



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

POLICY DIRECTIVE #19-03-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2019.1

Date: February 22, 2019	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 February 17, 2019.
SYSTEM ENHANCEMENTS	<p>Changes that became effective with the February 17, 2019 release of WMS Software Release Version 2019.1 include the following topics:</p> <ul style="list-style-type: none"> • Language Spoken; • Allow Cash Assistance (CA) Fair Hearing (FH) Opening Code Y81 for Closed (CL) to Active (AC) Case Status; • Allow Y80 Supplemental Nutrition Assistance Program (SNAP) Reopening Code for SNAP Cases going from CL to AC Status; • Update of Benefit History Records for Multiple CA Payments Combined into One Check;

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

Language Spoken

With this release: A new two character Language Spoken (LS) field was added at the individual line level. The new field is required for individuals age 16 or older for CA/SNAP and SNAP applications, recertifications and re-applications. The new field is optional for individuals younger than 16 years old.

To enter the new code when processing a case using the Paperless Alternate Module (PAM), staff must use the ancillary document attached to this procedure (**Attachment A**).

Allow CA FH Opening Code Y81 for CL to AC Case Status

Previously: When a CA case was reopened due to a Fair Hearing decision with the reopening code **Y81**, WMS allowed only the case to go from CL to Single Issue (SI) status, not from CL to AC status.

With this release: WMS will allow cases to go from CL to AC for CA reopening code **Y81**. If the SNAP portion of the case is also opening at the same time (to SI or AC), the reason code **Y80** must be used for the SNAP component. If any opening reason code other than **Y80** is used, WMS will generate an error message.

The FH Number is required for **Y81** whether **Y81** comes from an undercare transaction or eligibility transaction.

Allow Y80 SNAP Reopening Code for SNAP Cases going from CL to AC Status

Previously: When a SNAP case was reopened due to a Fair Hearing decision with the reopening code **Y80**, WMS allowed only the case to go from CL to SI status, not from CL to AC status.

With this release: WMS will allow cases to go from CL to AC for SNAP reopening code **Y80**.

The FH Number is required for **Y80** whether **Y80** comes from an undercare transaction or eligibility transaction.

Update of Benefit History Records for Multiple CA Payments Combined into One Check

Previously: Information Technology Systems (ITS) implemented a new process in which the Family Homelessness and Eviction Prevention Supplement (FHEPS) was combined with the CA Shelter allowance/State funded supplement in one paper check.

See [PB #15-57-ELI](#)

Note: This process only applies to the recurring benefits with the following recurring payment codes:

- **10** – SHELTER
- **WE** – FHEPS A CITY RECURRING SUPPLEMENT
- **WF** – FHEPS B CITY RECURRING SUPPLEMENT
- **WG** – FHEPS A CITY RECURRING SUPPLEMENT (MULTISUFFIX)

If the benefits must be replaced, staff must use Issuance Code **07** (Replacement of lost, stolen or undelivered benefits) or Issuance Code **08** (Replacement of cancelled check) depending on the reason for replacement.

With this release: Revision was made to allow the maximum amount of \$5,000.00 for both payment types codes **07** and **08**.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see [PB #19-07-SYS](#) and [PB #19-08-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 #2018-00349 Language Spoken
 SPP #2018-00293 Allow CA FH Opening Code **Y81** for CL to AC Status

SPP #2018-00289

Allow **Y80** SNAP Reopening Code for
SNAP Cases going from CL to AC Status

SPP #2018-00060

Update of Benefit History Records for
Multiple CA Payments Combined into One
Check

RELATED ITEM

[PB #15-57-ELI](#)

ATTACHMENT

Attachment A

Language Spoken Code Ancillary
Document

ATTACHMENT A

LDSS

**LANGUAGE SPOKEN CODE (LS) -- Client Level
(ITEM # 326)**

<p>CASE NUMBER</p> <div style="display: flex; justify-content: space-between; height: 20px;"> </div>	<p>DATE FORM PREPARED</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>						
<p>ORIGINATING ID</p>	<p>AUTHORIZATION NUMBER</p> <div style="display: flex; justify-content: space-between; height: 20px;"> </div>						

LINE ID	Language Spoken Code
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LINE ID	Language Spoken Code

ELIGIBILITY SPECIALIST	DATE	SUPERVISOR'S SIGNATURE	DATE
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CONTROL CLERK	DATE	CRT OPERATOR	DATE
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