



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 23-35-SYS

SNAP POS RELEASE NOTES

Date: June 23, 2023	Subtopic(s): POS
	<p>Purpose:</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) migrated into production on June 19, 2023. Descriptions of the changes can be found in the SNAP POS Release Notes Version 17.2 (Attachment A).</p> <p>These release notes can also be found on the HRA Intranet at:</p> <p>http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx</p> <p><i>Effective Immediately</i></p> <p>Attachments:</p> <p>Attachment A SNAP POS Release Notes Version 17.2</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

SNAP POS Version 17.2 June 19, 2023

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Monday, June 19, 2023. These and prior Release Notes can also be found on the Human Resources Administration (HRA) Intranet at

<http://intranetnew.hra.nycnet/sites/HRAIntranet/Pages/POSReleaseNotes.aspx>

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SNAP POS Release Notes

SNAP POS Version 17.2 June 19, 2023

1. Overview of Changes

The following changes and fixes were made in this release:

- Update Form **LDSS-3938** for Initial Intake and Expedited Supplemental Nutrition Assistance Program (ESNAP) activity
- Update **LDSS-3152**
- Update **EXP-76R**
- Update Phone Number on all forms
- Convert Form **LDSS-4826** from PowerBuilder to Oracle
- Turn Around Document (TAD) Business Rules for New York State Combined Application Project (NYSCAP) Reason Codes
- Issue Fixed: Incorrect ESNAP determination for ineligible immigrants
- Business Rule for Client Notices System (CNS) Notice Number on TAD screen (Fix to avoid **E1562**)
- Introduction of the Late Recertification process to the Activity and General Information Exchange (ANGIE)

2. Update Form LDSS-3938 for Initial Intake and ESNAP activity

LDSS-3938	SNAP Application Expedited Processing Summary Sheet	Update the LDSS-3938 form for ACCESS HRA (AHRA)/ANGIE submission to capture the correct value during screening and update the LDSS-3938 for Streamlined Paperless Office System (SPOS) to combine information from screening and the ESNAP interview accordingly with SPOS flow.
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3. Update LDSS-3152

LDSS-3152	Action Taken on Your SNAP Benefits Case	Update E18 and W10 codes and snippets. Update the LDSS-3152 snippets for closing code E18 and rejection code W10 , as the Bureau of Eligibility Verification (BEV) is in the process of resuming investigations with a different approach to interviews (phone, in-office, and at client's home). We need to update the language for the related denial/closing codes.
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SNAP POS Release Notes

SNAP POS Version 17.2 June 19, 2023

4. Update EXP-76R

EXP-76R	For Your Records: Documents We Received from You	Updating code table and snippets for EXP-76R
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5. Update Phone Number on All Forms

All Forms		Phone Number Update. Update the agency conference phone number 718-557-1385 with the OneNumber 718-557-1399
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6. TAD Business Rules for NYSCAP Reason Codes

- New opening reason codes **A70**, **A71** and **A72** as well as one closing reason code **EZ6** have been added to the SPOS TAD to be utilized for NYSCAP cases only.

7. Issue Fixed: Incorrect ESNAP determination for ineligible immigrants

- Issue where SPOS was making the incorrect ESNAP eligibility determination for ineligible immigrants is now fixed to ensure ESNAP eligibility is properly determined for ineligible immigrants.

8. Business Rule for CNS Notice on TAD Screen (Fix to avoid E1562)

- To avoid auto creation of CNS Notices when there is mixed eligibility in a household while accepting the case.

9. Introduction of the Late Recertification process to the ANGIE

Currently, if the client fails to recertify, it will be closed (**CL**) with codes **Y10**, **Y13**, or **Y66** and the Eligibility Specialist cannot re-open the case once the Authorization Period has expired.

- **Code Y10** - Failure to Recertify (No Notice Required). Close cases that failed to respond in a timely manner to the SNAP call-in-notice.
- **Code Y13** - Failure to Keep Recertification Appointment (No Notice Required). Close case for failure to keep a recertification appointment.
- **Code Y66** – Overdue Recertification, system generated closing code

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Effective 06/19/2023, ITS will be deploying an enhancement release for ANGIE to allow the client to recertify during 30 days after the Authorization Period expired if the **Form 4826** is present in the OneViewer (Late Recertifications). As part of the new functionality, the cases must be screened for the ESNAP determination as well. The Eligibility Specialist will be able to access the cases eligible for the Late Recertification via Case Search tool in ANGIE and choose Recertification Activity to start Late Recertification in order to re-open the case and complete the recertification.

Form 4826

As per the Late Recertifications procedure, **Form 4826** should be available in the OneViewer. If the **Form 4826** was submitted before the case was closed during the Interview cycle, but the interview was not kept, the client can submit the **Form 4826** during the Late Recertification window (30 days) if it was not done before. If **Form 4826** is missing, the OnDemand authentication will fail for the client.

To start the Late Recertification, find the case in the Search window and select Recertification activity.

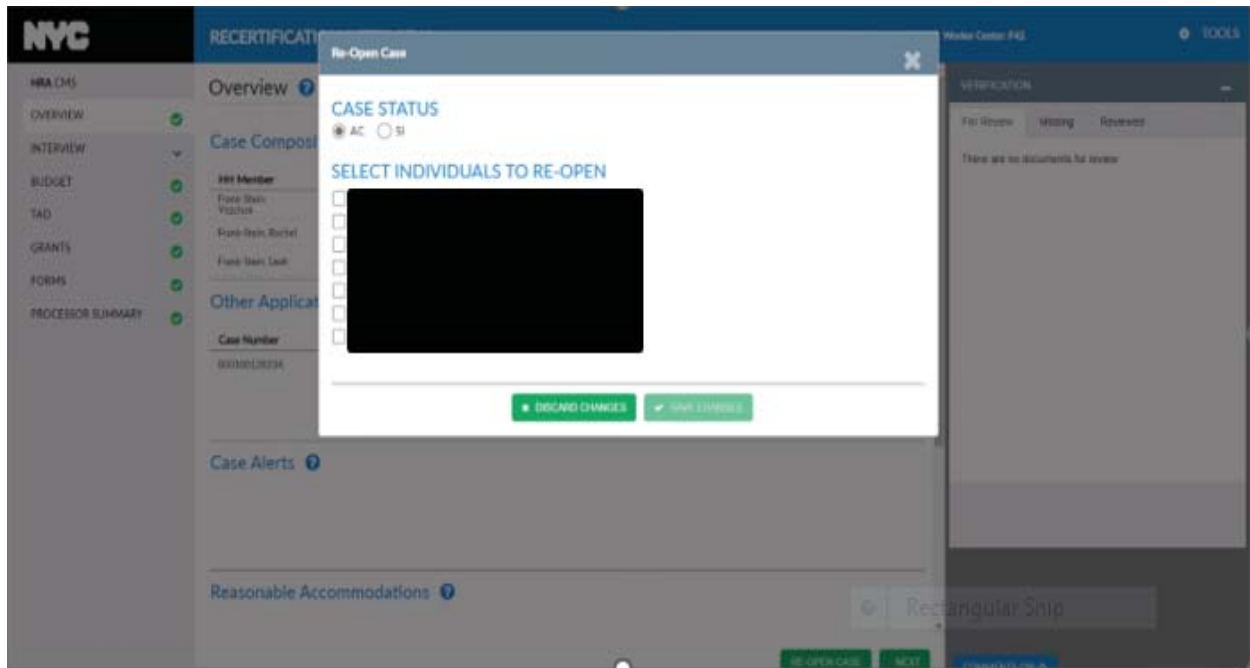
The screenshot displays the ANGIE (ANGIE Next Generation) interface. The top navigation bar includes the NYC logo, the text 'ANGIE', and a user greeting 'Welcome Worker Saeed'. Below the navigation bar, there are sections for 'Get Next Case for Processing', 'Case Search', and 'Daily Activity Sheet'. The 'Case Search' section shows a search for case number '018323138A' with a 'SEARCH' button. A dropdown menu is open over the search results, showing options like 'Select', 'Courtesy call back', 'Document intake', 'Error correction', 'Make case comment', 'Print a form', and 'Recertification'. The search results table shows a single entry for 'SNAP Recertification Processing' with a status of 'CL-Ready to Assign' and a due date of '05/31/2023'.

Task	Last Modified	Case Number	Case Name	DOB	SSN	Case Status	Task Due Date	Ac
SNAP Recertification Processing	05/19/2023	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CL-Ready to Assign	05/31/2023	Select

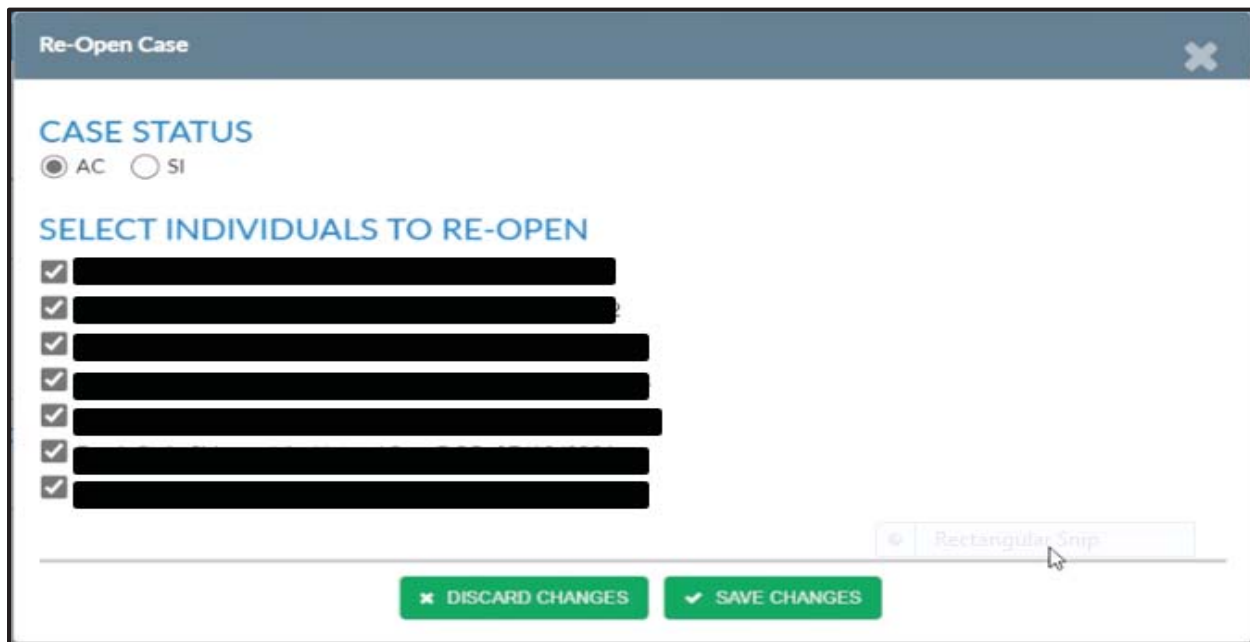
SNAP POS Release Notes

SNAP POS Version 17.2 June 19, 2023

The Re-Open activity for the Late Recertification should be in the **AC** status.



Ensure that only individuals that require to be reopened are selected (review the Welfare Management System [WMS] for rejected lines).



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The screenshot shows the 'Overview' page for a 'RECERTIFICATION INTERVIEW'. The left sidebar contains a navigation menu with 'INTERVIEW' selected. The main content area is divided into sections: 'Case Composition' with a table of household members, 'Other Applications Submitted' with a table of application statuses, and sections for 'Case Alerts' and 'Reasonable Accommodations'. A 'VERIFICATION' sidebar on the right shows 'For Review' as the active tab. At the bottom, there are buttons for 'RE-OPEN CASE', 'NEXT', and 'COMMENTS (0)'. A 'Rectangular Snip' watermark is visible.

HH Member	CIN	DOB	SSN	SNAP Status	Reason	SNAP Status Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5/1/2023
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5/1/2023
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	5/1/2023

Case Number	File Date	Application Status	Date of Status
[REDACTED]	[REDACTED]	AP	5/19/2023

The screenshot shows the 'Interview Review' page for a 'RECERTIFICATION INTERVIEW'. The left sidebar has 'INTERVIEW' selected. The main content area includes 'Household Details', 'Contact Information', 'Member Detail', and 'Individual Details'. The 'Contact Information' section contains fields for Primary Telephone, Phone Category, Secondary Telephone, and Secondary Phone Category. The 'Member Detail' section includes Household, Buys & Prepares Meals, Social Security Status, Social Security Number, and Ethnicity. The 'Individual Details' section is partially visible. A 'VERIFICATION' sidebar on the right shows 'For Review' as the active tab. At the bottom, there are buttons for 'NEXT' and 'COMMENTS (0)'. A 'Rectangular Snip' watermark is visible.

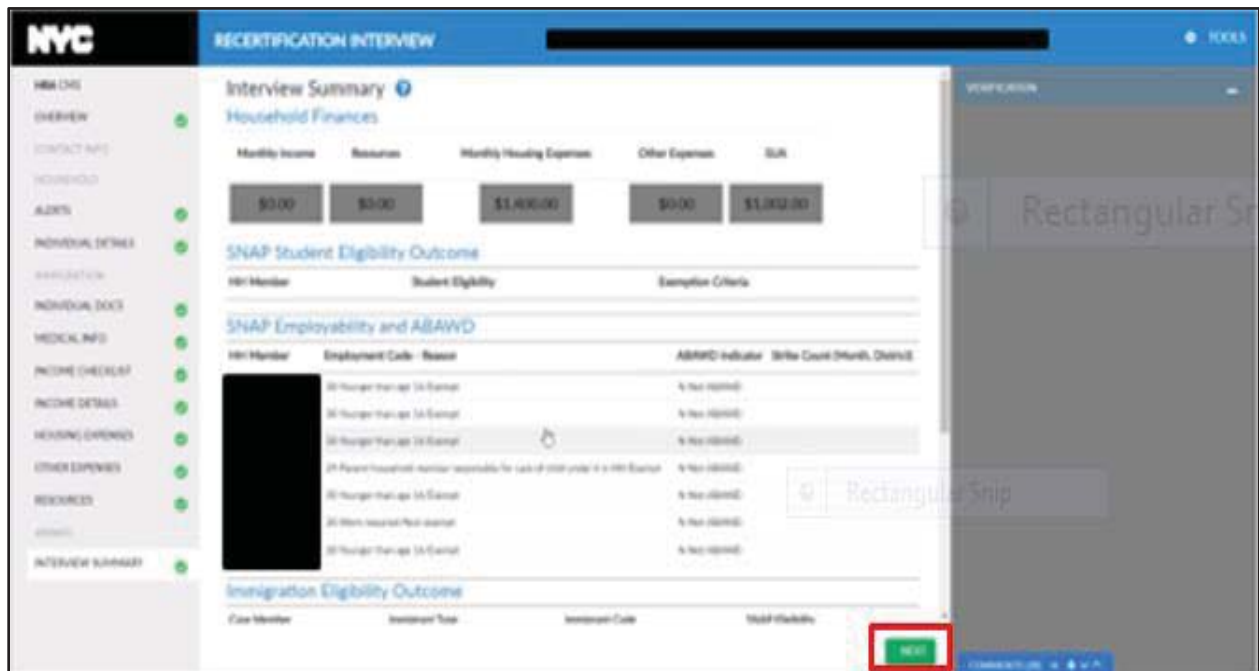
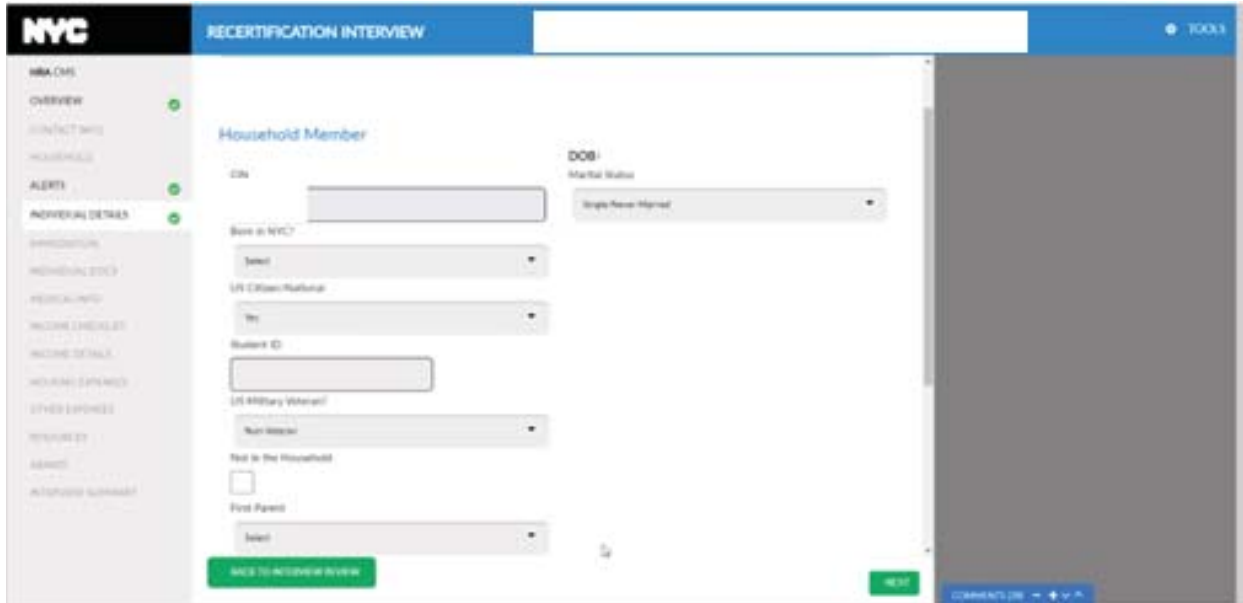
Primary Telephone	Phone Category	Secondary Telephone	Secondary Phone Category
[REDACTED]	[REDACTED]	[REDACTED]	Cell

Household	Social Security Status	Social Security Number	Ethnicity
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

SNAP POS Release Notes

SNAP POS Version 17.2 June 19, 2023

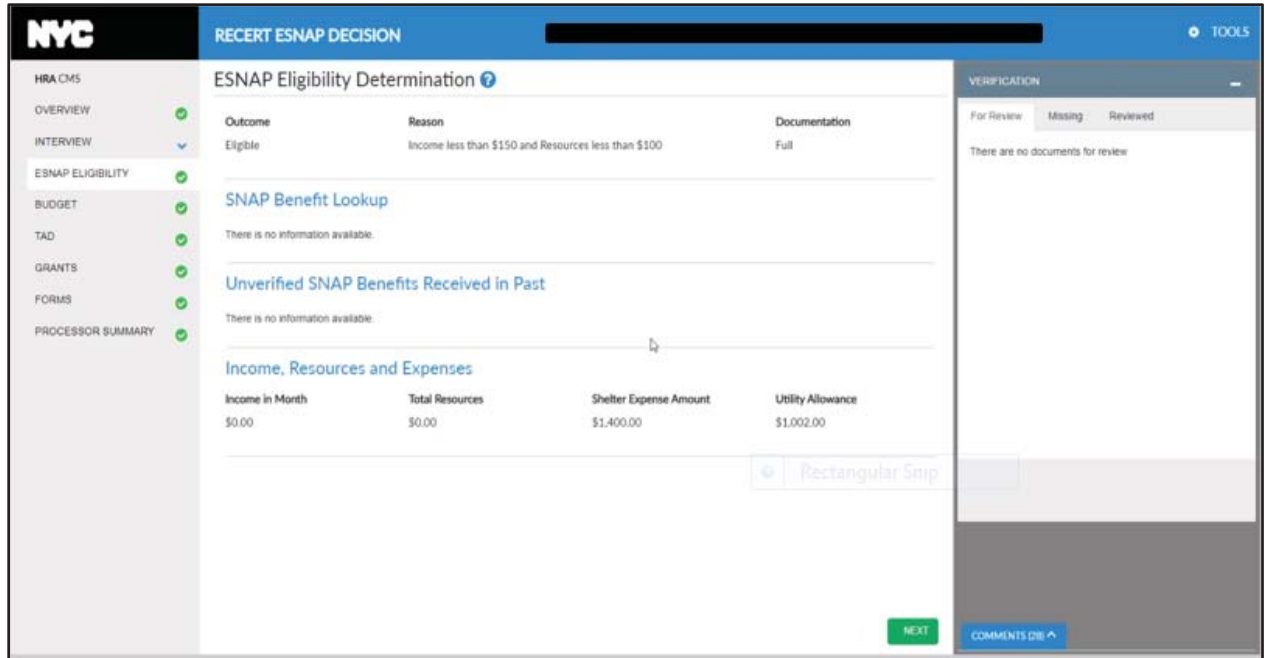
Click on the **Pencil icon** to access interview mode. Conduct the Recertification / Re-Open interview as usual and go through all the screens of the recertification interview to determine if all the required documents for recertification are in place.



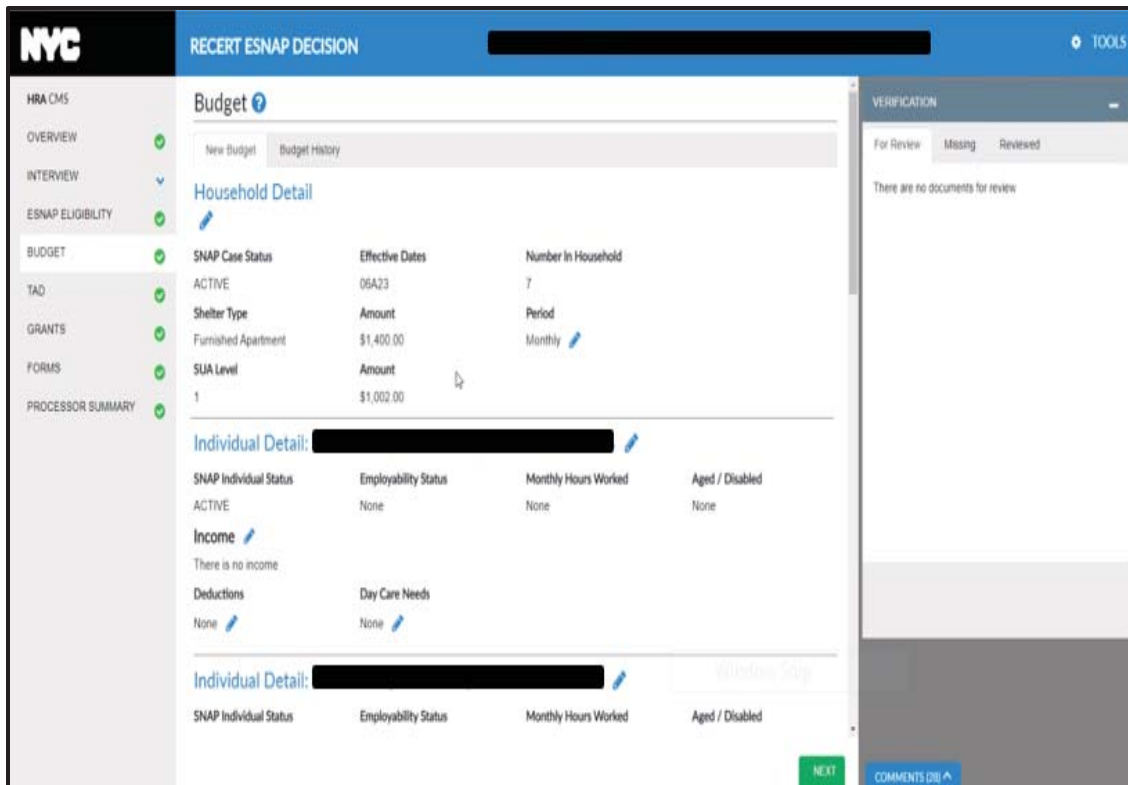
Once the Interview Summary is reached, when clicking Next, the Expedited screening will be auto-launched (Recert ESNAP Decision).

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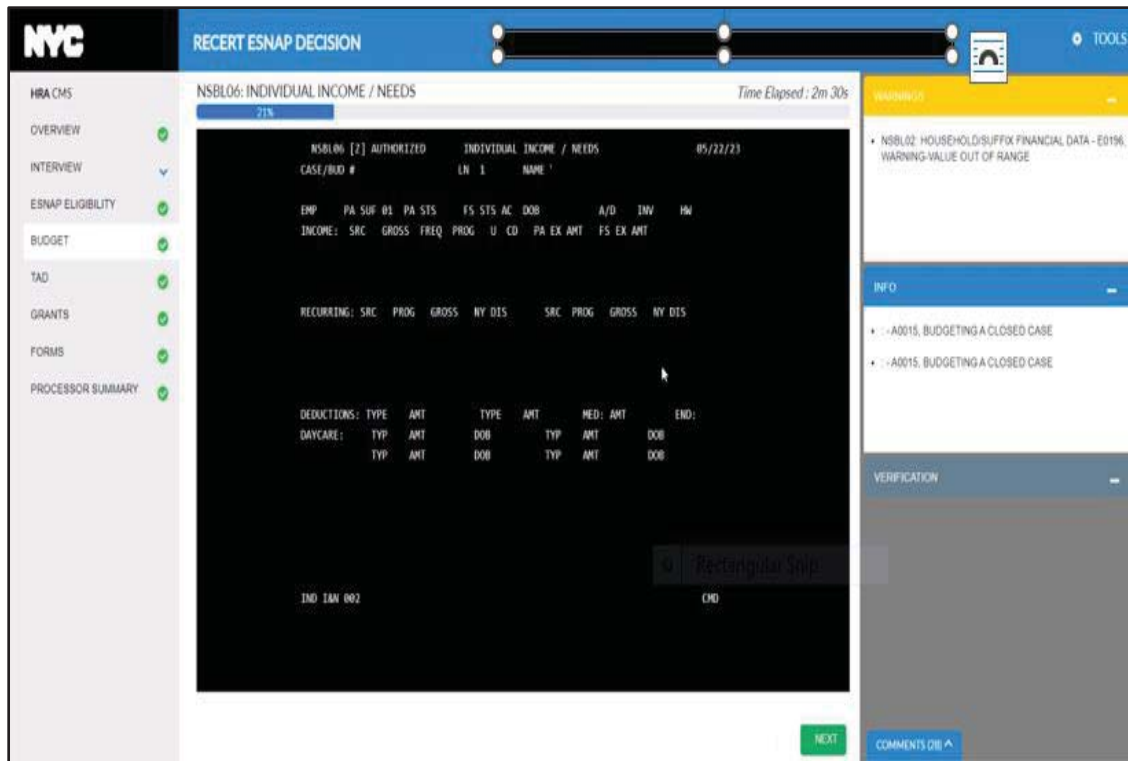


If during the interview there were no deferrals (**DSS-1146** was not generated), the case will remain **AC**.

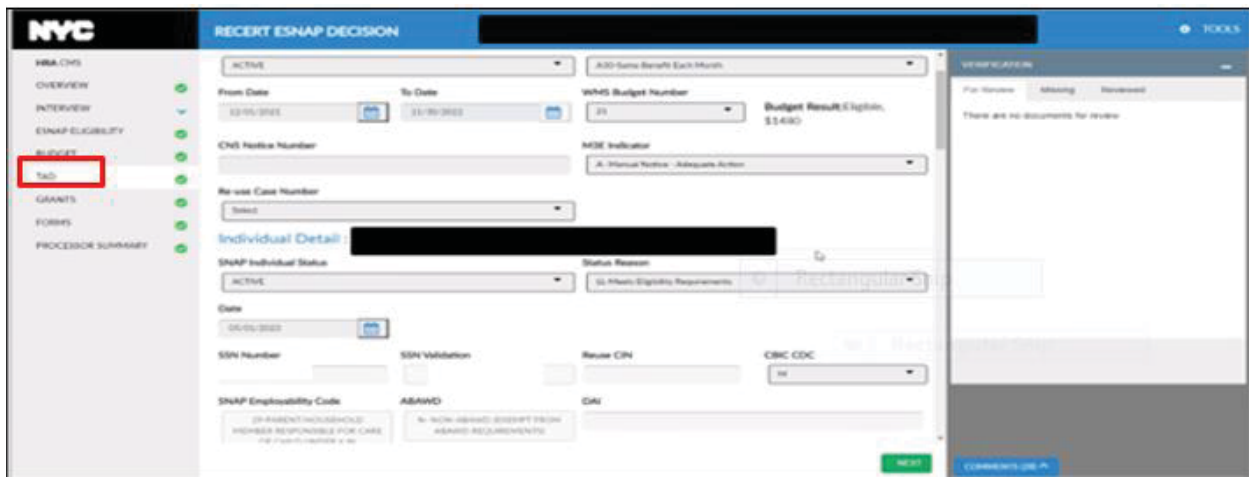


SNAP POS Release Notes

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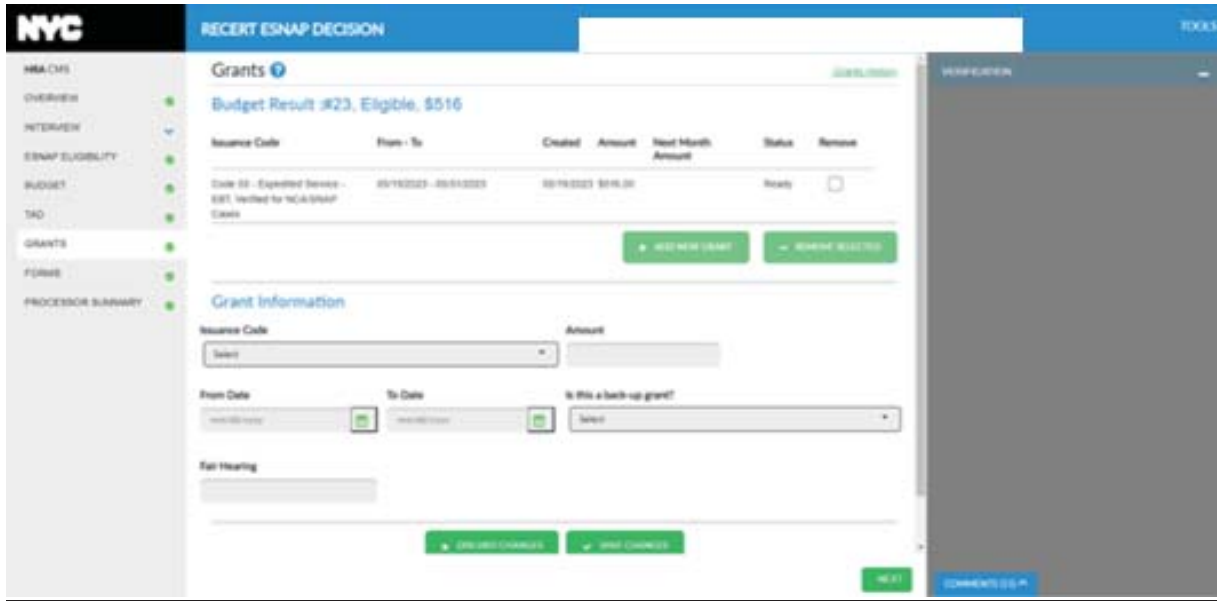
Once the Budget is successfully saved, ensure the **TAD** is filled out as normal for the Re-Opening (e.g., if case is **AC** (not differed), the Opening Reason Code should be **A30**). Select the proper **Budget Number** in the WMS Budget Number field. Ensure the proper **CNS Notice Number** is properly generated. Address each line by ensuring that the date, status, and the reason are properly annotated for each individual being reopened.



Coming to the Grant screen, if cases were not deferred, you must use Issuance **Code 53** (ESNAP eligible when case is not deferred) and determine the pro-rated grant amount from the date of the interview until the end of the month.

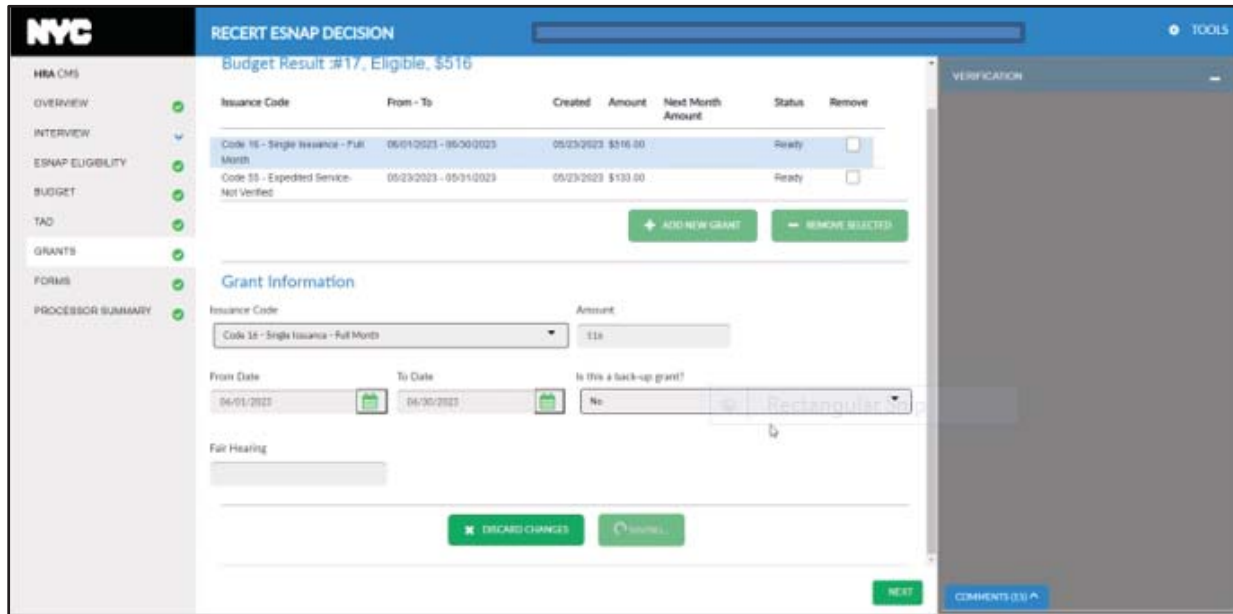
SNAP POS Release Notes

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If the date of the interview is before or on the 15th of the month, then issue the next month's grant as a backup with the **Code 16** (ESNAP eligible, full month benefit).

If the interview date comes after the 15th of the month, then issue the next month's grant using **Code 16** (not a backup).



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NYC RECERT ESNAP DECISION TOOLS

Forms [Forms History](#)

Form Name	Print Date	Form Type	Remove
EBT-23 Notice of Special Benefit		SNAP	

[+ ADD NEW FORM](#) [- REMOVE SELECTED](#)

[NEXT](#) [COMMENTS ON](#)

NYC RECERT ESNAP DECISION TOOLS

Processor Summary [?](#)

RFI Summary

HH Member	RFI Type	Resolution
There is no RFI		

Activity Outcome - Case Acceptance - Budget

Case Decision	Reason

[SUBMIT](#) [COMMENTS ON](#)

SNAP POS Release Notes

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NYC RECERT ESNAP DECISION TOOLS

Processor Summary ?

RFI Summary

HH Member	RFI Type	Resolution
[Redacted]	WRS	POS/RFI M data doesn't affect eligibility
[Redacted]	WRS	POS/RFI M data doesn't affect eligibility
[Redacted]	WRS	POS/RFI M data doesn't affect eligibility

Activity Outcome - Case Acceptance - Budget #21, Eligible, \$1480

Case Decision: AC

Reason: Add Some Benefits Each Month

LOADING COMMENTS (0)

NYC RECERT ESNAP DECISION Monitor Cases: 142

Processor Summary

RFI Summary

Activity Outcome

Case Decision: AC

SUPERVISOR SELECTION

Refer Case To

Search: _____

Title	Name	UNIT
SNAP Supervisor	[Redacted]	SN
SNAP Supervisor	[Redacted]	
SNAP Supervisor	[Redacted]	
SNAP Site Manager	[Redacted]	
SNAP Supervisor	[Redacted]	
Regional Manager	[Redacted]	
SNAP Site Manager	[Redacted]	DEV
SNAP Site Manager	[Redacted]	DEV
SNAP Supervisor	[Redacted]	

DISCARD CHANGES SAVE CHANGES

LOADING COMMENTS (0)

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If the case was not deferred, the system will send the Client Eligibility Determination (CED) with Recertification / Re-Open transaction to WMS once approved by the Supervisor if the case is not picked by the **SCR** (Selective Case Review) process.

Form 3938 (ESNAP)

As per the current Late Recertification procedure, the Eligibility Specialist should fill out **Form 3938** manually and scan it into the application. This should be the procedure until July 2023 when the system can start handling the **Form 3938** automatically.

Deferred Case

If during the Recertification interview the Eligibility Specialist defers the case, the Form **DSS-1146** would be generated and the worker must set the case to the **SI** status. Once in the ESNAP Eligibility screen, the worker will need to go to the TAD screen bypassing the Budget screen and set the case to the **SI** status. Staff must fill out the TAD as usual, setting Reason Code to **Q22**. Staff must ensure the proper CNS Notice Number is properly generated. Address each line by ensuring that the date, status, and the reason are properly annotated for everyone being reopened.

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After the case status is changed to **SI**, the worker must get back to the Budget screen to run the Budget and then proceed to the TAD screen to select the proper Budget Number in the WMS Budget Number field. Verify that status is still showing **SI** with the proper status reason of **Q22**.

As the process is moved to the Grant screen, use Issuance **Code 55** (ESNAP eligible when case is deferred) and determine the pro-rated grant amount from the date of the interview until the end of the month.

The screenshot displays the 'RECERT ESNAP DECISION' interface. The main content area shows 'Budget Result :#17, Eligible, \$516'. Below this is a table with columns: Issuance Code, From - To, Created, Amount, Next Month Amount, Status, and Remove. The table is currently empty with the message 'There is no grant information.' and buttons for '+ ADD NEW GRANT' and '- REMOVE SELECTED'. The 'Grant Information' section includes:

- Issuance Code:** A dropdown menu with 'Code 55- Expedited Service Not Verified' selected and highlighted by a red box.
- Amount:** A text input field containing '138'.
- From Date:** A date picker set to '05/23/2023'.
- To Date:** A date picker set to '05/31/2023'.
- Is this a back-up grant?:** A dropdown menu set to 'Select'.

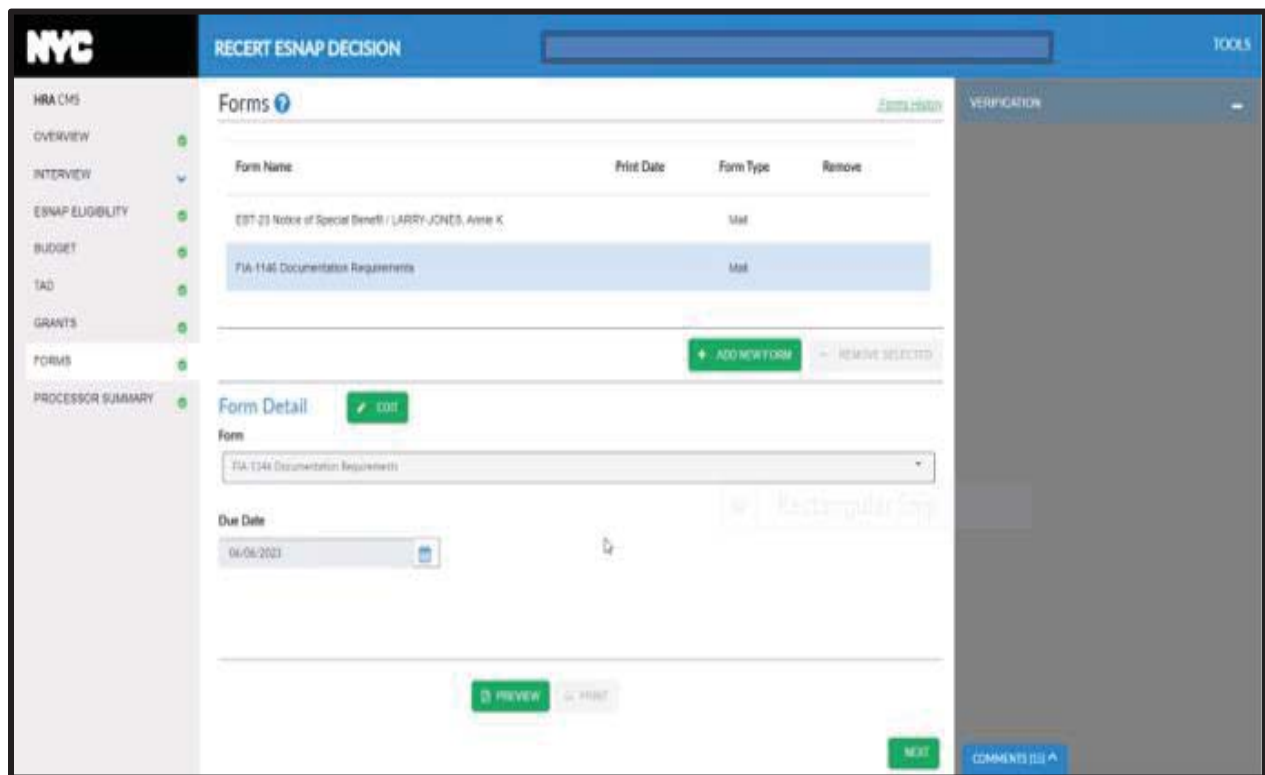
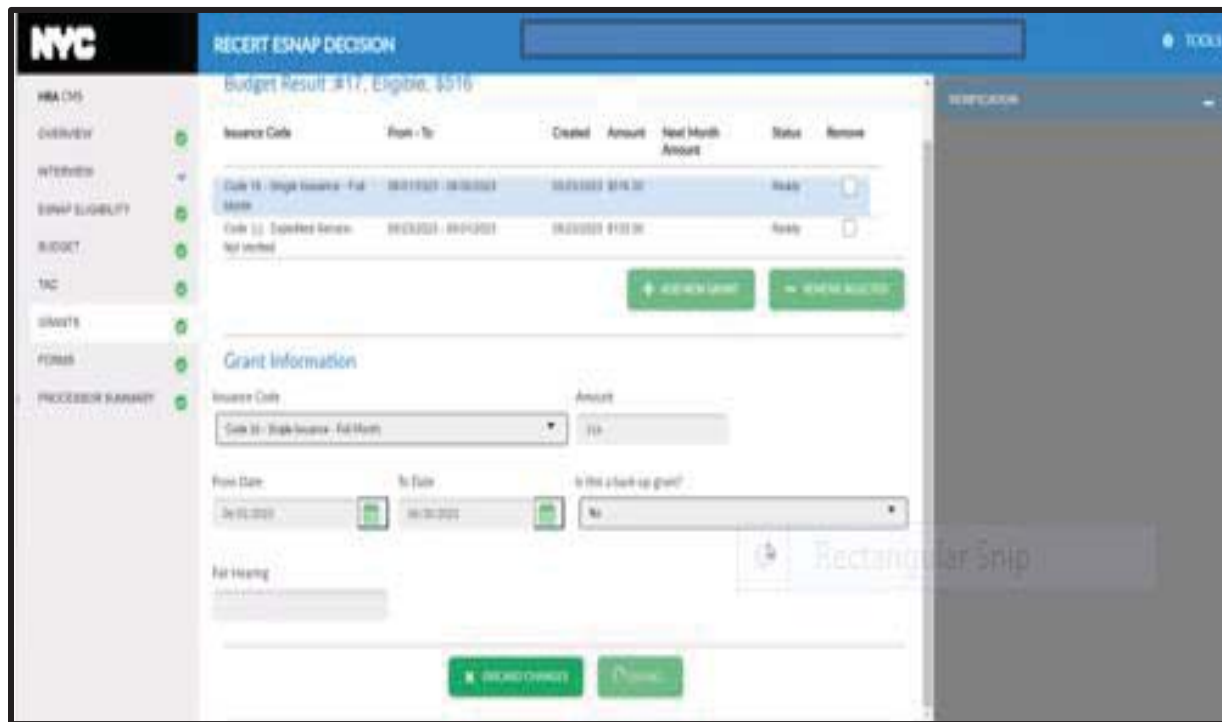
 At the bottom, there are buttons for 'DISCARD CHANGES' and 'SAVE CHANGES', and a 'NEXT' button at the very bottom right.

If the date of the interview is before or on the 15th of the month, then issue the next month's grant as a backup with the **Code 16** (ESNAP eligible, full month benefit).

If the interview date comes after the 15th of the month, then issue the next month's grant using **Code 16** (not a backup).

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RECERT ESNAP DECISION

Processor Summary

RFI Summary

HH Member	RFI Type	Resolution
[Redacted]	SSA	POS RTI for non-assert effect eligibility
[Redacted]	SSA	POS RTI for non-assert effect eligibility

Activity Outcome - Case Acceptance - Budget #17, Eligible, \$516

Case Decision	Reason
3	003 Expected - Pending Verification Qualification Period (2 Months)

VERIFICATION

For Review | Missing | Reviewed

There are no documents for review

SUBMIT **COMMENTS (0)**

SUPERVISOR SELECTION

Refer Case To

Search...

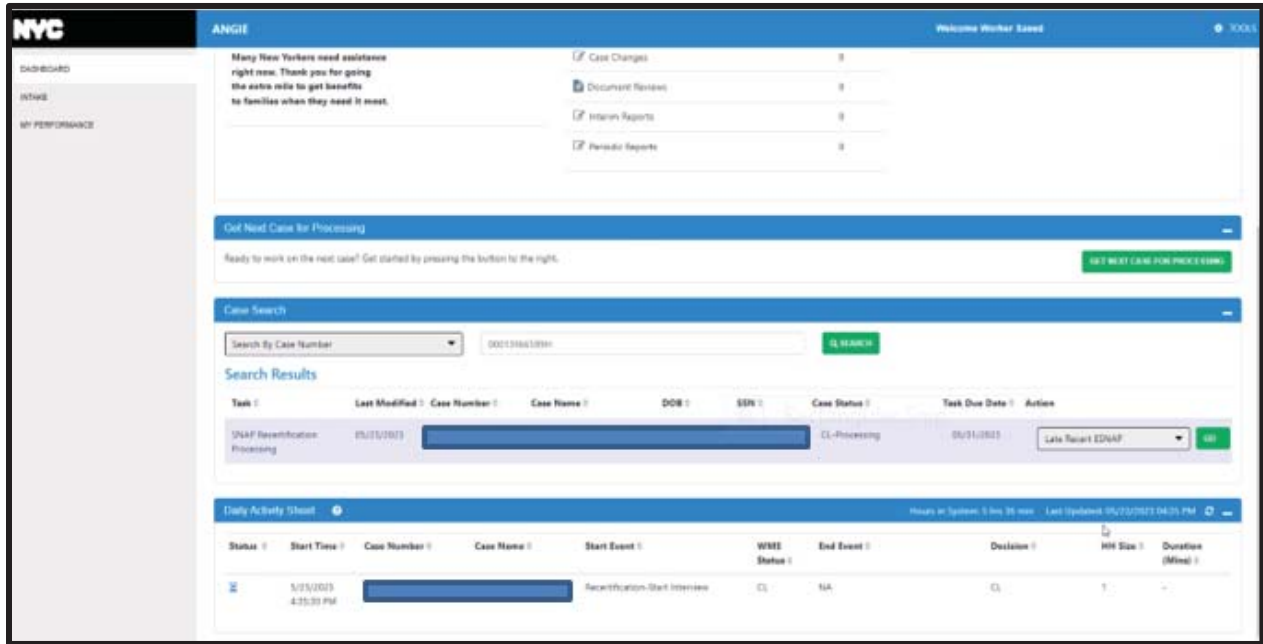
Title	Name	Unit
SNAP Supervisor	[Redacted]	001
SNAP Supervisor	[Redacted]	
SNAP Supervisor	[Redacted]	
SNAP Site Manager	[Redacted]	
SNAP Supervisor	[Redacted]	
Regional Manager	[Redacted]	
SNAP Site Manager	[Redacted]	DEV
SNAP Site Manager	[Redacted]	DEV
SNAP Supervisor	[Redacted]	

DISCARD CHANGES **SAVE CHANGES**

SNAP POS Release Notes

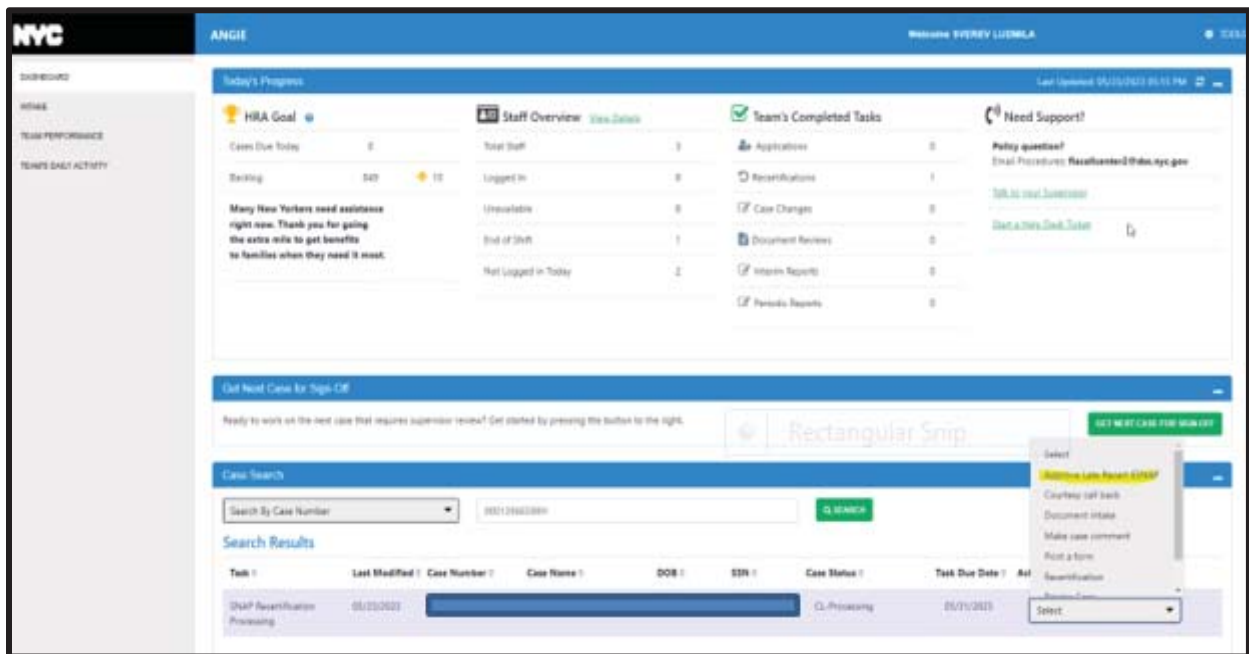
SNAP POS Version 17.2 June 19, 2023

In the situation when the Eligibility Specialist must suspend the case at the Recertification ESNAP Decision activity, it should be available in **ANGIE** under a new activity called **Late Recert ESNAP** Action item, which must be chosen to continue the ESNAP process.



Supervisory Approval

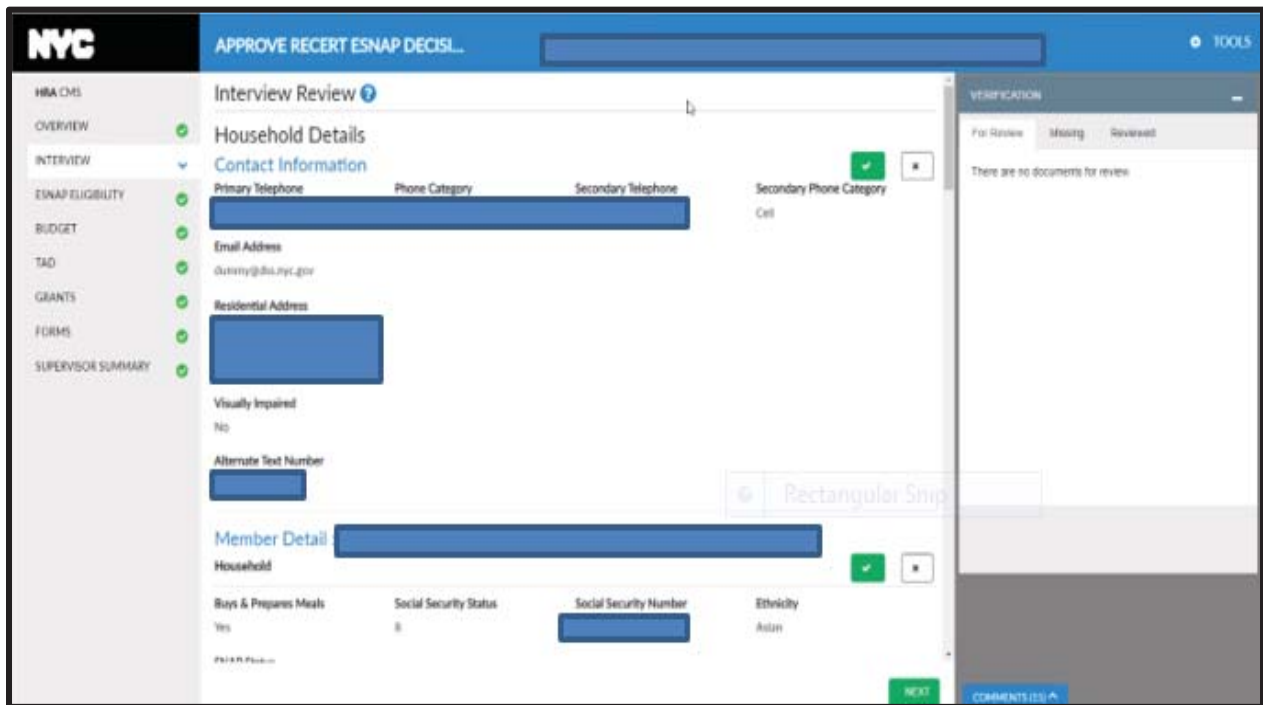
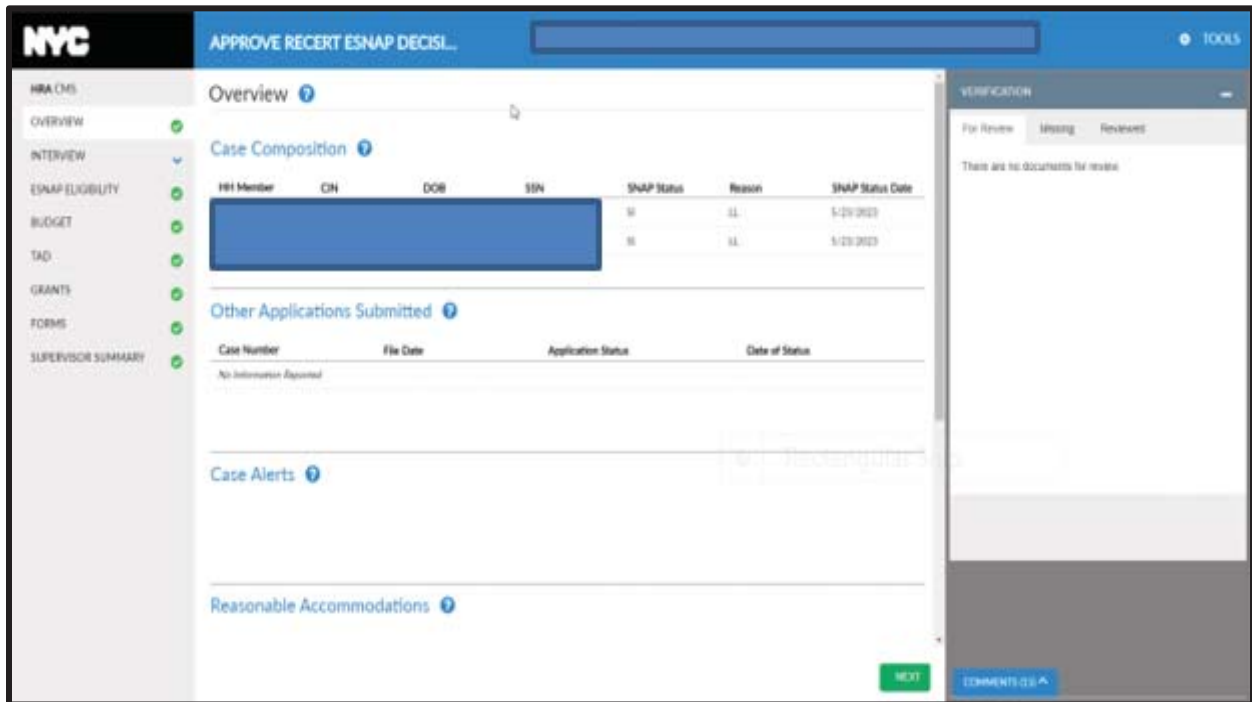
The new activity is called Approve Late Recert ESNAP.



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Similar to the existing approval process, the supervisor must follow the current flow by approving or disapproving each element as depicted in the screenshots below:



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NYC APPROVE RECERT ESNAP DECISION

Individual Details

RPI Match Type	SSA Message	WMS Resolution
SSA Match for SSN	VALID SSN	POS - EFINR data doesn't affect eligibility
CIN	Marital Status	Born in NYC?
[Redacted]	Married/Living Together	No
Highest Degree Obtained	US Military Veteran?	Language Spoken
No Degree	Non-Veteran	[Redacted]
Other non-Legal Name	Preferred Pronoun	Mother's Maiden Name
No	Legal First Name	[Redacted]
Student Status	Online/Correspondence	Has Diploma/GED
Not in School	No	No
Pregnant?		
No		

Alerts

Member Detail [Redacted]

Household

Buy & Prepare Meals	Social Security Status	Social Security Number	Ethnicity
Yes	II	[Redacted]	

VERIFICATION

For Review Missing Reviewed

There are no documents for review

Next **Comments**

NYC APPROVE RECERT ESNAP DECISION

ESNAP Eligibility Determination

Outcome	Reason	Documentation
Eligible	Income less than \$130 and Resources less than \$130	Full

SNAP Benefit Lookup

There is no information available.

Unverified SNAP Benefits Received in Past

There is no information available.

Income, Resources and Expenses

Income in Month	Total Resources	Shelter Expense Amount	Utility Allowance
\$0.00	\$0.00	\$1,050.00	\$31.00

VERIFICATION

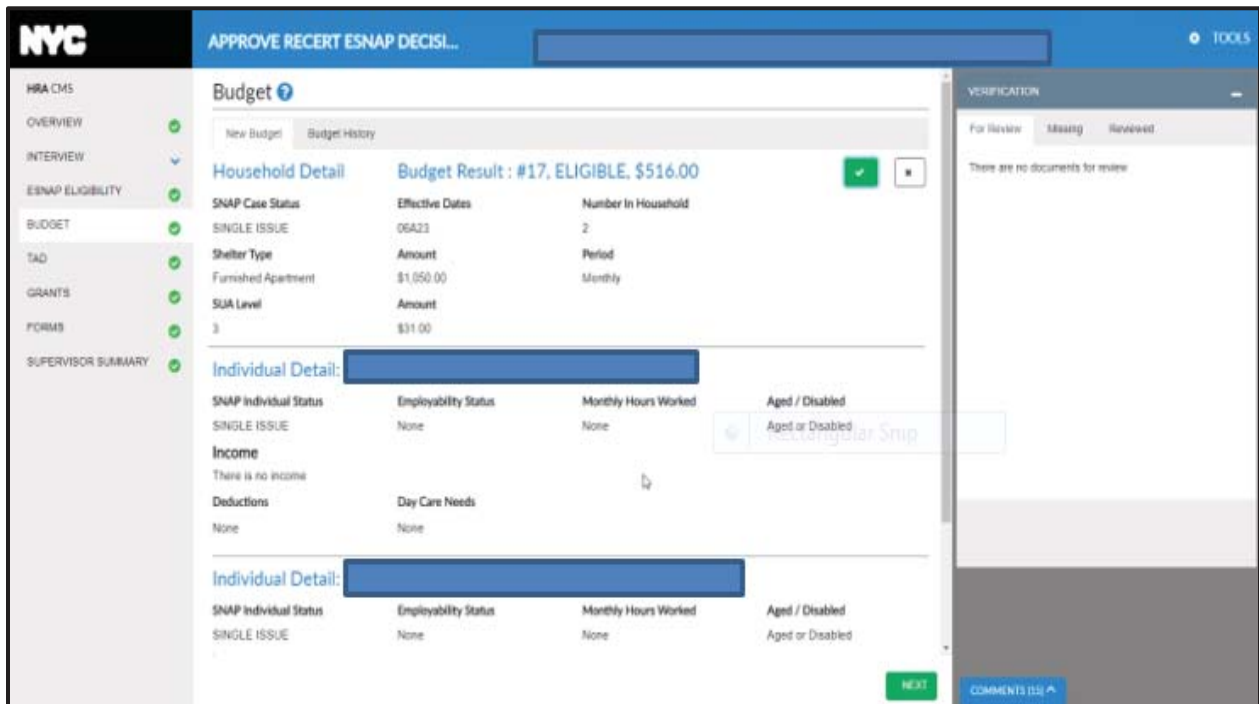
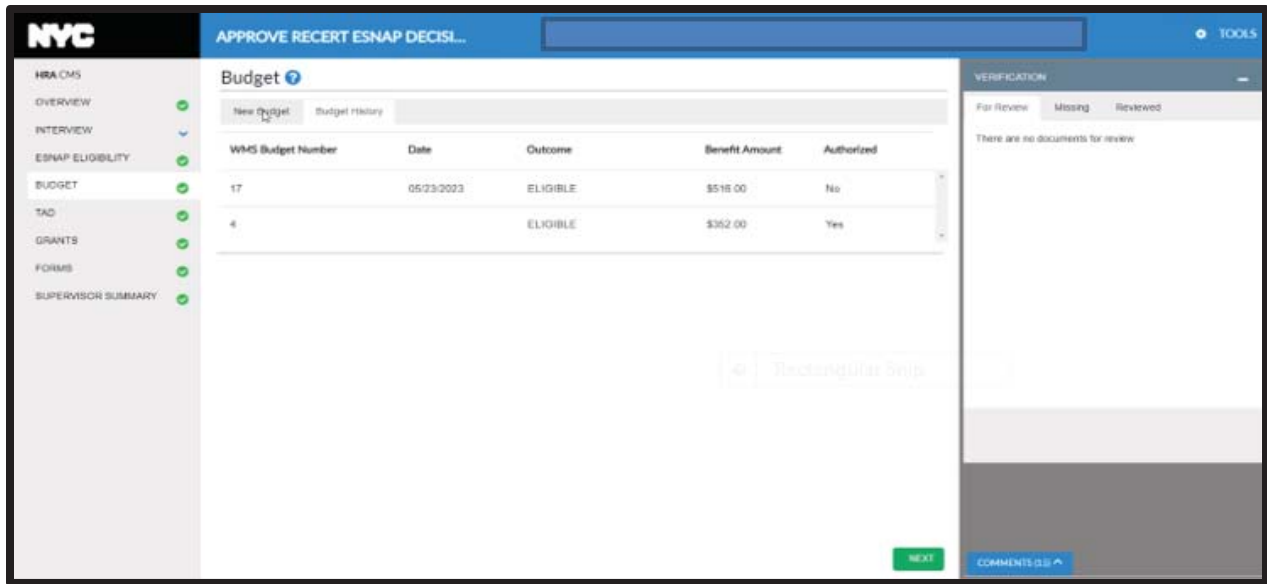
For Review Missing Reviewed

There are no documents for review

Next **Comments**

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SNAP POS Release Notes

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NYC APPROVE RECERT ESNAP DECISI... TOOLS

Budget ?

New Budget Budget History

WMS Budget Number	Date	Outcome	Benefit Amount	Authorized
17	05/23/2023	ELIGIBLE	\$516.00	No
4		ELIGIBLE	\$352.00	Yes

VERIFICATION

For Review Missing Reviewed

There are no documents for review

REGULAR SNAP

Next

COMMENTS (0) ^

NYC APPROVE RECERT ESNAP DECISI... TOOLS

Budget ?

New Budget Budget History

WMS Budget Number	Date	Outcome	Benefit Amount	Authorized
17	05/23/2023	ELIGIBLE	\$516.00	No
4		ELIGIBLE	\$352.00	Yes

VERIFICATION

For Review Missing Reviewed

There are no documents for review

REGULAR SNAP

Next

COMMENTS (0) ^

SNAP POS Release Notes

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NYC APPROVE RECERT ESNAP DECISI... TOOLS

Eligibility / TAD Make a Selection

Household Detail Current WMS Budget: #17, Eligible, \$516 ✓

SNAP Case Status: SINGLE ISSUE ▼ Status Reason: (22) Excluded - Period Verification Certification Period -- 2 Months ▼

From Date: 05/01/2023 📅 To Date: 05/01/2023 📅 WMS Budget Number: 17 ▼ Budget Result: Eligible, \$516

CNS Notice Number: MSE Indicator: A - Manual Notice - Incomplete Action ▼

Re-use Case Number:

Individual Detail Rectangular Snip

SNAP Individual Status: SINGLE ISSUE ▼ Status Reason: (1) Short Eligible Requirements ▼

Date: 05/01/2023 📅

SSN Number: SSN Validation: Re-use CIN: CBC CDC: A ▼

SSN INVALIDATED SSN NEXT COMMENTS (0)

VERIFICATION

- Using the MSE indicator notice will not send a notice via CNS (Client Notice System). Please only use this if you want to suppress the CNS initiated notice.
- Significant change in the SNAP benefit - Please review case details, including SUI and income, for any possible errors.

NYC APPROVE RECERT ESNAP DECISI... TOOLS

Grants Grants History

Budget Result: #17, Eligible, \$516

Issuance Code	From - To	Created	Amount	Next Month Amount	Status	Remove
Code 16 - Single Issuance - Full Month	06/01/2023 - 06/30/2023	05/23/2023	\$516.00		Ready	<input type="checkbox"/>
Code 55 - Expedited Service-Not Verified	05/23/2023 - 05/31/2023	05/23/2023	\$133.00		Ready	<input type="checkbox"/>

ADD NEW GRANT REMOVE SELECTED

Rectangular Snip

NEXT COMMENTS (0)

VERIFICATION

SNAP POS Release Notes

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The screenshot displays the 'APPROVE RECERT ESNAP DECIS...' page in the NYC system. The main content area shows a 'Budget Result #17, Eligible, \$516'. Below this is a table with columns: 'Issuance Code', 'From - To', 'Created', 'Amount', 'Next Month Amount', 'Status', and 'Remove'. The table contains two rows: 'Code 14 - Single Issuance - Full Month' (06/01/2023 - 06/30/2023, \$516.00, Ready) and 'Code 55 - Expedited Service - Not Verified' (06/23/2023 - 06/30/2023, \$133.00, Ready). Below the table are buttons for '+ ADD NEW GRANT' and '- REMOVE SELECTED'. The 'Grant Information' section includes a dropdown for 'Issuance Code' (Code 14 - Single Issuance - Full Month), an 'Amount' field (516), 'From Date' (06/01/2023), 'To Date' (06/30/2023), and a 'Is this a back-up grant?' dropdown (No). There are also 'Fair Hearing' fields and buttons for 'DISCARD CHANGES' and 'SAVE CHANGES'. A 'NEXT' button is at the bottom right. A 'VERIFICATION' sidebar is partially visible on the right.

This screenshot is identical to the one above, showing the 'APPROVE RECERT ESNAP DECIS...' page. It displays the same budget result table and grant information section. The 'Grant Information' section shows the 'Issuance Code' as 'Code 14 - Single Issuance - Full Month', 'Amount' as '516', 'From Date' as '06/01/2023', 'To Date' as '06/30/2023', and 'Is this a back-up grant?' as 'No'. The interface includes buttons for '+ ADD NEW GRANT', '- REMOVE SELECTED', 'DISCARD CHANGES', 'SAVE CHANGES', and 'NEXT'. A 'VERIFICATION' sidebar is visible on the right side of the screen.

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NYC APPROVE RECENT ESNAP DECISION

Budget Result #17, Eligible, \$516

Issuance Code	From - To	Created	Amount	Next Month Amount	Status	Remove
Code 16 - Single Issuance - Full Month	06/01/2023 - 06/30/2023	05/23/2023	\$516.00		Ready	
Code 55 - Expedited Service - Not Verified	05/23/2023 - 05/31/2023	05/23/2023	\$133.00		Ready	

Grant Information

Issuance Code: Code 55 - Expedited Service - Not Verified | Amount: 133

From Date: 05/23/2023 | To Date: 05/31/2023 | Is this a back-up grant?

Buttons: REWARD CHANGES, SAVE CHANGES, NEXT

NYC APPROVE RECENT ESNAP DECISION

Forms

Form Name	Print Date	Form Type	Remove
EET-23 Notice of Special Benefit / LARRY-JONES, Anne K.		Mail	
FIA-1146 Documentation Requirements		Mail	

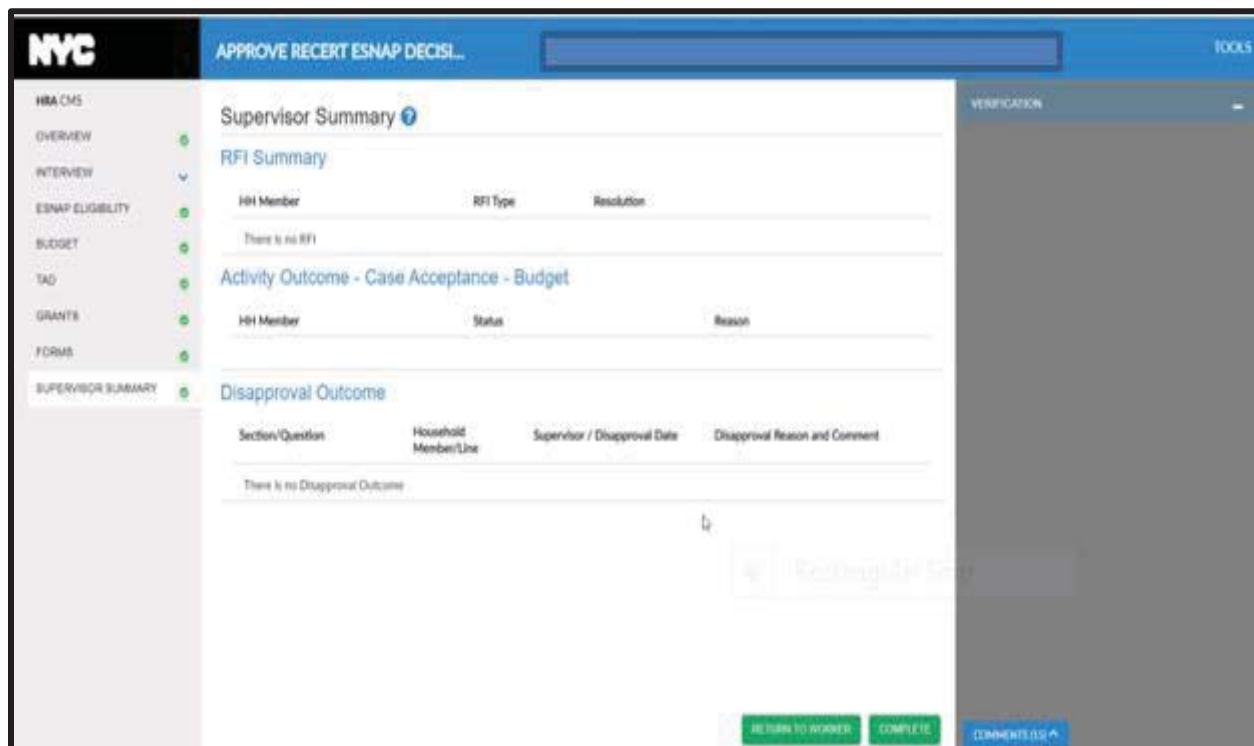
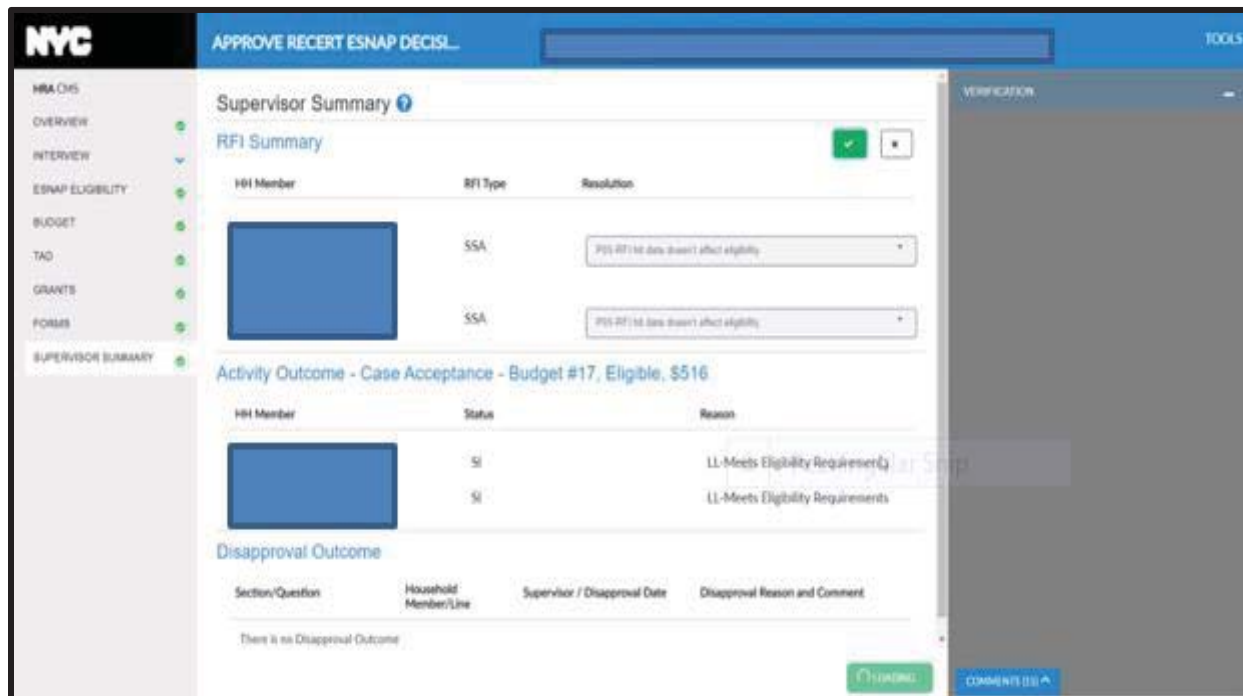
Form Detail (Form: FIA-1146 Documentation Requirements)

Due Date: 06/01/2023

Buttons: EDIT, PREVIEW, NEXT

SNAP POS Release Notes

SNAP POS Version 17.2 June 19, 2023



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IMPORTANT:

Since this is an **SI** case, CED will not go up when the transaction is posted to WMS. Once a required document comes in, ANGIE will dish out the Document Review activity for that case in order for the worker to review the document and make an overall continuing determination. The Worker will have to access that Recertification/ Re-Opening to activate, if the document satisfies the request (CED will go up when the continuing determination has been made and the case status is changed from **SI** to **AC**) or close the case using code **V21**.