



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #16-07-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2016.1

Date: March 21, 2016	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 2016.1 migrated to production on February 20, 2016.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the February 20, 2016 release of WMS Software Release Version 2016.1 include the following topics:</p> <ul style="list-style-type: none"> • Center 13 Human Immunodeficiency Virus (HIV)/Acquired Immune Deficiency Syndrome (AIDS) Services Administration (HASA) cases to be converted to new center 014 HASA; • Transfer client phone number from Cash Assistance (CA) to Supplemental Nutrition Assistance Program (SNAP) Separate Determination (SEPDET) case; • Validating center number 090 for Home Visit Needed (HVN) cases in WMS; • Add new closing code for deceased clients; • Allow additional mailing contact for Human Resources Administration (HRA) Notices; • CITYFEPS; • New Fair Hearing Codes for SNAP and CA/SNAP V1 and V2; • New SNAP employment and default Able-Bodied Adults Without Dependents (ABAWD) Code Field.

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

Center 13 HASA cases to be converted to new center 014 HASA

Effective with this release, the following changes were implemented for HASA centers:

- Coney Island Center number changed from **063** to **049**; and
- Waverly Center number changed from **013** to **014**.

Transfer Client Phone from CA to SNAP SEPDEP Case

Previously, when a SNAP separate determination case was created, most of the information from the CA closed case was carried over, except the telephone number.

See Food Stamp Separate Determination (FSSD) Manual

Effective with this release, WMS will now transfer over the applicant/participant's telephone number to the SNAP separate determination case.

Validating center number 090 for HVN cases in WMS

A new Reasonable Accommodation Request (RAR)/HVN Job Center was added to WMS and Paperless Office System (POS) in January 2016. The RAR/HVN center is located at 109 East 16th Street, New York, NY 10003, on the 3rd and 11th floor. Effective with this release, the center is registered as RAR/HVN Center #**090** in WMS and POS.

See [PD #15-31-OPE](#)

Add new closing code for deceased clients

Previously, when a person died, his/her individual line and a single-person case were closed immediately with a line/case Medicaid Closing Code **E95** (Deceased).

See [WMS Worker's Guide to Codes](#)

Effective with this release, a new case and individual line level Medicaid Closing Code **D00** (Deceased) was created. This code operates the same as **E95** but will have a clock down period.

Allow additional mailing contact for HRA Notices

Effective with this release, WMS Associated Names & Address Screen **NCM25** and the Case Inquiry Associated Names and Address screen **NQCS13** were updated to allow an additional Mailing Address to be entered on CA and SNAP cases for HRA to mail notices to an alternate address.

See [PD #14-02-SYS](#)

See [WMS Worker's Guide to Codes](#)

In addition, Suffix Level Associated Code **20** - Optional 2nd Contact Mailing Address (element **290** of the Turn Around Document [**TAD**]) for CA and SNAP cases was created.

CITYFEPS

The CITYFEPS program has been developed for families moving into an apartment from a shelter.

See [PD #14-04-ELI](#) and [PB #15-105-ELI](#)

Previously, unlike the Family Eviction Prevention Supplement (FEPS) program, CITYFEPS did not provide recurring supplementation to the standard CA Shelter Allowance grant. CITYFEPS payment was a Single Issue monthly payment.

Effective with this release, a one-time Mass Re-budgeting (MRB) has been ran on the weekend of March 5th, 2016 for all eligible cases to include the following changes:

- A new Suffix Level Recurring Rent Supplement – Additional Needs Code **65** and associated dollar amount were entered on the **NSBL02** Household Screen;
- These entries generated a CITYFEPS supplement, that has been added to the standard CA Shelter Allowance; and
- A single semi-monthly recurring check with both shelter amounts combined has been sent to the landlord.

See Public Assistance
Budgeting Manual

All changes migrated into production effective the **3/A/16** cycle.

New Fair Hearing
Codes for SNAP and
CA/SNAP **V1** and
V2

See [WMS Worker's
Guide to Codes](#)

There are two special single issuance grant codes for Fair Hearing purposes for CA cash grants:

- **73** – Supplementation of regular grant (due to Fair Hearing decision); and
- **74** – Benefit restoration (due to Fair Hearing decision).

Previously, there were no equivalent SNAP grant codes specifically for Fair Hearing. There were only disaster related single issuance codes:

- **18** – Disaster Related Issuance for CA/SNAP cases (restricted to 12 months);
- **19** – Disaster Related Issuance for NCA/SNAP cases (restricted to 12 months); and
- **22** – Daily Retroactive Benefit.

Effective with this release, two new Single Issuance SNAP codes were created to allow issuance for retroactive benefits for more than 12 months:

- **V1** – Retroactive benefits for CA/SNAP cases for Fair Hearing compliance; and
- **V2** – Retroactive benefits for NCA/SNAP cases for Fair Hearing compliance.

The grant can be issued retroactively for more than twelve months. The period covered for the grant cannot be more than 36 months prior to the current month. The “From Date” is any day of the month and “To Date” is the last day of the month.

Example:

If the Fair Hearing was on September 25, 2015, and the Judge ordered payments from September 15, 2012 through March 2013. Then the “From Date” would be September 15, 2012, and the “To Date” would be March 31, 2013.

New SNAP
employment and
default ABAWD
Code Field

See [PB #14-52-ELI](#) and
[PB #13-22-OPE](#)

Effective with this release, two new WMS fields were created to capture SNAP employability status and ABAWD status.

The SNAP Employability field is used to properly track the reasons for exemption for each applicant/participant. A new ABAWD field is used to track the applicant/participant’s ABAWD status.

New SNAP Employability codes:

- **16** – Work limited/Non-exempt;
- **20** – Work required/Non-exempt;
- **24** – Pregnant (within 30 days of medically verified date of delivery)/Exempt;
- **27** – Employed or self-employed less than 30 hours per week and earning less than the equivalent of 30 hours times the federal minimum wage on a weekly basis (currently \$217.50 per week)/Non-exempt;
- **28** – Employed or self-employed 30 or more hours per week OR earning at least the equivalent of 30 times the federal minimum wage on a weekly basis (Currently, \$217.50 per week or higher)/Exempt;
- **29** – A parent or household member who is responsible for care of a child under age 6 in the household/Exempt;
- **30** – Younger than age 16/Exempt;
- **31** – Parent or Caretaker Relative of a child in the household under 12 months of age/Exempt;
- **32** – 60 Years of age or older/Exempt;
- **35** – A person age 16 or 17 who is not the head of household OR 16 or 17 who is attending school or an employment training program on at least a half time basis/Exempt;
- **36** – Incapacitated/disabled (more than 6 months)/Exempt;
- **38** – Responsible for the care of an incapacitated person full time (the incapacitated person does NOT need to live in the household)/Exempt;
- **40** – Responsible for the care of an incapacitated person part-time (the incapacitated person does NOT need to live in the household)/Non-exempt;

- **41** – Temporary illness or incapacity (1-3 months exemption)/Exempt;
- **42** – Temporary illness or incapacity (4-6 months exemption)/Exempt;
- **43** – Incapacitated/disabled (SSI application filed)/Exempt (based on medical documentation) OR an applicant for or pending SSI recipient (only under joint processing)/Exempt;
- **44** – Incapacitated/Disabled – In receipt of Supplemental Security income (SSI)/Exempt;
- **45** – Full employment waiver/Exempt;
- **52** – Receiving or pending receipt of Unemployment Insurance Benefits (UIB)/Exempt;
- **54** – In receipt of Social Security Disability Income (SSDI)/Exempt;
- **63** – Regularly participating in an approved alcohol/substance abuse rehabilitation program and determined unable to work/Exempt;
- **64** – Substance abuse/Non-exempt;
- **70** – Exemption claimed pending medical documentation/ Exempt; and
- **72** – A student enrolled in a recognized school, job skills training or institution of higher education at least half-time/ Exempt.

New ABAWD status codes:

- **A** – ABAWD/Non-waived area;
- **X** – ABAWD/Excluded;
- **W** – ABAWD/Waived area;
- **N** – Non-ABAWD (exempt from ABAWD requirements); and
- **G** – ABAWD/Grace period.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see [PB #16-14-SYS](#) and [PB #16-15-SYS](#).

SNAP Implications

SNAP Implications are included within this policy directive.

Medicaid
Implications

Medicaid Implications are included within 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.

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 #2016-00011 Center 13 HASA Cases to be Converted to New Center 014 HASA
- SPP #2015-00422 Transfer Client Phone from CA to SNAP SEPDEP Case
- SPP #2015-00408 Validating Center Number 090 for HVN Cases in WMS
- SPP #2015-00378 Add New Closing Code for Deceased Clients
- SPP #2015-00364 Allow Additional Mailing Contact for HRA Notices
- SPP #2015-00349 CITYFEPS
- SPP #2015-00343 New Fair Hearing Codes for SNAP & CA/SNAP **V1 & V2**
- SPP #2015-00169 New SNAP Employment and Default ABAWD Code Field

RELATED ITEMS

- [Food Stamp Separate Determination \(FSSD\) Manual](#)
- [PD #14-04-ELI](#)
- [PD #14-02-SYS](#)
- [PB #15-105-ELI](#)
- [PB #14-52-ELI](#)
- [PB #15-31-OPE](#)
- [PB #13-22-OPE](#)