



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
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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*

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.

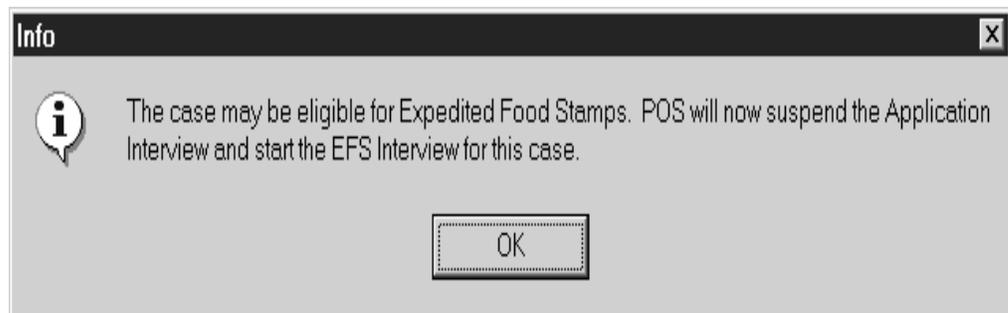
In the **Application Interview** activity the JOS/Worker must:

- 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.)



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

- 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.

New window in **EFS Interview** activity.

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**

Issuance Code	Amount	From	To	Check #	Routing Location	Replaces Benefit	Authorization Number	Payee
1 Code 52 - Expedited Food Stamp Benefit	\$37	04/28/2004	04/30/2004					
2	\$371	00/00/0000	00/00/0000					
Total Amount								\$408

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**.

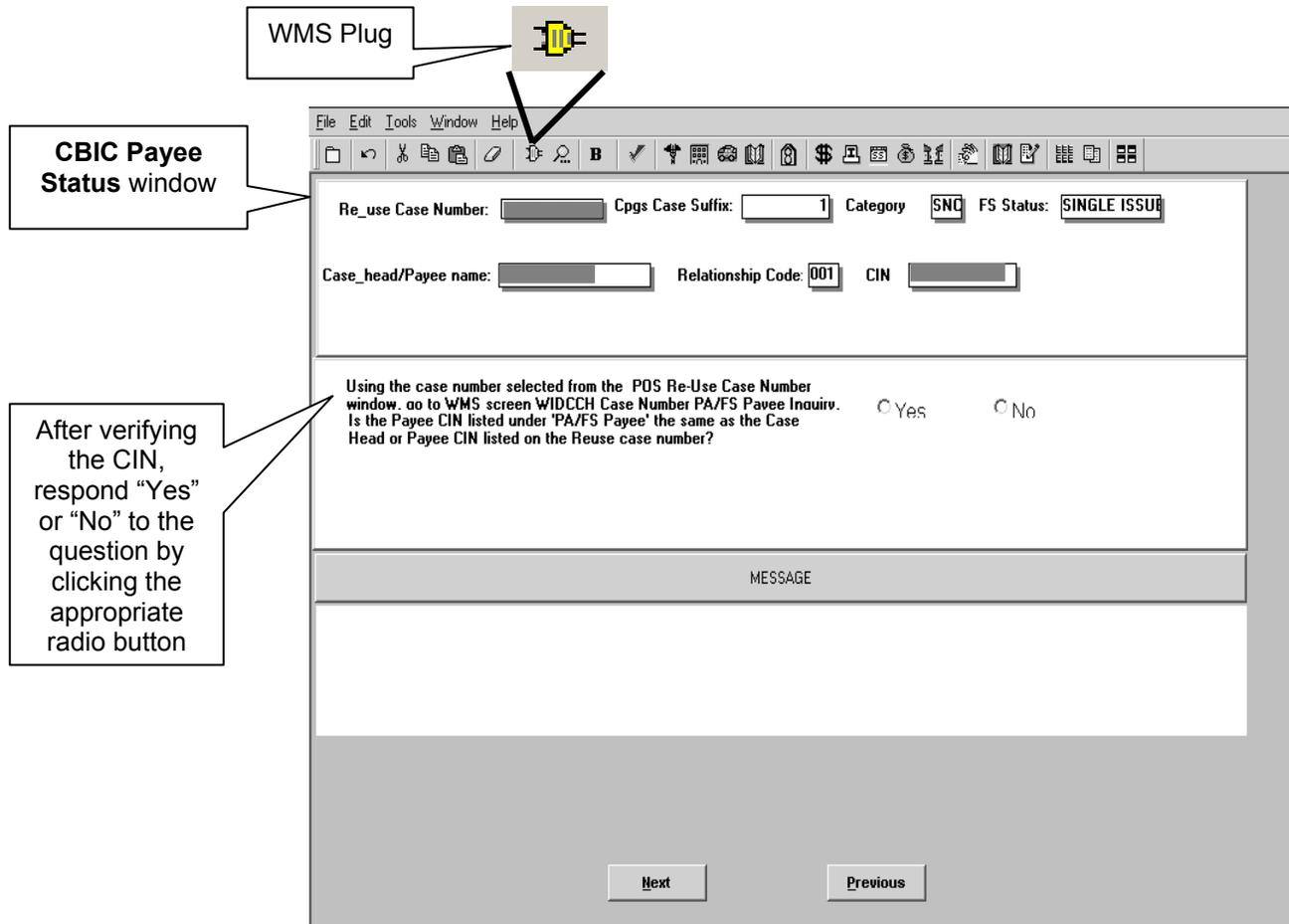
New window

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)



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**)”

	Yes	No
Request for Emergency Assistance for Active PA Case (Form W-145N)	<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"/>
Information Booklet for Public Assistance, Food Stamps and Medicaid Benefits (Form W138TT)	<input type="radio"/>	<input type="radio"/>
Request for Identification Card/Temporary Medicaid Authorization (Form W607A)	<input checked="" type="radio"/>	<input type="radio"/>
Request for Emergency Housing (Form W-146F)	<input type="radio"/>	<input type="radio"/>
Face to Face Recertification-Required Documents(Form W908VV)	<input type="radio"/>	<input type="radio"/>
Financial Institution Inquiry (Form W532F)	<input type="radio"/>	<input type="radio"/>
Documentation Requirements (Form W-113K)	<input type="radio"/>	<input type="radio"/>
Documentation Request Form (Form W-113A)	<input type="radio"/>	<input type="radio"/>
Determination Of Eligibility For Emergency Assistance To Families (EAF) (Form W-145TT)	<input type="radio"/>	<input type="radio"/>
Social Security Administration - Consent for Release of Information (Form W515R)	<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"/>
Safety Net Assistance (SNA) Application (M-687m)	<input type="radio"/>	<input type="radio"/>
Verification of Welfare Tenant's Rent In Section 8 Housing	<input type="radio"/>	<input type="radio"/>
Referral to NPA Food Stamp Center (Form W132K)	<input type="radio"/>	<input type="radio"/>

Pick from a list of available screens

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.

Response to Question

Reason for Action: First Card/never received Stolen Mutilated CBIC Update
 Lost Card Defective Surrendered

Identification documents witnessed for Applicant/ Participant or Authorized Representative. The same two pieces must be presented at D&C and Card Control.

Document	ID Number
Birth Certificate	
Driver's License	

Is applicant receiving EFS and/or IN grant benefits? Yes No

Is Payee correctly established? Yes No

If No: Delete current payee CIN: _____
 Add new payee CIN: _____

Photo Card? Yes No

Is Mailing Address different than that on WMS? Yes No

Mail Permanent Card and Temporary DSS-4113-2 Over the Counter Permanent Card DSS4113-2 to Card Control

Check one: Agency Pickup Mailed

DSS-2831-A (Complete Section IV on reverse)

OK Cancel

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.

File Edit Tools Window Help

Form No	Form Description	Copies
W34AW113E	Referral/Information Form	
W451	NYPD-ISC Report/Referral	
W515D	Document Verification Request - U.S. Department of Justice INS	
W515N	Referral To Citizenship NYC	
W515R	Social Security Administration - Consent for Release of Information	
W532	Past/Present Employer Letter	
W532_APNT	Absent Parent Employer Letter	
W532F	Financial Institution Inquiry	
W532R	EVR Referral	
W538	Physician's Employability Report	
W538C	Medical Examination Referral	
W574YY	Notification of Work Requirement and Right to Contest	
W576Q	Notice of intent to change PA,FS,MA for Non-Compliance with Employment Related Requirements	
W582A	Family Care Assessment	
W584A	Employability Assessment and Employment Plan	
W607A	Request for Photo Identification Card/Temporary Medicaid Authorization	
W636	Notice of Special Grant	
W637B	Request for an Advance Payment to Prevent Eviction	
W648	Family Budget Computation	

Next Print Previous

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.

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**

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

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).

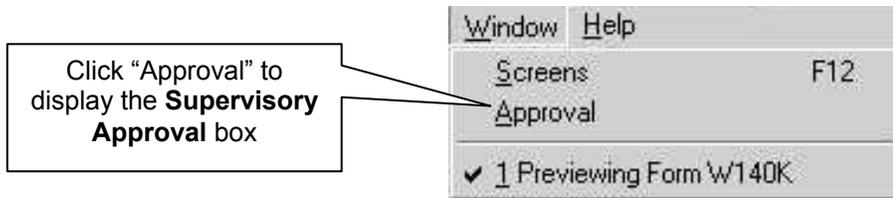
The screenshot shows a software window titled "[Previewing Form W140K]". The window contains a form titled "Food Stamp Benefits Expedited Processing Screening Sheet" with the subtitle "(Complete this worksheet for applicants and file in case record)". The form is divided into several sections:

- Form Information:** Form POS-W-140K(face), Rev. 9/24/02 (LDSB 3938). Issued by Human Resources Administrative and Family Independence Administrative.
- Header Fields:** CASE NAME, CASE NUMBER, DATE APPLICATION FILED (Month, Day, Year).
- PART ONE - CHECK:** YES OR NO. Question: HAS THE HOUSEHOLD RECEIVED FOOD STAMP BENEFITS THIS MONTH? Options: YES-STOP HOUSEHOLD INELIGIBLE FOR EXPEDITED PROCESSING, NO CONTINUE WITH PART TWO.
- PART TWO - CHECK:** YES OR NO. Section A: HAS HOUSEHOLD RECEIVED EXPEDITED PROCESSING OF FOOD STAMP BENEFITS IN THE PAST? Section B: IF "YES", HAS ALL PREVIOUSLY PENDING VERIFICATION BEEN SUBMITTED SINCE THE LAST EXPEDITED PROCESSING? OR HAS THE HOUSEHOLD BEEN CERTIFIED FOR ONGOING BENEFITS UNDER NORMAL PROCESSING STANDARDS SINCE THE LAST EXPEDITED PROCESSING? Options: YES IF YES, ANSWER SECTION B, YES IF YES, CONTINUE WITH PART THREE, NO IF NO, CONTINUE WITH PART THREE, NO-STOP HOUSEHOLD INELIGIBLE FOR EXPEDITED PROCESSING.
- PART THREE - CHECK:** YES OR NO. Question: DOES THE HOUSEHOLD APPEAR OTHERWISE ELIGIBLE FOR FOOD STAMP BENEFITS BASED ON THE FOOD STAMP BENEFIT PROGRAM INCOME/RESOURCES LIMITATIONS (i.e., CAR, BANK ACCOUNTS, etc.), LIVING ARRANGEMENTS AND HOUSEHOLD COMPOSITION? Options: YES CONTINUE WITH PART FOUR, NO-STOP HOUSEHOLD INELIGIBLE FOR EXPEDITED PROCESSING.
- PART FOUR - CHECK:** YES OR NO. Section A: DOES THE HOUSEHOLD HAVE \$100 OR LESS IN CASH, SAVINGS OR OTHER LIQUID RESOURCES. Options: YES IF YES, CONDUCT AN, NO IF NO, CONTINUE WITH PART FIVE.

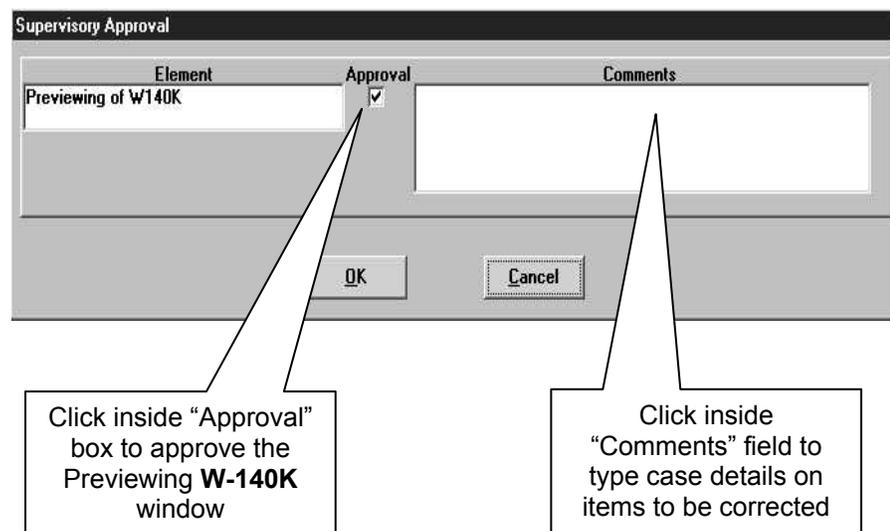
At the bottom of the form are "Next" and "Previous" buttons.

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.



- 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.



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**

The screenshot shows a software window titled "[Previewing Form DSS3152]". The window contains a form with the following sections:

- Header:** POS-LDSS-3152 NYC (Rev. 2/03) and FS App/Reapp/OP Recoup/Ad Only.
- Title:** ACTION TAKEN ON YOUR FOOD STAMP CASE (NYC)
- Form Fields:**
 - NOTICE DATE: [Redacted]
 - CASE NUMBER: [Redacted] | CIN NUMBER: [Redacted]
 - CASE NAME (And CFO Name if Present) AND ADDRESS: [Redacted]
 - NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE: [Redacted]
 - GENERAL TELEPHONE NO.: [Redacted]
 - OR Agency Conference: [Redacted]
 - Fair Hearing information and assistance: [Redacted]
 - Record Access: [Redacted]
 - Legal Assistance information: [Redacted]
 - OFFICE NO.: [Redacted] | UNIT NO.: [Redacted] | WORKER NO.: [Redacted] | UNIT OR WORKER NAME: [Redacted] | TELEPHONE NO.: [Redacted]
- Action Section:**

The action(s) taken on your application/recertification request for Food Stamp Benefits dated [Redacted] is explained below, next to the checked box(es) .

FOOD STAMP BENEFITS NOT PICKED UP WITHIN 270 DAYS CANNOT BE REPLACED.

APPROVED for Food Stamp Benefits from [Redacted] to [Redacted].

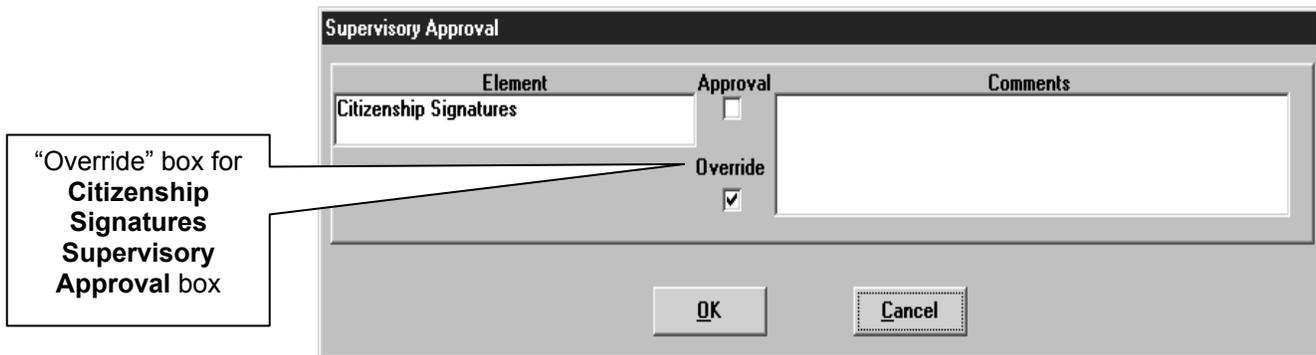
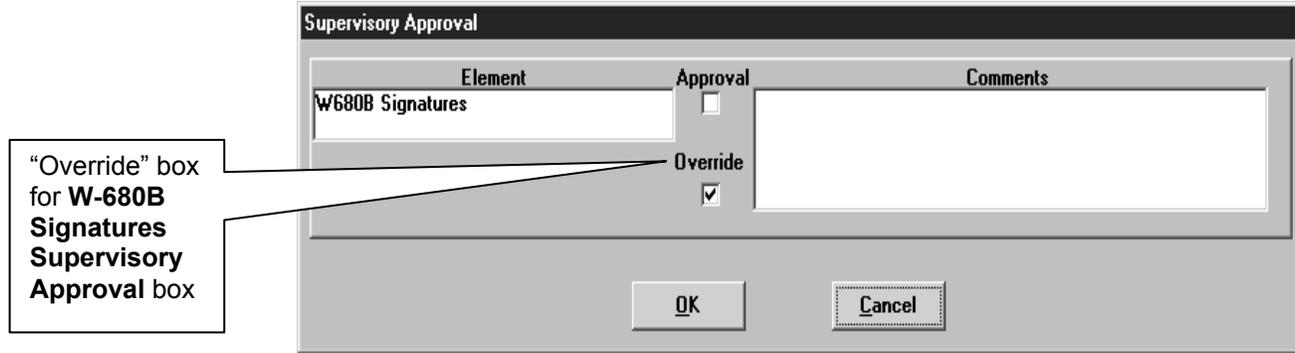
1. You will get \$ [Redacted] for the month of [Redacted] because we must figure your first month's benefit from:

 - 1a. The date you applied to the end of the month. You may access your benefit on [Redacted].
 - 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 [Redacted].

2. You will get \$ [Redacted] which is a combined benefit for the months of [Redacted] and [Redacted]. This is because you applied/provided proof after the 15th of the month. Your first month's benefit of [Redacted] was [Redacted].
- Navigation:** Next, Previous, Reverse buttons.

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.



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.

Element	Comments
Household Information	Approval <input checked="" type="checkbox"/>
Address Information	Approval <input checked="" type="checkbox"/>
Suffix Information	Approval <input checked="" type="checkbox"/>
Citizenship/Alien Status	Approval <input checked="" type="checkbox"/>
Identity	Approval <input checked="" type="checkbox"/>

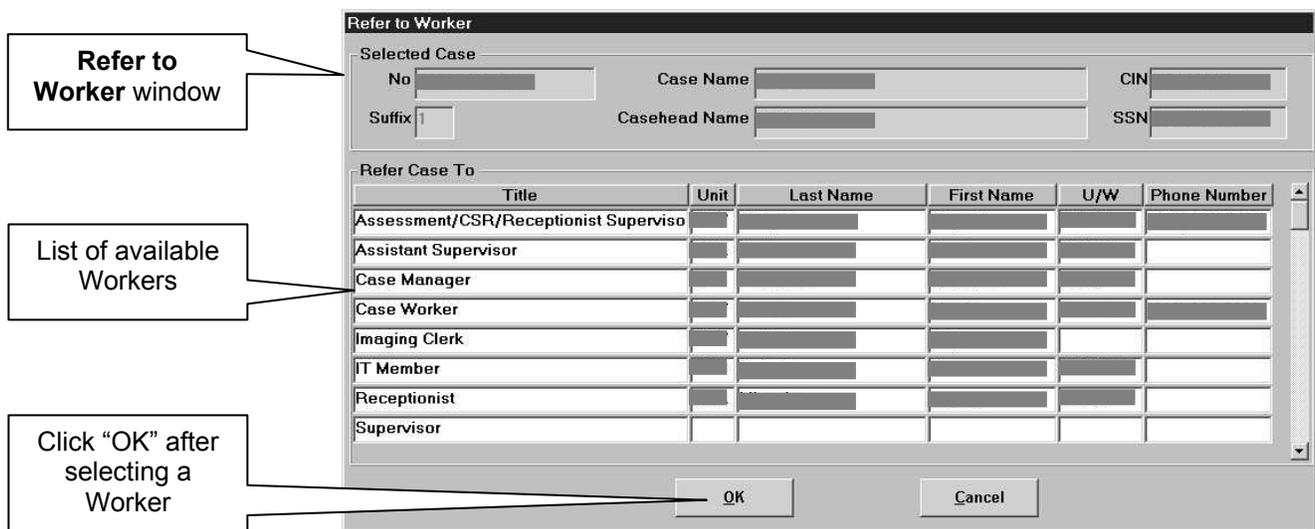
Click "Xmit" to transmit the TAD to WMS

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**.



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