



FAMILY INDEPENDENCE ADMINISTRATION

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Policy, Procedures, and Training

POLICY DIRECTIVE #10-39-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2010.3

Date: November 5, 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 2010.3 migrated to production on October 18, 2010.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the October 18, 2010, release of WMS software version 2010.3 include:</p> <ul style="list-style-type: none"> • Creating Suffix level Infraction Records in Eligibility. • Birth Verification Process – Phase 1. • Auto Transfer of NCA Cases Upon Activation. • Automated Bump-Up of FS Sanction on NCA/FS Cases for Sanction Codes N41, N42, & N43. • Automated Bump-Up of PA Sanction Codes N41, N42, and N43. • Food Stamps and RTC Case Transfers. • WMS Accommodation for New Housing Advantage NY Program – Phase 2. • Issue Shelter Supplement When Recurring Grant Is Less Than \$5. • Add Summary Page to WINRO322 report. • Update to Budget History Screen NSBL35. • Elimination of FS Denial and Closing Code F95. • Allow Line RJ When Opening Case for Immediate Needs. • Allow Special Needs Code 25 if Line is Inactive.

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

- Remove Ethnicity/Race Fields – **NCEM15** – Inhibit Entry of Item Numbers – **NUCMCL**.
- MYBENEFITS Integration with NYC POS and WMS.

Creating Suffix level
Infraction Records in
Eligibility

Previously, sanction infraction records were created on undercare cases at the case and line level and on application cases at the line level only. Effective with this release, sanction infraction records can be created on application cases at the case level for a household size of 1.

A Cash Assistance (CA) application with a household size of 1 can be denied with the following sanction infraction codes:

See [Worker's Guide To Codes](#) for information on sanction periods for household sizes greater than 1.

- **WE1** – Failure to Comply with Employment Requirements – 1st Occurrence (HH=1) 1st Occurrence 90 Day Sanction.
- **WE2** – output code for 150 day sanction.
- **WE3** – output code for 180 day sanction.

Sanction infraction history will be recorded for the **WE1-WE3** series for automated bump-up.

Sanction codes **WE1**, **WE2**, and **WE3** imposed on a CA applicant/participant will count against other employment sanction codes (**N41-N43** and **WX1-WX3**) and vice versa. For example, if a participant was previously sanctioned with **WE1** and new **N41** sanction is data entered, the system bumps up code to **N42** based upon **WE1** sanction history. The reverse is also true.

Birth Verification
Process – Phase 1

The Medicaid (MA) program currently requires applicants to document their citizenship when applying for health insurance benefits. Effective with this release, the applicants with the criteria indicated below will undergo a Birth Verification Process through a systems match with the State Verification and Exchange System (SVES).

The match process will run on CA/MA and MA only cases.

The system will match individuals with the following criteria:

The match process will not run on NCA FS cases or FS only individuals on CA cases.

- Active for MA
- Alien Citizenship Indicator = C (Citizen)
- SSN Validation code = 7 (SSN Assigned by SSA) or 8 (SSN Validated by SSA)
- BVI (Birth Verification Indicator) field = BLANK
- Alien Number field = BLANK
- SSI indicator does not = 1 (Active) or 4 (Deemed Eligible)

New BVI field	A new BVI indicator field has been added to the Pending Individual Data (NQCP03) and the Client Information (NQIN2A) screens. A BVI indicator field has also been added to the Turn Around Document (TAD) (Item #366) and the WMS Clearance report next to the DOB (date of birth) field. The Paperless Office System (POS) TAD has been updated to include the BVI indicator field next to the Birth Date field.
BVI codes	<p>The following are valid BVI codes:</p> <ul style="list-style-type: none"> • 1 - SSN verified, there is no indication of death, and allegation of citizenship is consistent with SSA data • B - SSN is verified, there is no indication of death, and the allegation of citizenship is NOT consistent with SSA data • C - SSN is verified, there is indication of death, and the allegation of citizenship is consistent with SSA data • D - SSN is verified, there is indication of death, and the allegation of citizenship is NOT consistent with SSA data • 2 - Verified through automated newborn process • 3 - Verified by a worker • 4 - Verified via EDITS/POS • 5 - Deemed Verified • BLANK - Not Verified
Auto Transfer of NCA Cases Upon Activation	<p>Previously, all NCA FS cases (in Application [AP], Single Issuance [SI], and Active [AC] status) assigned to incorrect NCA FS locations were manually transferred to the correct NCA FS Center according to the appropriate zip code.</p> <p>Effective with this release, cases placed in AC status by the automated SEPDET process will automatically be assigned to the NCA FS site based on the case's zip code. WMS will first review the FS case status before determining to which NCA FS Center the case belongs.</p>
The Zip Code Guide assigns each zip code to a NCA FS Center.	If the case status is AC , then the Zip Code Guide maintained for SEPDET processing will be used to determine correct NCA FS site.
The SEPDET Table assigns each Job Center to a NCA FS Center.	If the zip code cannot be found in the zip code table, the SEPDET processing will default to the SEPDET table (which associates a Job Center with a NCA FS Center). The Job Center location will be used to determine the appropriate NCA FS Center for the case. For example, if the SEPDET table assigns Job Center #32 to NCA FS Center F32 , a CA case closed at Job Center #32 will open at F32 .

If an applicant appears in the center to reapply for assistance before the separate determination processing is complete, and the new case is put in **AC** or **SI** status, the SEPDET case will error out and remain in **AP** status.

Automated Bump-Up of FS Sanction on NCA FS Cases for Sanction Codes **N41, N42, & N43**

Effective with this release, there will be Automated Bump-Up of FS Sanctions on NCA FS cases for both line and case levels for **N41, N42, and N43** sanctions, similar to what is currently done for **WE1, WE2** and **WE3** FS sanctions. Codes used at case level are valid for the household size of 1.

Sanction codes **N41, N42, and N43** imposed on a NCA FS applicant/participant will count against employment sanction codes **WE1, WE2, and WE3** and vice versa. For example, if a participant was previously sanctioned with **N41** and new **WE1** sanction is data entered, the system bumps up code to **WE2** based upon **N41** sanction in history. The reverse is also true.

The following are descriptions of FS sanction codes **N41, N42, and N43**:

- **N41** - Recipient Voluntary-Quit-1st Occurrence (2 months and until compliance).
- **N42** - Recipient Voluntary-Quit-2nd Occurrence (4 months and until compliance).
- **N43** - Recipient Voluntary-Quit-3rd Occurrence (and Subsequent) (6 months and until compliance).

Automated Bump-Up of PA Sanction

Effective with this release, the bump-up process will be expanded for CA participants who are sanctioned for voluntary quit to include codes **N41, N42, and N43**.

Codes **N41, N42, and N43**.

The same edits mentioned under the Automated Bump-Up of FS Sanction on NCA FS Cases for Sanction Codes **N41, N42, & N43** apply to these codes when used to close or sanction cases/individuals on CA cases.

Food Stamps and RTC Case Transfers

Participants residing in Residential Treatment Centers (RTCs) have their FS benefits paid off-line to the RTC by Center **052**.

Previously, when a RTC case was transferred to a regular CA/FS or NCA FS center in the middle of a month, the participant could not receive food stamps for the prorated portion of that month. JOS/Workers at Center 52 were unable to single issue a pro-rated benefit due to WMS preventing the overlapping of benefits.

See [PD #08-10-ELI](#) for instructions on Special Grant Approval.

To rectify this problem, WMS benefit issuance restrictions on issuing such benefits have been lifted, but only if the grant is approved through the Special Grant Approval Screen (**NSGC99**) in WMS.

Previously, the Special Grant Approval Screen **NSGC99** was used by the Center Director or designee to approve grants issued with CA Single Issue codes **99** (Other) and **41** (Utility Advance). Effective with this release, FS grants that overlap a previous or current period issued with the following codes must be approved by the Center Director or Designee in the same manner as issuance codes 99 and 41.

Job Centers Only

- Code **06** – Prorated/Partial PA
- Code **14** – Full Month

NCA FS Centers Only

- Code **08** – Prorated/Partial PA
- Code **16** – Full Month

WMS Accommodation for New Housing Advantage NY Program – Phase 2

In Phase 2 of the Advantage Rental Assistance Program, WMS will automate the income reduction amount prior to the calculation of the CA and FS budget. This means the income will be reduced by the amount entered in the **FS SHLT** field when applying the Net Income Test. The standard deduction and the earned income disregard will be taken from the reduced income amount. Additional information on the Advantage Rental Assistance Program will be provided under separate cover.

Issue Shelter Supplement When Recurring Grant is Less Than \$5

Previously, CA Shelter Supplement benefits were not disbursed to participants whose recurring grant had been reduced to \$5 or less. Effective with this release, WMS will issue CA Shelter Supplement payments to participants when the regular recurring grant is reduced to \$5 or less for the following programs:

- Housing Stability Plus (HSP) (Code **42**)
- Family Eviction Prevention (Code **47**)
- HSP Adults Only (Code **48**)

Add Summary Page to **WINRO322** report

Effective with this release a new Summary Page on the last page of the **WINRO322** Report- “SINGLE ISSUE FOOD STAMP CASES NOT RECEIVING BENEFITS FOR ONE OR MORE MONTHS” has been created to display the total number of cases for each Center.

Update to Budget
History Screen
NSBL35

The Budget History screen **NSBL35** has been updated with new fields that will provide additional budget information on CA and FS allotment amounts and new Budget Source codes. JOS/Workers will have the capability to view budget information and CA/FS allotment information simultaneously. The new Budget Source codes will provide more detailed information on the case history.

Elimination of FS
Denial and Closing
Code **F95**

Code **F95** (Alien Ineligible for Food Assistance Program [FAP]) was formerly used to reject or close a case (household size of 1) or line that was ineligible for the FAP. Code **F95** now has been eliminated because the FAP has been discontinued. Code **F95** has been removed from the Worker's Guide to Codes and the NPA Food Stamps Desk Guide to Codes (See [TM #10-14](#) and [TM #10-15](#)).

Allow Line RJ When
Opening Case for
Immediate Needs

Previously, WMS was enhanced to allow a CA case to be put into **SI** (single issue) status while rejecting an individual line with opening code **Y41** (Case accepted for immediate needs [pre-investigation]). Effective with this release, this enhancement has now been expanded to include the following opening codes:

- **Y18** - Work Advantage One Shot Deal.
- **Y19** - Case accepted for immediate needs other than shelter or utility arrears.
- **Y37** - Case accepted for single issue payments that have been ordered by a Fair Hearing.
- **Y38** - Case accepted for only emergency shelter arrears and/or emergency utility arrears which applicant agrees to pay.
- **Y39** - Case accepted for only emergency shelter arrears and/or emergency utility arrears with no repayment agreement.

See [PD #10-14-SYS](#) for information on similar enhancement with code **Y41**.

Allow Special Needs
Code **25** If Line Is
Inactive

Previously, error messages "SHELTER TYPE INVALID FOR SPEC NDS 25" and "SPEC NDS 25 INCOMPATIBLE FOR SHELTY" occur if Special Needs Type Code **25** (Carfare Homeless CA Participants) is input on a case with a non-homeless shelter type or if encountered when the shelter type is being changed to a non-homeless one. These messages occur even if the code is on a line in Sanction (**SN**), Closed (**CL**), or Rejected (**RJ**) status.

Effective with this release, WMS will allow Special Needs Type Code **25** to remain if the line is inactive. The error messages will not occur for inactive lines (**CL**, **RJ**). The error messages will only occur if the individual line is active (**AC**, **SI**, or **SN**).

Remove
Ethnicity/Race Fields
– **NCM15** – Inhibit
Entry of Item
Numbers –
NUCMCL

At Initial Eligibility, the capability to enter Ethnicity/Race data on the Individual Data Screen (**NCM15**) was removed. The Ethnicity/Race data was relocated to the Worker Mode Application. The fields were never removed from the screen and the related item numbers were never rendered invalid and inhibited on the Unformatted screen (**NUCMCL**).

Effective with this release, these Ethnicity/Race fields will be removed from **NCM15**.

The entry of the following Ethnicity/Race-related item numbers are now invalid on screen **NUCMCL**:

- **395** – H – Hispanic/Latino
- **396** – I – Indian
- **397** – A – Asian
- **398** – B – Black/African American
- **373** – P – Pacific Islander
- **374** – W – White

MYBENEFITS
Integration with NYC
POS and WMS

MyBenefits has been integrated with POS and WMS to support eApps submitted from the public through the MyBenefits and AccessNYC systems. The MyBenefits/myWorkspace database will store eApp data submitted by applicants via MyBenefits or AccessNYC. The applicant’s registration number created in WMS will be transferred into POS for each eApp submitted.

If the eApp does not receive an application number within three days, the case will appear on an exception report.

REQUIRED ACTION

Food Stamps and
RTC Case Transfers

JOS/Workers at Center 52 can now issue prorated benefits to participants who leave an RTC during the middle of the month using issuance codes **06**, **08**, **14**, and **16**. After completion of the Food Stamp Issuance Authorization Form (**LDSS 3574**) the case will be approved by the supervisor. The case will then be forwarded to the Center Director or Deputy Director for approval.

See [PD #08-10-ELI](#) for instructions on Special Grant Code Approval Screen **NSGC99**.

The Center Director or the Deputy Director must access the Special Grant Approval screen (**NSGC99**) to authorize the grant and enter the pertinent data for grant approval.

The **NSGC99** screen will now allow entry of:

- the NCA FS Center beginning with letter “F” in the “ORIG ID field (NCA FS Centers only).

- code **08** or **16** (NCA FS Centers only) in the “Issuance Code” field.
- code **06** or **14** (Job Centers only) in the “Issuance Code” field.

To prevent Worker fraud this screen is only accessible to Center Directors or Deputy Directors for benefit approval.

Birth Verification
Process – Phase 1

Prior to migration all active CA/MA and MA-only individuals will have the BVI indicator changed from blank to Code **5** (Deemed Verified).

During the application interview, if the applicant indicates that he/she or any member of the applying household is a U.S. citizen, verification of citizenship is required for MA purposes. If the applicant submits proof of citizenship, the JOS/Worker must enter Code **3** in the BVI field on the POS TAD. If Code **3** is not entered, when the case becomes active, the household members will be matched against the SSA database. The result from the query will be entered in the BVI field automatically.

See [PB #09-101-SYS](#) for information on the DOHMH match.

If the individual indicates that he/she was born in New York City, POS will match the individuals demographic information against the Department of Health and Mental Health (DOHMH) file. If a positive match is found, POS will populate Code **4** in the BVI field.

If the applicant is not a U.S. citizen or does not provide proof of her/his citizenship and identity, then the BVI field should be left blank.

JOS/Workers will only be able to enter the BVI Code **3**.

JOS/Workers will not be able to enter Code **3** if the BVI field has a current value of the following codes:

- Code **1** - Verified
- Code **2** - Verified through automated newborn process
- Code **4** - Verified via EDITS/POS
- Code **5** - Deemed Verified (System Generated)

The BVI indicator is not valid on FS only cases, or FS only individuals on a CA case.

Refer to [Fax Flash 10/32](#) and [PB #10-110-SYS](#) for information on the usage of the BVI codes.

**PROGRAM
IMPLICATIONS**

Paperless Office System (POS) Implications

Refer to [PB #10-110-SYS](#) for POS implications related to the WMS Software Version 2010.3.

Food Stamp Implications

Automated Bump-Up of FS Sanctions on NCA FS cases now occur for both line and case levels (household size of 1) for **N41**, **N42**, and **N43** sanctions.

Medicaid Implications

There are no MA implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICAITONS

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 #2007-00501	Creating Suffix level Infraction Records in Eligibility
SPP #2009-00022	Birth Verification Process – Phase 1
SPP #2009-00321	Auto Transfer of NCA Cases Upon Activation
SPP #2010-00214	Automated Bump-Up of FS Sanction on NCA/FS Cases for Sanction Codes N41, N42, & N43
SPP #2010-00281	Automated Bump-Up of PA Sanction Codes N41, N42, and N43
SPP #2010-00403	Food Stamps and RTC Case Transfers
SPP #2010-00405	WMS Accommodation for New Housing Advantage NY Program – Phase 2
SPP #2010-00415	Issue Shelter Supplement When Recurring Grant Is Less Than \$5
SPP #2010-00419	Add Summary Page To WINRO322 Report
SPP #2010-00424	Update to Screen NSBL35
SPP #2010-00442	Elimination of FS Denial and Closing Code F95
SPP #2010-00445	Allow Line RJ When Opening Case For Immediate Needs
SPP #2010-00448	Allow Special Needs Code 25 If Line Is Inactive
SPP #2010-00460	Remove Ethnicity/Race Fields – NCEM15 – Inhibit Entry of Item Numbers – NUCMCL
SPP #2010-00467	MYBENEFITS Integration With NYC POS and WMS

SSL 95(10)(k)
18 NYCRR 359.9(a) and (c)
18 NYCRR 385.12(d)(2)
18 NYCRR 385.12(e)(1)

RELATED ITEMS

[Fax Flash 10/32](#)
[PB #09-101-SYS](#)
[PB #10-46-ELI](#)
[PB #10-110-SYS](#)
[PD #08-10-ELI](#)
[PD #10-14-SYS](#)
[TM #10-14](#)
[TM #10-15](#)