



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #08-40-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2008.3

Date: October 28, 2008	Subtopic(s): WMS
AUDIENCE	The instructions in this policy directive are for all Welfare Management System (WMS) users in the Job Centers, Non Cash Assistance Food Stamp (NCA FS) Centers 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 2008.3 migrated to production on October 20, 2008.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the October 20, 2008, release of WMS software version 2008.3 include:</p> <ul style="list-style-type: none"> • New FSINTW (Food Stamp Interview) Field to Identify Interview Type • Special Grant Code 71 (Excess Child Support) Edit Modified • Change in CA Edits Due to Elimination of Drug and Alcohol Screening Requirement for Medical Assistance (MA) Benefits • Removal of the Office Of Employment Services Client Info Screen (NQIN19) • New Employability Codes 54 (Parent in Receipt of SSD/Exempt) and 58 (Non-Parent Needed in the Home Full-time to Care for an Incapacitated/Disabled Household Member/Exempt) • Cash Assistance (CA) Single Issuances over \$999.99 • New Fleeing Felon Codes G44 (Probation Violator), G45 (Parole Violator), and W35 (Fleeing Felon)

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*

- Modified Values to the **M3E Indicator** on the Turn-Around Document (TAD)
- Modified Definition to Single Issuance Code **30** and Added Restrictions on its Use

New **FSINTW** (Food Stamp Interview) Field to Identify Interview Type

For quality assurance and reporting purposes, a new field has been created to identify the method in which a Food Stamp application or recertification interview was conducted. This new field is labeled **FSINTW** (Food Stamp Interview) and has been added to the following screens:

- Case Composition Suffix/Individual Summary (**NQCS01**)
- Case Composition Suffix Summary (**NQCS02**)
- Current Case Composition – Historical Suffix Info (**NQCS3A**)
- Case Composition Individual Summary (**NQCS3B**)
- Pending Case Level Data (**NQCP01**)

Special Grant Code **71** (Excess Child Support) Edit Modified

An edit for Special Grant Code **71** (Excess Child Support) has been modified. Previously, the number of excess child support payments issued by the Office of Central Processing (OCP) for the same issuing period was restricted to one. This was problematic as the payment amount often exceeded the maximum amount of \$999.99 allowed by the system.

To resolve this problem, the maximum number of issuances for Special Grant Code **71** in any given issuance period for a case has been increased from one to ten. For grants greater than \$999.99, multiple checks will continue to be issued, but the OCP Worker will only need to enter the actual grant amount into WMS. For example, if the excess child support payment is \$1,500.00, the OCP Worker will enter the actual amount on the Public Assistance Single Issuance Authorization Form (**LDSS-3575**), but the system will generate two checks: one check for \$999.99 and another check for the remaining balance of \$500.01. Both checks will cover the same issuing period.

Change in CA Code Edits Due to Elimination of Drug and Alcohol Screening Requirements for Medical Assistance (MA) Benefits

Due to the recent change in policy which eliminates drug/alcohol screenings, assessments, mandated drug and alcohol treatment, and monitoring of compliance with such treatment as conditions for Medicaid eligibility, the edits for the following CA codes have been revised:

- **F44** (Fail to Comply with Drug/Alcohol Screening [HH=1])
- **F45** (Fail to Comply with Drug/Alcohol Assessment [HH=1])
- **F46** (Fail to Comply with Drug/Alcohol Release Information [HH=1])
- **FX (1, 2, 3)** (Failure to Take Part in Rehab [HH=1])
- **GX (1, 2, 3)** (Failure to Take Part in Rehabilitation Program [HH=1])
- **M77** (Continue Drug/Alcohol Sanction [HH=1])

The edit for CA case level denial codes **F44, F45, F46, FX (1, 2, 3)** and **M77** which does not require a separate MA determination for case members between the ages 21 and 64 (not yet 65) has been removed.

The edit for CA case level closing codes **GX (1, 2, 3)** which continues MA for case members under 21 and discontinues MA for case members 21 or older has been removed.

All age related MA edits for CA sanction codes **F44, F45, F46** and **GX (1, 2, 3)** have been removed.

As a result, any case denied/closed with one of these codes must have a separate Medicaid determination.

Removal of the **Office Of Employment Services Client Info Screen (NQIN19)**

The **Office Of Employment Services Client Info Screen (NQIN19)** has been removed from WMS. An applicant's/participant's employability status information previously displayed on this screen is available on the following screens in NYCWAY:

- **Activity Inquiry** screen (displays current employability status in the **Program** and **Status** fields)
- **Activity Record** screen (displays employability status at the time the action code was posted in the **Prim-Status** and **Secd-Status** fields)

New Employability Codes **54** and **58**

To meet the reporting requirements contained within the Temporary Assistance to Needy Families (TANF) Final Rule, two new CA employability codes have been created:

- **54** (Parent in Receipt of SSD/Exempt); and
- **58** (Non-Parent Needed in the Home Full-time to Care for an Incapacitated/Disabled Household Member/Exempt).

These codes are valid for the following CA case types:

- Family Assistance (FA)
- Safety Net Federally Participating (SNFP)
- Safety Net Cash Assistance (SNCA)
- Safety Net Non Cash (SNNC)

However, they are not valid for Emergency Assistance for Adults (EAA) and Emergency Assistance for Families (EAF) CA case types.

In addition, two existing employability codes, **38** and **40**, have been redefined as follows:

- **38** (Parent Needed in the Home Full-time to Care for an Incapacitated/Disabled Household Member/Exempt)
- **40** (Parent or Non-Parent Needed in the Home Part-time to Care for an Incapacitated/Disabled Household Member/Non-exempt)

There is no change to the existing WMS edits for codes **38** and **40**.

CA Single Issuances
over \$999.99

Job Center staff currently issue CA single issuance grants to applicants/participants through the WMS Single Issue system. As this system limits the maximum amount of any grant to \$999.99 and because numerous grants are in excess of this amount, staff is required to enter multiple transactions of \$999.99 until the total benefit amount is reached.

This process is only for single issue grants issued via check. It does not apply to benefits issued via Electronic Benefit Transfer (EBT).

To resolve this problem, WMS will now allow and accept the entry of issuances greater than \$999.99 but no greater than \$5,000.00 on each line of the single issue transaction for the following special grant codes:

- **08** (Replacement of Cancelled Check)
- **20** (Dispossess Fees/Related Costs)
- **21** (Storage Fees)
- **22** (Moving Expenses)
- **25** (Shelter and/or Repair Allowance for Homeowner)
- **30** (Rent Payments in Excess of Maximum)
- **31** (Pre-CA Rent Arrears)
- **35** (Emergency Assistance Unit [EAU] Payment)
- **38** (Security Deposit Private Housing)
- **39** (Rent in Advance to Secure an Apartment)
- **40** (Rent in Advance to Avoid an Eviction)
- **42** (Broker's and Finder's Fees)
- **43** (Accrued Rent While on CA)
- **60** (Establishment of a Home)
- **A9** (HSP Rent Supplement [Non-Recoupable])

The following Pick-Up Codes (PUC) are allowed:

- **1** (Special Roll Check)
- **5** (Emergency Cash Assistance Check [E-Check])
- **7** (Emergency Cash Payment [E-Cash])

For grants greater than \$999.99, the JOS/Worker will enter the actual grant amount on form **LDSS-3575**. The Control Unit Worker will only need to enter the actual grant amount from the **LDSS-3575** into WMS, but multiple checks will continue to be issued. For example, if the SI grant is for \$3,100.00, the JOS/Worker will enter the actual amount on the **LDSS-3575** and WMS will generate four checks: three checks for \$999.99 and one check for the remaining balance of \$100.03.

New Fleeing Felon
Codes **G44**, **G45** and
W35

The **F35** (Fleeing Felon/Parole Violator [HH=1]) denial/closing code has been replaced by three new codes:

- **G44** (Probation Violator)
- **G45** (Parole Violator)
- **W35** (Fleeing Felon)

These new codes allow the Client Notices System (CNS) notice to contain more specific language detailing the reason for the decision.

These new codes are used for manual closings performed by Workers and also for the future automated fleeing felon computer match closing process. All three codes are valid at the case level for closings/denials for CA and FS and at the line level for closings/rejections for CA and FS. All three codes also generate a separate determination for MA benefits.

Note: A policy directive on the computer match process will be issued under separate cover and will describe these codes and the associated process in further detail.

Modified Values to the
M3E Indicator on the
TAD

The values for the **M3E Indicator** field of the TAD have been revised as follows:

- **1** (Immediate Action for Administrative Reasons)
- **T** (Manual Notice – Timely Action)
- **A** (Manual Notice – Adequate Action)

An **M3E Indicator** value of **2** (Client Doesn't Agree to Initial Action [Timely Notice]) is no longer valid.

Modified Definition to Single Issuance Code **30** and Added Restrictions on its Use

The definition to single issuance code **30** has been modified to “Rent Payments in Excess of Maximum. (This code generates a recoupment automatically unless **05** is entered in the “**Shelter/Recoupment**” field.)”

The various restrictions on the issuance of code **30** are explained in detail in the latest [WMS Authorization of Grants Manual](#).

REQUIRED ACTION

New **FSINTW** (Food Stamp Interview) Field to Identify Interview Type

For all NCA FS eligibility openings and denials and for recertifications and recertification closings when an entry has been made in the **Continuing Eligibility Document** (CED) field on the TAD, an entry of one of the following codes in the new **FSINTW** field will be required:

- **F** (Face to Face)
- **P** (Telephone)
- **H** (Home Visit)
- **N** (None)

See [PB #08-121-SYS](#) for additional information on the use of the new **FSINTW** field.

For recertifications on active cases and eligibility transactions that result in a change from Applying (AP) to either Single Issue (SI) or Active (AC) status, only entries of **F**, **P**, or **H** are allowed. For recertification closings and eligibility transactions that result in a change from AP to Reject (RJ) status, entries of **F**, **P**, **H**, or **N** are allowed.

The TAD has been updated to reflect the new **FSINTW** element. Current TAD stock must be exhausted before re-ordering a new supply. When using current TAD stock, NCA FS staff must handwrite the appropriate code in the Case Data section of the TAD to indicate how the FS interview was conducted.

Change in CA Code Edits Due to Elimination of Drug and Alcohol Screening Requirements for Medical Assistance (MA) Benefits

When denying a CA case using codes **F44**, **F45**, **F46**, **FX (1, 2, 3)** and **M77**, a separate MA determination is required regardless of the applicant’s age. A separate MA determination will continue to be required when using codes **F44**, **F45**, **F46** and **M77** to close a CA case.

When closing a CA case using code **GX (1, 2, 3)**, a separate MA determination is required regardless of the participant’s age.

When sanctioning a CA case using codes **F44, F45, F46** and **GX (1, 2, 3)**, for application cases where the individual's MA status is **AP** (Applying), the Worker will be required to make a determination on the MA portion of the case; no default action can occur. If the individual's MA status is **AC** (Active), MA benefits continue.

Modified Values to the **M3E Indicator** on the TAD

Enter an **M3E Indicator** value of **1** to generate an immediate closing for both timely and adequate closing reason codes regardless of whether the applicant/participant agreed to the initial action.

For example, when changing the CA/FS status of a case from AP/AC to RJ/CL (Closed) using any CA rejection code and FS closing code **Y99 (Other – Manual Notice Required)**: **Y99** requires a manual notice, but the entry of **M3E Indicator** value of **1** will prevent the case from clocking down and will not bypass the automated FS separate determination process.

Modified Definition to Single Issuance Code **30** and Added Restrictions on its Use

Due to the various restrictions on the use of code **30**, any errors made with its use are typically displayed in the pending area for only one day after the attempt is made to process the system generated recoupment. For this reason, all single issuances using code **30** must be regularly checked on the error reports to determine whether the appropriate recoupments were successfully generated.

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center implications.

Paperless Office System (POS) Implications

Refer to POS Release Notes Version 12.3 and FS POS Release Notes Version 2.3 for POS implications.

Food Stamp Implications

There are no additional FS implications.

Medicaid Implications

When an applicant/participant's case is closed/denied because she/he is a fleeing felon (**G44**), probation (**G45**) or parole (**W35**) violator, a separate Medicaid determination is required.

When an applicant/participant's case is closed/denied for failure to comply with the drug and alcohol screening and assessment requirement, a separate Medicaid determination is required regardless of the age of the noncompliant individual.

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

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 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 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 form ([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** form.

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 an FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA FS 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 FS 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 [PB #08-121-SYS](#)
[PB #08-133-SYS](#)
[PB #08-134-SYS](#)

REFERENCES SPP #2008-00121 (New Identifying Field for App or Recert)
 SPP #2008-00132 (Modify Edit For SP Grant Code 71)
 SPP #2008-204 (Eliminate Drug and Alcohol Screening Requirement)
 SPP #2008-00213 (Disable Office Of Employment Services Client Info Screen [NQIN19])
 SPP #2008-00281 (New Employability Codes 54 And 58)
 SPP #2008-00286 (PA Single Issuance Over \$999.99)
 SPP #2008-00287 (New Fleeing Felon Codes)
[WMS Authorization of Grants Manual](#)