



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY DIRECTIVE #18-05-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2018.1

<p><b>Date:</b> March 8, 2018</p>	<p><b>Subtopic(s):</b> WMS</p>
<p><b>AUDIENCE</b></p>	<p>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.</p>
<p><b>POLICY</b></p>	<p>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 2018.1 migrated into production on February 18, 2018.</p>
<p><b>SYSTEM ENHANCEMENTS</b></p>	<p>Changes that became effective with the February 18, 2018 release of WMS Software Release Version 2018.1 include the following topics:</p> <ul style="list-style-type: none"> <li>• Addition of New Able Coding Family Homelessness and Eviction Prevention Supplement (FHEPS) <b>66</b> and <b>68</b> Codes to <b>WINR0370</b> Report;</li> <li>• New Single Issue (SI) Payment Type Code Needed for FHEPS Unit Hold Incentive;</li> <li>• New Case Level and Client Level SNAP Opening Reason Codes;</li> <li>• Request For Two New TA Payment Type Codes for Two Additional Rent Programs;</li> <li>• Request for New Reopening Code <b>Y16</b> to be used for undercare CA Cases Closed less than 30 days;</li> <li>• Modification of the <b>WINRO805</b> SDI Report;</li> <li>• Require Highest Degree Obtained (HDO) for NPA clients;</li> </ul>

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

- New WMS Payment Type Code needed for Repairs to an Apartment;
- Update to SNAP Reporting Requirements for Elderly and/or Disabled Individuals;
- Real-time Applicant Social Security Number (SSN) Validation for NYC WMS.

### **Addition of New Able Coding FHEPS 66 and 68 Codes to WINR0370 Report**

**Previously:** The **WINR0370** provided a listing of various additional needs type codes, but did not include the following codes:

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

- **66** (FHEPS A) – FHEPS Program for Family Facing Eviction;
- **68** (FHEPS A) – FHEPS Program for Family Facing Eviction Multi-suffix.

**With this release:** **66** and **68** FHEPS A codes were added to **WINR0370** report under a new header “FAMILY HOMELESSNESS AND EVICTION PREVENTION SUPPLEMENT”.

### **New Single Issue Payment Type Code Needed for FHEPS Unit Hold Incentive**

See [Authorization of Grants](#)

**With this release:** A new payment type code **QJ** for FHEPS Unit Hold was created. The payment is issued to the landlord to ensure that the apartment will be held for the client while initial processing is taking place. Maximum amount of any single payment is \$4,297.

### **New Case Level and Client Level SNAP Opening Reason Codes**

**Previously:** Two codes were used to reopen Cash Assistance (CA) cases/lines for Aid to Continue:

- **Y43** – Aid Continuing - Case Awaiting Fair Hearing decision (case level); and
- **097** - Aid Continuing - Case awaiting Fair Hearing decision (line level).

There were no equivalent reopening codes for SNAP cases and/or for the SNAP portion of CA cases.

See [Workers Guide to Codes](#)

**With this release:** A new Case level and line level SNAP reopening codes **Y21** (Reopen case/line for Aid to Continue) was created. The new code is used for both SNAP cases and the SNAP portion of the CA cases.

### **Request For Two New TA Payment Type Codes for Two Additional Rent Programs**

**Previously:** There were two rent programs that started at the Department of Homeless Services (DHS), and the subsidy payments were paid by an independent contractor:

- EPVA – Eviction Prevention for Vulnerable Adults; and
- MRT – Medicaid Redesign Team.

The contract will expire at the end of the Fiscal Year (FY) 2018, and the Human Resources Administration (HRA) will take over the payments.

**With this release:** Two new separate WMS Single Issue CA Payment Type Codes were created for rent payments for the programs above:

- **EP** – EPVA Rent; and
- **MR** – MRT Rent.

See [Workers Guide to Codes](#)

### **Request for New Reopening Code Y16 to be used for undercare CA Cases Closed less than 30 days**

**With this release:** The new general reopening code **Y16** was created for undercare CA cases that were closed less than 30 days. This code will be used for cases that need to be reopened but not due to a reason associated with the current ‘under 30 day’ reopening codes. At this time the code will only be used for cases that were closed with the following codes and the participant is now in compliance:

- **V20** – Failure to Provide Verification; and
- **G36, G37** – Failure to Complete the TA (6 Month) Mail in Recertification for Cases on 12 Month Recertification Schedule

See [Workers Guide to Codes](#)

### **Modification of the WINRO805 SDI Report**

**With this release:** The **WINRO805** (Report of Single Issues) will include a JOS/Worker ID in addition to the AJOS/Supervisor’s ID. For this purpose, new fields were created on the WMS data base to accept a JOS/Worker ID that is being transmitted from Paperless Office System (POS).

### **Require HDO for NPA clients**

**Previously:** The HDO code entry was only required for CA applicants/participants who were 16 or older.

See [Workers Guide to Codes](#)

**With this release:** The HDO code entry will be a required field for all SNAP applicants/participants who are 16 or older, on both CA and NCA SNAP cases.

### **New WMS Payment Type Code needed for Repairs to an Apartment**

See [Authorization of Grants](#)

**With this release:** A new payment type code **RA** (Landlord Repair. Single issue grant to landlord for repairs and/or unpaid rent above the HRA security deposit. Maximum payment is \$3,000) was created. This payment type code can be issued to CA active, SI and closed cases. The period covered for the payment can start up to five years earlier than issuance date. **To Date** must be later than the **From Date** but cannot be later than current (issuance) date.

### **Update to SNAP Reporting Requirements for Elderly and/or Disabled Individuals**

**Previously:** All households in which all the active SNAP individuals were aged and/or disabled had a 24-month certification period. The SNAP Change Report form (**LDSS-3151**) was sent to them in the 11th month of the certification period.

**With this release:** The reporting rules for these individuals have changed as following:

- Households in which all members are aged and/or disabled with no earned income will continue to receive a 24-month recertification period and receive the **LDSS-3151** in the 11th month of this period.
- Households in which the adult members are aged and/or disabled and have earned income will receive a 12-month recertification period and receive the SNAP Periodic Report form (**LDSS-4310**) in the 5th month of certification. The form must be returned by the 10th day of the sixth month of their certification period.

**Real-time Applicant SSN Validation for NYC WMS**

**With this release:** During the application process, WMS will connect to the Social Security Administration (SSA) with an applicant’s demographic information to confirm that the corresponding SSN is correct for the applicant. An Applicant’s SSN validation will occur for all program areas: CA, SNAP, Medicaid, and Home Energy Assistance Program (HEAP). The results of the validation will appear on the WMS clearance report for a JOS/Worker to review.

SSN Validation codes displayed will be the same validation codes that are utilized currently:

See [Workers Guide to Codes](#)

- **A** – Validation Failed: SSN Not on SSA File;
- **B** – Validation Failed: No Match on Name;
- **D** – Validation Failed: No Match on DOB;
- **E** – SSA Returned Different SSN;
- **X** – SSA Validated SSN/Deceased;
- **8** – SSA Validated SSN;
- **9** – SSN Failed SSA Validation.

In the event SSA cannot be reached, a validation code of **1** (SSN Present but Not Yet Validated) will be displayed.

**PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications

For POS Implications see [PB #18-12-SYS](#) and [PB #18-13-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**

Staff must obtain appropriate interpretation services for individuals who are Limited English Proficient (LEP) and Deaf or Hard-of-Hearing. Please refer to [PD #16-14-OPE](#) and [PD #17-19-OPE](#) for detailed instructions.

## 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**

Authorization of Grants  
 Worker's Guide to Codes  
 SPP #2018-00022 Addition of New Able Coding FHEPS **66**  
 and **68** Codes to **WINR0370** Report  
 SPP #2017-00460 New Single Issue Payment Type Code  
 Needed for FHEPS Unit Hold Incentive  
 SPP #2017-00432 New Case Level & Client Level SNAP  
 Opening Reason Codes  
 SPP #2017-00409 Request for Two New TA Payment Type  
 Codes for Two Additional Rent Programs  
 SPP #2017-00383 Request for New Reopening Code **Y16** to  
 be used for undercare CA Cases Closed  
 Less than 30 days  
 SPP #2017-00357 Modification of the **WINRO805** SDI Report  
 Require HDO for NPA clients  
 SPP #2017-00302 New WMS Payment Type Code needed for  
 SPP #2017-00287 Repairs to an Apartment  
 Update to SNAP Reporting Requirements  
 SPP #2017-00274 for Elderly and/or Disabled Individuals  
 Real-time Applicant SSN Validation for  
 SPP #2017-00092 NYC WMS