

SNAP, EBT and You!:

Certifying Meal Programs to Accept SNAP Benefits through EBT

*For the courtesy of others,
please place your phone on mute.*

NYSOFA

NYS OTDA SNAP & EBT

USDA FNS

WELCOME!

- Purpose of the Webinar
- Partnership Between NYSOFA and NYSOTDA
- Governor Cuomo's Commitment to Expanding SNAP Participation
- Benefits to Older New Yorkers and their families
- Benefits to local economy
- Benefits to Congregate/HDM Programs

WEBINAR AGENDA

- Brief SNAP Update/Overview
- Purpose of Meeting: How to Become an Authorized EBT Retailer and accept EBT cards for SNAP transactions
- Description of Certification Process
- Q & As
- Follow Up

NYS SNAP Program Updates

- Supplemental Nutrition Assistance Program (*SNAP*) new name for the Food Stamp Program
 - raise awareness
 - reduce stigma
 - consistent with Federal name
- Finger imaging ended statewide Nov. 1, 2012
- SNAP Awareness Campaign

Why Older Adults Don't Participate in SNAP

- SNAP= Nutritional Assistance
- Lack of awareness of eligibility
- Misperceptions of benefit value
- Complex Application Process
- Do not receive credit for medical expenses
- Mistaken belief of “taking from others”

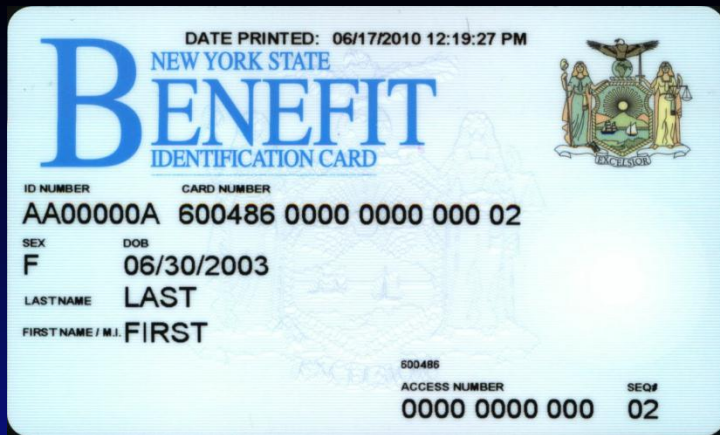


Eat Better Today, Stay Healthy Tomorrow: Top Reasons to Apply for SNAP

- Easy to apply:
 - online at myBenefits.ny.gov
 - in person at LDSS
 - mail/fax
- Interview may be conducted over the phone
- Authorized Representative, may on behalf of the Older Adult:
 - Submit a SNAP application
 - Attend certification interview
 - Purchase groceries

Eat Better Today, Stay Healthy Tomorrow: Top Reasons to Apply for SNAP Cont'd

- Unspent SNAP benefits roll over to the next month
- Eligibility for SNAP may qualify Older Adult for HEAP benefits
- Policy changes have resulted in more Older Adults qualifying
 - May have money in savings
 - Own a home
 - Have income



Where You Can Use Your EBT Card

- Grocery Stores
 - <http://www.snapretailerlocator.com/>
- Farmers Markets
 - <http://www.snaptomarket.com/>
- Participating Certified Retailers

What You Can Do!

- Encourage pre-screening/applying for SNAP via myBenefits.ny.gov
- Have publications available to promote myBenefits.ny.gov
- Offer contact info for NOEP and CBOs in your area who help people apply for SNAP
- If interested in Nutrition Education, refer to <http://otda.ny.gov/programs/nutrition/contacts.asp>

Ordering SNAP Publications at OTDA Website

Go to: <http://otda.ny.gov/programs/publications/>

- Find Help...It's a SNAP (Palm Card) (PUB 4984)
- myBenefits.ny.gov (Poster) (PUB 4972)
- Every Day, Older Adults Just Like You Get SNAP brochure (PUB 4716) and Poster (PUB 4716A)
- Helping Hands for People in Need brochure (PUB 4916)
- Keep the Heat On-With HEAP brochure (PUB 4735) and Poster (PUB 4735A)
- How to Use Your Benefit Card to Get SNAP and/or Cash Benefits, (PUB 4596)

What SNAP Can Buy

Households CAN use SNAP to buy the following foods:

- Breads and cereals;
- Fruits and vegetables;
- Meats, fish and poultry;
- Dairy products;
- Food producing seeds and plants.

Not permitted:

- Beer, wine, liquor
- cigarettes or tobacco,
- Non-food items, such as: pet foods; soaps, paper products; household supplies;
- vitamins and medicines;
- *hot foods- Exception meal sites that serve, older adults, disabled, homeless.

New York State EBT Card

SNAP Program Participation Overview Congregate Meal Providers and Home Delivered Meal Service Providers

Al Rios, EBT Director, OTDA

A Range of EBT Access Points are Supported Statewide

- With the EBT card SNAP benefits can be accessed among a range of locations.
 - Certified USDA-FNS Food Stores;
 - NYS Farmer's Market's;
 - Health Food Stores;
 - Food Route Vendors (Schwan's);
 - Congregate Meal Providers; and
 - Delivered Meal Service Providers (via Manual Vouchers or Electronic Wireless Point of Sale equipment)

The EBT Contractor Supports the EBT Card

- EBT Customer Service Representatives will assist EBT cardholders with:
 - Reporting Lost, Stolen, or Damage cards.
 - Personal Identification Number (PIN) - if the cardholder needs to select a new PIN.
 - Providing SNAP benefit balance information.
 - A Toll free number is provided on the back of the EBT card.

The Benefits of the EBT Card to the Customer

- Provides a secure system for SNAP recipients to manage their benefits.
- Stores their benefits in a secure account month to month.
- Permits recipients to use their benefits wherever the card is accepted.
- Recipients are provided with a toll free number 24/7 to check their SNAP balance.

How Do Providers Apply for USDA Certification

- FNS-252-2 Form/Application will be supplied to your site containing instructions describing which type of Meal Service you are applying.
- The form will describe other documents you will be required to submit to FNS.
- A FNS Operations Team Principal Point of Contact has been named to receive your applications - (La Shon Gilbert, Officer in Charge Retailer Operations Team (lashon.gilbert@fns.usda.gov))
- All applications will be assigned to the appropriate FNS staffer to review the content of the application and processing.

How Do Providers Apply for USDA Certification

- Applications with missing information or documents will be requested by FNS.
- The FNS application review process will be expedited immediately. FNS will coordinate any required site visits, if necessary.
- To avoid delays the application must be completed thoroughly. All the required documents must be submitted with the application. FNS staff are available for questions.
- Once certified, the EBT contractor will contact your site to: sign an agreement, supply you with EBT equipment, and training if necessary.

Who to Contact and Where to Mail your SNAP FNS-252-2 Form/Application

➤ To request a Meal Service Application call:
(212) 620-7360

➤ Applications need to be mailed to:
USDA, FNS SNAP
201 Varick St., Room 609
New York, NY 10014

The Benefits of Accepting the EBT Card to the Providers

- EBT systems operate like other debit card systems.
 - ❖ Debits are processed immediately. Payments for transactions occur the following business day.
- Congregate Meal and Meal Service providers may accept the EBT card for a SNAP donation.
- Increased revenue by accepting the EBT card.
- Applying for USDA certification is only required once.

The Responsibilities and Advantages of Accepting the EBT Card

- Congregate Meal and Meal Service Providers are also permitted to accept SNAP donations via a Manual Voucher process.
- The manual voucher process is easy, you simply fill in the EBT card number, the amount and the client signs to authorize the donated amount.
- If you have any EBT equipment problems, you simply call the toll free number.
- NYS OTDA is directly responsible to ensure the contractor responds to any equipment or bank settlement issues.
- Integrity – You must be responsible for the actions of all the people who work at the site and manage collecting EBT SNAP donations.

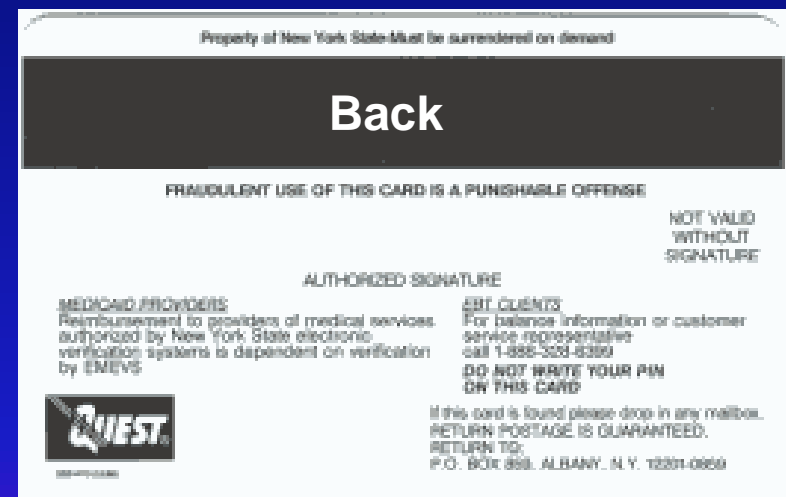
EBT Card -Permanent Card-

Front



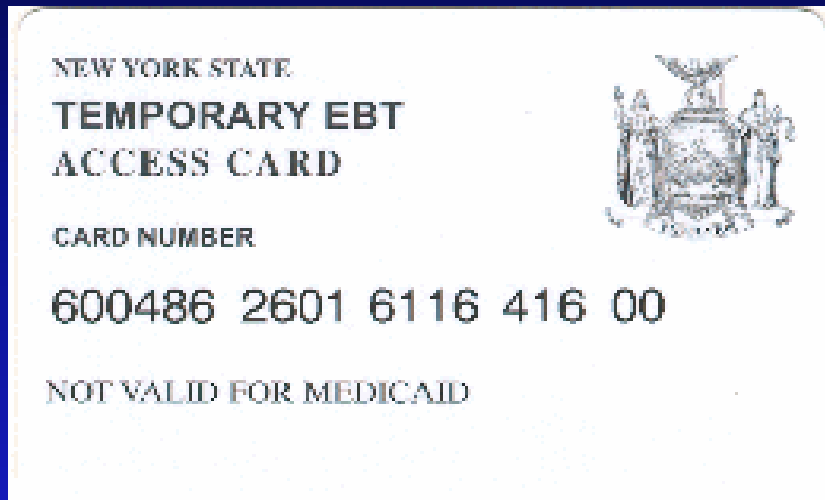
- The permanent card displays:
- ✓ Name of primary cardholder.
 - ✓ DOB, Sex and Photo.
 - ✓ Card number is comprised of the Client Identification Number (CIN).
 - ✓ The only card that is valid for Medicaid program.
 - ✓ The back of the card carries the EBT toll free helpline number.

Permanent EBT/Medicaid Card



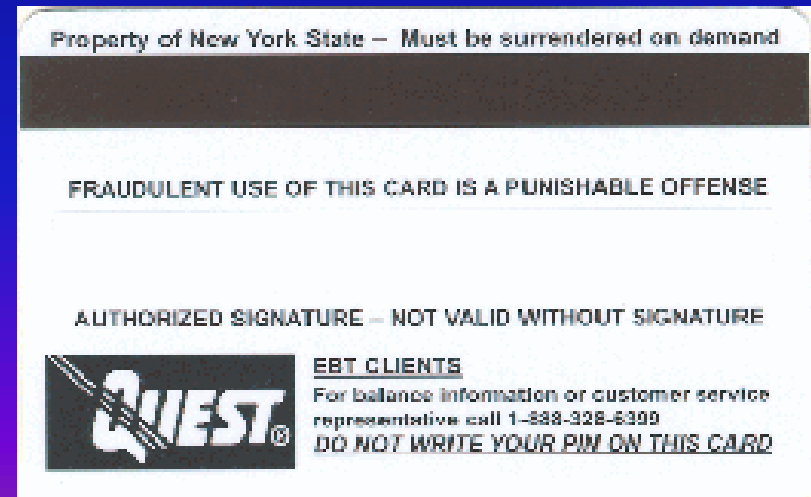
EBT Card -Temporary Card-

Front



Plastic Vault Card (always without photo)

Back



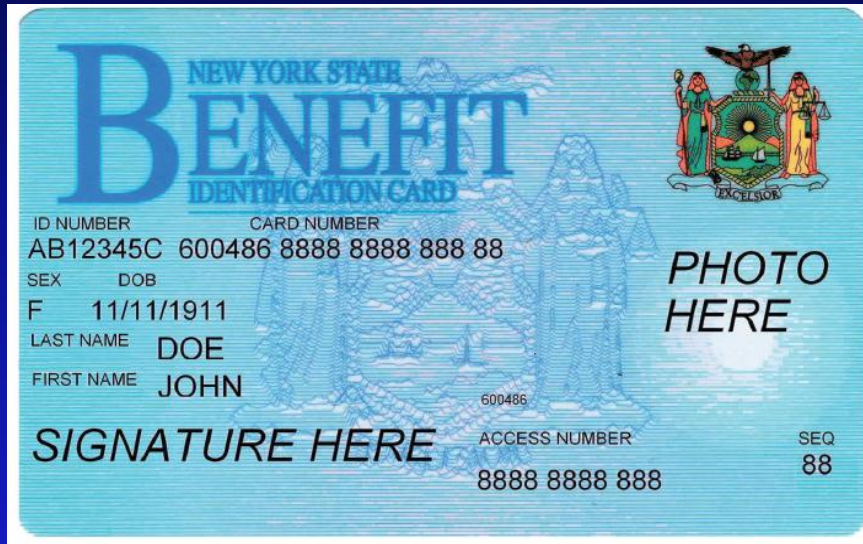
✓Upstate clients in need of an immediate replacement card will be issued an over-the-counter Vault card.

✓The card is only valid for food or cash on EBT. It is not used for Medicaid.

EBT Card

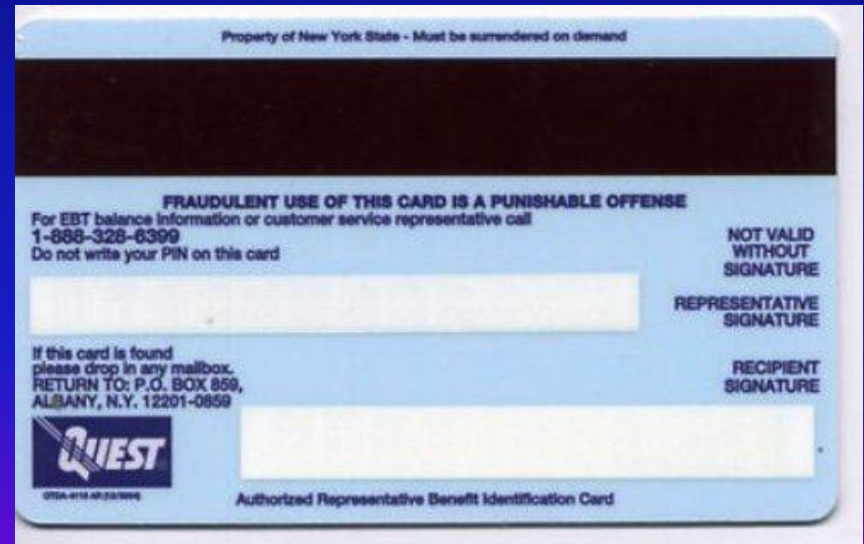
-Authorized Representative-

Front



Plastic Authorized Representative Card (with or without photo)

Back



✓ Authorized Representative cards have the name of the Authorized Representative as well as the client's name printed on the front of the card.

✓ Valid for food or cash in EBT.

✓ Not valid for Medicaid.

Area Agency on Aging experience with SNAP

Broome County Office for the Aging

Allegany County Office for the Aging

QUESTIONS?

For More Information Contact:

☐ SOFA John Cochran 518-474-7012

☐ EBT Director Al Rios 518-473-9696

☐ SNAP Bureau 518-473-1469

☐ websites:

• <http://otda.ny.gov/programs/snap/>

• <http://otda.ny.gov/programs/ebt/>

• https://www.ebtaccount.jpmorgan.com/JPM_EFS/