

HR.SOP.III.081

Recognition of, and application for benefits for, a Dependent Child or Disabled Child

HRD/HPJ

HR Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
0.1	11.2011	S.E. Amaudruz		
0.2	25.07.2012	Reviewed with GHR	S.E. Amaudruz	Ready for Visio and review by HMS for disabled child
0.3	07.08.2012	K. Mollard		Visio inserted
0.4	3.09.2012	S.E. Amaudruz		Sent for Management approval
0.5	20.09.2012	Approval received by email from HMS	S.E. Amaudruz	
1.0	01.10.2012		S.E. Amaudruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Approved for publication

1. INTRODUCTION

1.1. Overview/Description

This Standard Operating Procedure explains the steps which a staff member, appointed under:

- a temporary appointment under Staff Rule 420.4;
- a fixed-term appointment under Staff Rule 420.3; or
- a continuing appointment under Staff Rule 420.2,

should take to request the recognition of a "child" for dependency purposes through GSM Employee self-service - Recognized Family Members - Request for Recognition of my Family Member and Apply for Benefits for my Recognized Child.

1.2. General Guidance / Business Rules

Staff members must provide the Organization with complete information as regards their dependant(s)'s status through the GSM function. See the WHO eManual III.3.4 for the definition of "child" which may include a biological child, an adopted child, an un-adopted child (excluding a blood relative) and a step-child, if residing with the staff member at the duty station.

A child of a staff member must be officially recognized in GSM in order to benefit from WHO allowances and eventually pension benefits from the UNJSPF.

A "dependant" child is one which is duly recognized as such in accordance with Staff Rule 310.5.2, after submission by the staff member of a birth certificate indicating the name of the parents, including the staff member as one of the parents for a biological child. For an adopted child a Final Adoption Court Order and/or passport. Requirements for other circumstances are enumerated in the GSM self-service request and WHO eManual provisions.

Staff members are entitled to claim dependency allowances and related benefits in respect of their recognized dependent children.

Dependency status 0-18, includes mandatory health insurance coverage. Dependency status and the relevant allowance is granted to “recognized” dependent children of the staff member who are under 18 years of age, reside with the staff member, or if not residing with the staff member, for whom the staff member provides main and continuing support, e.g. cases of divorce or separation.

Dependency status 18-21, includes mandatory health insurance coverage and may be requested to continue from 18 to 21 years of age upon yearly submission of a GSM request for dependency status. A certificate of full-time school or university attendance is required to continue a child's dependency status after age 18 and up to the 21st birthday. Staff members with an entitlement to the education grant should ensure that their children’s enrolment and institution details are updated regularly through the GSM Employee Self-Service function – Education Grant.

Automatic cessation of Dependency benefits (and the insurance coverage) occurs on a child's 18th birthday and each birthday thereafter until age 21 when dependency status is no longer applicable.

Staff members receive GSM notifications two (2) months prior to a child’s 18th, 19th, 20th birthdays reminding them to re-submit a request through GSM Employee Self-Service if they wish to continue dependency status after their child's 18th, 19th and 20th birthdays.

After age of 21 and up to 25, a child may continue to benefit from the Organization's Health Insurance Coverage only if requested by the staff member and provided the staff member provides main and continuing support and the child is not gainfully employed.

Disabled child : To request recognition of child as “disabled” for dependency purposes a scanned copy of the memorandum of approval from HMS must be attached to the request for dependency status. Age and school requirements do not apply to a child 18 and over if a child is recognized by the Health and Medical Service (HMS) as mentally or physically disabled. The dependency allowance for a disabled child is twice the rate of the regular child allowance as appears in the general service or national professional officer salary scale.

Where the child is the first recognized dependant of a staff member in the professional or higher category, the staff member will receive salary at the dependency rate as well as an additional amount equivalent to the regular child allowance.

Staff members must inform the Organization immediately there is any change in the status of dependent children in case of ceasing full-time attendance at school, separation or divorce of the staff parents, change in residence of the child to live with the other parent, marriage of the staff member to another WHO or UN staff member at the same or a higher grade, a change in legal custody, marriage of the child, or the child takes up a full-time employment. All of these and other changes may impact the entitlement to a dependency allowance and/or health insurance coverage.

See also HR.SOP.III.080 Register, Request Recognition & Apply for Benefits for Family Member.

All requests for recognition, dependency benefits or cessation of benefits are made through GSM Employee Self-service functions. Declarations made therein must be true and scanned copies of documents named in accordance with the RMS naming convention attached to requests for recognition of a dependant and/or benefits.

- *If official document is in a WHO official language other than English or French, i.e. Chinese, Arabic, Spanish, Russian or in a working language of the regional office where the staff member is assigned, the staff member makes self-certified translation and requests the Regional Personnel Officer(RO)/Translation Office (HQ) to certify the translation is correct.*
- *If the document is in a non-WHO official or working language, the staff member is responsible for obtaining an official translation.*

Staff member prepares scanned copy (in PDF format) of birth certificate, court adoption order, and if child is 18 years of age or more but below 21 years of age a school / university enrolment/attendance certificate to support GSM request ready to attach to the GSM request. Document must be correctly labelled using RMS naming convention e.g. S0xxxxBirthCertificateChildname.

The staff member must choose the relevant option in the GSM list of values and complete the process to submission. The request is forwarded through GSM system automatically to the GHR team who review the request, verify the documentation and implement the request for recognition of the child.

Staff members may be requested by their RPO/HRO/MO to provide original documents for certification at any time.

Upon receipt of a request GHR reviews and accepts, requests further information or rejects if the request is not duly supported or within the rules. If accepted the dependency allowance is paid from the effective date as determined by the GHR Administrator.

1.3. Reference Material

1.3.1. Staff Rules

- 310.5., 310.5.1, 310.5.2, 310.6 - Definitions of Dependents - Dependants' Allowances
- 310.4 - Dependants' Allowances (Professional & Higher Category Staff)
- 490.2 Notification by Staff Members and Obligation to Supply information about themselves.
- 820 - Travel of Spouse and Children

1.3.2. WHO eManual

- III.3.2 Personal Status
- III.3.4 Dependants' Allowances
- III.3.5 Education Grant (expatriate staff only)
- III.3.6 Special Education Grant for Disabled Children
- III.3.10 Assignment Grant
- III.3.15 Payment of Salary, post adjustment and allowances
- III.8.2 Travel of Spouse and Children - see also WHO Manual VII.1-3.
- III.8.3 Home leave travel
- III.8.4 Education Grant travel
- III.8.5 Special Education Grant travel
- III.8.7 Lump sums for travel

1.3.3. UPKs

- Personal Details - 5.070
- Recognized Family Members - 5.801, 5.802, 5.803 and 5.804

1.3.4. Related SOPs

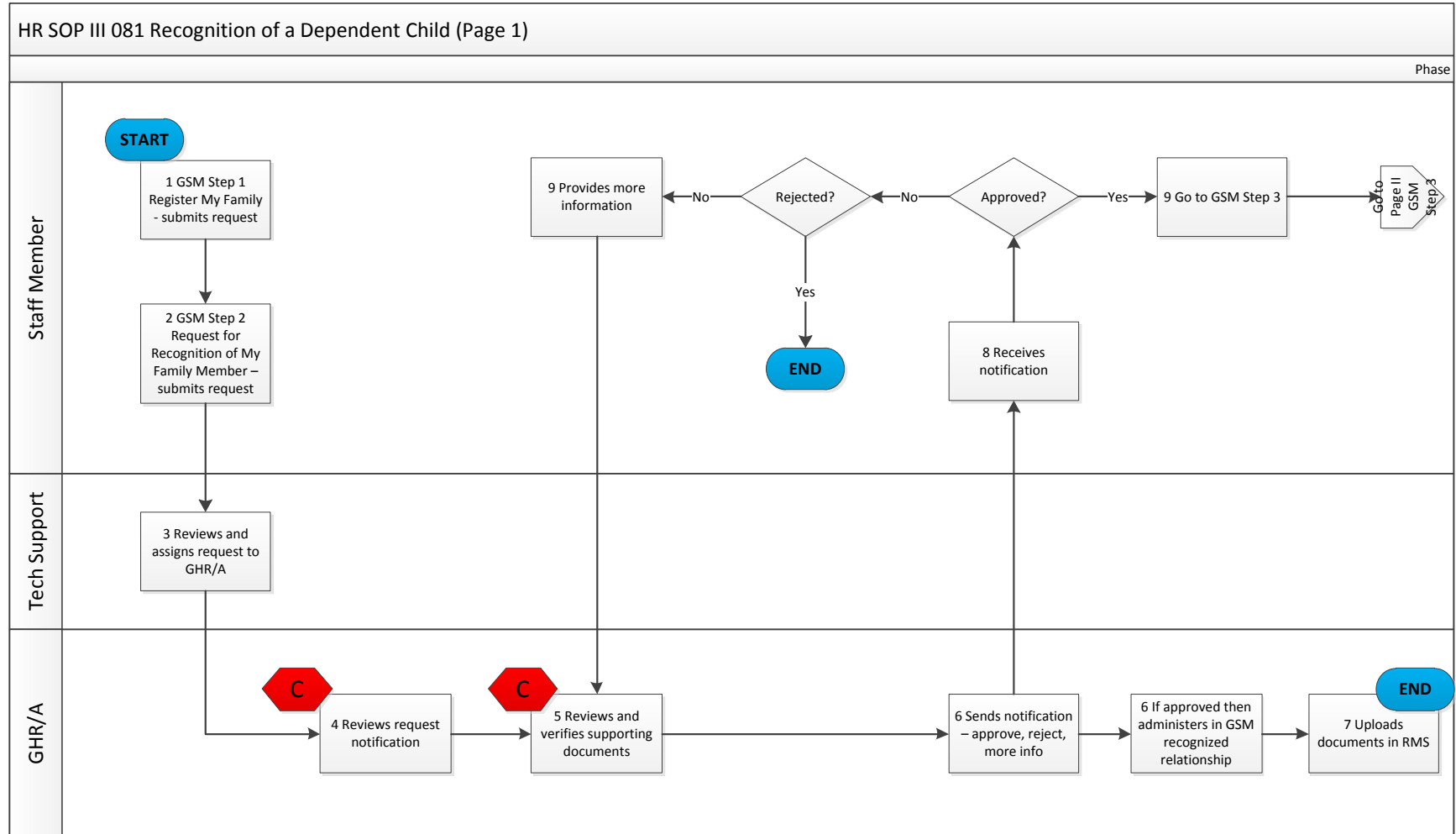
- HR.SOP.III.080 Register, request recognition & apply for benefits for family member
- INS.SOP.XII.063 Entitlements processing

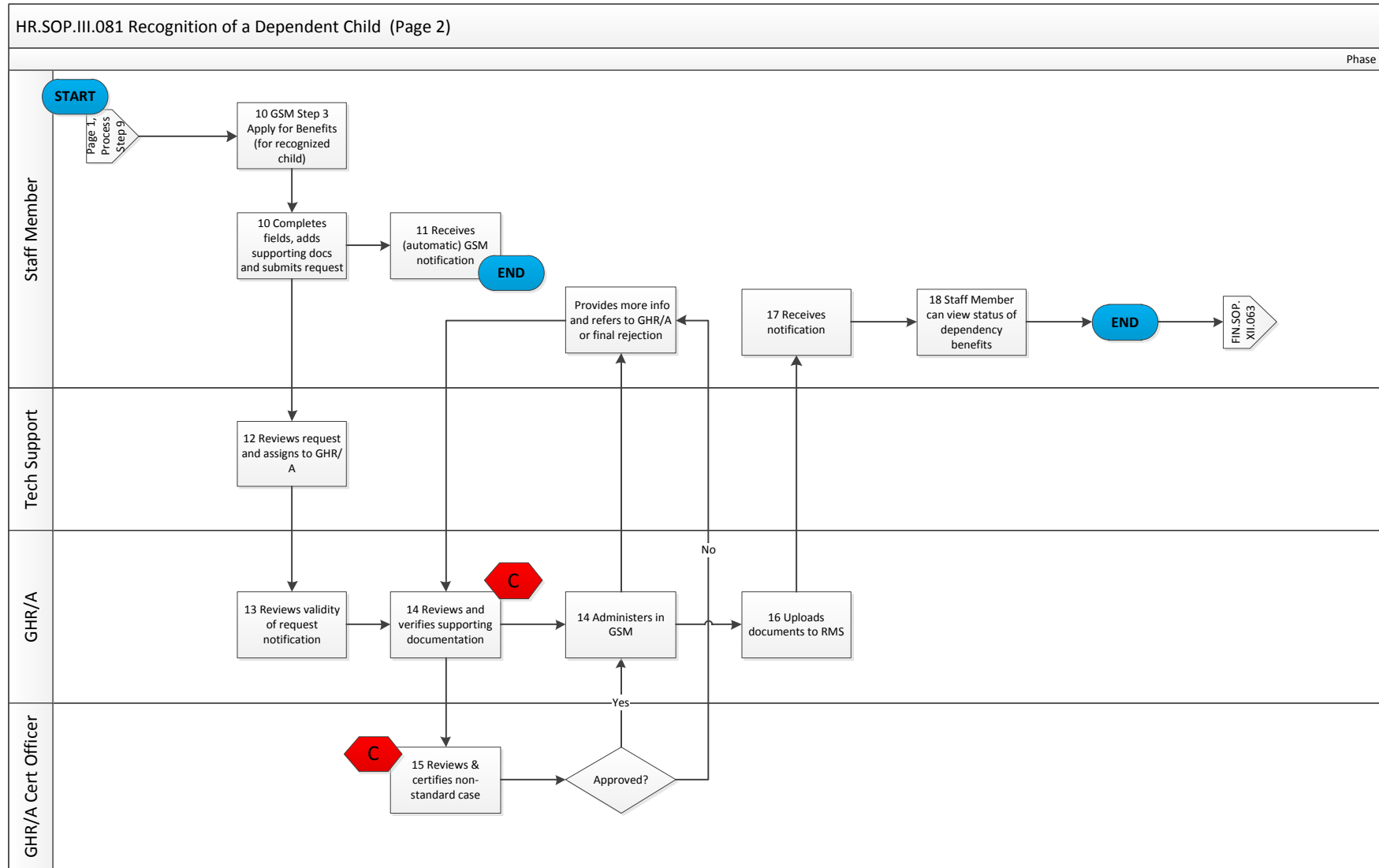
1.4. Other

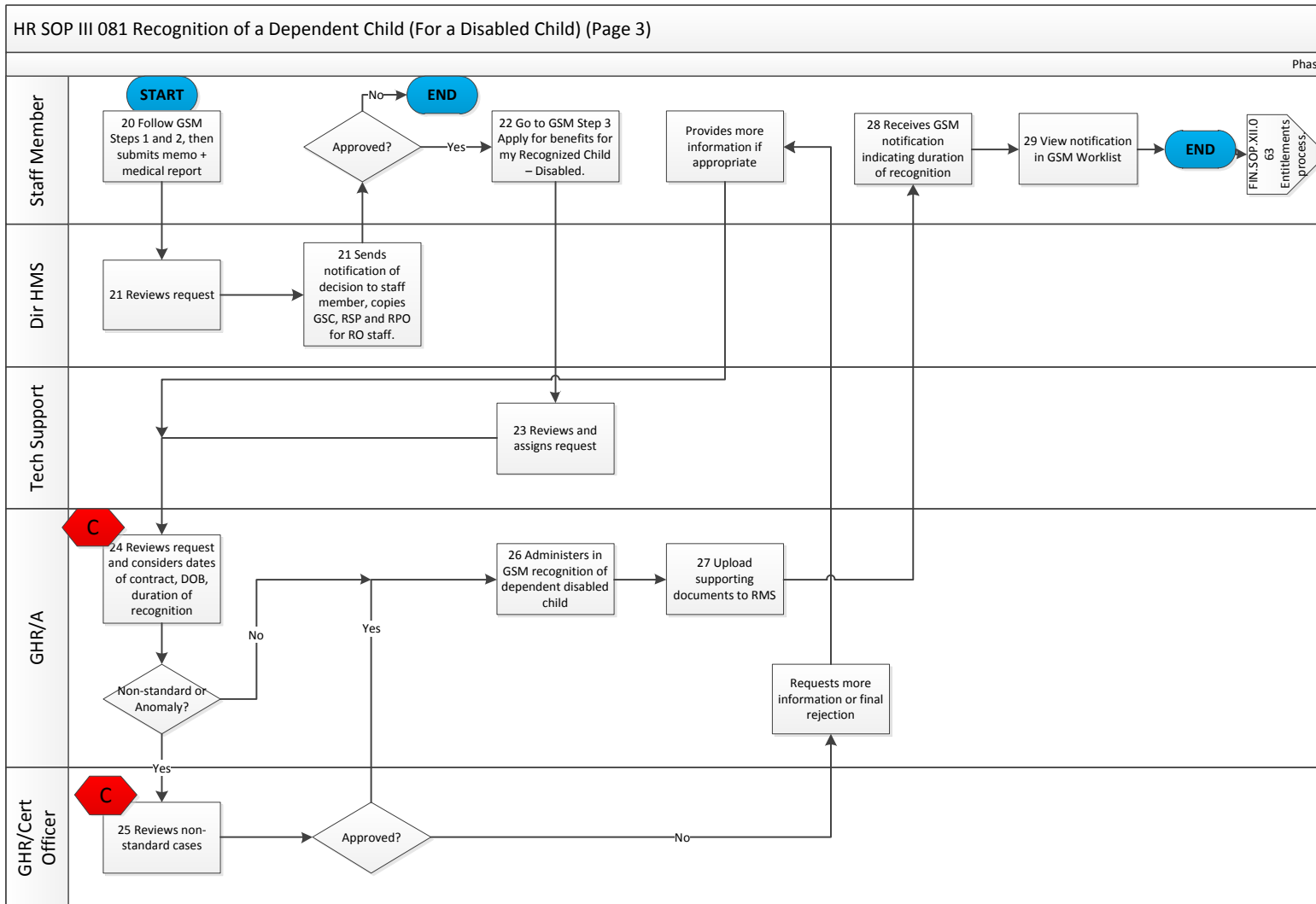
1.4.1. Definitions

- GHR/A GHR Administrator
- HMS Health and Medical Service
- RSP Regional Staff Physician
- UNJSPF United Nations Joint Staff Pension Fund
- RPO Regional Personnel Officer
- MO Management Officer
- HRO Human Resources officer

2. PROCESS FLOW







3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
		Exceptional off line	<i>Requests offline only in case of new appointment only if staff member does not have access to GSM - staff member completes form WHO 90.1 and submits to the HR focal point together with relevant supporting documents (i.e. birth certificate, family book/livret de famille and full time schooling certificate for children 18 -21 years of age. HR focal point verifies documents for authenticity, signs off that certified originals or copies thereof have been viewed and sends WHO90.1 to GHR to administer entitlements.</i>	Staff member
1		GSM input	<p>GSM Step 1 - Register my Family Member (only complete this step if the child is a newborn or if the child has not been previously registered and recognized in GSM)</p> <p>Submits request to record a family member navigating through Employee Self-Service/Recognized Family Members/My Family Member. Completes the fields and submits.</p> <p>Name and new family member details are recorded in GSM - No approval, no documents required.</p> <p>Proceeds immediately to GSM step 2 to request official recognition of the child.</p>	Staff Member
2		GSM input	<p>GSM Step 2 - Request for recognition of my family member</p> <p>Go to Employee Self-Service - Recognized Family Members / Request for Recognition of My Family Member Select the relevant family member and the</p>	Staff Member

			<p>appropriate choice from the list provided i.e.:</p> <ul style="list-style-type: none"> • Biological child-Birth Certificate; • Adopted child – Child Birth Certificate and Legal Adoption Order; • Step child – Child Birth Certificate, Legal Custody Order & Proof of Residence with the staff member at duty station; • Unadopted Child – Child Birth Certificate & required docs, see WHO eManual III.3.4. <p>Completes declaration of documents to attach and adds the scanned child's birth certificate and other relevant documents to the GSM request.</p> <p>Ensures attachment is in PDF format and saved in accordance with the RMS naming convention i.e. StaffNo StaffMemberNameInitial Document name ChildName</p> <p>For example: <i>S012345 SmithB BirthCertificate SmithJoy</i></p> <p>Submits request which is sent to GHR for verification and approval.</p>	
3		Off line	Reviews and assigns request to GHR Administrator	GHR Technical support
4	C	GSM	<p>Reviews request notification to ensure request is valid e.g.</p> <ul style="list-style-type: none"> • correct category of dependency is being requested and • verifies staff member record in GSM to determine start date of recognition from information provided and the appointment start date. 	GHR Administrator
5	C	GSM input	<p>Reviews</p> <ul style="list-style-type: none"> • supporting documents for authenticity and appropriateness and 	GHR Administrator

			<p>Verifies :-</p> <ul style="list-style-type: none"> • name of child and date of birth matches the birth certificate, • that the staff member appears as a parent of the "child" or makes other verification of documentation as required for adoption or otherwise, • if the staff member is married to another staff member in WHO or other UN organization – checks the child is not a recognized dependant of the other. If yes, ensure that the child is recognized as the dependant of the fixed-term full-time staff member, or, if both parents are fixed term staff, of the higher graded staff member, • that no duplicate record exists in GSM - If child already recognized, rejects the request and explains why to the staff member or requests further information. 	
6	C	GSM input	<p>If all in order :</p> <ul style="list-style-type: none"> • approves the request for recognition • administers the recognized relationship in GSM by, <ul style="list-style-type: none"> • selecting the applicable relationship type, and • determines and enters the start date of the recognized child relationship, i.e. from date of appointment, date of birth, date of adoption, date of HMS recognition of disabled child, etc.; or <p>if not :</p> <ul style="list-style-type: none"> • retains for correction, or contacts the staff member off-line if more information/detail is required and corrects the submission in GSM. • rejects the request e.g. where there is no entitlement eligibility, or if a duplicate record has been received and informs the staff member of the 	GHR Administrator

			reasons for rejection and/or what other steps need to be followed.	
7		RMS input	Uploads documents in staff member folder in RMS, renaming to respect naming convention if necessary e.g. S0xxxx NameofStaff BirthCertificate Childname	GHR Administrator
8		GSM notification	Staff member receives notification that the child is "Recognized" or otherwise.	Staff member
9		Off line	<p>If recognition request is</p> <ul style="list-style-type: none"> • approved, moves to GSM step 3 • rejected or more information is required staff member reverts to GHR with necessary documents/information. <p>If and when amended request approved go to GSM Step 3.</p>	Staff member
<p>The next steps describe the actions to take to request benefits, e.g. dependency allowance and insurance benefits depending on age of the child</p>				
10		GSM input	<p>GSM Step 3 - Apply for Benefits for my Recognized Child</p> <p>Once the child is “Recognized” the staff member may apply for benefits for that child.</p> <p>Go to Employee Self-Service - Recognized Family Members / Apply for Benefits for my Recognized Child</p> <p>Select the Recognized Child/Contact Click Next Click Add button and choose the relevant option</p> <p>- Child (0-18) - Apply for Dependency Status or</p>	Staff member

			<p>- Child (18-21) - Apply for Dependency Status (in full time schooling) - Child Disabled – apply for Dependency Status</p> <p>Reply to each question and take note of the documents indicated in the menus provided:</p> <ul style="list-style-type: none"> • Proof of main and continuing financial support for the child of a divorced or separated staff member whose child is not residing with him/her on a full time basis - <i>monthly bank transfers, or cashed cheques, bank statements clearly indicating to whom payment is made.</i> • If the child resides equally with both spouses and the custody is shared - <i>a copy of the custody document is required</i> • Proof of full-time attendance at school for children over age 18 up to 21 - <i>school certificate</i> • Proof of main and continuing support for a child who is married - <i>bank transfers or cashed cheques, bank statements clearly indicating to whom payment is made</i> • Evidence of amount received from public source, if appropriate - <i>family allowance attestation</i> <p>Continue the submission process to Overview/Next, Add the scanned supporting document(s) then Submit.</p> <p>The request is sent automatically to GHR for verification and approval.</p>	
11		GSM notification	Upon submission, receives automatic notification in worklist to inform that Changes to Personal Information have been submitted.	Staff member

12		Off line	Reviews and assigns request to Administrator	GHR Technical Support
13		GSM	Reviews request is valid and checks staff member record to verify requested start date of dependency considering contract start date and date of birth of the child.	GHR Administrator
14	C	GSM input	<p>Reviews the documents for correctness and completeness. If correct and standard request, Administers the recognized child benefits relationship ensuring the correct effective date of the benefits applies to either:</p> <ul style="list-style-type: none"> • Date of birth of the child, • Date of adoption of the child, • Date stepchild resides with the staff member at the duty station, • Date of appointment of the staff member if later, • Date of return to full-time schooling for a child 18 yrs up to 21 <p>Verifies effective date for payment of dependency allowance/SHI is not more than 12 months prior to date of request (Staff Rules 380.7 refers), if yes adjusts effective date of benefit and informs the staff member once implemented.</p> <p>Brings any anomalies to the attention of the GHR certifying officer for review and advice.</p>	GHR Administrator
15	C	Offline	<p>If anomaly or unusual case reviews documents and request and advises on whether request can be approved, or more information is required, or if not in accordance with the rules, rejects the request.</p> <p>If rejected, the GHR Administrator requests for more information if appropriate.</p>	GHR Certifying Officer

16	C	RMS input	Uploads scanned supporting documents in staff member folder in RMS renaming to respect naming convention, if necessary.	GHR Administrator
17		GSM worklist notification	Receives notification to inform that Change in Information has been successful.	Staff member
18		GSM review	View notification in the GSM Worklist and view the child's start and end date of benefits in Employee Self Service/Recognized Family Members/View Benefits Relationships .	Staff member
19			FIN.SOP.XII.063 Entitlements processing	Payroll
The next steps describe the action to take to apply for benefits for a Disabled child				
20		Off line	<p>For a disabled child:</p> <p>Follow GSM steps 1 and 2 above to have the child recognized. Then follow the steps below.</p> <p>Submits a memorandum with comprehensive medical report under strictly confidential cover to Director, HMS (through RSP for regional staff) providing all relevant information e.g. date from which staff member is requesting the child be recognized as a disabled dependent child.</p>	Staff member
21		Off line	<p>Reviews request:</p> <ul style="list-style-type: none"> • Sends official communication of approval/non-approval decision (or otherwise) to staff member, copies gschrservices@who.int, RSP and RPO for regional staff. • If the staff member's child qualifies for recognition as disabled informs the 	Director, HMS (approval for all cases globally)

			staff member in same communication of the duration of recognition.	
22		GSM input	<p>On receipt of HMS approval, proceeds to request recognition in GSM of the child as disabled.</p> <p>GSM Step 3 - Go to Employee Self-Service/Recognized Family Members /Apply for Benefits for my Recognized Child</p> <p>Select from the list of benefits options : Child Disabled - Apply for Dependency Status</p> <p>Complete the fields and Adds the HMS approval document for disabled status. Submits request.</p>	Staff member
23		Off line	Reviews and assigns request to HR Administrator	Technical Support Team
24	C	GSM	<p>Reviews request is valid and checks staff member record to verify requested start date of dependency considering:</p> <ul style="list-style-type: none"> • contract start date, • date of birth of the child, and • effective start date and end date of duration of recognition indicated by HMS in memorandum. (Does not indicate an end date if HMS recommendation states disabled permanently.) <p>Brings any anomalies to the attention of the Certifying HR Officer (NPO) for review and advice.</p>	GHR Administrator

25	C	Offline	If anomaly or unusual case reviews documents and request and advises on whether request can be approved, or more information is required, or if not in accordance with the rules, rejects the request. If rejected, GHR Administrator requests for more information.	GHR Certifying Officer
26		GSM input	Administers recognition of dependent disabled child in GSM ensuring the correct start and end dates, based on the HMS recommendation and if indicated the next review required.	GHR Administrator
27		GSM input	Uploads scanned supporting documents in staff member folder in RMS	GHR Administrator
28		GSM worklist notification	A notification is sent to the staff member indicating the duration of the recognition – permanent or as per HMS recommendation.	GSM notification
29		GSM input	View notification in the GSM Worklist and view the child's benefits relationship in Recognized Family Members/View Benefits Relationships Staff member may also view Family Member Status by running Employee Self-Service Reports/Run Reports, Personal and Professional Details – Family Details Staff members whose child has an End Date indicated for the benefits relationship must re-submit request for recognition of disabled child as indicated by HMS.	Staff Member
30			FIN.SOP.XII.063 Entitlements processing	Payroll

4. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Overpayment due to non-declaration or late declaration of staff member of change in status.	<p>Staff members are required to declare changes immediately and a standard reminder to all staff members is sent every 6 months.</p> <p>Staff members are required to complete the annual verification of dependency status. Follow-ups and reviews are made by GHR to ensure every staff completes their declaration.</p> <p>Dependency status (optional) ceases automatically in GSM on children's 18, 19, 20 and 21 birthday. Staff members are required to re-submit for continuation of dependency benefits.</p>	<p>GHR – Information notes</p> <p>Annual Verification of Dependency status.</p> <p>Automated GSM process</p>
Overpayment due to errors in staff member submission	GHR/A verifies documents for correctness	Steps 14, 15, 16 Steps 24,25
Overpayment and infringement of staff rules if staff member provides falsified documentation	GHR/A verifies documents for correctness/validity and brings any anomalies to the attention of the GHR certifying officer	Steps 14, 15, 16 Steps 24,25
Over/underpayment if GHR/A makes incorrect data entry	Staff members are required to check their information on a yearly basis to verify information is correct and are requested to submit supporting documents. Staff members should check their payslips regularly.	Annual Verification of Dependency status.