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Informational Letter

Section 1

Transmittal:	01 INF 14
To:	Local District Commissioners
Issuing Division/Office:	Division of Temporary Assistance
Date:	August 6, 2001
Subject:	Converting EBT Food Stamp Benefits to EBT Cash When Recipients Move Out Of State
Suggested Distribution:	Food Stamp Directors Medical Assistance Directors Welfare Management System Coordinators Accounting Supervisors Forms Coordinators Staff Development Coordinators CAP Coordinators
Contact Person(s):	Eastern Region (518) 474-8538; Central Region (518) 486-7653; Western Region (518) 474-9227; Metro Region (212) 383-1655: Fiscal Questions- Regions 1-4, Roland Levie (518) 474-7549; Region 5, Marvin Gold (212) 383-1733
Attachments:	A - List of Quest States B - PC Admin Conversion Procedure C - EBT Food Stamp Benefit Conversion Transmittal Form
Attachment Available On – Line:	<input checked="" type="checkbox"/>

Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
00 ADM-8		351.22(f)(2) 352 381.2	Federal Law CFR- 274.12(f) SSL 21-a		

Section 2

I. Purpose

The purpose of this release is to advise Social Service Districts (SSDs) of the procedures to be used when Food Stamp (FS) recipients notify SSDs that they are moving to another state and there is a FS balance in their Electronic Benefit Transfer (EBT) account and also to provide and recommend the usage of a new form, the Food Stamp Benefit Conversion Transmittal Form.

II. Background

With the implementation of EBT in New York State, the need has arisen for the development of procedures/guidelines for SSDs to follow when Food Stamp recipients either move, or are planning on moving, to another state.

III. Program Implications

Moving to a Quest state

If a recipient moves, or plans to move, to a state that supports Quest, then no action is needed by the SSD. The FS recipient will be able to access his/her FS in the new state using the same New York State (NYS) issued Common Benefit Identification Card (CBIC) and Personal Identification Number (PIN) he/she currently uses to obtain FS benefits in NYS, until the available balance in his/her EBT FS account is totally withdrawn, or the benefits expunged.

Attachment A contains a current list of Quest states.

Moving to a Non-Quest state

If a recipient moves from New York State (NYS) to a state that does not support Quest, the recipient's available FS benefit must be converted by the SSD to EBT cash benefits through the Administrative Food Benefit Conversion function.

Procedures for converting FS benefits to cash are contained in Attachment B.

If the FS recipient notifies the SSD before moving to a non-Quest state, the recipient can access those converted FS benefits (now EBT cash) from any Automated Teller Machine (ATM) or Point of Sale (POS) device located within NYS or any other Quest state.

If the FS recipient notifies the SSD after moving to a non-Quest state, the recipient can still access the converted FS benefits (now EBT cash) from any ATM or POS device located within NYS or any other Quest state. The recipient should also be directed to ATMs located at airports, train stations, or large city bus stations. ATMs at these locations usually are able to access all issuer systems including Quest, even within non-Quest states.

If a recipient has difficulty accessing the converted FS benefits in another state, SSDs should advise the recipient to call the Citibank Customer Service (CSR) phone number on the back of the CBIC. Citibank CSR may be able to aid the recipient in locating an ATM or POS device where the converted FS benefits may be accessed.

If the recipient is still unable to access his/her converted FS benefits in the Non-Quest State, the SSD may contact their respective Division of Temporary Assistance Regional Team, and the Regional Team will work with the SSD and the recipient to resolve the problem.

Issued By

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Title: Deputy Commissioner

Division/Office: Division of Temporary Assistance