General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC034 Upstate and New York City
Date:	April 08, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, WMS Coordinators, HEAP Coordinators, Medicaid Director/Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Mass Processing of SDX Daily File Backlog
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau 518-474-9344 or otda.sm.cees.tabureau@otda.ny.gov SNAP Questions – SNAP Bureau 518-473-1469 or otda.sm.cees.snap@otda.ny.gov HEAP Questions – HEAP Bureau 518-473-0332 or nysheap@otda.ny.gov SSP Questions – SSP Bureau 518-474-9322 or otda.sm.ssp@otda.ny.gov Medicaid Questions – Local District Support Unit: Upstate 518-474-8887; NYC 212-417-4500 or ldr@health.ny.gov

Section 2

The purpose of this GIS is to notify social services districts (districts) of issues with the State Data Exchange (SDX) data that was received by the Office of Temporary and Disability Assistance (OTDA) from the federal Social Security Administration (SSA) in relation to Social Security Income (SSI) benefits. These issues have caused a delay in OTDA's ability to send daily SDX reports to the districts and there is now a backlog of SDX/SSI data that needs to be sent.

Every quarter, the SSA sends OTDA a Reconciliation file to update data in the Welfare Management System (WMS) that was missed on the Daily files. During this process, the Daily SDX files are withheld until the Reconciliation is complete.

Due to formatting issues with the files sent by SSA, OTDA has so far been unable to process this quarter's Reconciliation file. Daily SDX files have not been uploaded to WMS for nearly three weeks, resulting in a large backlog of SDX records. Additionally, this backlog affects the accuracy of the SDX information that districts would normally access via the WMS Time Limit Tracking menu. Therefore, districts are advised to access necessary SSA information directly via the State Online Query System (SOLQ) in order to ensure they are accessing up to date SSA information until this issue is rectified.

Beginning Tuesday, April 5th at 8:00 pm, OTDA commenced a mass processing of this backlog of files in date order at a rate of 3 files per day, each file containing about 12,900 records. On this schedule, the last file should process on the night of Monday, April 11th. Districts are likely to experience a significant increase in new case openings, cases that require rebudgeting, and other case changes related to SDX information being received. This may affect all programs.

We regret the inconvenience this unforeseen issue will have on district offices. Districts requiring assistance may contact OTDA for support in navigating this influx. We will continue to update districts as the situation develops.