



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #18-14-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2018.2

Date: July 24, 2018	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 2018.2 migrated into production on June 17, 2018.
SYSTEM ENHANCEMENTS	Changes that became effective with the June 17, 2018 release of WMS Software Release Version 2018.2 include the following topics: <ul style="list-style-type: none">• Client Notices System (CNS) Language for Modified Adjusted Gross Income (MAGI) Transition at New York State of Health (NYSOH);• Raise Dollar Amount Limit for Landlord Bonus Payments;• Restriction/Exception (RRE) Type Codes for Cash Assistance (CA) Individuals;• Change CNS Notice for Child Support Use;• Excessive Electronic Benefits Transfer (EBT) Replacement Card Requests.

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

CNS Language for MAGI Transition at NYSOH

With this release: Applicants/participants on CA/MA and MA only cases whose lines were closed with reason codes that generate a MA extension and who are MAGI eligible, will be transitioned to the Health Exchange (HX) at renewal where an evaluation will be made on their continued Medicaid eligibility. New system generated closing reason code **716** (MAGI Individual Transition Medicaid to NY State of Health) will generate a CNS notice notifying those individuals that an account has been created for them in NYSOH where they must sign into by the date specified in the notice.

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

Raise Dollar Amount Limit for Landlord Bonus Payments

Previously: Landlords who leased apartments to households in a New York City (NYC) Special Rent Program were receiving a bonus payment in the amount of \$1,000.00. An edit in WMS prevented the issuance of a single landlord bonus check in the amount greater than \$1,000.

With this release: The landlord bonus payment amount was raised from \$1,000.00 to \$3,500 for most cases, and up to \$5,000 for veterans. The WMS edits have been modified to allow a single check of up to \$5,000 for the following landlord bonus payment type codes:

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

- **BB** – Tenant Based Rental Assistance (TBRA) Landlord Bonus;
- **B8** – Special Exit and Prevention Supplement (SEPS) Landlord Bonus;
- **QG** – Supplement Family Homelessness and Eviction Prevention Supplement (FHEPS) A Landlord Bonus;
- **QH** – Supplement FHEPS B Landlord Bonus;
- **SA** – Landlord Living In Communities (LINC) Bonus Payment; and
- **WB** – City Family Eviction Prevention Supplement (CITY FEPS) Landlord Bonus Payment.

RRE Codes for CA Individuals

With this release: Two new Restriction/Exception **RRE** codes were created. The codes identify CA applicants/participants who are exempt from the Modified Adjusted Gross Income (MAGI) category and not entitled to enhanced federal funding. The new **RRE** codes are defined as follows:

- **T2** – NYC tax claim outside household;
- **T3** – NYC enhanced shelter allowance.

Note: RRE code **T2** is only valid for CA applicants/participants that answer “Yes” to claiming someone on their taxes that lives outside of the household. It is not valid for all individuals filing taxes.

Change CNS Notice for Child Support Use

With this release: The WMS/Client Notice Subsystem screen (**WCN130**) and the Notice of Decision on Your Public Assistance Food Stamps and Medical Assistance (i.e. CNS notice, **XL0218**) were revised to update existing and add new reasons for the failure to complete the child support application.

For example:

Return Birth Certificates for children was changed to Provide Birth Certificate(s) for child(ren)

or

Return Marriage Certificate was changed to Provide Marriage Certificate for noncustodial parent

or

Return Court papers related to child support was changed to Provide Court Papers for noncustodial parent

The new reasons were added, for example:

Identify New Father

or

Provide Signature on Documents(s) for Noncustodial Parent

or

Appear for SPECIAL ASSESSMENT appointment on ____ for noncustodial parent.

Excessive EBT Replacement Card Requests

See [PD #16-19-SYS](#)

With this release: The EBT card counting process was implemented to identify applicants/participants who request more than three permanent replacements for EBT cards in a twelve month period. With the fourth and subsequent permanent card replacement request a laser letter will be generated notifying applicants/participants that the EBT card is intended to be used for years, and that continued requests for replacement may result in possible investigation.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see [PB #18-38-SYS](#) and [PB #18-39-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 #18-10-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 #2018-00087 CNS Language for MAGI Transition at NYSOH
- SPP #2018-00069 Raise Dollar Amount Limit for Landlord Bonus Payments

SPP #2018-00052
SPP #2018-00348
SPP #2018-00297

RRE Codes for PA Individuals
Change CNS Notice for Child Support Use
Excessive EBT Replacement Card
Requests

RELATED ITEM

[PD #16-19-SYS](#)