



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #07-08-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2007.1

<b>Date:</b> March 7, 2007	<b>Subtopic(s):</b> WMS
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#### AUDIENCE

The instructions in this policy directive are for all Welfare Management System (WMS) users in the Job Centers, Non-Public Assistance (NPA) Food Stamp (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 2007.1 migrated to production on February 20, 2007.

#### SYSTEM ENHANCEMENTS

WMS software release version 2007.1 includes the following changes:

- New Public Assistance (PA) Opening Codes for cases going from Applying (AP) to Single Issue (SI) status
- New PA Opening Codes for cases going from AP to Accepted (AC) status
- New PA Code for Rejecting and Closing a PA Case
- Modification to PA and Medical Assistance (MA) Case Closing and Line Sanction Codes
- Automated Closing of Deceased Participants Still Active on WMS
- Revision to Edits for Automated Separate FS Determination Processing
- Fix to Budgeting of Shelter Proration Indicator **O** (Budgets A Zero PA Shelter Allowance For Single Suffix Cases Or Multi-Suffix Cases With Only One Active Suffix)
- Extension of Budget Reduction Clock Down (More! Expansion)
- Entry of Valid Bureau of Child Support (BCS) Indicator on Eligibility Transactions

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*

- Update to Dependent Age Criteria for Earned Income Disregard (EID) on Safety Net Cases
- Saving State Verification and Exchange System (SVES) Query Log for Three Years
- Creation of New Originating PA and MA Centers

New opening codes for cases going from AP to SI

New Client Notice System (CNS) PA opening codes have been created for use when changing the PA status of PA/FS cases from AP status to single issue (SI) status. CNS will not generate a notice for these codes. A manual notice is required.

Codes **Y37**, **Y38**, **Y39** and **Y41** are valid for changing the PA status from AP to SI only.

- **Y37** – Case accepted for Single Issue payments that have been ordered by a Fair Hearing Decision
  - This code replaces opening code **008**.
  - Use this code when placing a PA case in SI status to issue benefits ordered by a Fair Hearing Decision.
  - The MA portion of the case is to remain in AP status unless not applying for MA (e.g., one shot deals).

See the [WMS Worker's Guide to Codes](#) manual

- **Y38** – Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay
  - This code replaces opening code **009**.
  - Use this code when placing a PA case in SI status to make an emergency shelter arrears and/or utility arrears payment that must be repaid.
  - The MA portion of the case is to remain in AP status unless not applying for MA (e.g., one shot deals).
- **Y39** – Case accepted for emergency shelter arrears and/or emergency utility arrears with no repayment agreement
  - Use this code when placing a PA case in SI status to make an emergency shelter arrears and/or utility arrears payment that the household is not required to repay.
  - Use with Safety Net Federally Participating (SNFP), Safety Net Cash Assistance (SNCA), Safety Net Non Cash (SNNC) and Emergency Assistance to Families (EAF) case categories only.
  - The MA portion of the case is to remain in AP status unless not applying for MA (e.g., one shot deals).

Immediate needs opening code

- **Y41** – Case accepted for Immediate Needs (pre-investigation) and one shot deals.
  - Use this code:
    - When placing a PA case in SI status to issue Special Grant Code **44** (Immediate Needs Grant); and
    - For one shot deal grants that are not shelter or utility arrears-related.
  - This code replaces opening code **033**.
  - The MA portion of the case is to remain in AP status unless not applying for MA (e.g., one shot deals).

**Note:** If codes **Y37**, **Y38**, **Y39** or **Y41** are used to place the PA/FS case in AC status, WMS will display the error message E1052 – “CASE REASON CODE AND CASE STATUS CONFLICT.”

New opening codes for cases going from AP to AC

New Client Notice System (CNS) PA opening codes have been created for use when changing the PA status of PA/FS cases from AP status to accepted (AC) status. CNS will not generate a notice for these codes. A manual notice is required.

- **Y42** – Closed in Error (Employment Unit approval is needed if case was closed due to Employment Related reason)
  - This code replaces opening code **066**.
- **Y43** – Aid Continuing – Case Awaiting Fair Hearing Decision
  - This code replaces opening code **097**.
  - Use this code to reopen a PA case that was granted Aid to Continue.
- **Y46** – Employment Unit Approved Override with documentation that allows the opening of Job Search closings or sanctions during the infraction period
  - This code replaces opening code **098**.
  - To be used if:
    - Client was incarcerated
    - Client was hospitalized
    - There had been a change of address
    - Fair hearing decision was reversed on an employment closing.

- **Y47** – To be used to override an Intentional Program Violation (IPV) sanction and open a case/suffix during the infraction period.
  - This code replaces opening code **101**.
  - Use of this code is restricted to the Office of Fiscal Operations using EPF as the Originating Center.
- **Y65** – To be used to override a Drug and Alcohol Closing or Rejection Code during the infraction period. Removes the last sanction.
  - This code replaces opening code **623**.
  - Use this code if the individual was sanctioned or rejected in error. The sanction will be deleted from the sanction history.
- **Y67** – Other PA Opening Code
  - Use this code when no other PA opening code applies.

No clock down period

All PA opening transactions are immediate.

Valid Non-CNS PA Opening Codes

The following non-CNS PA opening codes will remain in existence:

- **114** – Override Opening Code – Prior Sanction History Remains
  - To be used to override a sanction without deleting prior infraction record
  - A manual notice is required.
- **400** – Administrative Opening on Transitional Benefits Cases
  - No notice is required.
  - Use of this code is restricted to the Transitional Benefits Unit.

Additional requirement for a manual notice

A manual notice is also required when entering a non-CNS PA opening code (e.g., **114**, **400**, and codes beginning with the letter “Y”) to activate an individual line. As a result, WMS will display error message, “M3E IND/MANUAL NOTICE REQUIRED.”

Office of Child Support Enforcement (OCSE) sanctions and ineligible budgets

Until further notice, JOS/Workers must issue manual notices when the PA/FS case has:

- An individual being sanctioned due to noncompliance with OCSE;
- Ineligible FS budget (i.e., eligible for PA and ineligible for FS).

New PA Code for Rejecting and Closing a PA Case

Prior to the migration of WMS software version change 2007.1 to production, PA rejection code **E64** was defined as “Moved Out of District Before Determination” and PA closing code **E64** was defined as “Failure to Complete Eligibility Process.” To eliminate the discrepancy in the definitions of the codes, PA closing code **E64** has been removed and PA rejection code **E64** remains as a case level rejection code with its current definition, “Moved Out of District Before Determination.”

Use PA code **E69** when the applicant/participant fails to keep an employment-related appointment.

In addition, a new PA code, **E69** (Failure to Complete Eligibility Process) has been created for use only when rejecting and closing a PA case due to the applicant’s/participant’s failure to keep an employment-related appointment. Case-level rejection and closing code **N17** (Failure to Complete Eligibility Process) remains valid for rejecting or closing a case due to the applicant’s/participant’s failure to keep an eligibility-related appointment.

Modification to PA and MA Case Closing and Line Sanction Codes

Prior to the migration of WMS software version change 2007.1 to production, when applicants age 21 and over applied for MA and failed to provide verification of their SSN or application for SSN, they were denied MA; however, any children on the application remained eligible for MA.

Effective February 20, 2007, PA and MA case closing/individual sanction code **F20** (Failure to Provide SSN) and individual sanction code **E21** (Failure to Provide Child’s SSN) were modified to discontinue Medical Assistance for all applicants/participants who fail to provide proof of SSN or application for SSN, including applicants/participants under age 21.

Exemptions

Pregnant women, and children up to age 1, are exempt from the SSN requirement. Verification of SSN or proof of application of SSN must be provided:

- by the first day of the month following the 60th day after the date of delivery for the mother; and
- beginning the first day following the child’s first birthday for the child.

Automated Closing of Deceased Participants Still Active on WMS

Many individuals on active cases in WMS are listed as deceased by the Social Security Administration (SSA). WMS has been programmed to automatically close PA/FS, NPA FS, PA Only and MA Only cases when an individual is reported as deceased by the SSA and:

- Household size equals one;
- Case is active;
- Social Security Number (SSN) validation code is 7 (SSN assigned by SSA), 8 (SSA validated SSN) or X (Deceased).

The Resource File Integration (RFI) subsystem will flag individuals reported as deceased by SSA. When an individual who is reported as deceased by SSA is active in WMS (household [HH] size equals one) and an **X** exists in the SSN validation field on the TAD, a warning message on the TAD appears stating, "CHECK RFI – LINE XX IS DECEASED." In addition, a high risk message on the Continuing Eligibility Determination (CED) report reads, "COMPUTER MATCH – LINE XX IS DECEASED PER SSA." A new system-generated closing code **G39** (Died [HH=1]) has been created to automatically close these cases regardless of how far in the past the death occurred. The date of death will be the amplification date (TAD element **225**).

Cases with household size greater than one and multisuffix cases will not be closed by this automated process. They will appear on an exception report and sent to the appropriate locations for manual processing. Additionally, cases with individuals already closed for any reason and MA cases with an expired authorization period and/or coverage period will not be automatically closed by this process.

Revision to Edits for Automated Separate FS Determination Processing

WMS has been modified to allow Residential Treatment Services Center (RTSC) (#52) cases to continue FS eligibility through the automatic separate FS determination process when a PA case is being rejected or closed. The new NPA FS case will be assigned to NPA FS Office F61.

RTSC cases

PA cases with Shelter Proration Indicator **R** (NPA/FS Residential Treatment Facility Budget) will not be included in the separate determination process and will not appear on any separate determination reports.

RTSC cases with multisuffixes and those in Fair Hearing Aid-to-Continue status are also excluded from the separate determination process. However, these cases will appear on the Cases Requiring Food Stamp Separate Determination – Daily (**WINR0825**) report.

Entry of Unit ID "SEPDT" Prior to the migration of WMS software release version 2007.1 to production, when an NPA FS case was created in WMS by the automated FS separate determination process, the unique Unit ID of "SEPDT" was automatically assigned to the case. However, when JOS/Workers manually created a separate determination case they manually entered "SEPDT" in the Unit ID field. As a result, it was unclear which separate determination cases were created by WMS and those created by JOS/Workers. To correct this situation, JOS/Workers may no longer enter "SEPDT" for the Unit ID. The unique ID will only be automatically entered on system-generated FS separate determination cases.

Fix to Budgeting of Shelter Proration Indicator **O**

An entry of **O** in the Shelter Proration Indicator field signifies a zero PA shelter allowance calculation. Shelter Proration Indicator **O** is required if the result of the budget calculation on the Budget Results (**NSBL80**) screen will be a zero PA shelter allowance for single suffix cases or multisuffix cases where only one suffix is active (PA in AP, SI, or AC status). If more than one PA suffix is active, WMS will display error message, "E2046 – PRO IND O INVALID FOR MULTI-SFX CASE."

The edits to WMS when using Shelter Proration Indicator **O** are as follows:

- The shelter type for the case must be one of the following codes:
  - **01** – Unfurnished Apartment or Room
  - **02** – NYCHA Apartment – Utilities Included
  - **03** – Own Home (Includes Trailer)
  - **04** – Room and Board (Use Action Type 02 – PA Only)
  - **11** – Room Only
  - **20** – Emergency Rental Supplement Program
  - **24** – NYCHA Apartment – Utilities Not Included
  - **25** – Rented Private Home
  - **26** – Furnished Apartment
  - **38** – Subsidized Housing – Deep Subsidy – Voucher Program/Project Based Section 8
  - **39** – Subsidized Housing – Shallow Subsidy – Section 236/Section 202
  - **40** – Section 8 Voucher – 30% Limit

**Note:** If the shelter proration indicator is **O** and the shelter type is not one of the above codes, after transmitting from the Household/Suffix Financial Data (**NSBL02**) screen error message "E2047 – INVALID SHELTYPE FOR PRO IND O" will appear.

- If Shelter Proration Indicator **O** is not entered when the PA Shelter allowance on the **NSBL02** screen is zero:
  - Error message “E2050 – ZERO PA SHELTER REQUIRES PRO IND = O” will be displayed on single suffix cases and multisuffix cases with one active suffix for PA when the:
    - FS shelter amount is greater than or equal to zero; and
    - PA Shelter (of the active PA suffix) is equal to zero or
    - PA shelter amount is blank (for new cases).
- Shelter Proration Indicator **O** may not be used on:
  - Existing cases with a PA Shelter amount greater than zero;
  - New cases with a FS Shelter amount greater than zero and no entry in the PA Shelter amount field.

**Note:** For the existing and new cases described above, WMS will display error message “E2048 – SHELTER AMT INVALID FOR PRO IND O.”

FSUA levels

- An entry is required in the FSUA indicator field only if the household is eligible for a Home Energy Assistance Program (HEAP) grant.
- To accommodate zero PA shelter cases having an air conditioning expense, the case will be budgeted with an FSUA (Food Stamp Standard Utility Allowance) Level 1 (Heat, Utility and Phone) in the following instances:
  - For cases with Shelter Types **01, 03, 20, 25, 26** or **39**, in addition to having Shelter Proration Indicator **O**:
    - FS Shelter and PA Shelter amounts equal zero and FSUA indicator is **X**; or
    - FS Shelter amount is greater than zero, and PA Shelter amount equals zero (no entry in FSUA indicator field); or
    - FS Shelter and PA Shelter amounts equal zero, FSUA indicator field is blank and the Heat Type on the Budget History Actual Needs and Suffix Summary (**NQBU05**) screen is not **H** (Fuel included in Shelter [System Generated]).
  - Cases with Shelter Types **02, 24, 38, 40** or **44** will have a Level 1 SUA if the FSUA Indicator is **X** and FSUA Type is not **H**.
- The edits for receiving Level 2 or Level 3 SUA remain unchanged.



Extension of Budget Reduction Clock Down/Morrell Expansion

The clock down period for PA and NPA budget reductions has been increased from 12 up to 15 calendar days in WMS. The new budget may now be authorized up to the 16th day if no action is taken to stop the reduction. This will allow additional time for processing requests for Aid-to-Continue received at the end of the clock-down period and minimize the number of cases that will have to be manually reopened and rebudgeted.

Entry of Valid Bureau of Child Support (BCS) Indicator on Eligibility Transactions

The BCS indicator identifies the status of referrals sent to the Office of Child Support Enforcement (OCSE). All cases in the Family Assistance case category require a BCS indicator in TAD element **328**. When the FA case has no BCS indicator during the eligibility transaction and BCS Indicator **K** (Referral received by OCSE: Individual is now known to the Child Support Management System [CSMS] – There is NO good cause) is not on the WMS database, an error will result.

Prior to WMS software version release 2007.1, WMS did not reject the eligibility transaction of Safety Net Assistance (SNA) and MA-only applicants with children less than 21 years of age in households with:

- one or more absent parents; and
- no BCS indicator in WMS.

Effective February 20, 2007, WMS requires a BCS indicator for SNA and MA-only cases with children less than 21 years of age during eligibility or undercare transactions.

In addition, when BCS Indicator **K** already exists on the SNA or MA-only case for the child's line, the BCS indicator may be changed by the JOS/Worker to only one of the following BCS indicators as appropriate:

- **G** (No referral: Good cause. The Office of Child Support Enforcement may not pursue child support activity.)
- **D** (No referral: Absent parent deceased. Death has been verified either by Public Assistance staff or by Child Support staff.)

If BCS indicator **K** is changed to any code other than **G** or **D**, WMS will not allow the update and will keep BCS Indicator **K**. An error will not result for this transaction.

**Note:** These edits currently exist for FA cases.

Update to  
Dependent Age  
Criteria for EID on  
Safety Net Cases

WMS has been updated to change the EID age limit edit criteria for Safety Net Cases to make it consistent with the age edits for the Shelter with Children allowance to Safety Net Cases (SNCA, SNNC or SNFP case types) and to meet the FA age requirements.

When granting an earned income disregard (EID) to any case type, the dependent child must be:

- Under age 18 or
- Under age 19 and a full-time student regularly attending a secondary school or in the equivalent level of vocational or technical training.

WMS has been revised to require an entry of **X** in the **CHILD** field on the **NSBL02** screen of the budget for SNA cases with at least one dependent child who is over 18 years of age but less than 19 and a full-time student regularly attending a secondary school, or in the equivalent level of vocational or technical training. When the only dependent child on the SNA case is not active on the case (PA status is closed [CL], denied [RJ] or not applying [NA]), the EID can be given to the case when **X** appears in the **CHILD** field only in the following instances:

- The dependent child has Income Source Code **31** (Supplemental Security Income [SSI] Benefit) and his/her FS status is active (in AP, SI, SN or AC).
- An active individual (PA status is AP, SI or AC status) who is not the dependent child has Income Source Code **13** (Adoption Subsidy) and the dependent child is active (AP, SI or AC) for FS.

Saving State  
Verification and  
Exchange System  
(SVES) Query Log  
for Three Years

Prior to the migration of WMS software release version 2007.1, all SVES inquiries were logged and maintained in WMS for 10 days. WMS has been modified to store the logs for three years and capture the USERID for each inquiry. The queries initiated by JOS/Workers include:

- initiating new clearances; and
- SSA 40 Quarters.

For the worker-initiated inquiries, the logs will include an audit trail to indicate which worker initiated each query.

Creation of New  
Originating PA and  
MA Centers

The Investigation, Revenue and Enforcement Administration (IREA)-Division of Financial Review and Processing (DFRP) unit used Originating Center **OQA** to initiate closings associated with the Bureau of Eligibility Verification (BEV). This originating center ID is also associated with the Office of Quality Assurance (OQA).

A new Originating Center ID, **BEV**, has been created for use by DFRP to prevent confusion regarding the correct originating center for transactions initiated by DFRP. DFRP will use **BEV** as the originating center when inputting closings and all other transactions originating from BEV.

A new MA Originating Center ID, **OPI**, has been created to identify corrective transactions initiated by the Office of Program Integrity (OPI) as the result of findings of the Bureau of Fraud Investigation (BFI).

## REQUIRED ACTION

### New PA Opening Codes

To SI benefits using codes **Y37**, **Y38**, **Y39** and **Y41**

When accepting an application to issue single issue benefits JOS/Workers must:

- Change the PA status from AP to SI;
- Complete all required TAD elements including selection of the appropriate PA Status Reason code:
  - **Y37** – Case Accepted for Single Issue Payments (Fair Hearing Decision/Emergency Rent/Utility); or
  - **Y38** – Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay; or
  - **Y39** – Case accepted for emergency shelter arrears and/or emergency utility arrears, no repayment agreement; or
  - **Y41** – Case accepted for Immediate Needs pre-investigation grants and one shot deals.
- Prepare the PA Single Issuance Authorization Form (**LDSS-3575**);
- Prepare and issue the [LDSS- 4013A NYC](#) and [LDSS-4013B NYC](#).

Changing the case status to AC

When activating the PA/MA/FS case, the JOS/Worker must:

- Change the PA status to AC;
- Complete all required TAD elements including selection of the appropriate PA Status Reason code (e.g., **Y46**, **Y47**, etc.);
- Prepare the PA Single Issuance Authorization Form (**LDSS-3575**);
- Prepare and issue the [LDSS- 4013A NYC](#) and [LDSS-4013B NYC](#).

**Note:** All cases completed by the JOS/Worker must be submitted to a supervisor for approval according to current procedure.

New PA Rejection and Closing Code

To reject or close a case due to failure to complete the eligibility process, the JOS/Worker must:

- Change the PA status from AP to RJ (or CL);
- Complete all required TAD elements including entering PA Status Reason code **E69**.

The applicant/participant will be mailed the CNS denial (or closing) notice.

Automated Processing of Closing Codes **M88** and **E65**

To initiate a case closing due to a participant's failure to report to the Job Center to be finger imaged or for reevaluation of their employability status, the JOS/Worker must enter the appropriate infraction code in NYCWAY to generate the automatic closing of the case in WMS.

Update to Dependent Age Criteria for EID on Safety Net Cases

For SNA cases with at least one dependent child over 18 years of age but less than 19 and a full-time student regularly attending a secondary school, or in the equivalent level of vocational or technical training, the JOS/Worker must enter **X** in the **CHILD** field on the **NSBL02** screen to apply the EID to the case.

## PROGRAM IMPLICATIONS

Model Center Implications

Participants called in to be finger imaged or for an employment assessment must go to the Front Door Receptionist to receive the appropriate ticket (e.g., AFIS or Employment Services) and be routed to the correct service area.

Paperless Office System (POS) Implications

POS has been revised to reflect the changes to WMS outlined in this release. See PB #07-25-SYS for specific details of the POS changes.

Food Stamp Implications  
New PA Opening Codes

For PA cases where expedited FS will be issued, the only valid FS opening codes is **Y45** (Other [Manual Notice Required]).

Medicaid Implications  
New PA Opening Codes

The MA portion of the PA/FS will remain in AP status when PA Opening Codes **Y37**, **Y38**, **Y39** and **Y41** are used to single issue benefits for a PA/FS case.

Modification to PA and  
MA Closing and Line  
Sanction Codes

Medical Assistance will be discontinued for all applicants/participants, including children, when the household fails to provide proof of SSN or application for SSN for all case members.

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**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](#).

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**FAIR HEARING  
IMPLICATIONS**

Avoidance/  
Resolution at Job  
Centers

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.

Avoidance/  
Resolution at NPA  
FS Offices

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 Job  
Centers

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. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker’s Supervisor. The AJOS/Supervisor I will explain the reason for the Agency’s action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, 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](#)), change the 02 to an 01 if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an [M-186a](#).

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.

#### Conferences in an NPA FS Office

If an applicant/participant comes to the Food Stamp Office and requests a conference, the Receptionist must alert the Site Manager's designee that the applicant/participant is to be seen. If the applicant/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Site Manager's designee. In Model Offices, the Receptionist at Main Reception will issue an FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NPA Reception area and does not need to verbally alert the Site Manager. The NPA Receptionist will alert the Site Manager once the applicant/participant is called to the NPA Reception desk.

The Site Manager's designee will listen to and evaluate the applicant/participant's complaint regarding the case closing. 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 was closed 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 All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes" screens, History Sheet [[W-25](#)]), copies of relevant WMS screen printouts, notices sent and other documentation relevant to the action taken.

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## REFERENCES

SPP #2006-00539  
 SPP #2006-00494  
 SPP #2006-00324  
 SPP #2006-00544  
 SPP #2006-00235  
 SPP #2006-00318  
 SPP #2006-00567  
 SPP #2006-00586  
 SPP #2006-00459  
 SPP #2006-00522  
 SPP #2006-00357  
 SPP #2006-00389  
 SPP #2006-00523  
 SPP #2006-00711

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## RELATED ITEM

[PB #07-25-SYS](#) POS Release Notes Version 11.1 and FS POS Release Notes Version 1.1

NYS Welfare Management System [Worker's Guide to Codes Manual](#)

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## ATTACHMENT

**W-203XX** Public Assistance Case-Level Opening Codes Desk Guide



**Public Assistance Case-Level Opening Codes Desk Guide**

PA Opening Code	When Going From: (PA/MA/FS Status)	To: (PA/MA/FS Status)	FS Opening Code:	Complete TAD Elements:	Special Instructions
<p><b>Y37</b>  (Case Accepted for SI Payments [Fair Hearing Decision/Emergency Rent/Utility])</p>	<p>AP/AP/AP or AP/NA/NA</p>	<p>SI/AP/AP or SI/NA/NA</p>	<p>None</p>	<ul style="list-style-type: none"> <li>• <b>PA Program status</b> (change to SI)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For issuing SI payment due to a Fair Hearing Decision or emergency rent/utility.</li> <li>• Medicaid remains in AP status.</li> <li>• Replaces code <b>008</b>.</li> </ul>
<p><b>Y38</b>  (Case Accepted for Emergency Shelter Arrears and/or Utility Arrears [Repayment Agreement])</p>	<p>AP/AP/AP or AP/NA/NA</p>	<p>SI/AP/AP or SI/NA/NA</p>	<p>None</p>	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI)</li> <li>• <b>PA Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For issuing SI payment due to emergency shelter arrears and/or emergency utility arrears (repayment agreement).</li> <li>• Replaces code <b>009</b>.</li> </ul>
<p><b>Y39</b>  (Case Accepted for Emergency Shelter Arrears and/or Utility Arrears [No Repayment Agreement])</p>	<p>AP/AP/AP or AP/NA/NA</p>	<p>SI/AP/AP or SI/NA/NA</p>	<p>None</p>	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI)</li> <li>• <b>PA Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For issuing SI payment due to emergency shelter arrears and/or emergency utility arrears (no repayment agreement).</li> </ul>
<p><b>Y41</b>  (Case Accepted for Immediate Needs (pre-investigation), pre-determination grants, &amp; one shot deals)</p>	<p>AP/AP/AP or AP/NA/NA</p>	<p>SI/AP/AP or SI/NA/NA</p>	<p>None or Y45</p>	<ul style="list-style-type: none"> <li>• <b>M3E indicator A</b></li> <li>• <b>PA Program Status</b> (change to SI)</li> <li>• <b>PA Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For issuing SI payment due to immediate needs (preinvestigation) grant, predetermination grant, and one shot deal.</li> </ul>



### Public Assistance Case-Level Opening Codes Desk Guide

PA Opening Code	When Going From: (PA/MA/FS Status)	To: (PA/MA/FS Status)	FS Opening Code:	Complete TAD Elements:	Special Instructions
<b>Y42</b> (Closed in Error)	AP/AP/AP or CL/CL/CL	SI/AC/SI or AC/AC/AC	Any	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For activating a case closed in error.</li> <li>• Employment Unit approval needed if case closed due to employment-related reason.</li> <li>• Replaces code <b>066</b>.</li> </ul>
<b>Y43</b> (Aid Continuing – Case Awaiting FH Decision)	AP/AP/AP or CL/CL/CL	SI/AC/SI or AC/AC/AC	Any	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For cases granted aid-to-continue.</li> <li>• Replaces code <b>097</b>.</li> </ul>
<b>Y46</b> (Employment Unit Approved Override)	AP/AP/AP or CL/CL/CL	SI/AC/SI or AC/AC/AC	Any	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• Documentation available to open Job Search closing or sanction during infraction period.</li> <li>• Use if participant was (a) incarcerated, (b) hospitalized, (c) had a change in address or (d) has an FH Decision that is reversed <u>and</u> an employment-related closing.</li> <li>• Replaces code <b>098</b>.</li> </ul>

**Public Assistance Case-Level Opening Codes Desk Guide**

PA Opening Code	When Going From: (PA/MA/FS Status)	To: (PA/MA/FS Status)	FS Opening Code:	Complete TAD Elements:	Special Instructions
<p><b>Y47</b></p> <p>(To be used to override an Intentional Program Violation [IPV] sanction and open a case/suffix during the infraction period)</p>	<p>AP/AP/AP or CL/CL/CL</p>	<p>SI/AC/SI or AC/AC/AC</p>	<p>Any</p>	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• Restricted to Originating Center "EPF."</li> <li>• Replaces code <b>101</b>.</li> </ul>
<p><b>Y65</b></p> <p>(To be used to override a Drug and Alcohol Closing or Rejection Code during the infraction period)</p>	<p>AP/AP/AP or CL/CL/CL</p>	<p>SI/AC/SI or AC/AC/AC</p>	<p>Any</p>	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• Removes the last sanction.</li> <li>• Replaces code <b>623</b>.</li> </ul>
<p><b>Y67</b></p> <p>(Other PA Opening Code)</p>	<p>AP/AP/AP or CL/CL/CL</p>	<p>SI/AC/SI or AC/AC/AC</p>	<p>Any</p>	<ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul>	<ul style="list-style-type: none"> <li>• For use when no other PA opening code is applicable.</li> </ul>

**Public Assistance Case-Level Opening Codes Desk Guide**

PA Opening Code	When Going From: (PA/MA/FS Status)	To: (PA/MA/FS Status)	FS Opening Code:	Complete TAD Elements:	Special Instructions
<p><b>114</b>  (Override Opening Code – Prior Sanction History Remains)</p>	<p>AP/AP/AP or CL/CL/CL</p>	<p>SI/AC/SI or AC/AC/AC</p>	<p>Any</p>	<p> <ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul> </p>	<p> <ul style="list-style-type: none"> <li>• Use to override a sanction without deleting the prior infraction record.</li> </ul> </p>
<p><b>400</b>  (Administrative Opening on Transitional Benefits Cases [Manual Notice])</p>	<p>CL/CL/CL</p>	<p>SI/AC/CL</p>	<p>Any</p>	<p> <ul style="list-style-type: none"> <li>• <b>PA Program Status</b> (change to SI or AC)</li> <li>• <b>PA Status Reason</b></li> <li>• <b>FS Program Status</b> (change to SI or AC)</li> <li>• <b>FS Status Reason</b></li> </ul> </p>	<p> <ul style="list-style-type: none"> <li>• Use to override closings on Transitional Benefits cases.</li> <li>• Restricted to Transitional Benefits Unit.</li> </ul> </p>