



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #21-02-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2021.1

Date: February 22, 2021	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, HIV/AIDS Services Administration (HASA) 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 2021.1 migrated into production on February 20, 2021.

SYSTEM ENHANCEMENTS

Changes that became effective with the February 20, 2021 release of WMS Software Release Version 2021.1 include the following topics:

- Reject Certain Payments with Routing Code **R092** and **R093**; and
- Increase Amounts for Special Grant Replacement Issuance Codes **07/08**.

Reject Certain Payments with Routing Code R092 and R093

Routing Code **R092** is reserved for Auto Utility Direct Vendor payments to Con Edison (payment type **92**) and Auto Utility Guarantee Payments to Con Edison (payment type **41**).

Routing Code **R093** is reserved for Utility Direct Vendor payments to National Grid (payment type **93**).

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

Refer to PD #17-24-ELI,
PB #10-43-OPE,
PB #15-11-SYS

Previously: Workers occasionally manually data entered Routing Codes **R092/R093** for other types of utility payments like Utility Arrears - for the period prior to acceptance (payment type **10**) or Utility advance, non-recoupable (payment type **50**). When the payment type **10** or **50** is passed on the WMS payment file, the system creates an Electronic Fund Transfer (EFT) file and deposits payments into the Con Edison or National Grid company bank account. Then the special report is created with the wrong payment types **92** or **41**, or **93** because of the Routing Codes **R092/R093**.

With this release:

- Manual entry of a Routing Code **R092** or **R093** with any single issuance will be prohibited at the Single Issue data entry screen level.
- A pending payment with a Routing Code of **R092** or **R093** will be rejected at the host level (pending issuance area) and returned to HRA as an error, unless the payment type is **92** or **41**, or **93** correspondingly.

Increase Amounts for Special Grant Replacement Issuance Codes 07/08

With this release: Due to increased issuance amounts for various New York City (NYC) rent programs, the amounts for the Special Grant Replacement Issuance Codes **07** (Replacement of lost, stolen or undelivered benefits) and **08** (Replacement of cancelled check - Not be used for Emergency Assistance for Adults (EAA) cases) will be increased as the following:

- For a regular Sigle Issue (SI) check [Pick Up Code (PUC) **1** Special Roll Check or Electronic Benefits Transfer (EBT)], the new maximum amount of Code **07** or Code **08** will be \$9,999.99;
- For an Emergency Check Issued via the E-Check Authorization Print Process (PUC **6**) or the manual E-Check, the new maximum amount of Code **07** or Code **08** will be \$5,000.00.

The Paperless Office System (POS) was updated to match changes in WMS and to help prevent WMS errors.

The new maximum amounts will be allowed if it is a direct entry into WMS, or through the Landlord Management System (LMS). The new maximum amounts should be accepted at the data entry level and at the host level.

**PROGRAM
IMPLICATIONS**

Paperless Office System (POS) Implications For POS Implications see [PB #21-06-SYS](#) and [PB #21-07-SYS](#).

SNAP Implications There are no SNAP implications associated with this procedure.

Medicaid Implications There are no Medicaid implications associated with this procedure.

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 #2020-00362 Reject Certain Payments with Routing Code **R092** and **R093**
 SPP #2020-00301 Increase Amounts for Special Grant Replacement Issuance Codes **07/08**

RELATED ITEMS

[PD #17-24-ELI](#)
[PB #10-43-SYS](#)
[PB #15-11-ELI](#)