OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #22-10-SYS

SNAP POS RELEASE NOTES

Date: February 9, 2022	Subtopic(s): POS
	Purpose: 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, 2022. Descriptions of the changes can be found in SNAP POS Release Notes Version 16.1 (Attachment A) These release notes can also be found on the HRA Intranet at: http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx *Effective February 22, 2022* **Attachment:** **Attachment A** SNAP POS Release Notes Version 16.1

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

Attachment A

SNAP POS Release Notes
SNAP POS Version 16.1 February 22, 2022

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Tuesday, February 22, 2022. 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

SNAP POS Release Notes
SNAP POS Version 16.1 February 22, 2022

1. Overview of Changes

The following changes and fixes were made in this release:

- Form Updates
- CBO (Community Based Organization) Updates
- Activity Due Date appears in the POS queue for any activity created through S (Streamlined) POS
- Removal of Alerts in SPOS Overview screen
- Move of Retrievals from SPOS Overview
- FSI (Application Interview) appointments added for **F11** Center

2. Form Updates

New Print to Mail (PTM) job for SNAP No Change IVRS Callers.

Elderly (over 55 years old) or disabled households in selected New York City HRA SNAP Centers will be able to use the SNAP Interactive Voice Response System (IVRS) to request the Application/Recertification for Supplemental Nutrition Assistance Program (SNAP) Benefits (ESAP) (**LDSS-5166**) to complete their recertification submission. The form will be mailed to their mailing address on file. This form will be available in all 12 languages.

3. CBO Updates

- CBO POS users are no longer able to submit Recertifications. However, users have access to the RECERTIFICATION_SCHEDULING_INQUIRY report for outreach to the applicants/participants.
- With this release, CBO POS users are limited to perform **Document Intake** only.

4. Activity Due Date in the POS queue

A fix was deployed in December 2021 to display the due date in the POS queue for the SNAP worker and approval activities started from the POS action menu or from Activity and General Information Exchange (ANGIE).

5. Removal of Alerts in SPOS Overview screen

The alerts from the **SPOS Overview** Screen are removed to reduce the amount of duplicate information displayed in the **Overview** Screen in SPOS and to shorten the time to open the screen. The information associated with these retrievals will continue to appear in the appropriate section in SPOS.

SNAP POS Release Notes
SNAP POS Version 16.1 February 22, 2022

Alerts removed from the Overview screen:

- ACCIS (Automated Child Care Information System) Match Exists-Income Section
- Application Modified outside SLP (Streamlined POS)
- Bank RFI (Resource File Integration) found-Resources Section
- Case member added outside SLP
- Case Returned by Supervisor
- Child Support Expense Match
- Department of Health - NYC Vital Match Exists-Individual Detail Section
- E-Application Submitted via ACCESS HRA
- E-Change Submitted via ACCESS HRA
- E-Periodic Report Submitted via ACCESS HRA
- E-Recertification Submitted via ACCESS HRA
- Error in WMS (Welfare Management System)
- Fleeing Felon/Probate
- Home visit requested or homebound status exists
- HPD (Homebase Welfare-To-Work Program) Match Exists
- New Hire RFI found-Income Section
- NYC Employee Wage/FISA Match Exists
- NYCHA (New York City Housing Authority) Match Exists-Housing Expenses Section
- NYCHA Section 8 Match Exists-Housing Expenses Section
- NYSNIP (New York State Nutrition Improvement) Application
- OCSE (Office of Child Support Enforcement) Match Exists-Income Section
- Reasonable accommodation exists
- SDX Match Exists-Income Section
- SNAP Appointment
- Special Assessment Situation
- SSA RFI found-Individual Details Section
- TALX Match Exists-Income Section
- UIB (Unemployment Income Benefits) RFI found-Income Section
- WRS (Wage Reporting System) RFI found-Income Section

6. Move of Matches and Retrievals from SPOS Overview

The matches and retrievals listed in this section are moved to other areas of the SPOS activities from the **SPOS Overview** screen reduce the amount of duplicate information displayed in the **Overview** Screen in SPOS and to shorten the time to open the screen.

SNAP POS Release Notes
SNAP POS Version 16.1 February 22, 2022

Retrievals to move from Overview screen:

Match	New placement for interview flow	New placement for processor flow
Initial Clearance for Case Composition (each SSN (Social Security Number) and CIN [Client Identification Number]) and other household members in WMS	Household (existing conditions)	Household (existing conditions, Next or Back to Interview Review)
Internal Clearance for CIN and Case Number Reuse	Household (existing conditions)	Household (existing conditions, Next or Back to Interview Review)
NQIN22 Household Composition	Household (existing conditions)	Household (existing conditions, Next or Back to Interview Review)
IVS (Information Verification Service) Triggers	Income (load)	Interview Review (load)
NQSDX1 for SDX SSI matches	Income (load)	Interview Review (load)
RFI Requests (6 per line)	Income (load – new retrieval is not more than 1 time per day per line, new retrieval for newly added line)	Interview Review (load)

For supervisors, data is only retrieved from the available information in SPOS and new calls are not triggered in Overview.