



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #13-06-ELI

(This Policy Directive Replaces PD #12-10-OPE)

EBT SAME-DAY BENEFIT ISSUANCE

Date: March 14, 2013	Subtopic(s): EBT
AUDIENCE	The instructions in this policy directive are for all Job Center and Non-Cash Assistance (NCA) Supplemental Nutritional Assistance Program (SNAP) Center staff.
REVISIONS TO PRIOR PROCEDURE	<p>This policy directive has been revised to inform staff that the:</p> <ul style="list-style-type: none"> • Same-day expedited benefits transmissions occur at NCA SNAP Centers on Saturdays at 1:00 PM and 3:30 PM. • Indicator fields must be completed on the Individual Data Paperless Office System (POS) Turn-Around Document (TAD) Screen. • Immediate Needs (IN)/Emergency Supplemental Nutrition Assistance Program (ESNAP) Activity is used at Job Centers and the ESNAP Activity is used at SNAP Centers. • Notice of Special Cash Assistance and/or Supplemental Nutritional Assistance Program (SNAP) Benefit (EBT-23) is to be utilized for SNAP issuance in Job Centers. • Control Unit is <i>not</i> involved when the Electronic Benefit Transfer (EBT) Same Day Issuance (SDI) SNAP is processed via POS or when the Issuance Code is 44 (Immediate Needs Grant).
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

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 Same Day Issuance (SDI) of an immediate needs and/or expedited SNAP grant through the EBT system.

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

Job Centers and NCA SNAP Centers

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

Monday – Friday, the last transmission time is 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

New Information

NCA SNAP Centers only

Saturday transmission

Note: On *Saturdays*, NCA SNAP Center transmission times are at 1:00 PM and 3:30 PM. Based on the 1:00 PM and 3:30PM transmission times, benefits will be available as indicated above. Job Center transmissions do not occur on Saturdays.

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 Common Benefit Identification Card (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 SNAP benefits or [PD #12-29-ELI](#) for Processing Immediate Needs (Code 44) and/or Emergency Assistance.

- Calculate and save the new budget based on the information provided in the **Immediate Needs (IN)/Emergency Supplemental Nutrition Assistance Program (ESNAP)** Activity (Job Centers) or **ESNAP** Activity (NCA SNAP Centers) in POS.
- Enter the saved budget number onto the POS Turn-Around Document (TAD).

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

Revised

- Select Single Issue (**SI**) in the **Program Status** field and the appropriate **Status Reason** on the POS TAD.
- Click on the “**Show Individual Data**” button toward the bottom of the screen.
- Complete the following indicator fields on the **Individual Data** POS TAD screen:
 - **EMP** (Employability) **Code**
 - **Highest Degree Earned**
 - **VET** (Veteran’s)
 - **Individual Cat** (Categorical) **Code**
 - **Education Level**
 - **BCS** (Bureau of Child Support) (if applicable)
 - **TASA** (Teenage Service Act) (if applicable)
 - **SSI** (Supplemental Security Income) (if applicable)

Note: Only the **Emp Code**, **SSI**, and **VET** indicator fields appear in NCA SNAP cases.

Revised

- Use the **Single Issue Benefit Data Entry** window in the POS to complete the Supplemental Nutrition Assistance Program (SNAP) 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*, create the Client Notice System (CNS) notice. From the **Form Data Entry** window prepare the:
 - Notice of Special Cash Assistance and/or Supplemental Nutritional Assistance Program (SNAP) Benefit (**EBT-23**) (for SNAP issuances) and/or the;
 - Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance ([W-145HH](#)) (for Issuance Code **44** [Immediate Needs Grant]).

Revised

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

- If the applicant is applying at a *NCA SNAP Center* create the CNS notice. Do not prepare the **EBT-23**.
- 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 Disbursement and Collection (D&C)/Reception.

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

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.

New CBIC card is not required

- If the applicant previously had a CA or SNAP case and has his/her last authorized CBIC, the card may be reused. To ensure that the card is active, the JOS/Worker must:
 - 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 accurate, the account is still active and the card is ready for re-use. Do not prepare the W-607A.

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 either a, b or c is not accurate, the JOS/Worker must update the CBIC information as follows:

- If the applicant/new payee was a member but not the payee 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).

- 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.

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

- 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 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.
- At the Job Centers: Send the **IN/ESNAP Issuance** activity to the AJOS I/Supervisor for approval.
- At the NCA SNAP Centers: Send the **ESNAP Issuance** activity to the PAA I/Supervisor for approval.

Revised

At the Job Centers, the AJOS I/Supervisor must:

Job Centers

- approve the **IN/ESNAP Issuance** activity;
- transmit the case to WMS in the **Approval Status** window.

NCA SNAP Centers

At the NCA SNAP Centers, the PAA I/Supervisor must:

- approve the **ESNAP Issuance** activity;
- transmit the case to WMS in the **Approval Status** window.

Revised

Control Unit Responsibility

See [PB #12-43-SYS](#) for more information on the Transmission of Immediate Needs (Code 44) Grant.

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

When POS is down, the Control Unit is to data enter the **LDSS-3574/ LDSS-3575** into the SDI worker mode function subsystem as follows.

- ensure that the case number appearing on the **LDSS-3574/ 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.);
- ensure that the **LDSS-3574/LDSS-3575** is properly signed;
- enter an authorization number on the **LDSS-3574/LDSS-3575**;
- forward the **LDSS-3574/LDSS-3575** to the designated data entry person responsible for the entry of same-day benefits.

Reconciliation of Same-Day Issuances

See [PB #10-117-SYS](#) PageCenter Online System For Accessing WINRO Reports.

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 Special Roll Public Assistance Single Issuance Accepted Transactions Detail Report (**WINRO107**) (**LDSS-3575**) and SNAP Single Issuance Accepted Transactions Detail Report (**WINRO109**) (**LDSS-3574**) reports must be used as follows:

- 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.

Supplemental Nutrition Assistance Program (SNAP) Implications

SNAP 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

SNAP Source Book, Section 15, pages 320-326
Temporary Assistance Source Book, Chapter 20, Section G

RELATED ITEMS

Disbursement and Collection (D&C) Manual
[PB #10-117-SYS](#)
[PB #12-43-SYS](#)
[PD #10-22-SYS](#)
[PD #11-12-OPE](#)