OFFICE OF POLICY, PROCEDURES, AND TRAINING
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POLICY BULLETIN #19-37-SYS

SNAP POS RELEASE NOTE CHANGES VERSION 13.2

Date: July 12, 2019	Subtopic(s): POS

This policy bulletin is to inform Job Center staff that the latest version of the Paperless Office System (POS) migrated into production on July 1, 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 July 1, 2019

Attachment:

Attachment A   SNAP POS Release Note Changes 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
Changes for July 2019

These Release Notes contain descriptions of changes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) and related systems for July 2019. 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. Changes for Error Corrections for Client Case Updates (CCU)

Participants can submit case updates for mailing addresses and phone numbers from AHRA (Access HRA). These updates are automatically submitted to WMS (Welfare Management System). This process is called **Client Case Update** (CCU).

Effective in July 2019, SNAP Centers and Job Centers have new **AHRA Change** queues at the home center for CCU actions that have an error in WMS. POS loads Error Correction activities for these cases into the new queues at the home center for the case. The designated home center Supervisors must assign the error correction activity to a Worker.

2. ICP (Income Clearance Program) Web System Updates

The ICP Web categories were simplified in July 2019 to determine whether a SNAP Periodic Report is:

- **Complete** and needs to be evaluated by eligibility staff, or
- **Incomplete** and a closing code can be initiated according to the incomplete reason:

    - **Incomplete** or **Undelivered**

Incomplete and Undelivered SNAP Periodic Reports
Incomplete and undelivered SNAP periodic reports are no longer decontrolled as **Received** and annotated **Complete.** This allows the participant to receive the Follow-up to the Periodic Report (**LDSS-4310a**). With this change, the participant is able to submit the SNAP Periodic Mailer via AHRA.

The submission of the SNAP Periodic Report via AHRA automatically marks the mailer as received and stops the pending closing that may exist for failure to submit the Periodic Report (**LDSS-4310**) and the **LDSS-4310a**.

3. Updates for Closing of St Nicholas SNAP Center (S14)

SNAP Center **S14** (St. Nicholas) closed at the end of June. The following changes were implemented to accommodate this center's closing:

- Cases will be transferred to East End SNAP (**S02**). **S02** staff have temporary access to SNAP Center **S14** cases until all transfers and recertifications for **S14** are completed.
- SNAP separate determinations for Job Center **018** (St. Nicholas) go to **S02**.
- **S14** was removed from SNAP intake and transfer options in POS.
- Cases loaded to the SNAP recertification log for **S14** were moved to **S02**.
- Overflow recertifications were moved to **S02**.
- FDR at the 132 West 125th Street location were updated to remove **S14** queues.

4. Form Updates

Ongoing upgrades for E-Form processes:

- **LDSS-3938**, SNAP Expedited Processing Summary Sheet
- **LDSS-4753**, Request for Contact/Notice of Missed Interview
- **EXP-83H**, Declaration of Application For Social Security Number

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- **W-515X**, Systematic Alien Verification for Entitlements (SAVE) Referral
- **W-532**, W-532 Letter to Past and Present Employer
- **W-607A**, W-607A Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC
- **W-680FF**, Language Questionnaire