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POLICY DIRECTIVE #12-10-OPE
(This Policy Directive Replaces PD #07-22-OPE)

EBT SAME-DAY BENEFIT ISSUANCE

Date: April 24, 2012	Subtopic(s): EBT

AUDIENCE

The instructions in this policy directive are for all Job Center and Non-Cash Assistance (NCA) Food Stamp (FS) Office staff.

REVISIONS TO PRIOR PROCEDURE

This policy directive has been revised to inform staff that:

- Effective immediately, the last transmission time for same-day expedited benefits has been changed from 8:00 PM to 9:00 PM.
- The Control Unit is only involved in the Electronic Benefit Transfer (EBT) Same Day Issuance (SDI) process when the Issuance Code is **44** (Immediate Needs Grant) or when the Paperless Office System (POS) is down.
- JOS/Worker, Supervisor, and Control Unit responsibilities have been updated to reflect current POS functionality.
- Disbursement and Collection (D&C)/Reception responsibilities regarding Common Benefit Identification Card (CBIC) issuance have been removed and can be accessed from the D&C Manual.
- The Special Roll Public Assistance Single Issuance Accepted Transactions Detail Report (**WINRO107**) and the Food Stamps Single Issuance Accepted Transactions Detail Report (**WINRO109**) are accessed via the PageCenter Online System.

POLICY

Same-day benefits can be provided at the time of application. Benefits issued to address a no-food situation must be made available in an expedited manner.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: *(917) 639-0298*

Distribution: X

BACKGROUND

To ensure that benefits to meet an immediate need grant are available in an expedited manner, a program was implemented by the Family Independence Administration (FIA) that allows the SDI of an immediate needs and/or expedited FS grant through the Electronic Benefit Transfer (EBT) system.

Under this process, benefits data entered either through POS or the worker mode functionality in the Control Unit are automatically transmitted three times a day.

New Information

The transmissions occur at 1:00 PM, 3:30 PM and 9:00 PM. Based on these transmissions, benefits will be available to an applicant the same day s/he is determined eligible, as follows:

Last transmission time changed to 9:00 PM.

- Benefits transmitted at 1:00 PM will be available by 3:00 PM
- Benefits transmitted at 3:30 PM will be available by 5:30 PM
- Benefits transmitted at 9:00 PM will be available by 11:00 PM

Benefits issued under the same-day process are identified with Pick-Up Code (PUC) **4** in the Welfare Management System (WMS) Single Issuance Data screen **NQCS26** – option **19** in case inquiry, and the Benefit Issuance screens **NQCS5A**, **NQCS5B**, **NQCS5C** and **NQCS5E**.

In order for the applicant to access these same-day benefits, s/he must have a CBIC and a Personal Identification Number (PIN). The CBIC must be linked to the case number that the benefits will be issued under.

REQUIRED ACTION

To issue a same-day benefit, the JOS/Worker must complete the following steps:

Revised

Refer to PD #11-12-OPE to issue Emergency Food Stamps (EFS) or PD #11-03-ELI for Processing Immediate Needs (Code 44) and/or Emergency Assistance.

See PD #10-22-SYS Single Issuance Grant Requests in POS for how to complete the **LDSS-3574/3575**.

- Calculate and save the new budget based on the information provided in the **Immediate Needs (IN)/Emergency Food Stamps (EFS)** Activity. Enter the saved budget onto the POS Turn-Around Document (TAD).
- Place the case in Single Issue (**SI**) status (ensure the correct relationship code and Client Identification Number [CIN] are entered) on the POS TAD.
- Use the **Single Issue Benefit Data Entry** window in the POS to complete the Food Stamp Issuance Authorization Form (**LDSS-3574**) and/or the Public Assistance Single Issuance Authorization Form (**LDSS-3575**).

- If the applicant is applying at a Job Center, prepare the Client Notice System (CNS) notice and the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance (**W-145HH**) for Cash Assistance from the **Form Data Entry** window.

  If the applicant is applying at a NCA FS Center, either the CNS notice or the Action Taken on Your Food Stamp Benefits Case (**LDSS-3152 NYC**) form is prepared. Form **LDSS-3152** is prepared if the:

  - CNS notice is suppressed with an M3E indicator; or the
  - FS opening code begins with a number or the letters "**Y**" or "**Q**".

Refer to [PB #08-48-SYS](#) POS Release Notes Version 12.1.1 for info on when to use the **LDSS-3152**.

- If a new CBIC is required, complete the Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (**W-607A**) from the **Form Data Entry** window in POS. The applicant must be referred to D&C/Reception.

See [PD #08-08-SYS](#) for instructions on completing **W-607A**.

  D&C will issue the Temporary Benefit Identification Card (**LDSS-4113-2**), which the applicant must sign. The applicant must take Form **LDSS-4113-2** to the appropriate CBIC Over-The-Counter (OTC) site to obtain the card.

In Model Centers, JOS/Workers must issue a ticket to refer applicants to D&C.

- If the applicant previously had a PA or FS case and has his/her last authorized CBIC, the card may be reused.

Refer to the D&C Manual for more information on D&C responsibilities and CBIC issuance.

  - Select option **09** (Common Benefit Identification Card) on the WMS Host Menu Screen;
  - Use function **07** (**WIDICH**) for CIN inquiry or function **09** (**WIDCCH**) for case number inquiry. The screen will show the last authorized benefit card and the case number(s) associated with the card.

    a) Match the last two digit sequence numbers on the CBIC card presented by the applicant to the corresponding card type and sequence numbers listed in the **Current Card(s)** field. Ensure that the applicant's card is the last authorized card of its type.
    b) Ensure that the card has an indicator of "**A/A**" (Applied/Accepted) under the column heading "EBT/PA/FS Status."
    c) Check the case number(s) associated with the CIN to determine if the applicant is known as the payee to the case under which the same-day benefits will be issued.

Account active/Card Re-use	If a, b, and c (above) are <u>accurate</u>, the account is still active and the card is ready for re-use.
The applicant is **not** to provide staff with his/her PIN.	▪ Ask the applicant if s/he remembers the PIN associated with the card. **Do not ask the applicant for the PIN.** If the PIN is not known, send the applicant to D&C/Reception to select a new PIN using the MagTek PIN selection device;
Update of CBIC information	If <u>either</u> a, b or c is <u>not</u> accurate , the CBIC information must be updated as follows:

- ▪ If the applicant/new payee was a member but <u>not the payee</u> at the close of the case, the previous payee must be deleted and the applicant must be assigned as the new payee.

  To determine the last payee, the Worker must view the information on the CBIC inquiry screens (**WIDICH** [function **07** – CIN Inquiry], or **WIDCCH** [function **09** – Case number Inquiry]), or via the WMS Case Inquiry by selecting option **22** (Screen **NQCS01** – Case Composition – Suffix/Individual Summary).

- ▪ If the applicant/new payee is not previously known to the closed case, but another member on the new application is a previously known case member, the old payee must be deleted and the previously known case member must temporarily be designated as the new payee, even if it is a child. When the correct (new) payee is designated on the **TAD** (**01** or **28** in element **329**) and the case is activated, the temporary payee is removed from the system.

- ▪ Prepare and complete a **W-607A** from the **Form Data Entry** window in POS.

Change of payee on **W-607A**	– To change the payee (as per the first and second bullet points above) on Form **W-607A** (in the **Form Data Entry** window) the JOS/Worker must: a) check "no" to the question "**Is the payee correctly established?**"; b) enter the CIN of the person who will no longer be the payee in **"Delete current payee."**; c) enter the CIN of the new payee in **"Add new payee."**; d) annotate the single-issuance authorization forms appropriately.

- Print the **W-607A** and give it to the Supervisor to sign. Refer the applicant to the D&C/Reception.

- Enter a case comment for all actions performed on a case by clicking on the case comments icon 🔲 or pressing <ALT>M on the keyboard.
- Scan all non-POS-generated forms and notices that are signed by the individual into the electronic case record, except Domestic Violence–related documents.
- Send the **IN/EFS Issuance** activity to the AJOS I/Supervisor for approval.

The AJOS I/Supervisor must:

- approve the **IN/EFS Issuance** activity;
- print the **LDSS-3152** or **Form 145HH** and give it to the applicant;
- transmit the case to WMS in the **Approval Status** window.

Note: The Notice of Denial of Expedited Food Stamp Service or Inability to Issue Food Stamp Benefits Form (**M-40k**) is to be issued when EFS is denied (See PD #11-12-OPE).

Control Unit Responsibility

New

The Control Unit is only involved in the EBT SDI process when the Issuance Code is **44** (Immediate Needs Grant) or when POS is down. The Control Unit is *not* involved when the EBT SDI FS is processed via POS because the data is systematically transferred to the SDI worker mode function subsystem.

The Control Unit is to data enter **LDSS-3574** (when POS is down) or **LDSS-3575** (when Code **44** is issued) into the SDI worker mode function subsystem.

Control Unit staff must:

Refer to PD #10-22-SYS Attachment C and PB #10-108-SYS FS POS Release Notes 4.3 for Single Issue Print Queue Information

- print the **LDSS-3575** from the **Single Issue Print Queue** as per PD 10-22-SYS and PB #10-108-SYS;
- ensure that the case number appearing on the **LDSS-3575** is listed at the bottom of the CBIC screen printout before entry into the SDI worker mode function subsystem (On CBIC screen **WIDICH** [function **07**] the case number must appear at the bottom of the printout. On CBIC screen **WIDCCH** [function **09**] a linked CIN must be listed in the PA/FS payee field.);
- enter an authorization number on the **LDSS-3575**;

- forward the **LDSS-3575** to the designated data entry person responsible for the entry of same-day benefits.

The designated control person must enter Form **LDSS-3575** through the worker mode functionality.

Revised

See PB #10-117-SYS PageCenter Online System For Accessing WINRO Reports.

Reconciliation of Same-Day Issuances

The Control Unit Supervisor must ensure that each **LDSS-3574/LDSS-3575** same-day issuance is accounted for on a daily basis. To do this, the **WINRO107** (**LDSS-3575**) and **WINRO109** (**LDSS-3574**) reports must be used as indicated below:

- Compare the information on each **LDSS-3574/LDSS-3575** against its listing on the report.
- Place a check mark on each accurate listing.
- Initial and date each completed page of the report.

After each document is reconciled it should be filed according to current procedure.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

POS implications are included within this Policy Directive.

Food Stamp Implications

Food Stamp implications are included within this Policy Directive.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Proficient (LEP) and hearing-impaired applicants, make sure to obtain appropriate interpreter services in accordance with PD #11-33-OPE and PD #08-20-OPE.

FAIR HEARING IMPLICATIONS

There are no Fair Hearing implications regarding the process of issuing same-day benefits.

REFERENCES   Food Stamp Source Book, Section 15, pages 320-326
Temporary Assistance Source Book, Chapter 20, Section G

RELATED ITEMS   Disbursement and Collection (D&C) Manual
PB #08-48-SYS
PB #10-108-SYS
PB #10-117-SYS
PD #08-08-SYS
PD #10-22-SYS
PD #11-03-ELI
PD #11-12-OPE