



# Office of Temporary and Disability Assistance

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## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	22 TA/DC027 Upstate and New York City
<b>Date:</b>	March 25, 2022
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA Directors, Employment Coordinators, WMS Coordinators, Staff Development Coordinators, HEAP Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
<b>Subject:</b>	Information on Gender Identity and Pronoun Fields in the Welfare Management System (WMS)
<b>Effective Date:</b>	February 20, 2022
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### Section 2

This General Information System (GIS) message is to inform districts of important WMS upgrades which now allow for the ability to document gender identity, other than male or female, and to collect an applicant's or recipient's (A/Rs) pronoun. These upgrades will foster respectful and appropriate customer service for individuals who are applying for or receiving benefits. It is never appropriate to assume someone's gender, their pronouns, or how they identify based on their appearance. The way in which social services districts (districts) staff communicate with A/Rs is an opportunity to demonstrate inclusivity for all persons regardless of their gender identity or use of pronouns.

To improve the ability to record an A/R's gender identity and pronoun, WMS has been enhanced to store this information and if provided by the A/R, it must be included in the A/R's case record. As of February 20, 2022, these fields became available for district use.

#### Gender Identity

The [LDSS-2921](#) *New York State Application for Certain Benefits and Services*, the [LDSS-3174](#) *New York State Recertification Form for Certain Benefits and Services*, and the [LDSS 3421](#) *Home Energy Assistance Program Application* currently allow for an individual to indicate their gender identity. If an A/R provides a gender identity on their application or recertification, it must be entered in WMS.

For rest of state (ROS) cases, this information must be entered in a new one-character field, **G – Gender**, located on WMS Application Registry (WAPREG) and on WMS Screen 3 in the **GEN** field, which replaces the former **FAP** field.

For New York City (NYC) cases, this information must be entered in a new, 1 character alpha numeric data element, D.E. – 03-100 GENDER-CD, which will be displayed on the NCEM15 and NQIN2A screens.

The following values will be available for use in this field:

CODE VALUE	DEFINITION	MNEMONIC
D	Different Identity	DFRNTID
F	Female	FEMALE
M	Male	MALE
N	Non-Binary	NONBINRY
P	Prefer Not to Say	PRFRNOSA
T	Transgender	TRNSGNDR
X	X	X

## Pronouns

When initially or subsequently interacting with an A/R, district staff are advised to use the A/R's name or politely ask which pronouns the A/R prefers to use. Pronouns include “he,” “she,” “they,” or any other pronoun indicated by the individual. Once shared by the A/R, this information must be memorialized in WMS to ensure the individual is properly addressed. Please keep in mind that an A/R may choose to use more than one pronoun.

Multiple lines may be used in an instance where an individual identifies with more than one pronoun. Conversely, if all of the Other Name fields are already filled and an A/R provides their pronoun(s), district staff are advised to document the pronoun(s) elsewhere in the case file (e.g., in the case comments).

For ROS cases, code value **P - Pronoun** will be added for entry in the Other Name field on WMS Application Registry (WAPREG) and WMS Screen 2 (WKBK02) so that district workers must designate a pronoun for any A/R who indicates a preference for this identifier. The Other Name First Name field on WMS Screen 2 will be relabeled to FIRST/PRON. Workers will still be able to use this field to document other names/aliases but must also use the lines in this field to document an individual's pronoun.

For NYC cases, code value **P - Pronoun** will be added to the list of valid Other Name Codes (D.E. 03-040 – OTH-NAME-CD). ‘P’ can be seen on screen NQCP07 as with all other valid Other Name Codes. ‘P’ can be entered on the NAPP10 – Application Data screen in NYC WMS. If Other Name Code is “P”, entry of FIRST/Pronoun and Last Name are required. Only two names can be displayed on the TAD in “Other Names” field, therefore workers can view other names on the NQIN2B – Client Information screen.

Additional information for upstate districts may be found in the *WMS Coordinator Guidance - Release 22.1 – Explanation of WMS-CNS Enhancements Effective February 20, 2022*, issued on January 26, 2022. Further policy guidance around the proper use of the gender identity and pronoun fields will be forthcoming.