



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #20-02-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2020.1

<p>Date: February 19, 2020</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 2020.1 migrated into production on February 15, 2020.</p>
<p>SYSTEM ENHANCEMENTS</p>	<p>Changes that became effective with the February 15, 2020 release of WMS Software Release Version 2020.1 include the following topics:</p> <ul style="list-style-type: none"> • Update F19 Sanction expiration dates due to refusal to cooperate; • Modify Retrieve Client Notices System (CNS) history web service; • Raising the dollar limit on Single Issue checks and E-checks for payment type ZI; • Add Reason Code A36 to NYC WMS – CNS Language and Edits; • Add new information or close cases with Supplemental Nutrition Assistance Program (SNAP) reason codes I92, M73 or M74 via WMS Undercare; and • New SNAP Case Level Reason Code I33.

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

Update F19 Sanction expiration dates due to refusal to cooperate

With this release: Sanction expiration dates for applicants/participants who refused to cooperate with a SNAP Quality Control (QC) review (cases rejected/closed with **F19** code - Refusal to Cooperate with Quality Control) are changed to 02/02/2020.

Modify Retrieve CNS History Web Service

Previously: All CNS Notices were retrieved via Web Service by entering a case number for requested date range.

With this release: CNS Notices can be retrieved by transaction type, eliminating the need to review all notices individually for requested date range.

Raising the dollar limit on Single Issue checks and E-checks for payment type ZI

Previously: 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 affected the following rental issuance codes:

- **09** – rent only supplement of current or previous months(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.

With this release: One more rental issuance code added to the new limits for a single check – **ZI** – LINC (Living In Communities) II ENHANCED – 1 YEAR UP FRONT – For tenants in shelter or moving to a new apartment. Allows landlords to receive the entire year's rent up front, HRA-issued.

Add Reason Code A36 to NYC WMS – CNS Language and Edits

With this release: Opening reason code **A36** (SNAP Approval - First month denied, eligible in succeeding months) was added to New York City (NYC) WMS for use on NCA SNAP cases and the SNAP portion of CA/SNAP cases.

Add new information or close cases with SNAP reason codes I92, M73 or M74 via WMS Undercare

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

Previously: The following SNAP reason codes were added to NYC WMS Eligibility transaction 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.

With this release: SNAP reason codes **I92**, **M73**, and **M74** were added to Undercare transactions to add new information or close cases.

New SNAP Case Level Reason Code I33

With this release: A new SNAP case level reason code **I33** was created for applicants that have less than 30 days left of a prior employment sanction. The code is for CNS use only and valid for a household size = 1. A warning message will be produced when **I33** is entered in CNS: "I33 ONLY VALID FOR HH=1, TRANSMIT TO PROCEED".

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications For POS Implications see [PB #20-03-SYS](#) and [PB #20-04-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 #2020-00040 Update **F19** Sanction expiration dates due to refusal to cooperate
 SPP #2019-00376 Modify Retrieve CNS history web service
 SPP #2019-00328 Raising the dollar limit on Single Issue checks and E-checks for payment type **ZI**
 SPP #2019-00213 Add Reason Code **A36** to NYC WMS – CNS Language and Edits
 SPP #2019-00194 Add new information or close cases with SNAP reason codes **I92**, **M73** or **M74** via WMS Undercare
 SPP #2018-00097 New SNAP Case Level Reason Code **I33**

RELATED ITEM

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