December 24, 2012

CalWORKs Program Guide Letter No. 279

Subject   **ELECTRONIC BENEFIT TRANSFER (EBT) SYSTEM**

Reference   Division 16 - Electronic Benefit Transfer (EBT) System Manual

Effective Date   December 24, 2012

Purpose   The purpose of this CalWORKs Program Guide (CPG) Letter is to:

- Inform staff that we have added a section regarding the Electronic Benefit Transfer (EBT) System to the Benefit Payments Chapter (44-300) in our CalWORKs Program Guide.

Background   San Diego County utilizes an on-line electronic benefit transfer (EBT) issuance system in which public assistance benefits are stored in a central computer database and can be electronically accessed by cardholders at a point-of-sale (POS) terminal, automated teller machine (ATM), and other electronic fund transfer devices utilizing a reusable plastic card.

Recipients of public assistance in California access their issued benefits with the "Golden State Advantage" EBT card which looks like a bank/ATM debit type card. EBT is currently used in all states, the District of Columbia, Puerto Rico, the Virgin Islands, and Guam.

Summary of Additions   CPG Section 44-300 H. Electronic Benefit Transfer (EBT) System has been added to the Benefit Payments Chapter and includes the following information:

CPG Section	Title	Program Updates/Changes
44-300 H	Electronic Benefit Transfer (EBT) System	Added new section to the Benefit Payments Chapter
	Table of Contents	Added a Table of Contents

	Background	Added new section
	The EBT System	Added new section
	Cash Benefit Restrictions	Added new section
	Out-of-State Card Usage	Added new section
	Process Overview	Added new section
	Toll-Free Customer Service Number	Added new section
	Eligibility Staff Responsibility	Added new section
	Benefit Availability/Staggered Issuance	Added new section
	Primary Person	Added new section
	Card/Pin Issuance and Replacement Procedures	Added new section
	Replacing Lost/Stolen or Damaged Cards	Added new section

The entire section is new and therefore **not** highlighted.

Medi-Cal Program Impact

No impact to the Medi-Cal Program.

CalFresh Program Impact

No impact to the CalFresh Program.

Automation Impact

No Impact.

ACCESS Impact

ACCESS Agents will continue to direct applicants/recipients to the Toll Free Customer Service Number or the appropriate Family Resource Center as needed.

Forms Impact	Prior to authorizing the issuance of the EBT card the worker will ensure that the primary person has signed the CSF67 EBT Responsibility Statement form.
Imaging Impact	Staff will continue to scan the signed CSF67 in the case Document Retrieval System (DoReS).
Operations Impact	The primary role of the worker is to authorize cash aid benefits to eligible clients and to generate a request to clerical to issue/replace an EBT card and/or PIN.
Quality Control (QC) Impact	Effective with the December sample month QC will cite the appropriate error on any case that does not comply with the requirements outlined in this letter.

Director Approval

[signature] 12-24-12

RICK WANNE, MA, MFT
Director
Eligibility Operations

Manager Contact

CalWORKs Program

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