Update 2002-25: Common Place Handbook
Immediate Need/Expedited Service Procedures

Background
With the implementation of Electronic Benefit Transfer (EBT), it is necessary to update the Immediate Need/Expedited Service (IN/ES) procedures as they relate to EBT.

Changes
The following changes were made to Chapter 40:

Miscellaneous Updates
The section is updated with the following miscellaneous changes:

• References to AFDC are changed to CalWORKs, and
• Procedures are updated to reflect current policy.

IN/ES via EBT
Electronic Benefit Transfer (EBT) replaces the paper-based food coupon and most of the warrant benefit issuance methods. It provides clients electronic access to food stamp and cash benefits through the use of an EBT card. Benefits for the following programs will be issued via EBT:

• California Work Opportunity for Kids (CalWORKs)
• Cash Assistance Program for Immigrants (CAPI)
• Entrant Cash Assistance (ECA)
• Food Stamps
• General Assistance (GA), and
• Refugee Cash Assistance (RCA).

Note:
For General Assistance, only the personal needs portion of the grant will be issued via EBT. Vendor payments will continue to be issued via a paper warrant.
Effective November 14, 2002, when Expedited services and/or Immediate Needs are issued for programs that are EBT eligible, the fiscal clerk will issue the client an EBT card. The EBT card will eliminate:

- Paper warrants
- “Warrant Cashing Cards” (SC 517)
- Temporary Plastic FAIR cards, and
- “Food Stamp Identification Cards” (SC 102).

EBT Terminology

A list of definitions is provided using new terminology as it relates to IN/ES issued via EBT.

Procedures for Issuing IN/ES via EBT

Procedures staff must follow when issuing an Immediate Need and/or Expedited Services are provided in this section.

Dormant Accounts

When an account has 90 consecutive days with no activity, excluding deposits made by the county, the status of the account is changed to “dormant.” Once an account goes into a “dormant” status, the client will not be able to access his/her benefits. The account will also go dormant if the client goes off of aid and accesses all of his/her benefits, leaving no benefits in the account.

When issuing Expedited Services and/or an Immediate Need, the EW must determine if the client has ever received benefits via EBT. If the client has received benefits via EBT in the past, the EW must review the “Detail Journal” screen of the Administrative Terminal.

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<thead>
<tr>
<th>If the client has . . .</th>
<th>Then the EW . . .</th>
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<tr>
<td>NOT accessed the account within the last 90 days,</td>
<td>Must complete an “EBT Miscellaneous Request” (SC EBT 6), indicating to reactivate the account.</td>
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<tr>
<td>Accessed the account within the last 90 consecutive days,</td>
<td>Does not have to reactivate the account.</td>
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Example:

Mrs. Orsborne finds a job on December 15, 2002, and requests her case be closed. She accesses the remainder of her benefits on January 5, 2002. On April 5 (90 consecutive days later) the account will go into a dormant status. On May 10th Mrs. Orsborne loses her job, and reapplies for aid. She qualifies for an immediate need payment. On May 11th, the EW views the “Detail Journal” screen of the Administrative Terminal and determines that Mrs. Orsborne has not used her account for at least 90 days. In addition to the “EBT On-Line Request” (SC EBT 1), the EW must also complete an “EBT Miscellaneous Requests” (SC EBT 6) to reactivate the account.

[Section 40.2.4]

Issuing Payments via the CDS “Batch” System

When approving a case that does not qualify for Expedited Services and/or an Immediate Need payment, CDS will “talk” to the EBT System during the nightly “batch” process. The EBT system will set up an account for the client and issue an EBT card. The benefits will be posted to the client’s account the next day; however, the process for issuing an EBT card via mail takes approximately five to seven business days.

To avoid a hardship on the client and a delay of benefits, EWs are encouraged to issue the client an EBT card in the office via the Administrative Terminal. Issuing the client a card in the office enables the client to access his/her benefits the next day.

The EW does not have to issue Expedited Services and/or an Immediate Need payment to issue an EBT card. The EBT card may be issued PRIOR to approving benefits via CDS.

[See Section 40.2.5 for procedures on how to issue an EBT card without issuing an immediate need.]

Implementation

These procedures are effective November 14, 2002.

Forms

Effective December 1, 2002, the “Food Stamp Identification Card” (SC 102) is obsolete.

Clerical

See “Forms” above. Office Management Coordinators (OMCs) are to ensure the SC 102s are recycled per District Office policy.

Food Stamp Plastic Cards

All Food Stamp Plastic cards must be returned to Warrant Control on December 1, 2002.
OMCs must ensure designated clerical staff are trained in these new IN/ES procedures as outlined in Chapter 40 of the Common Place Handbook, prior to November 14, 2002.

NELLIE JORGE, DIRECTOR
Department of Employment and Benefit Services

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Filing Instructions for Update 2002-25: Common Place Handbook

Immediate Need/Expedited Service Procedures

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<td>Chapter 40, pp. 1-10, (11/08/02)</td>
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