

## **CHANGE NOTICE FOR MANUAL**

**MANUAL:** Food Stamp Certification Manual

### **CHANGE NO.: 4-2005 June 22, 2005**

**TO:** County Directors of Social Services

**EFFECTIVE:** **July 1, 2005**, make the following changes to the Food Stamp Certification Manual.

#### **I. BACKGROUND**

The purpose of this change is to revise Section 115, Electronic Benefit Transfer (EBT) to include a new EBT benefits issuance schedule. The current issuance cycle for the release of Food Stamp benefits begins on the 3rd calendar day of every month and concludes on the 7th. The new issuance cycle will begin on the 3rd calendar day and conclude on the 12th of every month. Section 115 is also revised to include procedures for the automated telephone PIN selection process that replaces in-office PIN selection effective July 1, 2005. Telephone PIN selection can be accomplished any time, day or night, from any phone and eliminates the need for clients to visit the local DSS office for this purpose.

#### **II. SPECIFIC CHANGES**

##### **A. Section 115.01, Electronic Benefit Transfer (EBT)**

Revised issuance dates for benefits are added and references to required training and EBT card pinning services within DSS agencies are deleted. Policy instructions are added for the new telephone PIN selection process for Food Stamp EBT cards.

##### **B. Section 115.03, Electronic Benefit Transfer (EBT)**

Required use of the EBT Form, DSS-8216 is removed as it is now obsolete. Formal EBT training is no longer required.

#### **III. IMPLEMENTATION INSTRUCTIONS**

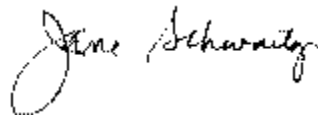
The issuance schedule for Food Stamp benefits is effective July 1, 2005. The implementation of a telephone PIN selection process for Food Stamp EBT cards is effective July 1, 2005. Clients can access the Automated Response Unit (ARU) by contacting EBT Customer Service at 1-888-622-7328. Counties will no longer

be required to PIN EBT cards. Inform new applicants and ongoing clients that it is no longer necessary to come into the local DSS office to have EBT cards PINned, all cards will be PINned by telephone.

Refer to Dear County Director Letter FAEP 12-2005 for instructions for EBT cardholders without Social Security Numbers.

If you have any questions about this policy, please contact your Food Assistance and Energy Programs Representative.

Sincerely,

A handwritten signature in black ink that reads "Jane Schwartz". The signature is written in a cursive style with a large, looped initial "J".

Jane Schwartz, Chief

Economic Services Section

JS:jcs

[FSs115](#)