FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #04-24-OPE

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

Date: July 27, 2004	Subtopic(s): Paperless Office System (POS), Food Stamps

AUDIENCE

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

POLICY

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

An interview must be conducted to determine the household's eligibility for Food Stamp Benefits and to compute the benefit amount. Once the household is determined eligible, benefits must be made available to the household on the same day via the Electronic Benefit Transfer (EBT) system.

Effective July 19, 2004, POS version 8.2 migrated into production. This new release allows staff to begin the process of issuing a same-day expedited food stamps (EFS) benefit through the **EFS Interview** activity in POS.

REQUIRED ACTION

JOS/Worker

To process a same-day issuance of expedited food stamps, the JOS/Worker must initiate the **EFS Interview** activity in POS. The casehead must be known to POS through the **Application Intake** and **Application Interview** activities.

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*

Distribution: X

In the **Application Intake** activity the JOS/Worker must:

- Gather demographic information of applicants;
- Record reason(s) for applying for public assistance, medical assistance, and food stamps (PA/MA/FS); and
- Register the application.

In the **Application Interview** activity the JOS/Worker must:

- Gather additional data on the household;
- Update the case status; and
- Issue benefits, as appropriate.

The **EFS interview** activity will automatically begin when the JOS/Worker:

- Processes the **Application Interview** activity in POS on the date the applicant files an application for PA/MA/FS;
- Prints the required forms from the **Print Forms** window; and
- Clicks the **Next** button located at the bottom of the window.

An alert message will pop up stating, "The case may be eligible for Expedited Food Stamps. POS will now suspend the Application Interview and start the EFS Interview for this case." (See below.)

Info

The case may be eligible for Expedited Food Stamps. POS will now suspend the Application Interview and start the EFS Interview for this case.

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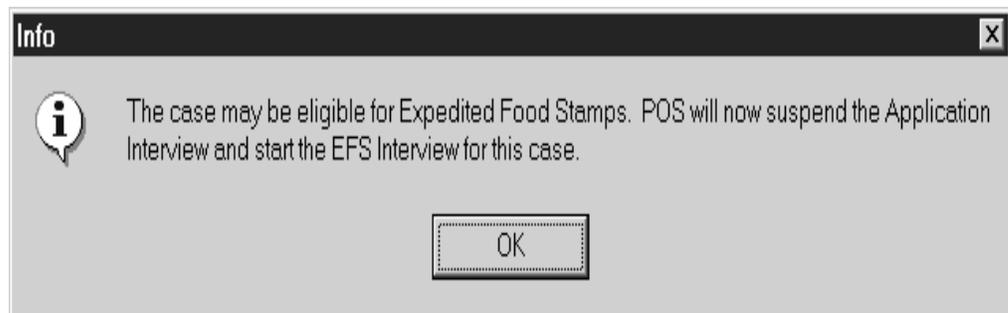
Click the **OK** button to remove the alert message and automatically launch the **EFS Interview** activity. The JOS/Worker must process this activity by reviewing and annotating each screen in the usual manner with the following exceptions:

Revised window

New window in **EFS Interview** activity.

- The **FS Single Issuance Benefit** will be automatically prepopulated with FS grant issuance code **52**, where applicable.
- The new **CBIC Payee Status** window will appear after the **FS Single Issuance Benefit** window and must be annotated to indicate whether the payee CIN listed on the window is the same as the payee CIN listed in WMS.

This section will highlight the revisions and additions to specific elements of the EFS activity.

Revised Windows in the EFS Interview Activity

Food Stamp Single Issuance Benefit Window

Previously, the **Food Stamp Single Issuance Benefit** window (shown below) was prepopulated only with FS grant Issuance Code **54** (Expedited Service – Not verified for PA/FS cases). POS business rules have been revised to populate the **Issuance Code** field with Code **52** (Expedited Service – Verified for PA/FS cases) 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.

Prepopulated with Issuance Code **52**

New edits to the **FS Single Issuance Benefit** window

Four additional edits have been added to the **FS Single Issuance Benefit** window. The edits will appear in the following instances:

1. 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."

2. When Food Stamp Benefits were received for the current month and the case is not 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."

3. 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."

4. 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 SDI benefit cannot be processed before processing the TAD. This will be a two-day action. Please forward the case action to the supervisor."

Click the **Next** button at the bottom of the window to continue. The next window to appear is new to POS and is titled **CBIC (Common Benefit Identification Card) Payee Status**.

New window

CBIC Payee Status Window

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

This new window (shown on page 5) will only appear if the JOS/Worker selected a case number to be reused and complete the **Grants Data Entry** window to issue a Food Stamp 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)

WMS Plug

CBIC Payee Status window

After verifying the CIN, respond "Yes" or "No" to the question by clicking the appropriate radio button

File Edit Tools Window Help

Re_use Case Number: [　　　] Cpgs Case Suffix: [　　1] Category [SNC] FS Status: [SINGLE ISSUE]

Case_head/Payee name: [　　　　] Relationship Code: [001] CIN [　　　]

Using the case number selected from the POS Re-Use Case Number window, go to WMS screen WIDCCH Case Number PA/FS Payee Inquiry. Is the Payee CIN listed under 'PA/FS Payee' the same as the Case Head or Payee CIN listed on the Reuse case number?   ○ Yes   ○ No

MESSAGE

Next   Previous

Refer to Policy Bulletin #02-154-SYS (Changes to the Common Benefit Identification Card System) for a complete list of CBIC windows.

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 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.
- Type **09** (Common Benefit ID Card Subsystem) and use Function **09** (**WIDCCH**) for case number inquiry or Function **07** (**WIDICH**) for CIN inquiry.

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 'PA/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**).

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

If additional forms are needed before exiting the window, click "Yes" and complete the fields of the Response to Question window.

Complete all applicable fields of the Response to Question window that is displayed. (See below.) Click the **OK** button to save the entries and click the **Next** button (on the **Forms** screen) to continue.

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

When the **Print Forms** window appears, highlight the **W-607A** and click the **Print** button located at the bottom of the window.

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

Print button

Refer to Policy Directive #03-43-ELI (Same-Day Benefit Issuance) 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 it 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 or comment for those requiring approval. There are no changes to the previously existing windows that require supervisory approval.

Two new windows, **Previewing Form W-140K and Previewing Form LDSS-3152**, were added to the **Approve IN/EFS** activity and require supervisory approval.

To complete the processing of the same-day issuance of expedited food stamps 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):

- **W-680B Signature**
- **Citizenship Signature**
- **Expedited Food Stamps**
- **IN/EFS Eligibility**
- **CIN Re-Use**
- **Case Number Re-Use**
- **TAD**
- **Grants Data Entry**
- **Previewing Form W-140K**
- **Previewing Form LDSS-3152**

New screens

The **Previewing Form W-140K** and **Previewing Form LDSS-3152** windows are new to the **Approve IN/EFS** activity. The **Previewing Form W-140K** window (shown below) will appear after the **Grants Data Entry** window or **CBIC Payee Status** window (when shown).
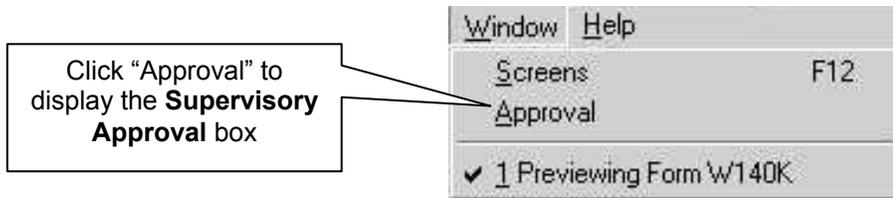
Supervisors will be able to preview the Expedited Service Worksheet (**W-140K**), approve the window or enter comments regarding necessary corrections by performing the following actions:

- Click "Window" in the Menu bar at the top of the **Previewing Form W-140K** window.
- Click "Approval" in the drop-down list.

Click "Approval" to display the **Supervisory Approval** box

Window	Help
Screens	F12
Approval	
✔ 1 Previewing Form W140K	

- View the **Supervisory Approval** box (shown below) and click inside the box labeled "Approval" to accept the window or click inside the "Comments" box to type details on what items require correction.

Supervisory Approval

Element	Approval	Comments
Previewing of W140K	✔	

OK   Cancel

Click inside "Approval" box to approve the Previewing **W-140K** window

Click inside "Comments" field to type case details on items to be corrected

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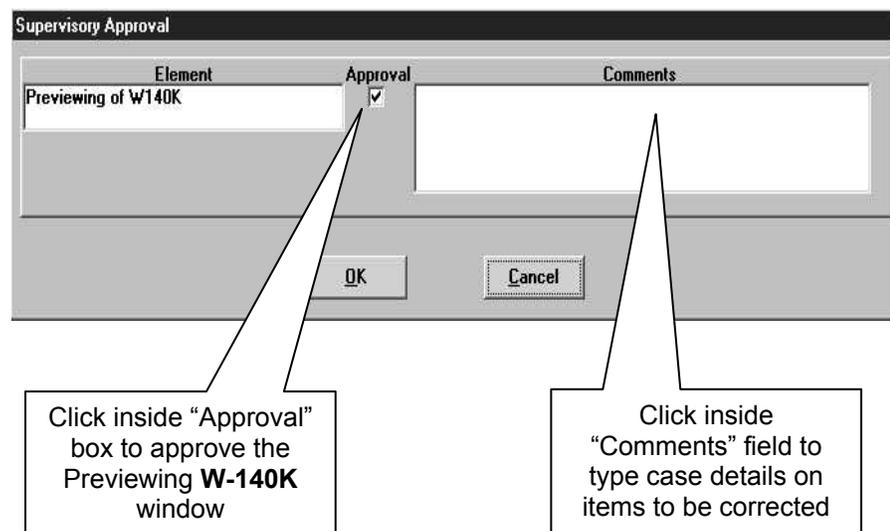
The **Previewing Form LDSS-3152** window will enable the Supervisor to preview the Action Taken on Your Food Stamp Case (NYC) (**LDSS-3152**), approve the window or enter comments on what needs correction, as described on page nine. When approved (i.e., checkmark entered in the Approval box), the **LDSS-3152**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

**Previewing Form
LDSS-3152** window

W-680B Signatures and Citizenship Signature Approval Windows

The **W-680B Signatures** and **Citizenship Signature** approval windows now contain an "Override" box to the required checkmarks.

"Override" box for **W-680B Signatures Supervisory Approval** box

Supervisory Approval

Element	Approval	Comments
W680B Signatures	☐	
	Override ☑	

OK   Cancel

"Override" box for **Citizenship Signatures Supervisory Approval** box

Supervisory Approval

Element	Approval	Comments
Citizenship Signatures	☐	
	Override ☑	

OK   Cancel
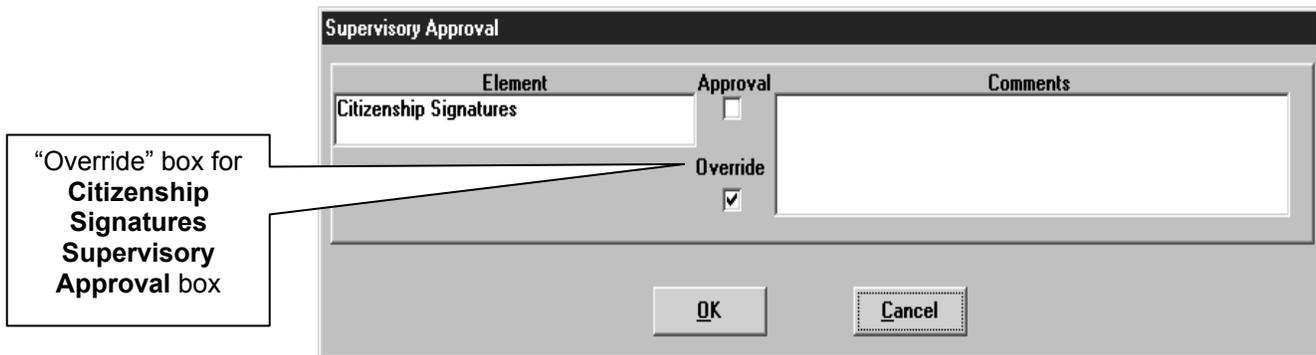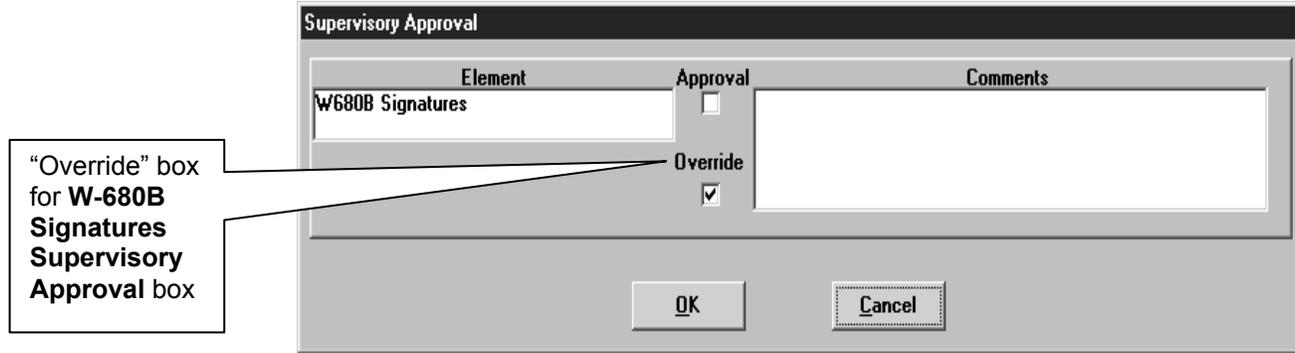
When to use the override function

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

- The **W-680B** and **Certification of Citizenship/Alien Status** forms were printed.
- The applicant signed the forms.
- The forms were scanned and indexed into the electronic POS case.

Click inside the "Override" box to display the checkmark when the steps detailed above are completed.

Note: 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.

The last window in the **Approve IN/EFS** activity, **Approval Status** (or **Approval Elements**), has been updated with new functionality.


Click "Xmit" to transmit the TAD to WMS

Click "Refer Back to Worker" to send the case to a Worker for completion of additional case actions

The Supervisor will click the "Xmit" (Transmit) button to send the TAD to WMS. In addition, the Supervisor must continue to sign the grant authorization forms 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. 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 labeled "EFS Interview" back to the highlighted Worker's **Case Manager Queue**.

Refer to Worker window

List of available Workers

Click "OK" after selecting a Worker
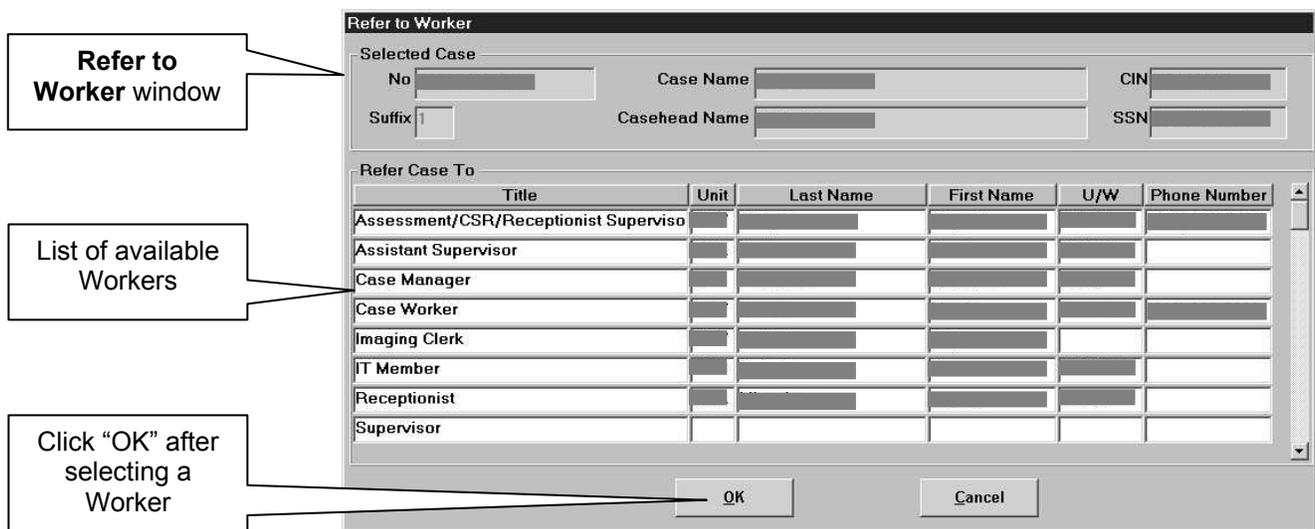
PROGRAM IMPLICATIONS

Food Stamp Implications

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

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with Policy Directive #02-43-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/
Resolution

Applicants whose request for assistance is denied are entitled to request a Fair Hearing. Remember to give individuals an opportunity to have a conference to resolve the issue(s).

Conferences

If an applicant reports to the Job Center and requests a conference, the Receptionist must alert the Fair Hearing and Conference (FH&C) Unit that the applicant is to be seen by a FH&C Supervisor I/Associate Job Opportunity Specialist (AJOS) I. If the applicant contacts the JOS/Worker directly, the JOS/Worker must tell the applicant to go to the Receptionist to be referred to FH&C.

The FH&C Supervisor I/AJOS I will listen to and evaluate the applicant's complaint regarding the issue(s). After reviewing the case record and discussing the issue with the Unit Supervisor, the FH&C Supervisor I/AJOS I will make a decision.

The FH&C Supervisor AJOS I is also responsible for ensuring that further appeal by the applicant through a Fair Hearing request is properly controlled and that the appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All evidence packets must include relevant documentation, such as Forms **W-140K**, **LDSS-3152** and WMS budget printouts.

RELATED ITEMS

PB #02-154-SYS
PD #01-33
PD #03-43-ELI