



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #11-09-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2011.1

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| Date: March 21, 2011 | 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 (NYS) WMS is updated on a regular basis to reflect changes in City, State, and Federal regulations. The WMS software release for 2011.1 migrated to production on February 21, 2011. |
| SYSTEM ENHANCEMENTS | <p>Changes that became effective with the February 21, 2011, release of WMS software version 2011.1 include:</p> <ul style="list-style-type: none"> • Food Stamp (FS) Transitional Benefit Alternative (TBA), Separate Determination (SEP DET) and "One-Shot" Openings. • Change Definition and Mnemonic Value for Issuance Code A6. • Passing Advantage Rent File to WMS. • Clean-Up of Automated Finger Imaging System (AFIS) Indicator. • Processing Changes and Intent Notice for Recoupment Offense Type X. • Client's Savings Amount Field. • Lift Edit on Public Assistance (PA)/Single Issue (SI) Code 38. • Employment Sanction Language Changes. |

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

FS TBA, SEP DET
And “One-Shot”
Openings

Previously, when Cash Assistance (CA) cases were reopened for a “Onetime Emergency” CA Single Issue (**SI**) benefit the associated FS TBA/SEP DET benefits were interrupted. FS TBA/SEP DET amounts were incorrectly being reduced to a zero benefit. Since these “One Shot” openings do not require a budget, the FS TBA/SEP DET amount was adjusted to zero and nothing was issued for the remainder of the FS TBA/SEP DET period.

This occurred in the following two situations:

- FS TBA/SEP DET was issued on the closed CA/FS case (FS reasons **B11** [Transitional FS – Increase in FS], **B12** [Transitional FS – Same FS Amount], **B26** [FS Extend on PA case – Non TBA]) and a “One Shot” opening was done before the FS certification period expired.
- a CA/FS case was closed extending FS for one month on the closed CA case (FS reasons **B13** [Transitional FS – Separate Determination at higher amount], **B14** [Transitional FS – Separate Determination Same Amount], or **B15** [FS – Separate Determination – Non TBA]). Before the FS TBA/SEP DET case was opened the original CA/FS case was opened for a “One Shot”.

Effective with this release, WMS has edits to ensure that FS TBA/SEP DET benefits will not be affected when a case is being reopened to issue a “Onetime Emergency” benefit. FS TBA/SEP DET benefits will remain the same and will not be reduced to zero. A budget is not required for the CA/FS case, but if a budget is entered, it will be ignored.

The edits are valid for the following opening codes;

Refer to [Worker's Guide to Codes](#) for detailed information on opening codes.

- **Y18** – Work Advantage One Shot Deal
- **Y19** – Emergency other Than Shelter/Utility (One Shot Deals Only)
- **Y37** – Opened **SI** by Fair Hearing (FH) Decision
- **Y38** – Emergency Shelter/Utility, Client Agrees to Re-Pay (One Shot Deals Only)
- **Y39** – Emergency Shelter/Utility, No Re-Payment Agreement (One Shot Deals Only)
- **Y41** – Immediate Needs (pre-investigation)
- **Y42** – Closed In Error
- **Y43** – Aid to Continue, Awaiting FH Decision
- **Y46** – Employment Unit Approved Override
- **Y47** – Intentional Program Violation (IPV) Sanction Override and open a case/suffix during infraction period
- **Y65** – Drug/Alcohol Closing/Rejection Override during infraction period

Note: All the codes listed are not “Onetime Emergency” opening codes; they are used to **SI** a case and issue a “One Shot” benefit. For example, Code **Y46** must be used to **SI** a case that was closed due to an employment infraction.

Change Definition and Mnemonic value for Issuance Code **A6**.

For CA cases in the previous Rent Advantage Program, issuance Code **A7** was used to indicate monthly rent payments issued by the Department of Homeless Services (DHS) to landlords in the WMS Benefit History screen. Issuance Code **A6** was previously used to indicate lump sum escrow payments.

In making the transition to the new Advantage Rental Assistance Program, issuance Code **A6** will now be utilized to differentiate monthly rent payments from the First Phase of the Rent Advantage Program.

See [PD #10-31-ELI](#) for more information on the Advantage Rental Assistance Program.

Effective with this release, issuance Code **A6** will now be defined as “Rent Advantage Program Phase 2”. Issuance Code **A6** will now be used to indicate monthly rent payments issued to landlords under the new Advantage Rental Assistance Program.

Note: Staff will identify the payments on the Benefit History screen in WMS as “**PA SI A6 RNT-ADV2**”.

Passing Advantage Rent File to WMS

The previous Advantage Rental Assistance Program shelter payments were issued by an outside area and administered by DHS. These payments, which have already been issued, were sent in a file to WMS for posting the shelter payment each month using issuance Code “**A7**”. Effective with this release, shelter payments for the Advantage Rental Assistance Program are now made using the Housing Advantage Payment System (HAPS) and then sent to the WMS.

See [PD#10-31-ELI](#) for information on the Advantage Rental Assistance Program.

The following issuance codes are now valid for the Advantage Rental Assistance Program:

- **A6** – Rent Advantage Program Phase 2 (New Advantage Rental Program) (DHS)
- **A7** – Special Rent Issued to Landlord by DHS (Old Advantage Rental Program) (DHS)
- **B1** – Old Rent Advantage Program (HRA/Office of Domestic Violence [ODV]) (Identified on WMS Benefit history screen as “**RNTADV1H**”)
- **B2** – New Rent Advantage Program (HRA/ODV) (Identified on WMS Benefit history screen as “**RNTADV2H**”)

HRA/Management Information Systems (MIS) will pass a file to WMS with the issuance codes and shelter payment amount every month on or about the 25th of each month so that the landlord can receive payment by the 1st of the month.

Example: If HRA/MIS passes the file on March 25, 2011, the landlord will receive payment on April 1, 2011, which will cover the entire month of April.

Note: This monthly file may also contain some retroactive payments.

HRA/MIS also passes a daily file to WMS containing retroactive payments, supplementations, or payment error corrections as they occur on an as-needed basis.

WMS will use the monthly and the daily files to issue the Advantage Rental Assistance Program shelter payments.

See Worker's Guide to Codes for information on HAI codes.

The Advantage Rental Assistance Program issuance codes can only be utilized with the Housing Advantage Indicator (HAI) codes.

- Code **A6** is valid only for HAI Codes **W** or **F**.
- Codes **A7** and **B1** are valid only for HAI Codes **1** through **7**.
- Code **B2** is valid only for HAI Code **9**.

If the case is closed, Advantage payments will go out even if the HAI code is not on the case.

The HAI edits will not affect cases with income Code **37** (Income from Training Employment Assistant Program [TEAP]) and Code **67** (Safety Net Self Support).

Clean-Up of AFIS Indicator

Effective with this release, WMS has edits that will:

- prohibit the automated or manual update of AFIS indicators on children under the age of 18 who are not payees.
- prohibit the entry AFIS Code **7** (SSI Related) on individuals who are not in receipt of SSI.
- disallow and obsolete AFIS Code **9** (Exempted, Long Term Care [In-Patient][MA Only]) as an AFIS indicator value.

See Worker's Guide to Codes for more information on AFIS codes.

WMS has also performed a system automated correction that assigned an AFIS indicator value of “blank” to individuals:

- under 18 years of age and not the payee on the case,
- previously assigned AFIS Code **9**, or
- previously assigned AFIS Code **7** and not in receipt of SSI.

Note: There is no change to the manual entry and usage of AFIS Code **5** (Exempted Individual, Good Cause Reason).

Processing Changes and Intent Notice for Recoupment Offense Type **X**

Previously, Recoupment Offense Type Code **X** (Contested Reduction) was treated differently than other recoupment offense types and did not generate a notice of intent. Code **X** recoupment offenses also did not have a date that the overpayment began or an offense subtype. According to New York State (NYS) a notice of intent is now required for Contested Reduction offenses.

See [Worker's Guide to Codes](#) for Recoupment Offense Subtype and Action codes.

Effective with this release, a notice of intent will now be generated for Code **X** recoupment offenses. Recoupment Offense Subtype Codes and Overpayment Dates are now required for Contested Reductions. Recoupment action codes are now valid for Code **X** recoupments.

Whenever a recoupment is initiated and the recoupment code is **X**, MIS will generate the Notice of Intent to Reduce Cash Assistance (**M-328a**) and it will be prepopulated as follows:

“This is to tell you about an overpayment that occurred on your Public Assistance case. The time period during which the overpayment occurred was from ___(date overpayment began) _____ to ___ (offense date) _____.

The amount of the overpayment is: (From the offense amount)

The reason(s) for the overpayment is: (From the offense subtype)

THE LAW(S) AND/OR REGULATION(S) which allows us to do this is 18 NYCRR 352.31(d) (5).”

Client's Savings Amount Field

Previously, the Client's Share field located on the Budget History Actual Needs and Suffix Summary screen (**NQBU05**) in WMS was used to capture the amount a household in transitional housing with earned income must contribute towards its DHS shelter costs.

See [PB #10-112-ELI](#) for more information on the Income Savings Requirement for Employed Family Shelter Residents.

Effective with this release, the Client's Share field located on the **NQBU05** screen has been renamed "Client Savings Amount". The new Client Savings Amount field represents the amount CA participants with earned income residing in a shelter contribute into a special savings account. This amount, including interest, will be released to the participant upon leaving the shelter in accordance with the Income Savings Requirement (ISR).

Lift Edit On PA/SI Code **38**

HRA has moved to a voucher system for cases issued a security deposit. Previously, an edit existed that required a case to be active to issue security deposit payments. Security deposit payments were issued using issuance Code **38** (Security Deposit Private Housing).

See [PD #11-02-ELI](#) for more information on the Security Voucher Issuance Process.

Effective immediately, staff will no longer issue cash security deposits. Instead, staff must issue a Security Voucher Form ([W-147N](#)) which represents a security deposit voucher. When the landlord wishes to redeem the security deposit voucher s/he must contact the Office of Central Processing (OCP) by mail.

The Office of Central Processing (OCP) will issue security payments to landlords who verify that the tenant/participant:

- vacated the apartment;
- occupied the apartment within three months preceding the claim; and
- failed to pay his/her rent and/or damaged the apartment.

Effective with this release, the edit on issuance Code **38** that required the case to be active to issue cash security deposit payments has been lifted. The issuance of security deposit payments is now allowed on a **CL** status case enabling the landlords to receive the security deposit payments without reopening and then closing the case.

Employment Sanction Language Changes

Effective with this release, changes have been made to the language generated by using the following employment rejection/closing/sanction reason codes:

See Worker's Guide to Codes for complete listing of employment and sanction codes.

- **G41** – Voluntary Quit or Reduced Earnings – Applicant
- **N19** – Failed to Comply with Requirement to Look for Work (Applicant Job Search)
- **N41** – Voluntary Quit 1st Occurrence
- **N42** – Voluntary Quit 2nd Occurrence
- **N43** – Voluntary Quit 3rd and Subsequent Occurrences

WE1-3 series serve as CA Rejection and NCA FS Closing Codes and have different sanction periods and guidelines (i.e. dependent children).

WX1-3 series serve as CA Closing codes.

Refer to Worker’s Guide to Codes for detailed information on sanction periods and code specific guidelines.

- **WE1** – Failure to Comply with Employment Requirements – 1st Occurrence
- **WE2** – Failure to Comply with Employment Requirements – 2nd Occurrence
- **WE3** – Failure to Comply with Employment Requirements – 3rd and Subsequent Occurrences
- **WX1** – Failure to Comply with Employment Requirements – 1st Occurrence
- **WX2** – Failure to Comply with Employment Requirements – 2nd Occurrence
- **WX3** – Failure to Comply with Employment Requirements – 3rd and Subsequent Occurrences

The language changes will improve the reading clarity of the notices. The way the employment codes are utilized will remain unchanged.

REQUIRED ACTION

Processing Changes and Intent Notice for Recoupment Offense Type **X**

Recoupment Offense Subtype Codes and Overpayment Dates are now required for Contested Reductions. On the PA Recoupment Data Entry Form – WMS ([LDSS-3573](#)), in the **Offense Data** section, the JOS/Workers must now enter an:

- Offense Subtype Code in the **Offense** field.
- Overpayment Date in the **Date Overpayment Began** field.

Subtype **99** instructions

Code **X** recoupment offenses with subtype **99** (Miscellaneous) now require the JOS/Worker to complete a manual notice of intent by issuing the Notice of Intent to Change Benefits: Part A: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage and Services ([LDSS-4015A](#)) and Notice of Intent to Change Benefits: Part B: Public Assistance, Food Stamps Benefits and Medical Assistance Coverage and Services ([LDSS-4015B](#)).

PROGRAM IMPLICATIONS

Model Office Implications

There are no Model Office implications.

Paperless Office System (POS) Implications Refer to the Required Action section for POS implications of “Processing Changes and Intent Notice for Recoupment Offense Type X”.

Food Stamp Implications Refer to the System Enhancements section for FS implications of “Employment Sanction Language Changes”.

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 #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 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 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 Form **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 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 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 #2010-00072 | FS TBA, SEP DET and “One Shot” Openings |
| SPP #2010-00165 | Change Definition and Mnemonic value for Issuance Code A6 |
| SPP #2010-00340 | Clean-Up of AFIS Indicator |
| SPP #2010-00429 | Passing Advantage Rent File to WMS |
| SPP #2010-00589 | Processing Changes and Intent Notice for Recoupment Offense Type X |
| SPP #2010-00590 | Client’s Savings Amount Field |
| SPP #2010-00652 | Lift Edit on PA/SI Code 38 |
| SPP #2010-00699 | Employment Sanction Language Changes |

RELATED ITEMS

[PB #10-112-ELI](#)
[PD #10-31-ELI](#)
[PD #11-02-ELI](#)