



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY DIRECTIVE #23-10-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2023.3

Date: November 2, 2023	Subtopic(s): WMS
AUDIENCE	The instructions in this policy directive are for all Welfare Management System (WMS) users in Benefits Access Centers (BAC), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers, and HIV/AIDS Services Administration (HASA) 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 2023.3 migrated into production on October 21, 2023.
SYSTEM ENHANCEMENTS	Changes that became effective with the October 21, 2023 release of WMS Software Release Version 2023.3 include the following topics: <ul style="list-style-type: none">• SNAP Periodic/Change Report Requirements for Households with 36/48 Month Certification Periods.• New Cash Assistance (CA) Single Issue (SI) WMS Payment Type Code QM Requested for City Family Homelessness and Eviction Prevention Supplement (CityFHEPS) related Apartment Repair Program.• Restricting Conversion of Non-New York State Nutritional Improvement Project (NYSNIP) cases to NYSNIP.• Certification Period Criteria for SNAP Report Code (FR Code) Y in Case Eligibility Management (CEM).• Creation of New FR Code Y for Child Only NCA SNAP Cases.• Able Bodied Adult Without Dependents (ABAWD) Age Limit Increase.

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

- Request for Change to Client Notices System (CNS) Notice Language when FHEPS is Removed from a CA Case.
- Pandemic Emergency Assistance Funds - Family Economic Support Payment (**WS**).
- Prohibit entry of A/D code **N** for individuals with age <18 for NCA SNAP cases.
- Expand Criteria to Select Name for Single Issue Check Stub.

SNAP Periodic/Change Report Requirements for Households with 36/48 Month Certification Periods

With this release: SNAP households who were once considered NYSNIP, New York State Combined Application Project (NYSCAP) and/or Elderly Simplified Application Project (ESAP) will retain their 48-month or 36-month certification period until the certification period ends.

For example, NYSNIP households that are converted to NYSCAP will retain their 48-month certification period until the point of recertification. NYSCAP households that no longer meet NYSCAP criteria will maintain their 36-month or 48-month certification period until the point of recertification. ESAP households that no longer meet ESAP criteria (ESAP Leavers) will maintain their 36-month certification period until the point of recertification.

Refer to [PB #21-68-ELI](#)

New CA SI WMS Payment Type Code QM Requested for City FHEPS related Apartment Repair Program

With this release: A new CA SI Payment Type Code **QM** will be created for a new Special Repair program in which landlords will be offered a one-time payment to reimburse them for repairs made up-front in chronically vacant, rent-stabilized units with very low rents, in exchange for rental of those units to CityFHEPS voucher holders. The Office of Management and Budget (OMB) has approved a pilot for payments of up to \$25,000 in 400 units.

Refer to [DSS PB #2021-009](#)

Specifications for the new CA SI Payment Type Code **QM**:

- Description for the new CA SI Payment Type Code **QM** will appear next to the **QM** on the Benefit History Screen as '**S-REPAIR**'.
- Restriction Indicator = **02** (Direct to Vendor).
- Pick Up Code = **1** (Special Roll Check).

- Routing Code cannot be 'EBT' (Must never go to a case's Electronic Benefit Transfer (EBT) account).
- Routing Code can be blank or **CRP1, CRP2, CRP4, CRP5, R001, CRP6, D000, E230**.
- Maximum dollar amount of the new payment type is \$25,000, on any one day, but there is no minimum amount. Since WMS cannot post benefit greater than \$9,999.99, amounts higher than \$9,999.99 will be broken up into separate issuances by the worker who must input the larger amount as separate multiple issuances.
- The same case can be authorized to receive multiple new repair program payments (in the event the case changes apartments, etc.), therefore no restriction on number of payments issued for the case, except payment cannot be more than \$25,000.00 total on any given day.
- No payment period covered edits required. The 'From' Date will be the current date, and the 'To' Date will be the next day.
- The new payment type code **QM** can be directly data entered into WMS, or via Paperless Office System (POS), or it may come to WMS as a CurRent Payment.
- The new payment type can be issued as paper check or as an Electronic Fund Transfer (EFT) deposit directly into the landlord's bank account.

Restricting Conversion of Non-NYSNIP cases to NYSNIP

Refer to [PB #04-105-ELI](#)

With this release: Cases that are currently categorized as Non-NYSNIP cases will be restricted from being converted to NYSNIP cases. These cases should no longer be allowed to be converted to NYSNIP cases as the program has transitioned to NYSCAP.

Certification Period Criteria for FR Code "Y" in CEM

With this release: As per SNAP policy guidance, NCA SNAP cases where all the active members in the household are under the age of 18 should receive the Periodic Report. To comply with this policy, a new FR code Y (Youth) was created to identify child-only households to receive the Periodic Report. Cases with the FR value Y will have a 12-month certification period. The certification period for those affected households will be changed at the next recertification.

Creation of New FR Code "Y" for Child Only NCA SNAP Cases

Previously: Child only NCA SNAP cases had different FR codes based on different case criteria; some received the Periodic Report (**LDSS-4310**), and some received the Change Report (**LDSS-3151**).

With this release: As per SNAP policy guidance, these households have a 12-month certification period and always should receive the Periodic Report. These households will be identified by a new case level FR code **Y** (Youth).

The new FR Code **Y** will be system generated when a new budget is created. The FR code **Y** should take priority over all other FR code criteria. If budget is created that meets the criteria for the FR code **Y**, the FR code **Y** should be populated.

Cases with the FR Code **Y** will have a 12-month certification period. The certification period for those affected households will be changed at the next recertification.

For those cases that currently have a three (3) year recertification period, there will be no reduction in the recertification period length until the next recertification, as currently programmed.

ABAWD Age Limit Increase

Previously: The ABAWD age criteria was 18 to 49 years, the system did not allow an ABAWD Indicator field of **A** (ABAWD/Non-waived area) for any person over age 49.

With this release: As a result of the Fiscal Responsibility Act of 2023 (FRA), the ABAWD age criteria is being increased from 50 to 52 years, effective 10/1/2023.

Refer to [PB #23-57-ELI](#)

The FRA expands the age range for those who may be subject to the ABAWD time limits. The FRA phases in an increase in the ABAWD age limit as follows:

- 18 – 52 years effective October 1, 2023.
- 18 – 54 years effective October 1, 2024.

According to the new rule, eligible individuals who are between ages 18 to 52 will get ABAWD code “**A**”, if otherwise not exempt. This age criteria will be valid until September 30, 2024.

Request for Change to CNS Notice Language when FHEPS is Removed from a CA Case

Refer to [PD #17-26-ELI](#)
And [PD #23-08-OPE](#)

Previously: When there is a budget change due to a FHEPS recurring shelter allowance removal from a CA case, a CNS notice is generated. The notice for removal of FHEPS special needs type was not very clear and did not identify any potential reason for FHEPS being removed.

With this release: The new language for the CNS notice will be generated at recertification or at any other point when a budget is calculated, and Additional Needs Type Code **66** or **67** (FHEPS) has been removed from a budget. Multi suffix cases which may have an Additional Needs Type **68** (FHEPS for multi suffix cases) do not get CNS notices.

The following is the new CNS notice language:

“Your household is no longer eligible for FHEPS because:

- *Your household is no longer eligible for Cash Assistance; or*
- *Your household no longer has a child under 18 years of age or under 19 years of age who is a full-time student regularly attending a secondary school or the equivalent level of vocational or technical training; or*
- *Your household rent is now more than what FHEPS allows; or*
- *You no longer live in the apartment/unit that was approved for FHEPS*

The laws and/or regulations which allow us to do this are 18 NYCRR 352.3(a)(3).

If you have any questions about why your FHEPS rental assistance is ending, please call us at the Rental Assistance Call Center at __718 557-1399____.”

Pandemic Emergency Assistance Funds - Family Economic Support Payment (WS)

On March 11, 2021, the American Rescue Plan Act of 2021 went into law. Now Public Law 117-2, it establishes the Pandemic Emergency Assistance Fund (PEAF) in section 403(c) of the Social Security Act (the Act).

With this release: The PEAFF - Family Economic Support Payments (**WS**) were issued to CA households beginning in October 2023, based on Welfare Reporting and Tracking System (WRTS)

information from the month of September 2023. The amount of the Family Economic Support Payment (**WS**) is \$100.00 per case in the month of October 2023. Eligible families were notified by mail that they will be receiving a payment.

Eligibility Criteria for Family Economic Support Payment CA/SI issuance code **WS**:

- Case type: FA, SNFP, SNCA and SNNC
- Case status: Active
- Individual status: Active, Sanctioned
- A child less than age 18 (or age 17 and 364 days in the month of September 2023) must be in the case and must be active for CA (Unborn Excluded).

Prohibit entry of A/D code "N" for individuals with age <18 for NCA SNAP cases

Previously: All NCA SNAP cases with active individuals, regardless of age, receiving Supplemental Security Income (SSI) income and Aged/Disabled Indicator (A/D) entered as **N** will have a FR Code **C**, indicating that the cases will be put under NYSCAP.

According to SNAP policy, individuals under the age of 18 are not eligible for NYSCAP. To participate in NYSCAP, the individual must be a single adult, SSI recipient, and living alone in the community.

With this release: A new error message **E3072 – A/D N INVALID FOR INDIV < 18** was created. This error message will be triggered if **N** is entered in the A/D field of the **NSBL06** screen and the individual's age is below 18.

Expand Criteria to Select Name for Single Issue Check Stub

To identify the household more easily on the check stubs of the recurring paper rent checks to landlords, the name of the case payee (individual with a relationship code of **01**) or the name of the alternate payee (individual with a relationship code **28**) and address should be printed.

Previously: A good number of the check stubs for the SI payments did not have a name printed on them, making it hard or impossible for landlords to identify the household for which the payment was intended. The lack of the case payee name on the check stub was

traced to the fact that some cases that are issued SI payments are still in applying (**AP**) status and cases in **AP** status do not yet have a visible payee or alternate payee on WMS.

With this release: If an individual with relationship code **01** or with a relationship code **28** is not found on the case, then WMS should use WMS Case Name for the SI payments.

**PROGRAM
IMPLICATIONS**

Paperless Office
System (POS)
Implications

For POS Implications see [PB #23-60-SYS](#) and [PB #23-61-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 #18-10-OPE](#), [DSS-PB-2021-007](#), and [PD #17-19-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 Benefits Access 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 Benefits Access 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.

REFERENCES

Authorization of Grants	
Worker’s Guide to Codes	
23-LCM-17	
SPP #2021-00070	SNAP Periodic/Change Report
	Requirements for Households with 36/48
	Month Certification Periods
SPP #2023-00029	New CA SI WMS Payment Type Code QM
	Requested for City FHEPS related

SPP #2023-00188	Apartment Repair Program Restricting Conversion of Non-NYSNIP cases to NYSNIP
SPP #2023-00193	Cert Period Criteria for FR Code "Y" in CEM
SPP #2023-00197	ABAWD Age Limit Increase
SPP #2023-00199	Creation of New FR Code "Y" for Child Only SNAP (NPA) Cases
SPP #2023-00211	Request for Change to CNS Notice Language when FHEPS is Removed from a CA Case
SPP #2023-00214	Pandemic Emergency Assistance Funds-Family Economic Support Payment (WS)
SPP #2023-00219	Prohibit entry of A/D code "N" for individuals with age <18 for NPA cases
SPP #2023-00246	Expand Criteria to Select Name for Single Issue Check Stub

RELATED ITEMS

- [DSS PB #2021-009](#)
- [PB #04-105-ELI](#)
- [PB #21-68-ELI](#)
- [PB #23-57-ELI](#)
- [PD #17-26-ELI](#)
- [PD #23-08-OPE](#)