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 | INFORMATIONAL LETTER |  
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TRANSMITTAL: 92 INF-22

TO: Commissioners of  
 Social Services

DIVISION: Income  
 Maintenance

DATE: March 30, 1992

SUBJECT: Food Stamp Program: Processing of and Revisions to  
 Form DSS-2291 (Rev. 10/91), Statement of Non-Receipt  
 of Food Stamp Benefits

SUGGESTED

DISTRIBUTION: Accounting Directors  
 Food Stamp Directors  
 Income Maintenance Directors  
 Corrective Action Coordinators  
 Staff Development Coordinators

CONTACT PERSON: County Food Stamp Liaison at 1-800-342-3715,  
 extension 4-9225  
 EBICS Project Office at 1-800-342-3715, extension  
 3-8518, FAX # 518-473-3537

ATTACHMENTS: Attachment A - DSS-2291 (Rev. 10/91)  
 (not available on-line)  
 Attachment B - Client Claiming Non-Receipt of FSB  
 (not available on-line)

FILING REFERENCES

| Previous<br>ADMs/INFs | Releases<br>Cancelled | Dept. Regs.                 | Soc. Serv.<br>Law & Other<br>Legal Ref. | Manual Ref.     | Misc. Ref. |
|-----------------------|-----------------------|-----------------------------|---|-----------------|------------|
| 91 ADM-41             |                       | 387.16(n),<br>(p), (q), (r) | 7 CFR 274.6                             | FSSB<br>X-G-all |            |

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The purpose of this release is to introduce the revised form DSS-2291: "Statement of Non-Receipt of Food Stamp Benefits" (Rev. 10/91) and the form "Client Claiming Non-Receipt of FSB", attached. Also, clarification is provided regarding the process to follow for households claiming non-receipt of food stamp benefits (FSB) in districts outside New York City (see 91 ADM-41). The DSS-2291 is amended by adding box #1 which specifically addresses clients claims of non-receipt. Because Alternate Food Stamp Issuance (AFSI) will be replaced by Electronic Benefit Issuance and Control System (EBICS) as electronic issuance expands to encompass issuance of Public Assistance benefits, the term EBICS rather than AFSI is used throughout this communication.

A. Procedures for Clients Claiming Non-Receipt of Food Stamp Benefits in Social Services Districts Outside New York City

1. Districts Evaluation

If the issuance system indicates that the FSB issuance was made but a household member reports non-receipt of the benefit, the social services official must conduct a reasonable evaluation of the household member's report. Included in this evaluation will be considerations of such factors as:

- a. who had access to the Benefit Card(s);
- b. who has knowledge of the PIN code;
- c. whether there was another cardholder that could access the household's benefits;
- d. when and where the issuance system indicates the original issuance of food stamp coupons occurred;
- e. when and where the household member indicates an attempt was made to obtain the food stamp coupons;
- f. information printed on any approval or denial receipts from the questionable transaction;
- g. the client's report of any unusual circumstances at the issuance location during the questionable transaction - such as equipment failure, partial printing of receipt, long response time, etc.

However, under no circumstances should the social services district contact the issuing agent.

If it can be established that a household member's Benefit Card and PIN were appropriately used to obtain the food stamp coupons, the agency can not issue a FSB.

2. Procedures for Processing an EBICS Investigation when the District's Evaluation is Inconclusive

If a thorough evaluation of the household's report of non-receipt and the information on the issuance system record is not conclusive, the social services official must:

- a. Assist the household member in completing the DSS-2291 (revised) "Statement of Non-Receipt of Food Stamp Benefits" (Rev. 10/91 Attachment A), (instructions for completing are in Section B of this release);
- b. Complete the "Client Claiming Non-Receipt of FSB" form (attachment B) as instructed on the bottom of the form and FAX to EBICS Project Office. For those social services offices without FAX machines, other arrangements for transmitting the information should be made with the EBICS Project Office.

EBICS Project Office staff will further investigate the claim of non-receipt and decide, based upon additional information not readily available to the district, whether to instruct the district to authorize a reissuance.

- c. If a reissuance is warranted, EBICS Project Office Staff will:
  - (1) change the reconciliation code on BICs for the FSB in question to 13 (Replace - Not Received),
  - (2) instruct the social services district to authorize a reissuance.
- d. If a reissuance is not warranted, EBICS Project Office staff will:
  - (1) instruct the social services district to deny the claim of non-receipt;
  - (2) provide the district with supportive documentation.
- e. Upon notification of the outcome of the investigation, the social services official will:
  - (1) record the results and place supportive documentation of the investigation in the case record,
  - (2) contact the household with the outcome, and if appropriate, advise the household of when the reissued benefit will be available; or if no

reissuance is warranted, advise the household of the right to a fair hearing. As with all notices, the client may have access to a copy of the DSS-2291 at any point in the replacement request process.

B. Instructions for Completion of the DSS-2291 (All Districts)

The social services official must assist the household member in completing the DSS-2291 "Statement of Non-receipt of Food Stamp Benefits" (Rev. 10/91).

Front

Top boxes for case name and number, county, and FSB number is completed by the social services worker. For claims by the household of non-receipt of benefits as discussed in Section A, box #1 is checked. Boxes #2 or #3 are used for claims of loss of food or food coupons due to household misfortune. The appropriate dollar amount of benefits claimed to not have been received or to have been destroyed is filled in. The worker may add comments pertaining to the replacement request on the bottom.

Back

The worker specifies the amount of benefits that are possible to replace by filling in "... valued at \$\_\_\_\_\_" in the certification section. After reading the certification section the household member signs on the indicated bottom line and a witness must sign. The agency worker can be a witness. If the agency worker signs the agency address is used for address of witness. ID card number of the signing household member must also be recorded.

Procedures for processing requests for replacements in all districts, including New York City, are specified in 91 ADM-41.

Districts should use normal procedures to order the form DSS-2291 (Rev. 10/91), Statement of Non-Receipt of Food Stamp Benefits, from:

New York State Department of Social Services  
Forms and Publications  
40 N. Pearl Street  
Albany, New York 12243

Until such time as the order arrives, the attached revised DSS-2291 (Rev. 10/91) must be photocopied (front and back), as necessary, for use in replacement or reissuance situations. Effective immediately all old supplies of the DSS-2291 (Rev. 1/90) must be discarded.

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Oscar R. Best, Jr.  
Deputy Commissioner  
Division of Income Maintenance