

# EBT VAULT CARD ISSUANCE GUIDELINES

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The majority of our customers should not require issuance of temporary vault cards. Customers that call asking us to issue a replacement card should be directed to call 1-877-415-5164 to report their card lost or stolen. A new card will be issued from eFunds and delivered to their mailing address within 5-7 mailing days.

There are 3 situations where this office will need to issue temporary vault cards. Below the situations are divided into Expedited, Expedited Replacement, and Hardship Replacement, followed by procedures:

- 1. Expedited FS Card – New Case.** Never had a Quest card. Check the EBT Summary page – If there are no cards listed and CWW shows the customer is eligible for Expedited FS, this is considered an Expedited vaultcard. If the customer can wait for the card in the mail, they should be informed that it will be delivered in about 5 business days. If they cannot wait, the ESS should document that expedited FS was confirmed in case comments, and inform the person to pick up the vault card **today**. The clerical worker at the benefits desk can issue this card as long as CWW shows the case as expedited on the “EBT Expedited Card issuance” screen, **and there are no previous cards**.
- 2. Expedited Replacement Card –** This customer has previously been issued a Quest card, but no longer has that card available to them, and is reopening for FS with expedited issuance. Upon checking EBT Summary page, previous cards will be listed. **This customer is not automatically eligible for a vault card just because they are expedited, since they had a card in the past. The ESS should use the vault card checklist to see if the customer meets the criteria for a replacement vault card.**
- 3. Replacement Card-Hardship (Cannot Wait for Regular Issuance) –** Customer must meet requirements for Emergency Replacement card issuance. **The ESS should use the vault card checklist to see if the customer meets the criteria for a vault Card.**

## Replacement Card-Hardship Process:

FOR CLERICAL:

- CSS- If a customer requests a vault card, give them a green number to see clerical worker at the benefits desk.
- Benefits desk clerical worker - The clerical worker at the benefits desk should issue vault cards for cases that show the case as expedited on the “EBT Expedited Card issuance” screen, **and they have never had a card before**. If the case has had a Quest card before, and they need a hardship replacement card, the clerical worker should check the case in CWW. After checking the case, if the customer meets **any** of the following criteria, then the clerical worker should **not** issue a replacement vault card:
  1. Two vault cards have been issued on the case in the last 12 months.
  2. A vault card was issued on the case in the last 30 days.
  3. There are currently no benefits available in the member’s account, and a new balance will not be added in the next 7 days.

4. The member has requested a permanent replacement card within the last 7 days. In this instance, instruct the member to wait for the permanent card to arrive in the mail.
  5. Their monthly benefit is less than 50% of the maximum allotment for a household of their size.
  6. The remaining benefits in the customer's account is less than 50% of their monthly benefit. (This cannot be accrued from previous months to exceed the 50% monthly allotment.)
- If the customer does not meet the criteria to get a vault card, but there are extenuating circumstances and the customer needs a vault card right away, the customer should be referred to the lobby lead. If the lobby lead approves a hardship card they will make case comments. If there are case comments from the lobby lead that the hardship replacement was approved, a replacement card can be issued.

#### FOR THE LOBBY LEAD:

- If the customer claims a hardship, then the lobby lead will review the case and meet with the customer. The lobby lead will make a determination on a case by case basis if there is a hardship situation, and if a replacement vault card should be issued.
- The lobby lead will make case comments about the approval of the replacement vault card for a hardship, and send the customer back to the benefits desk to get the replacement vault card if approved.

#### FOR ESS ON THE PHONE OR AT THE FD:

- If ESS approves a customer for expedited FS and the customer has never had a quest card before, they should make case comments, and tell the customer to pick up the vault card **today**. **If they cannot pick up the vault card today, they should be told to wait for it to come in the mail.**
- If a customer requests a replacement vault card, the ESS should check the vault card checklist to see if they are eligible. If not, the ESS should tell them they are not eligible for a vault card and should tell them to call 1-877-415-5164 to order a new card.
- If the customer is not eligible for a vault card, but states they need a vault card due to a hardship, the ESS should escalate the customer to a lead.

#### **Important Notes:**

- Customers who have received more than 4 cards in the last 12 months will receive a letter from OIG about their excessive number of cards (both permanent and Vault cards count in this 4 cards per 12 month amount).
- Leads issuing a hardship replacement card to someone who has met the criteria for an OIG letter should inform the customer that they may be investigated by OIG due to excessive cards and potential FoodShare trafficking.
- Whenever a temporary vault card is issued to a customer, a permanent card will be mailed to the food stamp household address. When the household receives it, they need to call 1-877-415-5164 to activate the card. Calling to activate the permanent card cancels the temporary vault card. The vault card does

not have the customer's name on it and should be destroyed immediately upon activation of the permanent card.