



George E. Pataki
Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
ALBANY, NY 12243-0001

Robert Doar
Acting Commissioner

Local Commissioners Memorandum

Section 1

Transmittal:	04-LCM-02	
To:	Local District Commissioners	
Issuing Division/Office:	Temporary and Disability Assistance/Office of Finance	
Date:	March 5, 2004	
Subject:	Procedures regarding the security of Common Benefit Identification Cards (CBICS) returned undeliverable by the United States Postal Service (USPS).	
Contact Person(s):	Allen Tomlinson (OTDA) at 518-474-9109 (Allen Tomlinson@DFA.STATE.NY.US) Jim Botta (DOH) at 518-473-4848 (JIM.BOTTA@DOH.STATE.NY.US) Virginia Scala (OTDA) at 518-486-6232 (VIRGINIA.SCALA@DFA.STATE.NY.US) Michael Borenstein (OTDA) at 631-854-9704 (MICHAEL.BORENSTEIN@DFA.STATE.NY.US)	
Attachments:	No	
Attachment Available On – Line:	No	

Section 2

I. Purpose

To recommend procedures regarding the security of Common Benefit Identification Cards (CBICS) returned undeliverable by the United States Postal Service (USPS).

II. Background

In response to the findings of a recent audit, the Office of Temporary and Disability Assistance (OTDA) and the Department of Health (DOH) are requiring that Local Districts institute procedures for ensuring that CBICS returned undeliverable by the USPS be handled in a secure manner. In addition, we are requiring that the disposition of these cards be documented.

III. Program Implications

As you are aware CBICS are mailed daily by the CBIC contractor to the recipients. The return address supplied to the OTDA CBIC project staff by each district is printed on the envelope. Some districts have multiple return addresses corresponding to the local offices in that district. The USPS returns undeliverable cards to those addresses as appropriate.

The following are recommended procedures regarding the action that should be taken on CBICS returned in the mail to ensure that they are not inappropriately used:

1. Local Districts must account for all cards returned by maintaining a perpetual inventory log, which would include at a minimum the following information:

- LD Employee receiving the card
- Sequence number of card
- Client CIN
- Date received
- Disposition (stored for client pickup, re-mailed or destroyed)
- Disposition date

We also recommend that the disposition log be signed by the worker receiving or disposing of the card and countersigned by another employee at the time the above entries are made and that the entries should be made on the date that the card is returned or as soon thereafter as possible.

2. Returned Cards should be stored and handled in one central location, **not distributed among workers as ordinary returned mail might be.** Worker(s) at the central location may check for an updated address via WMS, and if found then re-mail the cards. If not, then assigned staff should immediately notify the eligibility/caseworkers via a referral that undeliverable mail has been returned on their case.

The LD eligibility worker/caseworker responsible for the case to which the card is related should take action on the case in accordance with established returned mail procedures.

3. If a more current address is not available, then each card can be retained for fourteen days for potential client pickup should the client contact the agency regarding a need for a card, or can be destroyed immediately at the District's discretion.

In the event that Districts retain returned cards for client pickup then the cards must be stored and accounted for in a secure environment. The recommended process would be to store them in the custody of the vault card coordinator.

4. Returned cards not forwarded to, or picked up by recipients, should be inactivated and disposed of. Inactivation is accomplished as follows:

- Access CBIC (selection 27 on the WMS menu)
- Access Function 01 by entering the client CIN.
- On the bottom of screen WIDUPD enter "D" and enter the card number.

Transmission of this screen will immediately inactivate the card. Only those staff/terminals that have both TTSS functions 0204 ID CARD INVESTIGATE, and 0147 ID CARD UPDATE can inactivate cards.

When disposing of cards it is advisable to cut them in several pieces so as protect both client confidentiality and the card number itself.

Issued By

/s/ PM 3/1/04
Name: Philip Maher
Title: Assistant Commissioner
Division/Office: Office of Finance