



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #05-11-SYS

### ISSUING MANUAL E-CHECKS WHEN WMS IS DOWN CITYWIDE

<b>Date:</b> January 21, 2005	<b>Subtopic(s):</b> Welfare Management System (WMS)
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Job Center staff of the process that has been established to issue emergency checks when the Welfare Management System (WMS) is down citywide.</p> <p>If WMS is down citywide and Job Centers are unable to access the Automated Emergency Check (AEC) system, manual emergency checks may be issued. However, if the loss of connectivity prevents staff from obtaining a valid case number, Job Centers may use an <u>interim case number</u> to issue emergency benefits on an application case.</p> <p>The interim case number is an eight-digit number represented by a two-digit Center number followed by the last six digits of the applicant's Social Security number.</p> <p><u>Example:</u> Center 67 needs to issue a manual e-check to an applicant whose Social Security number is 123-45-6789. The manual e-check will be issued under interim case number 67456789.</p> <p>The Disbursement &amp; Collections (D&amp;C) Unit must list each Public Assistance Single Issuance Authorization Form (<b>LDSS-3575</b>) issued with the applicant's interim case number on a Daily Emergency Public Assistance (EPA) Check Log (<b>W-209B</b>) and forward the <b>LDSS-3575</b> and the <b>W-209B</b> to the Control Unit.</p> <p>Upon receipt of the <b>LDSS-3575</b> and <b>W-209B</b> from the D&amp;C Unit, the Control Unit Supervisor must:</p> <ul style="list-style-type: none"><li>• Photocopy the <b>LDSS-3575</b> containing the interim case number and retain the original and the <b>W-209B</b> in the Control Unit.</li><li>• Forward the photocopied <b>LDSS-3575</b> to the Administrative Job Opportunity Specialist II (AJOS II).</li></ul>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

Register the application once WMS service is restored

Upon receipt of the photocopied **LDSS-3575**, the AJOS II must attach it to the individual's application. When WMS service is restored, the application must be registered using the date the application was submitted as the application file date. After the application has been registered, the manual e-checks that were issued with an interim case number must be reconciled.

Reconcile the manual e-checks

To reconcile the manual e-checks, the AJOS II must:

- Cross out the interim case number on the **LDSS-3575** and write in the system-generated case number or linked case number and return it to the Control Unit for data entry.

Upon receipt of the corrected **LDSS-3575**, the Control Unit Supervisor must:

- Enter the case number from the returned **LDSS-3575** on the original copy retained in the Control Unit.
- Ensure that the **LDSS-3575** with the corrected case number is data-entered immediately.
- Attach the corrected **LDSS-3575** to the original **LDSS-3575** and have it filed per current procedure.
- Review the daily Emergency PA Single Issuance Acceptance Transaction (**WINRO108**) report the day after the information has been data-entered to verify that the benefit appears in WMS (staff can also view the **Benefit Issuance** screen in WMS to determine if the benefit was posted to the system).
- Once the benefit appears in WMS, complete Box 3 of the EPA Check Input Error form (**W-134B**) by:
  - Entering, on the second line, the check number from the original check as well as the case name, category and interim case number used, then entering the name, category, case number and suffix used to enter the check in WMS on the third line.
  - Signing and dating the **W-134B**.
  - Forwarding the completed **W-134B** to the Division of Automated Check Inventory and Tracking (DACIT) to ensure that the check number is correctly reconciled. Send the **W-134B** to:

Data Entry Research  
 DACIT  
 180 Water Street, 7th Floor  
 New York, NY 10038

For more information on Automated and Manual Emergency Check Issuance System Processing, refer to PD #00-80 (Revised Automated Emergency Check Issuance System and Processing).

Staff is reminded that this process should only be utilized when WMS is down citywide. If WMS is not down citywide, but down in certain locations, the affected locations must follow the instructions outlined in PD #01-65-OPE (Loss of WMS Connectivity).

*Effective Immediately*

**Related Items:**

PD #00-80  
PD #01-65-OPE

**Attachments:**

Please use Print on Demand to obtain copies of forms.

**W-134B** EPA Check Input Error (1/21/05)  
**W-209B** Daily Emergency Public Assistance (EPA) Check Log (Rev. 1/21/05)

### EPA Check Input Error

To: Division of Automated Check Inventory and Tracking (DACIT)  
180 Water Street  
7th Floor  
New York, NY 10038

From: \_\_\_\_\_  
Supervisor, Control/D&C

Subject: EPA Check Input Error

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_ Suffix: \_\_\_\_\_

The following discrepancy appeared on our WINRO Report dated: \_\_\_\_\_, date of run: \_\_\_\_\_

1. Check #: \_\_\_\_\_ input with incorrect #: \_\_\_\_\_  
Correct Check # Incorrect Check #

2. Check #: \_\_\_\_\_ not input. Money issued combined with check #: \_\_\_\_\_

Total amount on WINRO Report is: \$ \_\_\_\_\_ for check #: \_\_\_\_\_

Check #: \_\_\_\_\_ should have been: \$ \_\_\_\_\_

Check #: \_\_\_\_\_ should have been: \$ \_\_\_\_\_

This error should not happen — only one EPA check should be used for each authorization

3. Check #: \_\_\_\_\_ input with incorrect name and/or case number on WINRO Report as

Name	Cat.	Case Number	Suffix
Should be _____	_____	_____	_____
_____	_____	_____	_____

Name	Cat.	Case Number	Suffix
_____	_____	_____	_____
_____	_____	_____	_____

4. Check #: \_\_\_\_\_ input with wrong money amount on WINRO Report as \$ \_\_\_\_\_

Should be: \$ \_\_\_\_\_

5. Other (enter details): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daily Emergency Public Assistance (EPA) Check Log

Section A

This Section to be completed by D&C Unit

Section B  
Batch Transmittal

This Section to be completed by Control Unit

Job Center: _____ Date: _____		Date: _____	
EPA Check No.	Name on LDSS-3575	Case No./Suffix	Amount of Check
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

Rejected by Screen: \_\_\_\_\_

Individual LDSS-3575 Rejections: \_\_\_\_\_

Authorization Number: \_\_\_\_\_

Reason for Rejection: \_\_\_\_\_

Date of Resubmission: \_\_\_\_\_

Date of Detail Report: \_\_\_\_\_

Batch No.: \_\_\_\_\_

Corrected No. of Forms LDSS-3575: \_\_\_\_\_

PA Grant Batch Total Amount: \_\_\_\_\_

Control Clerk: \_\_\_\_\_ Date: \_\_\_\_\_

Head Control Clerk: \_\_\_\_\_ Date: \_\_\_\_\_

Corrected No. of Forms LDSS-3575: \_\_\_\_\_

CRT Operator: \_\_\_\_\_ Date: \_\_\_\_\_

Head Control Clerk: \_\_\_\_\_ Date: \_\_\_\_\_

State Reason and Disposition: \_\_\_\_\_

Head Control Clerk: \_\_\_\_\_ Initials/Date: \_\_\_\_\_

D&C Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_