



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #06-23-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2006.2

Date: July 26, 2006	Subtopic(s): Welfare Management System
AUDIENCE	The instructions in this policy directive are for all Welfare Management System (WMS) users in the Job Centers, Non-Public Assistance Food Stamp (NPA FS) Offices and ancillary sites. They are informational for all other staff.
POLICY	New York State's WMS is updated on a regular basis to reflect changes in City, State and Federal regulations. The WMS software release for 2006.2 migrated to production on July 17, 2006.
SYSTEM ENHANCEMENTS	<p>WMS software release version 2006.2 includes the following changes:</p> <ul style="list-style-type: none">• FS Openings in the Client Notice System (CNS)• New Public Assistance (PA) Rejection Code• Language Changes on Bureau of Eligibility Verification (BEV) Closing Codes• Creation of New Special Grant Codes for Housing Stability Plus (HSP) Program Issuances• WMS to Ledger Food Stamp (FS) Single Issuance (SI) Disaster Cards After Distribution of FS Benefits• Edit Preventing Date of Entry Change for Qualified Aliens• Edit Preventing Duplicate Social Security Numbers (SSNs)• Edit Preventing WMS from Issuing Single Issue or Recurring Child Care Payments• Modifications to the Utility Direct Vendor System (UDVS)• Changes to the SSN and Date of Birth (DOB) Fields on the Turn-Around Document (TAD) (LDSS-3517)

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

FS Openings in the Client Notice System (CNS)

Codes **A30**, **A32** and **A33** are valid for changing the FS status from AP to AC or AP to SI.

New FS opening codes have been created for use when changing the FS status of PA/FS and NPA FS cases from applying (AP) status to active (AC or single issue [SI]) status. The new codes are:

- **A30** – Same Benefit Each Month
 - Use this code when activating the FS suffix (i.e., changing from AP to SI status or from AP to AC status) and the FS filing date is the first day of the month.
- **A32** – 1st Month Prorate – Applied Before the 16th
 - Use this code when activating the FS suffix and the FS filing date falls on or between the second and 15th days of the month.
- **A33** – 1st Month Prorate – Applied After the 15th
 - Use this code when activating the FS suffix and the FS filing date falls on or between the 16th and 31st days of the month.
- **A34** – FS Approval – Proof Provided in SECOND Thirty Days
 - Use this code when the initial FS application was denied for failure to provide required verification (code **V21**) and the applicant returns with documents in the second 30 days following the FS filing date.
 - The date of authorization of FS benefits must be the first day of the calendar month in which they comply, not the application date.

Example

John Smith filed an application for PA/FS benefits on June 15 and an initial eligibility interview was conducted. He was determined ineligible for expedited FS service, but was given a return appointment to provide required outstanding documents on June 25. Mr. Smith did not keep the appointment and on June 26 the PA/FS case was rejected.

Mr. Smith returns on 7/28 and provides all documents necessary to determine FS eligibility. Mr. Smith is determined eligible for FS. Mr. Smith is entitled to benefits from 7/1/06 and the FS authorization FROM date must be entered on the TAD as 070106.

- In addition to making the appropriate annotations on the TAD, NPA FS Office staff must also make the following entries in CNS when opening an NPA FS case:

Reason Code screen (WCN011)

- Enter the transaction type as **OP** (open) or **AC** (active);
- Enter the FS opening code in the FS Case Reason field; and
- Enter the FS denial code that was used previously to deny the application.

Notice Entry screen (WCN012)

- Enter the FS authorization dates.

The income and resource closing codes associated with **A36** have not been programmed yet. Therefore, staff should not use **A36** until further notice.

- **A36 – FS Approval – First Month Denied, Eligible in Succeeding Months**

- Use this code when the household is not eligible for FS in the month of application due to excess income and/or resources, but would be eligible in the following month.
- The date of authorization of FS benefits must be the first day of the calendar month in which they comply, not the application date.
- NPA FS Workers must enter the denial reason for the first month followed by the opening code in CNS on the **WCN011** screen when opening an NPA FS case.

Example

Jane Smith applies on June 15. Ms. Smith in receipt of income that will end on June 30. Ms. Smith's income makes her ineligible for FS in June. Because the income will not be counted for July and the following month, Ms. Smith will be eligible for FS.

Ms. Smith has complied with all other FS eligibility requirements. When activating the FS case the FS authorization from date must be 7/1/06.

NYSNIP and GHSB cases are only changed from AP to AC status

- **A39 – FS Approval – New York State Nutrition Improvement Project (NYSNIP)**

- Use this code when changing the FS suffix for NYSNIP cases from AP to AC and the FS filing date is the first day of the month.

- **A40** – FS Approval – Group Home Standardized Benefit (GHSB)
 - Use this code when activating the FS suffix for GHSB cases.
- **A42** – FS Approval – NYSNIP – 1st Month Prorated – Applied before the 16th
 - Use this code when changing the FS suffix for NYSNIP cases from AP to AC and the FS filing date falls on or between the second and 15th days of the month.
- **A43** – Approval – NYSNIP – 1st Month Prorated – Applied After the 15th
 - Use this code when changing the FS suffix for NYSNIP cases from AP to AC and the FS filing date falls on or between the 16th and 31st days of the month.

EFS opening code

- **Q22** – Expedited – Pended Verification
 - Use this code when changing the FS suffix from AP to SI status.
 - Use this code when the household is eligible for expedited FS.

Example

A household applies on June 5 for NPA FS, is deemed eligible for expedited FS service. After the initial eligibility interview on June 7th, the Worker determines the household must still submit verification of household composition in order to receive ongoing FS benefits. The FS case is placed in SI status using Code **Q22** to issue expedited FS benefits. Complete the processing of the TAD, Request for Common Benefit Identification Card or Update (**W-607T**), if necessary, the FS Single Issuance Authorization Form (**LDSS-3574**) according to current procedure.

This is true when changing the FS status from AP to SI and leaving the PA status as AP.

- A manual notice is required for PA/FS cases when issuing expedited FS.
- **Y45** – Other (Manual Notice Required)
 - Use this code when accepting a case that received expedited FS benefits (going from SI to AC status).
 - Use this code to issue FS benefits when no other FS opening code applies, including when changing the FS suffix from AP to SI status, AP to AC status or SI to AC status. No CNS notice will be generated.

Example

The FS case in the example above is currently in SI status due to the issuance of expedited FS benefits. The household complies with all eligibility requirements on June 20. The FS case must be placed in AC status using code **Y45**. No CNS notice will be generated.

Code **099** is now system-generated and no longer a valid entry for JOS/Workers.

- Code **Y45** replaces code **099** (Meets Eligibility Requirements) formerly entered by JOS/Workers. Opening code **099** is only valid when system-generated for NYSNIP, Harris and separate determination FS cases.

The following edits apply to the new FS opening codes:

Edits for PA/FS cases only

- When the new codes are used to open only the FS portion of PA/FS cases:
 - No CNS notices will be generated; and
 - No notice number or **M3E** indicator is required.

Note: If PA and FS are being activated at the same time, the CNS notice will be based on the PA opening code used. The language attached to these new FS opening codes will not be included on the notice.

Edits for NPA FS cases only

- For NPA FS cases:
 - A CNS notice will be generated when opening an NPA FS case.
 - A notice number must be entered in TAD element **280** unless an entry of **A** (Adequate, Manual Notice) or **T** (Timely, Manual Notice) is entered in the **M3E** indicator field (TAD element **053**).

A manual notice is not required except when the M3E indicator is **A** or **T**.

Edits for PA/FS and NPA FS cases

- When one of the new FS opening codes is used to open a FS suffix through the WMS Undercare subsystem a CNS notice number is not required, instead a manual notice is required.
 - To continue eligibility of an active PA/FS or NPA FS case after the recertification is completed, staff must complete all the relevant TAD items except for elements **230** (FS STAT), **231** (FS REAS) and **235** (FS FROM).
 - To reopen a closed FS case at recertification, use the appropriate new code.

- All FS opening transactions for NPA FS and PA/FS cases will be immediate.

A manual notice is required when the following non-CNS FS opening codes are used to open the FS case:

- **029** – Meets eligibility requirements – Application Filed While in Prison – (BRAD H.)
- **114** – Override Opening Code – Prior Sanction History Remains
- **810** – Meets Eligibility Requirements – Six-Month Certification Period (Harris)
- **901** – Override Code to Reopen Case Closed with Transitional FS

Staff must not enter a non-CNS individual reason opening code on the individual line on the TAD at the same time that the FS suffix is opened or the system will display the error message, “M3E IND/MANUAL NOTICE REQUIRED.”

Note: CNS rejection codes are valid at the individual line level on the CNS screens and on the TAD.

New PA Rejection Code

A new PA case-level denial code, **M40** (Intentionally Providing Incorrect Information), has been created. Code **M40** must be used when the applicant intentionally supplied the Agency with incorrect information during the application process.

Language Changes on BEV Closing Codes

Previously, PA closing codes **G01** through **G09** were generated by WMS when BEV indicated that the participant failed to provide verification. Codes **G05** and **G08** are now obsolete. Code **G02** has merged with new PA closing code **M81**. The description of PA closing code **G01** has been revised to specify that PA will be discontinued due to the participant’s failure to verify residence.

To reflect changes to NYS regulations codes **G03**, **G04**, **G06**, **G07** and **G09** have been replaced with codes **N70**, **N71**, **M81**, **N72**, and **M82** respectively. The descriptions of the new codes are as follows:

- **M81** (Failed to Provide Verification – SYSTEM GENERATED)
 - This code replaces codes **G02** and **G06**.
 - The code will be generated to discontinue PA due to the participant’s failure to verify identity.

- **M82** (Failed to Provide Verification – SYSTEM GENERATED)
 - This code replaces code **G09**.
 - The code will be generated to discontinue PA due to the participant's failure to provide school attendance records.
- **N70** (Failure to Provide Verification – SYSTEM GENERATED)
 - This code replaces code **G03**.
 - The code will be generated to discontinue PA due to the participant's failure to verify assets or resources.
- **N71** (Failed to Provide Verification – SYSTEM GENERATED)
 - This code replaces code **G04**.
 - The code will be generated to discontinue PA due to the participant's failure to verify citizenship.
- **N72** (Failed to Provide Verification – SYSTEM GENERATED)
 - This code replaces code **G07**.
 - This code will be generated for one-person cases or households with all case members lacking valid SSNs or applications for SSNs.

The following new closing code has been added:

- **G81** (Non-Cooperative Caretaker – Only Child/All Children Without Valid Social Security Number [SSN] or Application for SSN)

Creation of New Special Grant Codes for HSP Program Issuances

When a case that is in receipt of an HSP supplement is closed and is subsequently reopened for any of the following reasons, the household may be eligible for HSP rent payments to cover the period that it did not receive an HSP rent supplement:

See PD #05-43-ELI

- The casehead reapplies for public assistance within six months and is otherwise eligible
- The case was closed in error
- Due to a fair hearing decision

Note: If an HSP case is inappropriately sanctioned due to an agency error or a sanction is overturned as a result of a fair hearing decision, any skipped assistance must be restored. A non-recoupable HSP rent supplement must be issued to cover the period of missed assistance.

To identify these single-issue HSP rent payments, two new special grant codes were created:

- **A8** – Supplement HSP Rent (Recoupable)
- **A9** – Supplement HSP Rent (Non-Recoupable)

No payment should be made for any period of ineligibility due to a sanction.

Codes **A8** and **A9** have the following edits:

- Issue the codes only on active cases having Additional Needs Code **42** (HSP Shelter Allowance Supplement) or **48** (Shelter Allowance Supplement Adults Only) or WMS will display error message, “NO ADDITIONAL NEEDS CODE 42 OR 48”;
- The payment periods may be future dates, but may not overlap;
- The restricted indicator on the **LDSS-3575** must be **2** (Vendor as Authorized [Direct Payment]);
- The pickup code must be either:
 - **1** – Special Roll Check
 - **5** – Emergency Public Assistance Check (E-Check)
 - **6** – Emergency Check Issued via the E-Check Authorization Print Process (system-generated code)

WMS to Ledger FS
SI Disaster Cards
After Distribution of
FS Benefits

In disaster situations WMS may not be fully functional, however, distribution of single issue FS benefits should not be prevented. Disaster cards, with a predetermined dollar value, will be issued to Job Centers and NPA FS Offices by the Electronic Benefits Transfer (EBT) vendor to purchase food items. Two new FS SI codes were created to record the issuance of the disaster cards:

- **38** – Disaster Card Issuance PA case
- **39** – Disaster Card Issuance NPA case

The new codes have the following edits:

- Code **38** may only be used for PA/FS cases; code **39** may only be used for NPA FS cases.

Note: WMS data entry will reject code **38** for an NPA FS case and code **39** for a PA/FS case.

- The FS suffix must be in AP, SI or AC status.
- Only one disaster card or disaster check FS SI code can be entered on the Single Issue Food Stamps Authorization (**NSI001**) screen at a time.
- Multiple FS SI Codes **38** or **39** may be authorized per payment period in case the disaster card is lost.

- The payment period must:
 - be in the previous, current or following month;
 - have the same month for the FROM and TO date;
 - have a FROM date prior to or the same as the TO date; and
 - have a TO date equal to the last day of the month.
- The 19-digit FS SI disaster card number (e.g., 600486 4999 999 999N 00) must be captured on the **NSI001** screen.
 - Spaces in the card number must be disregarded during data entry.
 - The leading six digits (“600486”) and trailing two digits (“00”) are constants; however, the central 11 digits (“4999999999N”) must be data entered in the **CK/CD #** field.
 - The first number to be data entered must be “4” (disaster vault card) or “2” (vault card).
- The disaster card number will be displayed on the following WMS inquiry screens:
 - Pending FS Single Issue Data (**NQCP15**) – **Check/Crd #** field
 - Single Issue Data (**NQCS26**) – **Check/Crd #** field
 - All Benefits Issued (**NQCS5A**) – **Benefit #** field
 - FS Issuance (**NQCS5C**) – **Benefit #** field
 - Benefits Issued with Issuance Codes (**NQCS5E**) – **Benefit #** field
 - Grant Breakdown (**NQCS5J**) – **Benefit #** field

Note: The **Benefit #** field was previously labeled “**Check/ATP #.**”

Once WMS returns to full functionality the disaster cards must be data entered into the Benefits History area. Entry of the new FS SI codes (i.e., 38 or 39) will not generate new FS SI payments. It will only create records on WMS to:

- track their prior disbursement and future reconciliation;
- assist in the claiming and Federal reimbursement of FS benefits issued for disaster-related emergencies;
- assist in accounting for the disaster cards issued.

Funds remaining on FS disaster cards after the disaster card has expired will be void.

Edit Preventing Date of Entry Change for Qualified Aliens

As a result of MKB litigation, individuals with an Alien/Citizenship Indicator (ACI) in Element **382** of the TAD of **B** (Certain battered aliens who are the immediate relatives [spouse or child] of a United States [U.S.] citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent) and are determined to be qualified aliens are eligible for PA benefits. The date of these aliens' qualified status is their application date. If their alien status changes to another qualified status their date of qualified status should not change.

On April 24, 2006, an edit was added to WMS that prevents JOS/Workers from changing the date of entry to a more recent date for qualified aliens if they remain in a qualified status (i.e., change to a different qualified status). The qualified alien statuses (to be entered in the **ACI** field) are as follows:

- **B** – Certain battered aliens who are the immediate relatives (spouse or child) of a U.S. citizen or lawful permanent resident alien who have been battered or subject to extreme cruelty by the spouse or parent
- **F** – Persons granted conditional entry
- **G** – Persons paroled into the U.S. for at least one year
- **K** – Persons lawfully admitted for permanent residence
- **S** – Persons lawfully admitted for permanent residence who have worked or can be credited with 40 qualifying quarters of coverage as defined under Title II of the Social Security Act

To prevent errors in data entry, JOS/Workers must enter the individual's date of entry in WMS twice before it is accepted or if the second entry does not match the first, WMS will require staff to reenter the date.

JOS/Workers may change the date of entry in the following instances for Undercare and Undercare Error Correction transactions only:

- to enter an earlier or same date of entry for all ACI codes assuming all other edits are met; or
- to enter a more recent date of entry (i.e., after the date of entry already provided) if changing from a qualified alien status to a nonqualified status or to Citizen (ACI of **C**).

If the JOS/Worker attempts to change the date of entry to a more recent date for an individual remaining in a qualified alien status, WMS will display the error message, "MUST CALL WMS HOTLINE TO CHANGE DOE."

For those rare instances where a more recent date is required for a qualified alien (e.g., individual entered the United States as a battered alien, subsequently received a green card and is now a resident alien), approval by the New York State (NYS) Office of Temporary and Disability Assistance (OTDA) and NYS Department of Health (DOH) policy staff is required. If approval is given, the change to the date of entry will be made on the database by Management Information Systems (MIS).

Edit Preventing Duplicate Social Security Numbers (SSNs)

WMS will prevent the entry of the same SSN on more than one individual in AP, SI, AC or SN status on any suffix in the case. This will not edit against any inactive individual (i.e., in denial/reject [RJ] or closed [CL] status). WMS will display error message, "DUPLICATE SSN ON CASE" during:

- application registration (and batch applications) when the same SSN exists on any suffix in the case;
- Worker case update when a line or suffix is added to an active case and the SSN entered already exists on any suffix in the case;
- undercare transactions when the same SSN is added or an existing SSN is changed to one that already exists on any suffix in the case.

Edit Preventing WMS from Issuing Single Issue or Recurring Child Care Payments

Child care payments were previously issued via WMS, but are now issued through the Automated Child Care Information System (ACCIS). As a result, the following child care/day care PA single issuance special grant codes are no longer valid entries in WMS:

- **P1** – Daycare – In-Home Non-Relative – Part Time
- **P2** – Daycare – Family Home – Part Time
- **P3** – Daycare – Group Family – Part Time
- **P4** – Daycare Center Part Time
- **P5** – Daycare – In-Home Relative – Part Time
- **P6** – Informal Child Care – Relative – Part Time
- **P7** – Informal Child Care Non-Relative – Part Time
- **P8** – School Age Child Care Program Part Time
- **P9** – Legally Operating Center Exempt from Licensing Requirements – Part Time
- **F1** – Daycare – In-Home Non-Relative – Full Time
- **F2** – Daycare – Family Home – Full Time
- **F3** – Daycare – Group Family – Full Time
- **F4** – Daycare Center Full Time
- **F5** – Daycare – In-Home Relative – Full Time

- **F6** – Informal Child Care – Relative – Full Time
- **F7** – Informal Child Care Non-Relative – Full Time
- **F8** – School Age Child Care Program Full Time
- **F9** – Legally Operating Center Exempt from Licensing Requirements – Full Time

A new edit will display the message, “CHILD CARE PAYMENTS ISSUED BY ACCIS.”

Note: Single issue and recurring child care payments on HIV/AIDS Services Administration (HASA) cases, identified by unit worker ID with a “7,” “8” or “9” in the third position, may still be issued using WMS.

Modifications to the Utility Direct Vendor System (UDVS)

Currently, the maximum amount paid by the UDVS for utility and heating fuel costs is \$250. Utility bills exceeding the \$250 limit are paid manually by the Office of Central Processing (OCP). The UDVS has been modified to accept and pay utility/heating bills up to \$400.

In addition, utility/heating bills with a period that ended more than one month (i.e., code **O** – Outdated) after the current date were rejected by UDVS. The UDVS has now extended the period covered from one month to two months prior to the current date.

Changes to the SSN and Date of Birth (DOB) Fields on the Turn-Around Document (TAD [LDSS-3517])

To prevent occurrences of identity theft and breaches of confidentiality due to information provided on the TAD, whenever a TAD is printed only the year of birth and the last four numbers of the SSN will print for each individual listed. JOS/Workers will continue to data enter the full DOB and SSN.

Note: The last four digits of the DOB and SSN will only appear when the TAD is printed. The full DOB and SSN will appear in all other reports (e.g., Internal Clearance Report).

REQUIRED ACTION

FS openings in CNS

When the FS case is opened using codes **A34** and **A36**, the JOS/Worker must enter the first day of the month of compliance on the TAD in the FS FROM field (element **235**) as the beginning date of authorization.

NPA FS Staff only

Workers in NPA FS Offices must also enter the appropriate opening and denial reason codes in CNS by completing the following actions:

- On the WMS Host System Menu (**NWMM00**) enter “**12** (Client Notice System)” for the selection number and transmit.
- On the WMS/Client Notice Subsystem Menu (**WCN000**) enter the following and transmit:
 - Case Number
 - Suffix
 - Selection Number (enter “01 [Notice Entry]”)
- On the Reason Code Screen (**WCN011**) enter the following and transmit:
 - **OP** (open) or **AC** (active) to activate the FS case in the transaction type (TRANS TYPE) field;
 - FS opening code in the first field on the FS line;
 - previous FS denial reason code in the second field on the FS line.

Entry of the FS opening code in CNS is required on all new NPA FS cases.

See the screen shot below.

The screenshot displays the 'Reason Code Screen' (WCN011) within the 'WMS/Client Notice Subsystem'. The screen shows the following fields and values:

- Case NO:** [Blank]
- SUFFIX:** 01
- UNIT:** [Blank]
- WORKER:** [Blank]
- TRANS TYPE:** OP
- DATE:** 07/20/06
- TIME:** 15:21:49

The 'CASE REASONS' section shows the following entries:

PA	FS	MA
	A36	N10

The 'PRIOR REASONS' section shows a table with columns for LN, PA, FS, and MA, with multiple rows of dashes indicating no prior reasons.

Annotations on the screenshot:

- FS Opening code:** Points to the 'A36' entry in the FS column of the 'CASE REASONS' table.
- Prior FS denial code:** Points to the 'N10' entry in the MA column of the 'CASE REASONS' table.

The bottom status bar shows the connection information: '197, 79 | VT400-7 -- m91wbz.nyc.state.ny.us via TELNET | 00:07:03 | Num |'.

- Complete the remaining screens as prompted and the system will display a pending notice number at the bottom of the **WCN000** screen.
- Print a TAD and complete all elements required for eligibility acceptance, including:
 - **015** (Budget/Version No.)
 - **280** (NTC)
 - **230** (FS Status)
 - **231** (FS Status Reason) – Enter the opening code only
 - **235** (FS FROM Date)
- Submit the completed TAD and the CNS SUPERVISORY REVIEW REPORT (automatically generated by CNS when the notice number is obtained to the Supervisor).

FS opening code **Q22**

When expedited FS are issued for NPA FS cases, Workers must also complete the Verification Selection Entry Screen (**WCN120**) by entering "X" on the line preceding the appropriate entry.

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♦WCN120                                WMS/Client Notice Subsystem      Date 07/21/06
                                VERIFICATION SELECTION ENTRY SCREEN      Time 13:57:47

CASE NAME [REDACTED]
CASE NO [REDACTED] SUFFIX 01
CASE REASON Q22 : EXP APP:V2M0

SELECT ONE OR MORE OF THE FOLLOWING:
[ ] IDENTITY OF PERSON INTERVIEWED      _ RESIDENCE
_ HOUSEHOLD SIZE                        _ WAGES
_ CHILD SUPPORT (NOT IV-D)              _ UNEMPLOYMENT INSURANCE BENEFITS (UIB)
_ SOCIAL SECURITY BENEFITS               _ VETERANS BENEFITS
_ INTEREST/DIVIDENDS                    _ WORKERS COMPENSATION
_ SELF-EMPLOYMENT INCOME                 _ RENTAL INCOME
_ ROOMER INCOME                         _ BOARDER INCOME
_ DAY CARE PROVIDER INCOME               _ ALIEN SPONSOR INCOME
_ OTHER EARNED/UNEARNED INCOME            _ BANK/CREDIT UNION ACCOUNTS
_ STOCKS, BONDS, CDS                     _ PROPERTY
_ MOTOR VEHICLE: OWNERSHIP                _ MOTOR VEHICLE: VALUE
_ TRAINING ALLOWANCE                     _ OTHER

                                           Xmit _

```

WMS to ledger FS SI disaster cards after distribution of FS benefits

When WMS functionality has been restored, prior to data entering the FS SI disaster cards, the JOS/Worker must:

- determine if the household in receipt of the disaster card is already known to WMS;
 - if the household is not known to WMS, register an application for FS;
 - perform an eligibility transaction to place the FS case in SI status.
- enter code **38** or **39**, as appropriate, on the **NSI001** screen;
- enter the payment period with the same month in the **FROM** and **TO** fields and the **TO** date as the last date of the month;
- enter the significant digits of the disaster card number (positions 7 through 17) in the **Check #** field of the **NSI001** screen.

Edit preventing date of entry change for qualified aliens

When inputting the date of entry for qualified aliens in the Date of Entry (**DOE**) field (TAD element **389**), data entry operators must correctly enter the date twice on the WMS data entry screens, including Eligibility Individual Data screen (**NCEM15**) and Undercare Maintenance screen (**NUCMCL**), before WMS will accept the data.

Approval is required to change the date of entry to a more recent date for qualified aliens remaining in a qualified status. JOS/Workers must call the WMS Hotline to request that the date of entry for qualified aliens remaining in a qualified status be changed and submit supporting documentation.

WMS Hotline staff will contact NYS OTDA and DOH policy staff for approval. If approval is granted, MIS will change the date of entry for the individual.

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center implications.

Paperless Office System (POS) Implications

POS has been revised to reflect the changes to WMS outlined in this release. Refer to POS Release Notes Version 10.2.

Food Stamp
Implications

New PA rejection code

Entry of rejection code **M40** will provide separate FS determination and transitional FS benefits for eligible households.

Medicaid
Implications

There are no Medicaid implications.

**LIMITED ENGLISH
SPEAKING
ABILITY (LESA)
AND HEARING
IMPAIRED
IMPLICATIONS**

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

**FAIR HEARING
IMPLICATIONS**

Avoidance/
Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

To avoid inappropriate adverse actions, process all changes of address and address corrections immediately. Ensure that the address is complete, including any "in care of" designation and the apartment number. Prior to initiating a case closing for inability to locate, review the case record documentation and WMS to ensure that all information corresponds.

Conferences at the
Job Center

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS/Supervisor I will listen to and evaluate the applicant/participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor, s/he will determine if the action taken was correct. If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the applicant/participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the action taken was incorrect or correct but lacking the supporting documentation, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the **Pending (08)** screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), if the case has been granted aid continuing (ATC), to change the **02** to an **01** or a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The **M-186a** must also be prepared.

Conferences at the NPA FS Office

If an applicant/participant comes to the NPA FS Office and requests a conference, the Receptionist must alert the Site Manager's designee that the individual is to be seen. If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Site Manager's designee.

The Site Manager's designee will listen to and evaluate the applicant/participant's complaint regarding the action taken. The applicant/participant must provide current verification of address to resolve the issue. After reviewing the documentation, case record and discussing the issue with the Group Supervisor/Eligibility Specialist, the Site Manager's designee will make a decision. The Site Manager's designee will decide to resolve or defend the case based on all factors and on whether the case action was processed correctly.

The Site Manager's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing, already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY **Case Notes** screens.

RELATED ITEMS

PB #06-93-SYS
PD #05-43-ELI

REFERENCES

SPP #2005-00656
SPP #2005-00708
SPP #2005-00557
SPP #2005-00065
SPP #2005-00296
SPP #2005-00122
SPP #2005-00098
SPP #2005-00150
SPP #2005-00120
SPP #2005-00099
06-INF-14
06-INF-23