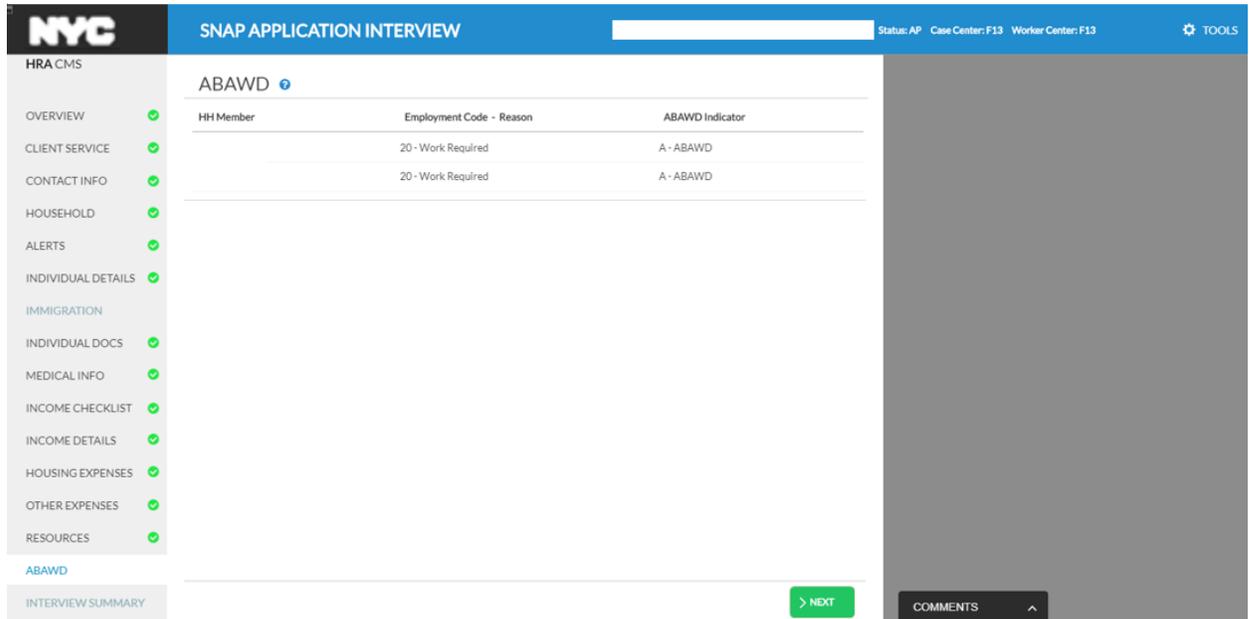
SNAP Employability, ABAWD and Strike Information in Interview Review screen

ABAWD Detail : Y/2 			
Employability Code	ABAWD Indicator	Strike Months	ABAWD Cycle Start
20	A - ABAWD	3	01/01/2019
Non Participating Month	WRTS Emp Code	ABAWD Re-Establishment	Grace Period Used
01/19 Oneonta, 02/19 NYC, 03/19 NYC	01/19 AB, 02/19 AB, 03/19 AB	05/01/2019	1 (05/19)

12. ABAWD Compliance Information in Application and Recertification Interviews

A new section appears for the interviewers when the applicant or participant has at least one month of non-compliance (“strike”) with ABAWD work requirements. This window only appears when the individual has an ABAWD indicator of **A** (ABAWD).

New ABAWD screen



HH Member	Employment Code - Reason	ABAWD Indicator
	20 - Work Required	A - ABAWD
	20 - Work Required	A - ABAWD

The header includes the household member (HH Member), the Employment Code and Reason and the ABAWD Indicator. The new window displays information about the months of non-compliance.

To make updates for ABAWD re-establishment, the interviewer or processor must access the **Education and Training** window in Classic POS.

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13. Interview Summary Updates

The **Interview Summary** screen was updated with new sections:

- **SNAP Student Eligibility Outcome:** The students on the case are displayed with the outcome of the SNAP student eligibility business rules and any exemption criteria for eligible students.
- **SNAP Employability Code and ABAWD:** The SNAP Employability Code, ABAWD Indicator and months of non-compliance are displayed.
- **Immigration Eligibility Outcome:** The non-citizen code, type and eligibility outcome are displayed in the **Interview Summary** for non-citizens on the SNAP case:
- **Client Notifications** with new scripts
- **Updated navigation buttons:** The buttons to exit the **Interview Summary** screen were simplified.

The screenshot displays three sections of the Interview Summary screen:

SNAP Student Eligibility Outcome

HH Member	Student Eligibility	Exemption Criteria
	Ineligible	
	Eligible	Student is placed in school through the workforce investment Act (WAI), SNAP Employment Training (SNAP E and T), Job Opportunities and basic skills (JOBS) Training Program or the Department of Labor (DOL)

SNAP Employability & ABAWD

HH Member	Employment Code - Reason	ABAWD Indicator	Strike Months
	70 - Medical Documentation	N - Not ABAWD	0
	20 - Work Required	A - ABAWD	01/19 Oneonta, 02/19 NYC, 03/19 NYC

Immigration Eligibility Outcome

HH Member	Immigrant Type	Immigrant Code	SNAP Eligibility
	Legal Permanent Resident	S	Federal SNAP Eligible

[> NEXT](#)

14. Interview Summary: Client Notifications

Client notifications with new scripts are displayed in the interview summary for application and recertification interviews. The scripts only appear when required. The interviewer must indicate whether the applicant or participant was notified.

Client Notification

Please click each of the buttons below, read the script to the client and click the check box or answer the question as required.

NON-DISCRIMINATION STATEMENT

ABAWD NOTICE

RACE/ETHNICITY NOTICE

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Nondiscrimination Rights

The application you completed, application instructions, HRA's SNAP website and the 'And Justice for All' poster 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? Yes No

CLOSE

ABAWD Notice

[For Residents of the Bronx, Brooklyn, or Staten Island]:
You are waived from ABAWD requirements.

[For Queens Residents only]:
If you live in Queens Community District 10 or 12, you are waived from ABAWD requirements.
Community District 10: The area that is south of Hillside Avenue and north of the Belt Parkway, and between the Van Wyck Expressway on the west and Francis Lewis Boulevard and Springfield Boulevard on the east is also waived from ABAWD requirements.
Community District 12: The area that is south of Liberty Avenue/103rd Avenue and north of 165th Avenue and the JFK Airport, and between the Van Wyck Expressway on the east and the Brooklyn/Queens border on the west is waived from ABAWD requirements.

[For Manhattan Residents only]:
If you live above 96th Street on the East side of Manhattan or above 110th Street on the West side of Manhattan, you are waived from ABAWD requirements.

[Script for Non-Waived ABAWDs]:
Our records show that you are or might be an Able Bodied Adult Without Dependents (ABAWD) because you are:

- between age 18 and 49;
- able to work;
- not living with someone under 18 in your SNAP household; and
- not pregnant.

When you use SNAP, you must be able to do some of each of these things: (1) work between 80 and 200 hours per month;

CLOSE

Race/Ethnicity Notice

Please read to the client:

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/participant indicates that they are comfortable giving this information, please return to the Household section to record their race and ethnicity. If the applicant/participant indicates that they are uncomfortable giving this information, please return to the Household section to record their race and ethnicity as "Unknown".

Client was notified

CLOSE

Note: The Child/Teen Health script was removed based on an updated clearance from the NYS (New York State) OTDA (Office of Temporary and Disability Assistance).

15. Interview Summary: Updated Navigation buttons

The buttons to exit the **Interview Summary** screen were simplified:

- The **Next** button allows the interviewer to continue to Classic POS for processing.
- The **Suspend Activity** button allows the processor to exit the activity and return to their **POS Queue** from the **Interview Summary** screen.
- When the interview is in progress, the **Suspend Activity** button is not displayed.
 - The interviewer can suspend the interview by clicking on the Tools menu.

16. Interview Summary: New Rules

New rules were added in the **Interview Summary** screen:

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- The interviewer is required to click on the **Client Notification** buttons when they appear.
- The interviewer is required to click on the **Print Forms** button to generate the Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) form for deferred cases and the required Language Questionnaire (**W-680FF**) form for all cases.
- Display an alert if there are **unindexed documents** for the case.