



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street

2420 Mail Service Center • Raleigh, North Carolina 27699-2420

Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director
(919) 733-3055

May 12, 2005

**Re: July Expanded Food Stamp
EBT Issuance and Telephone
PIN Selection**

Dear County Director of Social Services:

Attention: Food Stamp Supervisors

Effective July, 2005, the benefit issuance schedule for Food Stamps is changing. Benefits will be loaded to Electronic Benefit Transfer (EBT) cards based on the last digit of the Social Security Number of the Food Stamp case head, and the benefit issuance period will expand from five calendar days to ten days. The current issuance cycle begins on the 3rd calendar day of each month through the 7th day. The revised issuance schedule begins on the 3rd and goes through the 12th of each month. This will spread out the workload for your agency as well as for grocers. Current Food Stamp recipients will receive a notice in mid-May 2005 regarding the change. A copy of the notice is attached, which will be English on one side and Spanish on the other. Poster size versions of the notice will be sent to all counties soon in both languages.

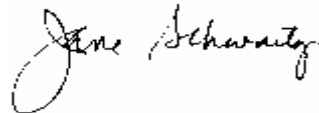
State staff have contacted all the food banks in North Carolina to let them know about the potential increased demand for emergency food assistance in July as a result of the issuance schedule change. They, in turn, will notify the food pantries and other food distributors with whom they work to ask them to assist without a written referral from July 3rd through July 12th. You may also wish to contact your local food resources to advise them of the change and encourage a paperless referral process during this period.

July is also the implementation month for telephone PINning, the procedure that will allow clients to PIN their EBT card any time and use their Food Stamp benefits more quickly. New brochures and training videos in both English and Spanish will be distributed soon that reflect the changed procedures. The card mailer that holds newly issued EBT cards is also changing to instruct clients to call the toll-free number to get a PIN assigned.

Once the telephone PIN process is implemented, you may continue to keep or return leased PIN machines. While DSS staff may assist clients to select or change their PIN using any touch tone telephone, you may elect to keep leased equipment for a few months to assess the need to provide continued PINning service in your office. In the meantime, eFunds will send to each county with one or more leased PIN machines a mailing label to use to return the PIN machine directly to E-funds. A letter with the mailing label will be addressed to the county food stamp supervisor/EBT coordinator. You will continue to be charged the monthly lease amount until such time as leased equipment is returned

If you have any questions concerning this information, please feel free to contact your Food Assistance and Energy Programs Representative.

Sincerely,

A handwritten signature in cursive script that reads "Jane Schwartz".

Jane Schwartz, Chief
Economic Services Section

Attachment
FAEP-09-2005