



**COMBINED MANUAL
DESCRIPTION OF CHANGES ATTACHMENT
REVISED SECTIONS – ISSUED 02/2013**

The **EFFECTIVE DATE** of the changes is the same as the issuance date unless stated otherwise.

All sections update Food Support and FS to Supplemental Nutrition Assistance Program (SNAP) and FSET to SNAP E&T throughout.

0024.04.03 (Benefit Delivery Methods) deletes in the 1st paragraph that "or the county can print warrants at the county office" because this is no longer correct. Under the sub-heading **RAPID ELECTRONIC ISSUANCE (REI)** deletes and adds clarifying language. It also deletes the 2nd paragraph for clarity.

0024.04.03.03 (Benefit Delivery Methods--Program Provisions) in SNAP deletes the 2nd paragraph for clarity.

0029.03.09 (Consumer Support Grant Program) deletes language throughout for clarity.

0029.03.15 (Veterans' Benefits) deletes language throughout for clarity.

0029.03.18 (Relative Custody Assistance Program) deletes language throughout for clarity.

0029.07.09 (Women, Infants, and Children (WIC) Program) adds a hyperlink to the WIC web site and deletes program-specific eligibility policy.

MAXIS may deliver benefits to a client by regular mail, certified mail, direct deposit, or electronic benefit transfer (EBT). MAXIS can also send benefits to the county office for the client to pick up.

MAXIS sets an initial delivery method for clients.

- Issue benefits via EBT unless the client meets an EBT exclusion criteria. See TEMP Manual TE16.07 (EBT- Issuance Defaults and Exclusion Codes) for exclusion criteria.
- The initial delivery method for clients who meet the EBT exclusion code criteria is regular mail. MAXIS may automatically change delivery when a client has requested too many replacements in a 6-month period. See [0024.04.04 \(Changes in Automatic Benefit Delivery Method\)](#), [0024.06 \(Provisions for Replacing Benefits\)](#). Clients may request a more secure delivery method at any time.
- A case that has selected direct deposit will have cash benefits sent directly to the checking or savings account number noted on the DISB panel in MAXIS. When a direct deposit account is set up, there will be an initial 10 day pre-note period during which benefits will be issued in the form of a warrant/EBT. Direct deposit cases may be excluded from EBT.

EXCEPT to issue emergency benefits, use the same delivery method for all cash programs for which the client is eligible.

Each time you authorize a benefit payment, MAXIS stores the payment request in an issuance transaction file. Based on this file, MAXIS issues benefits using 1 of the processes below:

OVERNIGHT NIGHTLY ISSUANCE PROCESS

Each non-holiday weekday evening, MAXIS searches the issuance transaction file for transactions coded as replacement or nightly issuance. The Issuance Operation Center (IOC) prepares and mails these benefits by 10:00 a.m. the next working day. MAXIS automatically holds some types of case reinstatements until the correct issuance date.

Direct deposit transaction is processed overnight and may not appear in the client's account for 2 business days. EBT transactions will appear in clients' account by 10:00 a.m. the next calendar day.

ONGOING ISSUANCE PROCESS

After each end-of-month cutoff date, MAXIS searches the issuance transaction file for transactions coded as ongoing issuance. Benefits are available by the scheduled day.

ELECTRONIC BENEFIT TRANSFER

Regular overnight EBT issuances are deposited into client accounts at 10:00 a.m. the following day. Overnight issuance will meet the requirements for expedited FS issuance if the client already has a card with which he/she can access the benefits.

RAPID ELECTRONIC ISSUANCE (REI)

REI is the issuance of benefits on the same day they are approved.

REIs processed before 12:00 Noon will be available at 1:00 p.m. daily. REIs processed from 12:00 Noon but before 5:00 p.m. will be available at 6:00 p.m. daily. The issuance method appearing in MAXIS will show EBT REI.

See [0024.04.03.03 \(Benefits Delivery Methods-Program Provisions\)](#) for the specific program provisions.

In addition to the specific program provisions below, see [0024.04.03 \(Benefit Delivery Methods\)](#) for the general provisions that apply to all programs.

MFIP, WB:

If a client does not pick up a county issuance warrant, accounting staff will hold it for pick up through the end of the issuance month. If the client has not picked up the warrant by that time, accounting will cancel the issuance, void the warrant, and return it to the Issuance Operation Center (IOC).

DWP:

Monthly benefits made on a client's behalf for shelter, utilities, and the flat rate of \$35 for telephone service (at county option) are issued as vendor payments directly to the vendor. For the remainder of the grant, if any, issue the payment via Electronic Benefit Transfer (EBT).

SNAP:

You must offer REI to SNAP clients when it is available in MAXIS.

MSA, GA:

If a client does not pick up a county issuance warrant for MSA, accounting staff will hold it for pickup through the end of the issuance month. If the client has not picked up the warrant by that time, accounting will cancel the issuance, void the warrant, and return it to the IOC.

GRH:

Monthly benefits made on a client's behalf are issued as vendor payments.

The [Consumer Support Grant Program \(CSG\)](#) is a state-funded program that provides funds to help people with functional limitations and their families to purchase and secure supports to maintain safe, independent living. Participation in the CSG program is voluntary for counties and consumers. A person may be able to participate in CSG program only if his/her county of financial responsibility elects to participate in the CSG program.

CSG makes support grants to people or families as an effective alternative to existing programs and services, such as the Developmental Disability Family Support Grant program, Personal Care Attendant services, Home Health Aid services, and private duty nursing services. It provides a monthly subsidy to the consumer or his/her representative in the form of cash, grant, voucher, or direct payment to a vendor for the consumer's special needs as approved in an individual service plan.

CSG pays for goods and services related to a consumer's functional limitations that are over and above the normal cost of caring for a person. For example, people may purchase supports such as respite care, assistance with daily living, homemaker, chore and adaptive aids from friends, neighbors, relatives or any other responsible person the consumer knows and trusts.

The county social services agency applies on the consumer's behalf to DHS for the program. The application must specify the needs of the consumer or his/her family and how they will use the subsidy.

For treatment of CSG payment income for all programs, see [0017.06 \(Excluded Income\)](#).

The United States Department of Veterans Affairs (USDVA) provides services to people who have served in the U.S. armed forces. USDVA also provides some benefits to dependents of veterans. Benefits provided by USDVA include hospital treatment and pensions for service related disabilities.

Some applicants for and participants of assistance must apply for USDVA benefits. See [0012.12 \(Applying for Other Benefits\)](#), [0012.27 \(Cooperating to Get Tort Liability Payments\)](#).

Refer people who might be eligible for veteran's benefits to:

[United States Department of Veterans Affairs](#)

Regional Office and Insurance Center

1 Federal Drive

Fort Snelling

St. Paul, Minnesota 55111-9986

1-800-827-1000

The [Minnesota Department of Veterans Affairs](#) provides cash and medical assistance for temporarily disabled veterans and their dependents. It also provides educational assistance for veterans, dependents of POW/MIAs, and war orphans.

The cash assistance program serves as interim assistance pending the approval of another program's benefits or as short-term assistance up to a maximum of 6 months.

To apply, people must contact the Department of Veterans Affairs at 651-296-2562 or the county veterans service officer at the county courthouse in their county of residence.

Also see the [Health Care Programs Manual](#) for related medical information.

The Relative Custody Assistance Program (RCAP) was established to support the permanency option of transferring the permanent legal and physical custody of children in foster care to a relative.

The responsibility of administering the RCAP and making payments rests with the county agency. The state will reimburse each county on a quarterly basis for the amount of cash payments the county has paid to relative custodians. RCAP payments and reimbursements are subject to the availability of state funds.

See [0017.15.63 \(Relative Custody Assistance Grants\)](#) for information on how to treat payments from RCAP as income.

Direct all questions on the RCAP program to the Adoption Assistance Program Advisor, Children and Family Services, 651-431-4718.

The [Special Supplemental Nutrition Program for Women, Infants, and Children \(WIC\)](#) helps improve the diets of pregnant women, mothers, and young children. Tell pregnant women and families who have children under age 5 about the program.

The WIC program provides:

- Supplemental foods that have key nutrients often lacking in the diets of young children and their mothers (for example, milk, eggs, cheese, juice and cereal).
- Answers nutrition questions and gives tips on healthy eating.
- Breast-feeding support.

People receiving MFIP, SNAP, and MA are automatically income eligible for WIC.

Working families may qualify for WIC. WIC does not require participants to be U.S. citizens. Mothers who breast-feed may qualify for the program for 1 year following their child's birth.

WIC is available in every county. For the closest WIC clinic, call 1-800-WIC4030.

