FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #07-22-OPE
(This Policy Directive Replaces PD #06-34-OPE and PB #07-63-SYS)

EBT SAME-DAY BENEFIT ISSUANCE

Date: June 26, 2007	Subtopic(s): Public Assistance, Food Stamps, Medicaid

AUDIENCE

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

REVISIONS TO PRIOR PROCEDURE

This policy directive has been revised to inform staff that, effective June 4, 2007, the last transmission time for same-day expedited benefits has been changed from 7:30 PM to 8:00 PM.

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.

PROGRAM DESCRIPTION

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

Under this process, benefits data entered through worker mode functionality in the Control Unit are automatically transmitted three times a day. The transmissions occur at 1:00 PM, 3:30 PM and 8:00 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 8:00 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 8:00 PM will be available by 10:00 PM

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

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

See instructions starting on page 3 of this policy directive for how to determine the status of a CBIC and EBT account and how to complete the **W-607A**.

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

- calculate a budget and change the Public Assistance (PA) and/or FS case status from applying (**AP**) to single issue (**SI**);
- prepare a Turn-Around Document (**TAD**) to place the case in **SI** status (ensure the correct relationship code and Client Identification Number [CIN] are entered);
- check to see if a new CBIC is required or if information on an existing one needs to be updated. In either case, the JOS/Worker should complete the Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (**W-607A**) and have the applicant sign it. The document must be forwarded and the applicant referred to Disbursement & Collection (D&C)/Reception.

  If a new CBIC is required, D&C will print a referral, which the applicant must sign. The applicant should take this referral to the appropriate CBIC OTC site to obtain the card.

  If the payee needs to be changed on the EBT system, but the new payee has a CBIC card, D&C will enter the new information in WMS. After the system is updated, the applicant will select a PIN. Once this is done, the applicant will be able to access his/her benefits;

- complete the Food Stamp Issuance Authorization Form (**LDSS-3574**) and/or the Public Assistance Single Issuance Authorization Form (**LDSS-3575**). In instances where a new CBIC is being issued or the information on an existing CBIC is being updated, the following statement must be written in red in the upper right-hand corner of the **LDSS-3574** and/or **LDSS-3575**: "Enter **W-607A** first – same-day benefit";
- prepare the Action Taken on Your Food Stamp Benefits Case (**LDSS-3152**) for same-day Food Stamp benefits;
- place the case in the Supervisor's same-day-issuance basket.

Determining CBIC card and EBT account status	If the applicant previously had a PA, MA, or FS case and has his/her last authorized CBIC card, in many instances the card may be reused. However, the card **must** be active in the CBIC system **prior** to the entry of the **LDSS-3574** and/or the **LDSS-3575**. To insure the successful issuance of same-day benefits, the Worker must proceed as follows:

If an applicant indicates that s/he has a CBIC card:

- 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.

Job Centers and NPA FS POS Centers should refer to PD #04-24-OPE for additional POS instructions.	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" 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.

If the answer to a, b and c is **yes**, the account is still active and the card is ready for 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 PIN selection device; ▪ Print the CBIC screen and attach it, along with a copy of the CBIC card, to the **LDSS-3574/LDSS-3575**; ▪ Place the case in the Supervisor's same-day-issuance basket. Once the Supervisor has signed off on the case, s/he will forward the case directly to the Control Unit.

If the answer to either a, b or c is **no**, the CBIC information must be updated.

- Complete a **W-607A** (see below);
- Annotate the single-issuance authorization forms appropriately;
- Place the case in the Supervisor's same-day-issuance basket. Once the Supervisor has signed off on the case, it will be hand-delivered directly to D&C, where it will be placed in the basket labeled "D&C – SDI/W-607A."

Preparing the **W-607A** to Update the CBIC

When the **W-607A** is prepared to request a CBIC update, it is of the utmost importance that the correct CIN be entered.

Job Centers should refer to PB #06-11-SYS for Public Assistance Case Number Reuse in WMS.

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- 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 (option **07** – CIN Inquiry, or **09** – Case Number Inquiry, or via the WMS Case Inquiry [option **22**]). In option **22**, enter an **X** next to the applicant's name and press "Enter". This will show the **Individual Inquiry** screen. The payee for that case will have a relationship code of **01** or **28**.

- 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 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.
  To change the payee (as per the first and second bullet points above), the Worker must enter the CIN of the new payee in the participants CIN box located on the reverse of the **W-607A,** on the front:

  - check "no" to the question "Is the payee correctly established?"
  - enter the CIN of the person who will no longer be the payee in "Delete current payee."
  - enter the CIN of the new payee in "Add new payee."

  Upon completion, these actions are forwarded to and placed in the Supervisor's same-day-issuance basket for review. If all actions are correct, the Supervisor signs approval and has the packet hand-delivered to D&C/Reception.

D&C Reception

Staff in D&C/Reception will be responsible for entering the CBIC information in WMS. If the applicant requires the update of an EBT account, the D&C/Reception Worker will:

- access function 1 – Mail Card Request/Case Update on the CBIC Menu;
- check to ensure that the information on the **W-607A** is correct;
- enter the information from the **W-607A** in the CBIC system to update an EBT account and process a mail card request;
- attach a screen printout of the CBIC screen to the **LDSS-3574/ LDSS-3575** to verify that the CBIC account has been updated;
- have the packet hand delivered to and placed in the Control Unit's basket for data entry of same-day single issue documents.

If the applicant requires an EBT account establishment and a CBIC card:

- access function 2 – OTC Card Request, on the CBIC menu;
- enter the required information. This will result in the issuance of a Temporary Benefit Identification Card (**LDSS-4113-2**) with an OTC referral card on the reverse side;
- call the applicant from the waiting area;
- have the applicant sign the **LDSS-4113-2** and attach it to the **W-608H**;
- instruct the applicant to go to the appropriate OTC CBIC location to receive the CBIC card, as per current procedure;
- issue carfare, if appropriate;
- attach a screen printout of the CBIC screen to the **LDSS-3574/LDSS-3575** to verify that the CBIC account has been established;
- have the packet hand delivered to and placed in the Control Unit's basket for data entry of same-day single issue documents.

Control Unit Responsibility

When the Control Unit receives the same-day benefit issuance packet, the Control Unit staff must:

- examine the CBIC screen dump attached to the **LDSS-3575/LDSS-3574** and ensure that the case number appearing on the single issuance document is listed at the bottom of the printout before entry into the SDI worker mode function subsystem (On the CBIC **07** screen accessed by CIN, the case number must appear at the bottom of the printout. On the CBIC **09** screen accessed by case number, a linked CIN must be listed in the PA/FS payee field.);
- enter an authorization number on all single-issuance forms;
- forward the **LDSS-3575/LDSS-3574** to the data entry person responsible for the entry of same-day benefits.

The designated control person must enter all single-issuance forms through the worker mode functionality.

Reconciliation of Same-Day Issuances

The Control Unit Supervisor must ensure that each **LDSS-3575/LDSS-3574** 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:

- **WINRO107** Report

  - Compare the information on each **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.

- **WINRO109** Report

  - Compare the information on each **LDSS-3574** 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

Model Office Implications

If the applicant is required to go to D&C/Reception to get a PIN or a new CBIC card, the Worker will give him/her a ticket and ask the applicant to wait in D&C/Reception until his/her ticket number is called.

Paperless Office System (POS) Implications

While in the Expedited Food Stamp activity, POS Workers at Job Centers and NPA FS POS Centers will:

See PD #04-24-OPE, Same-Day Issuance of Expedited Food Stamps through POS

- access WMS to make required CBIC entries by clicking on the WMS icon ;
- make all entries on the POS TAD and POS Budget needed to comply with this policy directive;
- POS will complete the **LDSS-3575** and/or **LDSS-3574** based on the answers to the interview questions. Workers will open the **Grants Data Entry** window and review the entries;
- print the **LDSS-3574**, **LDSS-3575**, **W-145HH**, **W-607A** and **LDSS-3152** as needed and appropriate via the **Print Forms** window;

- 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.

POS Supervisors at Job Centers must follow instructions in PD #04-24-OPE when approving/denying same-day issuance grants.

Food Stamp Implications	There are no Food Stamp implications.
Medicaid Implications	There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants, make sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

FAIR HEARING IMPLICATIONS

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

RELATED ITEMS

PD #04-24-OPE
PB #06-11-SYS
PB #07-63-SYS