



Office of Temporary and Disability Assistance

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General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC013 Upstate and New York City
Date:	February 03, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, HRA Center Directors, TA Directors, SNAP Directors, HEAP Coordinators, Employment Coordinators, Fair Hearing Officers, Staff Development Coordinators, WMS Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Reminder: Retention of Temporary Assistance Records
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at: 518-474-9344 or otda.sm.cees.tabureau@otda.ny.gov

Section 2

The purpose of this GIS message is to remind social services districts (districts) that [GIS 18 TA/DC022](#): “Retention of Temporary Assistance Records” dated June 16, 2018 remains in effect until further notice.

In accordance with GIS 18 TA/DC022, districts must continue to retain and preserve documents pertaining to Family Assistance (FA), Emergency Assistance to Needy Families with Children (EAF), Safety Net Assistance (SNA), Emergency Safety Net Assistance (ESNA), and Emergency Assistance to Adults (EAA) applications and cases.

Districts must not purge Temporary Assistance (TA) documents even if the minimum prescribed retention period has expired. This includes, but is not limited to, case records and financial documents, documents retained in the Imaging and Enterprise Document Repository (I/EDR), DocuWare, General Client Inquiry (GCI), OnBase, One Viewer, other locally administered document repositories, and the caseload management systems such as New York City Work Accountability and You (NYCWAY) and Welfare to Work Caseload Management System (WTWCMS).

Districts may scan records and preserve them electronically to save physical space. Once a document is scanned and saved into I/EDR (or other local document repository), the original can be destroyed. Districts are reminded that no information indicating the presence of domestic violence (DV), including the [OCFS-2201](#): “Domestic Violence Release of Information” consent form, must ever be scanned into the districts’ document repository, or otherwise entered into the individual’s TA case record.

For any questions regarding this GIS message, districts may contact the Office of Temporary and Disability Assistance (OTDA) TA Bureau: (518) 474-9344 or by email: otda.sm.cees.tabureau@otda.ny.gov.