



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #17-23-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2017.3

Date: October 25, 2017	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 2017.3 migrated into production on October 21, 2017.

SYSTEM ENHANCEMENTS Changes that became effective with the October 21, 2017 release of WMS Software Release Version 2017.3 include the following topics:

- Change to Cash Assistance (CA) Durational Sanction Codes **N45-N47**;
- New Closing Code **Y13** for Failure to Complete Supplemental Nutrition Assistance Program (SNAP) Recertification Interview;
- New Opening Code for Fair Hearing Compliance for SNAP Cases.

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 Cash Assistance (CA) Durational Sanction Codes N45-N47

Previously: The following case closing/sanction codes were durational:

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

- **N45** – Voluntary Quit (Household [HH] = 1) 1st Occurrence; Public assistance has been discontinued because the recipient quit his/her job or voluntarily reduced the number of hours worked without good cause;
- **N46** – Voluntary Quit (HH = 1) 2nd Occurrence; Public assistance has been discontinued because the recipient quit his/her job or voluntarily reduced the number of hours worked without good cause;
- **N47** – Voluntary Quit (HH = 1) 3rd or Greater Occurrence; Public assistance has been discontinued because the recipient quit his/her job or voluntarily reduced the number of hours worked without good cause

With this release: The case closing/sanction codes **N45-N47** will no longer have durational sanction periods.

New Closing Code Y13 for Failure to Complete SNAP Recertification Interview

See [NPA SNAP Desk Guide to Codes](#)

With this release: A new SNAP case closing code **Y13** – Failure to Keep Recertification Interview when a participant submits a recertification application but fails to be interviewed . The **Y13** code is a no notice required code.

New Opening Code for Fair Hearing Compliance for SNAP Cases

See [NPA SNAP Desk Guide to Codes](#)

With this release: A new SNAP opening code for Fair Hearing compliance **Y80** was created. The **Y80** code will allow a reopening for cases due to a Fair Hearing decision, that was closed or rejected up to one year. The **Y80** code will permit entry of retroactive dates in the Authorization Period Dates for the opening transaction. In addition, the Fair Hearing number associated with the Fair Hearing Compliance reopening will appear on the Case Action History screen next to the reopening transaction.

**PROGRAM
IMPLICATIONS**

Paperless Office System (POS) Implications For POS Implications see [PB #17-89-SYS](#) and [PB #17-90-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 #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 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
- NPA SNAP Desk Guide to Codes

- SPP #2017-00158 Change to PA Durational Sanction Codes **N45-N47**
- SPP #2017-00158 New Closing Code **Y13** for Failure to Complete SNAP Recertification Interview
- SPP #2017-00381 New Opening Code for Fair Hearing Compliance for SNAP Cases