



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY DIRECTIVE #17-06-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2017.1

<b>Date:</b> February 23, 2017	<b>Subtopic(s):</b> WMS
<b>AUDIENCE</b>	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.
<b>POLICY</b>	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 2017.1 migrated into production on February 19, 2017.
<b>SYSTEM ENHANCEMENTS</b>	Changes that became effective with the February 19, 2017 release of WMS Software Release Version 2017.1 include the following topics: <ul style="list-style-type: none"><li>• Change to Supplemental Nutrition Assistance Program (SNAP) Periodic Reporting;</li><li>• Store Associated Names and Addresses in Welfare Reporting and Tracking System (WRTS) to Create New York City (NYC) Authorized Rep Laser Notices;</li><li>• Modifications to <b>Y29</b> Clock Down Functionality (CAPER);</li><li>• Prohibit Entry of Certain Zip Codes;</li><li>• Removal of Able Bodied Adult Without Dependents (ABAWD) Indicator Code '<b>G</b>';</li><li>• Budgeting SNAP Ineligible Individuals Under 18.</li></ul>

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

Change to SNAP  
Periodic Reporting

See [PD #12-16-ELI](#)

Effective with this release, there is a change in the reporting rules for homebound NCA SNAP households. These households are now subject to the ten day SNAP change reporting rules that require households to report certain changes within ten days after the end of the month in which the change occurred. The Supplemental Nutrition Assistance Program (SNAP) Change Report Form (**LDSS-3151**) will be sent to the household in the 5th month, if the household’s case is with 12-month certification period, or in the 11th month, if the case is with 24-month certification period.

Store Associated  
Names and  
Addresses in WRTS  
to Create NYC  
Authorized Rep  
Laser Notices

In 2015 a process to store Associated Names and Addresses was implemented in Client Notices System (CNS) to allow creation of Alternate Rep client notices when requested by CA and SNAP participants residing in NYC. Effective with this release, WMS and WRTS will replicate the process for NYC laser (flash) notices.

Modifications to **Y29**  
Clock Down  
Functionality  
(CAPER)

See [PD #14-13-OPE](#)

Effective with this release, closing code **Y29** (Failure to Provide Verification – Expedited SNAP [E-SNAP]) is modified to clock down to the end of the application period.

SNAP application cases that don’t have full verification and are eligible for E-SNAP are placed in Single Issuance (SI) status. These cases remain in SI status until the application period expires. The application period will be based on the day of the month that the SNAP application is filed.

For the households that applied on or before the 15th of the month, and are pending verification, the initial E-SNAP benefit will cover the period from the day the application is filed through the end of the same month. The case will remain in SI status through the end of the month following the month of application. If the required documents are not returned, the case will be closed with code **Y29**.

For the households that applied after the 15th of the month, and have a pending verification, the initial E-SNAP benefit will cover the period from the day the application is filed through the end of the month following the month of application. The case will remain in SI status through the end of the month following the end of the period covered by the initial benefit. If the required documents are not returned, the case will be closed with code **Y29**.

Prohibit Entry of Certain Zip Codes      Effective with this release, the data entry of the following Zip Codes beginning with:

- ‘000’, ‘001’, ‘002’, ‘003’ and ‘004’ shall be prohibited for mailing addresses;
- ‘000’, ‘001’, ‘002’, ‘003’, ‘004’ and ‘005’ shall be prohibited for residence addresses;
- ‘001’ pertain to areas outside the United States and are not valid on WMS;
- ‘005’ are utilized for mail directed to the Internal Revenue Service (IRS) offices on Long Island, NY.

Removal of ABAWD Indicator Code ‘G’      Effective with this release, ABAWD Indicator code ‘G’ - ABAWD/Grace period, has been removed. Code ‘G’ was used for non-waived, non-excluded ABAWDs who were eligible for the three consecutive month grace period that is permitted one time during the 36 month period. As a result of this removal, WMS users will be prohibited from entering code ‘G’ in the ABAWD Indicator field.

See [PD #16-11-ELI](#)

Budgeting SNAP Ineligible Individuals Under 18      Previously, undocumented individuals (Alien Citizenship Indicator (ACI) = ‘E’) and Permanently Residing in the United States Under Color of Law (PRUCOL) (ACI = ‘O’) individuals under age 18 could not be identified in Automated Budgeting and Eligibility Logic (ABEL).

Effective with this release, WMS was updated to allow budgeting for ineligible individuals under age 18 so that the household income is correctly prorated for SNAP purposes. WMS allows to input Income Source code **86** (SNAP Ineligible Alien Does Not Contribute to Shelter Costs) on the line of undocumented individuals under 18 years old and Income Source code **92** (SNAP Ineligible Alien – Contributes to Shelter Costs) on the line of PRUCOL individuals who are less than 18 years old.

**PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications      For POS Implications see [PB #17-18-SYS](#) and [PB #17-19-SYS](#).

SNAP Implications      SNAP Implications are included within this policy directive.

Medicaid Implications      Medicaid Implications are included within this policy directive.

**LIMITED ENGLISH PROFICIENT AND DEAF/HARD-OF-HEARING IMPLICATIONS**

For Limited English Proficient (LEP) and Deaf/Hard-of-Hearing applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #16-14-OPE](#) and [PD #16-16-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 a 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.

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**REFERENCES**

Public Assistance Budgeting Manual  
 Welfare Management System Authorization of Grants  
 Welfare Management System Worker’s Guide to Codes  
 SNAP Source Book  
 SPP #2017-00001 Changes to SNAP Periodic Reporting  
 SPP #2016-00362 Store Associated Names and Addresses in  
 WRTS to Create NYC Authorized Rep  
 Laser Notices  
 SPP #2016-00291 Modifications to **Y29** Clock Down  
 Functionality (CAPER)  
 SPP #2016-00276 Prohibit Entry of Certain Zip Codes  
 SPP #2016-00275 Removal of ABAWD Indicator Code ‘**G**’  
 SPP #2016-00267 Budgeting SNAP Ineligible Individuals  
 Under 18

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**RELATED ITEMS**

[PD #16-11-ELI](#)  
[PD #14-13-OPE](#)  
[PD #12-16-ELI](#)