



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #13-04-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2013.1

<b>Date:</b> March 5, 2013	<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 Supplemental Nutrition Assistance Program (NCA SNAP) Centers, and ancillary sites. They are informational for all other staff.
<b>POLICY</b>	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 2013.1 migrated to production on February 17, 2013.
<b>SYSTEM ENHANCEMENTS</b>	<p>Changes that became effective with the February 17, 2013 release of WMS software version 2013.1 include:</p> <ul style="list-style-type: none"> <li>• NYC Bank Table – TIN Demographic Changes.</li> <li>• Allow Change to Day Worker Entry on DEC/DOS Fields Only.</li> <li>• Remove Lifeline Indicator in NYC WMS.</li> <li>• Bad ZIP Codes on WMS through CEM.</li> <li>• Remove SNAP Denial Code <b>WEA</b> from TGIF Table.</li> <li>• Change in SUA Shelter Type <b>11</b>.</li> <li>• Pass FH Aid Status Values on Basis File.</li> <li>• Add Stop Budget Processing to Batch Number <b>FIA0</b>.</li> <li>• Denial Code <b>F94</b> to Clock For 30 Days.</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 Fax* or fax to: (917) 639-0298

NYC Bank Table –  
TIN Demographic  
Changes

Previously, the NYC Bank Table was not updated when the NYC Financial Institution Recipient Match (FIRM) and HRA Bank files were being processed, resulting in the display of outdated NYC Bank information in the Resource File Intergration (RFI) system.

Refer to [PD #09-43-SYS](#)  
Resource File Integration  
(RFI).

Effective with this release, the NYC Bank Tables will update when the FIRM and HRA Bank files are being processed. RFI screens **NQRF06** (Bank/FIRM – Match/Balance Individual Information) and **NQRF09** (Bank/FIRM Account List) will now display the most current bank information.

Allow Change to Day  
Worker Entry on  
DEC/DOS Fields Only

Previously, a second field was created in WMS so the date an immigrant entered the country (Date of Entry [DEC]) and the date an immigrant became a qualified alien (Date of Status [DOS]) can both be recorded. The DEC and DOS fields were locked to prevent the JOS/Worker from changing the dates and potentially restarting the clock on the five year ban.

Refer to [PD #09-37-ELI](#)  
Determining Qualified  
Alien Status for  
Battered/Abused Non-  
Citizens and PRUCOL  
Eligibility.

The five year ban may (depending on alien eligibility criteria) prevent an alien from being eligible for certain programs (e.g. Cash Assistance [CA], SNAP benefits, Medicaid [MA]) until that individual has been in a qualified alien status for five years.

Effective with this release, the edit which prevented changes on the DEC and DOS fields has been rescinded allowing the day to be corrected as necessary. JOS/Workers are now allowed to change any day in the month between the 1st to the 31st on the DEC and DOS fields.

No changes are allowed to the month and year on the DEC and DOS fields. There was no change to the five year ban edit.

Remove Lifeline  
Indicator in NYC WMS

A new statewide web service has been created for participating phone service providers to verify against the Welfare Reform Tracking System (WRTS) if a Lifeline phone service applicant or member has an Active (**AC**), Single Issue (**SI**) or Sanctioned (**SN**) status on a CA, MA, or NCA SNAP case in NYC. The Lifeline Indicator is no longer needed in WMS because the signing of the application for assistance will indicate approval to share the applicant's/participant's status with the phone providers.

Effective with this release, the Lifeline Indicator is no longer valid. The Lifeline (**LFLN**) field has been removed from the Paperless Office System (POS) Turn Around Document (TAD) and will no longer appear in the relevant WMS screens. Item **#258** (Lifeline Indicator) has been removed from the WMS TAD (**LDSS-3517**).

Bad ZIP Codes on WMS Through CEM	Cases have been found in WMS with invalid zip codes created systematically via the Case Eligibility Management (CEM) update process and not through data entry.
	Effective with this release, WMS has implemented an edit to ensure that the CEM duplicates zip codes that were data entered, ensuring that the correct zip codes are affixed to cases updated via the CEM update process.
Remove SNAP Denial Code WEA From TGIF Table	SNAP denial code <b>WEA</b> (Failure to Comply With Employment Requirements-Non-Durational) was never migrated to Production because it was never approved by the Center for Employment and Economic Supports. Effective with this release, code <b>WEA</b> has been removed from WMS for case and line level denials.
Change in SUA Shelter Type 11	CA SNAP and NCA SNAP households with Shelter Type <b>11</b> (Room Only) are ineligible for the automatic full Level 1 (Combined Heat, Utility, and Phone Allowance) Standard Utility Allowance (SUA).
Refer to the <a href="#">Worker's Guide to Codes</a> for Shelter and Heat Type codes.	Effective with this release, entry is now required in the <b>FSUA</b> or the Heat Type Codes ( <b>TYPE</b> ) fields on screen <b>NSBL02</b> (Household/Suffix Financial Data) for a case with Shelter Type <b>11</b> to receive full Level 1 SUA.
	Entry is now required in the <b>FSUT</b> field on screen <b>NSBL02</b> for a case with Shelter Type <b>11</b> to receive Level 2 SUA (Combined Utility and Phone Allowance).
	When <b>11</b> is entered as the <b>Shelter Type</b> on screen <b>NSBL02</b> with the <b>FSUA</b> , <b>TYPE</b> and <b>FSUT</b> fields left blank, WMS will display the alert message, "A0324 - FSUA ENTRY REQD FOR SHELTY TY 11 TO GET FULL SUA".
	CA SNAP and NCA SNAP households will receive Level 3 (Phone Allowance only) SUA when Shelter Type <b>11</b> is entered with the <b>FSUA</b> , <b>TYPE</b> and <b>FSUT</b> fields left blank.
	There was no change to existing SUA edits for the other shelter types.
Pass FH Aid Status Values on Basis file	Previously, Fair Hearing Aid-Status codes <b>2</b> (Aid Continuing), <b>3</b> (Non-Aid Continuing) and <b>4</b> (Conditional Aid-Continuing) were being passed to the Basis File <i>monthly</i> . The other Fair Hearing Aid-Status codes were not being passed.

Refer to the Worker's Guide to Codes for Fair Hearing Status Codes.

Effective with this release, all Fair Hearing Aid-Status codes are being passed *daily* to reflect the most current and accurate historical accounts of fair hearing status changes.

Add Stop Budget Processing to Batch Number **FIA0**

Previously, when New York City Work, Accountability and You (NYCWAY) sent a request to stop a pending budget clock-down to WMS, it failed when the budget number was **\*FIA0**.

Refer to [PD #11-14-ELI](#) for **FIA3A** information.

Cases with budget number **\*FIA0** (Batch number **\*FIA0** processed via **FIA3A**) were not included in the stop-budget process, which resulted in the inability to stop the pending budgets from clocking down.

Effective with this release, cases processed with budget number **\*FIA0** have been included in the NYCWAY "stop-budget" request process. NYCWAY requests to stop the pending budget clock-downs are now executed by WMS when the budget number is **\*FIA0**.

Denial Code **F94** to Clock for 30 Days

Previously, NCA SNAP case level denial code **F94** (Able Bodied Adult Without Dependents [ABAWD] [HH=1]) was an immediate denial code.

Refer to [Worker's Guide to Codes](#).

Effective with this release, NCA SNAP case level denial code **F94** clocks-down for 30 days from the Application Date. This edit ensures the rejection occurs after the 30 days the applicants have to complete their job search requirements.

This edit does not apply to code **F94** individual level denials, case and individual closings. Code **F94** is valid for NCA SNAP cases only.

## REQUIRED ACTION

Allow Change to Day Worker Entry on DEC/DOS Fields Only

To correct the day of the DEC or DOS of the applicant/participant, the JOS/Worker must complete a **LDSS-3517** (WMS Turnaround Document) with the updated date. POS modifications to allow changes to the day and prevent changes to the month and year fields will occur at a later time.

Change in SUA Shelter Type **11**

Refer to the Worker's Guide To Codes for **FSUA** Indicator Codes and **Heat Type** Codes.

If an applicant/participant with Shelter type **11** pays a heating or air conditioning expense separately from their rent, the JOS/Worker must enter the expense in the Shelter (Housing) Expenses window in POS. POS will make an entry of "X" in **FSUA** field or an entry of **1** (Natural Gas), **2** (Oil), **3** (Electric), **4** (Coal), or **9** (Other Fuel) in the Heat Type Codes (Type) field for the case to get a Level 1 SUA on screen **NSBL02**.

If an applicant/participant with Shelter type **11** pays a utility expense separately from their rent and does not pay a heating or air conditioning expense separately from their rent, the JOS/Worker must enter the expense in the Shelter (Housing) Expenses window in POS. POS will enter an “X” in the **FSUT** field for the case to get Level 2 SUA on screen **NSBL02** .

**PROGRAM IMPLICATIONS**

- Paperless Office System (POS) Implications See [PB #13-13-SYS](#) CA POS Release Notes and [PB #13-11-SYS](#) SNAP POS Release Notes for POS implications.
- SNAP Implications SNAP Implications are included within this policy directive.
- Medicaid Implications There are no Medicaid Implications

**LIMITED ENGLISH PROFICIENT (LEP) AND HEARING-IMPAIRED IMPLICATIONS**

For Limited English Proficient (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-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 SNAP Centers

If an applicant/participant comes to the NCA SNAP 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 SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA SNAP Reception area and does not need to verbally alert the Site Manager. The SNAP Receptionist will alert the Center Manager once the applicant/participant is called to the NCA/SNAP 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**

Worker’s Guide to Codes	
SPP #2011-00446	NYC Bank Table – TIN Demographic Changes
SPP #2012-00498	Allow Change to Day Worker Entry on DEC/DOS Fields Only
SPP #2012-00518	Remove Lifeline Indicator in NYC WMS
SPP #2012-00553	Bad Zip Codes on WMS Through CEM
SPP #2012-00660	Remove SNAP Denial Code WEA from TGIF Table
SPP #2012-00669	Change in SUA Shelter Type <b>11</b>
SPP #2012-00679	Pass FH Aid Status Values On Basis File
SPP #2012-00698	Add Stop Budget Processing To Batch <b>FIA0</b>
SPP #2013-00047	Denial Code <b>F94</b> to Clock for 30 Days



**RELATED ITEMS**

[PB #13-11-SYS](#)

[PB #13-13-SYS](#)

[PD #09-37-ELI](#)

[PD #09-43-SYS](#)

[PD #11-14-ELI](#)