



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #13-28-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2013.3

Date: November 22, 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 Version 2013.3 migrated to production on October 20, 2013.
SYSTEM ENHANCEMENTS	Changes that became effective with the October 20, 2013 release of WMS Software Version 2013.3 include: <ul style="list-style-type: none">• Exempt UIB Recipients from FS WE1 Sanctions.• WMS NYC CIN Spawn and CIN Assignment Changes.• WMS Tracking of FS Recoupment Repayment Agreement.• IPV Indicator Fix.• Store the Authorization Number for Issued PASI and FSSI Payments on WMS Database.• Request for Two New CA Rejection Codes for CILOCA.• Change Address and Phone Contact Rules for MA PARIS Codes.• 2013 ARRA SNAP Changes and MRB.• Update to the Creation of WMS ABEL Report WINRO027.• Prefilling the Zeroes on WMS Screen NSBL00 ABEL Menu Screen.

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

Exempt UIB
Recipients from FS
WE1 Sanctions

Previously, when a **WE1** (Failure to Comply with Employment Requirements [1st Occurrence]) sanction was placed on an individual in receipt of Unemployment Insurance Benefits (UIB), both the Cash Assistance (CA) and SNAP portions of the case were systematically sanctioned.

Effective with this release, an individual in receipt of UIB will be sanctioned for *CA only* for **WE1** offenses. WMS will not sanction SNAP participants in receipt of UIB because they are exempt from SNAP work requirements.

WMS NYC SPAWN
and CIN Assignment
Changes

NYC WMS assigns Client Identification Numbers (CIN) starting with letters “ZZ”, going in reverse to “MA” (Upstate CINs are assigned from “AA” to “LZ”). Previous to this edit, there were approximately 2 years left until NYC would exhaust the letters available for assignment.

When the NYC WMS “spawns” (creates) a CIN during the application process, this temporary CIN may not exist beyond 90 days. This occurs when the application is not acted upon or there is a CIN reuse. During a CIN reuse, the “spawned” CIN is replaced with the applicant’s old CIN already known to WMS. More than half of the NYC CINs are spawned CINs for which there is no applicant record in the WMS database.

Effective with this release, WMS will use the temporary CINs. Numbers that are not currently stored on the WMS database are placed in a pool of possible numbers to be used. The oldest available numbers (CIN prefix ZZ) would be the first CINs to be used, proceeding in reverse alphabetic order (to “MA”) filling in the gaps in the NYC numbering scheme.

WMS Tracking of FS
Recoupment
Repayment
Agreement

Effective with this release, the following WMS screens have been updated to collect additional information concerning the tracking of SNAP recoupment repayment agreements:

- FS Recoupment Data (**WCN013**)
- FS Recoupment Data (**NRP402**)
- Suffix Recoupment Detail (**NQCS9C**)

The following fields have been added to the updated screens:

- QUICK REPAYMENT AMT –OR–REPMT AGREEMENT AMOUNT - the claim amount which the household agrees to repay. If an amount is entered, the repayment type is defined by the RAI value (see page 3). For Screen **NQCS9C**, this field is reflected as “QK Repmt/RA Amt”.

- RAI - Repayment Agreement Indicator. This field differentiates whether a worker is entering a Quick Repayment Amount (QRA) or a Repayment Agreement (RA) Amount. The following values will be displayed:
 - **Y** to indicate that the QRA/RA is an RA.
 - **N** to indicate that the QRA/RA is a QRA.

Note: Only Repayment Agreements require the following field entries:

- RA DATE - date the repayment agreement is accepted by the district.
- RA DUE DATE - date the initial payment, as defined in the repayment agreement, is due.
- RAF - frequency with which a repayment agreement amount will be made.

For active SNAP suffixes carrying a SNAP recoupment, if the RAI is:

- **Y**, the calculated percentage amount will be recouped.
- **N**, the greater of either the calculated percentage amount or the QRA will be recouped.

Examples of updated screens **WCN013**, **NRP402**, and **NQCS9C** are displayed in **Attachment A**.

IPV Indicator Fix

Refer to [Worker's Guide to Codes Manual](#) for IPV Indicator Flag Codes.

See [PD #13-26-ELI](#) Intentional Program Violations.

The Intentional Program Violation (IPV) Indicator flag codes are used to flag an inactive individual with an IPV sanction and prevent that individual from being activated for CA and/or SNAP.

Previously, the indicator could only be entered when an individual with a case status of **RJ** or **CL** was on an active case or closed case. The indicator could not be entered on **RJ/CL** individuals if the case had been rejected at the case level.

Effective with this release, WMS will allow the IPV indicators to be entered on **RJ/CL** individuals when the case is **RJ** for CA or SNAP.

Store the Authorization Number for issued PASI and FSSI Payments on WMS Database

Under certain circumstances, such as a response to state disaster(s) or a lawsuit settlement(s), the Office of Temporary and Disability Assistance (OTDA) has been called upon to process mass payments to an affected population. These payment transactions were assigned an authorization number unique to each event. These authorization numbers, though available during early phases of processing, have not been retained by WMS.

Effective with this release, WMS will store the authorization number of all CA and SNAP **SI** payments for future availability.

The WMS Grant Breakdown screen (**NQCS5J**) will display the saved authorization number in the **Auth #** field. An example of screen **NQCS5J** is displayed in **Attachment A**.

Request for Two New CA Rejection Codes for CILOCA

Effective with this release, two new CA Rejection Codes, **M55** and **G46** must be used when an applicant requests CILOCA (Child Care in Lieu of Cash Assistance) and is determined ineligible for CILOCA and ineligible for CA.

See [PD #13-19-ELI](#) Child Care in Lieu of Cash Assistance (CILOCA).

The new Rejection Codes- are defined as follows:

See [PB #13-86-SYS](#) New Child Care In Lieu of Cash Assistance (CILOCA) Denial Codes.

- **M55**- Ineligible for Child Care in Lieu of Temporary Assistance
- **G46**- Ineligible for Child Care in Lieu of Temporary Assistance (Excess Income)

Both **M55** and **G46** are Case Level rejection codes.

The new CA Rejection Code **M55** has multiple denial reasons in the Client Notice System (CNS) and the JOS/Worker must select the appropriate reason(s) for denial. Multiple denial reasons can be selected, however, not all denial reasons can be used together. Refer to **Attachment A** of **PB #13-86-SYS** for information on the selection(s) of the denial reasons and updated CNS text.

The new CA Rejection Code **G46** will be used when the applicant has excess income that makes the household ineligible for CA and therefore him/her ineligible for CILOCA. **G46** will require an excess income budget and may trigger Transitional Child Care benefits. Refer to **Attachment B** of [PB #13-86-SYS](#) for the updated CNS text for **G46** rejections.

Change Address and Phone Contact Rules for MA PARIS Codes

The OTDA Public Assistance Reporting Information System (PARIS) match identifies individuals in receipt of MA, CA or NCA SNAP in another state.

See [PD #10-30-OPE](#) Clarification Regarding Computer Matches.

Effective with this release, the CNS language for PARIS match Closing Codes **N66** (Duplicate Assistance, PARIS Match Interstate) (Manual case or line closing) and **N67** (Duplicate Assistance, PARIS Match [System Generated]) (Automated case closing) will contain additional text to direct MA, CA, and NCA SNAP participants to the Bureau of Fraud Investigation (BFI) to resolve the closing notice.

The new text associated with the **N66** and **N67** closings is as follows:

“If you disagree with this action we are taking you can walk in to the Bureau of Fraud Investigation at 250 Church St. 3rd FLOOR, New York, NY 10013, or call the Agency Conference phone number listed above prior to the date your case closes, for an appointment.”

The contact number **212-274-6060** will be placed in the following CNS notice fields for MA, CA, and NCA SNAP **N66/N67** closings:

- Unit Worker Telephone No.
- General Telephone No.
- Record Access phone number

For MA **N66/N67** closings, the contact number will also appear in the “Fair Hearing Contact” field.

For CA and NCA SNAP **N66/N67** closings, the contact number will also appear in the “Fair Hearing information and assistance phone number” field.

Effective with this release, the following case type **N66/N67** closings will be assigned the following Originating IDs (Orig ID):

- MA **N66** – CFI (Client Fraud Investigation) or TMU (Transitional Medicaid Unit)
- MA **N67** – CFI
- CA **N66** or **N67** – CFI
- NCA SNAP **N66** – F25 (SNAP Center 25)
- NCA SNAP **N67** – CFI

Attempted **N66/N67** closings from other Orig ID locations will display the WMS error message, “Orig ID must be XXX for NXX closing code”.

Note: “XXX” in the error message denotes the Orig Id and “NXX” denotes the appropriate **N66/N67** code.

2013 ARRA SNAP Changes and MRB

The American Recovery & Reinvestment Act (ARRA) of 2009, which provided a temporary increase in SNAP benefit amounts, ended on October 31st, 2013. Effective November 1st, 2013, the SNAP benefit amounts have been changed (reduced) for most SNAP households.

Refer to [PB #13-89-ELI](#) Supplemental Nutrition Assistance Program Benefit Reduction.

The new SNAP benefit amounts will be used for budgets with effective dates of 11/01/13 or later. Budgets with effective dates prior to 11/01/13 will use the prior amounts.

Amounts for the Gross 130% and 200% Eligibility Levels, Net Income Eligibility Levels, Excess Shelter Maximum, Standard Deduction Amounts, Standard Utility Allowance (SUA) standards, and Homeless Shelter Maximum Amount remained unchanged. There was no change to the budgeting methodology of SNAP benefits.

The new maximum SNAP benefit amounts per household size and the respective amount of the decrease are as follows:

Household Size	1	2	3	4	5	6	7	8
Maximum SNAP Benefit	\$189	\$347	\$497	\$632	\$750	\$900	\$995	\$1,137
Decrease in Maximum SNAP Benefit	\$11	\$20	\$29	\$36	\$43	\$52	\$57	\$65

The amounts listed above are for households of up to eight individuals. For each additional person, add \$142 to the maximum SNAP benefit amounts and \$8 to the amount of the decrease.

The decrease in the maximum SNAP benefit amounts will also result in a decrease for all households that receive less than the maximum allotment. The minimum monthly SNAP benefit allotment for eligible one- and two-person households decreased from \$16 to \$15.

NYSNIP amounts

The standardized SNAP benefit amounts for the New York State Nutrition Improvement Project (NYSNIP) have also been reduced. The NYSNIP SNAP benefit amounts by shelter type code are as follows:

	<u>SSI Only</u>	<u>SSI and other income</u>
Shelter Type Code 94	\$189	\$189
Shelter Type Code 95	\$189	\$187
Shelter Type Code 96	\$189	\$189
Shelter Type Code 97	\$189	\$187
Shelter Type Code 98	\$ 73	\$ 69

WMS systematically rebudgeted all active CA SNAP and NCA SNAP households (11/A/13 Budget effective date) during the weekend of October 19, 2013 to reflect the updated benefit amounts.

The Unique Authorization number assigned to this action was **#20130213**.

On the weekend of October 5, 2013 the Office of Temporary Disability Assistance (OTDA) ran a Mass Rebudget (MRB), which produced notices to all SNAP households informing them of the benefit reduction effective November 1, 2013.

Refer to [PB #13-89-ELI](#) Supplemental Nutrition Assistance Program Benefit Reduction for additional information.

Update To The
Creation of WMS
ABEL Report
WINR0027

Previously, when a PA/FS Budget Summary Report (**WINR0027**) was produced from the Budget Menu Screen (**NSBL00**) via **Option 05** (Print Budget Summary Report) with no budget number, the system produced the report with 'basis budget' information which included both active and closed individuals.

See the PA Budgeting
Manual.

Effective with this release, on the WMS **NSBL00** screen for **Option 05**, JOS/Workers will be able to either print a budget summary with only the current information or a more detailed budget with open and closed individuals.

- When **A** (Authorized) is entered in the **AREA** field with no entry in the **Budget #** field, WMS will produce a **WINR0027** report using the most recent Authorized budget. Only the active individuals associated with that Authorized budget will be displayed on the report.
- When there is no entry in the **AREA** or **Budget #** fields, WMS will produce a **WINR0027** report which includes both the active and closed individuals.

Prefilling The Zeroes
On WMS Screen
NSBL00 ABEL Menu
Screen

The WMS Inquiry screens pre-fill the last 9 digits of the case number and the ending check digit resulting in 10 characters. The Automated Budgeting and Eligibility Logic (ABEL) WMS Screen **NSBL00** has traditionally 'ignored' the leading zeros of the case number and the ending check digit.

Effective with this release, WMS will prefill the zeroes and add the check digit for Screen **NSBL00** displaying 10 characters. Screen **NSBL00** will now behave similarly to the WMS Inquiry screens.

REQUIRED ACTION

WMS Tracking of FS
Recoupment
Repayment
Agreement

On WMS screens **WCN013** and **NRP402**, the worker must enter the Recoupment Repayment Agreement information.

Note: For screen **NRP402**, entry will only be allowed when Recoupment Action Code **2** (Change In Data) is entered.

In the **QUICK REPAYMENT AMT –OR-REPMT AGREEMENT AMOUNT** field, the worker must enter the claim amount the household agrees to repay.

For the **RAI** field, the worker must enter:

- **Y** to indicate that the QRA/RA is an RA. WMS will require entries in the RA DATE, RA DUE DATE, and RAF fields.
- **N** to indicate that the QRA/RA is a QRA. Entries in the RA DATE, RA DUE DATE, and RAF fields are not allowed.
- **#** (for Screen **NRP402** only) to lift a pre-existing QRA or RA. The QRA/RAA entry must be the number “0”.

For the **RA DATE** and **RA DUE DT** fields, the worker must enter the dates as defined in the System Enhancements section of this policy directive.

For the **RAF** field, the worker must enter:

- **M** for monthly;
- **Q** for quarterly; or
- **S** for semi-annually.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

See [PB #13-87-SYS](#) CA POS Release Notes 17.3 and [PB #13-88-SYS](#) SNAP POS Release Notes 7.3 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 Director’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 Director’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 Director once the applicant/participant is called to the NCA/SNAP Reception desk.

The Center Director’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 Director’s designee will decide to resolve or defend the case based on all factors and whether the case was closed correctly.

The Center Director’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

	PA Budgeting Manual	
	Worker's Guide to Codes	
SPP #2012-00552		Exempt UIB Recipients From SNAP WE1 Sanctions
SPP #2012-00685		WMS NYC CIN Spawn And CIN Assignment Changes
SPP #2013-00022		WMS Tracking of FS Recoupment Repayment Agreement
SPP #2013-00056		IPV Indicator Fix
SPP #2013-00070		Store The Auth Number For Issued PASI And FSSI Payments On WMS Database
SPP #2013-00116		Request Two New CA Rejection Codes For CILOCA
SPP #2013-00132		Change Address and Phone Contact Rules for MA PARIS Codes
SPP #2013-00213		2013 ARRA SNAP Changes and MRB
SPP #2013-00234		Update To The Creation Of WMS ABEL Report WINRO027
SPP #2013-00257		Prefilling The Zeroes On WMS Screen NSBL00 ABEL Menu Screen

RELATED ITEMS

PB #13-86-SYS	New Child Care in Lieu of Cash Assistance (CILOCA) Denial Codes
PB #13-87-SYS	CA POS Release Notes 17.3
PB #13-88-SYS	SNAP POS Release Notes 7.3
PB #13-89-ELI	Supplemental Nutrition Assistance Program Benefit Reduction
PD #10-30-OPE	Clarification Regarding Computer Matches
PD #13-19-ELI	Child Care in Lieu of Cash Assistance (CILOCA)
PD #13-26-ELI	Intentional Program Violations

ATTACHMENT

 Please use Print Demand to obtain on copies of forms.

Attachment A	WMS Software Release 2013.3 Screen Updates
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Attachment A

Suffix Recoupment Detail Screen (NQCS9C)

NQCS9C (Z) Suffix Recoupment Detail / /

Case No: Suffix: 01
 Case Name:
 Recoupment ID:
 Responsible CTR: Date Recoupment Began: / /
 Originating CTR: Offense Date: / /
 Authorization #: Recoupment Status:
 Fair Hearing St Date : / /

PA Data

FS Data

Original Offense Amt:		Offense Amount:	CI
Amount Collected:		Amount Collected:	
Current Balance:	0.00	Current Balance:	
Recoupment %:	0	Qk Repmt / RA Amt:	RA
M3E:		M3E: 1 RA Date / / RA Due / /	
Intent Notice:	/ /	No Persons Sanctioned:	RAF
Change Notice:	/ /	Date of Discovery	/ /
Type Subtype:		Date of Establishment	/ / COR
Recoupment Type:		Type:	
Overpay Period:	/ / - / /	Sub Type:	

CMD

Grant Breakdown Screen (NQCS5J)

NQCS5J (P) Grant Breakdown 02/21/13
 Case # 000000000B Suffix 01 Center 000 Unit/Worker 00000

				Reconciliation		
-Issuance--	Payment		Payment	Payment	-Date---	Status
Date Cd	Type	Rtg	Benefit#	Amount	Period	Amount Discr
07/06/12 00	PAYMENT	EBT	SP00000000	27.80	07/04/12 - 07/11/12	3
Type: PA SI					07/07/12	27.80

FS BREAKDOWN: FED AMT STATE AMT TANF AMT

Recoupment Grant -
 RTI:
 Amount:

Single Issue Grant - Cin: Replaces Check #
 Cat. Date Benefit # Assoc Name Amt Type
 / / SP00000000 JONES MISTER 01

Auth # 00000000

Restricted Grant -
 Restricted Amts:

CMD