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**FOOD STAMP CERTIFICATION  
GENERAL PROCEDURES & REQUIREMENTS  
Division of Responsibilities**

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**FS 145 Division of Responsibilities  
Change #1-2006  
April 1, 2006**

**145.01 DIVISION OF RESPONSIBILITIES**

**A. Food Stamp Information System (FSIS)**

The FSIS functions are divided into three categories:

1. FSIS Inquiry only is appropriate for any county agency employee who has the need to know Food Stamp case data. Such persons can include support staff who answer questions about certification status and benefit availability as well as caseworkers, supervisors, and other administrators.
2. Transaction Keying Authority access is appropriate only to those agency employees who authorize benefits. Since direct worker entry, caseworkers became responsible for all tasks necessary to establish and authorize food stamp benefits.
3. DSS-8593, Transaction Authorization, may be given to caseworkers and supervisors to key requests for supplements, restored benefits, and replacement benefits in addition to keying new cases. Use Report SLEMU015-ET, Special Issuance Types by Reason, generated monthly and available in XPTR, to validate the accuracy of benefits authorized.

**B. Admin Terminal Inquiry and Update Functions**

1. Admin Terminal Inquiry is appropriate for any county agency employee who has the need to know Food Stamp EBT data. Such persons may include support staff who answer questions about card issuance and benefit availability, as well as caseworkers, supervisors, and other administrators.
2. Admin Terminal Update Functions include Card Maintenance Screen, Benefit Maintenance Screen, Client Maintenance Screen, and Adjustment/Repayment Screen.
  - a. Card Maintenance Screen allows the user to reset a pin, place an EBT card in lost, damaged, stolen, or other status which deactivates it immediately and causes a new EBT card to be mailed to the client. A fee of \$2.50 is debited from the client's account, for lost or stolen cards only, at the time of the status change. If the account balance does not have sufficient funds, a message will appear and the account will be moved to Not Sufficient Funds to inactivate the account until funds are available.
  - b. Benefit Maintenance Screen allows activation or cancellation of the entire EBT account for a client. This function will be performed by designated staff with the Economic Services Section by contacting the Help Desk at (919) 733-9370.
  - c. Client Maintenance Screen allows the user to view client information.
  - d. Adjustment/Repayment Screen allows the user to debit an EBT account to repay on a claim when appropriate.

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Admin Terminal update authority may be given to caseworkers and support staff in order to provide good customer service.

There is some risk of misuse or fraud if an individual has access to both FSIS update and Admin Terminal update authority. This would give the individual access to case certification, requesting and replacing EBT cards, and account activation. However, an EBT card must be pinned in order to complete a fraudulent act.

**C. Security for EBT Cards Stored in the Agency**

Occasionally, EBT cards are received in the local agency. This may occur if a homeless client uses the DSS as the mailing address or if an EBT card is returned for any reason. Active cards must be maintained in a secure place.

**D. County EBT Security Plan**

Each local agency is responsible for ensuring that appropriate security measures are in place to minimize risk of misuse or fraud involving EBT cards and Food Stamp benefits.