



# 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 #09-25-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2009.2

<b>Date:</b> June 22, 2009	<b>Subtopic(s):</b> WMS
<b>AUDIENCE</b>	The instructions in this policy directive are for all Welfare Management System (WMS) users in Job Centers, Non Cash Assistance Food Stamp (NCA FS) Centers, and ancillary sites. They are informational for all other staff.
<b>POLICY</b>	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 2009.2 migrated to production on June 22, 2009.
<b>SYSTEM ENHANCEMENTS</b>	<p>Changes that became effective with the June 22, 2009 release of WMS software version 2009.2 include:</p> <ul style="list-style-type: none"> <li>• New Cash Assistance (CA) Single Issuance (SI) Code <b>G2</b> (Emergency Clothing Voucher)</li> <li>• Transitional housing budget calculation edits</li> <li>• New method for deleting an older infraction and an infraction on an active participant's record</li> <li>• Revisions to the Notice of Intent to Reduce Public Assistance (<b>M-328a</b>) and the Notice of Change in Grant (<b>M-328b</b>)</li> <li>• New Food Stamp (FS) SI Code <b>G3</b> for <u>Reynolds</u> retroactive FS benefits</li> <li>• New edit requiring Relationship Code (<b>REL</b>)</li> <li>• Increase of FS Same Day Issuance (SDI) maximum grant amount to \$1,999.99</li> <li>• Revised edit for Safety Net Single Issuances using Pick-up Code (PUC) <b>2</b> (Pended Until 45th Day of SNFP/SNCA/SNNC Eligibility)</li> </ul>

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*

- CA Basic Allowance increase effective July 2009
- New Originating Center ID **BFI** for the Investigation, Revenue and Enforcement Administration (IREA) Bureau of Fraud Investigation (BFI)
- Revisions to the Turn-Around Document (TAD)
- Removal of duplicate Social Security number (SSN) restriction in the FS separate determination batch process
- Eligibility mail out automated closings and report changes

New CA SI Code **G2**  
(Emergency Clothing Voucher)

As a result of the Reynolds v. Giuliani lawsuit, a new CA SI Code **G2** (Emergency Clothing Voucher) has been created.

The edits for the new CA SI Code **G2** are as follows:

- The case status must be **SI**.
- The CA 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)
- When completing the Public Assistance Single Issuance Authorization Form (**LDSS-3575**), the **From Date** must be equal to or prior to the **To Date**. The **To Date** must not be greater than 30 days from the current date.
- PUC of **1** (Special Roll Check) is valid.

**Note:** Staff should not attempt to use this code until further notice.

Transitional housing  
budget calculation edits

New edits for budgeting a Transitional Housing case with a Title IV-D sanctioned FS ineligible alien in the household have been added.

The new edits are based on the shelter type being one of the following:

- **06** (Hotel/Motel Temporary)
- **30** (Scatter Site Homeless Housing Non Tier I/Non Tier II Less than 3 meals daily)
- **33** (Homeless Shelter -Tier I or Tier II [Less Than 3 meals Per Day])
- **34** (Homeless Shelter-Tier II [Three Meals Per Day])

The new edits are on the **Individual Income/Needs** screen and are as follows:

- When Income Source Code **44** (PA/Budget Reduction - PA Budget Deficit is reduced due to Non Compliance with IV-D Requirements for Recipient or Re-Applying Household) or **45** (PA Budget Reduction - PA Budget Deficit is Reduced Due To Non-Compliance with IV-D Requirements for Applicant Households) is entered on the alien's line, the entry of **A** (FS Ineligible Alien in Transitional Housing) is permitted instead of **Y** (Individual Resides in the Household) in the Financial/Alien Involvement (**INV**) field. This allows the alien's financial involvement in the household to be accurately documented.
- Income Source Code **43** (FS Ineligible Individual - Individual Active for PA and Ineligible for FS due to a FS Disqualification) should only be used when budgeting a FS ineligible citizen (e.g., college student working less than 20 hours per week). It should not be used for FS ineligible aliens.
- If the case or suffix is SNNC or SNCA and the alien individual has a CA status of **AC** (Active), **AP** (Applying) or **SI** and FS status of **RJ** (Rejected), **CL** (Closed) or **NA** (Not Applying), Income Source Code **43** will be allowed to remain on the line. Income Source Code **92** will continue to be removed and replaced with an **INV** code of **A**.
- The warning message "EVALUATE FOR FIN INV CD 'A'" will be displayed if the following criteria are met:
  - The FS portion or at least one individual on the case is FS ineligible (status is **CL** or **RJ**);
  - The Income Source Code is **43**; and
  - The **INV** is **Y**.

This prompts the Worker to evaluate the case to determine if an **INV** of **A** would be more appropriate. Transmission to the **PA/FS Budget Results** screen will be allowed after the warning message has been displayed.

New method for deleting an older infraction and an infraction on an active participant's record

Prior to WMS release version 2009.2, the only way to delete an infraction in WMS was to activate the sanctioned individual with an opening override code. However, this method did not delete the infraction when the individual was already active or when the infraction occurred prior to another infraction (only the most recent infraction could be deleted).

At the request of the Human Resources Administration (HRA) Office of Legal Affairs (OLA), WMS has been modified to allow these infractions to be deleted. This is done by completing the new Infraction Deletion Data Entry Form (**LDSS-4962**).

Edits for this new infraction deletion method are as follows:

- An infraction for both CA and FS will have the same authorization number. To delete both infractions, two entries must be made on form **LDSS-4962**: one with Item Number **399** for the CA infraction and one with Item Number **400** for the FS infraction.
- If a more recent infraction (than the deleted infraction) exists of the same type, the duration of the sanction will be automatically adjusted and an **M** (Modified) will display in the **DEL IND** column. For example, a case has three employment infractions. If the second 90-day sanction is deleted, then the third 180-day infraction will be adjusted to 90 days.
- Deletion of an infraction is allowed on a line in **AC**, **SI**, **SN** (Sanctioned), **CL** or **RJ** status as long as the case status is in **AC/SI** status. Both unexpired and expired infractions may be deleted.
- This method should not be used to delete the most recent infraction unless the infraction was entered in error. If the sanctioned individual is willing to comply with requirements, he/she should be activated with a valid opening code, per current procedure.

Revisions to forms  
**M-328a** and **M-328b**

As a result of a recent lawsuit, forms [M-328a](#) and [M-328b](#) have been revised as follows:

- Form **M-328a** includes the following language:  
  
“If the recoupment presents a hardship, you can call your Worker, as you are entitled to ask for a hardship determination.”
- Form **M-328b** cites the specific law/regulations upon which the recoupment action is based.

New FS SI Code **G3**  
(Reynolds SI Retroactive  
FS Benefits)

As a result of the Reynolds v. Giuliani lawsuit, a new FS SI Code **G3** (Reynolds SI Retroactive FS Benefits) has been created to issue retroactive FS benefit payments.

FS SI Code **G3** can be used to issue payments to CA/FS and NCA FS cases that are in active or closed status. When completing the Food Stamp Single Issuance Authorization Form ([LDSS-3574](#)), the **From Date** must be equal to or greater than 11/1/05 and the **To Date** must be before the issuance date.

New edit requiring **REL** For TANF/Safety Net Maintenance of Effort (MOE) reporting purposes, **REL** is now required for any individual in a CA or NCA FS case whose status is changing to **AC, RJ, SI** or **SN**.

This requirement does not apply to the following scenarios:

- When the individual on a CA case is activated for Medicaid (MA) only.
- When the individual(s) is/are automatically activated (e.g., Supplemental Security Income [SSI] couples) in an NCA FS case. When these cases are activated, only one participant is required to have a **REL** of **01** (Applicant/Payee). All other participants do not require a **REL**.
- A **REL** already exists for the specified Client Identification Number (CIN).

Increase of FS SDI maximum grant amount to \$1,999.99

Prior to WMS release version 2009.2, WMS limited the maximum amount of a SDI FS grant to \$999.99. Due to the Standard Utility Allowance (SUA) changes that went into effect October 1, 2008, the number of households eligible to receive SDI FS grants in excess of this amount increased significantly. As a result, staff was required to provide multiple issuances when the SDI benefit amount was over \$999.99: \$999.99 issued as an SDI with the remaining balance issued as a regular FS SI.

To resolve this problem, WMS now allows and accepts the entry of SDI FS grant issuances greater than \$999.99, but less than \$2,000.00 for the following SDI codes:

- **52** (Expedited Service, Verified For PA/FS cases)
- **53** (Expedited Service – EBT, Verified for NPA/FS Cases)
- **54** (Expedited Service, Not Verified For PA/FS cases)
- **55** (Expedited Service – Not Verified for NPA/FS Cases)

Revised edit for Safety Net single issuances with PUC 2

Prior to WMS release version 2009.2, benefits authorized with PUC **2** for Safety Net application cases were held and not issued until 45 days after the application filing date. When the benefits were issued, WMS required the issuing Center to be the same Center that originally authorized the benefits. This was problematic for Safety Net cases that were transferred to a different Center before the 45-day wait period expired.

To resolve this problem, WMS has been modified to now check the authorization records from the previous 45 days and allow the benefits to be issued if the responsible Center at the time of the authorization was the same Center that authorized the issuance.

<p>CA Basic Allowance increase effective July 2009</p>	<p>As the result of a change to Social Services Law Section 131-a, the CA Basic Allowance will be increased over a three-year period beginning July 1, 2009. See PB #09-71-ELI for details.</p>
<p>New Originating Center ID <b>BFI</b> for IREA BFI</p>	<p>A new Originating ID, <b>BFI</b>, has been created to identify actions originated by IREA BFI. This ID will be used by special BFI telephone bank operators who handle calls and schedule BFI interview appointments for applicants/participants whose cases were automatically rejected/closed due to a match on the Public Assistance Reporting Information System (PARIS) report.</p>
<p>Revisions to the TAD</p>	<p>The WMS/NYC Authorization Document (<a href="#">LDSS-3517</a>), commonly referred to as the TAD, has been revised. See <a href="#">PB #09-58-SYS</a> for details.</p>
<p>Removal of duplicate SSN restriction in the FS separate determination batch process</p>	<p>The FS separate determination batch process automatically creates an NCA FS case when:</p> <ul style="list-style-type: none"> <li>• a household that applied for both CA and FS is denied CA for a reason that does not apply to FS eligibility; and</li> <li>• a CA case of a household that is in receipt of recurring FS benefits is closed for a reason that does not apply to FS eligibility.</li> </ul> <p>The edit that prevented the creation of the NCA FS case when duplicate SSNs exist on the same CA case has been removed. This change applies to the batch process only. If a Worker attempts to activate an individual with a duplicate SSN, the transaction will error out.</p>
<p>Eligibility Mail Out Automated Closings and Report Changes</p>	<p>Currently, on a monthly basis, the PA Eligibility Mail Out process sends out questionnaires to CA participants six months prior to their recertification date. The participant's completed questionnaires are returned to a vendor who creates a daily file of the questionnaire responses. This file is sent to WMS and is input on a series of WINRO reports – <b>WINRO661</b>, <b>WINRO666</b>, <b>WINRO667</b>, <b>WINRO668</b>, and <b>WINRO669</b> indicating, "No Changes," "Undeliverable," and Case Changes to be made as a result of the answers on the questionnaires. The WINRO reports are sent to Job Centers to take the appropriate action.</p> <p>Under the <u>new</u> process, the vendor will now send the completed questionnaires requesting Case Changes to the Income Clearance Program (ICP) for processing. A policy directive describing this process will be published separately.</p>

**REQUIRED ACTION**

New method for deleting an older infraction and an infraction on an active participant's record

To delete an infraction, complete form **LDSS-4962** as follows:

- To delete a CA infraction, use the PA section (**Item Number** [column prefilled with code **399**]). To delete an FS infraction, use the FS section (**Item Number** [column prefilled with code **400**]), and enter the following:
  - The line number of the individual who committed the infraction in the **Line Number** column; and
  - The eight (8) digit authorization number of the infraction (as found on the **Client Infraction History** screen) in the **Authorization Number** column.

For example, line 03 was sanctioned with CA code **WE1** for the period 10/14/08 to 01/12/09 with an authorization number of 61113312. To delete this CA infraction, enter the following on form **LDSS-4962**:

PA	ITEM NUMBER	LINE NUMBER	AUTHORIZATION NUMBER
	399	03	61113312

The pending transaction will appear on the **Pending Individual Data** screen. After the overnight batch process runs, the infraction record is marked with a **W** in the **DEL IND** column on the **Client Infraction History** screen (shown on the next page). This is similar to the use of an override code, which marks the infraction with an **X**. An individual with an infraction marked with **W** can be opened with any valid opening code and no override code is required. The next infraction of the same type will not be bumped up by the presence of an infraction marked with a **W**.

**Client Infraction History screen**

NQIN22 (Z)		CLIENT INFRACTION HISTORY						01/02/09	
CIN	First Name M Last	Sex	SSN	Val	Birth Date		Page 01 of 01		
[REDACTED]	[REDACTED]	M	- -	2	08/17/1979				
MA ID Number: 00082151036									
----- LAST TXN -----									
PGM	TYPE	CASE #	AUTH #	TYPE	Code	AUTH DATE	SN	EXP DT	DEL IND
PA		[REDACTED]	00032132	0109	WE2	12/23/08		03/23/09	
PA		[REDACTED]	61113312	0109	WE1	10/14/08		01/12/09	W
						/ /		/ /	

Next CIN: \_\_\_\_\_

Infraction marked as deleted

CMD

(CONTINUED NEXT PAGE)

New edit requiring **REL**

When changing an individual's status to **AC**, **RJ**, **SI** or **SN**, a **REL** must be entered for the individual on the Paperless Office System (POS) TAD.

**PROGRAM IMPLICATIONS**

Model Center Implications

There are no Model Center implications.

POS Implications

Refer to [PB #09-70-SYS](#) and [PB #09-73-SYS](#) for POS implications.

Food Stamp Implications

There are no FS implications.

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 #09-14-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 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 CA 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 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 at  
NCA FS Centers

If an applicant/participant comes to the NCA 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 Offices, 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 Center 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 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 #09-58-SYS](#)
- [PB #09-70-SYS](#)
- [PB #09-71-ELI](#)
- [PB #09-73-SYS](#)

**REFERENCES**

- SPP #2008-00134 (Eligibility Mail Out Automated Closings and Report Changes)
- SPP #2008-00364 (New PA/SI Code for Emergency Clothing Voucher)
- SPP #2008-00368 (NYC Addendum to Transitional Housing Budget Calc)
- SPP #2008-00659 (Removal of 60 Month and 24 Month Fields from TAD)
- SPP #2008-00689 (Deletion Modification of Infraction)
- SPP #2009-00065 (Adding Test to M328a and M328b Recoupment Notices)
- SPP #2009-00077 (New Single Issue Code to Reynolds Retroactive FS Benefits)
- SPP #2009-00151 (New Edit Requiring Relationship Code)
- SPP #2009-00184 (Raise SDI FS Issuance Maximum to 1999.99)
- SPP #2009-00227 (Fix Rejected Single Issuance Cases for Job Centers)
- SPP #2009-00242 (July 2009 PA Basic Allowance Increase)
- SPP #2009-00248 (New Originating Center ID BFI)
- SPP #2009-00270 (TAD Changes for 2009.2)
- SPP #2009-00344 (Relax Edit "Duplicate SSN on Case" SEPDT Batch App Only)

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

**LDSS 4962**      Infraction Deletion Data Entry Form

## INFRACTION DELETION DATA ENTRY FORM

<b>CASE NUMBER</b> 	<b>DATE FORM PREPARED (mmddyy)</b> 
<b>ORIGINATING ID</b>	<b>AUTHORIZATION NUMBER</b> 

PA	ITEM NUMBER	LINE NUMBER	AUTHORIZATION NUMBER
	399		
	399		
	399		

SAMPLE

FS	ITEM NUMBER	LINE NUMBER	AUTHORIZATION NUMBER
	400		
	400		
	400		

<b>ELIGIBILITY SPECIALIST</b>	<b>DATE</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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<b>CONTROL CLERK</b>	<b>DATE</b>	<b>CRT OPERATOR</b>	<b>DATE</b>
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