



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-51-SYS

SNAP POS RELEASE NOTES VERSION 13.3

Date: October 9, 2019	Subtopic(s): POS
	<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 October 21, 2019. Descriptions of the changes can be found in SNAP POS Release Notes Version 13.3 (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 October 21, 2019</i></p> <p>Attachment:</p> <p>Attachment A SNAP POS Release Notes Version 13.3</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

Distribution: X

SNAP POS Release Notes

SNAP POS Version 13.3 October 21, 2019

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) Release for Monday, October 21, 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. Overview of Changes

The following changes and fixes were made in this release:

- WMS (Welfare Management System) Changes for Release 2019.3
- SNAP - On Demand Application and Recertification Scripts
- Merger and updates for Telephone Interview Processing Services (TIPS)
- Information Verification Service (IVS) Portal access for SNAP Central Office (FRO)
- Change for POS Choose a Case window to update ANYC Confirmation Number to Access HRA Confirmation

2. WMS Release 2019.3 – Update to Homeless Shelter Deduction

POS was updated to match changes in WMS:

Update to Homeless Shelter Deduction

The Homeless Shelter Deduction was updated from \$147.55 to \$152.06 in the WMS budget calculations; the SNAP expedited processing determination, and the SNAP benefit eligibility determination.

Update to Rules for Standard Utility Allowance (SUA) Level II

Updates were made to the business rules to prevent errors in the SUA determination for applicants/participants who qualify for SUA level II based on payment of other utilities such as water or sewage expenses separate from their rent or shelter expense.

New SNAP Reason Code A36

A new SNAP opening code **A36** (Approval - First Month Denied, Eligible in Second Month (SNAP)) was added on the POS TAD (Turnaround Document).

Business rule for SNAP case rejection code I92 (No Eligible Individual)

A new business rule was added on the POS TAD to prevent processing errors for denial code **I92**:

- SNAP Individual Status, Reason and Date must be entered when SNAP Suffix reason code is **I92**

Business rule for SNAP individual rejection codes M73 (Continue Employment Requirement Sanction HH=1) and M74 (Continue Employment Requirement Sanction HH>1) for sanctioned individuals

New business rules were added on the POS TAD to prevent processing errors for SNAP individual denial codes **M73** and **M74**:

- Individual does not have SNAP EMP (Employment) Sanction. Cannot use reason codes **M73** or **M74**.
- Reason code **M73** is not valid for HH (Household) size greater than one
- Reason code **M74** is not valid for HH (Household) size equal to one.

Yearly SNAP amount updates

Yearly updates were implemented for SNAP poverty level tables effective October 1, 2019.

POS Budget Update

The POS budget was updated to prevent an improper entry of **B** (Both PA/FS) for the Program Indicator in the **Income** section of the budget.

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Update to Highest Degree Obtain (HDO) transmission rule

To prevent WMS errors, the POS transmission rules for the HDO indicator were updated to post the indicator for individuals with a Sanctioned (SN) status for SNAP.

3. Merger and Updates for Telephone Interview Processing Services (TIPS)

Effective September 2019, services for **TIPS** were updated as follows:

- Staff located at the TIPS designated as **TIPS 24** and **TIPS 43** were merged into the **TIPS 42** designation, allowing staff at these locations to complete SNAP On-Demand applications and recertification interviews, in addition to providing citywide access for processing of SNAP cases.
- Staff at local centers were moved to the **TIPS 42** designation, allowing staff at these locations to complete SNAP On-Demand application and recertification interviews, in addition to providing citywide access for processing of SNAP cases.

4. SNAP On Demand Application and Recertification Scripts

For an applicant/participant calling SNAP On Demand to complete their application or recertification interviews, scripts were written within the Interactive Voice Response System (IVRS). The scripts inform the applicants/participants on the status of their application. The scripts also advise them that they will be either connected to an interviewer or provided with reasons why they are not eligible for an interview. Updates were made in this release to these scripts. The prompts also include suggestions that applicants/participants check their Access HRA account for additional steps in the application and recertification process.

Providing this information to the applicant/participant through this automated interfaces reduces the need to walk into the local center to seek information about their case.

5. On-Demand Update for Dropped Calls

A new rule was created to automatically suspend the interview and place it in the Worker's queue when CTI calls are dropped. This change prevents unexpected application errors.

6. IVS (Information Verification Service) Access for SNAP Central Office and Regional Office Staff

The IVS Portal was updated to allow access for staff designated to the SNAP Central and Regional Offices. This allows the designated staff to view match information in IVS for cases processed in Streamlined POS (SPOS). Staff in these offices are enrolled in POS under center FRO.

7. Form Updates

The following forms were updated to provide improved performance:

- **FIA-1021a** Notice of Need to Reestablish Able-Bodied Adult Without Dependents (ABAWD) Eligibility
- **FIA-1021b** Declaration of Job Search Activities
- **FIA-1173** Confirmation of Contact With Your Center
- **M-3mm** Notification of Application Withdrawal Cash Assistance, Food Stamps and Medical Assistance
- **W-34A** Referral/Information Form

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- **W-147** Letter to Landlord - Request Residence Verification
- **W-274U** Attestation of Employment as a Child care Provider
- **W-680** Request for Birth or Death Verification from Agencies Outside New York City
- **W-701** Request for Birth or Death Verification from New York City Department of Health

The Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) form was updated to prevent an incorrect deferral when there is obsolete data in the question **Does Any Person, Group Or Organization Outside The Household Pay Any Of The Household Expenses?**

8. New Document Type of Photo Verification

A new document type of **Photo Verification** was added to POS indexing for the Vault Card project.

9. Change for POS Choose a Case window for Access HRA Confirmation Number

Effective August 2019, the **Choose a Case** window in POS was updated to change the label of the **ANYC Confirmation Number** field to **Access HRA Confirmation Number**. This field allows the Eligibility Specialist to search for a case using the applicant's/participant's AHRA confirmation number.

FS POS 13.2.1 - [Choose A Case]

File Edit Tools Window Help

SNAP Application Interview

Specify Case:
Enter One or More of these Items

Case Number:

Case Name:

First & Last Name:

SSN:

CIN:

Access HRA Confirmation Number:

Search