

May 23, 2014

CalWORKs Program Guide Letter No. 323

Subject **ELECTRONIC BENEFIT TRANSFER (EBT) ELECTRONIC THEFT INSTRUCTIONS**

Effective Upon receipt

Reference All County Letter (ACL) 13-67

Purpose To provide instructions for the implementation of Assembly Bill (AB) 2035, which amended Welfare & Institutions (W&I) Code section 10072 to require the prompt restoration of EBT cash benefits lost due to electronic theft.

Background Most CalWORKs benefits are issued via EBT. Electronic theft occurs when a recipient (or authorized representative) has not lost physical possession of their EBT card however, money is stolen from their EBT account electronically (often called “skimming”).

Highlighted Changes W&I 10072 instructs counties to replace benefits that have been lost due to electronic removal of funds from the EBT account without the use of the EBT card and/or PIN.

Required Action Workers must follow the instructions in [CPG 44-300.1](#) when a CalWORKs recipient reports that their benefits have been electronically stolen.

Automation Impact [BEnDS 6358](#) has been created with instructions on issuing the replacement benefits. This BEnDS will need to be followed until this process is automated in CalWIN.

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Forms Impact The following forms and notices have been uploaded into [Xerox](#) and are available for ordering. Form EBT 2259 and notices:

- M44-350K
 - M44-350L
 - TEMP WI 10072
 - TEMP WI 10072A
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ACCESS Impact ACCESS agents must follow the instructions in [CPG 44-300.I](#) when a CalWORKs recipient calls to report that their benefits have been stolen electronically.

Scanning Impact Form EBT 2259 and the notices M44-350K, M44-350L, TEMP WI 10072 and TEMP WI 10072A are recognized by CERMS.

Other Program Impact General Relief (GR) and the Cash Assistance Program for Immigrants (CAPI) have issued separate instructions for those programs via [GRPG Letter No. 75](#) and [CAPI PG Letter No. 33](#). CalFresh benefits are not affected by this change.

Quality Control (QC) Impact QC will cite the appropriate error on any case that does not comply with the requirements outlined in this material.

Summary of Changes The table below shows the changes to CPG:

| Section | Title | Program Update/Changes |
|--------------------------|--|--|
| 44-300.I | Electronic Benefit Transfer (EBT) Theft (skimming) | Added new section to the Benefits Payments Chapter |

The section is new and therefore not highlighted.

Director Approval for Release



RICK WANNE, MA, MFT
Director
Eligibility Operations
