NYS WMS EDRS

Worker Manual

Navigating through eDRS in WMS and evaluating the results

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Introduction

As part of United States Department of Agriculture's Food and Nutrition Services (USDA-FNS) efforts to create a better method for tracking and sanctioning SNAP recipients, a real-time online system was created. Per Federal regulation 7 CFR 273.16(i)(4)(i), all state agencies are required to use the new system to determine the eligibility of individual SNAP applicants prior to certification to assure they are not currently disqualified from program participation.

eDRS (Electronic Disqualified Recipient System) has been put in place to create a nationwide repository of SNAP sanction records for applicants. New York State has developed an integrated system to report match records to the district worker through WMS and the Clearance Report. For clarity, the access through WMS will be referenced as WMS eDRS. WMS eDRS will display current disqualifications from any state that have been entered into the nationwide system.

This manual is designed to assist you with navigating through the additions to the New York State WMS screens. Included in this manual are mock-ups of the available screens, definitions of terms used in the system, and when and where output may be retrieved.

A match record will display a possible existing SNAP sanction for any one individual. Each adult individual may have match records that will need to be investigated. A match record will contain the name, SSN, and DOB identifying the individual, in addition to the sanction effective date, the sanction end date, offense code, and duration of sanction. All match records must be reviewed and a resolution entered for each match record.

The eDRS screens in WMS have two major components. The first component begins with the automated return of match records for an individual on an application or case when a Clearance Report is generated. This part will display the current prioritized results, if any exist. The displayed match records must be investigated and have a resolution code input. However, benefits should NEVER be withheld while waiting for verification documentation. If a case has been opened pending the receipt of documentation, and that documentation is later received supporting a sanction, the individual must be removed from the case and an overpayment can be pursued.

The second component is a history of all matches. Any records returned for an individual will be displayed in these screens along with the corresponding resolution codes.

This manual will begin with navigating to the eDRS screens. The current *Client eDRS Match Results* will be combined with this section before a more detailed look at those screens follows. Then a discussion of the *History Match Results* will explain the details of what is available on those screens. Finally the collateral reporting will be reviewed including the *Clearance Report* and *WINR* report.

What eDRS does

The eDRS screens built in to WMS are designed to present information regarding sanctioned individuals that have been entered into the Federal eDRS database.

The system is designed to perform a data call to the federal database whenever a Clearance Report is run for an individual. This search can be based on either the Social Security Number or on the individual's First Name and Last Name.

If any results are returned for an individual, the Clearance Report will have an indicator that a SNAP IPV exists. The following may be displayed on the Clearance Report:

- 'Y' – yes, there are returned eDRS match records
- 'N' – no match records were found for this individual
- '*' – there was a system error, the search will be run with a nightly process
- '-' – no match record search was performed because there is no SNAP component for the case or individual/applicant is not an adult (under 16)

If a Clearance Report is re-run for an individual, the results from eDRS may change depending on the entered search criteria. For example, the inclusion of a Social Security Number, the change of spelling of a first or last name, or inclusion/exclusion of a middle initial can all result in slightly different results.

The additional functionality built into WMS will allow you, the worker, to review not just the current match records but also to view the history of match records for the individual, independent of the application/registration case.

District Responsibilities

Once a match record is reported through the Clearance Report with a 'Y' in the SNAP IPV field, it is the responsibility of the worker to verify the sanction. The match records are not considered verified upon receipt. If multiple matches are returned, all outstanding matches must be resolved. It is the expectation that the local district staff will investigate the match records by contacting the sanctioning locality and requesting the appropriate documentation. The documentation required to verify the match includes a Notice of Disqualification or its equivalent. The documentation must include the individual's name, the offense number, the start date of the disqualification, and the penalty period. All documentation for a match record must be retained by the denying district for presentation at a Fair Hearing if requested.

WMS will display the contact information for the match record's originating locality contained in the nationwide eDRS for each record returned. The contact details are directly from FNS and represent what the Federal database has in its records.

After the match record has been investigated, the resolution code must be entered in WMS. Ideally this should occur prior to issuing benefits. However the lack of receipt of required documentation is not a valid reason to deny benefits. The originating locality has twenty (20) days from date of request to supply the necessary documentation.

If the Clearance Report is re-run after the initial search through the FNS database, the returned results in the CLIENT eDRS MATCH RESULTS may differ from the original search.

For sanctions where documentation has been requested, the following codes are available to enter as a resolution.

- V – verified by worker with supporting documentation received
- U – unsubstantiated by worker with supporting documentation missing or unavailable
- X – no response from originating locality
- I – Incorrect individual

Additionally the system may utilize the following codes. These are not available to be entered by a local district.

- (blank) – default, no resolution entered
- S – system resolved, used when a match record has been overwritten by a more recent search
- E – expired sanction, used when the sanction is no longer active

The entering of a resolution code is covered in more detail later in this manual.

Clearance Report

Upstate

```
LN O FIRST NAME M LAST NAME          SSN CODE SSN          CIN      CRD CD SEX DOB        BVI  R AFIS 60C
          DIST CAS/REG-NO CAS TYPE CAS STAT IND STAT PA/MA IND RSN AUTH DT  FS   M LI       MA DATE  PA,
          REL CAS REAS       $CASH EXPDFS  HEAP R/C CNX CAT CD

NYC RESULTS -- CINS ARE NOT SELECTABLE

01   SHEILA       MORTON                    172-54-0544                  F  12/11/1955  SNAP IPV: Y
* SEARCH TOTALS (FOUND/PRINTED): CIN 0/0 SSN 0000/0000 POSSIBLE 0000/0000

NO MATCH FOUND

*****************************************************************************************************

NYC RESULTS -- CINS ARE NOT SELECTABLE

01   SHEILA       MORTON                    172-54-0544                  F  12/11/1955  SNAP IPV: Y
* SEARCH TOTALS (FOUND/PRINTED): CIN 0/0 SSN 0000/0000 POSSIBLE 0000/0000

NO MATCH FOUND

*****************************************************************************************************

END OF REPORT
```

New indicator for eDRS Match on Clearance Report.

New York City

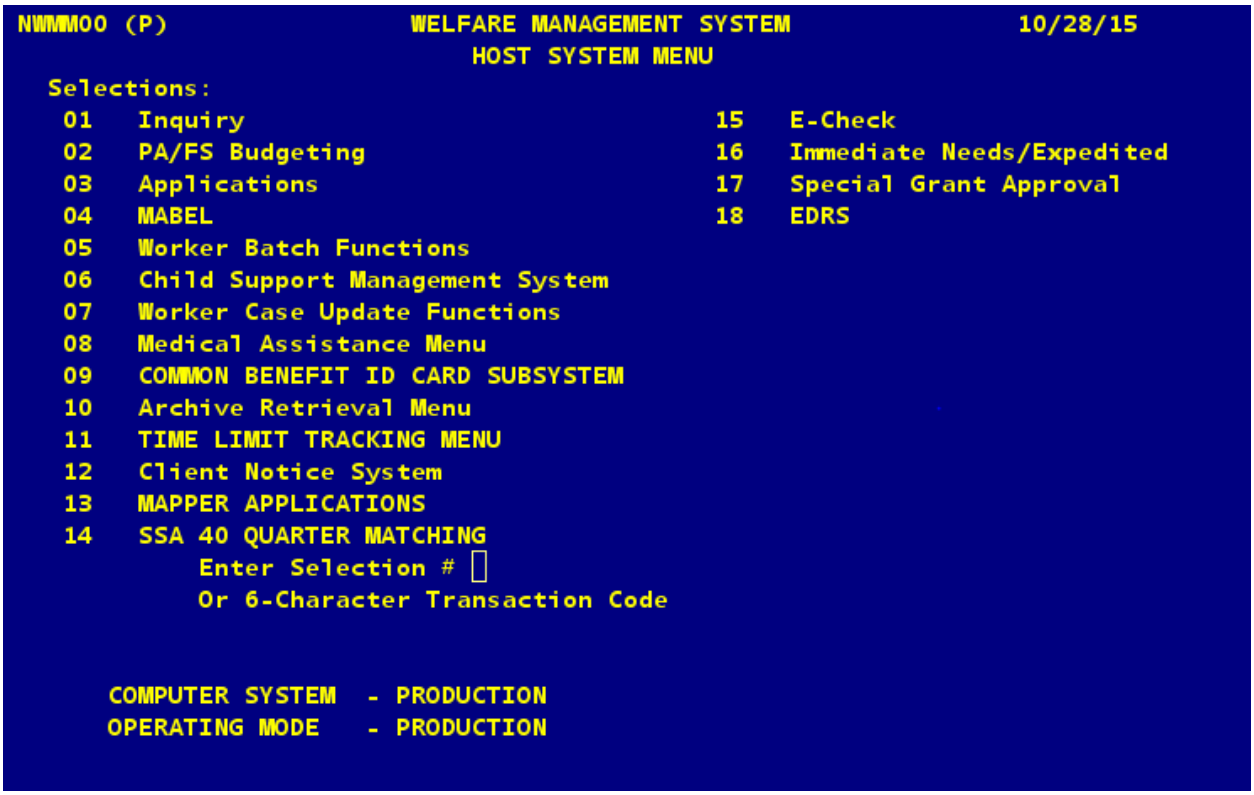
```
      CENTER F01                                  CLEARANCE REPORT                                          9/01/15

                                                                                                  R O    PAGE   1     S
REGISTRY #   APPLICATION DATE  UNIT/WORKER  CASE #          CASE NAME              SUFFIX CASE TYPE E T SNAP IPV       C
  010000202B       8/17/15         RADAM                TESTRA                      01        FS    C H      Y          O
      R                                                   B A                                      O N                  R
LN SF E FIRST NAME MI  LAST NAME    SEX     SSN       DOB    V F   CIN   CNTR CASE/REG # CASE CASE STAT U M IND STAT 60 24  E DI
01 01   SHARON       ARRINGTON       F    -  -     9/22/1967     ZX51712C                TYPE  PA MA FS P E PA MA FS MO MO

                                                NO MATCHES FOR THIS INDIVIDUAL

                                                  ** END OF REPORT **
```

New indicator for eDRS Match on Clearance Report

Navigating the eDRS Screens

Upstate WMS Menu

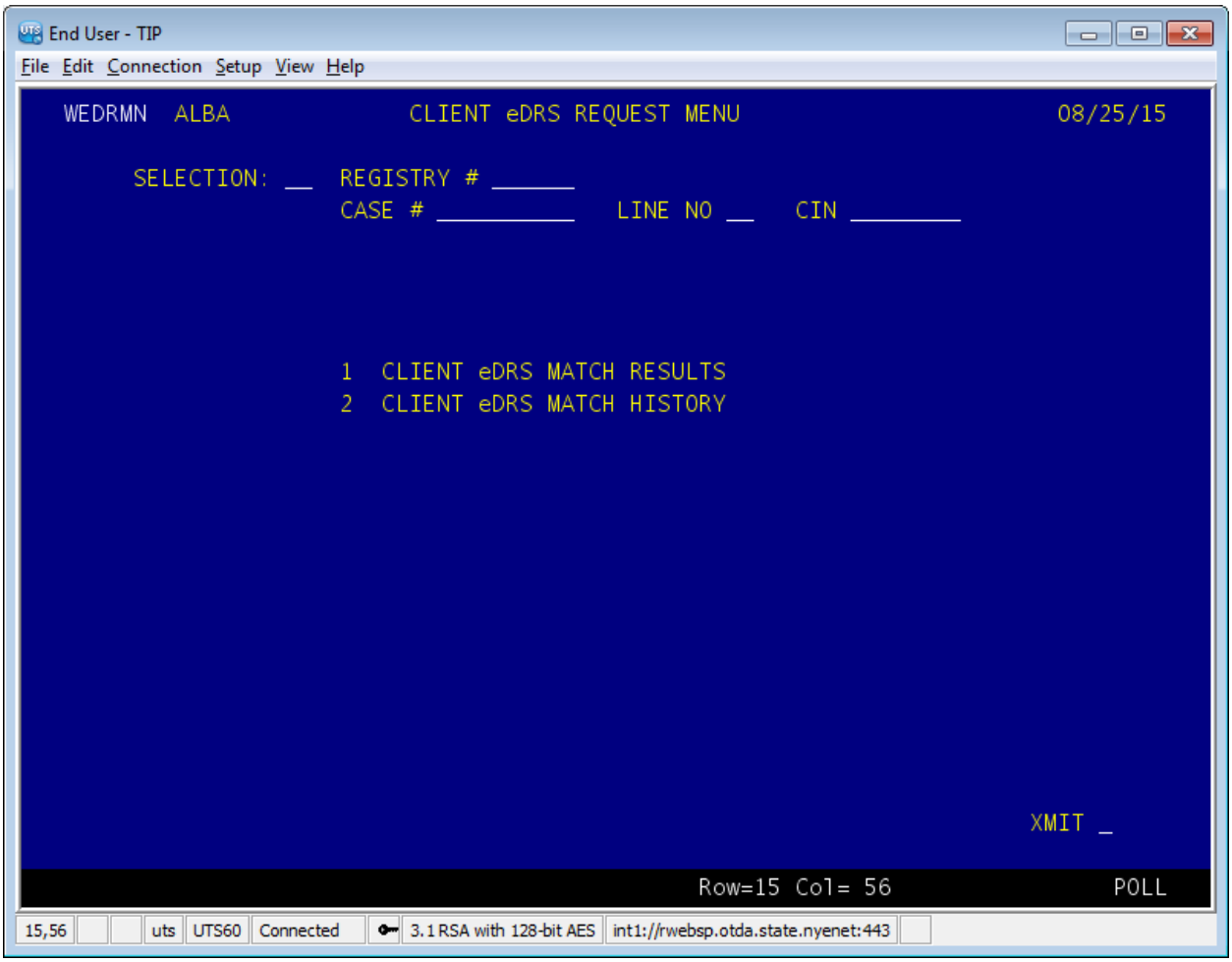
Downstate WMS Menu



Access to eDRS is through selection 08 from the Upstate WMS main screen (WMSMNU) or from selection 18 in the Downstate WMS main screen (NWMM00). Both selection lead to the same eDRS screen.

No special rights are required to access these screens. All current approved users should be able to enter the eDRS Client Inquiry Menu.

eDRS Client Inquiry Menu



The eDRS Client inquiry Screen (WEBRMN) allows entry into either the current matches or the history.

The SELECTION field is mandatory. 01 will lead to the Client eDRS Match Results. 02 will lead to the History eDRS Match Results.

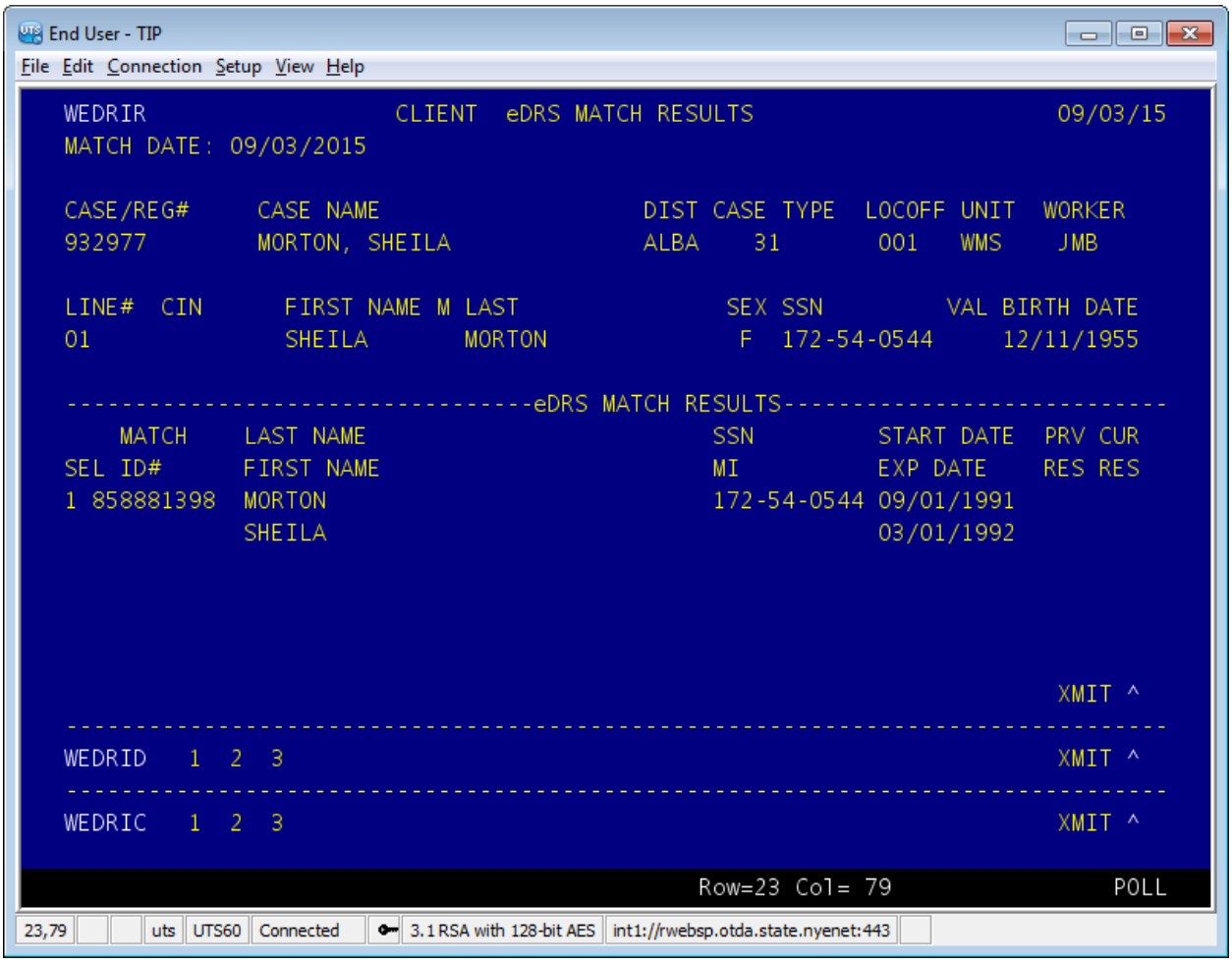
In either case, one of the following is necessary to identify the correct record:

- Registry Number (Registry #) and Line Number (Line No)
- Case Number (Case #) and Line Number (Line #)
- CIN

Once the required information is entered use the XMIT field to move to the appropriate screen.

CLIENT eDRS MATCH RESULTS

WEBRIR – Current Match Results



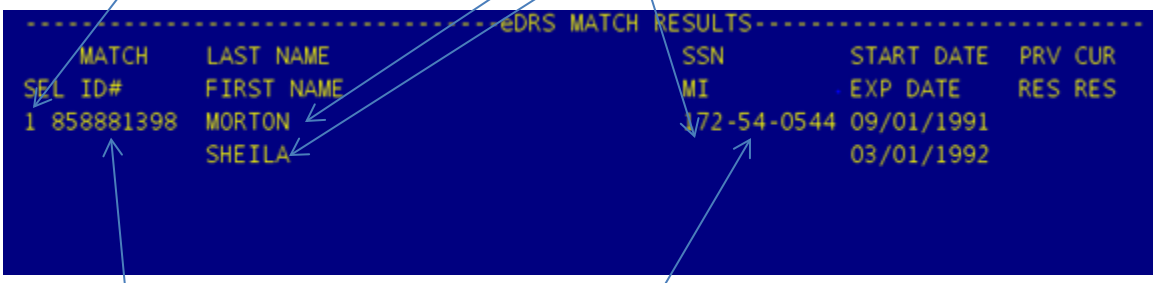
This screen will list the top three match records for an individual, sorted by disqualification start date. Navigation is accomplished through the menu selections at the bottom of the screen. An 'X' in front of the Selection will indicate which match record is being further reviewed. Selecting 'XMIT' on that line will lead to the appropriate information screen.

The CLIENT eDRS MATCH RESULTS screen leads to either the details for a match record (WEBRID) or to the contact for a match record (WEBRIC). Only one match record can be reviewed at a time in the subsequent screens.

WEBRIR Screen Components

SEL – record number to retrieve match details or contact information

LAST NAME & FIRST NAME & MI – name associated with this sanction

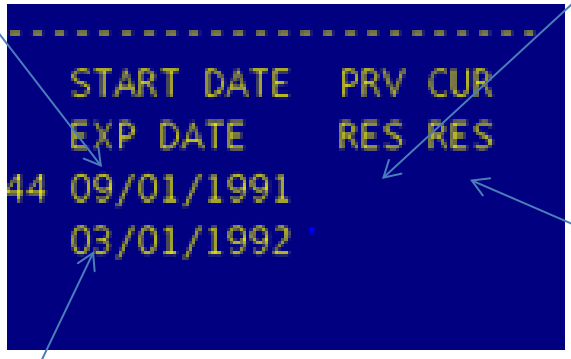


MATCH ID – System Generated index number

SSN- Social Security Number from eDRS

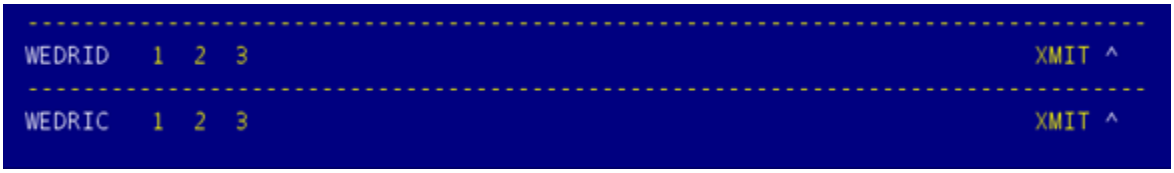
PRV RES – previous resolution code (could be V, U, or I, if the match record had been previously received for this individual by a different district and resolved as such). This field is not editable by the worker.

START DATE – the entered date for the start of a sanction from the originating locality



CUR RES – current resolution, this is a user field. Workers may enter V, U, X or I.

EXP DATE – the date when the sanction expires

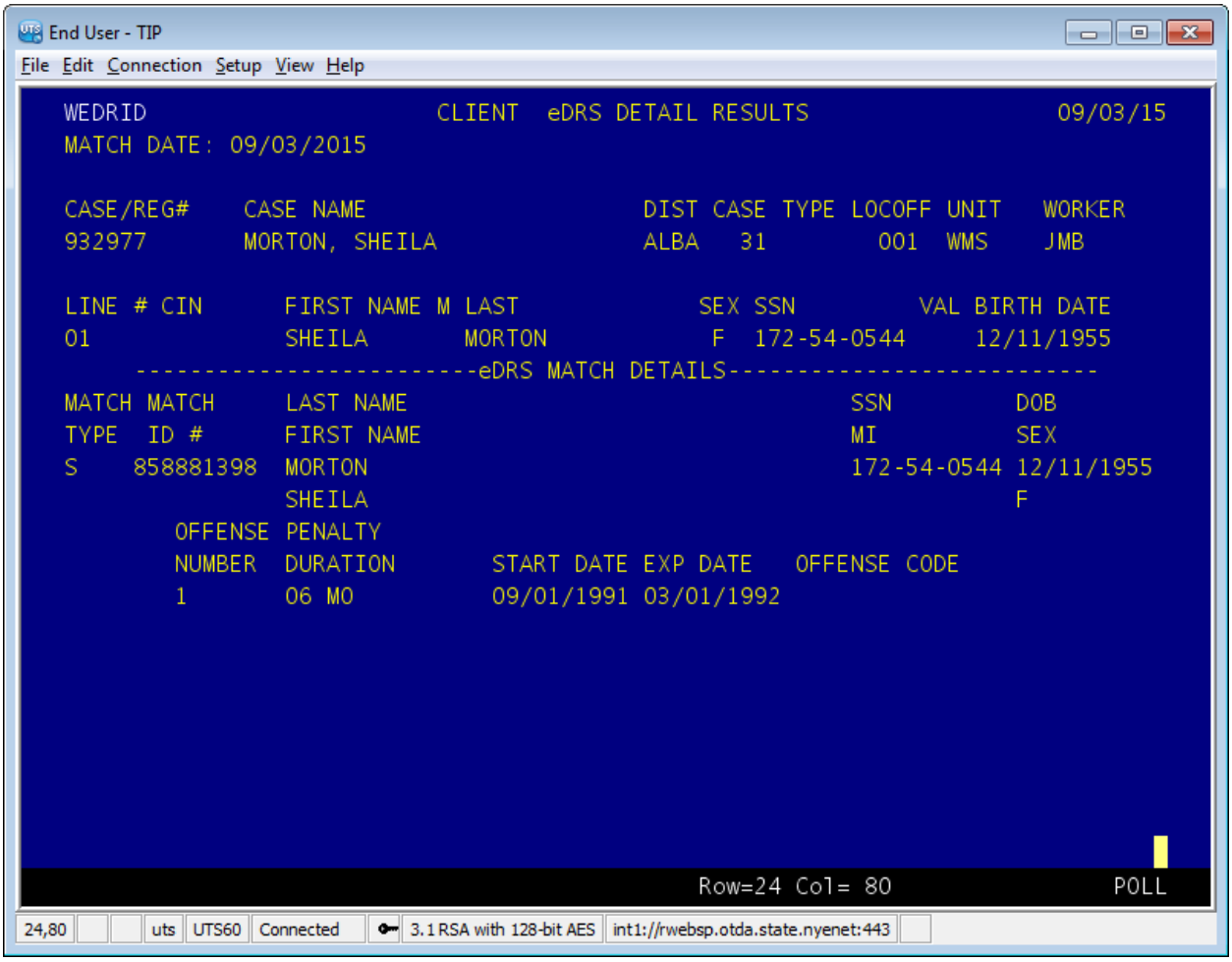


WEBRID is the detail screen

WEBRIC is the contact screen

Place an X in front of the sanction to review and then XMIT to move to the appropriate screen.

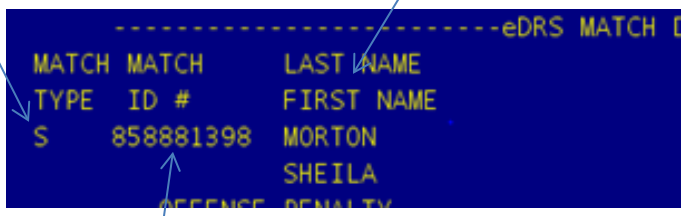
WEBRID - Current Match Details



The header for this screen is identical to the CLIENT eDRS MATCH RESULTS (WEBRIR).

MATCH TYPE-
S – Social Security Number Match
N - Name Match

FIRST NAME and LAST NAME – From eDRS Match Record



MATCH ID – System Generated Identifier

OFFENSE NUMBER – number of the disqualification (1, 2, or 3)

START DATE – the date the sanction became effective.

EXP DATE – system calculated expiration date.

PENALTY DURATION – length of the disqualification. see table below.

OFFENSE CODE – see table below

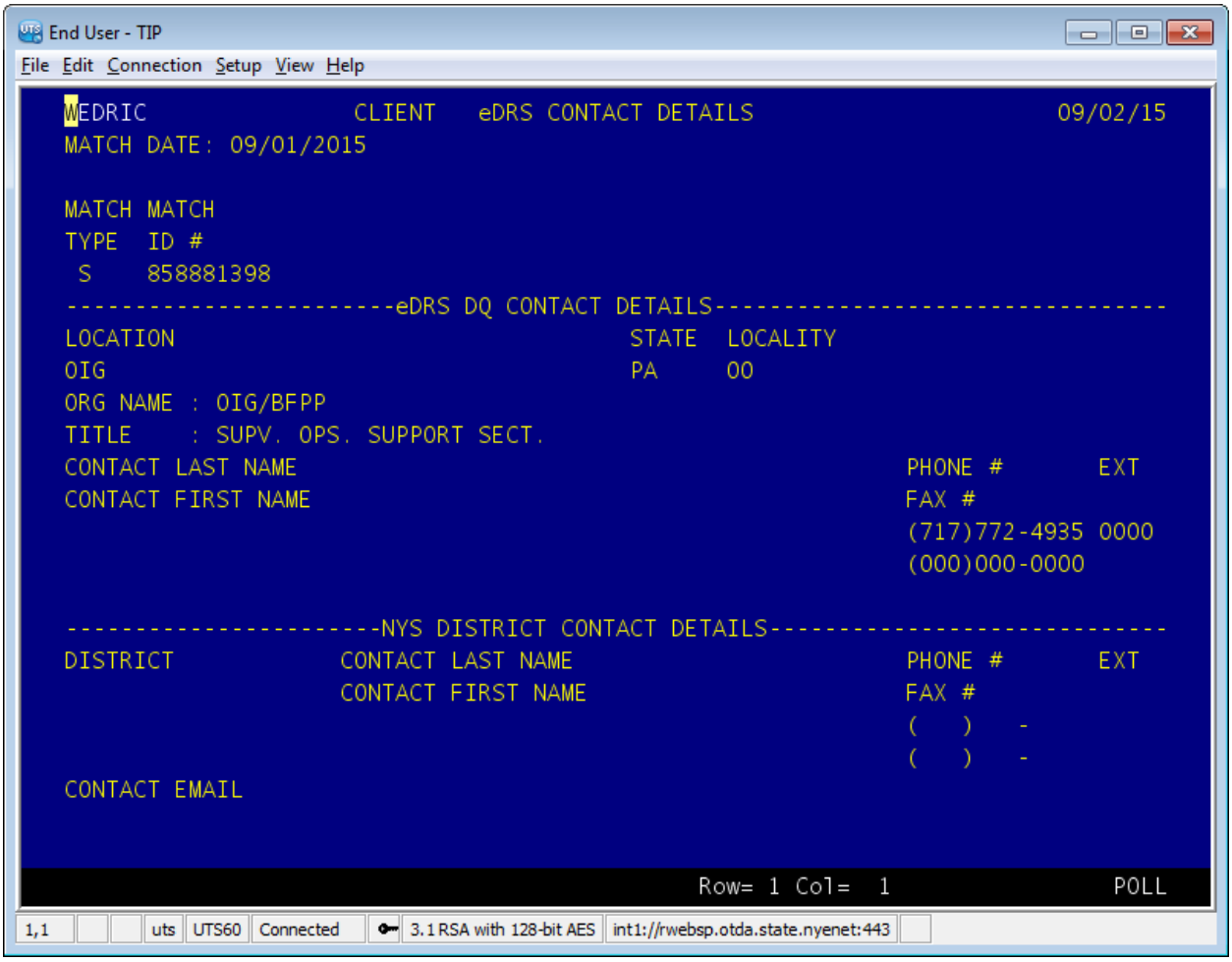
Penalty Duration

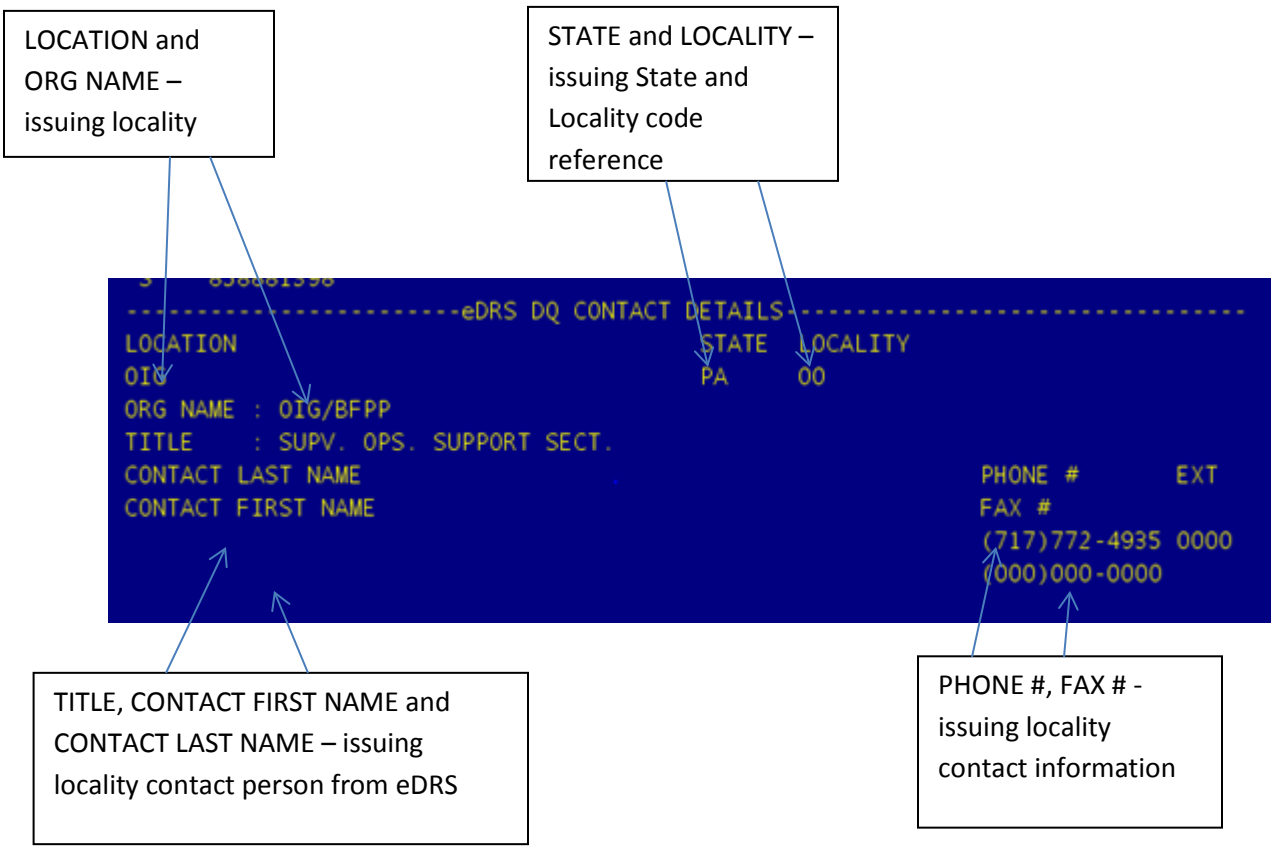
Value	Meaning	Comments
0 – 96	Actual Months of Sanction	
97	120 Month Sanction	Duplicate participation violation
98	Greater than 96 but less than 120 month sanction	Contact locality for actual duration
99	Permanent disqualification	

Offense Code

Text	Code	Description
1	A	Drug Trafficking Conviction involving less than $500
2	B	Any trafficking involving $500 or more
3	C	Firearms Trafficking Conviction any amount
4	D	Trafficking, Administrative Finding
5	E	Duplicate Participation
6	F	Application Fraud, including non report of changes
7	Z	Other IPV
8		No offense code specified

WEBRIC – Current Contact Details





The NYS DISTRICT CONTACT DETAILS will only be populated if the match record for this individual had been previously resolved by another district for a prior application. The worker should first contact the prior resolving district to obtain required documentation. If that contact is not successful, then the worker should contact the individual listed as the eDRS DQ contact for documentation.

HISTORY eDRS MATCH RESULTS

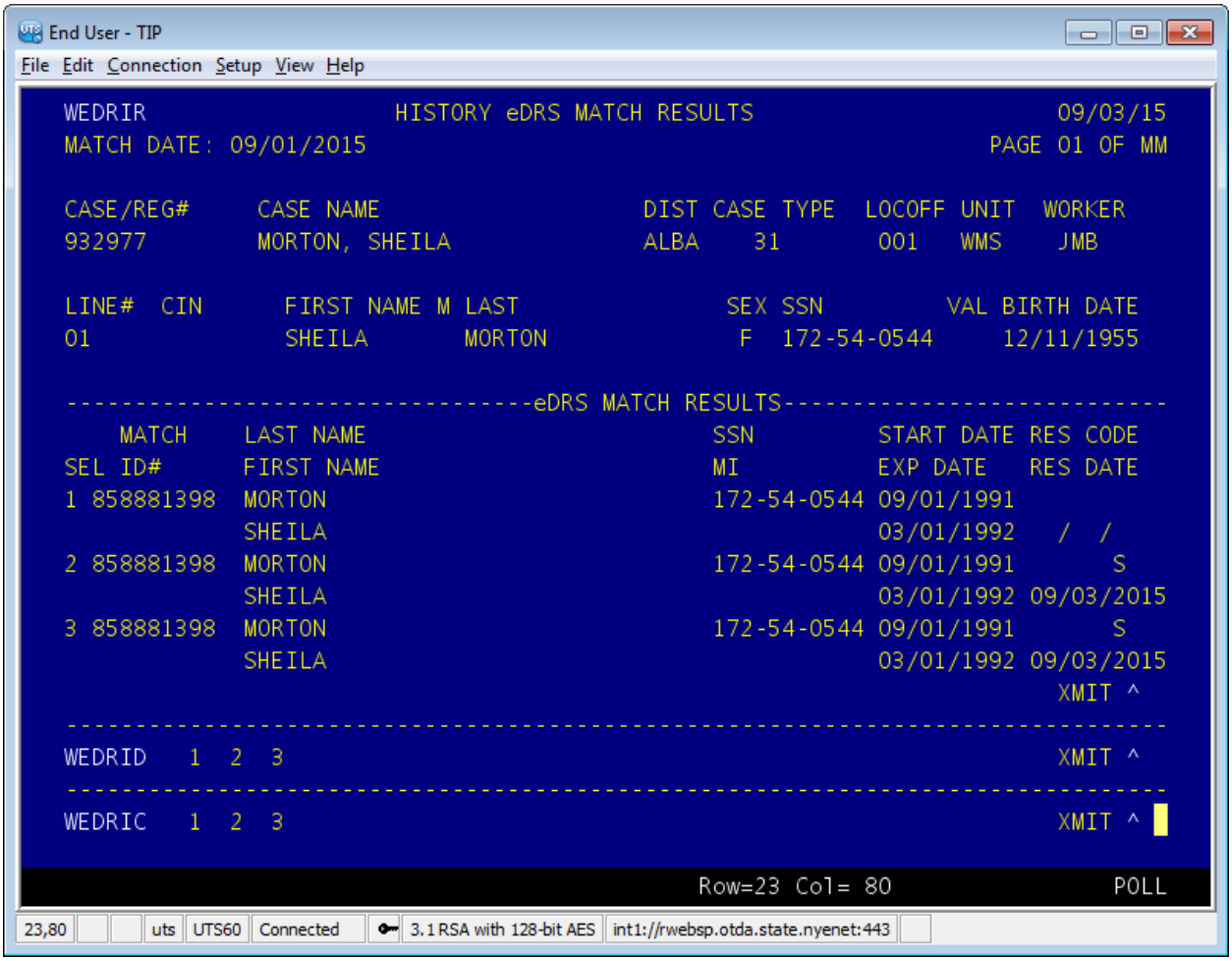
WEDRIR –History Match Results

The HISTORY eDRS MATCH RESULTS screen displays all match records for this individual.

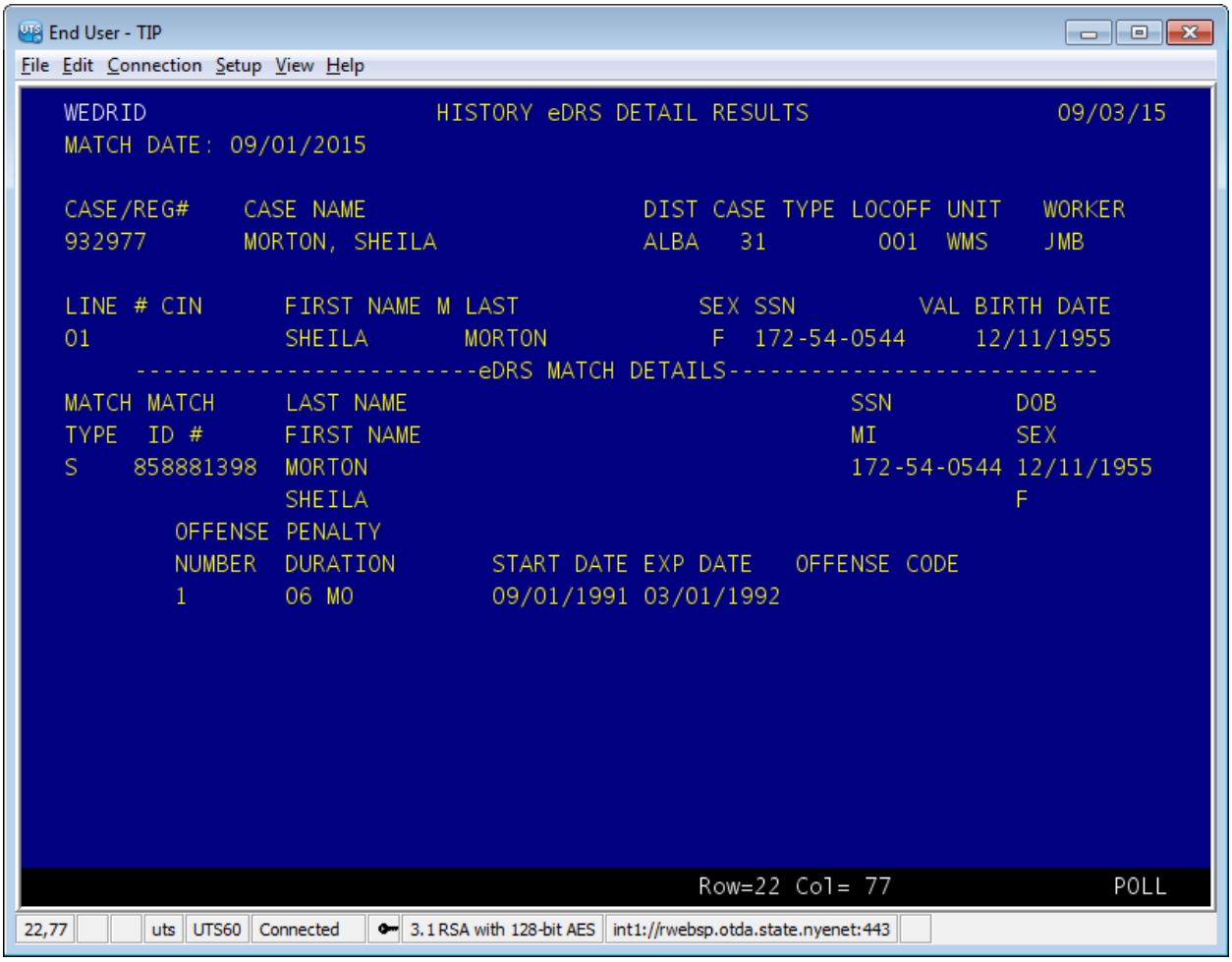
Navigation is the same as from the CLIENT eDRS MATCH RESULTS screen. One match record can be reviewed at a time either through the Details (WEBRID) or Contact (WEBRIC) screens.

Please note that there may be more than one page in the HISTORY for any one recipient.

Additional information available in history includes the RES DATE (resolution date). This is the date on which a resolution code was entered for that match record by a NYS district or the system. Only the most recent RES CODE will be displayed in the HISTORY SCREEN.

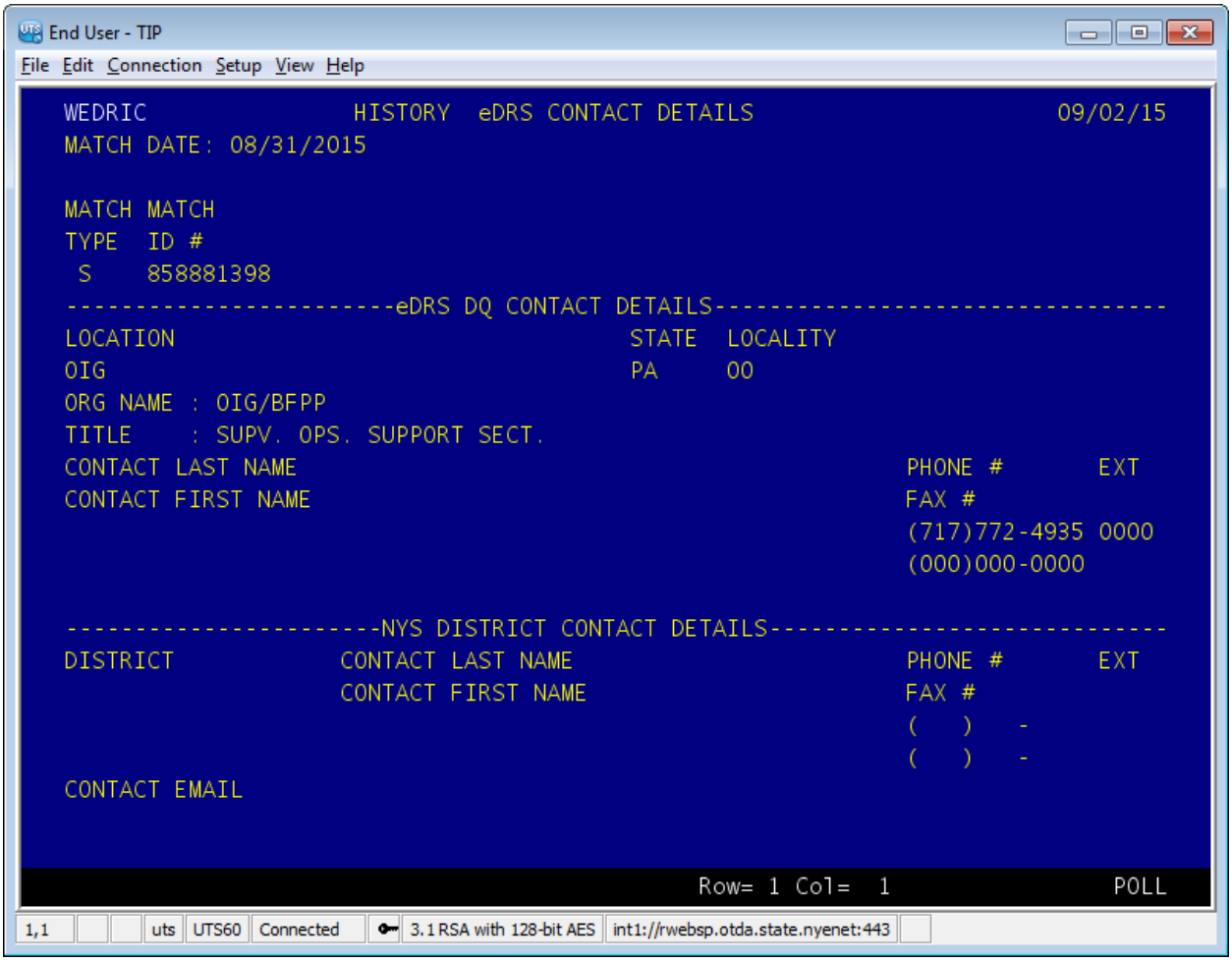


WEBRID – History Match Details



The HISTORY eDRS DETAIL RESULTS screen mirrors that of the CURRENT eDRS DETAIL RESULTS screen.

WEBRIC – History Contact Details



The HISTORY eDRS CONTACT RESULTS screen mirrors that of the CURRENT eDRS CONTACT RESULTS screen.

How to Enter a Resolution

All match records must be investigated with a resolution code entered into WMS. Ideally, verification would occur before the issuance of benefits. However, benefits MUST NEVER be denied while awaiting documentation for a match record if this is the only reason for denial. It is the issuing district's responsibility to enter a resolution code into WMS within twenty days of requesting documentation from the originating locality.

On the CLIENT eDRS MATCH RESULTS (WEDRIR) page a resolution can be entered. CUR RES is a worker accessible field. A worker can enter the following codes for each resolution.

- V – verified by worker
- U – unsubstantiated
- X – no response
- I – incorrect individual

V should be used when all necessary documentation has been received. The match record is for the applicant as listed. The sanction as listed is verified in this case.

U should be used when documentation has been requested from the originating locality but the originating locality has responded without being able to furnish the necessary documentation. The sanction as listed cannot be used to deny benefits in this case.

X should be used when a request has been sent to the originating locality but there has been no response. The sanction as listed cannot be used to deny benefits in this case.

I should be used when the match record in eDRS is for an individual other than the applicant as listed. The sanction as listed cannot be used to deny benefits in this case.

A worker-entered resolution code can be updated at any time as necessary. For example, if a resolution code of X is entered at 20 days after the request due to lack of response from the originating locality, and then the originating locality forwards the necessary documentation and the sanction is still in effect, the worker should change the resolution code to V in the CUR RES field. The CUR RES field will always show the most recently entered resolution code.

WINR Report

At times, the eDRS match will not be able to be run with the Clearance process due to system error. When this occurs, the SNAP IPV indicator displayed on the Clearance Report will be a '*'. For these cases, the match process will be re-run on a nightly basis as the system allows. A WINR report (WINR9510) will be generated and sent daily to the districts with those individuals who had re-processed eDRS matches. The BICS file name will be 001-x-##*WMSC9510, where ## is 1 -57. The districts will be responsible for resolving all matches reported on the WINR report as well as the matches reported through the Clearance Process. An example of the report is shown below.

```
REPORT DATE 09/18/15                NEW YORK STATE HUMAN SERVICES APPLICATION SERVICE CENTER                    PAGE     1
                                      STATUS OF REPROCESSED FAILED EDRS SNAP IPV REQUESTS                  ****************************
                                                                                                           *   THIS REPORT CONTAINS   *
                                                                                                           * CONFIDENTIAL INFORMATION *
                                                                                                           *   FOR INTERNAL USE ONLY  *
                                                      WMS REPORT WINR9510                                  ****************************
                                                                                                                 REFERENCE NO     1
DISTRICT: ALBANY                    UNIT:
LOCAL OFFICE: 001                   WORKER: ATB

CASE/REG NUMBER     LINE NO    RECIP ID    IPV SNAP IND
935527                 01                      Y
TOTAL CASES: 00001
                                                    END OF REPORT
REPORT DATE 09/18/15                NEW YORK STATE HUMAN SERVICES APPLICATION SERVICE CENTER                    PAGE     2
                                      STATUS OF REPROCESSED FAILED EDRS SNAP IPV REQUESTS                  ****************************
                                                                                                           *   THIS REPORT CONTAINS   *
                                                                                                           * CONFIDENTIAL INFORMATION *
                                                                                                           *   FOR INTERNAL USE ONLY  *
                                                      WMS REPORT WINR9510                                  ****************************
                                                                                                                 REFERENCE NO     2
DISTRICT: ALBANY                    UNIT: WMS
LOCAL OFFICE: 001                   WORKER: JMB

CASE/REG NUMBER     LINE NO    RECIP ID    IPV SNAP IND
932977                 01                      Y
TOTAL CASES: 00001
                                                    END OF REPORT
```

Appendix

Match/History Results Summary Screen (WEDRIR)

Field Name	Display Name	Description
WMS Information		
Match Date	MATCH DATE	Date the match was made
Case/Reg #	CASE/REG #	
Case Name	CASE NAME	
District	DIST	
Case Type	CASE TYPE	
Unit	UNIT	
Worker	WORKER	
Line Number	LINE #	
CIN	CIN	
First Name	FIRST NAME	
MI	M	
Last Name	LAST	
Sex	SEX	
SSN	SSN	
SSN_Cd	Val	
Birth Dat	BIRTH DATE	
eDRS Match Information		
Selection	SEL	
Match ID#	MATCH ID#	Unique number identifying match record
Last Name	LAST	
First Name	FIRST NAME	
MI	M	
eDRS SSN	SSN	
Start Date	START DATE	Start Date of disqualification
Exp Date	EXP DATE	Expiration date of disqualification
Previous Resolution	PRV RES	Resolution code is match had been previously resolved (V, U, or I only)
Current Resolution	CUR RES	Current resolution code (to be entered by worker)

Match/History Results Detail Screen (WEDRID)

Field Name	Display name	Description
WMS Information		
Match Date	MATCH DATE	Date the match was made
Case/Reg #	CASE/REG#	
Case Name	CASE NAME	
District	DIST	
Case Type	CASE TYPE	
Unit	UNIT	
Worker	WORKER	
Line Number	Line #	
CIN	CIN	
First Name	FIRST NAME	
Middle Initial	M	
Last Name	LAST NAME	
Sex	SEX	
SSN	SSN	
SSN_cd	VAL	
Birth Date	Birth Date	
eDRS Match Information		
Match Type	MATCH TYPE	Type of match (S=SSN match, N=Name match)
Match ID Number	MATCH ID #	Unique number identifying match record
Last Name	LAST	
First Name	FIRST NAME	
Middle Initial	M	
SSN	SSN	
Date of Birth	DOB	
Sex	SEX	
Offense Number	OFFENSE NUMBER	Number of disqualification (1, 2, or 3)
Penalty Duration	PENALTY DURATION	Length of disqualification (in months)
Start Date	START DATE	Start Date of disqualification
Expiration Date	EXP DATE	Expiration date of disqualification
Offense Code	OFFENSE CODE	Offense type code (A, B, C, D, E, F, or Z)

Match/History Results Contact Information Screen (WEDRIC)

Field Name	Display name	Description
eDRS DQ Contact Details		
Locality Code	LOCALITY	Locality code where disqualification originated
State	STATE	State where disqualification originated
Locality	LOCATION	Locality name where disqualification originated
Organization Name	ORG NAME	Name of organization responsible for dq
Title	TITLE	Title of individual to contact
Contact Last Name	CONTACT LAST NAME	Last name of locality contact
Contact First Name	CONTACT FIRST NAME	First name of locality contact
Phone Number	PHONE #	
Extension	EXT	
Fax Number	FAX #	
District Contact Details		
District	DISTRICT	District that had previously resolved the same match record (if applicable)
Contact Last Name	CONTACT LAST NAME	Last name of district contact
Contact First Name	CONTACT FIRST NAME	First name of contact
Phone Number	PHONE #	
Extension	EXT	
Fax Number	FAX #	
Contact Email	CONTACT EMAIL	