



STATE OF GEORGIA
Division of Family and Children Services

Nathan Deal
Governor

Bobby D. Cagle
Director

February 25, 2015

FOOD STAMP PROGRAM MANUAL TRANSMITTAL NO. 39

TO: Regional Directors, County Department of Family and Children Services,
State Office Staff

FROM: Bobby D. Cagle, MSW
DFCS Director

RE: Food Stamp Program Manual Transmittal 39

The purpose of this transmittal is to provide policy updates to the expedited application processing procedures and to provide updates related to the change in the Electronic Benefit Transfer (EBT) Vendor-Xerox to reflect the current contact information and processes for Xerox. This transmittal also provides policy changes regarding the eligibility requirements of Haitian immigrants approved for the Haitian Family Reunification Parole Program (HFRPP) and changes to the customer complaint procedures.

The policy revisions include:

1. The requirement to verify identity for expedited applications by offering a collateral contact to the applicant and documenting that contact in the case file.
2. A change that if the applicant does not provide identity or a collateral contact within the seven (7)-day expedited processing standard that the case reverts to the 30-day processing standard. For this policy change, the household loses its right to provide postpone verification of other eligibility factors and the right to special income exclusions for destitute households.
3. A change that Haitians approved for the HFRPP program are eligible as Haitian/Cuban immigrants under Section §501(e) of the Refugee Education Assistance Act of 1980 (REAA) and that they are eligible for food stamp (SNAP) benefits without a waiting period. Once the HFRPP program has ended, these immigrants will be able to apply and adjust to legal permanent resident (LPR) status.
4. The removal of references to personal identification numbers (PINs) being mailed to customers by the vendor. PINS are no longer mailed from the vendor.
5. A change to the EBT contact information to reflect the current contact information for Xerox.
6. A change to information regarding PINs, EBT benefits management and EBT accounts management to reflect the current EBT processes and procedures.
7. Changes to the customer complaint procedures.

This transmittal is effective April 1, 2015