



FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner

Office of Procedures

POLICY DIRECTIVE #14-29-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2014.3

Date: November 21, 2014	Subtopic: 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 2014.3 migrated to production on October 18, 2014.
SYSTEM ENHANCEMENTS	Changes that became effective with the October 18, 2014 release of WMS Software Release Version 2014.3 include: <ul style="list-style-type: none">• Fix to Same Day Issuance (SDI) Payments on Registry Numbers Linked to Inactive Cases;• Expand Language Spoken and Language Read Fields in Worker Case Update;• Remove the Edit on Alien Cases Changing to “C” (Citizen) Status;• Change the V21(Failure to provide verification) SNAP Clock-Down Period;• Revise Public Assistance Single Issuance (PASI) Edit Chart;• Update WINRO805.

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

Fix to SDI Payments on Registry Numbers Linked to Inactive Cases

Human Resources Administration (HRA) has identified a problem with the issuance of Cash Assistance (CA) Immediate Needs and Expedited SNAP benefits. When the applying (AP) case is registered, the Application Registration (App-Reg) case number has to be linked to the prior case number, if there is a case history. The WMS screen asks the JOS/Worker if he/she wishes to link the case to a prior case number, JOS/Worker frequently ignores the linkage and issues benefits on the App-Reg case number. At a later time, JOS/Worker activates the case, linking it to an old case number and all the history of the SDI benefit is lost as it remains under the App-Reg number, which is deleted off the database when linkage is used.

Effective with this release, whenever a CA/SNAP or NCA SNAP case is activated/single issuance (AC/SI) status in any program area or rejected (RJ), and the App-Reg number is linked to an old case number, WMS will check the benefit issuance to determine if any CA or SNAP benefits were issued under the App-Reg number. If yes, WMS will move all benefit issuance information from the App-Reg number to the linked case number.

Expand Language Spoken and Language Read Fields in Worker Case Update

The Language Spoken (element **255** of the Turnaround Document [**TAD**]) and Language Read (element **281** of the **TAD**) fields were created to identify the language preferences for CA, SNAP and Medicaid applicants/participants using one or two characters. Entries in these fields are required when registering applications in Eligibility or adding suffixes to active cases in Worker Case Update.

Currently, it is possible to enter values with two characters when an application is registered in Worker Mode Applications. These values appear correctly on the appropriate Inquiry screens. However, problems were discovered when attempts were made to populate these fields in Worker Case Update. It was not possible to enter a language with a two character code in either element **255** (Language Spoken) or element **281** (Language Read) on screen **NUPD02** (New Suffix Data) because these fields were created for one character only.

Refer to the WMS [Worker's Guide to Codes Manual](#)

Effective with this release, all one and two character values for languages listed in the WMS Worker's Guide to Codes Manual can be entered in both Eligibility and Worker Case Update.

Remove the Edit on Alien Cases Changing to “C” Status

Refer to the WMS Worker’s Guide to Codes Manual

Currently, there are many cases where the individual has a permanent Alien Citizenship Indicator (**ACI**) code of “**C**” (element **382** of the **TAD**) that has changed from a temporary alien status with a temporary Alien Registration Number (element **381** of the **TAD**) of “**A0000000**” (Lost or expired documentation, pending verification of the alien status and number). When the JOS/Worker enters the ACI indicator of “**C**” on the case, the temporary Alien Registration Number of “**A0000000**” will not be removed, and the following error message is displaying: “**E2684 – Alien # must be changed prior to recert.**” This should not occur if the **ACI** is a Citizen or a Person Residing Under Color of Law (PRUCOL). The temporary Alien Registration Number of “**A0000000**” should be removed.

Effective with this release, this system error will be resolved. When the **ACI** is changed from temporary Alien status to Citizen status, the temporary Alien Registration Number of “**A0000000**” will be removed.

Change the **V21** SNAP Clock-Down Period

Currently SNAP rejection code **V21** is clocking-down in 10 days from application day. HRA requested to change the clock-down to 30 days from application date, if the action is taken within 30 days from the date of application.

Effective with this release, if code **V21** is used for rejection, then It will clock down to 30 days from the date of application.

Revise PASI Edit Chart

Effective with this release, the changes between CA SI Opening Codes and Associated CA Special Grant Issuance Codes have been made for payments issued with the following Pic-Up Codes (**PUC**):

- **PUC 1** (Special Roll Check);
- **PUC 2** (Pended Until 45th Day of Safety Net Federally Participating [SNFP] / Safety Net Cash Assistance [SNCA] / Safety Net Non-Cash Assistance [SNNC] Eligibility);
- **PUC 6** (Emergency Check, Issued via the E-Check Authorization Print Process);
- **PUC 9** (EBT Emergency CA SI Special Grant).

The following CA SI opening codes are used to issue nonrecurring CA benefits and One Shot Deals:

- **Y19** (Case accepted for emergencies other than shelter or utility arrears);
- **Y37** (Case accepted for SI payments that have been ordered by a Fair Hearing decision);
- **Y38** (Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay);

- **Y39** (Case accepted only for emergency shelter arrears and/or emergency utility arrears with no repayment agreement);
- **Y41** (Case accepted for immediate needs [pre-investigation]).

The following changes will be introduced:

Refer to the WMS [Worker's Guide to Codes](#) Manual and WMS Authorization of Grants Manual for the description of the CA SI codes

CA Opening Codes	Changes to CA SI Codes
Y19	Code 31 removed from the list
Y37	No changes
Y38	Codes 30, 43, 99 added to the list
Y39	Codes 7, 8, 9, 43, D0, W5, W7, 99 added to the list
Y41	No changes

Note: The CA SI Opening Codes and Associated CA Special Grant Issuance Codes Desk Guide (**W-140PP**) has been revised to update the changes.

Refer to the **W-140PP** for the complete list of the special grant issuance codes that are accepted in WMS

Any attempt to issue a payment code not valid for opening codes **Y19, Y38, Y39** or **Y41**, will result in a **new error #** and message, "**E2465 – payment code invalid for opening code**"

Note: There is no restriction on the special grant issuance codes that may be used with CA Opening codes **Y19, Y37, Y38, Y39**, and **Y41** when using the following pick-up codes:

- **PUC 4** (Same Day Immediate Needs);
- **PUC 5** (Emergency CA Check [E-Check]);
- **PUC 7** (Emergency Cash Payment [E-Cash]).

Update **WINRO805**

WINR0805 report is used to alert management and JOS/Workers when a SDI is issued. Effective with this release, WMS will modify the **WINR0805** report by adding JOS/Worker's WMS User's ID to the report. This will be accomplished through Paperless Office System (POS). POS will modify their process to send in the transaction JOS/Worker's WMS USERID responsible for the SDI.

WMS will add a column on the report to display the WMS USERID of the worker who data-entered the SDI.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

POS Implications are included in this policy directive.

SNAP Implications

SNAP Implications are included in this policy directive.

Medicaid Implications

Medicaid Implications are included in this policy directive.

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 #14-24-OPE](#) and [PD #14-18-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.

ATTACHMENT

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

W-140PP

Cash Assistance (CA) Single Issue Opening Codes and Associated CA Special Grant Issuance Codes Desk Guide (Rev. 11/21/14)

Cash Assistance (CA) Single Issue Opening Codes and Associated CA Special Grant Issuance Codes Desk Guide

CA Single Issue Opening Code	Restricted to the following Special Grant Issuance Codes for PUC 1, 2, 6 or 9	Special Instructions
<p>Y19 (Case accepted for emergencies other than shelter or utility arrears)</p>	<p>14, 15, 16, 18, 19, 21, 22, 38, 39, 42, 45, 46, 47, 48, 49, 60, 61, 62, 81, W3, W4</p>	<ul style="list-style-type: none"> Do not use these CA opening and issuance codes to issue recurring benefits. WMS limits use of CA Opening Codes Y19, Y37, Y38, Y39 and Y41 to the special grant codes listed when issued using the following pick-up codes (PUC): <ul style="list-style-type: none"> PUC 1 (Special Roll Check) PUC 2 (Pended Until 45th Day of Safety Net Federally Participating [SNFP]/ Safety Net Cash Assistance [SNCA]/ Safety Net Non-Cash [SNNC] Eligibility) PUC 6 (Emergency Check Issued via the E-Check Authorization Print Process) PUC 9 (Electronic Benefit Transfer [EBT] Emergency CA Single Issue Special Grant)
<p>Y37 (Case accepted for single issue payments that have been ordered by a Fair Hearing decision)</p>	<p>No Restrictions Any applicable special grant issuance code can be used</p>	
<p>Y38 (Case accepted only for emergency shelter arrears and/or emergency utility arrears which applicant agrees to repay)</p>	<p>10, 30, 31, 40, 41, 43, 50, 59, 99</p>	
<p>Y39 (Case accepted only for emergency shelter arrears and/or emergency utility arrears with no repayment agreement)</p>	<p>7, 8, 9, 10, 30, 31, 40, 41, 43, 50, 59, 62, D0, W5, W7, 99</p>	
<p>Y41 (Case accepted for immediate needs [pre-investigation])</p>	<p>10, 18, 19, 22, 25, 30, 31, 38, 39, 40, 41, 42, 44, 49, 50, 59, 60, 61, 81</p>	

Note 1: Use Special Grant Issuance Code **31** with CA opening code **Y38** to pay the rent arrears, including excess rent.

Note 2: There is no restriction on the special grant issuance codes that may be used with CA Opening Codes **Y19, Y37, Y38, Y39** and **Y41** when issued with **PUC 4** (Same Day Immediate Needs), **PUC 5** (Emergency Cash Assistance Check [E-Check]) and **PUC 7** (Emergency Cash Payment [E-Cash]).