During the course of the Department's statewide teleconference on Front End Detection Systems on September 30, a question was raised regarding the means by which upstate districts may obtain information from the New York City Welfare Management System. The specific issue related to how an upstate district may contact New York City to obtain information on active or closed cases.

New York City has established a single number to handle all such requests for information about cases on its WMS System. This number is shown below:

212-274-2343

Staff of the New York City Human Resources Administration who answer this number will be able to provide immediate information on all closed cases and will provide the necessary information for local districts to obtain further information on active cases.

The videotape of this teleconference is being copied and will be available in early November. All local districts will receive a copy. We encourage districts to show the tape to their staff and to utilize this important approach in evaluating applications for public assistance.