



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #20-59-SYS

SNAP POS RELEASE NOTES VERSION 14.3

| Date: October 7, 2020 | 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 19, 2020. Descriptions of the changes can be found in SNAP POS Release Notes Version 14.3 (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 19, 2020</i></p> <p>Attachment:</p> <p>Attachment A SNAP POS Release Notes Version 14.3</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

SNAP POS Release Notes

SNAP POS Version 14.3 October 19, 2020

These Release Notes contain descriptions of changes and fixes in the Supplemental Nutrition Assistance Program (SNAP) Paperless Office System (POS) release for Monday, October 19, 2020. 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>

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SNAP POS Release Notes

SNAP POS Version 14.3 October 19, 2020

1. Overview of Changes

The following changes and fixes were made in this release:

- The Welfare Management System (WMS) changes for release 2020.3
- ABAWD updates
- Real-time TALX (TALX/The Work Number Service) match
- Changes to support operations during COVID-19 response
- POS Self-Service Incident Ticket Form
- Form updates

2. WMS Release 2020.3 Updates

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

SNAP Benefit Amount Changes

Effective October 1, 2020, the maximum SNAP benefit amounts increased and POS was updated accordingly.

Standard Utility Amount (SUA) Updates

Effective October 1, 2020, the SUA amount for level 1 increased to \$801 and POS was updated accordingly.

Poverty Level Table Updates

Effective October 1, 2020, the SNAP poverty levels were updated and POS was updated accordingly.

Single Issuance Benefit Rule Update

The business rule for data entry of utility grants was updated to use the utility company names of PSE&G and National Grid when selected in the interview.

Transmission Update to Prevent Error Wrong SSN Validation Code (E0467)

Transmission updates were made to help prevent error **E0467** when a Social Security Number (SSN) update was done for the case.

3. Able-Bodied Adults Without Dependents (ABAWD) Waiver and Updates

New York State has received a statewide waiver for ABAWD individuals, effective October 1, 2020. The determination for ABAWD status must still be made and each individual on the case must receive a determination of ABAWD (**A**) or Non-ABAWD (**N**).

The following updates were done for ABAWD in this release:

- The description for ABAWD indicator **A** was updated to **ABAWD**.
- ABAWD indicator ABAWD-Waiver Area (**W**) was disabled.
- Rejection code ABAWD (**F94**) and closing code ABAWD (**F94**) were disabled.
- ABAWD business rules were updated to return a determination of **A** or **N** for all individuals on the case.
- The Notice of Able-Bodied Adult Without Dependents (ABAWD) Status (**FIA-1021**), Notice of Need to Reestablish Able-Bodied Adult Without Dependents (ABAWD) Eligibility (**FIA-1021a**) and Declaration of Job Search Activities (**FIA-1021b**) are not required during the waiver period and were disabled.

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4. Real-Time TALX Match

A real-time TALX match is available in Streamlined POS (SPOS) and the Information Verification System (IVS). As a result, Workers no longer need to access the Work Number website for applicants and new case members. The warning in SPOS was updated as follows for newly added household members: "You must manually check IVS data for all individuals over age 16 on this case."

The Worker is no longer required to click on the TALX link in the application interview or when a new household member is added.

The **Tools** menu link for TALX now opens IVS.

5. Changes to support operations during COVID-19 response

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

- Changes to application, case change, periodic mailer and recertification screens and flows to support telephone interviews and remote processing of cases.
- FIA forms were updated to include Infoline telephone numbers for the general center telephone number and fair hearing/conference telephone number.
- Significant updates were made to Access HRA web services to assist and guide applicant and participants during the response period.
- New queues and loading processes were developed for case assignment of new applications and recertifications.
- New queues and loading processes were developed for case assignment of deferred applications and recertifications.
- Appointment records were updated for cases with automated extended recertification periods.
- Family Independence Administration (FIA) staff was provided with citywide access for their role where needed.
- Department of Social Services (DSS) and HRA staff temporarily redeployed to FIA was enrolled in POS to assist with interviews, processing and indexing.
- Additional forms were made available in Access HRA for customer review.
- Temporary version of applicant and participant forms were implemented.
- Updates were made for applicant/participant notifications, including robocalls, emails and Access HRA notifications.
- In-center appointments were suppressed as required.
- New Turnaround Document (TAD) business rules were added to support appropriate processing of acceptances and denials during the response period.
- Robocalls and email blasts were completed to inform applicants and participants about the changes in the census and Fair Fares.
- An update was made for the messages in Centralized Web Indexing (CWI) when no cases are available for assignment: "Currently we do not have any images waiting to be indexed. Please wait 5 minutes and try again."
- New productivity and duplicate application reports were developed. They are delivered to select managers by email.

6. POS Self-Service Incident Form

In August 2020, the ITS Service Desk introduced the POS Self-Service Incident form. In addition to calling the ITS Service Desk, this form provides users with another option to report POS issues, and provides support teams with the required information needed to resolve an issue efficiently. This form replaced emails to the POS Help Desk.

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The POS Self-Service Incident form is used to report POS, SPOS, POS Management Console and FIA Model Office issues. For all other incidents, the user selects the General Incident form option.

Link: [ITS Self-Service Incident Form](#)

For additional details, please refer to Policy Bulletin (PB) **20-50-SYS** (POS Self-Service Incident Form).

7. POS Management Console Icon Migration

Effective, Saturday, 9/12/2020, DSS ITS technical teams migrated the Management Console icon to new Citrix servers. As a result, workers must connect to <https://dssportal> to access the Management Console application. The POS Portal was updated with the new link.

If workers select the Management Console icon from the HRA Portal (<http://hraportal>), they will receive instructions to connect to <https://dssportal>.

8. Form Updates

The following forms were updated:

- **FIA-1152D**, Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview.
- **FIA-1152D**, Supplemental Nutrition Assistance Program (SNAP) Notice of Required Telephone Interview (COVID).
- **FIA-1152E**, Reminder - Don't Lose Your SNAP Benefits!