



OFFICE OF POLICY, PROCEDURES, AND TRAINING  
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**POLICY DIRECTIVE #20-06-SYS**

**WELFARE MANAGEMENT SYSTEM (WMS)  
SOFTWARE RELEASE VERSION 2020.2**

<b>Date:</b> June 24, 2020	<b>Subtopic(s):</b> WMS
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**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 2020.2 migrated into production on June 21, 2020.

**SYSTEM ENHANCEMENTS** Changes that became effective with the June 21, 2020 release of WMS Software Release Version 2020.2 include the following topics:

- Limit Allowable Future Payment Periods for Processing for Supplemental Nutrition Assistance Program (SNAP) Single Issuance (SI) Codes **14** and **16**;
- New Source Code **21** To Be Added to Unearned Income Source Code Table;
- New Issuance Code (**N7**) For Smith Lawsuit.

**Limit Allowable Future Payment Periods for SNAP SI Codes 14 and 16**

**Previously:** There was a problem with the SNAP single issuance code **14** (SI full month CA/SNAP cases) and SNAP single issuance code **16** (SI full month SNAP only cases). These codes were supposed to be used for one month (the following month after an application), they were used for the following months.

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

**With this release:** The WMS Single Issue subsystem will disallow to use the SNAP SI codes **14** and **16** for the future months following the month after an application.

### **New Source Code 21 To Be Added to Unearned Income Source Code Table**

**With this release:** The new Income Source Code **21** (New York State (NYS) Disability Insurance/Paid Family Leave) will be added to the WMS Unearned Income Source Codes Table.

### **New Issuance Code (N7) For Smith Lawsuit**

**With this release:** The new CA SI code **N7** (Smith lawsuit) was created for retro payments for cases included in the Smith lawsuit. The **N7** code can be used only on cases in Single Issue (SI) or Active (AC) status.

The code **N7** can be processed through the automated processing as well as the manual issuances. For manual issuances the Pick-Up Code (PUC) should be '9' (Electronic Benefits Transfer (EBT) the Emergency CA Single Issue Special Grant) and the Restriction Indicator should be '1' (Direct Vendor). The amount per issuance will be capped at \$702.00.

The **N7** code will be allowed on the following CA case types:

- Family Assistance (FA);
- Safety Net Non-Cash Assistance (SNNC);
- Safety Net Cash Assistance (SNCA);
- Safety Net Federally Participating (SNFP).

The **N7** code will not be allowed on any SNAP or Medicaid cases.

The **N7** code can be used multiple times and overlapping periods are allowed. However, 'From' and 'To' dates cannot be the same regardless of the dollar amount issued.

**PROGRAM  
IMPLICATIONS**

Paperless Office System (POS) Implications For POS Implications see [PB #20-32-SYS](#) and [PB #20-33-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.

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**REFERENCES**

- Authorization of Grants
- Worker’s Guide to Codes
- SPP #2020-00089 Limit Allowable Future Payment Periods for FSSI Codes **14** and **16**
- SPP #2020-00002 New Source Code **21** To Be Added to Unearned Income Source Code Table
- SPP #2016-00365 New Issuance Code (**N7**) For Smith Lawsuit