



CDSS

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DEPARTMENT OF SOCIAL SERVICES

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ARNOLD SCHWARZENEGGER
GOVERNOR

May 29, 2008

ALL COUNTY INFORMATION NOTICE NO. I-40-08

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY EBT COORDINATORS
ALL FOOD STAMP PROGRAM SPECIALISTS

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

SUBJECT: REPLACEMENT OF DEFECTIVE ELECTRONIC BENEFIT TRANSFER (EBT) CARDS

The purpose of this notice is to provide counties with information that will aid in identifying clients with damaged or demagnetized EBT cards who will need replacement cards issued to them as soon as possible.

The U.S. Food and Nutrition Service (FNS) reported that California has a high rate of manually keyed transactions by retailers. FNS has already issued a reminder to retailers that EBT customers must present their EBT card. The most common reason for a manually keyed transaction is a damaged or demagnetized EBT card. Counties are strongly encouraged to replace clients' EBT cards at the earliest opportunity and to educate clients on the importance of not storing their EBT card next to a magnet or cell phone.

To assist counties in identifying which clients are most in need of a replacement EBT card, the Office of System Integration has developed a Client Manually Keyed Transactions Report which is available through the Statewide Automated Reconciliation System (SARS). It is located in the Miscellaneous/Monthly File Downloads section of SARS and is updated monthly. The report identifies clients who have five (5) or more transactions per month, all of which are manually keyed.

If you have any questions, please contact Heather Montgomery, EBT Analyst, at (916) 651-9120 or by e-mail at heather.montgomery@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBORAH ROSE, Chief
Program Integrity Branch