



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #15-06-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2015.1

Date: March 25, 2015	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 2015.1 migrated to production on February 14, 2015.
SYSTEM ENHANCEMENTS	Changes that became effective with the February 14, 2015 release of WMS Software Release Version 2015.1 include: <ul style="list-style-type: none">• Changes of Training and Employment Assistance Program (TEAP) budget calculation for transitional housing cases;• Human Resources Administration (HRA) modify Resources File Integration (RFI) bank screens;• Establish two new Chinese language read codes and disallow new entry of current Chinese language read codes;• Addendum to HASA 30% reduction;• January 2015 Social Security Administration (SSA) cost-of-living (COLA) mass re-budgeting (MRB);• Allow U as Unknown for Race and Ethnic fields;• Extension for purge period from 90 to 120 days for SNAP Applying (AP) cases;

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- WMS Disability Accommodation Indicator for Rafferty additional code; and
- Change in Standard Utility Allowance (SUA) for homeless roomer and undomiciled shelter types.

Changes of TEAP budget calculation for transitional housing cases

The purpose of this change is to modify the criteria when calculating TEAP/ Transitional Benefit Alternative (TBA) budgets for transitional housing cases (see the list below). The shelter expenses entered should not be counted when determining whether the zero Cash Assistance (CA) deficit requirement is met.

The transitional shelter types:

- 06** Hotel/Motel Temporary
- 13** Residential Programs For Victims of Domestic Violence (less than 3 meals daily)
- 14** Residential Programs For Victims of Domestic Violence (3 meals daily)
- 30** Scatter Site Homeless Housing – Non Tier I / Non Tier II (less than 3 meals daily)
- 33** Homeless Shelter – Tier I or Tier II (Less than 3 meals daily)
- 34** Homeless Shelter – Tier II (3 meals daily)
- 35** Homeless Shelter – Non Tier I / Non Tier II

New York City (NYC) WMS has been programmed to use the actual shelter amount for cases in transitional housing to determine the financial eligibility of the household. The system compares the household’s needs including the actual shelter amount expense to the income.

For TEAP cases (Income Source code **37**), WMS compares the household’s needs (the Basic Allowance, Home Energy Allowance [HEA1] and Supplemental Home Energy Allowance [HEA2]) to the income. If the needs are greater than the income, the household receives a reduced CA grant. If the TEAP income is greater than the household’s needs, the TEAP income is budgeted for CA only, and the household is eligible for TEAP/TBA – SNAP.

In the past, the JOS/Workers were unable to do a transitional housing TEAP/TBA budget when the actual homeless shelter amount was entered on the Household Screen **NSBL02** and the TEAP income (**INC SRC = 37**) was entered for CA only (**PROG = "P"**). When the actual shelter amount was entered, an error "**E2508 PROG B REQUIRED**" occurred. In order to avoid the error and complete the budget, the JOS/Workers were entering a penny (.01) into the **PA SHEL**T field.

Effective with this release, WMS allows the entry of the actual CA Shelter amount paid to the temporary housing facility into the **PA SHEL**T field for cases that are eligible for TEAP/TBA on Screen **NSBL02**.

HRA modify RFI bank screens

HRA requested changes to the WMS RFI Bank Screens **NQRF09** and **NQRF06**.

Refer to [PD #09-43-SYS](#)

- The **NQRF09** screen displays information obtained for match data from several large NYC banks regarding an individual's Bank Account(s).
- The **NQRF06** screen displays detailed information regarding an individual's Financial Institution Recipient Match (FIRM) – Match/Balance. This information is obtained from a direct match with the NYS banks through a FIRM system.

In the past, the screens only showed the bank account posting date (the date the information was moved to the RFI record). The posting date was misleading if the bank data was old but the posting action was current. This was because the date, which appeared as the current date, led the user to think the bank account and balance information was as of the date showing. In reality, the information could have been old.

Effective with this release, the following changes took affect:

- The look back period in the existing process was changed to two years from the current date;
- "Posted" date shows the original "Posted" date instead of using the current date; and
- On both the **NQRF09** and **NQRF06** screens a new field was added that indicates whether the record was created new from a file posting process (FIRM and BANK) or from a previously posted record.

Establish two new Chinese language read codes and disallow new entry of current Chinese language read codes

There are multiple Chinese spoken languages and only two official Chinese written/read languages:

- Traditional Chinese; and
- Simplified Chinese.

In the past, WMS did not have a Language Read Code for either of these two languages in the Language Read (element **281** of the Turnaround Document [**TAD**]). Instead, the following codes were used:

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

- **C Blank** Chinese-Mandarin;
- **2 Blank** Chinese-Cantonese;
- **3 Blank** Chinese-Other; and
- **CH** Chinese-Toisanese.

Effective with this release, these codes were eliminated. The new language read codes were created with the following values:

- **CT** Chinese Traditional; and
- **CS** Chinese Simplified.

Note: All existing Chinese Language Spoken codes (element **255** of the **TAD**) are appropriate for the spoken language and were not changed.

POS has also been programmed to reflect the changes. See [PB #15-10-SYS](#) CA POS Release Notes Version 19.1 and [PB #15-09-SYS](#) SNAP POS Release Notes Version 9.1.

Addendum to HASA 30% reduction
See [PD #14-16-SYS](#)

This addendum provides changes/updates for the new HASA 30% reduction that has been presented in the WMS Software Release Version 2014.2.

In the past, the JOS/Workers were unable to access the proration indicator (**PRO IND**) field, if changes had to be made, when proration indicator "**H**" (HASA 30% Income Deduction Shelter Supplement) was present.

Effective with this release, the JOS/Worker is able to access the **PRO IND** field when proration indicator "**H**" is present in this field. This enables the JOS/Worker to make changes to the budget, such as shelter type, or the applicant/participant no longer serviced by HASA.

Prior to this release, when a case in HASA with proration indicator “A” (Enhanced Shelter Calculation), failed one of the Eligibility Income Tests (Net Income Test, Gross Income test, Lump Sum and Poverty Income test) the “**A0327 DEFICIT < SHEL T – PRO IND CHANGED TO H**” error message displayed and the Proration indicator of “A” was changed to an “H”. Conversely when a HASA case with proration indicator “H” failed one of the Eligibility Tests the “**A0328 DEFICIT >= SHEL T – PRO IND CHANGED TO A**” error message displayed and the proration indicator of “H” was changed to “A”.

Effective with this release, if a case should fail any of the eligibility tests, only the appropriate failure message (**A0327** or **A0328**) will be displayed and the proration indicator value will not be changed.

When a HASA case with proration indicator “H” is re-budgeted, if the calculated CA grant continues to be less than the shelter amount, the warning message “**A0330 PRO H STILL IN EFFECT**” will be displayed.

January 2015 SSA
COLA MRB

See [PD #14-30-ELI](#) and
[PB #04-105-ELI](#)

Effective January 1, 2015 new 1.7% COLA increase was approved by SSA. The new COLA changes include related changes to facility Personal Needs Allowance (PNA) and Shelter amounts required for the budgeting of Residential Treatment Centers and Congregate Care Shelter Types. The changes also impact on the system generated SNAP benefit amounts for New York State Nutrition Improvement Project (NYSNIP) cases. The new amounts was used for the January 2015 SSA COLA MRB.

Allow U as Unknown
for Race and Ethnic
fields

Previously, WMS did not support a “U” (Unknown) as an acceptable value in the Race/Ethnic Fields for the CA or NCA SNAP individuals. It accepted only “Y”/“N” entries. At least one “Y” was required for the five Race Fields, a “Y”/“N” for the Hispanic/Latino Field, and no blank spaces.

Effective with this release, the system allows the JOS/Worker to put a “U” as an acceptable value in the Race/Ethnic Fields for the CA and NCA SNAP individuals. The change allows any combination of values, except all “N”s or blank spaces, in all five Race Fields for every line on a CA only, CA/SNAP or NCA/SNAP application. New error message “**Entry of all Ns or Spaces is Prohibited**” was created.

This change applies to the Worker Mode Application Subsystem and Batch Application Subsystem: New Applications and Applications Maintenance, and applies to all CA and NCA SNAP case types.

The following two screens were affected by this change: the Application Data screen (**NAPP10**) used to input individual application data, and the **NBAP04** screen used to update individual level information on the WMS data base.

The following six fields were affected on screen **NAPP10** and **NBAP04**:

- Hispanic/Latino (element **395** of the **TAD**);
- American Indian/Alaskan Native (element **396** of the **TAD**);
- Asian (element **397** of the **TAD**);
- Black/African American (element **398** of the **TAD**);
- Hawaiian/Pacific Islander (element **373** of the **TAD**); and
- White (element **374** of the **TAD**).

Entry of “**U**” is not allowed in Undercare/Undercare Error Correction if the currently existing Race/Ethnic code for individual is a “**Y**”/”**N**”. Attempts to enter a “**U**” when individual has a value of “**Y**”/”**N**” should result in host error “**Race/Ethnic Present – Cannot Enter U**”.

Extension for purge period from 90 to 120 days for SNAP AP cases

Previously, WMS purged SNAP cases in AP status if no action was taken on the case within 90 days from the application date and no error was pending for the case in WMS. After the 90 days the case needed to be re-registered and the decision needed to be re-entered on the new application registration case.

Effective with this release, the purge period was extended from 90 days to 120 days from the application date for NCA SNAP cases only.

This change allows the SNAP to back-date applications as required for corrective action processing and Fair Hearing updates, without needing to re-register the case. The additional time also prevents any recurrence of cases being removed from the system and staff inability to work on them accordingly.

WMS Disability Accommodation Indicator for Rafferty additional code

This change in WMS is due to the Rafferty Lawsuit that alleges that Office of Temporary and Disability Assistance (OTDA) and HRA failed to provide written materials to blind and visually impaired SNAP and Medicaid applicants and recipients in accessible alternative formats.

There are two fields in WMS, one at the case level and the other at the line level to record the type of Disability Accommodation Indicator (DAI). Previously, three DAI codes were valid in WMS:

- V1** Large Print (18 pt.);
- V2** Audio CD; and
- V3** Data CD.

Effective with this release, a new DAI value was created for Braille in WMS:

- V4** Braille

The individual level DAI field is data-enterable (element **367** of the TAD when the TAD is re-designed), and the case level DAI is not data-enterable but is viewable in WMS Inquiry and will default from the appropriate line level indicator.

Change in SUA for homeless roomer and un-domiciled shelter types

Previously, Roomer Only and the Temporary Housing shelter types listed below were only eligible for a phone Standard Utility Allowance (**SUA**).

Temporary Housing shelter types:

- 06** Hotel/Motel Temporary
- 11** Room Only
- 13** Residential Programs For Victims of Domestic Violence (less than 3 meals daily)
- 14** Residential Programs For Victims of Domestic Violence (3 meals daily)
- 30** Scatter Site Homeless Housing – Non Tier I / Non Tier II (less than 3 meals daily)
- 33** Homeless Shelter – Tier I or Tier II (Less than 3 meals daily)
- 34** Homeless Shelter – Tier II (3 meals daily)
- 35** Homeless Shelter – Non Tier I / Non Tier II

Shelter type **23** – Undomiciled – was ineligible for any SUA (Full, Utility or Phone) allowance. Shelter type **23** received a Standard Homeless Shelter Deduction in lieu of the SUA.

Effective with this release, households with the shelter types listed above are eligible for the Full SUA (**FSUA**) if they received a Home Energy Assistance Program (HEAP) Benefit of greater than \$20 within the 12 months prior to the change in shelter type. The change is for budgets with effective dates from **3/A/15** or thereafter.

The system allows entry of an **X** in the **FSUA** Indicator field (**FSUA: IND**) on screen **NSBL02** for the Shelter types listed above, and the household should have the **FSUA** amount used in the SNAP budget calculation.

When there is no entry in the **FSUA: IND** field, Level III **SUA** is granted automatically for the shelter types listed above except shelter type **23**. Shelter type **23** household will continue to receive a Standard Homeless Shelter Deduction

POS was also programmed to reflect the changes in **SUA** eligibility. See [PB #14-66-SYS](#) CA POS Release Notes Version 18.2 and [PB #14-67-SYS](#) SNAP POS Release Notes Version 8.2.

REQUIRED ACTION

Change in SUA for homeless roomer and un-domiciled shelter types

See [PB #15-12-ELI](#)

POS will do a check of benefit issuance in WMS to determine if a household has received qualifying HEAP payments.

Staff should use the Shelter Type Codes/Standard Utility Allowance (SUA) Levels Desk Guide (**W-205HH**) for help in determining the correct **SUA** level. The **W-205HH** has been revised to reflect the changes in the eligibility to receive a heating/cooling Level I **SUA**. Refer to [PB #15-12-ELI](#) Standard Utility Allowance (SUA) Eligibility Changes for more information.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

POS Implications are included in this policy directive, [PB #14-66-SYS](#) CA POS Release Notes Version 18.2 and [PB #14-67-SYS](#) SNAP POS Release Notes Version 8.2; [PB #15-10-SYS](#) CA POS Release Notes Version 19.1 and [PB #15-09-SYS](#) SNAP POS Release Notes Version 9.1.

SNAP Implications

SNAP Implications are included within this policy directive.

Medicaid Implications

There are no Medicaid Implications

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

Public Assistance Budgeting Manual
 Welfare Management System Authorization of Grants
 Welfare Management System Worker’s Guide to Codes
 SPP #2013-00241 Change of TEAP Budget Calculation for
 Transitional Housing Cases
 SPP #2014-00213 HRA Modify RFI Bank Screens
 SPP #2014-00362 Establish Two New Chinese Language
 Read Codes and to Disallow New Entry of
 Current Chinese Language Read Codes
 SPP #2014-00370 Addendum to HASA 30 Percent Reduction
 SPP #2014-00400 January 2015 SSA COLA MRB
 SPP #2014-00412 Allow U as Unknown for Race and Ethnic
 Fields
 SPP #2014-00416 Extension for Purge Period from 90 to 120
 Days for SNAP AP Cases
 SPP #2014-00135 WMS disability Accommodation Indicator
 for Rafferty Additional Code
 SPP #2014-00450 Change in SUA for Homeless Roomer and
 Undomiciled Shelter Types

RELATED ITEMS

[PB #04-105-ELI](#)
[PB #14-66-SYS](#)
[PB #14-67-SYS](#)
[PB #15-09-SYS](#)
[PB #15-10-SYS](#)
[PB #15-12-ELI](#)
[PD #09-43-SYS](#)
[PD #14-16-SYS](#)
[PD #14-30-ELI](#)