



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #16-13-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2016.2

Date: July 1, 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 2016.2 migrated into production on June 18, 2016.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the June 18, 2016 release of WMS Software Release Version 2016.2 include the following topics:</p> <ul style="list-style-type: none"> • Supplemental Nutrition Assistance Program (SNAP) Employability Codes for 24 Month Recertifications; • New Routing Code H000 For Cash Assistance (CA) Center 090; • Enhancement to State Federal Charge Code Process; • Changes/Clarification of Edits for Landlord Bonus Payment Types; • State/Federal Charge Code 88 Edit; • Create 24 Month Recertification for Non-Custodial Care; • Modification to the Automated Finger Imaging System (AFIS) Indicator Beyond 12 Months for Closed Child Care in Lieu of Cash Assistance (CILOCA) Case; • Special Housing Program Indicator; • New Payment Type Code BB for Tenant Based Rental Assistance (TBRA) Landlord Bonus Program;

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send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

- SNAP Broad Based Categorical Eligibility – 150% Gross Income Test;
- Expand Social Security Number (SSN) Edits in NYC WMS;
- New Originating ID BFS for BFI FS Recoupments; and
- New Code for Stopping Adverse Actions Case and Procedural Error Rate (CAPER).

SNAP Employability Codes for 24 Month Recertifications

Effective with this release, SNAP Employability Code (element **370** of the Turn Around Document [**TAD**]) **WE** (Work Regulations Exempt) is no longer valid. Cases, that were previously coded **WE** and had a 24 month recertification period, have been re-coded.

See PD #16-07-SYS

SNAP Employability code **WE** was replaced with the following new SNAP Employment codes:

- **30** – Younger than age 16/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;
- **44** – Incapacitated/Disabled – In receipt of Supplemental Security income (SSI)/Exempt; and
- **54** – In receipt of Social Security Disability Income (SSDI)/Exempt.

New Routing Code **H000** For Cash Assistance (CA) Center 090

Effective with this release, the new Routing Code (element **224** of the **TAD**) **H000** was created in WMS. The new Routing Code was created for the Reasonable Accommodation Request (RAR)/Home Visit Needed (HVN) Job Center 090. The code was created for Rent and Other types of payments to be diverted back to Job Center 090. The Routing Code **H000** can only be used for Single Issue CA payments with a Pick-Up Code (**PUC**) **PUC 1** (Special Roll Check) with any Restriction Code and any CA payment type. This new Routing Code is not limited to Job Center 090 because other Job Centers handle cases that belong to Job Center 090.

See PD #16-07-SYS

Enhancement to State Federal Charge Code Process

Applicants that are rejected for CA with reason codes that do not reject them for Medicaid and who meet the Basic Health Plan (BHP) criteria, are entitled to be evaluated separately for Medicaid through New York State of Health system. Previously, cases/individuals that were eligible for BHP transfer were not processed, because the State/Federal Charge (**ST/FED**) Code (element **324** of the **TAD**) was not generated when a case/individual was rejected. Effective with this release, the **ST/FED** charge code and date will be generated in the rejection process. As part of the criteria for cases/individuals to be transferred to BHP, values of the **ST/FED** charge code should be:

See PB #16-29-SYS

- **60** - Maintenance of Effort (MOE) Qualified Alien with less than 5 years in status;
- **67** - State Charge/Permanently Residing Under Color Of Law (PRUCOL); and
- **68** - Qualified Alien No children under 18 or pregnant women

Changes/
Clarification of Edits
for Landlord Bonus
Payment Types

Effective with this release, new amount and payment period requirements have been made for Landlord Bonus Payment Types in three New York City (NYC) Special rental supplement programs:

See PD #15-29-SYS

- Living in Communities (**LINC**) – Payment Type **SA**;
- City Family Eviction Prevention Supplement (**CITYFEPS**) – Payment Type **WB**; and
- Special Exit and Prevention Supplement (**SEPS**) – Payment Type **B8**.

For **SA**, **WB**, and **B8** payment types the **FROM** date of the payment period can be issued three months prior to the current month and the **TO** date cannot exceed 12 months.

The **SA** and **WB** codes can be used to issue amounts greater than \$0 (zero) and less than or equal to \$1,000.00. The **B8** code can be used to issue up to \$2,000.00.

The **SA**, **WB**, and **B8** codes are data enterable directly into WMS.

State/Federal
Charge Code **88**
Edit

In the past, some individuals were found to have an Alien Citizenship Indicator (**ACI**) (element **382** of the **TAD**) with a value of **C** (Citizen) with the **ST/FED** charge code **60/67/68**. Effective with this release, when a participant's status changes from non-citizen to citizen and the **ACI** value changes to **C**, the participant's **ST/FED** Code should automatically change to '**88**' (State Charge/Federal Charge Expired). WMS will complete a monthly run for all CA, SNAP and Medicaid (MA) cases on an ongoing basis to track those changes.

Create 24 Month
Recert for Non-
Custodial Care

Effective with this release, Non-Parent Caregiver (NPC) cases will be eligible for a 24 month recertification period if all of the following conditions are met:

See PB #06-68-OPE

- All participants with an Active (AC) or Single Issue (SI) status for CA are less than 18 years of age; and
- No one on a case is AC, or SI, or Sanctioned (SN) for SNAP; and
- No one on a case with AC or SI status for CA has Relationship Code (**REL**) (element **329** of the **TAD**):

- **04** (son);
 - **05** (daughter);
 - **06** (step-son); or
 - **07** (step-daughter); and
- No one on a case has earned income; and
 - No one on a case is SN for CA.

Note: The Human Resources Administration (HRA) will mail a recertification form to the participant in the 11th month of the certification period and must complete the recertification by the end of the 12th month.

Modification to AFIS Indicator Beyond 12 Months for Closed CILOCA Case

The most recent audit of CILOCA cases showed that the **AFIS** indicator (element **392** of the **TAD**) was either Purged (**P**) or blank prior to the 12 month recertification. Effective with this release, the **AFIS** indicator will remain on CILOCA cases. These types of cases must be recertified every 12 month. Cases that have been determined eligible for CILOCA were either Rejected (RJ) or Closed (CL) with the following codes:

See PD #16-04-ELI

- **F98** (Client requests CILOCA);
- **M55** (Ineligible for CILOCA – other than Excess Income); and
- **G46** (Ineligible for CILOCA – Excess Income).

Special Housing Program Indicator

Effective with this release, a new Special Housing Program Indicator field was added to the WMS Inquiry Screen (**NQCS02**). The alphanumeric value of the Indicator allows anyone accessing WMS to be able to recognize that a case is/was in a low income housing program. The values of the indicators are assigned as follows:

VALUE	PROGRAM	DEFINITION
1	LINC1	Living in Communities 1
2	LINC2	Living in Communities 2
3	LINC3	Living in Communities 3
4	LINC4	Living in Communities 4
5	LINC5	Living in Communities 5
6	LINC6	Living in Communities 6
7	TBRA	Tenant Based Rental Assistance
8	SEPS	Special Exit and Prevention Supplement
9	CFERS	City Family Eviction Prevention Supplement (CITYFEPS)
F	FEPS	Regular FEPS

New Payment Type Code **BB** for TBRA Landlord Bonus Program

Effective with this release, a new Payment Type Code **BB** for TBRA Landlord Bonus payment was created.

See WMS Worker's Guide to Codes

The **BB** code can only be issued as Direct Vendor (Restricted) to the landlord in the amount of exactly \$1,000.00 or two payments of exactly \$500.00 each issued on the same day. The payment can be manual E-check, auto E-check or regular Single Issue. The period covered is not required but should be allowed.

See PD #15-20-SYS

The **BB** code can only be issued if the **B6** code (TBRA rent payment) was issued prior to the **BB** code or at the same time as the **BB** code.

SNAP Broad Based Categorical Eligibility – 150% Gross Income Test

Governor Andrew Cuomo adopted the recommendation of the Anti-Hunger Task Force to raise the SNAP Gross Income Test (**GIT**) level to 150% of the poverty level for all SNAP households with earned income. The current categorical eligibility rules will remain unchanged.

See PB #16-52-ELI

The new **GIT** level is an addition to the current SNAP Categorical Eligibility rules and will only apply if the household does **not** have any sanctioned/disqualified household member(s); no out-of-pocket dependent care costs, but has earned income.

150% of Poverty Guidelines Chart	
Size of Family Unit	Monthly Limit
1	\$1,472
2	\$1,992
3	\$2,512
4	\$3,032
5	\$3,552
6	\$4,072
7	\$4,592
8	\$5,112
For each additional person, add \$520	

Valid Income Source codes for the 150% **GIT** are:

- **01** – Salary, Wages;
- **02** – On the Job Training;
- **05** – Family Day Care Provider Income;
- **06** – Net Business Income/Self Employment Income;
- **07** – Office of Vocational Rehabilitation;

- **08** – Net Income from Rental of House, Store or Other Property (Worked more than 20 hours weekly);
- **11** – Income from Boarder, Boarder/Lodger;
- **12** – Income from Lodger;
- **25** – Severance Pay;
- **37** – Subsidized Employment;
- **39** – CEOSC (Comprehensive Employment Opportunity Support Center) Income;
- **40** – Sick Pay;
- **57** – Earned Income from WIA;
- **60** – OVESID Training Allowance;
- **65** – Earned Income from WIA/OJT;
- **67** – Safely Net Self Support;
- **88** – STEP School to Employment Program;
- **98** - Other earned income

The new **GIT** levels will migrate to Production effective for the **7/A/16** cycle.

Expand SSN Edits in NYC WMS

Effective with this release, NYC WMS and Upstate WMS were updated to ensure that SSN are present and accurate in WMS. The updates are as follows:

- SSN must be 9 digit numeric;
- First 3 digits cannot be '000', '666', '900-999';
- 4th and 5th digits cannot be '00';
- 6th -9th digits cannot be '0000';
- Invalid SSN values:
 - All of the same number;
 - Sequential, from:
 - 0 – 8;
 - 8 – 0;
 - 1 – 9;
 - 9 – 1.

New Originating ID BFS for BFI FS Recoupments

Effective with this release, WMS will accept the new unique Originating ID **BFS** that is used only by the Supplemental Nutrition Assistance Program Claims and Recovery Unit (SNAP-CR) to enter SNAP recoupments on Bureau of Fraud Investigation (BFI) cases into the SNAP recoupments system and distinguish them from non BFI SNAP recoupments.

New Code for Stopping Adverse Actions (CAPER)

Effective with this release, new Fair Hearing (FH) Codes were added in the WMS Fair Hearing Update System. The following FH Codes will allow SNAP eligibility staff the time needed to thoroughly review documents to make correct eligibility decisions.

The three (3) new unique FH Aid Statuses are:

- **P – Pause:** This will suspend a **V21** eligibility case denial or case closing, or a **Y29** case closing, leaving transaction in 04 – pending status indefinitely;
- **L – Reviewed:** Requested appropriate documentation returned, proceed with next action: The “paused” transaction will be purged from pending; and
- **R - Client submitted documentation that was insufficient and/or inappropriate, proceed with V21 or Y29:** The “paused” transaction will be unsuspended and process to RJ (Reject) or CL (Close) status.

FH Code **P** will only be allowed if a clock-down transaction is on a NCA SNAP case and one of the following codes are pending:

- **V21-** Failure to Provide Verification case denial; or
- **V21-** Failure to Provide Verification case closing; or
- **Y29 -** Failure to Provide Verification - Expedited SNAP case closing

FH Codes **L** and **R** are only allowed with FH Code **P**.

Attempts to use FH code **P** in any other situation not listed above will result in an error “FH Code Not Valid for Reason Code.” Attempts to use FH code **L** or **R** when a transaction does not have a **P** will result in an error “FH Valid for Paused Transactions Only.”

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see PB #16-49-SYS and PB #16-50-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 HARD OF HEARING IMPLICATIONS

For Limited English Proficient (LEP) and hard of hearing 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 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

- Public Assistance Budgeting Manual
- Welfare Management System Authorization of Grants
- Welfare Management System Worker’s Guide to Codes
- 06 ADM-10
- 05 INF-24
- 09 INF-21
- SPP #2016-00174 SNAP Employability Codes for 24 Month Recerts
- SPP #2016-00158 New Routing Code H000 for CA Center 090
- SPP #2016-00136 Enhancement to State Federal Charge Code Process
- SPP #2016-00098 Changes/Clarification of Edits for Landlord Bonus Payment Types
- SPP #2016-00089 State/Federal Charge Code 88 Edit
- SPP #2016-00071 Create 24 Month Recert for Non-Custodial Care
- SPP #2016-00069 Modification to AFIS Indicator Beyond 12 Months for Closed CILOCA Case
- SPP #2016-00064 Special Housing Program Indicator
- SPP #2016-00048 New Payment Type Code BB for TBRA Landlord Bonus Program
- SPP #2016-00042 SNAP Broad Based Categorical Eligibility – 150% Gross Income Test
- SPP #2016-00005 Expand SSN Edits in NYC WMS
- SPP #2015-00425 New Originating ID BFS for BFI FS Recoupments
- SPP #2015-00338 New Code for Stopping Adverse Actions (CAPER)

RELATED ITEMS

PB #16-52-ELI
PB #16-29-SYS
PB #06-68-OPE
PD #16-07-SYS
PD #16-04-ELI
PD #15-29-SYS
PD #15-20-SYS