



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #08-26-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2008.2

<p>Date: July 1, 2008</p>	<p>Subtopic(s): WMS</p>
<p>AUDIENCE</p>	<p>The instructions in this policy directive are for all Welfare Management System (WMS) users in the Job Centers, Non-Cash Assistance (NCA) Food Stamp (FS) Centers and ancillary sites. They are informational for all other staff.</p>
<p>POLICY</p>	<p>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 2008.2 migrated to production on June 23, 2008.</p>
<p>SYSTEM ENHANCEMENTS</p>	<p>Changes that became effective with the June 23, 2008, release of WMS software version 2008.2 include:</p> <ul style="list-style-type: none"> • New Cash Assistance (CA) Opening Code Y18 (Work Advantage One-Shot Deal) for Work Advantage Program • Inclusion of Adoption Subsidy and Foster Care Payments as Unearned Income for FS Budgeting Purposes • Change to FS Budgeting Logic for Families Residing in Transitional Housing with a FS Ineligible Alien Member • Transmission of Action Date of Prior Pending Budget Clocking Down to NYCWAY • Issuances Over \$999.99 for Project Lend a Hand • Individual Status Removal (RM) to be Treated as Inactive Status Closed (CL) in the Automated Budgeting and Eligibility Logic (ABEL) system • New Special Grant Code W4 (MKB Retroactive FS Issued as Cash) for Food Assistance Program (FAP) Cases

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

New CA Opening Code **Y18** (Work Advantage One-Shot Deal) for Work Advantage Program

A new CA Opening Code **Y18** (Work Advantage One-Shot Deal) has been created for the Work Advantage Program (see PD #07-28-ELI). It is used in a special administrative process to open one-shot deal cases for select households who would otherwise be ineligible for CA due to excess income. These households will then be able to meet the active CA case status requirement of the Work Advantage Program.

Currently, these Work Advantage one-shot deal cases are opened using code **Y19** (Case Accepted for Emergencies Other than Shelter or Utility Arrears) but are not able to be closed with the appropriate **E30** (Excess Earned Income) or **E35** (Excess Unearned Income) codes. These Work Advantage cases should now be opened with new Opening Code **Y18** instead of **Y19** so that they may be closed with the appropriate set of codes.

New CA Opening Code **Y18** has the following edits:

- CA status must be Single Issuance (**SI**)
- FS status must be Not Applying (**NA**)
- Medical Assistance (MA) status must be **NA**.
- Cases opened with **Y18** can only be closed with **E30**, **E35** or **Y95** (Case Closed After Being Accepted for Emergency Assistance [Manual Notice]).

Inclusion of Adoption Subsidy and Foster Care Payments as Unearned Income for FS Budgeting Purposes

Section 4102 of the Food Stamp Reauthorization Act of 2002 allows New York State to exclude several types of income when determining a household's FS eligibility and benefit amount.

Adoption subsidy payments (income source code **13**) were considered unearned income for CA and exempt income for FS; foster care payments (income source code **59**) were exempt income for both CA and FS.

As of February 2008, the United States Department of Agriculture (USDA) clarification stated the following:

- The amount of adoption subsidy payments that is in excess of allowable, verified, reimbursable expenses may not be excluded as income and must be considered to be unearned income to the FS household.

- Foster care payments in excess of allowable, verified, reimbursable expenses may not be excluded as income if the foster child for whom the payments are being received is a member of the FS household. Such payments must be treated as unearned income to the FS household. If the child is not included in the FS household, then the total amount of the foster care payments must be excluded as income to the FS household.

The WMS ABEL system and the **WINRO153** and **WINRO154** Budget Calculation Reports have been updated to include the amounts associated with income source codes **13** and **59** in the FS calculation for all budgets with an effective date of 7/A/08 or greater.

Change to FS Budgeting Logic for Households Residing in Transitional Housing with an FS Ineligible Alien

As a result of the M.K.B. v. Eggleston lawsuit, the methodology for budgeting CA income for cases with a FS ineligible alien residing in transitional shelter has changed. The transitional shelter types for which this change apply are:

- **06** (Hotel/Motel Temporary)
- **30** (Scatter Site Homeless Housing Non Tier I/Non Tier II)
- **33** (Homeless Shelter – Tier I or Tier II)
- **34** (Homeless Shelter – Tier II)

WMS will now calculate the FS benefit amount using a prorated share of the ineligible alien's needs as CA for FS income instead of a 100% share. A new code **A** (FS Ineligible Alien) has been created for entry on the FS ineligible individual's line in the **INV** (Financial/Alien Involvement) field on the **Individual Income/Needs Screen (NSBL06)** screen.

The entry of code **A** in the **INV** field on the **Individual Income/Needs Screen** must meet the following criteria:

- Case/suffix type must be Safety Net (SNCA, SNNC).
- Shelter type must be **06, 30, 33** or **34**.
- Alien individual's line status must be Active (**AC, AP, or SI**) for CA and Inactive (**RJ, CL, or NA**) for FS.
- Income source code of **43** (FS Ineligible Individual - Individual Active for PA and Ineligible for FS due to a FS Disqualification) or **92** (FS Ineligible Alien - Contributes to Shelter Costs) must not be entered.

Transmission of
Action Date of Prior
Pending Budget
Clocking Down to
NYCWAY

WMS generates a daily error report which identifies transactions that fail to transmit during the nightly batch interface from NYCWAY to WMS. A large percentage of the errors occur when an automated Notice of Intent (NOI) fails to transmit because a prior pending budget is clocking down on the case. This error is identified as **E1955** (Prior Budget Transaction in Pending Clocking Down) in the error report.

The error report is sent to NYCWAY daily and has been modified to include the action date of the prior pending budget clocking down. This will allow NYCWAY to systematically resubmit the automated NOI to WMS for processing the day after the clock down date (action date) of the prior pending budget. See [PD #08-23-OPE](#) for information on the NOI process.

Issuances Over
\$999.99 for Project
Lend a Hand

The Department of Homeless Services (DHS) currently issues CA benefits to the Project Lend a Hand (PLH) program on behalf of applicants/participants through the Automated Emergency Check (AEC) system (see [PD #00-80](#)). As the AEC system limits the maximum amount of any issuance to \$999.99 and because numerous PLH grants are in excess of this amount, DHS is required to sign multiple checks of \$999.99 until the total benefit amount is reached.

To resolve this problem, DHS staff will now issue checks using the WMS Single Issue system. WMS will allow and accept issuances greater than \$999.99 on each line of the single issue transaction when the originating ID is **PLH** and the CA Single Issuance code is one of the following:

- **8** (Replacement Of Cancelled Check)
- **21** (Storage Fees)
- **22** (Moving Expenses)
- **38** (Security Deposit Private Housing)
- **39** (Rent in Advance to Secure an Apartment)
- **42** (Broker's and Finder's Fees)
- **60** (Establishment of a Home)
- **A9** (HSP Rent Supplement [Non-Recoupable])

For grants greater than \$999.99, multiple checks will continue to be issued, but the DHS Worker will only need to enter the actual grant amount into WMS. For example, if the grant is for \$3,100.00, the DHS Worker will enter the actual amount on the Public Assistance Single Issuance Authorization Form (**LDSS-3575**), but the system will generate a total of four checks: three checks for \$999.99 and one check for the remaining balance of \$100.03.

Individual Status **RM** to be Treated as Inactive Status **CL** in ABEL Numerous cases converted from the previous IBM system still have the old code of **RM** associated with individual lines. This code is not recognized by the ABEL system. As a result, the line is treated as active during Mass Rebudgeting (MRB), causing the case to be incorrectly placed on an error report. ABEL will be modified to now recognize the **RM** code as an inactive status code of **CL**.

New Special Grant Code **W4** (MKB Retroactive FS Issued as Cash) for FAP Cases As a result of the M.K.B. settlement, certain former FAP cases are due retroactive Food Stamp benefits. However, since FAP has been eliminated, it is necessary to issue these benefits in the form of a cash payment. A new CA Special Grant Code **W4** (MKB Retroactive FS Issued as Cash) has been created for this use.

The edits for the new CA Special Grant Code **W4** are as follows:

- The **To Date** must be prior to the current date and the case must be Active (**AC**) for CA.
- The Case Category must be one of the following:
 - FA (Family Assistance)
 - SNCA (Safety Net Cash Assistance)
 - SNFP (Safety Net Federally Participating)
 - SNNC (Safety Net Non Cash)
- The following Pick-Up Codes (PUC) will be valid:
 - 1 (Special Roll Check)
 - 2 (Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility)
 - 5 (Emergency Public Assistance Check [E-Check])
 - 7 (Emergency Cash Payment [E-Cash])
 - 9 (EBT Emergency PA Single Issue Special Grant)

Note: A policy bulletin on the M.K.B. Retroactive Release process will be issued under separate cover.

REQUIRED ACTION

Inclusion of Adoption Subsidy and Foster Care Payments as Unearned Income for FS Budgeting Purposes While the change in policy to include adoption subsidy and foster care payments as unearned income for FS budgeting purposes went into effect 02/A/08, supporting changes to WMS will not be ready until 7/1/08.

The New York State Office of Temporary and Disability Assistance (OTDA) will send HRA a list of active cases that currently receive adoption subsidy and/or foster care payments. Once system support is available on 7/1/08, these households must be re-budgeted and have their eligibility re-assessed as follows:

- Adoption subsidy payments in excess of allowable, verified, reimbursable expenses may not be excluded as income and are considered to be unearned income to the FS household. Income from adoption subsidy payments must be budgeted in determining the households' FS eligibility and benefit amount. Reimbursements for normal household living expenses such as rent or mortgage, utilities, personal clothing, or food eaten at home are a gain or benefit to the household and, therefore, may not be excluded as income. In other words, they are not considered "allowable" expenses for exclusion. Examples of allowable expenses would be payments for music lessons, school field trips, camp fees, etc.

To reflect the adoption subsidy payments in the budget, update the casehead's line by entering the amount of the payments using income source **13** with program indicator **B** (Both CA and FS) for CA/FS cases or **F** (FS Only) for NCA FS only cases. The re-budgeting and eligibility re-assessment must be done no later than the household's next recertification.

This includes CA/FS and NCA FS cases.

- For FS households that currently include foster children and exclude their foster care payments, staff must advise the household that they may either exclude the children and their foster care income, or continue to include the child but that their case must then be adjusted to include the income from the foster care payments in excess of allowable, verified, reimbursable expenses. The option to include or exclude the child is a decision the household must make. This decision will most likely depend on the impact of the inclusion or exclusion of the foster child on the household's eligibility and benefit amount. Staff must assist these households in making this decision by showing them how the decision to include or exclude the foster child in the FS household will affect the household's eligibility and the amount of the benefit the household will receive.

If the decision is to include the foster children in the FS household, update the budget of the casehead's line by entering the amount of the foster care payments using income source **59** with program indicator **B** for CA/FS cases or **F** for NCA FS only cases. The re-budgeting and eligibility re-assessment must be done no later than the household's next recertification.

There has been no change in CA policy regarding the treatment of adoption subsidy or foster care income.

This systemic change is effective for all budgets with an effective date of 7/A/08 or greater.

Change to
Transitional Housing
Budgeting Logic for
Cases with a FS
Ineligible Alien
Member

OTDA will send HRA a list of active cases that have a FS ineligible alien residing in transitional shelter type of **06, 30, 33** or **34**. Staff must perform the following on these cases:

- On the **NSBL06** screen, change the **Y** value in the **INV** field on the ineligible alien's line to **A**. This will indicate to WMS that a prorated share of the individual's income will be used in the calculation of FS benefits;
- Delete the income from Source Code **92**; and
- Save and authorize the budget.

**PROGRAM
IMPLICATIONS**

Model Center
Implications

There are no Model Center implications.

Paperless Office
System (POS)
Implications

Refer to [PB #08-69-SYS](#) and [PB #08-70-SYS](#) for POS implications.

Food Stamp
Implications

The treatment of adoption subsidy and foster care payments as earned income may affect the amount of the FS grant.

The foster care payments are counted as unearned income only if the foster child is part of the FS household.

Medicaid
Implications

There are no MA 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 #08-18-OPE](#) and [PD #08-20-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.

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 Centers, 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 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 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 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 an 01 if the case has been granted aid continuing (ATC), or prepare and submit a CA Recoupment Data Entry Form ([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 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 NCA FS Centers

If an applicant/participant comes to the FS Center and requests a conference, the Receptionist must alert the Center 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 Center Manager's designee. In Model Centers, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA Reception area and does not need to verbally alert the Site Manager. The NCA Receptionist will alert the Center Manager once the applicant/participant is called to the NCA Reception desk.

The Center Manager'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 Manager's designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

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

RELATED ITEMS

- [PD #00-80](#)
 - [PD #07-28-ELI](#)
 - [PB #08-69-SYS](#)
 - [PB #08-70-SYS](#)
 - [PD #08-23-OPE](#)
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REFERENCES

- SPP #2007-00090 (Individual Status “RM” to be Treated as Inactive in ABEL)
- SPP #2007-00551 (Request for New Opening Code for Work Advantage Program)
- SPP #2007-00631 (Adoption Subsidy and Foster Care Changes)
- SPP #2007-00649 (E1955 NYCWAY CVB Errors)
- SPP #2007-00695 (Change to Transitional Housing Budgeting Logic)
- SPP #2008-00141 (Project Lend a Hand Issuances Over \$999.99)
- SPP #2008-00203 (Request for New Special Grant Code for FAP Cases)