



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY DIRECTIVE #20-08-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2020.3

<p><b>Date:</b> October 23, 2020</p>	<p><b>Subtopic(s):</b> WMS</p>
<p><b>AUDIENCE</b></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, HIV/AIDS Services Administration (HASA) Centers, and ancillary sites. They are informational for all other staff.</p>
<p><b>POLICY</b></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 2020.3 migrated into production on October 17, 2020.</p>
<p><b>SYSTEM ENHANCEMENTS</b></p>	<p>Changes that became effective with the October 17, 2020 release of WMS Software Release Version 2020.3 include the following topics:</p> <ul style="list-style-type: none"> <li>• Automate <b>N41-43</b> and <b>N45-47</b> Client Notice System (CNS) Notices for New York City Work Accountability and You (NYCWAY) MNY031M-CVB File Usage;</li> <li>• Adjust the WMS SNAP Infraction History Procedure for Sanction Codes <b>WE1, WE2, WE3, N41, N42</b> and <b>N43</b>;</li> <li>• Update the CNS Edit for SNAP Reason Code <b>I92</b> Closings;</li> <li>• ABAWD (<b>F94</b>) Additional Language 2020;</li> <li>• Disable Code <b>A40</b> and Disallow Codes <b>A32, A33, A39, A42,</b> or <b>A43</b> with Case Types <b>11, 12, 16,</b> or <b>17</b>;</li> <li>• Transaction that Include Reason Code <b>F94</b> will Require a CNS Pending Notice Number;</li> <li>• Removing Reason Code <b>F94</b> From CNS Notice Reprint TT06, 11;</li> </ul>

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

- Disable Entry of Able Bodied Adults without Dependents (ABAWD) code **F94**, Allow Entry of Code **I92** in New York City (NYC) CNS at the Case Level;
- Discontinue Case Level ABAWD Code **F94** in New York City (NYC) WMS.

### **Automate N41-43 and N45-47 CNS Notices for NYCWAY MNY031M-CVB File Usage**

**Previously:** NYCWAY sent a CVB file, MNY031M-CVB for the employment sanction reason codes **WE1**, **WX1** and **WX4** (Failure to Comply with Employment Requirements) for WMS to process and forward the automated data for the client notices to CNS to produce.

**With this release:** Similar to the automated employment sanction reason codes **WE1**, **WX1** and **WX4**; the employment sanction reason codes **N41-N43** and **N45-N47** (Voluntary Quit) were added to the WMS automated list of CVB reason codes. WMS will pass the required CNS data from NYCWAY file to the auto CNS subroutine for notice creation.

### **Adjust the WMS SNAP Infraction History Procedure for Sanction Codes WE1, WE2, WE3, N41, N42 and N43**

**Previously:** There were instances where the SNAP sanction (SN) dates in the participant notices and the sanction dates recorded in NYC WMS SNAP Infraction Histories (**NQIN22**) did not match. The sanction dates in the participant notices began with the month following the sanction effective date. The sanction dates on the WMS SNAP Infraction History screens began two months after the sanction effective date. This discrepancy occurred when a sanction transaction posts into WMS on the first day or the second day of the month.

**With this release:** The NYC WMS SNAP Infraction History Procedure for reason codes below was adjusted so that the same sanction dates will appear on both the participant notice and the WMS Infraction History screen (**NQIN22**):

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

- **N41** – Voluntary Quit: Recipient, 1st Occurrence (1 month and until compliance);
- **N42** – Voluntary Quit: Recipient, 2nd Occurrence (3 months and until compliance);
- **N43** – Voluntary Quit: Recipient, 3rd Occurrence (6 months and until compliance);

- **WE1** – Failure to Comply with Employment Requirement 1st Occurrence (1 month and until compliance);
- **WE2** – Failure to Comply with Employment Requirement 2nd Occurrence (3 months and until compliance);
- **WE3** – Failure to Comply with Employment Requirement 3rd Occurrence (6 months and until compliance).

### **Update the CNS Edit for SNAP Reason Code I92 Closings**

See [PD #14-02-SYS](#)

**With this release:** SNAP closing code **I92** (No Eligible Individual) CNS edit was revised to check the individual status for SNAP assistance instead of CA. If the case level SNAP reason code is **I92**, then a SNAP individual reason code must be entered for all active (AC), Sanctioned (SN) or Single Issue (SI) individuals who do not have a Sex Code of **U** (Unborn).

### **ABAWD (F94) Additional Language 2020**

See [PD #14-02-SYS](#)

**With this release:** Additional screen in the CNS subsystem has been added to the **F94** (Reject/Close a one-person case because client is an able bodied adult who has not met the ABAWD requirements for three or more months in the past 36 month period) individual reason code. This screen will have four selections for the reason why SNAP benefits have been terminated and the option to print in Spanish.

### **Disable Code A40 and Disallow Codes A32, A33, A39, A42, or A43 with Case Types 11, 12, 16, or 17**

**Previously:** The following reason codes **A32, A33, A39, A40, A42,** and **A43** are SNAP opening reason codes for use with NCA SNAP cases.

#### **SNAP Opening Reason Code Descriptions:**

**A32** – 1st Month Prorate – Applied Before the 16th;

**A33** – 1st Month Prorate – Applied After the 15th;

**A39** – SNAP Approval – New York State Nutritional Improvement Project (NYSNIP);

**A40** – FS Approval – Group Home Standardized Benefit (GHSB);

**A42** – SNAP Approval – NYSNIP: 1st Month Prorated; Applied before the 16th;

**A43** – Approval – NYSNIP 1st Month Prorate – Applied after the 15th.

As of 10/20/08, SNAP opening reason codes **A32**, **A33**, **A39**, **A42**, and **A43** were discontinued and were no longer valid to open the SNAP portion of a CA case. Reason code **A40** was discontinued for both CA and SNAP as of 6/22/09. However, Job Opportunity Specialist (JOS)/Workers have been using these codes to open the SNAP portion of the following CA case types: Family Assistance (**FA**), Safety Net Cash Assistance (**SNCA**), Safety Net Federally Participating (**SNFP**) and Safety Net Non-Cash Assistance (**SNNC**) cases despite the codes being discontinued.

See [PB #20-62-SYS](#)

**With this release:** SNAP opening reason code **A40** has been disabled for both CA and SNAP assistance. SNAP reason codes **A32**, **A33**, **A39**, **A42**, or **A43** have been disallowed to open the SNAP portion of the CA case. SNAP reason codes **A32**, **A33**, **A39**, **A42**, or **A43** are only valid for NCA SNAP cases.

WMS will display the following errors if the following conditions are met:

- If reason code **A40** is input for either CA or SNAP, the transaction will result in the error **E1051- INVALID CASE REASON CODE**;
- If reason code **A32**, **A33**, **A39**, **A42** or **A43** is input, and the case type is **FA**, **SNCA**, **SNFP** or **SNNC**, the transaction will result in error(s) **E2490-INVALID CASE REASON CODE FOR CASE TYPE** and/or **E1053-CASE REASON CODE WRONG FOR CATEGORY**.

### **Removing Reason Code F94 From CNS Notice Reprint TT06, 11**

**With this release:** Individual SNAP reason code **F94** language was removed from CNS notice reprint.

### **Transaction that Include Reason Code F94 will Require a Client Notice System (CNS) Pending Notice Number**

See [PD #14-02-SYS](#)

**Previously:** Reason code **F94** transactions in NYC WMS did not require a pending CNS notice number.

**With this release:** Entry of the reason code **F94** at the individual level or the suffix level in NYC WMS will require a pending CNS notice number.

**Disable Entry of ABAWD code F94, Allow Entry of Code I92 in NYC CNS at the Case Level**

**With this release:** SNAP Rejection/Closing code **I92** will be used instead of reason code **F94** at the case level. Entry of the code **F94** at the individual level will close or deny an ABAWD when the household size equals to one or the household is ineligible for SNAP assistance, and at least one individual is an ABAWD.

See [PD #17-18-ELI](#)

**Discontinue Case Level ABAWD Code F94 in NYC WMS**

**With this release:** Due to the Brooks litigation, policy for applicants/participants notices for closing and denial actions related to Able-bodied Adults Without Dependents (ABAWD) was revised. The notices will be personalized to print the ABAWD's name instead of "you" for household size equals to one. This change will disable the SNAP Rejection/Closing Code **F94** at the case level to ensure that JOS/Workers will enter the code at the individual level on CNS screen **WCN011** for all household sizes.

See [PD #17-18-ELI](#)

**PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications

For POS Implications see [PB #20-59-SYS](#), [PB #20-60-SYS](#) and [PB #20-62-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 #2019-00069	Automate <b>N41-43</b> and <b>N45-47</b> CNS notices for NYCWAY MNY031M-CVB file usage
SPP #2019-00295	Adjust the WMS SNAP infraction history procedure for sanction codes <b>WE1</b> , <b>WE2</b> , <b>WE3</b> , <b>N41</b> , <b>N42</b> and <b>N43</b>
SPP #2019-00395	Update the CNS edit for snap reason code I92 closings
SPP #2019-00411	ABAWD( <b>F94</b> ) additional language 2020
SPP #2020-00024	Disable code <b>A40</b> and disallow codes <b>A32</b> , <b>A33</b> , <b>A39</b> , <b>A42</b> , or <b>A43</b> with case types <b>11</b> , <b>12</b> , <b>16</b> , or <b>17</b>
SPP #2020-00027	Transactions that include reason code <b>F94</b> will require a CNS pending notice number
SPP #2020-00082	Removing reason code <b>F94</b> from CNS notice reprint TT06, 11
SPP #2020-00091	Disable entry of ABAWD code <b>F94</b> , allow entry of code <b>I92</b> in NYC CNS at the case level
SPP #2020-00092	Discontinue case level ABAWD code <b>F94</b> in NYC WMS

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**RELATED ITEMS**

[PB #20-62-SYS](#)  
[PB #20-60-SYS](#)  
[PB #20-59-SYS](#)  
[PD #14-02-SYS](#)  
[PD #17-18-ELI](#)  
[PD #19-04-EMP](#)