



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

POLICY DIRECTIVE #19-07-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2019.2

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| <p>Date: July 2, 2019</p> | <p>Subtopic(s): WMS</p> |
| <p>AUDIENCE</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>POLICY</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 2019.2 migrated into production on June15, 2019.</p> |
| <p>SYSTEM ENHANCEMENTS</p> | <p>Changes that became effective with the June15, 2019 release of WMS Software Release Version 2019.2 include the following topics:</p> <ul style="list-style-type: none"> • New York City (NYC) Unearned Income Code 21 Client Notices System (CNS) Code Table; • New Definition For Income Source Code 21; • Re-establishing 1:1 Relationship between each Job Center and a pre-determined Supplemental Nutrition Assistance Program (SNAP) Site for Separate Determination (SepDet); • Fix Issue surrounding Budget Error# E2903 in CEM/Budgeting Subroutine with NYCWAY CVB Records; • Screen Edit for Single Issue (SI) Rental Assistance Checks to Prevent Worker’s Data Entry Error; • Revision to SNAP Employability Codes 31, 24, 64 and 63; • Raising the Dollar Limit on some SI Checks and E-Checks; • Add the SNAP reason codes I92, M73 and M74 to NYC WMS; • Designate the SNAP reason codes I92, M73 and M74 as valid for NYC CNS. |

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

NYC Unearned Income Code 21 CNS Code Table

With this release: CNS Code Table was modified to reflect new definition of Unearned Income Source Code **21** - NYS Disability Insurance/Paid Family Leave.

New Definition For Income Source Code 21

With this release: The definition of Income Source Code 21 was modified from '**21-NYS Disability Insurance**' to '**21-NYS Disability Insurance/Paid Family Leave**' to address income that applicants/participants receive from Paid Family Leave (PFL). Income Source Code **21** will continue to be counted as Unearned Income for both Cash Assistance (CA) and SNAP.

Re-establishing 1:1 Relationship between each Job Center and a pre-determined SNAP Site for SepDet

See [PD #03-39-ELI](#), [PB #11-24-OPE](#), and [PB #11-88-SYS](#)

Previously: Each Job Center generated SepDet cases for multiple SNAP sites. The Job Center SepDet Units were required to review multiple WMS WINRO and Paperless Office System (POS) reports to monitor the process to ensure that applicants/participants received their benefits timely through Paperless Alternate Module (PAM) transactions.

With this release: A one to one relationship between Job Centers and SNAP sites will ensure that all SepDet cases generated as a result to an application denial would generate SNAP SepDet cases for the associated SNAP sites only. If any of these cases are activated, they remain in the associated SNAP sites until they are transferred out during scheduled runs. Below is the current table for the associated Job and SNAP Centers:

| Job Center | SNAP Center |
|---------------------------------|-----------------------------|
| Waverly Job Center #13 | Waverly SNAP S19 |
| Family Services Call Center #17 | Jamaica SNAP S54 |
| St. Nicholas Job Center #18 | East End SNAP S02 |
| East End Job Center #23 | East End SNAP S02 |
| Dyckman Job Center #35 | Washington Heights SNAP S13 |
| Rider Job Center #38 | Concourse SNAP S45 |
| Union Square Job Center #39 | Washington Heights SNAP S13 |
| Hunts Point Job Center #40 | Hunts Point SNAP S40 |
| Fordham Job Center #44 | Concourse SNAP S45 |
| Concourse Job Center #45 | Concourse SNAP S45 |
| Crotona Job Center #46 | Crotona SNAP S46 |

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|--|--------------------------------------|
| Refugee and Immigrant Center #47 | Coney Island SNAP S22 |
| HRA Express East New York #50 | Hunts Point SNAP S40 |
| Residential Treatment Services Center #52 | RTSC SNAP Separate Determination S41 |
| Queens Job Center #53 | Queens SNAP S53 |
| Jamaica Job Center #54 | Jamaica SNAP S54 |
| Veterans Job Center #62 | Coney Island SNAP S22 |
| Coney Island Job Center #63 | Coney Island SNAP S22 |
| DeKalb Job Center #64 | East New York SNAP S28 |
| Bushwick Job Center #66 | Williamsburg SNAP S21 |
| Clinton Hill Job Center #67 | East New York SNAP S28 |
| Southern Brooklyn Center #70 | Coney Island SNAP S22 |
| Centralized Rent Processing Unit #71 | East End SNAP S02 |
| HRA Application Intake at PATH/DHS Sites #78 | Hunts Point SNAP S40 |
| Rockaway Job Center #79 | Rockaway SNAP S79 |
| Special Project Center #80 | East New York SNAP S28 |
| Home Visit Needed/RAR #90 | Waverly SNAP S19 |
| Child Care Review Team #97 | East New York SNAP S28 |
| Richmond Job Center #99 | Richmond SNAP S99 |
| CA4 Bronx/Queens/FFCC Region Office | Waverly SNAP S19 |
| FSP Special Project Center #80 (CA/SNAP) | East New York SNAP S28 |
| HDU Homeless Diversion Unit | Hunts Point SNAP S40 |
| HCC Legal Services Initiative (LSI) | Hunts Point SNAP S40 |

Fix Issue surrounding Budget Error# E2903 in CEM/Budgeting Subroutine with NYCWAY CVB Records

Previously: When the CA participant with household (HH) size > 1 was sanctioned with the individual sanction code **WE1** (Failure to Comply with Employment Requirements) for CA portion or CA and SNAP portion, the budget remained the same without reducing the household size, therefore it cause the Sanction Budget Error **No E2903**. The sanction budgeting code **46** (CA Prorata Sanction-Recipient or Re-Applying Households Sanctioned Due to Non-Compliance with Employment or Drug/Alcohol Requirements) or **47** (CA Prorata Sanction-Applicant Households Sanctioned Due to Non-Compliance with Employment or Drug/Alcohol Requirements) did not prorate the benefit amount.

With this release: Production issue with the Employment Related Sanction Budget Error **No E2903** in CA cases with household (HH) size >1 and individual sanction code **WE1** (Failure to Comply with Employment Requirements) was corrected.

Screen Edit for SI Rental Assistance Checks to Prevent Worker's Data Entry Error

Previously: In some cases, checks generated in WMS for Rental Assistance using data entry were not entered correctly by the Job Opportunity Specialist (JOS)/Worker. The JOS/Worker entered the same information in both Payee-Name and Street-Address fields. Those checks had to be cancelled and re-issued.

With this release: A screen edit has been added at the data entry stage to prevent the JOS/Worker from entering incorrect information.

Revisions To SNAP Employability Codes 31, 24, 64 and 63

See [PB #13-22-OPE](#)

With this release: The following SNAP employability codes were discontinued for SNAP purposes, but will remain as employability codes for CA purposes:

- **24** – Pregnant (within 30 days of medically verified date of delivery)/Exempt;
- **31** – Parent or caretaker relative of a child in the household under 12 months of age/Exempt;
- **40** – Responsible for the care of an incapacitated person part time (the incapacitated person does not need to live in the household)/Non-Exempt;
- **64** – Substance abuse/Non-Exempt.

Code **63** (Regular participant in drug or alcohol treatment or rehabilitation) was revised for SNAP purposes removing the reference to “determined unable to work due to substance abuse”.

Raising the Dollar Limit on some SI Checks and E-Checks

With this release: The limit on Single Issue checks increased from \$5,000.00 to \$9,999.99 and the limit on E-checks increased from \$999.99 to \$5,000.00. These increases only affect the following rental issuance codes:

- **09** – rent only supplement of current or previous month(s) rent while in receipt of CA;
- **30** – rent payments in excess of maximum;

- **31** – pre-CA rent arrears;
- **39** – Rent in advance to secure an apartment;
- **40** – rent advance to avoid an eviction;
- **B6** – HOME/Tenant Based Rental Assistance (TBRA);
- **QA** – Family Homelessness and Eviction Prevention Supplement (FHEPS) rent arrears, recoupable;
- **QB** – FHEPS rent arrears, non-recoupable;
- **SE** – CityFHEPS rent; and
- **ZA** – Special One-Time Assistance (SOTA) 12 months of upfront rent.

Add the SNAP reason codes I92, M73 and M74 to NYC WMS

See [PD #19-04-EMP](#)

With this release: The following three SNAP reason codes were added to NYC WMS to continue a SNAP durational sanction if an individual reapplies for SNAP but is still ineligible:

- **I92** – No Eligible Individual is a case level SNAP denial code that is valid for Family Assistance (FA), Safety Net Federally Participating (SNFP), Safety Net Cash Assistance (SNCA), Safety Net Non-Cash (SNNC), and NCA SNAP case types;
- **M73** – Continue Employment Requirement Sanction is an individual level SNAP denial code for single person households. The valid case types are SNCA, SNNC, and NCA SNAP;
- **M74** – Continue Employment Requirement Sanction is an individual level SNAP sanction code for households greater than one. It is valid for FA, SNFP, SNCA, SNNC, and NCA SNAP case types.

See [PD #19-04-EMP](#)

With this release: The following three SNAP reason codes were added to NYC CNS:

- **I92** – No Eligible Individual is a case level SNAP denial code that is valid for Family Assistance (FA), Safety Net Federally Participating (SNFP), Safety Net Cash Assistance (SNCA), Safety Net Non-Cash (SNNC), and NCA SNAP case types;
- **M73** – Continue Employment Requirement Sanction is an individual level SNAP denial code for single person households. The valid case types are SNCA, SNNC, and NCA SNAP;
- **M74** – Continue Employment Requirement Sanction is an individual level SNAP sanction code for households greater than one. It is valid for FA, SNFP, SNCA, SNNC, and NCA SNAP case types.

CNS notices will be generated for those SNAP denial codes:

- CNS notice for code **I92**: 'No Eligible Individual' - SNAP Individual Reason Code must be entered for all active individuals who do not have a Sex Code of **U**.
- CNS notice for code **M73**: 'This is because you did not complete a required employment activity without a good reason. You were already notified that you cannot receive SNAP benefits until (DATE 1). The SNAP sanction will also continue beyond this date until you comply with SNAP work requirements or document you are exempt from SNAP work requirements.'

You should contact the worker identified above, if the date above is in the past, and you are willing to comply with SNAP work requirements to end your SNAP sanction.

If the date listed above is in the future, you can reapply as early as 30 days prior to this date to see if you will be eligible for SNAP benefits after that date. Please note that you must still comply with SNAP work requirements as assigned by this agency to end your SNAP sanction.

If at any time, you become unable to work or participate in work activities, you may be able to end your SNAP sanction and should contact the worker identified above who will explain what you need to do to document an exemption from work requirements.

This decision is based on Regulation 18 NYCRR 385.3(c), 385.6, 385.7 and 385.12(e).'

- CNS notice for code **M74**: 'This is because (NAME) did not complete a required employment activity without a good reason. (NAME) was already informed that he/she cannot receive SNAP benefits until (DATE 1). The SNAP sanction will also continue beyond this date until (NAME) complies with SNAP work requirements or documents that he/she is exempt from SNAP work requirements.'

(NAME) should contact the worker identified above, if the date above is in the past and he/she is willing to comply with SNAP work requirements to end his/her SNAP sanction.

If the date listed above is in the future, (NAME) can reapply as early as 30 days prior to that date to see if he/she will be eligible when this period is over. Please note that (NAME) must comply with SNAP work requirements as assigned by this agency to end his/her sanction.

If at any time (NAME) becomes unable to work or participate in work activities, (NAME) may be able to end his/her SNAP sanction and should contact the worker identified above who will explain what he/she needs to do to document an exemption from work requirements.

This decision is based on Regulation 18 NYCRR 385.3(c), 385.6, 385.7 and 385.12(e)'.

**PROGRAM
IMPLICATIONS**

Paperless Office System (POS) Implications For POS Implications see [PB #19-29-SYS](#) and [PB #19-31-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 #2019-00186 NYC Unearned Income Code **21** CNS
 Code Table
 SPP #2019-00149 New Definition For Income Source Code **21**

SPP #2019-00095 Re-establishing 1:1 Relationship between
 each Job Center and a pre-determined
 SNAP Site for SepDet
 SPP #2019-00086 Fix Issue surrounding Budget Error# **E2903**
 in CEM/Budgeting Subroutine with
 NYCWAY CVB Records
 SPP #2019-00071 Screen Edit for SI Rental Assistance
 Checks to Prevent Worker's Data Entry
 Error
 SPP #2019-00070 Revision to SNAP Employability Codes **31**,
24, **64** and **63**
 SPP #2019-00049 Raising the Dollar Limit on some SI Checks
 and E-Checks
 SPP #2018-00384 Add the SNAP reason codes **I92**, **M73** and
M74 to NYC WMS
 SPP #2018-00380 Designate the SNAP reason codes **I92**,
M73 and **M74** as valid for NYC CNS

RELATED ITEMS

[PD #03-39-ELI](#)
[PD #19-04-EMP](#)
[PB #11-24-OPE](#)
[PB #11-88-SYS](#)
[PB #13-22-OPE](#)