FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #13-14-ELI
(This Policy Directive Replaces PD #08-10-ELI)

REVISED LEVELS OF APPROVAL FOR CASH ASSISTANCE

Date: June 21, 2013	**Subtopic(s):** Authorization of Grants
AUDIENCE	The instructions in this policy directive are for staff in the Job Centers and informational for all other staff.
REVISIONS TO THE PRIOR DIRECTIVE	This Policy Directive is being revised to:

- Remove references, screenshots and explanations regarding the **Notice Data Entry** window in the Applicant Request for Additional Allowance/Special Grant section starting on page 2.
- Add a screenshot of the **Notices and Repayment Agreements** window where the Supervisor with the final level of approval will print the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (For Applicants Only) (**W-145HH**).
- Correct the statement that the Request for Emergency Assistance or Additional Allowance (For Participants Only) form (**W-137A**) is automatically prefilled by POS in **Tasks 1-4**, rather than being completed by the participant in the Participant Request for an Additional Allowance/Special Grant section.
- Add an explanation of **Task 6** and the **Outstanding Requests List** window.
- Add a correct version of the **Request Details** window along with explanations of task completion in the Participant Request for an Additional Allowance/Special Grant section. In addition, the need for the Supervisor to print the Action Taken on your Request for Emergency Assistance or Additional Allowance (for participants only) (Form **W-137B** was added).

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*
Distribution: X

- Remove the statement that the **Grants Details** field will be enabled in the **Requests Details** windows in the Additional Allowance/Special Grant Based on a case review and the Additional Allowance/Special Grant Based on a Fair Hearing Determination sections.
- Add a screen shot, a Note and a reference to CD #11-08 emphasizing that an AJOS l/Supervisor or AJOS ll cannot initiate and approve an activity at the same time. The activity must be approved by another supervisor.
- Add references and some changes based on PD #10-22-SYS.
- Correct the statements in the Grant Approval Process section regarding the AJOS l. The AJOS l must <u>complete</u> the approval activity and click the **Complete Activity** button for grant amounts greater than $999.99, rather than suspend the approval activity.
- Add references to Issuance Codes **21** (Storage Fees) and **22** (Moving Expenses) in the Grant Approval Process section.
- Remove the **Activities Management** window since the Supervisor no longer assigns to a higher level via the **Assign** button.
- Add information to the Fair Hearings Implications section under conferences at Job Centers and Evidence Packets.

POLICY

HRA requires different levels of supervisory approval for a special grant based on the dollar amounts and issuance codes of an additional needs grant for Cash Assistance (CA) cases.

BACKGROUND

The revised Single Issue approval process places the responsibility on only one staff member to approve the grant based on the dollar amount of the Single Issuance grant, which streamlines and expedites the case review and the issuance of a CA grant. <u>Only one signature</u> is required for a Single Issuance grant (Single Issue of SI) unless the dollar amount of the grant exceeds $999.99. The level of approval will depend on the amount. As the dollar amount of the SI grant increases, the level of approval required will be higher.

Refer to PD #07-14-ELI and PD #02-31-SYS for details on Issuance code 41

The exceptions to the requirement for <u>only one signature</u> for a Single Issuance grant are Special Grant Codes **41** (Utility Grant to Prevent Turn Off of Restore Utility Services [Mismanagement]) and **99** (Other).

Requests for additional allowances and/or special grants may result from:

- applicant/participant request
- case review
- other agency action (e.g., Fair Hearing, MDR, Aid to Continue, audit report, etc.)

The levels of approvals based on the amount of the CA grant:

- up to $999.99: approval of AJOS I required
- $1,000 to $1,999.99: approval of AJOS II required
- $2,000 and over: approval of the Admin JOS I required

REQUIRED ACTION

JOS/Worker

Refer to PD #10-22-SYS Revised

Applicant Request for Additional Allowance/Special Grant

Whenever an applicant requests an additional allowance/special grant in the course of an interview activity, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window. The **SI Grant Requests and IssuanceTask List** window will record the request and the decision and ensure that established time frames are met.

Time frames

- The eligibility determination of an applicant's request must be completed within 48 hours for emergency assistance and seven business days for additional allowances.

Note: If an applicant requires emergency assistance for a special grant or for an additional allowance, the JOS/Worker must process the request immediately.

New Information

- For accepted requests, the JOS/Worker must click the **Accept** radio button in the **Request Details** window and prepare the grants(s) in the **Grants Data Entry** window.
- Once all required tasks are completed, click the **Next** button in the **SI Grant Requests and IssuanceTask List** window to continue the activity (i.e., Application Interview, Change Case Data, or the Non-Food Emergency/Special Grant Activity), the completed **SI Grant Requests and IssuanceTask List** window will appear within the approval activity.
- Enter case comments.

Revised

For Job Centers that have Select Case Review, the Notice will go to the Notice Printing Queue

Once the **Activity** is completed, the case will be referred to an AJOS I who will then review the case action and forward the case for a higher level of approval if necessary. The approval level is based on the grant approval process for CA described on pages 9 – 10 of this policy directive. The Supervisor who is the final level of approval will print the **W-145HH** in the **Notices and Repayment Agreements** window.

New screenshot
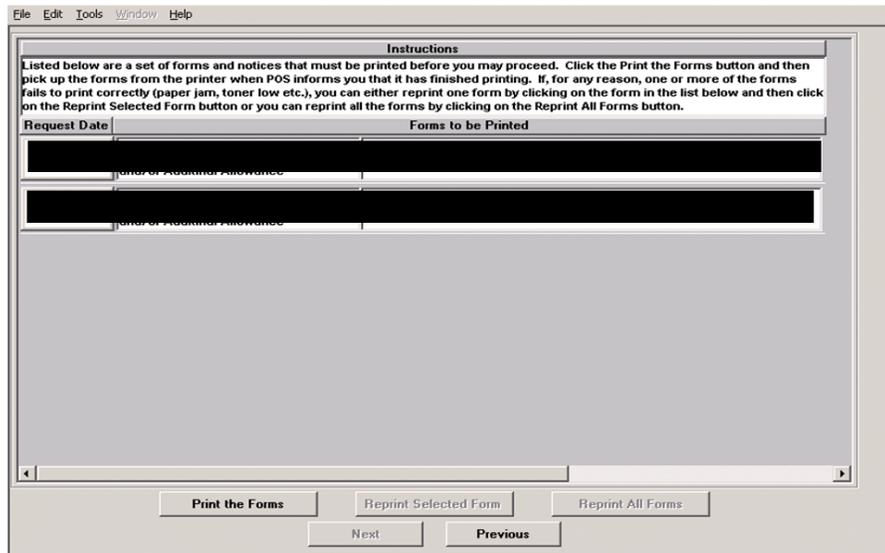
Participant Request for an Additional Allowance/Special Grant

JOS/Worker

Revised
Refer to PD #10-22-SYS

Whenever a participant requests an additional allowance/special grant in the course of an interview activity, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window. The **SI Grant Requests and IssuanceTask List** will record the request and the decision and ensure that established time frames are met.

Timeframes

- The eligibility determination of a participant's request must be completed within 48 hours for emergency assistance and seven business days for additional allowances.

Revised

After completing **Tasks 1-4**, the Request for Emergency Assistance or Additional Allowance (For Participants Only) (**W-137A**) form is automatically prefilled, and the JOS/Worker must print the form in **Task 5** and ask the participant to sign it. If additional documents are required, the JOS/Worker must also print the Documentation Request (For Special Grants) (**W-113A**) form.
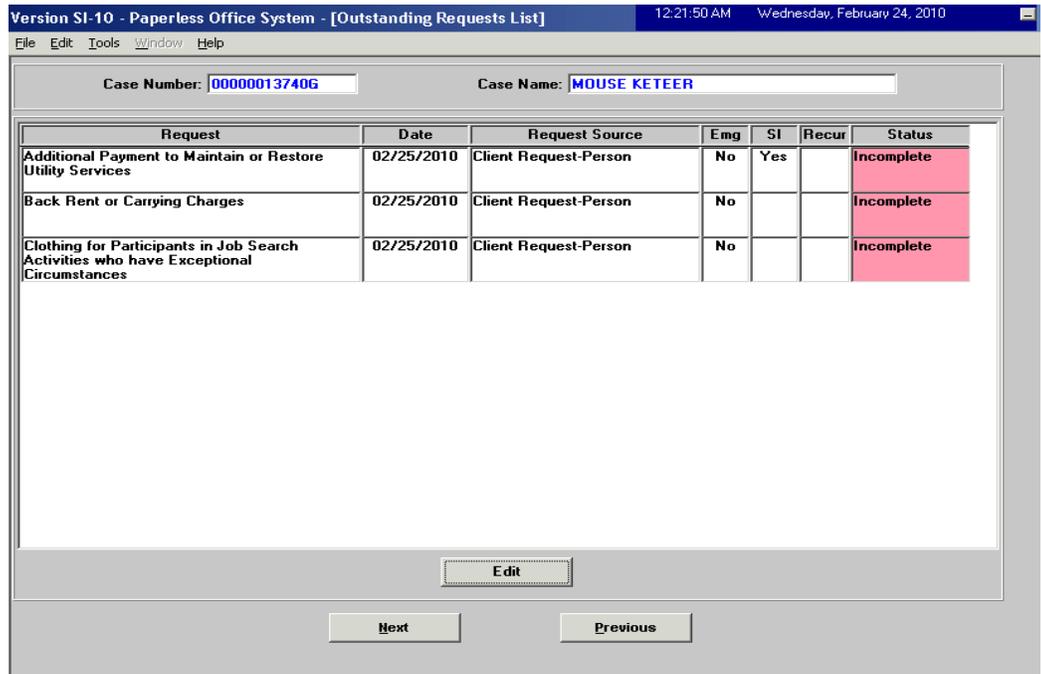
New Information

When the request is ready for a decision, access **Task 6** Outstanding Requests List. **Task 6** allows the JOS/Worker to complete the required reconciliation of grant requests and record the decisions. The JOS/Workers can also record the outcome of required reviews by units such as Home Energy Assistance Program (HEAP), Rental Assistance Unit (RAU) and Homeless Diversion Unit (HDU).

The JOS/Worker is responsible for reviewing the case for an approved or disapproved grant. For approved requests, the JOS/Worker will be able to enter the approved amount.

POS will run business rules to validate the JOS/Worker's entries. JOS/Workers will also be able to generate the **W-113A** form to extend the due date or the Notice to Report to Center (**M-3g**) form to request that the participant return the required documents.

- Click **GO** and the **Outstanding Requests List** window will appear.

New Screenshot –
Outstanding Requests List

Version SI-10 - Paperless Office System - [Outstanding Requests List]						12:21:50 AM Wednesday, February 24, 2010

File   Edit   Tools   Window   Help

Case Number: 00000013740G   Case Name: MOUSE KETEER

Request	Date	Request Source	Emg	SI	Recur	Status
Additional Payment to Maintain or Restore Utility Services	02/25/2010	Client Request-Person	No	Yes		Incomplete
Back Rent or Carrying Charges	02/25/2010	Client Request-Person	No			Incomplete
Clothing for Participants in Job Search Activities who have Exceptional Circumstances	02/25/2010	Client Request-Person	No			Incomplete

Edit

Next   Previous

- Select the request and click the **Edit** button to access the **Request Details** screen on the next page, when the request is ready for a decision.

New screenshot - **Request Details**

**Accept** radio button
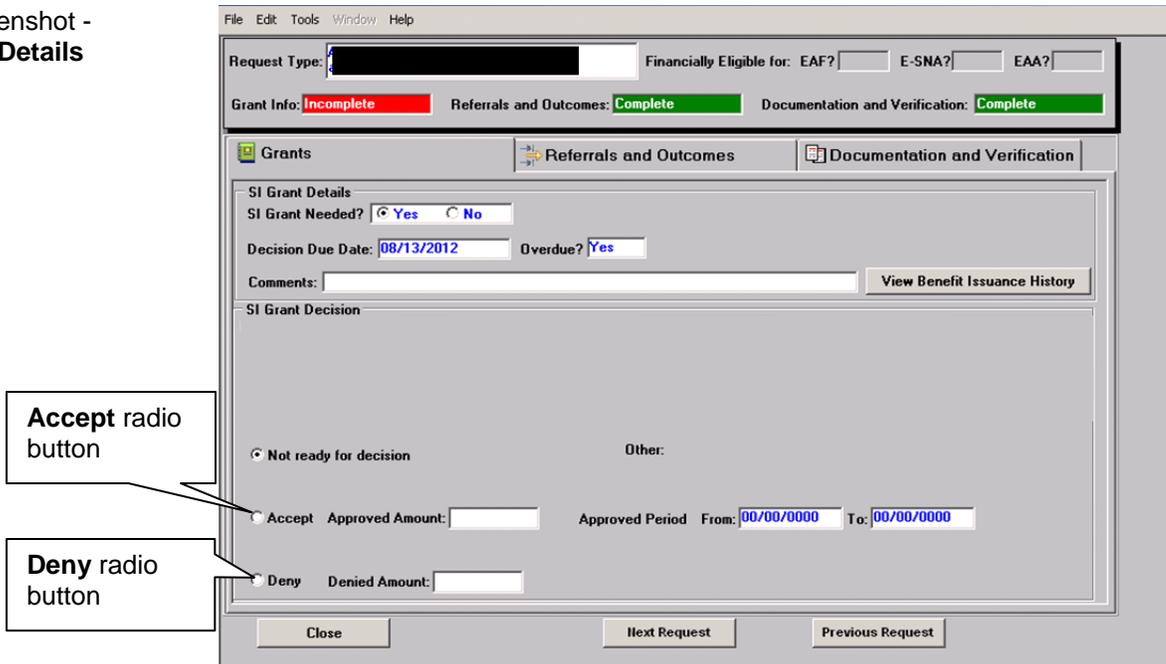
Deny radio button

- Click on the **Deny** radio button if the grant request is denied and the **Reason for Denial** field will be enabled. Record the reason for the denial in this field.
- Click on the **Accept** radio button in the **Decision** field of the window if the grant request is accepted. Enter the approved amount and period (if applicable).

- Once all required tasks are completed, click the **Close** button in the **SI Grant Requests and IssuanceTask List** window to continue the activity (i.e., Change Case Data, Recertification or the Non-Food Emergency/Special Grant Activity).
- Prepare the grant(s) in the **Grants Data Entry** window.
- Enter case comments.

Revised

For Job Centers that have Select Case Review, the Notice will go to the Notice Printing Queue

Once the **Activity** is completed, the case will be referred to an AJOS I who will then review the case action and forward the case for a higher level of approval if necessary. The approval level is based on the grant approval process for CA described on pages 9 – 10 of the policy directive. The Supervisor who is the final level of approval will print the Action Taken on your Request for Emergency Assistance or Additional Allowance (for participants only) (Form **W-137B**) in the **Notices and Repayment Agreements** window.

New screenshot
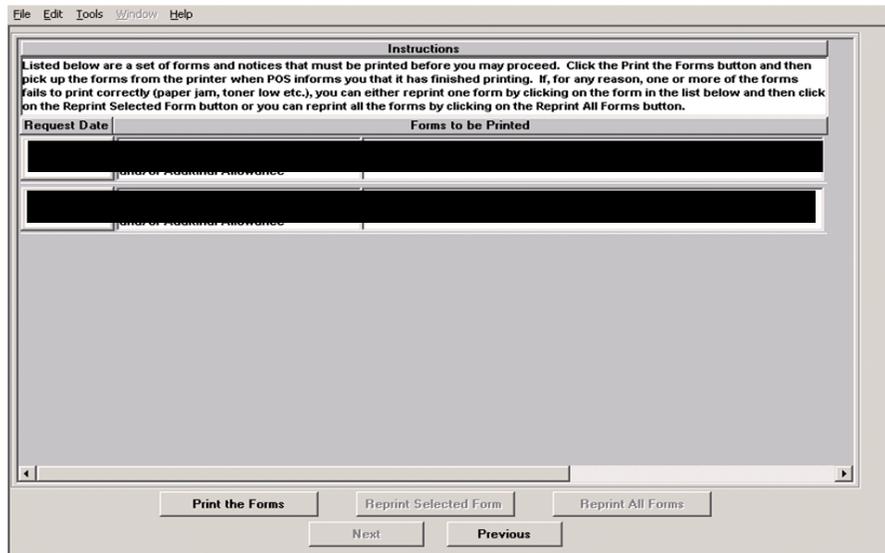
An Additional Allowance/Special Grant Based on a Case Review

JOS/Worker

Refer to PD #10-22-SYS

Revised

Whenever a need for an additional allowance/special grant for an individual results from an agency action such as a case review, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window. The **SI Grant Requests and IssuanceTask List** will record the request and the decision and ensure that established time frames are met.

When completing the **SI Grant Requests and Issuance Task List** window, the JOS/Worker must:

Revised
- select **Other** as the Request Source in the **Request Details** window.
- click on the **Accept** radio button in the **Decision** field of the window and the approved amount and period (if applicable).
- once all required tasks are completed, click the **Close** button in the **SI Grant Requests and Issuance Task List** window to continue the activity (i.e., Change Case Data, Recertification or the Non-Food Emergency/Special Grant Activity), the completed **SI Grant Requests and Issuance Task List** window will appear.

Revised
- prepare the grants in the **Grants Data Entry** window.
- enter case comments.

Revised

For Job Centers that have Select Case Review, the Notice will go to the Notice Printing Queue

Once the **Activity** is completed, the case will be sent to an AJOS I who will review the case action and forward the case for a higher approval level if necessary. Refer to pages 9 – 10 of this policy directive for instructions on the grant approval process. The Supervisor who is the final level of approval will print the Notice of Special Cash Assistance and/or Supplemental Nutrition Assistance Program Form (**EBT-23**) in the **Notices and Repayment Agreements** window.

Additional Allowance/Special Grant Based on a Fair Hearing Determination

JOS/Worker

Refer to PD #10-22-SYS
Revised

Whenever a need for an additional allowance/special grant results from a determination in a Fair Hearing, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window. The **SI Grant Requests and IssuanceTask List** window will record the request and the decision and ensure that established time frames are met:

When completing the **SI Grant Requests and IssuanceTask List** window, the JOS/Worker must:

Revised

- select Fair Hearing as the Request Source and enter the Fair Hearing Number in the **Request Details** window.
- click on the **Accept** radio button in the **Decision** field of the window, and the approved amount and period (if applicable).
- once all required tasks are completed, click the **Close** button in the **SI Grant Requests and Issuance Task List** window to continue the activity (i.e., Change Case Data, Recertification or the Non-Food Emergency/Special Grant Activity), the completed **SI Grant Requests and Issuance Task List** window will appear.

Response to Question window

- annotate the Fair Hearing Compliance Statement (**W-186c**).
- prepare the grants in the **Grants Data Entry** window.
- print a copy of the Fair Hearing Compliance Statement (**W-186c**) from the **Print Forms** window.
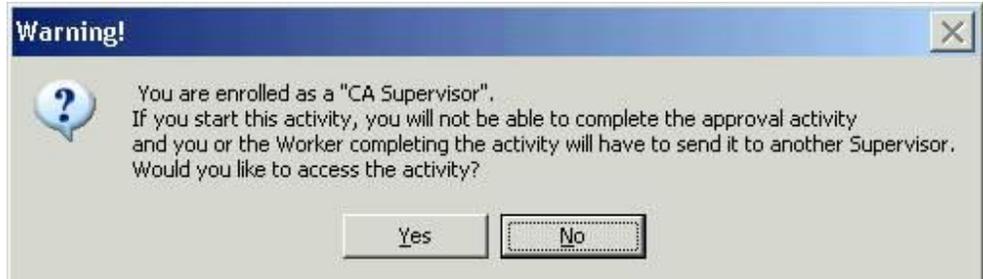- enter case comments.

Revised

Once the **Activity** is completed, the case will be referred to an AJOS I who will review the case action and forward the case for a higher approval level if necessary. The completed grant(s) is either transmitted by the Supervisor to WMS, or the **LDSS-3575** goes to the Print Queue. The approval is based on the grant approval process described on pages 9-10.

New Information
Refer to CD #11-08 for more details

Note: If an AJOS/Supervisor or AJOS II is logged into POS and is performing tasks of a lower title, the following **Warning** screen will appear, notifying him/her that another Supervisor will have to complete the approval activity. The same person cannot initiate and complete the sign-off of the approval activities.

Warning screen

Warning!

You are enrolled as a "CA Supervisor".
If you start this activity, you will not be able to complete the approval activity and you or the Worker completing the activity will have to send it to another Supervisor. Would you like to access the activity?

[Yes]   [No]

Grant Approval Process

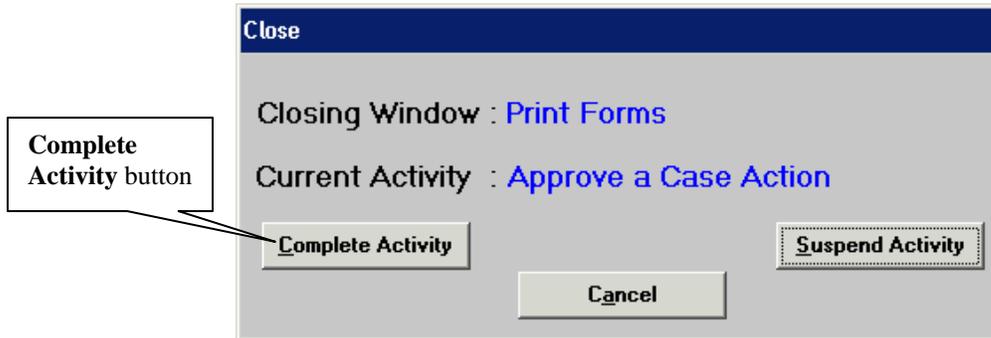Refer to PD #10-22-SYS for POS details on approving grants

- If the grant amount is $999.00 or less, the final approval is made by the AJOS I.

Revised

- If the grant amount is $1000.00 to $1,999.99, the AJOS I must complete the approval activity by clicking the **Complete Activity** button (see screen shot on next page) and forward the case to the AJOS II for review and approval.

Revised

- If the grant amount is $2,000.00 or more, the AJOS I must complete the approval activity by clicking the **Complete Activity** button (see screen shot on next page) and forward the case to the Admin JOS I for final approval.

- When there are grants requiring a higher level of approval/disapproval, the window will only display a filtered list of the next level of supervisors who are authorized to approve the grant amount in the **Approval Assignment** window.

Revised

Refer to PD #07-14-ELI and PD #02-31-SYS for details on Issuance code 41

- If the Issuance code is **22**, **41,** or **99** for an applicant/participant in permanent housing, the AJOS I must complete the activity and forward it to the next level via the **Approval Assignment** screen. This should happen for all levels until the final manager has reviewed the case/grants. If the Issuance Code **41** is heat-related or the Issuance code is **99**, approval by the Deputy Director/director will be required.

  Refer to **Attachment A** and **Attachment B** for the special approval processes if the issuance code is **41** or **99**.

New information

- If the Issuance Code is **21** for an applicant/participant in permanent housing, the AJOS I must complete the activity and forward it to the next level via the **Approval Assignment** screen. This should happen for all levels until the final manager has reviewed the case/grants. Approval by the Deputy Director/Director will be required.
- The final signatory must review the case action and related forms and send to the next level supervisor.

Revised

Complete Activity button

```
┌─────────────────────────────────────────────────────┐
│ Close                                                 │
├─────────────────────────────────────────────────────┤
│                                                       │
│  Closing Window : Print Forms                         │
│                                                       │
│  Current Activity : Approve a Case Action             │
│                                                       │
│  [ Complete Activity ]          [ Suspend Activity ]  │
│                                                       │
│                     [ Cancel ]                        │
│                                                       │
└─────────────────────────────────────────────────────┘
```

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

Whenever a need for an additional allowance/special grant for an individual results from an Agency action such as a case review, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window as per PD#10-22-SYS. The **SI Grant Requests and IssuanceTask List** will record the request and the decision and ensure that established time frames are met.

Model Center Implications

When a participant reports to the Agency requesting a special grant or additional allowances, the request will be forwarded to the Customer Service Information Center (CSIC). The JOS/Worker in CSIC will gather the necessary information/documents and forward them to the Processing Unit. The JOS/Worker will then follow the procedures outlined in this PD.

Food Stamp Implications

The JOS/Worker and AJOS I are responsible for approving Food Stamps Single Issuance Grants. Other supervisory approvals are required where appropriate.

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

A participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If a participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the participant is waiting to be seen. In Model Centers, the Receptionist at Main Reception will issue an FH&C ticket to the 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 participant, review the case file, and explain the reason for the Agency's action(s) to the participant. If the participant has shown that the outstanding adverse action related to the January 2013 COLA needs to be withdrawn, the FH&C AJOS/Supervisor I will Settle in Conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the participant to the appropriate JOS/Worker for corrective action to be taken.

If the determination is that the Agency action was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the Agency action was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the action under review in the conference is to be settled and cash benefits are to be issued; the FH&C AJOSI will take action in accordance with the approved levels. When necessary, the AJOSII will approve.

Whenever a need for an additional allowance/special grant for an individual results from an Agency action such as a case review, POS will prompt the JOS/Worker to complete the **SI Grant Requests and IssuanceTask List** window as per PD#10-22-SYS. The **SI Grant Requests and IssuanceTask List** window will record the request and the decision and ensure that established time frames are met.

Conferences at
SNAP Centers

If a participant comes to the SNAP Center requesting a conference, the Receptionist must alert the SNAP Center Director's Designee that the participant is to be seen. If the participant contacts the JOS/Worker directly, advise the participant to call the Designee.

The Designee will listen to and evaluate any material presented by the participant, and explain the reason for the Agency's action to the participant. If the participant has shown that the Agency's action needs to be withdrawn, the Designee will SIC the adverse action. If the determination is that the Agency action is correct, the Designee will explain the reason for the determination to the participant. If the explanation is accepted, no further action is necessary.

Should the participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing, already requested the Designee 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.

Evidence Packets

For Fair Hearing purposes, all complete and relevant evidence packages must include a copy of the state mass rebudgeting notice.

For Special Grants, other Notices (Denials/Approvals) must be included in the packet.

If there is a Recoupment history, the deleted WMS Recoupment History screen must be included along with documentation that verifies whether or not benefits were restored.

Any forms relevant to the case must be included such as the Notice of Intent to Reduce Public Assistance (**M-328A**) and the Notice of Change in Grant (**M-328b**).

REFERENCES

18 NYCRR 351.7
99 ADM-4
TA Source Book, 4-D-1 through 4-D-3
02 ADM 02

RELATED ITEMS
    PD #10-22-SYS   Single Issuance Grant Requests in POS
    PD #07-14-ELI   Revisions to Utility Process
    PD #02-31-SYS   WMS Software Release 2002.2
    CD #11-08   Rule Regarding Sign-off on Cases as Both Worker and Supervisor

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ATTACHMENTS

🖥 Please use Print on Demand to obtain copies of forms.

Attachment A   Approval Process for Issuance Code **41**
Attachment B   Approval Process for Issuance Code **99**

Attachment A

Approval Process for Issuance Code 41

Issuance code **41** is issued to prevent a utility shut off or to restore utility services caused by the participant's mismanagement of funds. Refer to PD #12-29-ELI, PD #07-14-ELI and PD #02-31-SYS for details on Issuance code 41. Supervisory approvals are as follows:

- The approval of the ADD/AJOS II is required regardless of the amount. However, the ADD(s) cannot approve the issuance of a code **41** without verifying that the case was first evaluated for the Home Energy Assistance Program (HEAP) or Emergency HEAP and a non-recoupable utility grant.

- The Welfare Management System (WMS) requires the Job Center Director or his/her designee's approval to use issuance code **41** on the Special Grant Code Approval screen (**NSGC99**) for all cases with a heating indicator in the budget. The reason is to maximize the use of HEAP and Emergency HEAP benefits and to ensure that a recoupable utility grant is issued only as a last resort for households responsible for heating costs.

  - The cases with issuance code **41** that have been evaluated for HEAP or Emergency HEAP must have a heating indicator in the **Fuel Type** field on the Budget History Actual Needs & Suffix Summary screen (**NQBU05**) screen shown below.

  - The **NQBU05** is displayed by entering Option **20** on the WMS Case Inquiry Menu [**NQCS00**] and **1** in the **Select** column of the desired budget authorization number on the Budget History List [**NQBU07**] screen).

```
NQBU05 (P)    Budget Hist. Actual Needs & Suf Summary              03/06/07

-- Case --    Suffix    FS Suffix    Auth. No    -- Auth. Cycle --
                01           01       99981647    03/B/07 -  / /

   # Persons In PA HH 02      PA No LRR 0          # Rooms In HH 0
   QR Code                    QR State             QR Type
   Budget Ind PA,FS           PWP Part Ind         FS Aged Dis Indiv Ind
------------------------------------------------------------------
Actual Needs:
 FS Fuel Ind      FS Util Ind       FS Tel Ind      FS Act Disp  Amt    0.00
 PA Add Nds Type 00       PA Add Nds  Amt    0.00   PA Act Shelt Amt  141.50
 FS Add Nds Type 00       FS Add Nds  Amt    0.00   FS Act Water Amt    0.00
 Shelter Type    01       FS Act Shel Amt  750.00   FS Act  Tel  Amt    0.00
 Fuel Type   NAT-GAS      FS Act Fuel Amt    0.00   FS Act Util  Amt    0.00
------------------------------------------------------------------
Suffix Summry:
 PA GrossInc Amt     0.00 PA Net E Inc Amt    0.00  PA Net Une I Amt    0.00
 FS Shelt AllAmt  1327.00 FS Net E Inc Amt    0.00  FS Net Une I Amt  501.00
 FS Tot Ded  Amt   134.00 Suf Tot Ind Nds1    0.00  Suf Tot Ind Nds2    0.00

------------------------------------------------------------------
                                                                     CMD
 A0204    PA AMOUNTS MAY BE ONE CENT OUT
```

Fuel Type is shown here

Attachment B
Approval Process for Issuance Code 99

The issuance code **99** represents the exception in the approval process. In addition to the required level of approval based on the issuance amount, it will <u>also</u> require approval from the Center Director or Deputy Director. WMS has been programmed to allow the Center Director to record his/her approval for the issuance of Special Grant Code **99** in the system. In WMS, a Special Grant Code **99** Approval (**NSGC99**) screen is available for Center Directors or Deputy Directors to enter their approval. In addition, WMS will check for the pre-approval record before the Special Grant Code **99** benefits can be issued.

WMS requires Center Directors or Deputy Directors to enforce the pre-approval of Special Grant Code **99** single issuances before benefits can be issued. Center Directors or their designees can:

- enter data approval records for Special Grant Code **99** on the Special Grant Code **99** Approval **NSGC99** screen;
- inquire on the status of Special Grant Code **99** approvals that have previously been data entered; and
- receive reports of all Special Grant Codes single issuances which were processed without pre-approval.

To access the data entry Special Grant Code **99** Approval screen: (**NSGC99**):

- Access the WMS menu (**NWMM00**) screen;
- Move cursor to "six character transaction code";
- Enter the six digit transaction code **NPBX05** and Transmit (press Enter);

```
NWMM00 (P)               WELFARE MANAGEMENT SYSTEM            03/27/08
                            HOST SYSTEM MENU
     Selections:
         01......Inquiry
         02......PA/FS Budgeting
         03......Applications
         04......MABEL
         05......Worker Batch Functions
         06......Child Support Management System
         07......Worker Case Update Functions
         08......Medical Assistance Menu
         09......COMMON BENEFIT ID CARD SUBSYSTEM
         10......Archive Retrieval Menu
         11......TIME LIMIT TRACKING MENU
         12......Client Notice System
         13......MAPPER APPLICATIONS
         14......SSA 40 QUARTER MATCHING
                 Enter Selection #  ▮
                 Or 6-Character Transaction Code NPBX05


     COMPUTER SYSTEM  - PRODUCTION
     OPERATING MODE   - PRODUCTION
```

- The **NSGC99** appears;

Attachment B

Approval Process for Issuance Code 99

```
NSGC99 (Z)          SPECIAL GRANT CODE APPROVAL SCREEN           03/27/08


ORIG ID:            ISSUANCE CODE:

CASE #:               SUFFIX:        AMOUNT:

















ARE YOU AUTHORIZING A BENEFIT FOR THE SAME CASE NUMBER AND SUFFIX?  Y OR N
```

- Enter the originating center number;
- Enter the case number;
- Enter the suffix;
- Enter the dollar amount (e.g., 800.00);
- Answer the question, "Are you authorizing a benefit for the same case number and suffix?" with **Y** or **N**; and
- Transmit.

Once an approval record of a Special Grant Code **99** single issuance is entered in WMS, the case record and all relevant screen printouts must be forwarded to the Control Unit so that the single issuance can be processed within seven calendar days, using either the regular single issuance or Automatic E-Check data entry in WMS.

Approval Inquiry Process

Designated Workers can review the Special Grant Approval (**NQCS05**) screen records as follows:

- Access the Benefit Issuance Inquiry (**NQCS05**) screen;
- Enter menu selection **8**;
- Enter the CA case number and suffix ID;
- A pre-approval will initially be in a status of **0** ([zero], open – not issued).

2

Attachment B
Approval Process for Issuance Code 99

After a matching issuance is made, the approval will be in status **1** (issued), with a benefit pull-down date. The approval record has an active life of seven (7) calendar days, after which it will be in a status of **2** (expired), and will have to be re-entered.

Without Pre-Approval Process

If a Special Grant Code **99** issuance is data entered and a matching pre-approval does not exist in WMS, the transaction will be rejected as follows:

- Automatic E-Checks will error immediately with the following "**E-2012** – No approval record on file";
- Regular Single Issuances will error in overnight batch processing, with the same error message on the Pending-TX-Error record;
- If a transaction has multiple payment lines and any of them is a Special Grant Code **99** which errors, the entire transaction will error and none of the payment lines will be issued; and
- Other conditions such as: case not found, suffix not found or originating center, which is not equal to the responsible center will also error the transaction.

Any cases that contain information where an error condition has occurred will be reflected in the WMS daily **WINR0809** report entitled "Special Grant Code 99 Manual E-Check Processed Without Approval."