



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-20-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2007.2

Date: June 22, 2007	Subtopic(s): WMS
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 2007.2 migrated to production on June 18, 2007. One enhancement, however, went into effect on June 9, 2007, prior to the release.
SYSTEM ENHANCEMENTS	<p>Effective June 9, 2007, there was an additional run of the weekly WMS Application Register Report (WINR0135). Currently, this report is sorted by JOS/Worker and for each JOS/Worker a second sort by date. A new report was created as a replica of the WINR0135 except that it will sort PA/FS applications by the application registration date and within the registration date a second sort by JOS/Worker. The new report is the WINRO535.</p> <p>Changes that are effective with the June 18, 2007, release of WMS software version 2007.2 include:</p> <ul style="list-style-type: none">• Opening One-Shot Deals• Allen FS Budgeting Methodology• New Employability Codes• Automatic Update of the BCS Indicator• Automatic Closing Process for the Prison/Felon Match• Elimination of Recoupable Special Grant Issuance Code A8 (Housing Stability Plus [HSP] Rent Supplement)

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*

- Fix to Sanction Lines
- Fix of SUA Calculation for NPA FS Cases with Zero Shelter
- Adjustment to Recertification Periods
- Redefinition of PA Case-level Rejection Codes **E10** (Failure to Keep/Complete Initial Eligibility Interview: No Scheduled Appointment) and **F10** (Failed to Keep Appointment for Initial Eligibility Interview)

Opening One-Shot Deals

Prior to June 18, 2007, when an NPA FS household applied for and was activated for a Public Assistance Emergency Assistance grant (one-shot deal case in SI status), the PA budget created for the one-shot deal case overlaid the NPA FS budget and removed the income from the NPA FS budget. When mass rebudgeting was performed on these cases an incorrect FS amount was calculated. Additionally, one-shot deal and immediate needs cases were being counted towards the participation rate for employment. Due to changes to case-level one shot deal codes with this software release, these cases will no longer be counted towards the participation rate.

One case-level one-shot deal code has been newly created and three existing codes have been redefined. These codes will prevent the overlaying of incorrect budgets to the NPA FS cases because a budget will not be required on these transactions. The PA SI opening codes are as follows:

New PA SI Opening Code **Y19**

- **Y19** – Case accepted for emergencies *other* than shelter or utility arrears
 - PA Opening Code **Y19** should only be used to open one-shot deal cases.

Replaces code **008**

- **Y37** – Case accepted for single issue payments that have been ordered by a Fair Hearing decision
 - The definition of PA Opening Code **Y37** remains the same
 - Code **Y37** should be used for Fair Hearing compliance.

PA SI Opening Code **Y38** redefined

- **Y38** – Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay
 - PA Opening Code **Y38** has been redefined as indicated above
 - Use this code for emergency shelter arrears and/or emergency utility arrears when a repayment agreement is required
 - Code **Y38** should only be used to open one-shot deal cases.

PA SI Opening Code
Y39 redefined

- **Y39** – Case accepted only for emergency shelter and/or emergency utility arrears with no repayment agreement
 - PA Opening Code **Y39** has been redefined as indicated above
 - Use this code for emergency shelter arrears and/or emergency utility arrears when a repayment agreement is not required
 - Code **Y39** should only be used to open one-shot deal cases.

PA SI Opening Code
Y41 redefined; do not
use for one-shot deal
case openings

- **Y41** – Case accepted for immediate needs (pre-investigation), case is applying for ongoing assistance
 - PA Opening Code **Y41** has been redefined as indicated above
 - Do not use this code for one-shot deals.

System edits

When using PA Opening Codes **Y19**, **Y37**, **Y38**, **Y39** and **Y41** the following WMS edits exist:

- PA opening status must be single issue (SI); any other opening status will result in error message E1052 – CASE REASON CODE AND CASE STATUS CONFLICT
- When the PA status is SI and the FS status is applying (AP) or not applying (NA), a budget number is not required in element **015** (Budget/Version No.) on the Turn Around Document (TAD [LDSS-3517])
- MA opening status will not default to the PA opening status; MA will remain in AP or NA status otherwise WMS will display error E1052
- During eligibility transactions, when the PA status is SI and the FS status is AP or NA, WMS will no longer force close the NPA FS case. WMS will force close an existing NPA FS case only when:
 - the PA status of the PA/FS case is changed to active (AC) and PA reason code is changed to a different, applicable opening code or
 - for PA Opening Code **Y41**, the FS status of a PA/FS case is changed from AP to SI or AC.

Force closing an
NPA/FS case

Changing the FS status
requires a budget

- For eligibility transactions, a budget number is required in TAD element **015** when the FS status is changed from AP to SI, AC or RJ; if a budget number is not entered, WMS will display error message E0623 – NO BUDGET SUPPLIED FOR THIS CASE – INT/EXT

Note: For undercare transactions, if a budget number is not entered when there is a change in the FS status from AP to SI, AC or RJ, WMS will display error message E2467 – BUDGET REQUIRED WITH STATUS CHANGE TO AC.

A manual notice is required when using PA Opening Codes **Y19, Y37, Y38, Y39** and **Y41**.

Cases opened with PA Opening Codes **Y19, Y37, Y38, Y39** and **Y41** with PA status of SI and FS status of AP or NA will not undergo the MRB process done by WMS.

If a closed PA/FS case is reopened as a one-shot deal case or to issue immediate needs (i.e., PA status is SI and FS status is AP or NA) using PA Opening Codes **Y19, Y37, Y38, Y39** and **Y41**, WMS will not create a budget.

Allen FS Budgeting Methodology

Use Allen budgeting only when it is determined that the income is sufficient to meet the ineligible individuals' needs

Allen budgeting is the methodology commonly used for budgeting PA/FS cases with:

- a legally responsible individual with income sufficient to meet his/her needs who is deemed ineligible for benefits
- an ineligible alien with earnings or income sufficient to meet his/her needs and children who are citizens.

The FS portion of PA/FS cases subject to Allen budgeting was being incorrectly budgeted. WMS used the entire amount of the income entered with Program Indicator **L** (Both PA and FS [Legally Responsible Relative Individual]) in the FS calculation.

According to FS policy, the income should be divided between the entire household including the ineligible individual. Therefore, a pro rata share of the earned or unearned income of an individual determined ineligible for FS (i.e., ineligible alien, ineligible able-bodied adult without dependents [ABAWD] or an individual who is ineligible because s/he refuses to apply for or provide a Social Security Number [SSN]) should be counted as income to the remaining household members.

Effective June 18, 2007, WMS will automatically calculate the FS prorata share of income coded with Program Indicator **L** by:

- subtracting allowable income exclusions (e.g., babysitting disregards) from the ineligible individual's income
- dividing the remaining countable income evenly among the household members including the ineligible individual(s)
- subtracting the ineligible individual's share
- counting the balance as income to the remaining household members.

There is no change to the budgeting of income coded with Program Indicator **B** (Both PA and FS) or **P** (PA only).

New Employability Codes

A new employability code, **40** (Needed in the Home Part Time to Care for an Incapacitated/Disabled Family Member – Non-exempt), has been added to WMS. Use Employability Code **40** with PA/FS cases only. This code is not valid on MA-only and NPA FS cases.

Error message when case type is invalid

Entry of Employability Code **40** with any other case type will result in Error 0501 – “EMPLOYABILITY CODE IS NOT A VALID ENTRY FOR THIS CASE TYPE.”

Reports

All existing employment reports, e.g., Monthly Statistical Report on Employability, will be updated to incorporate Employability Code **40**. All existing Welfare Reform Tracking System (WRTS) reports that access employability codes will be revised to recognize Employability Code **40**.

Conversion to FS Employability Code **WA**

When a participant with PA Employability Code **40** on an active PA/FS case is closed for PA but remains open for FS, the PA employability code will be converted automatically to FS Employability Code **WA** (NPA Work Registration Required/ABAWD Exempt).

Three existing PA employability codes were redefined as follows:

Redefined employability codes

- **38** – Needed in the Home Full Time to Care for an Incapacitated/Disabled Household Member – Exempt
 - This code was formerly defined as Exempt – Needed in Home to Care for Incapacitated Household Member and no other individual is available or appropriate to provide such care.
- **48** – Needed in the Home to Care for Incapacitated Child Full Time – Time Limit Exemption
 - This code was formerly defined as Needed In the Home to Care for Incapacitated Child-Time Limit Exemption.

- **70** – Contesting Employability Determination Including the Disability Review Process/Exempt
 - This code was formerly defined as Contesting Employability Determination due to medical reasons, including the period prior to the completion of the disability review procedure for individuals with alleged health-related limitations.

Invalid employability codes

Employability Code **73** (OVESID [Office of Vocational and Educational Services for Individuals with Disabilities] Participant) is no longer valid for PA/FS cases. Employability Code **34** (Caretaker of child under 3 not on same MA case) is valid for MA-only cases and MA individuals on PA/FS cases.

Automatic Update of the BCS Indicator

WMS will receive a monthly file from the Office of Child Support Enforcement (OCSE) of all children known to the Child Support Management System (CSMS). The file will consist of the:

- Child’s first and last names
- Child’s Social Security Number (SSN)
- Case number (Case #)
- Client Identification Number (CIN)
- Match indicator, specifically
 - **1** – Match (SSN/CIN)
 - **2** – Match (Case #/CIN)
 - **3** – Match CIN; no match Case # and SSN
 - **4** – Non-Match CIN; match Case #
 - **5** – Non-Match CIN; match SSN
 - **6** – Non-Match CIN; match Case # and SSN
 - **7** – Non-Match SSN, CIN and Case #

The file will be matched against the WMS database for the identical SSN and CIN. If a match does not result by using the SSN and CIN then the file will be matched using the case number and CIN.

If a match occurs (match indicator **1** through **3**) for SSN and CIN or Case # and CIN, WMS will automatically update the BCS indicator for the individual to **K** (Referral received by OCSE: Individual is now known to the Child Support Management System [CSMS]. There is NO good cause.) BCS Indicator **K** is system-generated and may not be entered by JOS/Workers.

When a match exists, value **K** will be updated in the BCS indicator field on the following WMS inquiry screens:

- Client Information (**NQIN2A**); and
- Pending Individual Data (**NQCP03**).

To prevent cases from reappearing in the file in subsequent months and to facilitate the correction of those cases that could not be automatically updated, WMS will return the file to OCSE with an updated match indicator from the match indicator codes listed above.

Automatic Closing Process for the Prison/Felon Match

Each month, the following matches are run against the WMS database:

- Prison match (from the NYS Department of Correctional Services and Division of Criminal Justice Services)
- Felon match (from the NYS Division of Criminal Justice Services).

In addition, the following matches are run against WMS on a quarterly basis:

- National Crime Information Center (NCIC)/Federal Bureau of Investigation Fleeing Felon match
- Massachusetts Quarterly State Police Felon files.

When a match is found, the individual is manually removed from the case or the case is closed if the household size equals one.

Effective June 18, 2007, for PA/FS, PA only or FS only cases with household size equal to one, WMS will automatically close the case when a match is found between the Client Identification Number (CIN) and the case number. The case number will not be matched against the Social Security Number (SSN) or date of birth (DOB). WMS will generate a timely Client Notice System (CNS) notice for the closing.

Cases undergoing the automatic closing process for the prison/felon match can be identified in WMS by the following:

- Originating ID – **A50**
- Transaction type – **0120** (Expedited Processing)
- Unique Batch # – ***PRI**
- Unique authorization # – **9966MMYY** (MMYY will be updated monthly)
- Closing codes:
 - **F35** – Fleeing Felon/Prob.-Parole Violator (HH=1)
 - **F63** – In Prison (HH=1)

The PA suffix amplification (**AMP**) date and the FS suffix **To** date will be system-generated using the date on which the closing is processed.

Cases excluded from the automatic closing process

If a match is not found between the case number and CIN (i.e., CIN on file not found on WMS case), WMS will not process the closing. Other cases that are excluded from this automatic closing process include the following:

- Cases in pending status (having more than one transaction produced from the match)
- Cases with a prior Prison Match closing that is clocking down or pending a Fair Hearing

Note: Once a closing action has been entered for a case and a Fair Hearing Aid to Continue has been requested, the case number will not be selected for three future monthly matches. To ensure that there are no repeated attempts at closing a case, the transaction will be purged when a case has a pending action (in Transaction Status **04** [Suspended-Clock down notice]) with the first four digits in the authorization number of **9966** and a Fair Hearing status of **2** (Aid continuing – pending closing transaction is ignored and remains suspended).

- Household sizes greater than one
- Multi-suffix cases (i.e., cases having more than one PA suffix in AC or SI status)
- Cases in RJ (rejected, denied) or CL (closed) status.

Reports

The Office of Temporary and Disability Assistance (OTDA) will receive a Prison Match Closing report listing the case numbers and the closing code of cases that were successfully processed. The Daily Disposition (**WINR0126**) and Error (**WINR0125**) reports will also display these transactions. No action is required by JOS/Workers for these cases.

An exception file will contain cases that did not automatically close and were excluded from this process. The file will be sent to the OTDA Audit and Quality Control – Program Integrity Unit on their file server who will notify the responsible Job Centers to manually close the cases.

<p>Elimination of Recoupable Special Grant Issuance Code A8 (Housing Stability Plus [HSP] Rent Supplement)</p>	<p>In order to identify PA shelter supplement single issuances made to HSP cases that must be recouped, PA Special Grant Issuance Code A8 (Housing Stability Program [HSP] Rent Supplement [Recoupable]) was created. The New York State Office of Temporary and Disability Assistance (OTDA) and the Human Resources Administration (HRA) have determined that this code is no longer needed. As a result, PA Special Grant Issuance Code A8 has been removed from WMS.</p>
<p>Fix to Sanction Lines</p>	<p>Currently, WMS allows an individual to be placed in sanction status for PA or FS when the same individual (same CIN) is already sanctioned on another case. Since the same sanctioned individual should not be allowed on more than one case at a time, WMS will no longer allow this to occur, thus removing the ability to impose a second sanction on an individual.</p> <p>For an individual already sanctioned on an NPA FS case, if an attempt is made to sanction the same individual on a PA/FS case, WMS will force close the sanctioned line on the NPA FS case.</p> <p>For an individual already sanctioned on a PA/FS case, if an attempt is made to activate the same individual on another PA/FS or NPA FS case, WMS will display error E0442 - CLIENT CURRENTLY ACTIVE IN ANOTHER CASE.</p>
<p>Fix of SUA Calculation for NPA FS Cases with Zero Shelter</p>	<p>Currently, NPA FS cases without a shelter expense (i.e., FS shelter amount is zero or blank) do not receive a Level 1 FS standard utility allowance (SUA) (combined heat, utility, and phone) when the shelter type is one of the following:</p> <ul style="list-style-type: none"> 01 – Unfurnished Apartment or Room 03 – Own Home (Includes Trailer) 20 – Emergency Rental Supplement Program 25 – Rented Private Home 26 – Furnished Apartment 39 – Subsidized Housing - Shallow Subsidy - Section 238/Section 202 <p>Effective June 18, 2007, WMS will allow NPA FS cases with the above shelter types with a zero or blank in the FS Shelter field to receive a Level 1 SUA when “X” is entered in the FSUA: IND field.</p> <p>The current edits for the Level 2 SUA (Utility and Phone) and Level 3 SUA (Phone) levels for NPA FS cases with shelter types 01, 03, 20, 25, 26 or 39 remain unchanged.</p>

Adjustment to Recertification Periods

Currently, NPA FS cases located at F15 are on a 24-month recertification cycle. Cases at F15 meet the following aged/disabled criteria:

- All adults are age 60 or older on the first day of the recertification period
- All adults have an income source code indicating a disability which makes them eligible for the 24-month FS certification period, such as:
 - **16** – Black Lung Disease Program
 - **27** – Social Security Disability (SSD) Benefit
 - **31** – Supplemental Security Income (SSI) Benefit
 - **48** – Income from Spina Bifida

When an NPA FS case at F15 no longer meets the aged/disabled criteria and is transferred to another NPA FS office, the certification period will automatically be shortened from two years to one year at the new office by WMS. If less than 12 months remain on the certification period, WMS will allow that certification period to remain.

Redefinition of PA Case-level Rejection Codes **E10** and **F10**

The definitions for PA Case-level Rejection Codes **E10** and **F10** have been changed. PA Case-level Rejection Code **E10** is now defined as “Failure to Keep/Complete Initial Eligibility Interview: No Scheduled Appointment.” The former definition was “Failure to Keep/Complete Interview: No Scheduled Appointment.” **E10** should be used when the applicant is not interviewed on the same day the application is filed, and fails to schedule an interview within the application time frame (30 days from date of file)

PA Case-level Rejection Code **F10** is now defined as “Failed to Keep Appointment for Initial Eligibility Interview.” The former definition was “Failed to Keep Appointment.”

F10 should be used whenever an applicant fails to keep the initial interview (I- interview) appointment.

F10 should not be used for failure to report to the following appointments:

- Bureau of Eligibility Verification (BEV)
- Engagement
- Medical Appointments

**REQUIRED
ACTION**

Opening One-shot
Deals

When single issuing PA benefits on an application case, 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 (e.g., **Y19**, **Y37**, **Y38**, **Y39**, or **Y41**)
- Prepare the PA Single Issuance Authorization Form (**LDSS-3575**)
- Prepare and issue the [LDSS-4013A NYC](#).

Edits have been made to the PA single issuance (SI) opening codes used to open one-shot deal cases and to issue immediate needs grants. When using PA Opening Code **Y19** the following special grant codes can be used to authorize a benefit:

- **14** – Replacement of Lost or Stolen Cash
- **15** – Payment of Installation Debt
- **16** – Transportation to Points Outside NYC
- **18** – Expenses Connected With Maintaining Housing
- **19** – Replacement of Heating Equipment
- **21** – Storage Fees
- **22** – Moving Expenses
- **31** – Pre-PA Rent Arrears
- **38** – Security Deposit Private Housing
- **39** – Rent in Advance to Secure An Apartment
- **42** – Broker's and Finder's Fees
- **45** – Disaster Sustenance
- **46** – Disaster Clothing
- **47** – Disaster Household Furnishings and Replacements
- **48** – Disaster Shelter Temporary Housing
- **49** – Disaster Transportation to Home of Friend or Relative or to a Shelter
- **60** – Establishment of a Home
- **61** – Basic Kitchen Equipment Patient Discharged From NYS Mental Hygiene Facility
- **62** – Maintenance of Home
- **81** – Replacement of Lost/Stolen SSI Benefits

When using PA Opening Code **Y38** the following special grant codes can be used to authorize a benefit:

- **10** – Utility Grant to Prevent Turn Off/Restore Services (Prior to PA)
- **31** – Pre-PA Rent Arrears
- **40** – Rent in Advance to Avoid Eviction
- **41** – Utility Grant to Prevent Turn Off or Restore Utility Services (Mismanagement)
- **50** – Non-Recoupable Utility Grant (No Mismanagement)
- **59** – NYCHA Rent Arrears

When using PA Opening Code **Y39** the following special grant codes can be used to authorize a benefit:

- **10** – Utility Grant to Prevent Turn Off/Restore Services (Prior to PA)
- **30** – Rent Payments in Excess of Maximum
- **31** – Pre-PA Rent Arrears
- **40** – Rent in Advance to Avoid Eviction
- **41** – Utility Grant to Prevent Turn Off or Restore Utility Services (Mismanagement)
- **50** – Non-Recoupable Utility Grant (No Mismanagement)
- **59** – NYCHA Rent Arrears
- **62** – Maintenance of Home

When using PA Opening Code **Y41** the following special grant codes can be used to authorize a benefit:

- **10** – Utility Grant to Prevent Turn Off/Restore Services (Prior to PA)
- **18** – Expenses Connected With Maintaining Housing
- **19** – Replacement of Heating Equipment
- **22** – Moving Expenses
- **25** – Shelter and/or Repair Allowance for Homeowner
- **30** – Rent Payments in Excess of Maximum
- **31** – Pre-PA Rent Arrears
- **38** – Security Deposit Private Housing
- **39** – Rent in Advance to Secure An Apartment
- **40** – Rent in Advance to Avoid Eviction
- **41** – Utility Grant to Prevent Turn Off or Restore Utility Services (Mismanagement)
- **42** – Broker's and Finder's Fees
- **44** – Immediate Needs Grant
- **49** – Disaster Transportation to Home of Friend or Relative or to a Shelter

- **50** – Non-Recoupable Utility Grant (No Mismanagement)
- **59** – NYCHA Rent Arrears
- **60** – Establishment of a Home
- **61** – Basic Kitchen Equipment Patient Discharged From NYS Mental Hygiene Facility
- **81** – Replacement of Lost/Stolen SSI Benefits

New error message

Any attempt to issue a payment code not valid for the PA opening codes will result in a new error, E2465 - PAYMENT CODE INVALID FOR OPENING CODE.

For PA Opening Code **Y37**, there is no change to the allowable special grant issuance codes. To use this code, the household must be eligible to receive retroactive benefits based on a Fair Hearing decision. This code should not be used to issue benefits to one-shot deal cases.

New Employability Codes

When an applicant/participant indicates that s/he is needed in the home part-time to care for an incapacitated or disabled family member, the JOS/Worker must record the information in the POS case record as follows:

Refer to [PD #07-05-EMP](#) for detailed instructions on the Needed at Home engagement process.

- On the **Employment Information** window, open the **Response to Question** window for “Could You Accept a Job Today?” and select “Caretaker of Ill/Disabled Household Member” from the drop-down list for the Reason (cannot start work today) field
- On the **Medical** window, answer “Yes” to “Has Activity Limited Because of an Illness/Temporary Disability or is Blind, Sick or Disabled?” and complete the **Response to Question** window about the individual having the illness or disability
- If documentation supports the claim of disability, on the **TAD Data – Eligibility** window, go to the casehead individual data tab and select “40 – Needed in Home Part Time to Care for an Incapacitated/Disabled Family Member – Non-exempt” from the employability code (**Emp Code**) drop-down list.

Note: JOS/Workers must complete all windows within the interview activity initiated and submit the completed interview to a supervisor for approval.

JOS/Workers must also record whether the applicant/participant claims that s/he is needed in the home in the employability plan in NYCWAY as follows:

- On the **Assessment – Primary Questionnaire** window, enter **Y** (Yes) for “Needed at Home Claimed?”
- On the **Needed at Home Documentation Inquiry** window, enter **Y** or **N** (No) for “Client has valid Documentation in support of Claim?”

PROGRAM IMPLICATIONS

Model Center Implications

Applicants/participants reporting to a Job Center for assistance in paying shelter payments must go to the Front Door Receptionist to receive the appropriate ticket (e.g., PA Application/Addition, Customer Service and Information Center [CSIC] General, Homelessness Diversion Unit [HDU] General) 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 policy directive. Please see [PB #07-69-SYS](#).

Food Stamp Implications

There are no additional Food Stamp implications.

Medicaid Implications

When opening a PA case to issue single issue payments or immediate needs, MA will remain in AP or NA status.

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 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 applicant/participant has in fact presented good cause for the infraction or shown 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 – WMS ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)).

If the applicant/participant has not shown good cause for the infraction or if 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 a Fair Hearing or proceeding to a 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 NPA FS 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 a 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.

REFERENCES

SPP #2006-00273 Opening One-shot Deals
 SPP #2006-00499 Updating the BCS Indicator with a "K" on WMS
 SPP #2006-00519 Fix to Sanction Lines
 SPP #2006-00694 New Employability Codes
 SPP #2006-00706 Prison/Felon File Match Auto Close Process
 SPP #2006-00712 Elimination of Recoupable SP Grant Code **A8**
 SPP #2006-00713 Adjusting Recertification Periods
 SPP #2007-00086 Fix of SUA Calculation for NPA FS Cases with Zero Shelter
 SPP #2007-00213 Allen FS Budgeting Methodology
 18 NYCRR 387.16(c)(2)(ii)

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