



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #13-17-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2013.2

Date: July 9, 2013	Subtopic(s): WMS
AUDIENCE	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.
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 2013.2 migrated to production on June 16, 2013.
SYSTEM ENHANCEMENTS	Changes that became effective with the June 16, 2013 release of WMS Software Version 2013.2 include: <ul style="list-style-type: none">• Change Distribution of 7 WINR0 Reports From Responsibility Center to Originating Center for NPA Only.• Change Distribution of WINR0135 and WINR0322 Based on APP SRC IND Value.• Two New Application Source Codes.• Auto Indiv Sanction CD F20 thru the PFS110FTPIN File Process for SNAP Cases.• Disable TA Code M40.• New SNAP Reactivation Waiver Code Y60 for use in Undercare.

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

Change Distribution of 7 WINRO RPTS from RESP CTR to ORG CTR for NPA Only

Previously, NCA SNAP Telephone Interview Processing Services (TIPS) locations **TIPS S24** and **TIPS S43** were not receiving the following WINRO reports on the actions they input:

- **WINR0125** – Error Report
- **WINR0349** – Outstanding Errors - Report by Center/Job Type
- **WINR0406** – Case Transactions in Error Status (Cumulative)

SNAP “Change Centers” have been renamed “TIPS”, except for **S25**. See [PB #13-58-OPE](#), Renaming of SNAP Change Centers.

The NCA SNAP portion of the three WINRO Reports were being sorted and distributed to the Responsible Center and in some cases the Originating center.

Effective with this release, the NCA SNAP portion of the three WINRO Reports listed will be sorted and distributed to *only* the Originating Centers. This edit will ensure **TIPS S24** and **TIPS S43** receive the WINRO reports.

Change Distribution of **WINR0135** and **WINR0322** Based on APP SRC IND Value

Effective with this release, in addition to being sent to the Responsible Center, the WMS Application Register- Listing of Applications Assigned to Application Worker by Application Date (**WINR0135**) and Single Issue Food Stamp Cases Not Receiving Benefits for One or More Months (**WINR0322**) reports will be sent to **TIPS S24** and **TIPS S43** based on the Application Source (APP SRC) indicator values below. This edit is only valid for NCA SNAP cases.

See also [PD #12-31-SYS](#) WMS Software Release Version 2012.3, Change WMS Edit for the Originating and Responsible Center.

WINR0135 and **WINR0322** reports with cases that contain APP SRC indicator values:

- **C** (Telephone Application from **TIPS S24**) and **K** (ACCESS NYC from **TIPS S24**) will be sent to **TIPS S24**.
- **Q** (Telephone Application from **TIPS S43**) and **U** (ACCESS NYC from **TIPS S43**) will be sent to **TIPS S43**.

This edit allows the **WINR0135** and **WINR0322** reports to be distributed to the Home Center (Responsible Center) or the TIPS location (Originating Center).

Two New Application Source Codes

Effective with this release, the following two new APP SRC indicator codes below have been created to assist in the sorting and distribution of reports **WINR0135** and **WINR0322** to the **TIPS S11** location. **TIPS S11** is the SNAP location that handles telephone interviews for new applications and recertifications for the boroughs of Manhattan and Staten Island. The new APP SRC codes are:

See the [Authorization of Grants Manual](#) for APP SRC codes.

See [PB #13-58-OPE](#), Renaming of SNAP Change Centers for information on **TIPS S11**.

- **Y** – Telephone Application from **TIPS S11**
- **Z** – ACCESS NYC from **TIPS S11**

Codes **Y** and **Z** are system generated by WMS but can be manually entered by the SNAP worker in the **APP SRC** field on the POS Turnaround Document (TAD) or the WMS TAD (**LDSS-3517**) (Element 062) when required.

Auto Indiv Sanction CD **F20** thru the PFS110FTPIN File Process for SNAP Cases

Effective with this release, individual SNAP sanction Code **F20** (Failure to Provide Social Security Number during Certification Period) has been automated at the line level. When an **F20** sanction is initiated by SNAP Change Center **S25**, data concerning the sanction will be transmitted to WMS. WMS will enact sanction Code **F20** and remove the offending individual (line) from the SNAP case when the household size is greater than 1.

WMS will systematically budget the SNAP case based on the sanctioned household size. If the sanctioned individual makes the case ineligible for SNAP benefits, the case will be placed on an exception report for manual processing.

The Unique Authorization Number assigned to this action is **#20120663**.

Disable TA Code **M40**

After a policy review of the usage of CA denial Code **M40** (Intentionally Providing Incorrect Information), it was determined that current Intentional Program Violation Procedures (IPV) are sufficient to determine if a CA applicant intentionally withheld, concealed or misrepresented facts concerning CA eligibility.

Effective with this release, Code **M40** has been disabled and removed from WMS and the Worker's Guide to Codes Manual.

New SNAP Reactivation Waiver Code **Y60** for use in Undercare

SNAP Opening Code **Y60** (Reactivation waiver code - case closed less than 30 days) has been created to reopen a case that has been closed less than 30 days. **Y60** is only valid for NCA SNAP Undercare cases.

See [PD #13-15-ELI](#)
Reactivation of SNAP Cases Closed Less Than 30 Days.

If Code **Y60** is entered on a case that has been closed 30 or more days, WMS will display the error message, "Original Case Closed >= 30 Days".

Entry of **Y60** will cause the WMS **Authorization From Date** to be backdated to the day after the closing date. With the exception of failure to recertify closings, SNAP benefits will be issued from the reopen date. For example:

- Case closed 4/2/13;
- Case reopened 4/28/13 with **Y60**;

- New Auth From Date – 4/3/13;
- Benefits issued from 4/28/13.

REQUIRED ACTION

Two New Application Source Codes

See [PB #07-115-SYS](#).

The SNAP worker must select the appropriate APP SRC code in the **APP SRC** field on the SNAP POS TAD when an applicant prints the application online from ACCESS NYC and either Faxes or Mails it to the SNAP center. See PB #07-115-SYS for info on SNAP Applications printed from ACCESS NYC.

New SNAP Reactivation Waiver Code **Y60** for use in Undercare

If a household meets all the criteria to reopen their SNAP case, in POS, the Worker must select the checkbox **Re-Open the Case** in the **Changes to SNAP Case** window in the **SNAP Change Case Data** activity. The Worker must click the **Next** button to access the **Re-Open the SNAP Case** window.

In the **Re-Open the SNAP Case** window the Worker must:

Refer to [PD #13-15-ELI](#) Reactivation of SNAP Cases Closed Less Than 30 Days for information on reactivation criteria and instructions.

- Select **Y60** in the **Status Reason** field;
- Enter the date of compliance in the **Contact Date** field;
- Select **Next**;
- Select the individuals on the case that will be reactivated;
- Select **Active** (for the individuals to be reactivated) in the **New POS TAD Status** drop-down menu;
- Select the individual acceptance code in the **New POS TAD Status Reason** field;
- Enter the date of compliance in the **Effective Date** field; and
- Select **Next**.

The Worker must make any necessary updates in the following interview windows that will appear: Address Information, Additional Suffix Level Data, Individual Details, Employment Information, Current Income, Medical, Resources, Shelter (Housing) Expenses, Other Expenses, Education and Training, Other Information and Human Trafficking Victim windows.

The Worker must calculate and save a new budget, enter the new budget number (obtained by saving the budget) in the **WMS Bdgt#** field in the completion of the POS TAD and submit the case to the Supervisor for review and approval.

The Worker must issue the Action Taken On Your Supplemental Nutrition Assistance Program (SNAP) Benefits Case (**LDSS-3152 NYC**) form (manual notice) when utilizing Code **Y60**.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications POS Implications are included within this policy directive.

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

- Authorization of Grants Manual
- SPP #2012-00328 Change Distribution of 7 WINR0 Rpts From RESP CTR to ORG CTR for NPA Only
 - SPP #2012-00663 Auto Indiv Sanction CD **F20** thru the PFS110FTPIN File Process for SNAP Cases
 - SPP #2013-00012 Change Distribution of **WINR0135** and **WINR0322** Based on APP SRC IND
 - SPP #2013-00034 Disable TA Code **M40**
 - SPP #2013-00156 Two New Application Source Codes
 - SPP #2013-00158 New SNAP Reactivation Waiver Code **Y60** for use in Undercare

RELATED ITEMS

- [PB #07-115-SYS](#)
 - [PB #13-58-OPE](#)
 - [PD #12-31-SYS](#)
 - [PD #13-15-ELI](#)
- ACCESS NYC Public Benefits Screening Tool
Renaming of Supplemental Nutrition Assistance Program (SNAP) Change Centers
WMS Software Release Version 2012.3
Reactivation of SNAP Cases Closed Less Than 30 Days