



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

PD #07-36-SYS

(This Policy Directive Replaces PD #04-24-OPE)

SAME-DAY ISSUANCE OF EXPEDITED FOOD STAMPS THROUGH THE PAPERLESS OFFICE SYSTEM (POS) IN JOB CENTERS

Date: October 3, 2007	Subtopic(s): Food Stamps
---------------------------------	------------------------------------

AUDIENCE

The instructions in this policy directive are for all Paperless Office System (POS) users in the Job Centers. They are informational for all other staff.

REVISION TO ORIGINAL DIRECTIVE

This policy directive has been revised to:

- reflect the name change of the interview activity from **EFS Interview** to **IN/EFS Issuance**
- indicate the Expedited Food Stamp (EFS) service windows in the application interview activity
- include the automatic completion and printing of the Notice of Denial of Expedited Food Stamp Service or Inability to Issue Food Stamp Benefits form (**M-40k**)
- include the revised alert message displayed when the application interview is suspended
- clarify instructions for viewing the Welfare Management System (WMS) Common Benefit Identification Card (CBIC) Inquiry windows
- update the screenshots to reflect the current POS windows
- replace references to **W-680B Signature** window with **LDSS-2921 Signature** window, **Previewing Form W-140K** window with **Previewing Form LDSS-3938**, and **Previewing Form LDSS-3152** window with **EFS Decision Form** window
- update the Related Items section

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*

POLICY

All households applying for food stamps must be screened to determine eligibility for EFS. The applicant does not have to be out of food, or claim an emergency, during the application process, in order to receive food stamps on an expedited basis.

Revised information

An interview must be conducted to determine the household's eligibility for FS benefits and to compute the benefit amount. Once the household is determined eligible and identity has been verified, benefits must be made available to the household on the same day via the Electronic Benefit Transfer (EBT) system. Staff must begin the process of issuing a EFS benefit through the **IN/EFS Issuance** activity, formerly **EFS Interview** activity, in POS.

REQUIRED ACTION

Processing of a same-day issuance of EFS begins in the application interview activity in POS.

JOS/Worker

New information

When the JOS/Worker completes the **LDSS-2921 Signature Capture** window, the **Expedited Processing** window appears to allow the JOS/Worker to begin a determination of eligibility for EFS. The **Expedited Processing** window displays the question Have You or Anyone Who is Applying Received Food Stamps This Month? When the JOS/Worker opens the **Response to Question** window the following are displayed:

- Result of FS Look-up on WMS
- Did anyone who is applying receive FS outside of New York City (NYC) this month?
 - If Yes, the following message appears: "The household is not eligible to receive a second Food Stamp grant this month."
 - If No, the message "Proceed with EFS interview" appears.
- Shelter code from interview
- Has the applicant entered a domestic violence shelter this month?

Note: This question is disabled if the shelter code from the interview indicates that the applicant is not in a domestic violence shelter.

After completing the **Response to Question** window, click the **OK** button to save the responses.

If the applicant received food stamps in the current month and did not enter a domestic violence shelter during the current month, the only question that will appear is “ATTENTION TO THE INTERVIEWER: Based on the interview conducted is there any indication that the applicant is in need of any non-food related personal items necessary for health and personal care?”

If the applicant did not receive food stamps in the current month or received food stamps but entered a domestic violence shelter during the current month, in addition to the ATTENTION TO THE INTERVIEWER question the following questions will appear:

- Has the Food Stamp household received Expedited Food Stamps in the past? (The display field will indicate all cases in which the applying household previously received FS benefits.)
- Has anyone who is applying for Food Stamps previously had income from any sources (such as employment, SSA, SSI, UIB or contribution) this month? (The POS system will automatically pre-fill all income entered during the initial interview.)

Automatic Launching of the **IN/EFS Interview** Activity

Revised information

The **IN/EFS Issuance** activity will automatically begin if the initial file date is within seven days of the initial application. The JOS/Worker must:

The **IN/EFS Issuance** activity will launch after the **Print Forms** window is completed as long as the activities occur on the same day.

- process the **Application Interview** activity in POS on the date the applicant files an application for CA/MA/FS
- print the required forms from the **Print Forms** window
- click the **Next** button located at the bottom of the **Print Forms** window

POS will complete the expedited processing determination for the case based on the answers to the questions recorded in the windows during the interview activity. POS will save the Food Stamp Application Expedited Processing Summary Sheet form (**LDSS-3938**) in the electronic record when the JOS/Worker clicks the **Next** button at the end of the EFS interview activity. The **LDSS-3938** will be completed based on the answers in the **Application Interview** and the **Expedited Processing** windows.

- If, based on the answers to the questions, POS determines the applicant is ineligible for EFS, the **M-40k** will automatically be completed and sent to the supervisor’s queue for approval (shown on page 13).

Note: For reapplication cases, if the EFS screening process was completed within the past 60 days, the EFS screening will not automatically launch. The worker must initiate the IN/EFS manually.

Launching of the **IN/EFS Issuance** Activity

If POS determines the household is potentially eligible for EFS, the following alert message will pop up: “The case may be eligible for Expedited Food Stamps. POS will now suspend the Application Interview and start the **IN/EFS Issuance** activity for this case.”



Click the **OK** button to remove the alert message and automatically launch the **IN/EFS Issuance** activity. The JOS/Worker must process the **IN/EFS Issuance** activity by reviewing and annotating each screen in the usual manner with the following exception:

New prepopulation feature

- The **FS Single Issuance Benefit** window will be prepopulated with FS single issuance code **52** (Expedited Service – Verified) or code **54** (Expedited Service – Not verified for CA/FS cases).

The following section will highlight the revisions and additions to specific elements of the **IN/EFS Issuance** activity.

Windows in the **IN/EFS Interview** Activity

FS Single Issuance Code **52** appears when the following conditions exist:

- The applicant is eligible for EFS.
- The identity, citizenship/alien status, residence, and Social Security number or application for Social Security number are fully documented and ready to scan (as indicated during the **Application Interview** activity on the **Individual Detail** window) for all individuals applying for FS on the case.
- Income and resources are fully verified.

FS Single Issuance Code **54** appears when the following conditions exist:

New information

- The identity of the casehead has been documented and ready to scan (as indicated during the **Application Interview activity** on the **Individual detail** window) but one or more of the following eligibility factors has not been fully documented:
 - Identity of other FS household members
 - Citizenship/alien status
 - Residence
 - Social Security number or application for Social Security number
 - Income
 - Resources
 - Expenses

Revised window

Prepopulated

Issuance Code	Amount	From	To	Check/CD#	Routing Location	Replaces Benefit	Authorization Number	Payee
1 Code 52 - Expedited Food Stamp Bene	\$284	06/01/2007	06/30/2007					
2	\$284	00/00/0000	00/00/0000					

Total Amount \$568

FS Single Issuance Benefit window edits

The following are edits in the **FS Single Issuance Benefit** window:

- When the case was not successfully registered in WMS and still contains the POS dummy case number, the system displays the message, **“The case needs to be registered in WMS before issuing this grant. This issuance cannot be processed now.”**
- When FS benefits were received for the current month and the case is not yet eligible for a second FS grant, the system displays the message, **“FS have already been issued for the current month. This issuance cannot be processed now.”**

- When the FS Suffix status on the POS TAD is **NA** (not applying), **CL** (closed) or **RJ** (rejected/denied), the system displays the message, “**FS Suffix status must not be in ‘NA,’ ‘CL’ or ‘RJ’ status. This issuance cannot be processed now.**”
- If a case number is being reused and the FS Suffix status of the reused case number is **NA**, the system displays the message, “**Since the FS Case Status of reused Case Number is ‘NA’ this Same Day Issuance (SDI) benefit cannot be processed before processing the TAD. This will be a two-day action. Please forward the case action to the supervisor.**”

NOTE: The above errors must be resolved before the benefit can be issued.

Click the **Next** button at the bottom of the window to continue. The next window to appear is the **CBIC Payee Status** window.

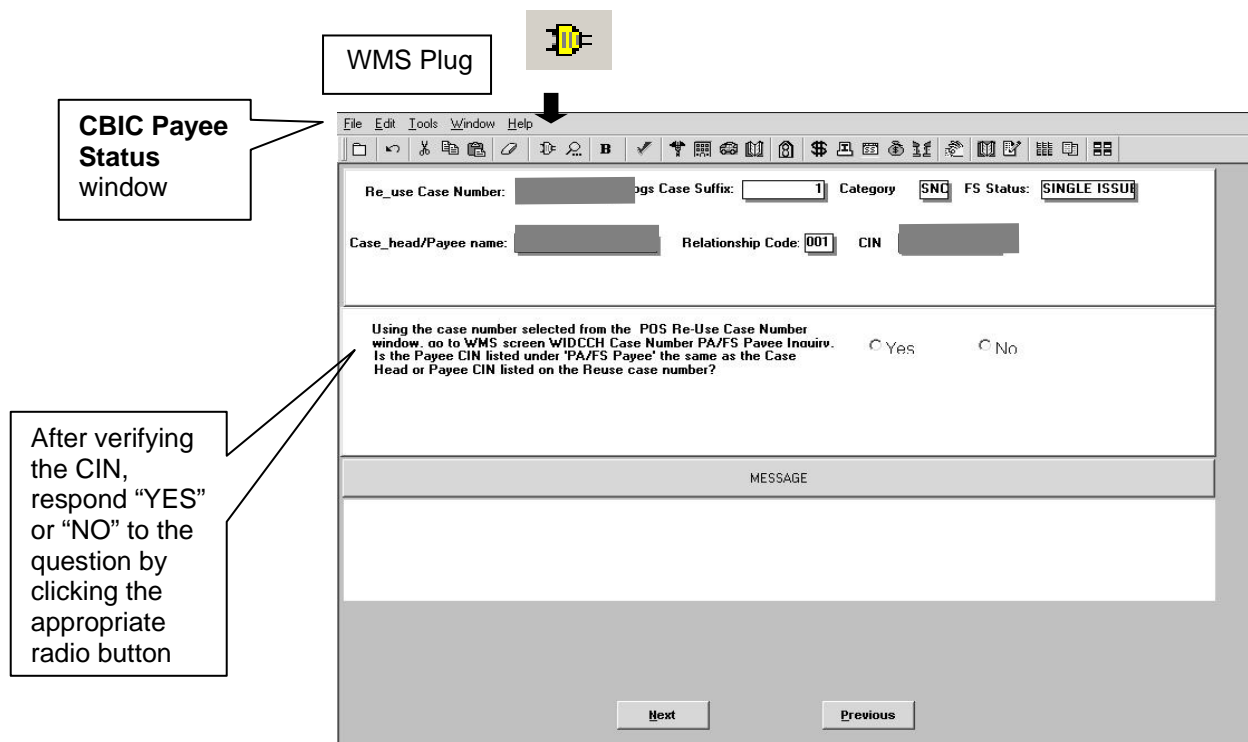
CBIC Payee Status Window

The **CBIC Payee Status** window will appear after the **FS Single Issuance Benefit** window asking whether the payee’s CIN listed on the window is the same as the payee’s CIN listed in WMS.

When shown during the **IN/EFS interview** activity, the **CBIC Payee Status** window will also appear in the **Approve IN/EFS** activity for supervisory staff.

The **CBIC Payee Status** window will only appear if the applicant is eligible for an immediate needs grant and/or EFS benefits and the JOS/Worker completed the **Grants Data Entry** window to issue a benefit. The following information will be displayed:

- Re-Use Case Number
- Suffix
- Category
- FS Status of Re-Use Case Number
- Casehead/Payee Name
- Relationship Code
- Client Identification Number (CIN)



Refer to PB #02-154-SYS for a complete list of CBIC windows.

In the event the CBIC Look-up fails in WMS, the JOS/Worker is instructed (in the middle of the **CBIC Payee Status** window) to go to the **Case # PA/FS Payee Inquiry window (WIDCCH)** in WMS to determine if the CIN of the payee shown in WMS in the “PA/FS Payee CIN” field is identical to the casehead or payee’s CIN displayed on the POS **Case Number Re-Use** window.

To view the **WMS CBIC Inquiry** windows in order to determine the last payee:

- access WMS by clicking the yellow plug at the top of the POS window or minimize POS and double-click the WMS icon located on the desktop of the personal computer
- log on to WMS using your User ID and Password
- enter **09** (Common Benefit ID Card Subsystem) in the **Selection #** field on the WMS Host System Menu (**NWMM00**)
- enter **09** (Case # PA/FS Payee Inquiry [**WIDCCH**]) for case number inquiry or **07** (Individual PA/FS Payee Inquiry [**WIDICH**]) for CIN inquiry in the **Function** field on the WMS ID Card Menu (**WIDMNU**).

New information

After comparing the CIN in WMS with the CIN on the **CBIC Payee Status** window, exit WMS and return to POS. On the **CBIC Payee Status** window respond “Yes” or “No” to the question, “Is the Payee CIN listed under ‘PA/FS Payee CIN’ the same as the Case Head or Payee CIN listed on the ‘Reuse’ case number window?”

- Click **Yes** and the following message is displayed: “**The SDI FS grant should pass the WMS SDI payee edit.**” Click the **OK** button to continue.
- Click **No** and the system displays the message, “**You must prepare a CBIC Update form to change the Payee in CBIC to match the Casehead/Payee on the case number being used.**”
- If no response is entered the JOS/Worker will be unable to proceed. The system displays the message, “You must answer the question ‘Is the Payee CIN listed under ‘CA/FS Payee’ the same as the Case Head or Payee CIN listed on the ‘Reuse’ case number window?’”

When the **Yes** or **No** response is entered, click the **Next** button to continue. When the **Forms** window appears, click **Yes** in response to the item, “Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC” (**W-607A**), if necessary.

Forms window

Click “Yes” to Request for Identification Card/Temporary Medicaid Authorization (Form **W-607A**)

Select all applicable forms and complete the associated **Response to Question** window prior to clicking **next**.

	Yes	No
Request for Emergency Housing (Form W-146F)	<input type="radio"/>	<input type="radio"/>
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	<input checked="" type="radio"/>	<input type="radio"/>
Financial Institution Inquiry (Form W532F)	<input type="radio"/>	<input type="radio"/>
Request for Birth or Death Verification from Agencies Outside New York City (Form W680)	<input type="radio"/>	<input type="radio"/>
Documentation Requirements (Form W-113K)	<input type="radio"/>	<input type="radio"/>
Social Security Administration - Consent for Release of Information (Form W515R)	<input type="radio"/>	<input type="radio"/>
Request for Marriage or Divorce Verification from Agencies outside New York City (Form W681)	<input type="radio"/>	<input type="radio"/>
Safety Net Assistance (SNA) Application (M-687M)	<input type="radio"/>	<input type="radio"/>
Systematic Alien Verification for Entitlement (SAVE) Referral (Form W-515X)	<input type="radio"/>	<input type="radio"/>
FIA School/Training Enrollment Letter (Form W-700D)	<input type="radio"/>	<input type="radio"/>
School Verification Letter (Form W-700E)	<input type="radio"/>	<input type="radio"/>
Family Care Assessment (Form W-582A)	<input type="radio"/>	<input type="radio"/>
Declaration of Application for a Social Security Number (Form EXP-83H)	<input type="radio"/>	<input type="radio"/>
Determination Of Eligibility For Emergency Assistance To Families (EAF) (Form W-145TT)	<input type="radio"/>	<input type="radio"/>

Spanish Next Previous

If additional forms are needed before exiting the window, click "Yes" and complete the fields of the associated

Complete all applicable fields of the **Response to Question** window. Click the **OK** button to save the entries and click the **Next** button on the **Forms** window to continue.

Response to Question window.
Response to Question window

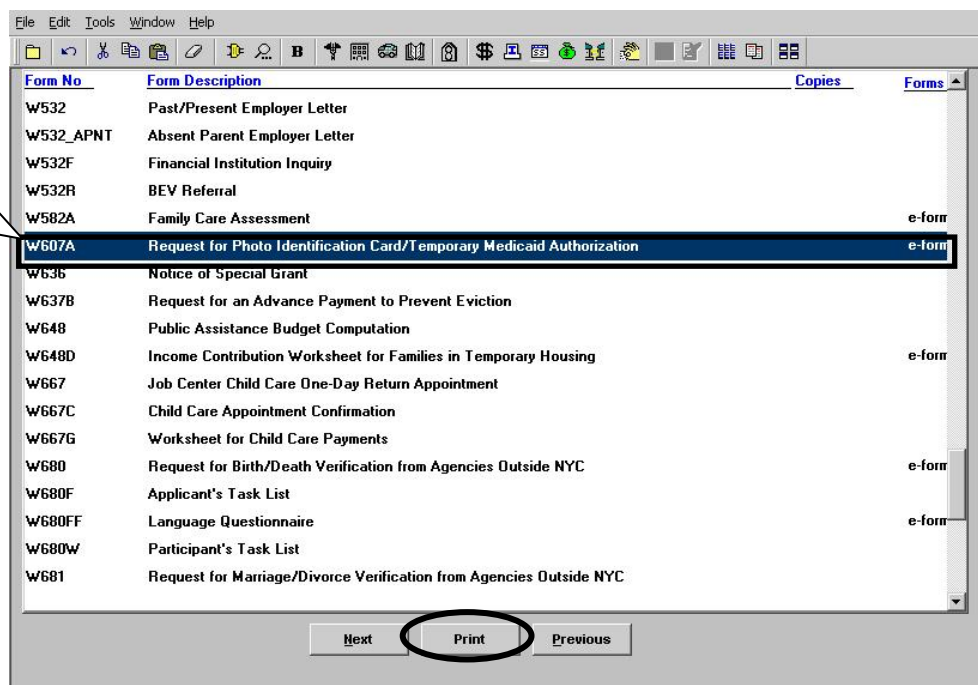
Response to Question required for ID/Temporary MA card (W-607A)

Click the **OK** button to save the entries and return to the **Forms** window.

The next window to appear is the **Print Forms** window.

When the **Print Forms** window appears, highlight the **W-607A** if a new CBIC is required and click the **Print** button located at the bottom of the window (shown on the following page).

Click once on the form number (e.g., **W-607A**) and press the **Print** button.



Refer to PB #07-22-OPE for additional details on SDI and updating CBIC.

Retrieve form **W-607A** from the local printer. Submit the printed form to the unit supervisor to sign and forward the **W-607A** to Disbursement and Collection (D&C)/Reception for data entry into CBIC.

Supervisor

Supervisors must review each screen that appears in the **Approve IN/EFS** activity and place a checkmark in the appropriate box to indicate if the activity/window is approved or disapproved

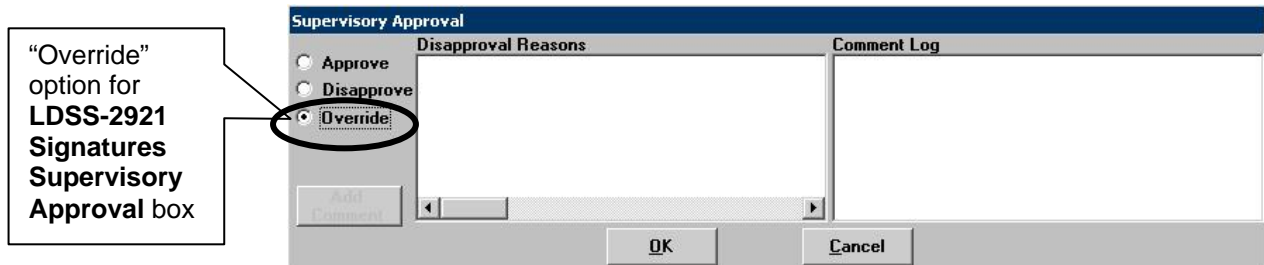
To complete the processing of the same-day issuance of EFS through POS, the Supervisor must approve the following windows in the **Approve IN/EFS** activity (by placing a checkmark in the "Approval" box for the window):

- **LDSS-2921 Signature**
- **IN/EFS Eligibility**
- **CIN Re-Use**
- **Case Number Re-Use**
- **TAD Data**
- **Grants Data Entry**
- **Previewing Form LDSS-3938**
- **EFS Decision Form**

The following screens highlight the Supervisory Approval process. All of the windows in this process are not shown, but the critical windows and those with changes are highlighted below.

LDSS-2921 Signatures Approval Window

The **LDSS-2921 Signatures** approval window contains an “Override” box. The supervisor can approve, disapprove or override the signature capture activity.



When to use the override function

The override may be used if the signature capture devices (or signature pads) have malfunctioned and the JOS/Worker has completed the following steps:

- The **LDSS-2921** form was printed.
- The applicant signed the paper form.
- The form was scanned and indexed into the electronic case record.

Ineligible for EFS

The following windows will not appear for applicants that are ineligible for EFS or cannot receive FS under the expedited process:

- **CIN Re-Use**
- **Budget**
- **TAD**
- **CBIC Payee**
- **Grant Data Entry**

If the household is ineligible for EFS, after the Supervisor reviews and approves the **LDSS 3938** window and the **EFS Decision Form** window the **M-40K** will print. The screen shots shown on page 12 highlight the sequence of windows to be reviewed and approved.

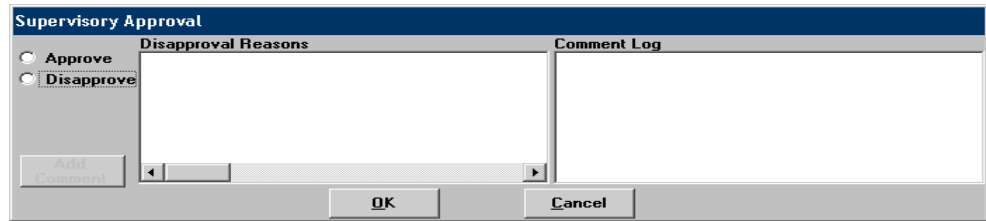
**Previewing Form
LDSS-3938 Window**

If no is selected or ineligible is selected, the **M-40k** will print when the supervisor approves the window

The approval window (not shown) appears below the screen.

After the **LDSS 3938** window is approved the next window to appear is the **EFS Decision Form** window.

**EFS Decision Form
Window**



The following are reasons why the applicant is denied EFS benefits:

- The applicant is eligible for EFS benefits, but benefits cannot be issued at this time because his/her identity cannot be verified.
- The applicant is ineligible because s/he received FS benefits in a previous month pending verification/documentation and did not comply.
- The applicant/household is ineligible for EFS benefits due to standard program rules. Worker must indicate the reason in the comment section of the **LDSS-3938**.

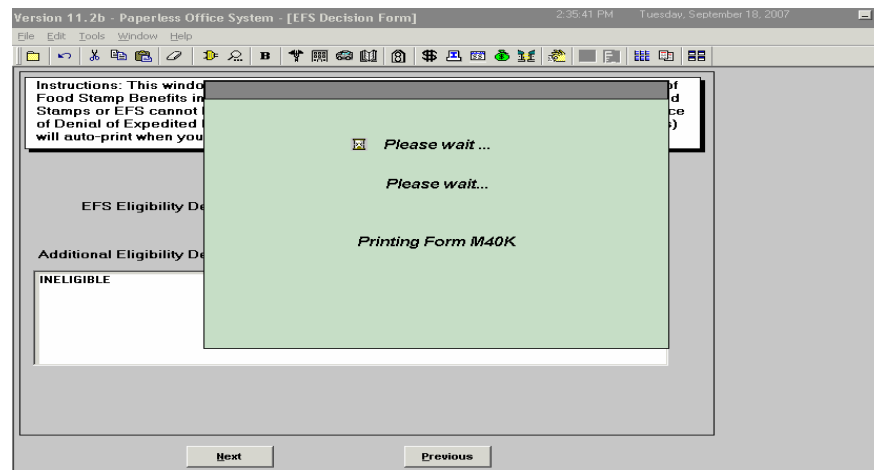
If the applicant returns within 7 days after the file date, s/he can receive benefits under EFS.

POS will automatically send a **Print EFS Denial Form** to the supervisor's queue to print the **M40-K**. The IN/EFS Issuance activity will be suspended in the JOS/Worker's queue.

Note: If the applicant is eligible for an Immediate Needs grant, an **Approve Non-Food Emergency** activity will be sent to the supervisor for approval of the Immediate Needs, according to current procedure.

The Supervisor must approve the windows above and click **Next**, the **M-40K** will print automatically and the following screen will appear:

Automated Printing of the **M-40K**



Note: The Supervisor prints and ensures mailing of the **M-40K** to the applicant.

Previewing Form LDSS-3938 window

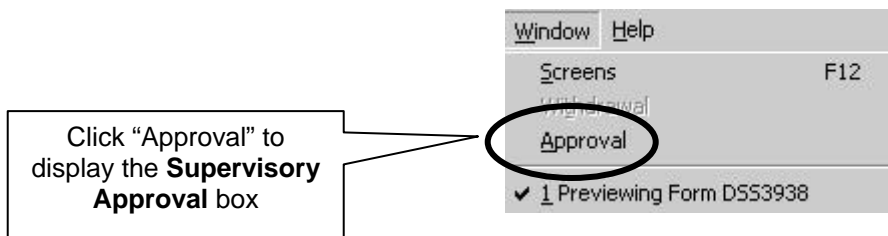
Revised information

If the household is eligible for FS benefits, the **Previewing Form LDSS-3938** window will appear after the **Grants Data Entry** window or **CBIC Payee Status** window (when shown).

Eligible for EFS

Supervisors will be able to preview the Expedited Processing Worksheet (**LDSS-3938**), approve the window or enter comments regarding necessary corrections by performing the following actions:

- Click “Window” in the Menu bar at the top of the **Previewing Form LDSS-3938** window.
- Click “Approval” in the drop-down list.



Revised information

In the **Supervisory Approval** box click “Approve” to accept the activity/window or click “Disapprove” and the “Add Comment” button will be enabled. After typing a comment and clicking the **OK** button, the current date, supervisor’s name and comment will be displayed in the “Comment Log” field.

The 'Supervisory Approval' window features a title bar and a main area with two columns: 'Disapproval Reasons' and 'Comment Log'. On the left side, there are radio buttons for 'Approve' and 'Disapprove'. Below these is an 'Add Comment' button. At the bottom of the window are 'OK' and 'Cancel' buttons.

EFS Decision Form window

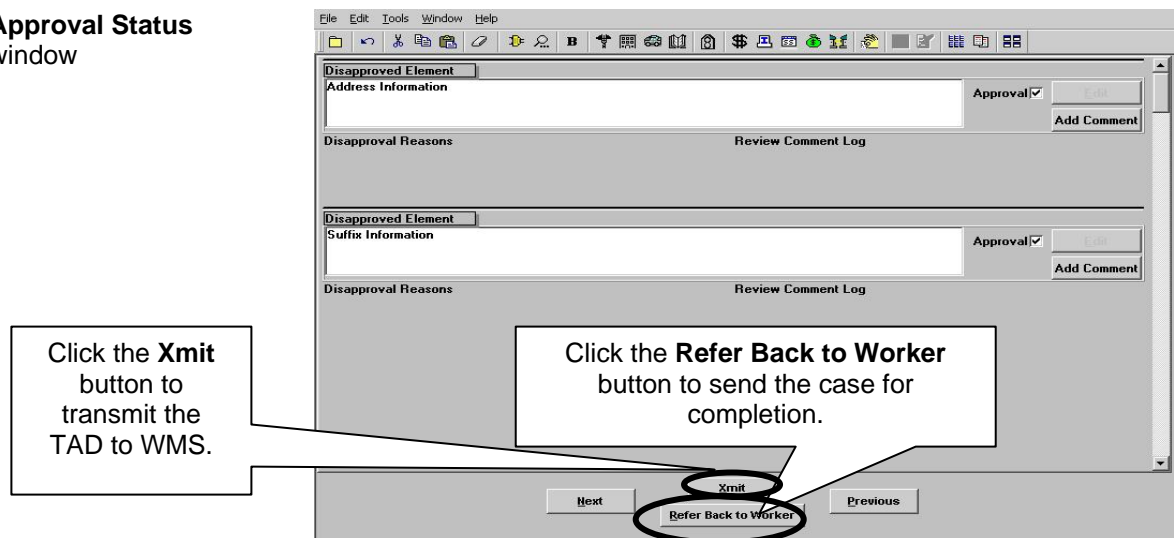
The 'EFS Decision Form' window displays a form titled 'ACTION TAKEN ON YOUR FOOD STAMP BENEFITS CASE (NYC)'. The form includes the following sections:

- Header:** POS-LDSS-3152 NYC (Rev. 11/06) and FS App/Reapp/OP Recoup/Ad Only.
- Form Fields:**
 - NOTICE DATE: 06/12/2007
 - CASE NUMBER: 00000005959C
 - CIN NUMBER: FK08019D
 - CASE NAME (And CIO Name if Present) AND ADDRESS: SIMPSON DALE, 180 WATER ST., 20Q, NEW YORK, NY 10038-0000
 - NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE: Melrose, 999 No Number, New York, NY 10451-0000
 - GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP: (718) 664-1776/1777
 - OR Agency Conference: (718) 664-1460
 - Fair Hearing information and assistance: (212) 417-6550
 - Record Access: (718) 664-1460
 - Legal Assistance information: (718) 664-1460
 - OFFICE NO., UNIT NO., WORKER NO., UNIT OR WORKER NAME (S. James), TELEPHONE NO.
- Action Description:** The action(s) taken on your application/recertification request for Food Stamp Benefits dated 06/12/2007 is explained below, next to the checked box(es) [X].
- Approval Status:**
 - APPROVED** for Food Stamp Benefits from 05/01/2007 to 11/30/2007 for [name(s)] Dale Yvette Simpson, Sampson Tex Walker.
 - 1. You will get \$ 284.00 for the month of June because we must figure your first month's benefit from:
 - 1a. The date you applied to the end of the month. You may access your benefit on 6/12/2007.
 - 1b. The latest date you provided proof we needed. This is because you gave us proof after it was due. You may access your benefit on _____.
 - 2. You will get \$ _____ which is a combined benefit for the months of _____ and _____ This is because you applied/provided proof after the 15th of the month. Your first month's benefit of _____ was _____.
- Navigation:** Next, Previous, Reverse buttons.

The **EFS Decision Form** window will enable the Supervisor to preview the Action Taken on Your Food Stamp Benefits Case (NYC) form (**LDSS-3152**), approve the window or enter comments on what needs correction, as described on page 12. When approved (i.e., checkmark entered in the "Approve" box), the **LDSS-3152** will print.

The last window in the **Approve IN/EFS Issuance** activity is **Approval Status** (or **Approval Elements**).

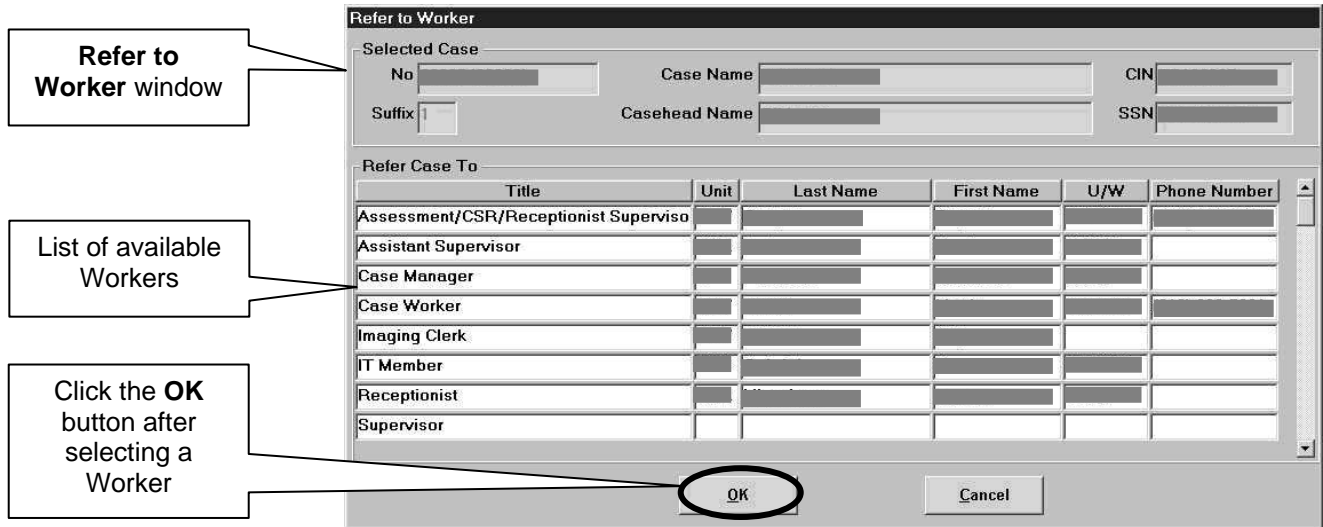
Approval Status window



The Supervisor must click the **Xmit** (Transmit) button to send the TAD to WMS if all windows have been approved and the household is eligible for EFS. In addition, the Supervisor must continue to sign the grant authorization forms (**LDSS-3574/LDSS-3575**) and forward them to the Control Unit for data entry.

The **Refer Back to Worker** button at the bottom of the **Approval Status** window will enable the Supervisor to send the case back to a JOS/Worker for completion when a window activity has been disapproved. To return the case, the Supervisor must:

- click the **Refer Back to Worker** button to display the list of available Workers within the Job Center.
 - The display will highlight the JOS/Worker who completed the interview, but the Supervisor will have the option to select any Worker from the list.
- click the **OK** button to send the case back to the highlighted Worker's **Case Manager Queue**.



PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

Staff are required to scan and index into the electronic case record all forms, excluding documents related to domestic violence, that are signed by the applicant/participant outside of POS.

Food Stamp Implications

The adjustments in POS do not affect FS policy. Staff must continue to evaluate applicants for expedited FS service, as well as provide separate Food Stamp determinations on cases that are closed/denied for reasons not related to FS eligibility per current procedure.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#) and [PD #06-13-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), change the **02** to an **01** if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the applicant fails to show good cause for the infraction or if it is determined that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Evidence Packets Should the applicant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

All Evidence Packets must contain a detailed history (e.g., copies of POS "Case Comments" and/or NYCWAY "Case Notes" screens, History Sheet [**W-25**]), copies of relevant WMS screen printouts, notices sent and other documentation relevant to the action taken.

RELATED ITEMS

[PB #06-89-ELI](#)
[PB #07-25-SYS](#)
[PB #07-81-SYS](#)
[PD #07-22-OPE](#)