GENERAL INFORMATION SYSTEM
OFFICE OF CHILDREN AND FAMILY SERVICES

GIS 05-#001 **DATE: 3/16/05**

TO: **Local District Commissioners, Directors of Services**

FROM: **Paul Gavry; OCFS IT Operations**

SUGGESTED DISTRIBUTION: WMS coordinators, Data Entry Operators; Directors of Services; Accounting staff

SUBJECT: Build 18 Services case processing issues

A variety of WMS Services case-processing problems related to recent migrations have been identified during the past 2 weeks.

These include:

- The default cursor position was inadvertently changed on WSUDIR when transacting a recertification. Specifically, the cursor defaults to "to date" field rather than "from date" field. Programming changes are being made to reset the appropriate default position. In the meantime please use the backspace key to navigate to the appropriate field.
- Eligibility code "01 IVE Determination Pending" was inadvertently disabled. Programming changes are underway to re-establish this Eligibility Code. This eligibility code is minimally used in WMS Production. In the interim, these cases may be processed as 14 Income Eligible. These cases will need to be tracked manually until the problem is resolved; I.E. they will not be identifiable to the BICS "Pending IVE" report
- In certain circumstances there is an inability to modify adoption subsidy payment lines. Seemingly straightforward recertification of Adoption Subsidy result in 488 errors. This problem is being investigated and will be resolved as soon as possible to assure timely issuance of payment.
- Inappropriate message text on certain fatal error reports; E.G. "007" regarding reuse indicator. The correct error code appears on screen and can be used to refer to Services Error Correction Guide and resolve the error.
- Some transactions in WMS involving the use of PSS code 04 are resulting in BICS ALEC error 116 when going through the nightly BICS File Maintenance update. Cases in 116-error status are identified on the BICS Unsatisfactory Report. The pending transaction for these cases should be canceled in WMS and data re-entered.

- Some transactions in WMS involving the use of PSS code 04 may not properly update BICS and may create additional POS lines, instead of deleting existent POS lines on BICS. When this situation occurs the message "001-No Match to Database - POS Added" is received on the BICS Services File Maintenance Advisory Report. This report is generated nightly after BICS file maintenance is complete and is available in each District's BICS queue the following morning.

  Districts should review **ALL** BICS Services File Maintenance Advisory Reports produced beginning February 28, 2005 to avoid overpayment situations.

  Additionally, vouchers produced from POS lines maintained after February 28, should be reviewed as well to ensure duplicative payments are not made. As a corrective action, districts should zero out any voucher payments in error.

We are working to address these issues and will advise, as they are resolved.

Any additional WMS processing anomalies or questions should be directed to the OCFS-IT Customer Support help line at 1-800-342-3727.

BICS issues should be reported to the BICS hotline: 1-800-342-3010

SSPS issues should be reported to Nancy Pare: 212-383-1382 or Maureen Godwin: 212-383-2483.