



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

## POLICY DIRECTIVE #24-02-SYS

### WELFARE MANAGEMENT SYSTEM (WMS) SOFTWARE RELEASE VERSION 2024.1

<b>Date:</b> February 28, 2024	<b>Subtopic(s):</b> WMS
<b>AUDIENCE</b>	The instructions in this policy directive are for all Welfare Management System (WMS) users in Benefits Access Centers (BAC), Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers, HIV/AIDS Services Administration (HASA) Centers, and ancillary sites. They are informational for all other staff.
<b>POLICY</b>	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 2024.1 migrated into production on February 17, 2024.
<b>SYSTEM ENHANCEMENTS</b>	Changes that became effective with the February 17, 2024 release of the WMS Software Release Version 2024.1 include the following topics: <ul style="list-style-type: none"><li>• Fix Mailing Address 'State' Value for Specified Cash Assistance (CA) and SNAP Cases.</li><li>• Restaurant Meals Program – New York City (NYC).</li><li>• New CA Single Issue (SI) payment type code <b>QM</b> for Special Repair Program for City Family Homelessness and Eviction Prevention Supplement (FHEPS) Units.</li><li>• New CA SI Payment Type Code <b>QN</b> for New Utility Payment for CityFHEPS clients.</li><li>• Create three (3) New Fields for the 100% Earned Income Disregard.</li><li>• <b>WINR0684</b> Application Timeliness Report Reduction From 45 to 30 Days.</li><li>• Update to NYC SNAP Reporting Criteria 2024.</li></ul>

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- Changes to the Criteria for **FR Codes U and Y**.
- Allowing Zero Shelter Allowance with Level **1** Standard Utility Allowance (SUA) for Shelter Type **11** (Room only).

### **Fix Mailing Address 'State' Value for Specified CA and SNAP Cases**

**Previously:** A large number of CA and SNAP cases with a mailing address in New York State were incorrectly assigned the mailing address State value of 'NE' instead of 'NY' by the Streamlined Paperless Office System (SPOS) application. This error carried through to the WMS mailing address State value for cases that were on CA and/or SNAP. This error impacted renewals, including Fair Fares (FF) renewals.

The mailing address State error was corrected in the POS database, but not in WMS.

**With this release:** WMS will identify all CA and SNAP cases with the mailing address State value of 'NE' and correct it to 'NY', regardless of the current case status. The case status may be any of the following:

<b>Code Value</b>	<b>Code Description</b>
0	Unknown
01	Applying
04	Withdrawn
09	Not Applying
10	Active
13	Administrative Suspension
14	Closed
15	Rejected
17	Single Issue
19	Medicaid Suspension
UK	Unknown
—	Unknown

## **Restaurant Meals Program - NYC**

The Restaurant Meals Program (RMP) is a state option to allow certain SNAP participants, who may not be able to prepare meals for themselves or who do not have permanent housing for storing and preparing food, to be able to buy prepared meals at restaurants with their SNAP benefits.

To be eligible for the RMP, SNAP participants must be certified for SNAP and all members of the household must be either:

- Elderly (60 years of age or older);
- Disabled (Receives disability or blindness payments or receives disability retirement benefits from a governmental agency because of a disability considered permanent);
- Homeless; or
- A spouse of a SNAP participant who is eligible for the RMP.

The RMP is only valid on the following case types:

- Family Assistance (FA)
- Safety Net Federal Participation (SNFP)
- Safety Net Cash Assistance (SNCA)
- Safety Net Non-Cash Assistance (SNNC)
- NCA SNAP

**With this release:** Households in receipt of SNAP benefits that meet the RMP criteria will be assigned a system generated RMP value. The value will populate in a new field labeled 'RMP' on the **NSBL02** budgeting screen.

**Note:** This is only the addition of coding in WMS. The RMP is still in its pilot phase in select counties, not including New York City. Additional information regarding RMP will become available when it is launched and becomes available to New York City residents.

## **New CA SI payment type code for Special Repair Program for CityFHEPS Units**

**With this release:** A new CA SI Payment Type Code **QM** was created for a new Special Repair program. Landlords are offered a one-time payment to reimburse them for repairs made up-front in chronically vacant, rent-stabilized units with very low rents, in exchange for rental of those units to CityFHEPS voucher holders. The New York City Office of Management and Budget (OMB) has approved a pilot for payments of up to \$25,000 in 400 units.

Refer to [DSS PB #2021-009](#) and [PB #24-07-ELI](#)

Specifications for the new CA SI Payment Type Code **QM**:

- Description for the new CA SI Payment Type Code **QM** will appear next to the **QM** on the Benefit History Screen as '**S-REPAIR**'.
- Restriction Indicator = **02** (Direct to Vendor).
- Pick Up Code (PUC) = **1** (Special Roll Check), **5** (Emergency Public Assistance Check [E-Check]) or **6** (Emergency Check Issued Via The E-Check Authorization Print Process).
- Routing Code cannot be 'EBT' (Must never go to a case's Electronic Benefit Transfer (EBT) account).
- Routing Code can be blank or **CRP1, CRP2, CRP4, CRP5, R001, CRP6, D000, E230** (Indicates Electronic Fund Transfer [EFT] deposit to landlord bank account).
- Maximum dollar amount of the new payment type is \$20,000, on any one day, but there is no minimum amount. Since WMS cannot post benefits greater than \$9,999.99, amounts higher than \$9,999.99 will be broken up into separate issuances by the worker who must input the larger amount as separate multiple issuances.
- The same case can be authorized to receive multiple new repair program payments (in the event the case changes apartments, etc.). There are no restrictions on the number of payments issued for the case, except payment cannot be more than \$20,000.00 total on any given day.
- No payment period covered edits are required. The 'From' Date will be the current date, and the 'To' Date will be the next day.
- The new payment type code **QM** can be directly data entered into WMS, or via POS, or it may come to WMS as a CurRent payment.
- The new payment type can be issued as a paper check or as an EFT deposit directly into the landlord's bank account.

Payment Criteria:

- Case Type: FA, SNFP, SNCA, SNNC, EAA, or EAF.
- Case Status: AC, SI, or CL.
- Routing Location: can be blank or **CRP1, CRP2, CRP4, CRP5, R001, CRP6, D000, E230**.
- Restriction Indicator = **02**.
- PUC = **1, 5, or 6**.

### **New CA SI Payment Type Code QN for New Utility Payment for CityFHEPS Clients**

Refer to [DSS PB #2021-009](#) and [PB #24-07-ELI](#)

**With this release:** A new CA SI Payment Type Code **QN** was created for a new utility supplement paid to CityFHEPS tenants who are in an apartment that does not include all utilities.

**Note:** These cases will be rebudgeted by a Centralized Unit once CityFHEPS is approved. The **QN** payment amount will be added as income as needed.

#### **Specifications for the new CA SI Payment Type Code QN:**

- Description for the new CA SI Payment Type Code **QN** will appear next to the **QN** on the Benefit History Screen as '**CFHEPS-UTI**'.
- Restriction Indicator = **01** (Unrestricted) or **02** (Restricted).
- PUC = **1** or **9** (EBT Emergency PA Single Issue Special Grant). Issue paper check if case status is CL; send payment to EBT if case status = AC or SI and PUC = **9**.
- Routing Code can be blank or **CRP1, CRP2, CRP4, CRP5, R001, CRP6, CRP7, D000**.
- Maximum dollar amount of the new payment type is \$5,000.00, on any one day, but there is no minimum amount. The actual amount will be calculated by the CurRent system.
- The same case can be authorized to receive multiple new utility allowance payments (if the tenant completes a late annual renewal and is owed retroactive payments). There is no restriction on the number of payments issued for a case, except payment cannot be more than \$5,000.00 total on any given day.
- Payment period covered edits are required. Worker will be instructed to write actual monthly coverage period using 'From' Date and 'To' Date'. Payments cannot exceed a twelve-month period.
- The new payment type code **QN** can be directly data entered into WMS, or via POS, or it may come to WMS as a CurRent payment.
- The new payment type **QN** can be issued as a paper check or as an EBT deposit directly to the tenant.

Payment Criteria:

- Case Type: FA, SNFP, SNCA, SNNC, EAA, or EAF.
- Case Status: AC, SI, CL or Rejected (RJ).
- Routing Location: can be blank or **CRP1, CRP2, CRP4, CRP5, R001, CRP6, CRP7, D000**.
- Restriction Indicator = **01** or **02**.
- PUC = **1** or **9**.

**Create three (3) New Fields for the 100% Earned Income Disregard**

Refer to [PD #24-01-ELI](#)  
and [HRA PB #2024-001](#)

**With this release:** A new law that was recently passed requires disregarding a CA participant's income that is earned while participating in a training activity as well as a once in a lifetime 100% earned income disregard (EID) for six (6) consecutive months. Participant's total income shall not be more than 200% of the federal poverty level.

The following three (3) new individual level fields were created:

- **EID-SP-PROG-CD** – EID special program code.
- **EID-SP-PROG-BEGIN-DT** – EID special program begin date.
- **EID-SP-PROG-END-DT** – EID special program end date.

**WINR0684 Application Timeliness Report Reduction From 45 to 30 Days**

Refer to [PB #22-61-ELI](#)

**With this release:** The rules for Safety Net Assistance (SNA) eligibility determinations are now the same as for FA. There will no longer be a 45-day waiting period for SNA applicants to receive CA benefits. Eligibility determination for all SNA applications must be made within 30 days from the date of application. Changes to the **WINR0684** (WMS Application Timeliness Report CA & CA/SNAP Cases) report were made to comply with new SNA eligibility determination rules.

## **Update to NYC SNAP Reporting Criteria 2024**

Refer to [PB #22-83-ELI](#)

**With this release:** The NYC SNAP reporting criteria will align with current SNAP policy. These changes will bring the NYC SNAP reporting rules in sync with the Rest of State (ROS) SNAP reporting rules criteria.

Cases with a blank **FR** code (SNAP Report Code) with authorization periods under two (2) years will no longer receive the SNAP Change Report, or any other report.

Cases with the following shelter types will no longer be subject to receive the SNAP Change Report or Periodic Report:

- **15** – Congregate Care Level 1 (NYC / Nassau / Suffolk / Westchester)
- **16** – Congregate Care Level 2 – State Certified (NYC / Nassau / Suffolk / Westchester)
- **17** – Congregate Care Level 2 - State Operated
- **23** – Undomiciled
- **28** – Congregate Care Level 1 - Rest of State
- **29** – Congregate Care Level 2 - State Certified - Rest of State
- **42** – Congregate Care Level 3 - Adult Homes and DOH Enriched Housing
- **43** – Congregate Care Level 2 - OMH/OPWDD Supervised/Supportive Apartments.

## **Changes to the Criteria for FR Codes U and Y**

Refer to [PB #22-83-ELI](#)

**Previously:** The criteria for **FR** code **U** was not properly capturing all the SNAP households with unearned income that were Simplified Reporters and subject to the Periodic Mailer. **FR** code **U** was defined as “FS Change Report Form Due to Unearned Income”. This definition was incorrect and must be changed.

The criteria for **FR** code **Y** did not exclude households without income.

### **With this release:**

**Code U** is defined as “Periodic Mailer for NPA/SNAP cases with unearned income only (all adults aged 18 or older must not be aged and/or disabled)”.

**Code Y** is defined as “Periodic Mailer for NPA/SNAP cases with all active individuals aged below 18. Earned and/or unearned income present”.

**Allowing Zero Shelter Allowance with Level 1 SUA for Shelter Type 11**

Refer to [PB #15-12-ELI](#)

**Previously:** WMS did not allow cases that have a Shelter Type of 11 with a SUA Level 1 and zero (0) or blank SNAP Shelter amount to process. The Automated Budgeting and Eligibility Logic (ABEL) generated error message “**E2742 PRO IND D INVALID FOR CASE COMPOSITION**” for this scenario.

**With this release:** Cases with a Shelter Type of 11, a SUA Level 1 and zero (0) or blank SNAP Shelter amount will bypass the **E2742** error message and let the budget transmit successfully if no other errors are generated.

**PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications

For POS Implications see [PB #24-09-SYS](#) and [PB #24-10-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**

For Limited English Proficient (LEP) and Deaf/Hard-of-Hearing applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #18-10-OPE](#), [DSS-PB-2021-007](#), and [PD #17-19-OPE](#).

**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 Benefits Access 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 Benefits Access 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 #2022-00139	Fix Mailing Address 'State' Value for Specified CA and SNAP Cases
SPP #2022-00163	Restaurant Meals Program – NYC
SPP #2023-00029	New CA SI payment type code <b>QM</b> for Special Repair Program for City FHEPS Units
SPP #2023-00174	New CA SI payment type code <b>QN</b> for new Utility Payment for City FHEPS CA
SPP #2023-00240	Three New Fields for 100% Earned Income Disregard
SPP #2023-00241	The New 100% Earned Income Disregard – Budgeting Requirements
SPP #2023-00260	<b>WINR0684</b> Application Timeliness Report Reduction From 45 to 30 Days
SPP #2023-00286	Update to NYC SNAP Reporting Criteria 2024
SPP #2023-00301	Changes to the Criteria for <b>FR</b> Codes <b>U</b> and <b>Y</b>
SPP #2023-00308	Allowing Zero Shelter Allowance with Level 1 SUA for Shelter Type <b>11</b>

**RELATED ITEMS**

[DSS PB #2021-009](#)  
[HRA PB #2024-001](#)  
[PB #15-12-ELI](#)  
[PB #22-61-ELI](#)  
[PB #22-83-ELI](#)  
[PB #24-07-ELI](#)  
[PD #24-01-ELI](#)