

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #06-89-ELI

(This Policy Bulletin Replaces PB #05-98-ELI)

CLARIFICATION ON ISSUANCE OF BENEFITS UNDER THE EXPEDITED FOOD STAMP SERVICE RULE

Date: June 30, 2006	Subtopic(s): Food Stamps
☐ This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to inform Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Office staff that the clarification regarding the Expedited Food Stamps (EFS) process has been revised to update the scenarios in Attachment A .
Every applicant must be screened for EFS benefits.	All FS applicants must be screened for EFS eligibility the day the application is filed. In Job Centers, individuals applying for one-shot emergency assistance must also be screened for EFS, even if the application does not indicate they are applying for FS. The responses to FS-related questions from the screening are used to electronically complete the LDSS-3938 in Job Centers.
If potentially eligible for expedited service, an eligibility interview is required	For applicants deemed potentially eligible for expedited service, an interview is required to determine if the household is eligible for FS. An expedited verification process is used for households that are eligible for expedited service. This means that the eligibility determination will be based on:
Only readily available documentation is required.	 the information provided on the application; any available documentation submitted at the interview; and collateral contacts. Note: For FS purposes, verification of eligibility factors may be obtained through telephone contact. If telephone verification is successful, the Worker must make a detailed entry in POS regarding day/date/time of contact and list all information that was verified.

HAVE QUESTIONS ABOUT THIS PROCEDURE? Call 718-557-1313 then press 2 at the prompt followed by 765 or send an e-mail to *FIA Call Center* Identity of the casehead must be verified before any FS benefits can be issued.

In order to receive FS under the expedited process, the identity of at least the casehead must be verified. All other verification, such as residence, alien status, household composition, income status and liquid resources, may be postponed.

Expedited issuance time frame

If the household is deemed eligible and at least the casehead's identity has been verified, FS benefits must be made available to the household no later than the fifth calendar day following the day the application was filed.

Missing documentation

If the applicant does not have all the documents needed to verify eligibility, the applicant must be allowed a minimum of <u>10 calendar days</u> to provide them. Whenever possible and if needed, Workers should assist applicants in obtaining the missing documentation.

Based on the above, if the applicant household is deemed eligible for FS benefits under EFS criteria and:

Applicant submits <u>all</u> documentation to verify FS eligibility factors

Has provided all documentation to verify eligibility at the time of the interview

- Activate (AC) the FS case. Note: In Job Centers, if the application was filed after the 15th of the month, activate the FS case for the "B" cycle of the following month.
- Issue benefits as required by current FS rules using code 52
 (Expedited Service FS Eligibility Verified) in Job Centers. Note: In
 NPA FS Offices, the appropriate benefits will be automatically issued
 the day after the action to AC the case is processed. In these
 instances, because there is no single issuance involved, the Worker
 must ensure that the Turn-Around Document (TAD) is processed
 immediately.
- Complete and issue Notice of Action Taken (<u>LDSS-3152</u>).

Verified identity, but still needs to submit other documentation to verify FS eligibility factors Missing required documentation to verify eligibility at the time of the interview

- Place the FS case in Single Issue (SI) status.
- Issue initial FS benefits using code 54 (Expedited Service Eligibility Not Verified for PA/FS Cases) in Job Centers and code 55 (Expedited Service – Eligibility Not Verified for NPA/FS Cases) in NPA FS Offices.
- Complete and issue the Documentation Requirements (<u>W-113K</u>) in Job Centers or the Notice of Outstanding Required Documentation (<u>W-120D</u>) in NPA FS Offices, listing all the outstanding documents, and allow at least 10 calendar days for their return.
- Complete and issue the <u>LDSS-3152</u>. In this instance, in addition to listing the benefit and eligibility period, Workers must also list all the outstanding documents required to verify FS eligibility.

Eligible for FS under expedited processing rules, but does not have verification of identity

Cannot verify identity

- Use the Automated Finger Imaging System (AFIS) to verify the identity of an applicant.
- If identity cannot be verified using AFIS:
 - Prepare and issue the Notice of Denial of Expedited Food Stamp Processing or Inability to Issue Food Stamps (M-40k). Check the box that informs the applicant that FS benefits cannot be issued until identity can be verified;
 - Prepare and issue the <u>W-113K</u> (Job Centers) or <u>W-120D</u> (NPA FS Offices), listing the outstanding documentation/verification, and allow at least 10 calendar days for submission.

Note: If the applicant presents verification of ID <u>prior</u> to the 10th day, the FS case must be placed in **SI** status and FS benefits issued using code **54** (Job Centers) or code **55** (NPA FS Offices) even if the applicant still has outstanding required documents.

FS application under which expedited FS benefits were previously issued has expired

New and revised information

Applicant previously received FS benefits under the EFS criteria (code **54** – Job Centers or **55** – NPA FS Offices) with pended documentation and subsequently fails to comply

Applicants are entitled to receive FS benefits under the EFS criteria, if otherwise eligible, once verification of all FS eligibility requirements is established. This applies to reapplicants who previously received FS benefits under the expedited criteria and failed to submit outstanding documents and the FS application has expired. The M-40k has been revised to add a checkbox that contains this information. In this instance, the JOS/Worker must:

- Prepare and issue the M-40k, checking the box that informs the applicant that FS benefits cannot be issued until FS eligibility is verified;
- Prepare and issue the W-113K/W-120D, listing all missing required documents, and allow 10 calendar days for their return.

If the missing required documents are submitted within 10 calendar days, or a mutually agreed-upon time, and the documents verify the applicant's FS eligibility, issue the initial FS benefit using code **52/53** (Expedited Service – EBT, Verified for NPA/FS cases) if otherwise eligible.

Workers are reminded that any time an expedited benefit is issued more than five calendar days after the date of application for reasons that are beyond the Agency's control, an entry must be made in the case record documenting the reason for the delay. For example, an applicant is eligible for FS benefits under the EFS criteria but does not have verification of identity at the time of the interview and the Worker is not able to verify identity through AFIS. The applicant returns with proof of identity seven calendar days after the FS filing date. The Worker must issue the expedited benefit and make an entry in the case record to explain that verification of identity was provided on the seventh day.

Failure to return pended documents

An applicant's failure to submit the pended documentation/verification within the required time, without good cause, will result in the closing of the FS case.

Households that received FS benefits under the EFS criteria and that are subsequently denied recurring FS benefits (FS case is closed) for failure to provide required documentation have <u>one calendar month</u> after the last month covered by the expedited FS issuance to submit the verification. If they reapply for FS <u>within one month</u> after the period covered by the EFS issuance, neither a new application nor a FS interview is required.

Reapplying for FS within acceptable required time

In this instance, the reapplicant only needs to resolve the case denial/closing issue and any other questionable information. These issues **must** be resolved before any further FS benefits can be provided. If the issue(s) are resolved within the above-stated period, the FS case must be accepted/reopened and any missed benefits provided as a regular FS benefit (nonexpedited).

Based on these rules, the FS application of a household that has been issued FS benefits under the EFS criteria may be valid for anywhere between 45 and 77 days, depending on the day of the month the household applies. For example:

Household A applies on July 14 and is found eligible for FS under the EFS criteria. An expedited benefit is issued for July 14–31. The household is scheduled to return on July 24 to provide outstanding documentation. The household fails to comply without good cause and the FS case is closed on July 25. This household's FS application will remain valid through August 31, a total of 49 days (July 14–August 31, 2006).

Household B applies for FS on July 16 and is deemed eligible for FS under the EFS criteria. Since the household applied after the 15th of the month, FS benefits are issued from July 16 through August 31. Household B is scheduled to submit outstanding required FS documentation by July 26, which it fails to do without good cause. The FS case is closed on July 27. This household's FS application will remain valid through September 30, a total of 77 days (July 16–September 30, 2006).

Workers should refer to **Attachment A** for examples illustrating how to process cases reapplying for FS within 30 days of the end of the period covered by EFS issuance or when the FS application period has expired.

Effective Immediately

References:

7 CFR 273.2(i)(4)(iii)(A)/(B) 18 NYCRR 387.8 05-ADM-13

☐ Please use Print on Demand to obtain copies of forms.

Attachments:

Attachment A Examples Illustrating the Policy

LDSS-3938 Food Stamp Application Expedited Processing

Summary Sheet (Rev. 6/05)

The following examples illustrate how to proceed when a reapplicant whose FS case was closed following the issuance of an expedited benefit complies with the case closing issue within 30 days after the month covered by the EFS issuance <u>or</u> beyond the 30 days after the month covered by the EFS issuance (i.e., application has expired).

To clarify the policy, the examples will be based on the same case scenario below and will begin with the initial application process and will take the Worker through the reapplication process in both Job Centers and NPA FS Offices.

Job Centers

Case Scenario

Ms. Jones is a single mother with two children, ages six and nine. Until recently her common-law husband supported her. He left the household a month ago and is not providing her with any financial assistance. Since he left she has managed with \$75 weekly, which she makes taking care of her neighbor's child after school. Her rent is \$700 monthly, in addition to the cost of utilities and phone. She has \$25 in a checking account. She does not have a savings account or any other resources. Her next month's rent is due in one week.

Ms. Jones applies for PA and FS on July 6. A same-day eligibility interview is conducted and, based on the above information, she is deemed eligible for FS benefits under the EFS criteria. Other than verification of identity that she provided in the form of a New York State driver's license, Ms. Jones does not have any other documents at this time. The Worker attempts to verify residence, shelter cost and income via collateral calls but is unsuccessful. The Worker proceeds as follows:

- Refers applicant to AFIS;
- Places the FS case in SI status;
- Calculates a budget based on the information provided in the interview;
- Prorates the monthly FS benefit amount from the date of file (July 6) through the end of the month (July 31) using the Food Stamp Proration Table (W-129UU);
- Prepares a Food Stamp Single Issuance Authorization form (LDSS-3574) for the FS benefit using FS issuance code **54** for the period of July 6–31;
- Schedules the Bureau of Eligibility Verification (BEV), Office of Child Support Enforcement (OCSE) and Job Search mandatory appointments for applicant;
- Prepares the **W-113K**, instructing the applicant to submit by July 16 documents that verify the following:
 - Social Security number of all household members
 - Age and identity of children
 - Residence
 - Household composition

- Earned income
- Resources (bank account)
- Shelter expenses (required to determine benefit amount)
- Heating/cooling and utility expenses (required to determine SUA level and benefit amount)
- School attendance for children (required only for PA purposes but can be used to verify residence for FS purposes)
- Relationship to children (required to determine PA and FS categorical eligibility)
- Prepares the LDSS-3152. In addition to the budget information, the Worker annotates the area which informs the applicant that failure to submit the outstanding documentation as required will result in the closing of her FS case without any further notice.

Ms. Jones fails to comply with the mandatory appointments and does not submit the outstanding documents. Ms. Jones does not contact the Worker to offer any explanation for this failure. On July 17, the Worker processes a case action to deny/reject the PA case using reject code **E10** (Failure to Keep/Complete Interview: No Scheduled Appointment) and close the FS case using closing code **Y29** (Failure to Provide Verification – Expedited FS Approved), which will prevent the inappropriate establishment of an NPA FS case.

Reapplication within 30 days after the month covered by the EFS issuance

Ms. Jones reapplies for PA and FS on August 10. It is determined that her July 6 FS application is still valid. At the same-day PA eligibility interview she explains to the Worker that she failed to comply on her previous application because of a family crisis that required her to leave town. At this time she submits all the FS documentation that was previously required. Since the information reported on her July 6 application is now verified and Ms. Jones states there are no changes, the case must be processed as follows:

- Place the FS case in AC status and link it to the previously closed case. The PA portion of the case must remain in AP status;
- Issue a next-day benefit for the month of August using FS code 14 (Single Issuance

 Full Month);
- Proceed with PA application requirements and schedule the applicant for mandatory interviews with BEV, OCSE and Job Search. In this instance, no return appointment is required, as the Worker can follow up on Ms. Jones' compliance with these outstanding appointments in NYCWAY.

Reapplication beyond 30 days after the month covered by EFS issuance

Ms. Jones reapplies for PA and FS on September 10. She is informed that her previous FS application has expired and she therefore must complete a new application and eligibility interview.

As part of the same-day interview she is determined eligible for expedited FS service. However, because she previously was issued FS benefits under the expedited criteria with pended eligibility verification and subsequently failed to provide the pended verification, she is informed that benefits cannot be issued until she has verified her FS eligibility.

Ms. Jones has with her verification of identity, household composition, residence and shelter expenses. The Worker prepares the **W-113K**, instructing the applicant to submit documents that will verify:

- Earned income:
- Unpaid bills (rent arrears, in this instance).

In addition, the Worker schedules mandatory appointments for interviews with BEV, OCSE and the Job Search vendor. Ms. Jones is instructed that she must keep all mandatory appointments and must submit all outstanding documentation by September 14. Ms. Jones complies with all requirements and submits the required documentation on September 14. The documentation submitted supports Ms. Jones' eligibility for FS benefits. At this point, the Worker is ready to make a PA eligibility determination and proceeds as follows:

- Places the FS case in AC status;
- Issues a same-day FS benefit using issuance code 52 for the period of September 10–30; and
- Completes and issues an LDSS-3152.

NPA FS Offices

Case Scenario

Ms. Jones applies for FS on July 6 for herself and two children ages 3 and 5. Ms Jones is unemployed and is currently pending a decision on her Unemployment Income Benefit (UIB) application. Her rent is \$800 a month and pays for utilities separately. She states she has no income or resources at this time.

The Receptionist completes an EFS screening, which indicates Ms. Jones is eligible for expedited service. An initial eligibility interview is conducted on July 8 and, based on the information Ms. Jones provides, she is deemed eligible for FS benefits. Other than verification of identity that she provided in the form of a New York State driver's license, Ms Jones does not have any other documents at this time. The Worker attempts to verify residence and shelter cost via collateral calls, but is unsuccessful.

The Worker proceeds as follows:

- Refers the applicant to AFIS;
- Places the FS case in SI status;
- Calculates the budget using the information provided in the initial interview;
- Prorates the monthly FS benefit amount from file date July 6 through the end of the month, July 31 using the **W-129UU**;
- Prepares the LDSS-3574 to issue a same-day FS benefit using FS issuance code
 55 to cover the period of July 6–31;
- Prepares a W-120D, instructing the applicant to submit by July 18 (10 days from the date of interview) the required documents that verify the following:
 - Social Security number of all household members
 - Age and identity of children
 - Residence of all household members
 - Household composition
 - Verification of UIB application
 - Shelter expenses (required to determine benefit amount)
 - Heating/cooling and utility expenses (required to determine SUA level and benefit amount)
- Prepares and issues the LDSS-3152. In addition to the budget information, the
 Worker annotates the area which informs the applicant that failure to submit the
 outstanding documentation as required will result in the closing of her FS case
 without any further notice.

Ms. Jones fails to comply with the mandatory appointments and does not submit the outstanding documents. Ms. Jones does not contact the Worker to offer any explanation for this failure. On July 19, the Worker processes a case action to close the FS case using closing code **Y29**.

Reapplication within 30 days after the month covered by the EFS issuance

Ms Jones appears at the FS office on August 10 to reapply. She explains to the Receptionist that she failed to comply on her previous application because of a family crisis that required her to leave town.

It is determined that Ms. Jones' July 6 application is still valid. Ms. Jones is asked to re-sign her original application and the case is registered in WMS using the original FS filing date of July 6. At this time, Ms. Jones submits all the outstanding documentation from her July 6 application.

The information reported on her previous application is now verified, including the fact that her UIB application was approved and is now receiving \$100 weekly. Ms. Jones states there are no other changes. After reviewing all the submitted documentation and calculating a budget that reflects the UIB income, it is determine that the household is eligible for FS benefits. The case must be processed as follows:

- Place the FS case in SI status and link it to the previously closed case;
- Issue a next-day benefit for the month of August using FS code 16 (Single Issuance Full Month);
- Complete and issue an LDSS-3152;
- Once the action to **SI** the case is processed, change the case status to **AC**.

Reapplication beyond 30 days after the month covered by EFS issuance

Ms. Jones reapplies for FS on September 4. It is determined that Ms. Jones' July 6 application has expired and she therefore must complete a new application and eligibility interview.

The EFS screening is conducted and it indicates that Ms Jones is eligible for expedited FS service. An initial eligibility interview is conducted on September 6, at which time Ms. Jones provides her NYS driver's license, her children's birth certificates and school letters. She does not have verification of income or shelter and utility cost.

Based on the information provided and the documentation submitted, Ms. Jones is deemed eligible for FS benefits. However, because she previously received benefits under the EFS criteria with pended documentation that she subsequently failed to submit, the Agency will not be able to release the EFS benefits until her FS eligibility is completely verified. The **M-40k** is prepared, informing Ms. Jones of this decision.

The **W-120D** must also be prepared to instruct the applicant to submit documents that will verify:

- Unemployment income and
- Shelter expenses (including heating/cooling and utilities).

Ms. Jones is instructed that she must submit all outstanding documentation by September 16 (10 days from the initial interview). Ms. Jones complies with all requirements and submits the required documentation on September 12. The documentation submitted together with a FS budget calculation that reflects the verified UIB income, supports Ms. Jones' eligibility for FS benefits. The Worker proceeds as follows:

- Takes all required actions to accept and place the FS case in AC status. When the
 actions to place the FS case in AC status are processed in WMS, the appropriate
 FS benefit will automatically be made the following day;
- Completes and issues an LDSS-3152.

LDS	S-3938 (Rev. 6/05)									
NEW	YORK STATE	OFFICE OF TEMP	ORARY AND DISABILITY ASSISTANCE	DATE	MONTH	DAY	YEAR			
F	OOD STAMP APPLICATION	APPLICATION FILED								
CASE NAME		CASE NUMBER	SCREENED BY	DATE OF SCREENING	MONTH	DAY	YEAR			
INSTRUCTIONS FOR COMPLETING THIS FORM										
1.	Screen all applicants for expedited application processing, using the front of this form, on the day of application.									
2.	State results of screening in Part Four; and if qualified for expedited application processing, conduct a Full Eligibility Interview and						1			

- 3. If Full Eligibility Interview determines Household eligible for Food Stamp Benefits:
 - · Make benefits available to client within five calendar days after the date of application
 - . Send/Provide client with the CNS "Approval Notice" or manual "Action Taken Notice" within five calendar days after the application

date Follow-up on all pended verification before issuance of on-going benefits beyond the initial expedited issuance period							
- 1 care ap of an parisave remander solor security of an going security soloring and appeared research period							
PART ONE - CHECK YES OR NO							
NOTE: IF "YE	SEHOLD ALREADY RECEIVING FOOD STAMP BENEFITS THIS MONTH? S' IS CHECKED, BUT HOUSEHOLD ENTERED A DOMESTIC VIOLENCE IRING THE MONTH OF APPLICATION, CONTINUE WITH PART TWO.	YES	IF YES, HOUSEHOLD NO IF NO, CONTINUE DOES NOT QUALIFY FOR EXPEDITED PROCESSING COMPLETE PART FOUR				
	PART TWO - CHECK YES OR NO						
**	In determining GROSS INCOME, exclude non-countable income such a	as child support pay	ments made to a person outside the household.				
SECTION A	DOES TO JOUSEA IN HAVE \$100 OR LESS IN CASH, SAVINGS OF OTHER IS TO DESCRIPTION OF DESCRIPTION O	See E					
SECTION B	ARE HO HOLD'S 'AL OSS I DIME DURIN DONTH	TH. IF TES, I QUALIFI EXPEDIT PROCES	NO IF NO, HOUSEHOLD DOES NOT GUALIFY FOR EXPEDITED PROCESSING UNLESS QUALIFIED UNDER PART THREE. GO TO PART THREE IF A MIGRANT/SEASONAL FARMWORKER OTHERWISE, COMPLETE PART FOUR				
	PART THREE - MIGRANT/SEASONAL FARM WORK	KER HOUSEHO	LDS ONLY - CHECK YES OR NO				
B. THE ONLY	HOUSEHOLD WITH NO MORE THAN \$100 IN LIQUID RESOURCES? AND INCOME FOR THE MONTH OF APPLICATION:	☐ YES ☐ YES	NO IF NO, HOUSEHOLD DOES NOT QUALIFY FOR EXPEDITED PROCESSING, COMPLETE PART FOUR NO CONTINUE WITH B2				
(1) WAS TERMINATED BEFORE APPLICATION? OR (2) IS NEW, AND NO MORE THAN \$25 GROSS INCOME WILL BE RECEIVED WITHIN TEN DAYS AFTER APPLICATION (3) IF YES TO QUESTION A, AND YES TO EITHER QUESTION B1 OR QUESTION B2, HOUSEHOLD QUALIFIES FOR EXPEDITED PROCESSING. IF NO TO BOTH B1 & B2 HH DOES NOT QUALIFY, COMPLETE PART FOUR IN							
EITHER SITUATION							
PART FOUR - RESULTS OF EVALUATION FOR EXPEDITED APPLICATION PROCESSING - CHECK ONE QUALIFIED FOR EXPEDITED APPLICATION PROCESSING. CONDUCT A FULL ELIGIBILITY INTERVIEW AND COMPLETE PART FIVE— VERIFICATION, DISPOSITION AND DATE OF INTERVIEW (ON REVERSE) NOTES:							

PART FIVE - ELIGIBILITY INTERVIEW - COMPLETE SECTIONS A, B AND C							
VERIFICATION - CHECK YES OR NO							
	CAN APPLICANT'S IDENTITY BE VERIFIED? IF DOCUMENTARY EVIDENCE IS NOT READILY AVAILABLE, COLLATERAL CONTACTS ARE ACCEPTABLE. NO SPECIFIC DOCUMENT CAN BE REQUIRED.	YES, IF ELIGIBLE BENEFITS CAN BE ISSUED PROVIDED ANY OUTSTANDING REQUIREMENTS HAVE BEEN MET GO TO QUESTION 2	NO IF APPLICANT IS DEEMED ELIGIBLE, FOOD STAMP BENEFITS CANNOT BE ISSUED UNTIL VERIFICATION OF IDENTITY IS PROVIDED GO TO QUESTION 2				
SECTION A	HAS HOUSEHOLD RECEIVED EXPEDITED PROCESSING OF FOOD STAMP BENEFITS IN THE PAST?	YES GO TO QUESTION 3	NO IF DEEMED ELIGIBLE, HH CAN RECEIVE BENEFITS WITH ALL OTHER VERIFICATION PENDED CONTINUE TO SECTION B				
^	3. IF YES TO QUESTION 2, HAS ALL PREVIOUSLY PENDED VECTOR ON ALREADY BEEN SUBMITTED, OR HAS THE SEPH BEEN CERTIFIED FOR ONGOING FOOD STAMP VEFITS UNDER PROPERTY OF THE CESTS	YES EEMED ELIGIBLE HH RECEIVE BENEFITS H ALL IFIC ON PA SED, TIME ON PA SED,	NO If HH IS DEEMED ELIGIBLE, FOOD STAMP BENEFITS CANNOT BE ISSUED UNTIL ELIGIBILITY IS VERIFIED. ALLOW 10 DAYS FOR VERIFICATION TO BE SUBMITTED. DATE REQUESTED: DATE SUBMITTED:				
EXPEDITED TIMEFRAME FULL ELIGIBILITY INTERVIEW MUST BE CONDUCTED IN SUFFICIENT TIME TO ENSURE ACCESS OF FOOD STAMP BENEFITS WITHIN 5 CALENDAR DAYS AFTER THE APPLICATION DATE							
SECTION B	DATE OF ELIGIBILITY INTERVIEW:	WORKER NAME:					
AC	GENCY DISPOSITION OF FOOD STAMP BENEFIT ELIGIBILIT	Y - CHECK APPROPE	RIATE BOXES				
ELIGIBLE ELIGIBLE (Applied on or before 15 th of month; zero benefit due to proration) ELIGIBLE (Applied after 15 th of month; zero first month's benefit due to proration; full second month's benefit) ELIGIBLE (Applied after 15 th of month; prorated first month's benefit plus second month's benefit) INELIGIBLE: Indicate reason: HOUSEHOLD IS INELIGIBLE FOR THE PROGRAM DUE TO PROGRAM RULES (provide explanation in comments.) VERFICATION OF IDENTITY NOT PROVIDED (SEE A1 ABOVE) HH DID NOT SUBMIT ALL REQUIRED NON-IDENTITY VERIFICATION (SEE A3 ABOVE) Other Denial Reason/Comments							
	DATE OF FINAL DISPOSITION ON FOOD STAMP BENEFIT ELIGIBILITY:	WORKER NAME:					