



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #05-09-ELI

(This Policy Directive replaces PD #03-05-ELI)

CHANGE OF RESIDENCE OUT OF NEW YORK STATE

Date: March 4, 2005	Subtopic(s): Housing Issues, Public Assistance, Food Stamps
AUDIENCE	The instructions in this policy directive are for FIA Workers in Job Centers and are informational for all other staff.
REVISIONS	<p>This policy directive has been revised to inform staff that:</p> <ul style="list-style-type: none">• Wyoming is the only state in the United States (U.S.) that does not have an Electronic Benefits Transfer (EBT) system.• Puerto Rico does not fall under the jurisdiction of the Federal food stamp (FS) rules regarding the EBT system's interoperability and portability.• Added specific documentation needed to verify a move to another state.
POLICY	<p>New York City may authorize the move of a participant to another state or country when it is determined that the participant:</p> <ul style="list-style-type: none">• has residence in another state or country; or• belongs in another state or country; or• has legally responsible relatives able or willing to support or aid in supporting him/her, or• has friends willing to support or aid in supporting him/her. <p>Authorization may also be granted in cases where the welfare of the person requesting the move and the interest of the State will both benefit. The Agency is responsible for issuing benefits until the participant physically moves out of the state, at which time the case is closed.</p>

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

New information	Federal FS rules regarding the EBT system interoperability and portability require that states' EBT systems be interoperable so that FS participants in one state or territory can use their EBT cards to access their FS benefits while in another state or territory. However, Puerto Rico does not fall under the jurisdiction of the interoperability regulations.
Participants moving to a non-EBT state	Participants moving to a non-EBT state or U.S. territory other than Puerto Rico may request that all or part of their food stamp benefits be converted to cash benefits. Currently Wyoming is the only state in the U.S. that has not implemented an EBT system.
New information	
New information	For FS participants moving to Puerto Rico, the remaining FS benefits on the household's EBT card <u>must not</u> be converted to cash benefits, nor should other arrangements be made to allow the household to redeem those benefits in Puerto Rico. These households will have to reapply for assistance in Puerto Rico.
	When a participant is moving out of the state or out of the country, the cost of the following items may be covered by the Agency:
	<ul style="list-style-type: none"> • transportation; • transfer of baggage; and • other reasonable and necessary expenses including lodging and transportation costs of an attendant, but excluding charges for the attendant's time and services.
	The cost of shipping furniture to the new state or country is not an allowable expense except in one of the following circumstances:
	<ul style="list-style-type: none"> • The move is to a less expensive rental property and the amount paid for a security deposit and moving expenses is less than the amount of two years' difference in rentals; <u>or</u> • The move is necessitated by <u>one</u> of the following criteria: <ul style="list-style-type: none"> ▪ A disaster/catastrophe and/or a vacate order placed against the premises by a health agency or code enforcement agency; ▪ Serious medical or physical handicap. Such need must be verified by specific medical diagnosis; ▪ Individual or family is rendered homeless as a result of having been put out by another occupant with whom they were sharing accommodations; ▪ The move is from temporary to permanent housing; ▪ The move is from permanent housing to temporary housing due to the unavailability of permanent housing;

- The move is from one temporary accommodation to another temporary accommodation due to the unavailability of permanent housing;
- The move is from an approved relocation site to an approved cooperative apartment; or
- There is a living situation that adversely affects the mental or physical health of the individual or family, and the need for alternative housing is urgent.

REQUIRED ACTION

Once the participant has informed the JOS/Worker of his/her intention to move, the JOS/Worker must:

Authorization of Moving Expenses

- Discuss the move, the participant's plans for financial maintenance at the new location and a possible alternate means of financing the move;
- Request verification of employment in the new location (statement from the employer with starting date, salary, position);
- Request documentation as follows:

New information

- If the participant will be living with family or friends, a written statement from the primary tenant will be required, as will verification of address (e.g., utility bill).
- If the participant's move to the home of a family member or friend is temporary until s/he gets his/her own residence, and the move includes his/her furniture and other belongings, the statement from the primary tenant must specify that there is room to accommodate the participant and his/her belongings.

New information

- For children being released from child care services or other institutions, a statement from that agency must be obtained indicating to whom and when the child is being discharged.
- Recipients of child support must submit documentation from family court to verify that all parties are consenting to the permanent relocation out of state/country.

New information

- When referring victims of domestic violence include:
 - domestic violence referral
 - current order of protection
 - police/incident reports

New information

- When a participant is moving or transferring his/her Section 8 to another state/country, obtain:
 - Section 8 voucher (portability voucher)
 - Section 8 Lease
 - documentation that Section 8 apartment passed inspection

New information

- If eviction is pending, obtain the Order of Show Cause/court documents.

New information

- Instruct the participant to obtain estimates from three licensed moving companies that agree to be paid once the move is completed. The estimates must be original, visual, itemized and binding.

New information

- Verify that the movers are licensed and insured interstate moving companies that are willing to move and deliver the participant's belongings and abide by the Agency's process of payment. Verification can be obtained by contacting the Federal Motors Carrier's Administration at (800) 786-5368 or (888) 368-7238.
- Contact the new social service district for verification of both the maximum rent allowance and the address at which the participant can apply for assistance (if applying for PA/FS in the new state in that particular district).

Participant Moves to a Non-EBT State

- Verify whether the "move to" state employs the EBT system. If not, the JOS/Worker must contact EBT services by calling the EBT Hotline at (212) 331-4233. EBT Services will inform the Worker of the steps to take in order to process the request.
- After the estimates from the licensed and insured movers have been verified and all data obtained, request a written approval for the lowest estimate from the Center Director and forward the referral package to the Transportation Unit.

If the participant makes a request for a furniture/moving allowance and meets the established criteria, the Worker must:

- Have the participant fill out the Request for Additional Allowance or a Change in Grant (**W-137A**);
- Record the request on the Client Request Control Card (**W-111F**);
- Prepare the Referral Summary Form for Participants Moving Permanently Out of New York State (**M-442J**), and the Request for Emergency Assistance for an Active Public Assistance Case form (**W-145N**);

- Forward the **M-442J**, the **W-145N**, the **W-137A** and all other related documents to the Waverly Transportation Unit, 12 West 14 Street, 4th Floor, New York, NY 10011.

Role of the Transportation Unit

Upon receipt of the documentation, the Transportation Unit will schedule and conduct an in-person interview with the participant requesting the moving expenses.

Once the interview is complete, the case is forwarded to the Waverly Center Director for approval. Moving expenses such as transportation and lodging (when appropriate) are provided to the participant, upon approval, in the form of a voucher. In most circumstances, transportation is via bus, however, in special circumstances airfare may be provided to the participant (e.g., long distance move).

Approval of the Request

When the cost of moving furniture has been approved, the Transportation Unit:

- will notify the approved moving company and the JOS/Worker; and
- contact the participant via telephone to inform him/her to set up a moving date with the moving company.

Upon notification, the JOS/Worker will:

- complete the Notice of Acceptance/Denial of Request for an Additional Allowance to Meet a Special Need or for a Change in Grant (**W-137B**), send a copy to the participant, and place a copy in the case record; and
- annotate the disposition in the Approved column on the Participant Request Control Card (**W-111F**).

Payment for the cost of moving furniture will not be issued to the moving company until the participant has physically left New York City. Payment is issued in the form of a voucher, sent directly from the Division of Accounts Payable within the Finance Unit, to the Vendor.

The Transportation Unit will inform the JOS/Worker when the participant actually leaves the state, via the Referral/Information Form (**W-34A**). Upon receipt of the **W-34A**, the JOS/Worker must ensure that all due benefits have been issued to the participant and then proceed to close the case using CNS closing code **G62** (Moved Out of District).

**PROGRAM
IMPLICATIONS**

Paperless Office
System (POS)
Implications

Make the following entries on the Special Grants window in the Response to Question window for the Housing Related Benefits question:

- Click Yes under Moving Allowance and complete the drop-down window that appears.
- Make the appropriate entries in the Grants Data Entry window, then go to the Print Forms window to print the Public Assistance Single Issuance Authorization form (**LDSS-3575**).
- POS Workers should print out and use the POS **W-137A**, **W-137B** and **W-145N** for participants moving out of state. Scan the completed and signed **W-137A** and **W-145N** into the POS case record.
- Make required annotations on the POS TAD to close the case.

Food Stamp
Implications

Food Stamp benefits will be accessible via EBT if the participant is moving to a state or U.S. territory that employs the EBT system. Benefits will be converted to cash, at the participant's request, if s/he is moving to a non-Quest state.

Medicaid
Implications

There are no Medicaid implications associated with this procedure.

**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

To avoid any delay in benefits issuance or incorrect denial of moving expenses, ensure that all case actions are taken as outlined in this policy directive.

Conferences

If the participant comes to the Job Center to request a conference because s/he has not received benefits from the "move from" district, the Receptionist must alert the Fair Hearing and Conference (FH&C) Unit that the participant needs to be seen by an AJOS/Supervisor I. If the participant calls the JOS/Worker directly, the JOS/Worker must tell the participant to call the FH&C Unit.

The AJOS/Supervisor I will listen to and evaluate the participant's complaint and contact the "move from" district for instructions. After reviewing the case record and discussing the issue with the Worker and Group Supervisor, the AJOS/Supervisor I will determine if the participant's complaint can be resolved. The AJOS/Supervisor I is responsible for ensuring that further appeal by the participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets All complete and relevant evidence packets must contain all relevant documentation submitted with the referral and to the Transportation Unit, the participant's case record, and any other relevant documentation.

RELATED ITEMS Policy Directive #99-4
Policy Directive #01-31

REFERENCES 01 INF 14
02 INF 39
05-INF-03
18 NYCRR 352.6(a)(1)

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

W-34A Referral/Information Form (Rev. 3/4/05)

Referral/Information Form

<input type="checkbox"/> Referral	<input type="checkbox"/> Message	<input type="checkbox"/> Enclosure	<input type="checkbox"/> Inquiry	<input type="checkbox"/> Report
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To (Agency):	From (Agency):
<input type="checkbox"/> Job Center <input type="checkbox"/> Other	<input type="checkbox"/> Job Center <input type="checkbox"/> Other
Attention (Name of Agency Representative):	By (Name of Agency Representative):

Participant Name: _____ Case Number: _____

Case Name: _____ SSN: _____

Present Address: _____ Telephone Number: _____

SAMPLE

City State Zip Code

Subject: _____

Comments:

 Job Center
Worker Signature Worker Title Other Telephone Date

Supervisor Signature Section Telephone Number Date