



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY DIRECTIVE #24-05-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2024.2

Date: July 2, 2024	Subtopic(s): WMS
AUDIENCE	The instructions in this policy directive are for all Welfare Management System (WMS) users in Benefits Access Centers (BAC), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers, HIV/AIDS Services Administration (HASA) Centers, and ancillary sites. They are informational for all other staff.
POLICY	New York State's (NYS) WMS is updated on a regular basis to reflect changes in City, State, and Federal regulations. The WMS Software Release Version 2024.2 migrated into production on June 15, 2024.
SYSTEM ENHANCEMENTS	Changes that became effective with the June 15, 2024 release of the WMS Software Release Version 2024.2 include the following topics: <ul style="list-style-type: none">• Automating The Quarterly Supplemental Security Income (SSI) Status Run – Job PEI04B.• The New 100% Earned Income Disregard – Budgeting Requirements.• Addendum to WLM 2023-00301 (Criteria for SNAP Report Code [FR] U).• Create Error When Entering Invalid Shelter Types on WMS.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

Automating The Quarterly SSI Status Run – Job PEI04B

The NYS Nutrition Improvement Project (NYSNIP) and the NYS Combined Application Project (NYSCAP) were designed to increase SNAP participation among one of the most vulnerable populations: disabled and/or elderly, single SSI recipients living alone in the community.

With this release: For cases/households that are no longer eligible, a quarterly run was established to identify NYSNIP and NYSCAP **F-15** (SSI SNAP Center) cases that no longer meet the project criteria. The **WINR0375** report was created and used by Center **F-15** staff to manually remove ineligible cases from the NYSNIP and NYSCAP projects.

The New 100% Earned Income Disregard – Budgeting Requirements

Refer to [PD #24-01-ELI](#) and [HRA PB #2024-001](#)

Previously: The NYS Budget created a new 100% earned income disregard (EID) designed to support CA participants who start new jobs or participate in employment and training activities by allowing them to earn more income while retaining access to CA and other support services. The disregard is applied if the participant’s total income does not exceed 200% of the Federal Poverty Level (FPL) for their household size. The new EID for employment income (code **08**) is applied once per lifetime for a maximum of six (6) consecutive months. The new EID for training activities (code **09**) is not limited to once per lifetime and has no maximum time limits. This EID does not apply to Supplemental Nutrition Assistance Program (SNAP) benefits.

With this release: Three new CA income exemption codes have been created, and the 200% FPL table values have been updated.

The three new CA income exemption codes:

- **10** – 100% CA Earned Income Exemption – Override Code
- **08** – 100% CA Earned Income Exemption – Employment Income
- **09** – 100% CA Earned Income Exemption – Training Income

The 200% Federal Poverty Level Tables will be stored and maintained in the Automated Budgeting and Eligibility Logic (ABEL). These table values will be updated with the yearly EID Mass Rebudgeting (MRB) process and made effective June 1st of each year.

Household Size	June 1, 2023, through May 31, 2024	June 1, 2024, through May 31, 2025
	Monthly Income	Monthly Income
1	\$ 2,430	\$ 2,510
2	\$ 3,287	\$ 3,407
3	\$ 4,143	\$ 4,303
4	\$ 5,000	\$ 5,200
5	\$ 5,857	\$ 6,097
6	\$ 6,713	\$ 6,993
7	\$ 7,570	\$ 7,890
8	\$ 8,427	\$ 8,787
9	\$9,284	\$9,684
10	\$10,141	\$10,581
11	\$10,998	\$11,478
12	\$11,855	\$12,375
13	\$12,712	\$13,272
14	\$13,569	\$14,169
15	\$14,426	\$15,066
16	\$15,283	\$15,963
17	\$16,140	\$16,860
18	\$16,997	\$17,757
19	\$17,854	\$18,654
20	\$18,711	\$19,551

- For budgets with effective dates **06A24** or later, use the 200% FPL table values dated June 1, 2024, through May 31, 2025.
- For budgets with effective dates **12B23** through **05B24**, use the 200% FPL table values dated June 1, 2023, through May 31, 2024.
 - The 100% EID was signed to go into effect on **12/29/23**. Budgets with dates earlier than **12B23** should NOT contain the 200% FPL tables.

The 200% Federal Poverty Level Table values will be used to determine if an individual is or is not eligible for the 100% EID (and use of exemption codes **08**, **09**, or **10**).

A new **WINRO** report is being created that will provide details about individuals in receipt of the disregard, the number of months they have been in receipt of the disregard, those that have expired, and the number of months expired.

Addendum to WLM 2023-00301 (Criteria for FR Code U)

Refer to [PD #18-13-ELI](#)

With this release: Code U is defined as “Periodic Mailer for NPA/SNAP cases with unearned income only (all adults aged 18 or older must not be aged and/or disabled)”. The **FR** code of **U** in ABEL budgeting triggers the distribution of a Periodic Mailer. Cases with only case type **31** (NCA SNAP) will be eligible to receive an **FR** code of **U**.

Create Error When Entering Invalid Shelter Types on WMS

Previously: There has been a recent issue involving Interactive Voice Response System (IVRS) budgeting that needed to be corrected in ABEL. There were invalid CA Shelter Types that were allowed to be entered on WMS.

With this release: The error message will be created when users enter an invalid Shelter Type on WMS. This will only affect WMS ABEL budgeting.

If an invalid Shelter Type code is entered via internal, external, mass rebudgeting (or any other processes) on the Household/Suffix Financial Data screen (**NSBL02**) and user tries to calculate the budget, the following error message will be displayed: **“E3105 INVALID SHELTER TYPE for WMS”**

Invalid Shelter types include: **07, 09, 10, & 12.**

**PROGRAM
IMPLICATIONS**

Paperless Office
System (POS)
Implications

For POS Implications see [PB #24-23-SYS](#) and [PB #24-28-SYS](#).

SNAP Implications SNAP Implications are included within this policy directive.

Medicaid Implications Medicaid Implications are included within this policy directive.

LIMITED ENGLISH PROFICIENT AND DEAF/HARD-OF-HEARING IMPLICATIONS For Limited English Proficient (LEP) and Deaf/Hard-of-Hearing applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #18-10-OPE](#), [DSS-PB-2021-007](#), and [PD #17-19-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.

Conferences at Benefits Access 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 Benefits Access 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 (NOI) needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will Settle in Conference (SIC), post Action Code **820** (Good Cause Granted) or **820H** (Good Cause Granted for Wellness, Comprehensive Assessment, Rehabilitation and Employment [WECARE] infractions), refer the applicant/participant back to the JOS/Worker by posting Action Code **10FH** or **16FH** (for referrals back to WeCARE), and enter detailed case notes in New York City Work, Accountability and You (NYCWAY). The

AJOS/Supervisor I will 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 01 if the case has been granted Aid to Continue (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 participant fails to show good cause for the infraction or if it is determined that the Agency’s action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete Form **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 at NCA SNAP Centers

If an applicant/participant comes to the NCA SNAP Center and requests a conference, the Receptionist must alert the Center Director’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 Center Director’s designee.

In Model Offices, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA SNAP Reception area and does not need to verbally alert the Site Manager. The SNAP Receptionist will alert the Center Director once the applicant/participant is called to the NCA/SNAP Reception desk.

The Center Director’s designee will listen to and evaluate the applicant’s/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 Center Director’s designee will decide to resolve or defend the case based on all factors and whether the case was closed correctly.

The Center Director’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,” History Sheet [[W-25](#)]), copies of relevant WMS screen printouts, notices sent, and other documentation relevant to the action taken.

REFERENCES

Authorization of Grants
Worker’s Guide to Codes
SPP #2021-00234 Automating The Quarterly SSI Status Run – Job **PEI04B**
SPP #2023-00241 The New 100% Earned Income Disregard – Budgeting Requirements
SPP #2024-00084 Addendum to WLM 2023-00301 (Criteria for **FR Code U**)
SPP #2024-00085 Create Error When Entering Invalid Shelter Types on WMS

RELATED ITEMS

[HRA PB #2024-001](#)
[PD #18-13-ELI](#)
[PD #24-01-ELI](#)