



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #21-06-SYS

### SNAP POS RELEASE NOTES VERSION 15.1

<b>Date:</b> February 17, 2021	<b>Subtopic(s):</b> 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 February 22, 2021. Descriptions of the changes can be found in SNAP POS Release Notes Version 15.1 (<b>Attachment A</b>).</p> <p>These release notes can also be found on the HRA Intranet at: <a href="http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx">http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</a></p> <p><i>Effective February 22, 2021</i></p> <p><b>Attachment:</b></p> <p><b>Attachment A</b>    SNAP POS Release Notes Version 15.1</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

SNAP POS Version 15.1 February 22, 2021

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Monday, February 22, 2021. These and prior Release Notes also be found on the Human Resources Administration (HRA) Intranet at <http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

---

## Table of Contents

1. Overview of Changes .....	2
2. WMS Release 2021.1 Updates .....	3
3. Streamlined POS (SPOS) Version 3.3 Citywide Rollout.....	3
4. Updates to Notice of Documentation Required-Change in Household Circumstances (W-132S) .....	3
5. Updates to Action is Required! You Must Submit Documents for your SNAP Case (FIA-1146) Notice..	4
6. POS Case History Sheet (FIA-1236) .....	4
7. SNAP Student Eligibility Menu Update .....	5
8. Updated activity name for CIN Reuse and Case Number Reuse .....	5
9. Changes to support operations during COVID-19 response.....	5
10. Report Updates .....	6
11. Form Updates.....	6
12. Reminders: Troubleshooting Budget and Turn-Around Document (TAD) Issues .....	6

---

# SNAP POS Release Notes

SNAP POS Version 15.1 February 22, 2021

## 1. Overview of Changes

The following changes and fixes were made in this release:

- Welfare Management System (WMS) changes for release 2021.1
- Streamlined POS (SPOS) version 3.3 citywide rollout
- Update to Notice of Documentation Required-Change in Household Circumstances (**W-132S**)
- Updates to Action is Required! You Must Submit Documents for your SNAP Case (**FIA-1146**) Notice
- POS Case History Sheet (**FIA-1236**)
- SNAP student eligibility menu update
- Updated activity name for Client Identification Number (CIN) Reuse and Case Number Reuse
- Changes to support operations during COVID-19 response
- Report updates
- Form updates
- Reminders: Troubleshooting budget and Turn-Around Document (TAD) issues

# SNAP POS Release Notes

SNAP POS Version 15.1 February 22, 2021

## 2. WMS Release 2021.1 Updates

POS was updated to match changes in WMS and to help prevent WMS errors.

### Update to transmission of SNAP code F19 (Refusal to Cooperate with Quality Control)

SNAP TAD transmission was updated to allow posting of denial and closing code **F19** to WMS.

### Business rule updates

The following updates were done in this release to improve business rules and prevent WMS errors:

- Technical upgrades were started to improve the performance of the business rule engine for POS.
- Updated business rules were added to prevent incomplete entries in the mailing address when the Worker deletes this address in the interview and case change activities and enters a new address.
- POS was updated to inform the New York City Work Accountability and You (NYCWAY) help desk if the posting of action code **71CA** (Compliance initiated) fails for a SNAP Fair Hearing Compliance case.

## 3. Streamlined POS (SPOS) Version 3.3 Citywide Rollout

SPOS version 3.3 was deployed citywide on February 1, 2021.

This release includes the following improvements:

- Forms for interviewers in SPOS.
- Automated transition from the interview to the ESNAP (Expedited SNAP) eligibility determination for application cases
- Shorter flow for processor reviews and decisions for application, recertification, change actions and error corrections, including budget, TAD, grants, forms and summary screens.
- Integration of ESNAP activities and ESNAP benefit determination
- The supervisor approval activities were converted to the SPOS workflow for application, ESNAP, recertification, case change and error correction.
- The Review Case workflow was converted to SPOS.
- The existing business rules from the POS budget, TAD and grants interfaces were converted with the new SPOS business rule engine (BRE), allowing for faster performance and improved messaging for staff, and new business rules were integrated, to help prevent WMS and case processing errors.

For additional details, please review **Policy Bulletin (PB) 20-74-SYS: SNAP POS Release Notes Streamlined POS Version 3.3**.

## 4. Updates to Notice of Documentation Required-Change in Household Circumstances (W-132S)

The **W-132S** was updated to allow requests for mandatory and optional verification using a single form. Previously, staff was required to request documentation using the Request for Contact (**LDSS-4753**) form for mandated verification and the **W-132S** for optional verification.

The form is now populated by the Worker's selections in the editable interview screens. The Worker must select the due date for the form, which must be at least 10 days in the future and cannot be on a weekend or holiday.

# SNAP POS Release Notes

SNAP POS Version 15.1 February 22, 2021

The screenshot shows the 'Forms' screen in the SNAP POS system. The top navigation bar includes 'Zoom In', 'Zoom Out', 'Universal Indexing', and a search bar. The left sidebar contains a menu with items: HRA CMS, OVERVIEW, INTERVIEW, BUDGET, TAD, GRANTS, FORMS (highlighted), and PROCESSOR SUMMARY. The main content area is titled 'CHANGE CASE DATA' and features a 'Forms History' table with columns: Form Name, Print Date, Form Type, and Remove. The table lists two forms: 'LDSS-3152 SNAP Decision Notice /' and 'W-1325 Documentation Required - Case Change'. Below the table are buttons for 'ADD NEW FORM' and 'REMOVE SELECTED'. The 'Form Detail' section shows the selected form 'W-1325 Documentation Required - Case Change' with an 'EDIT' button, a 'Due Date' of '01/14/2021', and a 'PREVIEW' button. A 'NEXT' button is visible at the bottom right.

## 5. Updates to Action is Required! You Must Submit Documents for your SNAP Case (FIA-1146) Notice

The **FIA-1146** was updated in SPOS to allow additional types of deferrals and to allow recording of the unsuccessful contact attempt during the COVID-19 period.

### New Deferral Types

The **FIA-1146** was updated to allow the Worker to defer for verification of matches that are disputed by the applicant or participants, verification of volunteer income or activities and verification of work hours for work requirements.

### Recording Unsuccessful Contact Attempted

The Unsuccessful contact attempted checkbox generates the missed interview reminder letter (FIA-1152d) and is available in the **FIA-1146** data entry window in the **Forms** screen in SPOS.

The screenshot shows the 'Form Detail' screen for 'FIA-1146 Documentation Requirements'. The 'Form' dropdown is set to 'FIA-1146 Documentation Requirements' and the 'Due Date' is '12/30/2020'. A red circle highlights the 'Unsuccessful contact attempted' checkbox, which is currently unchecked. Below the form are 'PREVIEW' and 'PRINT' buttons, and a 'NEXT' button is visible at the bottom right.

For the complete set of COVID-19 guidelines for the processing of SNAP applications and recertifications, please review **PB 20-69-ELI: SNAP Interview and Processing Desk Guide during the COVID-19 Pandemic**.

## 6. POS Case History Sheet (FIA-1236)

The **FIA-1236** was added to the Forms window in SPOS. This form allows processing staff to print case comment history for audits or other program needs. The Worker selects the timeframe for the comments that are printed.

# SNAP POS Release Notes

SNAP POS Version 15.1 February 22, 2021

The screenshot displays the 'APPLICATION INTERVIEW' interface. On the left is a navigation menu with options: HRA CMS, OVERVIEW, INTERVIEW, BUDGET, TAD, GRANTS, FORMS, and PROCESSOR SUMMARY. The main content area is titled 'Forms' and includes a table with columns for Form Name, Print Date, Form Type, and Remove. A table entry shows 'FIA-1236 (History Sheet)' with a 'Mail' form type and a remove checkbox. Below the table are buttons for 'ADD NEW FORM' and 'REMOVE SELECTED'. A 'Form Detail' section below shows a dropdown for 'Form' (selected as 'FIA-1236 (History Sheet)'), 'From Date' and 'To Date' fields with calendar icons, and buttons for 'DISCARD CHANGES' and 'SAVE CHANGES'. At the bottom right are 'NEXT' and 'COMMENTS (2)' buttons.

## 7. SNAP Student Eligibility Menu Update

A new option was added in the **SNAP Student Eligibility** drop-down menu:

- Student is placed in a school through the Workforce Investment Act (WIA), SNAP Employment Training (SNAP E and T), Job Opportunities AND Basic Skills (JOBS) Training Program or the Department of Labor (DOL); OR, is enrolled in a career and technical education program in a SUNY or CUNY school; OR, is attending an Educational Opportunity Center (EOC) and enrolled at least half time in an identified program.

For policy details, please review **PB 20-70-ELI: Supplemental Nutrition Assistance Program (SNAP) Student Eligibility**.

## 8. Updated activity name for CIN Reuse and Case Number Reuse

The **Finger Imaging (CA Case)/CIN-Case Number Reuse** activity was renamed **CIN Reuse and Case Number Reuse** to remove the obsolete reference to finger-imaging.

## 9. Changes to support operations during COVID-19 response

The following updates were made in POS to support operations during the COVID-19 response:

- Access was updated for the Telephone Interview Processing Services (TIPS 42) and SNAP Central Office (FRO) staff to provide full access to cases registered in the placeholder online application center **F29**.
- Centralized Web Indexing was updated to allow assignment of indexing for SNAP staff without requiring change of their enrollment to Center **088** (Centralized Web Indexing Site). This provides additional flexibility for Family Independence Administration (FIA) Job Centers and SNAP Centers.
- Model Office and self-service kiosk routing updates were made at multiple open centers to support operational needs.
- Updates were processed in POS, SPOS, the Recertification Log, the Model Office systems and Access HRA for SNAP recertification extensions.
- Mailers were created to inform SNAP participants about their recertification extensions. The Information About Your Recertification (**FIA-1242**) notice was implemented for these mailers.

# SNAP POS Release Notes

## SNAP POS Version 15.1 February 22, 2021

- Closing codes **E50** (Failed to Return 6 Month Periodic Report [Timely]), **E51** (Failed to Return 6 Month Periodic Report - Questions [Timely]) and **E52** (Failure to Complete 6 Month Periodic Report – Signature [Timely]) for SNAP periodic mailers were removed for usage during the COVID-19 emergency period.
- Email and communication campaigns were completed during the response period to support program needs.
- The Translog and POS Management Console Daily Activity reports were updated to meet program needs.
- ICP Web and WMS transaction logic were updated to lift negative actions for SNAP periodic mailers and CA eligibility mailers for extended cases.
- A temporary increase in SNAP benefit amounts was implemented in POS and WMS due to COVID-19. For additional details, please review **PB 21-02-ELI: Temporary increase in SNAP allotments due to COVID-19**.

### 10. Report Updates

The following updates were made for POS reports:

- Historical tables were created for archiving of past SNAP recertification report data, to allow improved retrieval speed in the **POS Management Console**.
- Ad Hoc reporting for **Client Contact Information** and **HRA Survey on Substance Use** was created.
- Ad Hoc reporting was create to inform program areas about participants who are unable to recertify, report changes or enter grant requests in Access HRA due to timeouts.

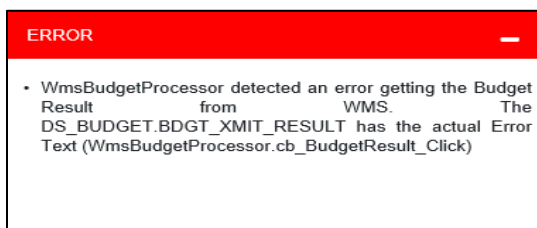
### 11. Form Updates

The migration of POS forms that are not currently in the Local Law 30 (LL 30) servers will continue to provide full language support across all mandated forms.

### 12. Reminders: Troubleshooting Budget and Turn-Around Document (TAD) Issues

#### Budget Issues

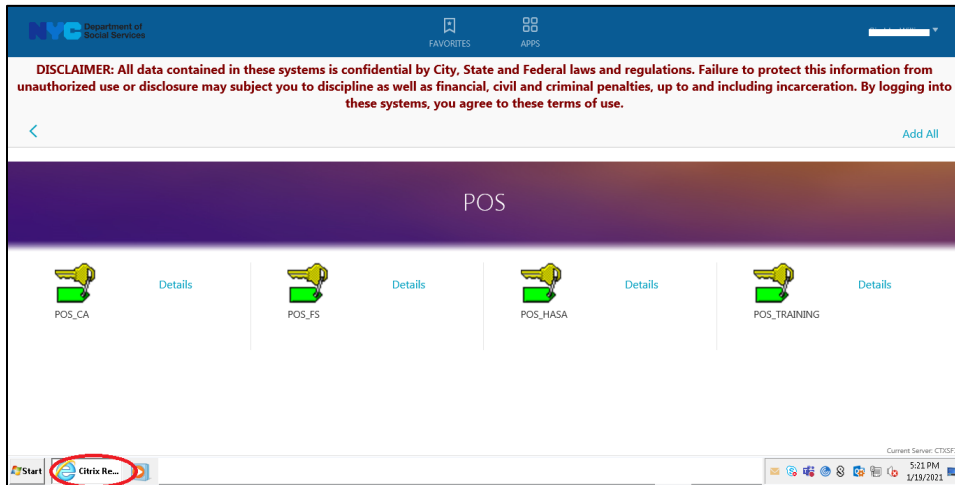
When calculating a budget in SPOS, do not click on the **Calculate Budget** button multiple times, as it may take a few minutes to fully transmit the budget to WMS, depending upon the size of the household. If you receive the error message as shown in the screenshot, please follow the instructions below for a resolution:



- Confirm that you **do not have WMS open** outside of POS in standalone mode through Reflections.
- After waiting at least three minutes for a one-person case, try pressing the **Calculate Budget** button again.
- Check to make sure you are still actively connected to Citrix by ensuring you are logged on in the **Citrix Receiver** window. You should see **Citrix Receiver** open on the bottom of your taskbar. If you are still logged into Citrix, you will see the POS icons as shown below.

# SNAP POS Release Notes

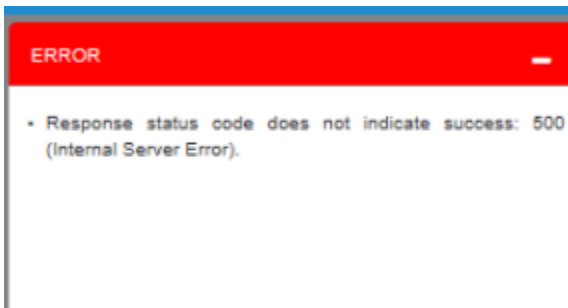
SNAP POS Version 15.1 February 22, 2021



- If your Citrix session has timed out due to inactivity, please suspend your case and log out of POS. Log back on to Citrix by clicking the **Logon** button, then log into the **POS\_FS** icon. From your queue, open your case again, and try running the budget.

### Internal Server Error on TAD

If you receive the below error on the TAD screen, please try suspending your case and log out of POS. Log back into the POS\_FS icon. From your queue, open your case again, and try to finish the TAD screen.



If you experience any technical issues that cannot be resolved through the steps above, please contact the Information Technology Services (ITS) Service Desk using the [ITS Self-Service Incident Form](#). Operational support hours are 8:30 AM-5:00 PM, Monday through Friday.

### Call the ITS Service Desk

If you experience any technical issues that cannot be resolved through the steps above, please call 929-294-7335 to speak with an ITS Service Desk agent. Operational support hours are Monday – Friday, 9:00 AM – 5:00 PM.

Please note: Due to the nature of the phone system, callbacks from the ITS Service Desk will have a (307) area code. If the Service Desk analyst leaves a Voice Mail message, the call back number may contain a 607-area code.