Virginia Department of Social Services
people helping people

**EBT-Past, Present, Future
and *He Ho'omaka Hou* (A New Beginning)
May 12, 2022**

He Ho'omaka Hou (A New Beginning)

★ Meet & Greet
★ Pandemic & Post Pandemic Procedures
★ Current EBT Guidance
★ *Did You Know?*
★ FAQs/Open Discussion
★ Upcoming Changes
   ○ Policy
   ○ Forms
   ○ Issuance
★ Q & A

"Ok, now that I have you all here..."

April 3, 2020 Broadcast-Emergency SNAP Vault Card Guidelines

- ❏ LDSS Mailing EBT Vault Cards
- ❏ OTC Vault Cards Issued
- ❏ OTC Vault Cards Issued-*By Appointment Only*
- ❏ VaCMS Worker Initiated Mailed EBT Card
- ❏ Internal Action Form (IAF)-*No Customer Signature Required*
- ❏ Limited Hours for Issuance

❏ OTC Vault Cards Issued

❏ OTC Vault Cards Issued-*By Appointment Only*

❏ Benefit Worker VaCMS Initiated Mailed EBT Card

❏ Internal Action Form (IAF)-*Customer Signature Required*

★ For localities that are re-opening and operating under normal business conditions, the current EBT policy stands without exception. This means you will **no longer be able to mail EBT Vault cards.**

★ Cards may only be issued by mail via benefit worker action through VaCMS, customer contacting EBT customer service or by EBT Card Issuer action through EPPIC

★ If your locality is not operating under normal business conditions, Card Issuers are not allowed to issue cards through EPPIC

- EBT cards are usable after benefit and demographic information transmitted to vendor
- EBT card activated by PIN selection
- EBT card remains usable after certification period ends - *Case may close in VaCMS but it remains open in EPPIC*
- EBT card can be issued on a Closed case if there is money still available on the account
  - Issue by either a Manually Generated IAF for a OTC Vault Card or;
  - Issued through EPPIC to be mailed to address in EPPIC

Daily Batch Runs

Daily batches are benefits for new applicants and benefits issued through benefit adjustments

File Run Cut-Off Times	Benefit Information Run	Demographic Information Run	Benefit Availability
9:00 AM	9:10 AM	9:20 AM	9:30 AM
11:00 AM	11:10 AM	11:20 AM	11:30 AM
1:00 PM	1:10 PM	1:20 PM	1:30 PM
3:00 PM	3:10 PM	3:20 PM	3:30 PM
5:00 PM	5:10 PM	5:20 PM	5:30 PM
8:00 PM	8:10 PM	8:20 PM	8:30 PM

Agencies MUST use state mandated logs which

must not be altered

❏ Monthly Vault EBT Card Used Report

❏ Destruction Record

❏ Vault EBT Inventory Control Record

❏ Vault Card Issuance Log

❏ Advice of transfer

Separation of Duties (SOD)

- ❏ Those who approve/authorize cases in VaCMS **CANNOT** participate in any part of the SNAP EBT Vault Card Issuance process and vice versa
- ❏ Those that supervise EW **must not** supervise the Issuance Unit and vice versa
- ❏ All EW workers should have Inquiry **ONLY** Access to EPPIC
- ❏ You must log into EPPIC once every 29 days to prevent being locked out of the system

SOD Guidelines

Eligibility	Issuance	Security Officer
Processes Benefit Applications	Issue OTC Vault Cards	Assigns User Roles
Ability to Certify/Authorize Cases	Maintain Inventory & Security of Vault Card	Maintains User Assignments
Inquiry Access Only in EPPIC	Order EBT Cards & Supplies	Add/Delete/Update Users
Provides IAF for Vault Card Issuance	May Generate IAF (if necessary)	EPPIC Access
Provides Customer with Rights & Responsibilities of Benefits	Provides Customer Education on Card Usage/PIN Set-up & Security	VaCMS Access
Authorize Fee Waiver	Status Cards	
Request EBT Benefit Card Mailed via VaCMS	Replace EBT by Mail via EPPIC	
VaCMS Access	Inquiry VaCMS Access	

Cards are issued OTC by LDSS Issuance Staff

❏ Upon request

❏ Issued from the Inventoried Vault Supply

❏ Must be issued without barrier to SNAP recipients

❏ Must be issued during regular business hours

There are three (3) ways to issue a mail card- The EW may order them through VaCMS, a customer may directly request a replacement through customer service or online portal, and Card Issuance staff may order a mail card directly in EPPIC.

If a mail card had been previously ordered and the customer has not received the card; <u>a vault card must be offered</u>.

<u>**Note:**</u> Before proceeding you must first check to ensure a mail card has not been issued in the past five (5) days. If a card has been issued in the past five (5) days the customer should wait the required time before another is issued

Criteria Under Which Cards Can Be Mailed from EPPIC

❏ Previously mailed card has not been received in five (5) or more business days and client refuses a Vault card- <u>Issuer must verify card has not been mailed within the last five (5) business days</u>

❏ Cases where the Card Number reads "UNASSIGN00000000" and recipient has either received a card and unable to PIN the **_or_** has not received their benefit card at all

Criteria Under Which Cards Can Be Mailed from EPPIC

❏ Cases where the Card Number reads "UNASSIGN00000000" **and** a previously mailed card has not been received in five (5) or more business days **and** the customer refuses a Vault card- <u>Issuer must verify card has not been mailed within the last five (5) business days</u>

EBT Card Replacement Fee Guidance

Fee Waived/Not Charged	Fee Charged	Fee Credited if Charged
Reapplication of Benefits	Lost	X
Re-Issuance of an Inactive/Undeliverable Card	Cardholder Name Change- Customer Request New Card	X
Customer is Homeless	Card Damaged/Destroyed by Cardholder	
Card Issuance Error by Agency	Cardholder Replacement Request Through EBT Customer Service	
Card Status UNASSIGN		X
Card Manufacturer Defect/Damage		X
Household Disaster		X
Stolen		X
Domestic Security		X

Identification & Documentation

Obtain identity verification from cardholder

- Picture Identification is preferred but **not** required
- Note verification on Internal Action and Vault Card Authorization Form
- You can not use any LDSS personnel as a form of identification

Customer & Card Issuer must both sign and date the Internal Action and Vault Card Authorization Form

- Completed Internal Action and Vault Card Authorization Form must be uploaded to DMIS

Vault Card Issuance

Worker or Staff should generate an Internal Action and Vault Card Authorization form in VaCMS

- Include reason for vault card issuance
- Card may not be mailed by agency
- Police reports are not required for stolen and/or lost cards
- Vault cards may be prepared in advance of cardholder's arrival; prudent to wait until cardholder arrives

SNAP Replacement Card

SNAP Replacement Card ?

Case Search

Case #: [ ]

Reset Search

Case Summary Information

Case #:   Case Name: Locality:

Cardholder Name: Authorized Rep:

Case Address: Case Mailing Address:

Replacement Card Information

* Issue To: [ ] * Reason: [ ] * Issuance Method: [ ]

Submit

- Review completed Internal Action and Vault Card Authorization form

- Search for case in EPPIC using Case# or SS# *(Do Not Use Customer Name)*

- Select Cases for the appropriate recipient

- Ensure the correct case number is selected

- Take a card from the vault card inventory

- Document card number on the *Vault EBT Card Issuance Log*

- Swipe card through card reader or manually enter card number

Cards prepared in advance and cardholder fails to appear after 5 business days

- Document card information on the *Undelivered EBT Card-Destruction Record*
- Document card not issued and the destruction date on the Internal Action and Vault Card Authorization Form
- Destroy Card
- Completed Internal Action and Vault Card Authorization Form must be uploaded to DMIS

Did You Know That....

★ Card statusing renders cards unusable

★ Status cards promptly upon receipt of reports that EBT cards have been lost, stolen, damaged, or undelivered
  ○ Benefits used because a card is lost or stolen may not be replaceable
  ○ Benefits used after a household reports the card lost/stolen must be replaced and is the responsibility of the locality

★ Anyone can assist a customer with setting up their PIN by dialing the number and explaining the voice prompts or talk them through the phone prompts.
  - ○ However, no one should be allowed to enter the PIN for the customer or suggest a PIN.

If the customer needs more assistance than that, the customer will need to determine who in their HH or life they can trust to further assist them.

❑ Number II on the Internal Action and Vault EBT card authorization form. There are very specific reasons listed to not charge the $2.00 fee. So my question is; do all vault card issuances that we make get charged a fee, if we don't mark why not to credit it? Yes, unless specified it should be charged; however, workers are not limited to just those reasons and can write in reasons as needed.

❑ What is the policy for identifying the person that is picking up a SNAP EBT card at the local office?   Our Virginia EBT Policy states Issuance Staff need to verify the cardholder's identity by viewing a picture identification. In absence of picture identification, acceptable forms of verification include: Social Security card, Medicare or Medicaid card, Library card, VoterRegistration card, a utility or other household expense bill mailed to the cardholder; other verifiable documentation of person's name address and/or other verifiable demographic information.

❑ Would a staff member from the local office be allowed to vouch for the person picking up the SNAP EBT card? Local staff are not allowed to vouch for the person picking up the SNAP EBT Card.

➢ For instance, the client has left all IDs home and needs a replacement SNAP EBT card (hardship). Can the client be vouched for / identified by his/her case worker or supervisor? The client(with ID) can bring someone with them to vouch for the person's identity. The person cannot be the client's case worker, supervisor or any agency staff persons.

❑ Is there a policy that allows or disallows this practice?   The Virginia EBT Policy states, if there is absolutely nothing else, a person who does not work at the agency and knows the customer, may complete a statement of identity.

❖ Law Enforcement Agency's or an Attorney inquiring about a customer's identity or a customer's transactions will contact local agencies

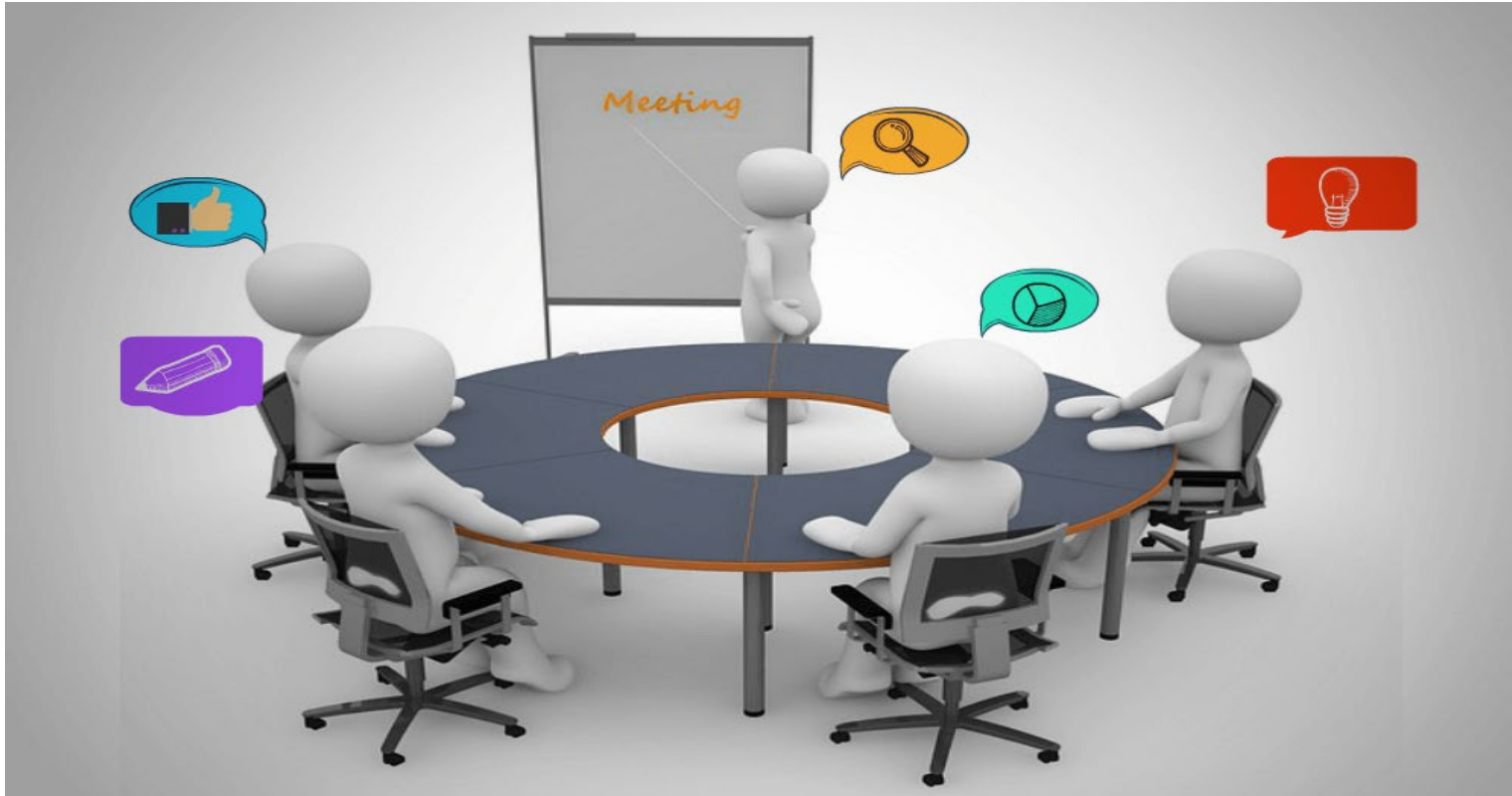**We must abide by the rules set in the SNAP Manual Part 1.H**

❖ It is the local agencies responsibility to assist when identity is confirmed-If in doubt please refer them to the VDSS EBT Administrator

Remember if you provide information you should not, it may not only cost them their case but could cost you your job...so be mindful!

- ❏ P-EBT 4
- ❏ High Balance Correspondence
- ❏ Fusion Page
- ❏ VDSS Customer & Retailer Pages
- ❏ Expungement Guidelines
- ❏ FreshMatch/VAFMA Partnerships

A ʻo ia! (ah-oy-yah)– There you have it!

Questions regarding Issuance, EBT Policy, Orders, Documentation and/or Requirements-

Please Contact

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