NEW YORK STATE

DEPARTMENT OF SOCIAL SERVICES

40 NORTH PEARL STREET, ALBANY, NEW YORK 12243-0001

MARY JO BANE
Commissioner

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LOCAL COMMISSIONERS MEMORANDUM

Transmittal No: 92 LCM-122

Date: August 13, 1992

Division: Income Maintenance

TO: **Local District Commissioners**

SUBJECT: Electronic Benefit Issuance and Control System (EBICS) PIN Security Requirements

ATTACHMENTS: None

The purpose of this letter is to reinforce with local districts, the importance of establishing and enforcing PIN security procedures. With the statewide implementation of EBICS cash issuance, security procedures should be reviewed and where adequate controls are lacking, the procedures and controls should be strengthened.

Background

As a result of an audit of the Alternate Food Stamp Issuance (AFSI) system that was conducted by USDA, serious operational breaches of security procedures regarding client PINs were found. Specifically, copies of completed PIN forms were found in case folders.

Because the PIN constitutes an "electronic signature" by the client, it is essential that a complete division of responsibility is maintained between local district staff responsible for authorizing benefits and those responsible for the assignment of PINs.

It is critical for the safeguarding of the clients issuance account that the procedures for PIN form completion, entry and document distribution be followed.

Local districts must ensure that staff understand the PIN security requirement and adhere to the principle of not maintaining a permanent record of client PINs. Records of individual PINs must not be kept in the case file for those clients who forget their PINs.

A client who forgets his/her PIN must request a new PIN by completing the PIN form. The system provides a same day transaction so that this can be accomplished without impacting client access to benefits.

Should you or your staff have questions about the information in this letter, please call 1-800-342-3715 and ask for the following:

Food Stamps - Contact your County Representative at extension 4-9225 USERID OIP130.

Income Support Bureau - Greg Nolan extension 4-9313 USERID AV1830.

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