



# FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #11-23-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2011.2

<b>Date:</b> July 7, 2011	<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 Food Stamp (NCA FS) 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 for 2011.2 migrated to production on June 20, 2011.
<b>SYSTEM ENHANCEMENTS</b>	<p>Changes that became effective with the June 20, 2011, release of WMS software version 2011.2 include:</p> <ul style="list-style-type: none"> <li>• Allow Additional Duplicate Alien Number.</li> <li>• Automating CNS Notices for Sanction of FS NCA Clients.</li> <li>• Adjustment to Employment Sanction Periods.</li> <li>• New Level of Approval for FS Single Issuance (<b>SI</b>) Code.</li> <li>• Record Negative Payments in WMS for PNA.</li> <li>• Disable Special Needs Codes for Khrapunskiy Individuals.</li> <li>• Out of State Application Address Edit Changes.</li> <li>• New Clsng Cds – Fail to Provide Proof of U.S. Citizenship/ID-SSA/BVI Match.</li> <li>• Adding BVI Indicator Field to WMS Screen <b>NQN10B</b>.</li> <li>• Requesting Changes to the <b>WINR0322</b> Report.</li> <li>• Modification to Require Requestors Center in Archive Retrieval.</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

Allow Additional Duplicate Alien Number

The Alien registration number of “**A000000000**” has been created and can be duplicated. This code is to be used only for NCA FS applicants or Food Stamps (FS) only applicants on a Cash Assistance (CA) case who have:

- lost or expired documentation; or
- are pending verification of the alien status and number.

Alien number “**A000000000**” can be replaced by other Alien numbers, but cannot be used to replace other existing Alien numbers in WMS. For example, replacing:

- “**A000000000**” with “**A123456789**” will execute.
- “**A123456789**” with “**A000000000**” will display the error message “cannot replace existing code” in WMS.

The recertification period for a case with an “**A000000000**” Alien number will be six months. Alien number “**A000000000**” is required to be changed to another Alien registration number before the case can be recertified.

Automating CNS Notices for Sanction of FS NCA Clients

An automated process has been implemented that sanctions and sends the Client Notice System (CNS) notices to suffix and line level sanctioned participants for NCA FS cases that are not in compliance with employment rules. This automated CNS notice will also contain the correct durational sanction language for the first, second, and third offense executed by the automated bump-up process.

Refer to [PD #10-18-EMP](#) for more information on Food Stamp Employment and Training sanctioning.

A new budget will be created reflecting the sanction and indicating the new benefit amount.

The bump-up history will follow the individual. For example, if a case with a household size of 1 is closed for an employment sanction, WMS increments the sanction if the same individual is later activated on a multi-line case and subsequently sanctioned for the same employment sanction reason code.

This automated process is only valid for the following sanction codes:

- **WE1** – Failure to comply with employment requirement 1st occurrence (2 months and until compliance)
- **WE2** – Failure to comply with employment requirement 2nd occurrence (4 months and until compliance)
- **WE3** – Failure to comply with employment requirement 3rd occurrence (6 months and until compliance)

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

Adjustment To  
Employment  
Sanction Periods

CA Employment sanction codes have different sanction periods depending on the number of times the individual has been sanctioned and the presence of a child in the household.

See Worker's Guide to Codes for more information on Employability and Sanction Codes.

WMS is currently programmed to assume a dependent child is on a case and implement the correct sanction period when:

- the case is in the FA or SNFP category;
- there is a dependent child on a SNCA/SNNC case for CA or FS only;
- there is a dependent child being added to an active case;
- the individual is on a multi-suffix case where at least one suffix has a dependent child.

In addition to the assumptions currently programmed, WMS will automatically output the correct sanction period if the suffix has:

- at least one dependent child 18 years old (under 19) in school full time with an Employability code of **35** (Non Head of Household in School Full Time [age 16-18]/Exempt) and a CA individual status of **AC, SI** or **AP**;
- at least one dependent child/parent with an individual Sanction code of **F20** (Failure to provide SSN); for example, mother and child were sanctioned previously with code **F20** and another adult on case is now being sanctioned with an employment infraction;
- at least one woman with a medically verified pregnancy indicated by Employability code **99** (Unborn); or
- a dependent child (under age 19 with an employability code of **35**) in **AP** status in a suffix that is being closed at the same time the sanction is being imposed.

NYCWAY

Since many line sanctions are automated and sent via file by New York City Work, Accountability and You (NYCWAY) to WMS, NYCWAY has been programmed to identify households with a dependent child. NYCWAY will identify these households and include the Dependent Child Indicator (DCI) on the file to WMS.

Refer to [Worker's Guide to Codes](#) for detailed information on sanction periods and code specific guidelines.

The following sanction period criteria will apply to CA employment sanction codes **N41-N43** (CL or SN status), **WE1-WE3** (SN or RJ status) and **WX1-WX3** (CL status) at case or line level. The sanction periods are as follows:

Households with Dependent Children	Households without Dependent Children
1st sanction: pro-rata reduction until compliance	1st sanction: pro-rata reduction for 90 days and until compliance
2nd sanction: pro-rata reduction for 90 days (3 months) and until compliance	2nd sanction: pro-rata reduction for 150 days and until compliance
3rd and subsequent sanctions: pro-rata reduction for 180 days (6 months) and until compliance	3rd and subsequent sanctions: pro-rata reduction for 180 days and until compliance

New Level Of Approval For FS Single Issuance (SI) Code **22**

Edits have been implemented for the usage of FS SI Code **22** (Daily Retroactive Benefit). A new level of approval, above the AJOS II/PAAll, is required when the period requested for this issuance is greater than one (1) month. Refer to [PB #11-57-SYS](#) FA POS Release Notes Version 5.2 for more information.

Record Negative Payments In WMS For PNA

The Management Information Systems (MIS) Automated Billing System (ABS) tracks the attendance of all CA participants residing in a Residential Treatment Program (RTP). At the end of each month, based on the participant's attendance, the ABS determines the amount of Shelter, Personal Needs Allowance (PNA) and FS the RTP is issued for each participant. The aggregate amount is paid directly to the RTP's bank account.

A payment record for each participant is passed to WMS each month to post to the **Benefit History** Screen. These payments are considered redeemed and have a redemption code of **J** (Benefits Issued Through Conversion System).

Negative payments occur when the RTP owes the Human Resources Administration (HRA) money (due to an error in billing by RTP) for the participants. ABS subtracts these negative payments from the sum of all the positive payments in determining how much money is due to the RTP for that month.

Previously, negative payments were not posted on the **Benefit History Inquiry** screen. Effective with this release, WMS will indicate the negative payments using the following codes:

- PNA issuance Code **B9** (Negative Payments for the Personal Needs Allowance [PNA]). The mnemonic description for **B9** is “**PNANEGPT**”.
- Shelter Payment Issuance Code **06** (Negative Payments for Shelter Allowance). The mnemonic description of Code **06** is “**SHELNGPT**”.

Disable Special Needs Codes for Khrapunskiy Individuals

Special Needs Codes associated with the Khrapunskiy v. Doar lawsuit in Automated Billing and Eligibility Logic (ABEL) have been disabled because the codes are no longer needed. The following Special Needs Codes displayed on the Individual Income/Needs screen (**NSBL06**) in WMS are no longer valid:

- Code **58** - SSI Individual Living Alone (A/A)
- Code **59** - SSI Couples Living Alone (A/A)
- Code **60** - SSI Individual Living With Others (A/B)
- Code **61** - SSI Couples Living With Others(A/B)
- Code **62** - Living Alone With SSI Spouse
- Code **63** - Living With SSI Spouse and Others

Out of State Application Edit Changes

Previously, WMS only allowed the out of state mailing addresses of CA applications. Effective with this release, WMS will allow both CA and NCA FS applications to be registered with an out of New York State mailing address.

New Clsng Cds – Fail to Provide Proof of U.S. Citizenship/ID-SSA/BVI Match

The following new closing codes have been created for cases/individuals that have failed to provide proof of identity and U.S. citizenship after failing a SSA/Birth Verification Indicator (BVI) match:

- **H14** – Fail to Provide Proof of U.S. Citizenship and Identity - SSA/BVI Match (HH>1)
- **H19** – Fail to Provide Proof of U.S. Citizenship and Identity - SSA/BVI Match (HH=1)

Refer to Worker’s Guide to Codes.

**Note:** Code **H14** must be used for individual line closings on a multi-person household. Code **H19** must be used for case level closings. The participant must have a BVI indicator of “**B**” for the usage of both codes.

For more information on the BVI process, refer to PB 11-63-OPE and [PB #11-56-SYS CA POS Release Notes Version 15.2.](#)

Adding BV Indicator Field To WMS Screen **NQN10B**

The BVI indicator will now be available on the WMS Clearance Report - Possible (**NQN10A**) and WMS Clearance Report – SSN (**NQN10B**) screens.

See [PB #11-63-OPE](#).

The BVI indicator has been added to screens **NQN10A** and **NQN10B** next to the DOB field (see screen examples on the next page).

WMS Clearance Report – Possible

```

NQN10A (T)                WMS Clearance Report - Possible
05/02/11
Center 035                Unit/Worker 00LIM                Page 01 of 01
Reg/Case # 000000000F    Suffix 01                Clearance Date 04/27/00

LN First Name M Sex SSN      DOB CIN      REG#/CASE# Case
Last                        BVI Re/Ex    Type
01 UNK                    M 00-00-0000 01/00 ZY00000Y 000000000F SNCA
HOWARDSON                1900 5 1
                                STATUS SCR
Possible Matches:        PA MA FS
    
```

WMS Clearance Report – SSN

```

NQN10B (T)                WMS Clearance Report - SSN
05/02/11
Center 035                Unit/Worker 00LIM                Page 01 of 01
Reg/Case # 000000000F    Suffix 01                Clearance Date 04/27/00

LN First Name M Sex SSN      DOB CIN      REG#/CASE# Case
Last                        BVI Re/Ex    Type
01 UNK                    M 000-00-0000 01/00 ZY00000Y 000000000F SNCA
HOWARDSON                1900 5 1
                                STATUS SCR
SSN Matches:            PA MA FS
01 UNK                    M 000-00-0000 01/00 ZY00000Y 000000000F SNCA SF AC AC AC 106
HOWARDSON                1900 5 1
                                IND AC AC AC
                                CMD
    
```

Requesting Changes To The **WINR0322** Report

Previously, the NCA FS portion of the report “Single Issue Food Stamp Cases Not Receiving Benefits For One Or More Months” (**WINR0322**) was sorted by the NCA FS Responsible Center and only distributed to the NCA FS Responsible center.

NCA FS Change centers handle the processing of case actions that do not require in-person interviews.

**WINR0322** will now be distributed to both the Responsible Center and the Change Center. In addition to sorting by Responsible Center, a second copy of **WINR0322** will be sorted by Change Center and distributed to each Change Center. The Change Center will complete all actions based on the **WINR0322** report.

**Note:** The new FS portion of the **WINR0322** report will not replace the existing **WINR0322** report that is sorted by the Responsible Center. The new FS portion will be an addition to the existing report sorted by the Change Center.

Modification To  
Require Requestors  
Center in Archive  
Retrieval

Previously, on the WMS Archive Retrieval Menu (**NARS00**), there was an optional "Report Center" field. This field allowed the user to either enter a three character center number or leave the field "blank." If no center was entered, the field was defaulted to the center stored in the Cluster Control File for that partition.

Effective with this release, the "Report Center" field has been renamed "Requestors Center" and is a mandatory entry on screen **NARS00**.

An example of screen **NARS00** is provided below.

WMS Archive Retrieval Menu

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NARS00                                WELFARE MANAGEMENT SYSTEM                05/23/11
                                ARCHIVE RETRIEVAL MENU

REQUESTOR ID :                       REQUESTORS CENTER :
CASE NUMBER :                          CIN :

      TYPE X NEXT TO ARCHIVED DATA TO BE RETRIEVED:-

WINR REPORT NUMBER
    416                                1. BENEFIT HISTORY      :
    713                                2. RECOUPMENT HISTORY :
    716                                3. TRANSACTION HISTORY:

DATE RANGE REQUESTED:  /  /  TO  /  /

      TO LIMIT REPORT TO PROGRAM AREA, TYPE X BELOW
      (VALID FOR SELECTIONS 1 AND 2 ONLY)

      PA ONLY:      FS ONLY:
    
```

**REQUIRED  
ACTION**

Allow Additional  
Duplicate Alien  
Number

JOS/Workers must change the Alien number **A000000000** to another Alien registration number before the case can be recertified. The error message, "Alien # must be changed prior to recert", will appear if Alien number **A000000000** is not replaced.

Adjustment To  
Employment  
Sanction Periods

The NYCWAY system has been programmed to pass the DCI to WMS. For the implementation of manual sanctions, JOS/Workers must respond to the 'child in the household' question in CNS.

New Level Of  
Approval For FS  
Single Issuance (SI)  
Code **22**

SSI Code **22** must only be approved by a AJOSII/PAAll or above via the "Special Grant Code Approval Screen" (**NSGC99**). Refer to PB #11-57-SYS FS POS Release Notes Version 5.2 (Levels of Approval for FS Grant Code **22**) and PB #11-56-SYS CA POS Release Notes Version 15.2 (Updated PA Levels for Special Grants) for instructions.

Modification To  
Require Requestors  
Center in Archive  
Retrieval

The Requestors Center field is a mandatory field on WMS screen **NARS00**. All Job Center and NCA FS staff must enter a three character center code corresponding to the center of the WMS partition. See [Fax Flash 11/33](#) for complete listing of center codes according to WMS partition.

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**PROGRAM  
IMPLICATIONS**

Model Office  
Implications

There are no Model Office implications.

Paperless Office  
System (POS)  
Implications

Refer to [PB #11-57-SYS](#) FS POS Release Notes Version 5.2 for POS implications on “New Level Of Approval For FS Single Issuance (SI) Code **22**”.

Refer to [PB #11-56-SYS](#) CA POS Release Notes Version 15.2.for POS implications on “New Clsng Cds – Fail to Provide Proof of U.S. Citizenship/ID-SSA/BVI Match”.

Food Stamp  
Implications

See the System Enhancements section for implications on “Automating CNS Notices for Sanction of FS NCA Clients”.

See the System Enhancements and Required Action sections for implications on “New Level Of Approval For FS Single Issuance (SI) Code **22**”.

Medicaid  
Implications

There are no MA implications.

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**LIMITED ENGLISH  
SPEAKING  
ABILITY (LESA)  
AND HEARING-  
IMPAIRED  
IMPLICATIONS**

For Limited English-Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #10-12-OPE](#) and [PD #08-20-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), enter detailed case notes in New York City Work, Accountability and You (NYCWAY) and 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 applicant/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 FS Centers**

If an applicant/participant comes to the NCA FS Center and requests a conference, the Receptionist must alert the Center Manager’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 Manager’s designee. In Model Offices, the Receptionist at Main Reception will issue an FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA FS Reception area and does not need to verbally alert the Site Manager. The NCA Receptionist will alert the Center Manager once the applicant/participant is called to the NCA FS Reception desk.

The Center Manager’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 Manager’s designee will decide to resolve or defend the case based on all factors and whether the case was closed correctly. The Center Manager’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 for Job Centers**

All evidence packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCY “Case Notes” screens.

**Evidence Packets for NCA FS Offices**

All evidence packets must include the returned envelope, address verification, notices sent and any other pertinent information to support the Agency’s action.

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**REFERENCES**

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| <p>SPP #2010-00091<br/>SPP #2010-00420</p> | <p>Allow Additional Duplicate Alien Number Automating CNS Notices for Sanction of FS NCA Clients</p> |
| <p>SPP #2010-00669</p>                     | <p>Adjustment to Employment Sanction Periods</p>   |

SPP #2011-00008	New Level Of Approval for FS Single Issuance ( <b>SI</b> ) Code <b>22</b>
SPP #2011-00017	Record Negative Payments In WMS for PNA
SPP #2011-00071	Disable Special Needs Codes for Khrapunskiy Individuals
SPP #2011-00088	Out Of State Application Address Edit Changes
SPP #2011-00142	New Clsng Cds – Fail To Provide Proof of U.S. Citizenship/ID-SSA/BVI Match
SPP #2011-00239	Requesting Changes to the <b>WINR0322</b> Report
SPP #2011-00262	Adding BV Indicator Field to WMS Screen <b>NQN10B</b>
SPP #2011-00360	Modification to Require Requestors Center in Archive Retrieval

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**RELATED ITEMS**

- [Fax Flash 11/33](#)
- [PB #11-56-SYS](#)
- [PB #11-57-SYS](#)
- [PB #11-63-OPE](#)
- [PD #10-18-EMP](#)