



Beverly J. Walker, Commissioner

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OFFICE OF FAMILY INDEPENDENCE MANUAL TRANSMITTAL 2004-12
Volume 3 Food Stamps
Manual Transmittal 12

TO: County Department of Family and Children Services
OFI Regional Managers
OFI Program Specialists
OFI State Operations Staff

FROM: Steve Love, Acting Division Director

RE: Updates to the Food Stamp Program Manual

PURPOSE

This manual transmittal contains updates and clarifications received since the last manual transmittal and will be effective October 1, 2004.

DISCUSSION

This manual transmittal contains the following updates:

Sections 3105, Application Processing, has been updated to delete policy regarding manual issuance due to applications pending over the standard of promptness.

Section 3110, Expedited Application Processing, has been updated to delete policy regarding manual issuance due to applications pending over the standard of promptness.

Section 3320, Citizenship/Alienage, has been changed to replace the Systematic Alien Verification for Entitlement (SAVE), with the Verification Information System (VIS), Customer Processing System (CPS), which is provided by the US Department of Homeland Security (DHS) to verify the immigration status of non-citizens who are applying for benefits. The WEB-1 Access Method user instructions are included along with the Web site address and procedures to access the information.

Section 3605, Prospective Budgeting, has been updated to reflect the change in representative income or expense verification from six to four consecutive weeks.

Section 3615, Deductions, has been changed to clarify that Form 62, Disposition and Parent Information Notice, may be used for the base family fee if it is in agreement with the other information obtained from client.

Added new policy regarding the Medicare-Approved Prescription Drug Discount Card as a Medical deduction.

Section 3715, Interim Change, has been changed to add procedures for change of address/unable to locate at review and for reporting changes at review after the interview but before finalization.

Changes were made to Step 2 of the Procedures to Process Change, to list work status as a point of eligibility to be accessed when a change is made.

Section 3805, Electronic Benefit Transfer (EBT), has been changed to reflect the new contract with JP Morgan Electronic Financial Services, Inc. (JPMEFS) for food stamp benefits issued via EBT, which was previously with Citibank.

Updated section to delete policy regarding manual issuance due to applications pending over the standard of promptness.

Changed section to change Client Advocates to Personal Advocates.

Changed the Personal Advocate procedures by adding a step to complete the pending hearing field in EBTSPS to indicate an adjustment hearing is pending, only if the hearing decision is such that a debit should be made.

Appendix G, Food Stamp Disaster Plan, Made changes to the Food Stamp Disaster Plan to update DFCS Department name changes from Economic Support Services Section (ESSS) to Office of Family Independence (OFI) and change in EBT to reflect the new contract with JPMorgan Electronic Financial Services, Inc.

INSTRUCTIONS FOR MANUAL MAINTENANCE

- Remove Section 3105, Application Processing and replace with same.
- Remove Section 3110, Expedited Application Processing and replace with same.
- Remove Section 3320, Citizenship/Alienage and replace with same.
- Remove Section 3605, Prospective Budgeting and replace with same.
- Remove Section 3615, Deductions and replace with same
- Remove Section 3715, Interim Changes and replace with same.
- Remove Section 3805, Electronic Benefit Transfer (EBT) and replace with same.
- Remove Appendix A, Financial Standards and replace with the same.
- Remove Appendix G, Food Stamp Disaster Plan and replace with the same.
- Place Manual Transmittal 12 Cover letter following Manual Transmittal 11 Cover letter in Appendix D.

Make an update notation on the Record of Receipt of Manual Transmittals for Volume III.

ON-LINE MANUAL (ODIS) UPDATE

The material contained in this manual will be updated in the ODIS System effective November 1, 2004.