**NEW YORK STATE**
**OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE**
40 NORTH PEARL STREET
ALBANY, NY 12243-0001
**David A. Paterson**
*Governor*

# Local Commissioners Memorandum

**Section 1**

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| **Transmittal:** | 09-LCM-13 |
| **To:** | Local District Commissioners |
| **Issuing Division/Office:** | Center for Employment and Economic Supports; Division of Operations and Program Support |
| **Date:** | September 15, 2009 |
| **Subject:** | Systems Availability Schedule |
| **Contact Person(s):** | OFT Customer Care Center at 1-866-789-4638 OTDA Answer Center at 1-800-342-3010 |
| **Attachments:** | "Systems Availability October 2 – 4, 2009" |
| **Attachment Available On – Line:** | Yes |

**Section 2**

## I.     Purpose

The purpose of this Local Commissioners Memorandum (LCM) is to inform local departments of social services (local districts) of changes to the normal schedule for systems availability for the weekend of Friday, October 2, 2009 – Sunday, October 4, 2009.

## II.     Background

On the afternoon of October 2, 2009, it will be necessary to power down the OTDA data center so that critical electrical maintenance can be performed.  OTDA is working with the Office for Technology to adjust the schedule for that weekend's batch processing to minimize the disruption of systems availability.

## III.     Program Implications

Systems availability for the weekend of October 2 – 4, 2009 will be impacted as summarized in the attached chart.  Program-specific impacts are described below.

### A.  Temporary Assistance

1. The Upstate and New York City monthly IV-D Mass Rebudget/Reauthorizations (IV-D MRB/A) that were scheduled to occur on October 3, 2009 have been rescheduled to run

on October 10, 2009. Upstate districts' October IV-D MRB/A Exceptions lists will be available on Tuesday, October 13, 2009. Districts must resolve exceptions and authorize pass-through payments to eligible households by October 20, 2009.

2. Local districts must continue to accept applications for Temporary Assistance (TA), and process requests for emergency assistance regardless of the availability of systems support. An emergency need identified as immediate must be met on the same day to assure the health and safety of the applying household. Local districts must continue processing requests for and meeting immediate needs in accordance with policy direction in 02 ADM 02. The LDSS-4002, "Action Taken on Your Request for Assistance to Meet an Immediate Need or Special Allowance", is a manual notice, not reliant on system support, and local districts must continue issuing it even when systems support is not available. The local district must maintain control lists of these immediate needs transactions for future data entry and system authorization of benefits. Districts may follow local emergency check or voucher issuance procedures if the immediate payment of benefits is necessary and no alternative is available to help meet the need, for example, a referral to a food pantry in lieu of providing a TA benefit. Local district staff must exercise care when scheduling future personal interview eligibility appointments to account for systems availability on October 2, 2009, while maintaining the local districts obligation to schedule an eligibility appointment within seven working days from the date the application for TA is filed.

### B. Food Stamps

1. The Z96 (FS Telephone Recertification Reminder) and Z99 (FS Missed Telephone Interview) file transfer and notice generation for both Upstate and NYC WMS that formerly were scheduled for October 2, 2009 have been rescheduled for the weekend beginning October 9, 2009.

2. Local districts must continue to accept food stamp applications for filing throughout their normal office hours. Food stamp applications must be screened on the filing date to identify households who qualify for expedited processing. Households qualifying for expedited processing must be interviewed, have their eligibility determined and, if eligible, have their initial benefit made available by the fifth calendar day following their application filing date.

### IV. Additional Information

Questions about the October 2 – 4, 2009 schedule may be directed to the contacts listed above. It is our intention to have the system fully operational and normal systems schedules will resume on the start of business October 5th. Information about normal systems availability is posted at:

OTDA Intranet - Information Technology

OTDA sincerely regrets the inconvenience imposed by the systems down time.

**Issued By**
**Name:**            Russell Sykes
**Title:**             Deputy Commissioner
**Division/Office:**   Center for Employment and Economic Supports

**Name:** John Paolucci
**Title:** Deputy Commissioner
**Division/Office:** Division of Operations and Program Support

# Systems Availability
## October 2 – 4, 2009

| System/Application | Friday, 10/2/09 | Saturday, 10/3/09 | Sunday, 10/4/09 |
|---|---|---|---|
| Upstate WMS | Available until 3:00 pm Batch update 3:01 pm | Unavailable | Unavailable |
| BICS | Available until 3:00 pm | Unavailable | Unavailable |
| SOS | Available until 3:00 pm | Unavailable | Unavailable |
| NYC WMS | Available until 5:00 pm; Last batch update 5:01 pm. | Unavailable | Unavailable |
| NYC Mapper Systems | Available until 5:00 pm | Unavailable | Unavailable |
| WTW CMS and JRS | Available until 5:00 pm; No nightly processing | Static webpage will inform users of unavailability | Unavailable. Nightly processing will resume |
| CBIC | Available until 3:00 pm | Unavailable | Unavailable |
| CNS | Available until 3:00 pm; Print jobs may be delayed | Unavailable | Unavailable |
| SDX | Available until 3:00 pm; 10/2 run postponed until 10/5 | Unavailable | Unavailable |
| WRTS | Available until 3:00 pm | Unavailable | Unavailable |
| EBT | Recipients' benefits, and access to JPMorgan web inquiry, **will** be available | Recipients' benefits, and access to JPMorgan web inquiry, **will** be available | Recipients' benefits, and access to JPMorgan web inquiry, **will** be available |
| EBT worker pc admin | Available until 11:00 pm | Static webpage will inform users of unavailability | Normal Availability |
| IV-D MRB/A (Upstate and NYC) | n/a | Re-scheduled to run 10/10/09 | n/a |
| FS Z96 and Z99 Notices (Upst & NYC) | n/a | Re-scheduled to run 10/10/09 | n/a |
| Centraport | Available until 8:00 pm, but links to Mainframe applications and data disabled at 3:00 pm | Static webpage will inform users of unavailability | Available, but links to Mainframe applications and data disabled |
| myBenefits | Available until 11:00 pm | Static webpage will inform users of unavailability | Normal Availability |
| myWorkspace | Available until 3:00 pm | Static webpage will inform users of unavailability | Unavailable |
| eHEAP and HBC | Available until 3:00 pm | Static webpage will inform users of unavailability | Unavailable |

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| **CSMS** | Available until 3:00 pm Batch update 3:01 pm | Unavailable | Unavailable |
| **Child Support Helpline** | Available until 3:00 pm | Unavailable | Unavailable |
| **Child Support web inquiry** | Available until 11:00 pm, but links to CSMS data disabled at 3:00 pm | Static webpage will inform users of unavailability | Static webpage will inform users of unavailability |
| **Child Support Voice Response** | Available | Available | Available; Updating delayed on 10/5/09 |
| **Child Support Debit Card (EPPIC)** | Access to accounts, EPPIC web inquiry and calculator **will** be available | Access to accounts, EPPIC web inquiry and calculator **will** be available | Access to accounts, EPPIC web inquiry and calculator **will** be available |
| **Assets** | Available until 3:00 pm | Unavailable | Unavailable |
| **FHIS, FHDMS** | Available until 3:00 pm | Unavailable | Unavailable |
| **EEDSS** | Available until 3:00 pm | Unavailable | Unavailable |
| **eMedNY** | File transfers until 3:00 pm. Providers' access **will** be available. | No file transfers. Providers' access **will** be available. | No file transfers. Providers' access **will** be available. |
| **WMS Services** | Available until 3:00 pm | Unavailable | Unavailable |
| **Connections WMS/BICS interface** | Available until 3:00 pm | Static webpage will inform users of unavailability | Available, but links to Mainframe applications and data disabled |
| **CCRS Connections interface** | Available until 8:00 pm | Unavailable | Normal Availability |
| **Automated Claiming System** | Available until 8:00 pm | Unavailable | Normal Availability |
| **TRACS and TRACS2** | Available until 8:00 pm | Unavailable | Normal Availability |
| **OTDA website** | Available until 11:00 pm | Static webpage will inform users of unavailability | Normal Availability |