



General Information System (GIS) Message

Section 1

Transmittal:	25DC001 Upstate and New York City
Date:	January 07, 2025
To:	Subscribers
Suggested Distribution:	Commissioners, 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:	Updated Guidance on the Retention of Public Assistance Records
Effective Date:	Immediately
Contact Information:	Temporary Assistance Bureau at 518-474-9344 or tabureau@otda.ny.gov

Section 2

The purpose of this GIS message is to provide social services districts (districts) with updated guidance on the retention of Public Assistance (PA) records. The Office of Temporary and Disability Assistance (OTDA) previously provided guidance to districts on this matter via [GIS 18 TA/DC022](#) and [GIS 22 TA/DC013](#).

Effective immediately, districts may resume following the standard records retention schedule for all PA documents, **except** those PA records necessary for districts to comply with the instructions set forth in [21-INF-04-T](#).

Districts must not purge records necessary to comply with the instructions set forth in 21-INF-04-T even if the minimum prescribed retention period has expired unless directed otherwise in the future.

Districts are reminded that they 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. No information indicating the presence of domestic violence (DV), must ever be entered into the individual’s PA case record.

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