



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY DIRECTIVE #21-06-SYS

WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2021.2

<p>Date: June 30, 2021</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, HIV/AIDS Services Administration (HASA) 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 2021.2 migrated into production on June 21, 2021.</p>
<p>SYSTEM ENHANCEMENTS</p>	<p>Changes that became effective with the June 21, 2021 release of WMS Software Release Version 2021.2 include the following topic:</p> <ul style="list-style-type: none"> Populate Monthly Reporting Field on NQCS02 Screen with Value in 01-350 (FR Code) for Supplemental Nutrition Assistance Program (SNAP) Cases. <p><u>Populate Monthly Reporting Field on NQCS02 Screen with Value in 01-350 (FR Code) for SNAP Cases</u></p> <p>With this release: Elderly Simplified Application Project (ESAP) or LEFT ESAP or New York State Combined Application Process (NYSCAP) SNAP cases (Case Type 31) will be quickly identified and easily tracked by workers. For this purpose, the value that is stored in the Federal Regulation (FR) Code field (01-350) (X= ESAP, L = Left ESAP, and C = NYSCAP or any other value) will be passed to and stored in the WMS suffix record and will be written to the Monthly Reporting Field on the NQCS02 Case Composition - Suffix</p>

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

Summary screen. Any value in it will be passed to the Human Resources Administration (HRA) on the WMS files which transmit suffix information to the Paperless Office System (POS). See below.

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NQCS02 (P)          Case Composition - Suffix Summary 12/05/20
                                           Page 01 of 01
Case #xxxxxxx      Center F53    Unit/Worker 0000    MA Resp
Address xxxxxxxxxxxxxxxxxxxxxxxxxxxx    Mail addr: Y
  City xxxxxx St NY ZIP 113850000 CD/B 00 0 Phone No. xxxx
Hsg Pgm:                NYCHA: Proj #      Acct #
-----
Last Auth Budget #00008 # Budgetable Clients 01# Budgetable
suffixes 01
HEAP      DRJ/                # Persons In PA HH 00      PA No
LRR 0 RCRT SRC
CASE Restr Inds: Shelter    Water    Fuel    Addl Needs
                Alt Payee
Monthly Reporting: Type                Code                State
                Util Gar 0
Next Avail Suffix: 2 Next Avail Line No 3 FSINTW P TI
APP SRC
-----
0      Number of Suffixes 1                Elig. -Suffix-
p                WFF      Case SPN ABR Applictn Deter -Status-
t Suf Case Name  DAI Type IND CNS Date Date PA MA FS
01      xxxxxxxx      FS    S      05/13/20 05/19/20 NA NA AC
  
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PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications For POS Implications see [PB #21-34-SYS](#) and [PB #21-42-SYS](#).

SNAP Implications SNAP implications are included within this policy directive.

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 #2020-00364 Populate Monthly Reporting Field on
NQCS02 Screen with Value in 01-350 (FR
Code) for SNAP Cases