OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY DIRECTIVE #22-01-SYS

WELFARE MANAGEMENT SYSTEM (WMS)
SOFTWARE RELEASE VERSION 2022.1

Date: February 18, 2022	**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 2022.1 migrated into production on February 19, 2022.

SYSTEM ENHANCEMENTS

Changes that became effective with the February 19, 2022 release of WMS Software Release Version 2022.1 include the following topics:

- Generate the Correct Certification Period when a Recertification Transaction is Clocking Down;
- Correction to the Certification Period Generated by the Supplemental Nutrition Assistance Program (SNAP) Report Code (FR Code) **E** at Recertification;
- System Update to Allow Personal Pronoun;
- New Gender Field;
- New York City (NYC) Elderly Simplified Application Project (ESAP) Recertification Client Notification System (CNS) Paragraphs;
- Fix SNAP Report Code (FR Code) **E** on New York State Combined Application Project (NYSNIP) Cases;
- Case Eligibility Management (CEM) Process for New York State Combined Application Project (NYSCAP) Internal Budget Reason Codes;

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*

Distribution: X

- CNS Instructions and Reason Codes for NYC NYSCAP Recertification Transactions.

Generate the Correct Certification Period when a Recertification Transaction is Clocking Down

Previously: When a recertification transaction was performed, the WMS system did not use the information stored on the pending budget stored with the clocking transaction, when the transaction goes into clock down status. As a result, cases that are going from a regular case to either an ESAP or NYSCAP case or from a NYSCAP or ESAP case to a regular case were not generating the correct recertification period.

With this release: If a recertification transaction is performed on a case, a budget is associated with the transaction and the transaction goes into clock down status. The system will use the budget information stored on the pending budget to generate the correct certification period.

Correction to the Certification Period Generated by SNAP Report Code E at Recertification

Previously: SNAP Report Code (FR Code) **E** was used in budgeting to identify Non Cash Assistance (NCA) SNAP Only households in which all active members are aged (60 years of age or older) and at least one individual has earned income. These households are to receive a 12-month certification period. However, it was found that after these cases recertified, a 24-month certification period was generated, which is incorrect.

With this release: The recertification period generated by SNAP Report Code (FR Code) **E** at recertification will be updated from 24 months to 12 months.

System Update to Allow Personal Pronoun

With this release: Due to Gender Identity legislation, the Office of Temporary and Disability Assistance (OTDA)/NYC WMS has been tasked to begin collecting an applicant's / participant's preferred pronoun. In order to accommodate this change, the WMS "OTHER NAME" fields located on WMS will be modified.

New Gender Field

With this release: Due to Gender Identity legislation, OTDA has been tasked with the collection of additional gender identification codes other than "Male" and "Female." To accommodate this change, OTDA/NYC WMS implemented a new one-character field, Gender Identify, that will be displayed in WMS.

NYC ESAP Recertification CNS Paragraphs

With this release: ESAP recertification notices tell ESAP households of elderly or disabled adults with no earned income to recertify, to submit recertification documents, or to discuss household circumstances in an interview. When the information provided in an ESAP household's recertification application makes the case ineligible for SNAP assistance, households will receive a notice indicating that the SNAP case will be closed, and that the household must be interviewed before the case is processed.

Fix to SNAP Report Code (FR Code) E on NYSNIP Cases

Previously: SNAP Report Code (FR Code) **E** was used in budgeting to identify NCA SNAP Only households in which all active members are aged (60 years of age or older) and at least one individual has earned income. These households are to receive a 12-month certification period. However, NYSNIP cases with earned income are also generating FR code **E**, which is incorrect.

With this release: The criteria for generating SNAP Report Code (FR code) **E** will be bypassed for all NYSNIP and NYSCAP cases, and FR Code **E** will be removed from all NYSNIP/NYSCAP cases for which it is currently present.

CEM Process for NYSCAP Internal Budget Reason Codes

With this release: NYSCAP replaces the existing NYSNIP program. NYS is implementing system changes and new NYSCAP reason codes. This WMS release provides the criteria to select the internal NYSCAP budget reason codes that CEM will pass to CNS to notify clients when new budgets are authorized.

The following NYSCAP reason codes were added to NYC WMS:

- **BE4** (New Budget Authorized – Return to Regular SNAP from NYSCAP)
- **B95** (New Budget Authorized – SNAP to NYSCAP)
- **B96** (New Budget Authorized – SNAP to NYSCAP [Reduction])
- **B97** (New Budget Authorized – NYSCAP Re-budgeted)

CNS Instructions and Reason Codes for NYC NYSCAP Recertification Transactions.

With this release: NYSCAP replaces the existing NYSNIP program. NYS is implementing system changes and new NYSCAP reason codes. When recertification records are present in NYSCAP transactions, CNS will print recertification language instead of regular NYSCAP language. Instructions and reason codes for NYSCAP recertification transactions are provided.

The following reason codes were added to NYC WMS:

- If the reason code is **BE4** (Return NYSCAP to Regular SNAP), convert it to reason code **B98** (Return NYSCAP to Regular SNAP at recertification).

- If the reason code is **B95** (New Budget Authorized: Regular SNAP to NYSCAP) or **B96** (New Budget Authorized: SNAP to NYSCAP-reduction), convert it to reason code **B99** (NYSCAP recertification approval: Regular SNAP to NYSCAP).

- If the reason code is **B97** (NYSCAP re-budgeted), convert it to reason code **BH2** (NYSCAP recertification approval).

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

For POS Implications see PB #22-10-SYS and PB #22-11-SYS.

SNAP Implications

SNAP Implications are included within this policy directive.

Medicaid Implications

There are no Medicaid Implications in 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 #2022-00004	Generate the Correct Certification Period when a Recertification Transaction is Clocking Down
SPP #2021-00230	Correction to the Certification Period Generated by the SNAP Report (FR Code) E at Recertification
SPP #2021-00206-03	System Update to Allow Personal Pronoun
SPP #2021-00200-04	New Gender Field
SPP #2021-00057-05	NYC ESAP Recertification CNS Paragraphs
SPP #2020-00088-02	CEM Process for NYSCAP Internal Budget Reason Codes
SPP #2020-00087-01	CNS Instructions and Reason Codes for NYC NYSCAP Recertification Transactions

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RELATED ITEMS

PD #21-68-ELI
PB #04-105-ELI