



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



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

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #10-27-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2010.2

Date: July 6, 2010	Subtopic(s): WMS
AUDIENCE	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.
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 2010.2 migrated to production on June 21, 2010.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the June 21, 2010, release of WMS software version 2010.2 include:</p> <ul style="list-style-type: none"> • New Denial/Closing Codes: Failure to Apply, Complete, Appeal, or Accept Supplemental Security Income (SSI). • Allow Transitional Medical Assistance (TMA) for One-Shot Deal Code Y18 (Work Advantage One Shot Deal). • Request to Identify Homebound (HB) Cases & Place HB Message on WINRO076. • Modify Automated Budgeting and Eligibility Logic (ABEL) Edits for Income Source Code 78 (MKB FA/SNCA Income). • Separate Determination (Sep Det) Processing and Payees. • Changes in Budgeting for Shelter Type 04 (Room and Board). • New Temporary Assistance (TA) Earned Income Source Code 76 (Youth Build). • Update Allen Budgeting Method for Cases in Transitional Housing. • Exclude Residential Treatment Service Center (RTSC) Shelter Type Cases from Sep Det Process. • Prohibited Case Transfer Centers.

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 Fax* or fax to: (917) 639-0298

New Denial/Closing Codes: Failure to Apply, Complete, Appeal, or Accept SSI

Previously, code **F12** (Failed to apply for SSI) was used to close cases for failure to apply for SSI, failure to appeal an SSI denial, or failure to accept SSI. Code **F12** has been determined to not be specific enough and, as a result, has been separated into the following three codes:

- **EZ1** – failure to apply for SSI;
- **EZ2** – failure to appeal an SSI denial; and
- **EZ3** – failure to accept SSI.

In addition, a fourth code has been created that is specific to individuals in Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE):

- **EZ4** – failure to complete the application steps for SSI.

Note: These new codes will be used to close all applicable cases that have a household size equal to or greater than one, where a legally responsible adult fails to comply.

Since **F12** is also valid for Medicaid (MA) cases, it will be retained to be used for MA cases only. In addition, code **G12** (Failure to Apply for SSI HH=1), which was valid on Safety Net Cash Assistance (SNCA) and Safety Net Non-Cash (SNNC) cases only, will be discontinued.

New York City Work, Accountability, and You (NYCWAY) will be modified so that these new codes will replace **F12** on any files that are passed to WMS which link NYCWAY action codes to specific WMS reason codes.

Detailed instructions concerning the use of these codes will be provided in a separate policy bulletin.

Allow TMA for One-Shot Deal Code **Y18**

Currently, TMA is being terminated on closed CA cases that were subsequently opened with one-shot deal code **Y18** (Work Advantage).

CIN selection is important to ensure the TMA does not close.

With this release, if a CA case is opened using **Y18** and the same Client Identification Number (CIN) as on a previously closed case is used, TMA will no longer be terminated. TMA Indicator of **T** will remain with the original date of eligibility for TMA.

Note: Closing code **850** (TMA Transitional Benefits Truncation), which terminates MA at the end of the processing month, will continue.

Request to Identify HB Cases & Place HB Message on **WINRO076**

A special HB recertification project is currently being developed by the food stamp program. To assist with this process, a new message is needed on the **WINRO076** in order to identify homebound (HB) cases. The **WINRO076** is a monthly report that contains the NCA Food Stamp Certification Schedule. For each case identified as HB the word "Homebound" will be indicated in the Message area on the **WINRO076**.

Modify ABEL Edits for Income Source Code **78**

Previously, WMS did not allow income source code **78** to be input on cases that had an:

- ineligible alien child under the age of 18 on the Safety Net Suffix, or
- FA eligible adult (18 and over) on the FA suffix.

Effective with this release, WMS will allow the input of income source code **78** on the line of the FS ineligible alien parent/caretaker, even if there is an individual on the SNA suffix under 18 or an adult (18 and over) on the FA suffix.

Note: These particular cases must be multi-suffix with FA as suffix one and SNCA/SNNC as suffix two.

Separate Determination (Sep Det) Processing and Payees

Currently, when a Cash Assistance (CA)/Food Stamp (FS) case is closed with a code that requires a FS separate determination, the system will create an NCA FS case and carry over only the individuals that were active for FS on the previous case. As a result, payees who are inactive for FS are not being brought over to the FS Separate Determination case. Effective with this release, when WMS creates an NCA FS case as part of the automated separate determination process, the inactive payee's line will be included in the new FS case, but will remain in his/her inactive status.

Note: The payee's line will be brought over to the FS Separate Determination case when the relationship code is **01** (Payee) or **28** (Alternate Payee) and the line status is **CL** (Closed), **RJ** (Rejected), **NA** (Not Applying) or **SN** (Sanction).

Changes in Budgeting for Shelter Type **04**

Currently, the input of CA Shelter Amount for shelter type **04** is capped at the total for either the Shelter with Children or Shelter without Children allowance based on case type.

Effective with this release, the maximum shelter allowance for shelter type **04** will use only the Shelter without Children allowance in the calculation, regardless of case type.

New TA Earned
Income Source
Code **76** (Youth
Build)

Youth Build income is exempt on a SNA case with dependent child under 21 years old who is a full or part-time student.

Income source code **76** has been created to identify income from Youth Build, a federal training and work program for disadvantaged young people between the ages of 16 and 24. The Youth Build Transfer Act transferred Youth Build from the Department of Housing and Urban Development to the Department of Labor, including it under the Workforce Investment Act (WIA) programs. Under federal statute, allowances and payments to individuals participating in WIA programs are exempt from any assistance provided by or reimbursed by federal funds. Youth Build income will be counted as Earned Income for CA and Exempt Income for FS.

Income source code **76** is valid on SNCA and SNNC cases only. If income source code **76** is input on an FA or SNFP case, WMS will display the following error message, "E2644: INC SRC 76: NEEDS CASE TYPE SNCA OR SNNC".

If income source code **76** is input with a Program Indicator equal to **F** (FS only), WMS will display the error message, "E2646 – PROG IND INVALID FOR INC SRC 76".

Income source code **76** requires an amount greater than zero in the GROSS field on the **NSBL06** screen. If code **76** is input without an amount greater than zero, WMS will display the error message, "E0230 – REQUIRED FIELDS MISSING".

Code **76** requires input of Hours Worked and Employment Status. If there are entries missing in either field, WMS will display the error message, "E1918 BOTH EARNED INC CODE AND # HRS NEEDED".

Income source code **76** will only be valid for budgets with an effective date of 05/A/10 or later. The error message, "E0195 – INVALID ENTRY" will automatically occur if the income source code is input on a budget with a budget effective date earlier than 05/A/10.

Update Allen
Budgeting Method
for Cases in
Transitional Housing

The presence of a legally responsible relative should be considered when determining eligibility and Cash Assistance benefit amounts on multisuffix cases. Shelter Costs and Benefit Amounts for CA should be prorated depending on whether there are legal lines of responsibility. The Allen budgeting methodology is use when there are legal lines or responsibility between two suffixes and no one in the household is in receipt of SSI.

WMS ABEL has been updated to budget cases living in Transitional (homeless) housing and subject to the Allen budgeting methodology. The following edits have been made to WMS:

Refer to [PB #06-150-ELI](#) for detailed instructions related to Allen budgeting.

- The CA budgeting methodology was updated to disregard the transitional housing allowance and correctly budget the Legally Responsible Relative's (LRR) portion of needs when these Allen cases become homeless.
- The FS budgeting methodology was adjusted to use the correct proration of income when there are undocumented aliens in the household other than the LRR (individual with income).
- The system was updated to correctly reflect the FS Shelter to be used with these Transitional Housing cases.

Note: There was no change to the current Allen budgeting methodology for cases in regular housing (shelter types **01**, **02**, etc.)

The remainder of the FS calculation (CA for FS & FS Shelter) for Allen cases in non-Transitional Housing shelter types should follow currently programmed FS budgeting methodology.

The FS Shelter Calculation for Allen Cases in Transitional Housing is as follows:

- For Allen cases in Transitional Housing (shelter types **06**, **30**, **33** and **34**), the remainder of the FS calculation uses two different pro-rations as follows:
 - The CA for FS Income Calculation should follow the current rules for Transitional Housing.
 - The FS Shelter component (displayed on line 20 of the **WINRO154**) should use the CA Shelter with or without Children table look-up amount for the FS active individuals (AC or SI) for all situations.

Exclude RTSC Shelter Type Cases from Sep Det Process

RTSC cases that are closed with a code that requires a separate FS determination error out when WMS attempts to create the NCA FS case in **SI** or **AC** status. The cases error out because shelter types **27**, **31**, and **32** are not valid for NCA FS cases.

Effective with this release, WMS will change shelter type codes **27**, **31**, or **32** to shelter type code **23** (Undomiciled) during NCA FS Separate Determination processing for Center 52 cases.

Prohibited Case Transfer Centers

The following Food Stamp centers are not operational and should not have any cases transferred to them:

- F01, F04, F11, F12, F23, F24, F25, F27, F29, F31, F32, F33, F35, F38, F42, F43, F48, F49, F51, F52, F62, F63, F64, F67, F70, F85, and F94.

Any Undercare transaction that has one of the responsible NCA FS Centers listed above entered on the TAD in Element **022** (FS Responsible Center) should result in error message “Invalid Responsible Center for Transfer.”

This edit will ensure that no active cases are transferred into any of these obsolete centers. It will not prevent an:

- undercare transaction on a case already in these centers, or
- a new application from being registered in these centers via Worker Mode Applications and being activated via Eligibility.

REQUIRED ACTION

New TA Earned Income Source Code **76** (Youth Build)

When income is reported for an individual between ages 16 and 24 and the source of the income is Youth Build, the JOS/Worker must calculate and save a new budget as follows:

- Enter **04** in the **EMP** field.
- Enter monthly number of hours worked in the **HW** field.
- Enter code **76** in the **SRC** field.
- Enter the gross income in the **GROSS** field.
- Enter **P** in the **PROG** field.

Reminder: Income source code **76** is not valid on FA cases or SNA cases with a child under 21 and in school full or part- time

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center Implications.

Paperless Office System (POS) Implications Refer to [PB #10-65-SYS](#) and [PB #10-67-SYS](#) for POS implications related to the WMS Software Version 2010.2.

Food Stamp Implications Income source code **76** (Youth Build) is not counted for FS.

Medicaid Implications One-shot deal code **Y18** (Work Advantage) will not close current TMA Cases.

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 #10-12-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 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 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 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 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.

REFERENCES

SPP #2008-00135	New Denial/Closing Codes: Failure to Apply, Complete, Appeal, or Accept SSI
SPP #2009-00742	Allow TMA for One-Shot Deal Code Y18
SPP #2009-00759	Request to Identify HB Cases & Place HB Message on WINRO076
SPP #2009-00766	Modify ABEL Edits for Income Source Code 78
SPP #2009-00804	Separate Determination (Sep Det) Processing and Payees
SPP #2010-00018	Changes in Budgeting for Shelter Type 04
SPP #2010-00172	New TA Earned Income Source Code 76 (Youth Build)
SPP #2010-00185	Update Allen Budgeting Method for Cases in Transitional Housing
SPP #2010-00210	Exclude RTSC Shelter Type Cases from Sep Det Process
SPP #2010-00235	Prohibited Case Transfer Centers

RELATED ITEM [PB #06-150-ELI](#)