



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #14-07-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2014.1

Date: March 11, 2014	Subtopic(s): WMS
AUDIENCE	<p>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.</p>
POLICY	<p>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 2014.1 migrated to production on February 17, 2014.</p>
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the February 17, 2014 release of WMS Software Version 2014.1 include:</p> <ul style="list-style-type: none"> • Fix to FA Cases and Maintenance of Effort (MOE) Indicator. • Add FRO and FSP as Valid Originating Centers. • Save Case Reuse Provisional Financial Profiles (PFPs). • Fix Update Calculation of Number of Parents in Household Indicator Codes. • Change Clearance Data Purge from 90 Days to 60 Days Retention. • Disable PA Single Issuance Code A9.
Fix to FA Cases and MOE Indicator	<p>WMS assigns State/Federal Charge Code (St/Fed Code) 63 (Converted Due To 60 Month TANF Limit [MOE]) when a Family Assistance (FA) case reaches the 60-month time limit and is converted to Safety Net (SN). Conversely, St/Fed Code 63 is removed when SN cases become exempt from the 60-month time limit and are converted back to FA.</p>

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

See [PD #08-31-ELI](#) Time Limit Reassessment Interview for FA and SNFP Participants Approaching the 60-Month Time Limit on CA.

Systemic problems have been identified where St/Fed Code **63** was removed from some, but not all of the lines of cases during conversions back to FA. Also, many of the converted SN cases with St/Fed Code **63** closed then reopened in the FA category were incorrectly assigned St/Fed Code **63**.

WMS will conduct a monthly run to remove St/Fed Code **63** from all FA/ Safety Net Federally Participating (SNFP) cases unless there is a pending transaction to convert back to SN in clock-down status. Also, WMS will remove St/Fed Code **63** from all case lines (**AC**, **SI**, or **SN** status) when an FA application is placed in **AC** or **SI** status.

Add FRO and FSP as Valid Originating Centers

Two new values for Originating Centers have been added to the WMS database table and deemed valid. The new Originating (ORIG) IDs are as follows:

- **FRO** – SNAP Central Office
- **FSP** – Special Project Center **#80**

WMS and all procedure manuals will be updated with all relevant data concerning ORIG IDs **FRO** and **FSP**.

Save Case Reuse PFPs

When an application registration number is linked to an old case number, and the Eligibility transaction results in an acceptance, the “good” budget is moved to the old (linked) case number. Previously, when the Eligibility transaction resulted in a denial with an “ineligible” budget, the Registry case record was deleted and the ineligible budget was not moved to the old (linked) case number.

Effective with this release, when applying cases that are being linked to old cases (case reuse) are found to be ineligible for assistance (CA or SNAP), the ineligible budget will be saved to the old case number and retained in the “saved” (provisional) area of WMS for six (6) months.

Fix Update Calculation of Number of Parents in Household Indicator Codes

The Parent Indicator (Parent Ind) code located on the WMS Case Composition-Suffix/Individual Summary (**NQCS01**) screen represents the number of parents in the household deemed non-exempt from participating in employment related activities. This code is used for reporting and claiming purposes.

Employability (EMP) codes are updated via the New York City Work, Accountability and You (NYCWAY) system based on information provided from the participant to the JOS/Worker to complete the Employment Plan (EP).

Previously, when a change was made to the EMP code of parents on a case via NYCWAY, the Parent Ind code was not updated. For example:

- Before the EMP code change:
 - Parent #1 EMP Code **20** (Non-Exempt)
 - Parent #2 EMP Code **20**
 - Parent Ind Code = **2**

- After the EMP code change:
 - Parent #1 EMP Code **20**
 - Parent #2 EMP Code **43** (Incapacitated/Disabled (SSI Application Filed)/Exempt)
 - Parent Ind Code = **2** (*however should be updated to 1*)

Effective with this release, WMS will update the Parent Ind code when the EMP code is updated via NYCWAY. A one-time run will also be conducted to correctly calculate cases assigned incorrect Parent Ind codes.

Change Clearance Data Purge from 90 Days to 60 Days Retention

Previously, clearance data in WMS was saved for 90 days, then purged. Due to the intake of additional data for the new clearance process, the data has to be purged earlier.

Effective with this release, WMS clearance data will be saved for 60 days, then purged.

Disable PA Single Issuance Code **A9**

Single Issuance Code **A9** (HSP Rent Supplement) has been disabled because the Housing Stability Plus (HSP) program has been discontinued.

See the [Worker's Guide to Codes](#) and [Authorization of Grants Manuals](#).

Any attempt to enter **A9** will result in the display of the error message "Invalid PA Issuance Code". **A9** will be removed from the Authorization of Grants manual and moved to the "Obsolete" section of the Worker's Guide to Codes manual.

REQUIRED ACTION

Fix to FA Cases and MOE Indicator

Whenever a case becomes eligible for a time-limit exemption, the JOS/Worker must select "**X**" in the **Time Limit Exemption** (TL-EX) field, in the **Exemption Indicator** section of the **Individual Detail** window of the POS Turnaround Document (TAD). For manual TAD completion, an "**X**" must be placed in element **393** of the WMS TAD. Refer to **PD #08-31-ELI** for further information.

**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 cases.

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 will 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 will be 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 will 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

[Authorization of Grants Manual](#)

[Worker’s Guide to Codes Manual](#)

SPP #2013-00241	Fix to FA Cases and MOE Indicator
SPP #2013-00260	Add FRO and FSP as Valid Originating Centers
SPP #2013-00281	Save Case Reuse PFPs
SPP #2013-00329	Fix Update Calculation of Number of Parents in Household Indicator Codes
SPP #2013-00352	Change Clearance Data Purge from 90 Days to 60 Days Retention
SPP #2013-00383	Disable PA Single Issuance Code A9

RELATED ITEM

[PD #08-31-ELI](#)

Time Limit Reassessment Interview for Family Assistance and Safety Net Federally Participating Participants Approaching the 60-Month Time Limit on Cash Assistance