



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #18-17-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2018.3

Date: October 29, 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 2018.3 migrated into production on October 21, 2018.
SYSTEM ENHANCEMENTS	Changes that became effective with the October 21, 2018 release of WMS Software Release Version 2018.3 include the following topics: <ul style="list-style-type: none">• Change Eligibility Verification Review (EVR) to Bureau of Eligibility Verification (BEV);• Spanish Language Translation Correction for Reason Codes 730, 731;• October 2018 Change the Supplemental Nutrition Assistance Program (SNAP) Table Changes and THRIFTY Food Plan Mass Rebudgeting (MRB);• Allow Period Covered From Date Up to 2 years in the Past for Special Exit and Prevention Supplement (SEPS) and Living in Communities (LINC) codes;• Request for WMS to Post Fair Hearing (FH) Number for any Fair Hearing Associated transaction;• Fix to Social Security Administration (SSA) Cost of Living Adjustment (COLA) MRB Calculation for Multiple Income Source 31;• Monthly Report for Minor Children left on the SNAP Case when the Payee is incarcerated;

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

- Request for Identification of case Scenarios which will require a New Client Notices System (CNS) notice Type.

Change EVR to BEV

With this release: Since the EVR unit is now called BEV, the CNS notice for Cash Assistance (CA) case-level closing code **G16** (Failed to Respond to Two or More BEV Notices Left at Residence) will be changed to reflect the new name.

Spanish Language Translation Correction for Reason Codes 730, 731

With this release: Spanish Translation for CNS Notices for system generated Reason Codes **730** and **731** (CA Denied/Medicaid (MA) Application Under Review) were updated with corrected language.

October 2018 SNAP Table Changes and THRIFTY Food Plan MRB

See [PD# 18-15-ELI](#) and [PB #18-65-ELI](#)

With this release: Effective October 1, 2018, Maximum SNAP benefit allotments, Standard Deductions, Maximum Excess Shelter Deduction, Income limits for the 130%, 150%, 165%, and 200% Gross Income Test, and the 100% Net Income Test, Standard Utility Allowance (SUA), and New York State Nutritional Project (NYSNIP) will change. The changed amounts will be used for budgets with the effective dates of 10/A/2018 or later. Budgets with the effective dates prior to 10/A/2018 will continue to use the current amounts.

Allow Period Covered From Date Up to 2 years in the Past for SEPS and LINC codes

With this release: Revision was made for SEPS and LINC payment codes for the period covered for up to two years since there are missing payments needed to be replaced.

Request for WMS to Post Fair Hearing Number for any Fair Hearing Associated transaction

Previously: A new field was created on the WMS Case Action History screen (**NQCS6A**) to display the FH Number for any **Y80** or **Y81** opening code (Reopening due to a Fair Hearing).

With this release: The FH Number field on the WMS Case Action History screen (**NQCS6A**) will be populated for any type of transaction that is related to a Fair Hearing on a CA or SNAP case.

The transaction can be any type (for example: opening, closing, rejecting, recertification, re-budget, Aid-to Continue, etc.). The transaction can come to WMS from Paperless Office System (POS) or from Paperless Alternate Module (PAM). The FH Number must be 7 digits followed by a letter. If the FH Number entered does not meet this format, the error message "Fair Hearing Number format error" will be generated.

In addition, a FH Number field will be created on the Eligibility screen (**NCEM10**). If this field on **NCEM10** is populated with a FH Number, then that FH Number should be carried over and displayed next to that transaction on the Case Action History screen (**NQCS6A**).

Fix to SSA COLA MRB Calculation for Multiple Income Source 31

See [PD #17-28-ELI](#)

Previously: During the yearly SSA COLA MRB the cost of living changes to the income amount was not calculated correctly for NCA SNAP cases in the **S15** Center, with Shelter Types not **42** (Congregate Care Level 3) when more than one line has Supplemental Security Income (SSI) **31**. The second and any subsequent SSI incomes were not updated correctly.

With this release: This issue will be fixed.

Monthly Report for Minor Children left on the SNAP Case when the Payee is incarcerated

With this release: WMS will produce a monthly report sorted by center number of all cases where the payee on the case is incarcerated, and the remaining individual on the case is a minor child. The cases will be sent to the appropriate centers for follow up. The report will include the following information:

- Center Number;
- Case Number;
- Case Name;
- Child Name; and
- Child's Date of Birth.

Request for Identification of Case Scenarios which will require New CNS notice Type

Previously: The following three case scenarios, when CA, MA and SNAP statuses were different from each other, did not generate CNS notice:

- CA – Applied (**AP**) / MA – **AP** / SNAP – Single Issuance (**SI**) to CA - Reject (**RJ**) / MA – **RJ** / SNAP – Close (**CL**);
- CA – **AP** / MA – **AP** / SNAP – Active (**AC**) to CA – **RJ** / MA – **RJ** / SNAP – **CL**;
- CA – **SI** / MA – **AP** / SNAP – **AP** to CA – **CL** / MA – **RJ** / SNAP – **RJ**.

See [PB #18-60-SYS](#)

With this release: CNS notices will be generated for these case scenarios above.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see [PB #18-69-SYS](#) and [PB #18-70-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 #2018-00315 Change EVR to BEV
 SPP #2018-00251 Spanish Language Translation Correction
 for Reason Codes **730, 731**

SPP #2018-00241	October 2018 SNAP Table Changes and THRIFTY Food Plan MRB
SPP #2018-00239	Allow Period Covered From Date Up to 2 years in the Past for SEPS and LINC codes
SPP #2018-00170	Request for WMS to Post Fair Hearing Number for any Fair Hearing Associated transaction
SPP #2018-00158	Fix to SSA COLA MRB Calculation for Multiple Income Source 31
SPP #2017-00384	Monthly Report for Minor Children left on the SNAP Case when the Payee is incarcerated
SPP #2017-00211	Request for Identification of Case Scenarios which will require New CNS notice Type

RELATED ITEMS

- [PB #18-65-ELI](#)
- [PB #18-60-SYS](#)
- [PD# 18-15-ELI](#)
- [PD #17-28-ELI](#)