

M E M O R A N D U M

DATE: May 20, 2020

TO: Job Center Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors, Regional Managers

FROM: James K. Whelan, Executive Deputy Commissioner
Office of Policy, Procedures and Training (OPPT)

SUBJECT: Manual Process for Issuing Vault Cards to CA and SNAP Applicants

Effective Monday May 18, 2020 a manual process was developed to issue vault cards to CA (Cash Assistance) and SNAP (Supplemental Nutrition Assistance Program) applicants who apply for assistance and need a CBIC (Common Benefit Identification Card) can be referred to one of the seven open Job Centers to give some relief to the Brooklyn OTC (Over the Counter) site. Applicants who receive a vault card will still get a permanent card in the mail.

The seven open Job Centers include Waverly (**013**), Crotona (**46**), Rider (**38**), Clinton Hill (**67**), Coney Island (**63**), Richmond (**99**) and Queens (**53**).

Applicants will be notified during their interviews that if they are eligible for an immediate needs grant and/or expedited SNAP benefits, and are unable to wait for their CBIC card to be mailed, that they can go to any of the seven applicant facing locations to pick up a temporary vault card.

Until the systemic routing is available when an individual reports to one of the open locations, staff will:

- Give the individual a manual D&C ticket from the Kiosk.
- Notify D&C of the applicant waiting to be serviced.
- Once the systemic routing is available, applicants will be able to route themselves for D&C for a vault card.

Managers of the seven Job Centers will be notified of this new process effective Monday and once the automatic routing is up and running.

Signage is being placed in the seven locations to advise the applicants of the “ Vault Cards” being available in the locations.

cc: FIA Call Center
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