

DSS-4357EL

WGIUPD

GENERAL INFORMATION SYSTEM  
DIVISION: Temporary Assistance

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**TO:** Commissioners; TA Directors; FS Directors; CAP Directors**FROM:** Patricia A. Stevens, Deputy Commissioner  
Division of Temporary Assistance**SUBJECT:** Client Benefit Access**EFFECTIVE DATE:** Immediately**CONTACT PERSON:** Temporary Assistance policy: Central Region  
Team (518) 474-9344

This is to remind districts that applicants/recipients (a/r) must be able to access benefits with a regular CBIC card or a vault card when the Temporary Assistance (TA) or Food Stamp (FS) benefit is available, within the following timeframes:

- o TA immediate needs benefits the same day.
- o Emergency TA benefits in sufficient time to meet the emergency.
- o By the 30th day for Family Assistance or the 45th day for Safety Net Assistance, after application for recurring TA benefits.
- o Expedited FS within five calendar days of application.
- o Within 30 days of application for non-recurring FS benefits.

Since CBIC processing timeframes may delay the a/r's receipt of a regular CBIC card, local district procedures must ensure that a vault card is available to a/r's so that their immediate needs, emergency, recurring and/or food stamp benefits can be accessed when available within the above timeframes. In this electronic environment, any procedure that restricts the issuance of a CBIC or vault card is a denial of benefit access and is not permitted for any Temporary Assistance or Food Stamp program. Please review your current procedures to ensure that the process to issue regular CBIC or vault cards conforms to this policy.