

July 21, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY LETTER No. 21-83**

The purpose of this All County Letter is to provide county child welfare agencies and probation departments with information and instruction regarding the 2021 fiscal support for eligible at-risk families with child welfare contact. Funds will be provided to help eligible families to stay together by providing assistance that enables families to mitigate the economic harm caused during the COVID-19.



**KIM JOHNSON**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



**GAVIN NEWSOM**  
GOVERNOR

July 21, 2021

ALL COUNTY LETTER NO. 21-83

TO: ALL COUNTY CHILD WELFARE DIRECTORS  
ALL FAMILY MAINTENANCE PROGRAM MANAGERS  
ALL EMERGENCY RESPONSE PROGRAM MANAGERS  
ALL FOSTER CARE MANAGERS  
ALL CHIEF PROBATION OFFICERS

SUBJECT: 2021 FINANCIAL SUPPORT FOR AT-RISK FAMILIES DURING  
NOVEL CORONAVIRUS (COVID-19) CALIFORNIA STATE OF  
EMERGENCY

This All County Letter (ACL) provides county child welfare agencies and probation departments with information regarding fiscal support for eligible at-risk families with child welfare contact during the COVID-19 California state of emergency.

Prepaid Cards will be issued directly to eligible recipients to provide temporary assistance for existing and entering cases in the months of May through December of 2021, if funds allow. The temporary support is up to \$600 per eligible household, or up to \$1,200 for eligible households with three or more children at risk of entering foster care (FC).

### **ELIGIBILITY**

County child welfare services agencies will be provided a list of potentially eligible clients, including full names and addresses, with instructions for ensuring client eligibility and accuracy of the information to facilitate the families receiving this support. County probation departments will provide the California Department of Social Services (CDSS) with lists of appropriate candidates, including names and addresses, whose families will receive this support. A household is eligible to receive this temporary support if they meet one of the following criteria:

- Households with a Family Maintenance (FM) service component without a subsequent entry into FC.
  - Inclusive of cases identified in May 2021 and new eligible families identified in June through December 2021 at the latest, depending on availability of funds.

- Households with an Emergency Response (ER) service component without a subsequent entry into FC.
  - Inclusive of cases identified in May 2021 and new eligible families in June through December 2021 at the latest, depending on availability of funds.
- Households with a substantiated ER referral, without an accompanying case opening or entry into FC.
  - Inclusive of referrals received in May 2021 with a disposition in May 2021 and new eligible families identified in June through December 2021 at the latest, depending on availability of funds.
- Households with an inconclusive ER referral, without an accompanying case opening or entry into FC, where the Structured Decision Making Risk Assessment was considered "high" or "very high."
  - Inclusive of referrals received in May 2021 with a disposition in May 2021 and new eligible families identified in June through December 2021 at the latest, depending on availability of funds.
- Probation cases where a child was at "imminent" or "serious" risk of removal or was a candidate for FC.
  - Inclusive of candidates identified in May 2021 and new candidates identified in June through December 2021 at the latest, depending on availability of funds.
- Households where a child was returned for a Trial Home Visit (THV) identified in May 2021 and new eligible families identified in June through December 2021 at the latest, depending on availability of funds.

If a household is determined to be eligible, counties should use this opportunity to engage clients to explain the support to the family, i.e., what to expect, who is eligible, and spending flexibility, indicating that it is to help cover the expenses of basic necessities (e.g., food or rent) in a flexible manner. Counties may refer to this letter when explaining the program.

## **PAYMENTS**

For those households meeting the eligibility requirements above, Prepaid Cards will be issued to provide temporary assistance to eligible cases for basic necessities. Households with one or two children at risk of entering FC meeting the eligibility requirements outlined above will receive payments as follows:

- Open FM, THV, ER cases, probation candidates, as well as Substantiated Referrals will receive a total one-time payment of \$600.

- Families determined to be at “High” or “Very High” risk with an inconclusive referral will receive a total one-time payment of \$300.

Households with three or more children at risk of entering FC meeting the eligibility requirements outlined above will receive payments as follows:

- Open FM, THV, ER cases, probation candidates, as well as Substantiated Referrals will receive a total one-time payment of \$1,200.
- Families determined to be at “High” or “Very High” risk with an inconclusive referral will receive a total one-time payment of \$600.

Families who receive a card under one of the eligibility requirements will NOT be given a second card if their case moves to another eligibility category. For example, a family that has a referral that is inconclusive, then subsequently has an FM case opened, will not receive more than one payment.

The Prepaid Card will be sent directly to the recipient, along with a letter stating the following (see Attachment A):

- As explained by your case manager, you are receiving this card to assist in meeting basic needs for your family during this public health emergency.
- You can use this card to make purchases (including online), or at an Automated Teller Machine to withdraw cash. (Note: There is a minimum \$2.50 fee per transaction to withdraw cash.)
- The value on this card expires in one year from the date of issuance. Please note the valid thru date on the card front.
- Please be careful when using your card as there is a replacement fee of \$3 to obtain a new card.
- You will not be asked to report what purchases were made or how you used the card.
- Use of this card will not affect eligibility for California Work Opportunity and Responsibility to Kids (CalWORKs) or CalFresh.
- If you have questions about this card, please contact your case manager.

## **ENGAGING CLIENTS**

The county agency should use this as an opportunity to engage with clients and communicate that Prepaid Cards are being provided to families to use in whatever way meets their needs. Best practice is to use existing engagement opportunities (e.g., monthly caseworker visits), although there may be a need to contact clients separate from these. Caseworkers can inform clients that there is no requirement to account for how the funds are used, and this information will not be collected by counties or the state.

The CDSS will release a County Fiscal Letter to provide claiming instructions for counties to use administrative funds available to specifically support this effort.

It is important to note for clients who may be receiving CalWORKs or CalFresh and are concerned that this will result in an overpayment because of income reporting requirement, that these cards do NOT count as income and will not impact those benefits.

If you have any questions or need additional guidance regarding the information in this ACL, please e-mail [CFSD@dss.ca.gov](mailto:CFSD@dss.ca.gov).

Sincerely,

***Original Document Signed By***

ANGIE SCHWARTZ  
Deputy Director  
Children and Family Services Division

Attachments

Returns Center

&lt;&lt;address&gt;&gt;

&lt;&lt;city state zip&gt;&gt;

<<CARDHOLDER>>  
 <<123 MAIN STREET>>  
 <<ANYTOWN, USA 10000>>

Amount: (ASI\_DENOMINATION)

Message: (CarrierMessage) - 80 CHARACTER LIMIT

- As mentioned by your case manager, you are receiving this card to assist in meeting basic needs for your family during this public health emergency.
- You can use this card to make purchases (including online), or at an ATM to withdraw cash. (Note: there is a minimum \$2.50 fee per transaction to withdraw cash.)
- The value on this card expires in one year from the date of issuance. Please note the valid thru date on the card front.
- Please be careful when using your card as there is a replacement fee of \$3 to obtain a new card.
- You will not be asked to report what purchases were made or how you used the card.
- Use of this card will not affect eligibility for CalWORKs or CalFresh.
- If you have questions about this assistance, please contact your case manager.
- Como lo mencionó el administrador de su caso, está recibiendo esta tarjeta para ayudarlo a satisfacer las necesidades básicas de su familia durante esta emergencia de salud pública.
- Puede usar esta tarjeta para hacer compras (incluyendo compras en línea) o retirar efectivo en un cajero automático. (Nota: hay una tarifa mínima de \$2.50 por transacción para retirar efectivo).
- El valor de esta tarjeta vence un año después de su fecha de emisión. Tenga en cuenta la fecha de vencimiento en el frente de la tarjeta.
- Tenga cuidado al usar su tarjeta, ya que hay una tarifa de reemplazo de \$3 para obtener una nueva tarjeta.
- No se le pedirá que informe qué compró o cómo usó la tarjeta.
- El uso de esta tarjeta no afectará la elegibilidad para CalWORKs o CalFresh.
- Si tiene preguntas sobre esta asistencia, comuníquese con el administrador de su caso.

This is not a credit card or credit card offer.  
 Esta no es una tarjeta de crédito ni una oferta de tarjeta de crédito.

**HOW TO USE YOUR CARD**

- Call 877-610-1075 to activate card
- Set your PIN for ATM access
- Swipe as Credit (unless PIN is activated)
- Only swipe for available card balance or less
- Use before expiration date printed on card to avoid fees

**CÓMO USAR SU TARJETA**

- Llame al 877-610-1075 para activar la tarjeta
- Configure su PIN para tener acceso al cajero automático
- Pásela como lo hace con una de crédito (a menos que el PIN esté activado)
- Únicamente úsela por el saldo disponible o por una cantidad menor
- Utilícela antes de la fecha de vencimiento que aparece impresa en la tarjeta

**About Your Visa® Prepaid Card**

**YOU CAN USE YOUR CARD** everywhere Visa debit cards are accepted (except at gas pumps and for recurring payments).

**SEE REVERSE** for important card usage information, including fees associated with this card and how to avoid declines. Restrictions apply.

**RETURNS / EXCHANGES / VOIDS:** Allow up to 10 days for merchant credits or voids to be applied. Hotel and car rental can take up to 30 days.

**Información sobre su tarjeta de prepago Visa®**

**PUEDEN USAR SU TARJETA** en cualquier lugar donde se aceptan tarjetas de débito Visa (excepto en bombas de combustible y para pagos recurrentes).

**CONSULTE EL REVERSO** para obtener información importante sobre el uso de la tarjeta, las cuotas correspondientes y cómo evitar que la rechacen. Aplican restricciones.

**DEVOLUCIONES / CANJES / ANULACIONES:** Deje pasar hasta 10 días para que se apliquen los créditos o anulaciones del comercio. El alquiler de vehículos y las estancias en hoteles pueden llevar hasta 30 días.

Visit **MyPrepaidCenter.com**  
 to activate and manage your card. /  
 Visite **MyPrepaidCenter.com**  
 para activar y manejar la tarjeta.



Activate your card /  
 Active su tarjeta



Check your card  
 balance / Verifique  
 el saldo de su tarjeta



Sign up for text\* or  
 email alerts / Regístrese  
 para recibir alertas por  
 mensajes de texto\* o  
 correo electrónico



View transactions /  
 Vea transacciones

*\*Standard text messaging rates, fees and charges may apply. /  
 \*Pueden aplicar tarifas, cuotas y cargos estándar por mensajes de texto.*

XXXXXXXX XXXXXXXX

**CARDHOLDER AGREEMENT TERMS APPLY** For more information regarding this card, read and retain the materials enclosed in the card packet and on the back of this page, or visit MyPrepaidCenter.com. / **APLICAN LOS TÉRMINOS DEL ACUERDO DEL TARJETAHABIENTE** Para obtener más información sobre esta tarjeta, lea y guarde el material que se envía en el paquete de la tarjeta y al reverso de esta página, o visite MyPrepaidCenter.com.

## IMPORTANT THINGS YOU NEED TO KNOW ABOUT THIS CARD (the “Card”)

Visit [MyPrepaidCenter.com](http://MyPrepaidCenter.com) for Card balance, transactions, frequently asked questions, and more.

**PINs** To set or reset your PIN, visit [MyPrepaidCenter.com](http://MyPrepaidCenter.com) or call the number on the back of the Card and use the automated system. If you prefer to also use a PIN for in-store purchases, select debit, not credit.

**ENHANCE SECURITY** Visit [MyPrepaidCenter.com](http://MyPrepaidCenter.com) to opt in to receive available balance and transaction alerts any time there is activity with the Card. Standard text message and data rates, fees, and charges may apply.

**REGISTER FOR ONLINE PURCHASES** If your name is not on the Card, visit [MyPrepaidCenter.com](http://MyPrepaidCenter.com) to register before using it online.

### CARD USAGE TIPS

**COMMON DECLINE REASONS** Card was swiped for more than the Card balance (it should only be swiped for the available balance or less), Card was not activated, the incorrect PIN was used for point of sale transactions (process without a PIN as credit) or Card was used for recurring payments or for bill pay.

**GAS STATIONS** The Card will decline if used at the pump. You must go inside the station to use the Card.

**GRATUITY** Some merchants (restaurants, hotels, spas, cruise lines, etc.) may seek an authorization above the purchase amount to cover gratuity, incidentals or other expenses. If your Card balance is less than the authorization amount, see **USING MULTIPLE FORMS OF PAYMENT** below. You may need to swipe the Card for up to 20% less than the balance to cover gratuity.

**HOTELS/CAR RENTALS** Only use the Card to pay the bill when you check out of the hotel or return the rental car. Do not use the Card to make reservations or at check-in/car pick-up. Doing so will hold those funds and may cause the Card to decline for other purchases for up to 30 days.

**USING MULTIPLE FORMS OF PAYMENT** Use this Card last so the amount swiped is the same or less than the Card balance.

**INTERNATIONAL USE** This Card can be used without EMV Technology (chip and PIN) by asking the merchant to swipe the Card as Credit. If the merchant refuses, report the problem at [usa.visa.com/support/consumer/travel-support.html](http://usa.visa.com/support/consumer/travel-support.html). View prohibited country listing at [MyPrepaidCenter.com](http://MyPrepaidCenter.com) before using the Card outside of the U.S. and Canada.

### ADDITIONAL INFORMATION

**RECURRING PAYMENTS** The Card cannot be used for recurring charges, such as magazine subscriptions, monthly memberships or bill pay.

**CALLING ON BEHALF OF THE CARDHOLDER** Call Customer Service to authorize a third party to receive information on your behalf.

**PROBLEMS AT THE POINT OF SALE** Call the number on the Card back and Customer Service can assist the merchant.

**RECORD THE NUMBERS** Record the Card number and the toll-free number on the back of the Card. See **LOST OR STOLEN CARD** below.

**LOST OR STOLEN CARD** If the Card is lost or stolen, call Customer Service immediately and provide the Card number. If you call before the expiration date, you will be sent a new Card with the remaining balance at the time of your call. Fees may apply, see below for information.

**PROGRAM-RELATED QUESTIONS** For funding and program-related questions, please contact your program administrator.

**CARDHOLDER AGREEMENT** Please read and retain the Cardholder Agreement that begins below and continues on the enclosed materials.

### Fees Associated With This Card

**MONTHLY MAINTENANCE FEE** Subject to applicable law, a monthly maintenance fee will be deducted each month following the expiration date for as long as there are funds remaining on the Card. See the fee schedule below for details.

Description	Fee	Description	Fee
International Transaction Fee	2%	Monthly Maintenance Fee for Non-Reloadable Cards (begins after card expires)	\$3.95
Replacement Card Fee	\$3.00		
Expedited Delivery Fee	\$20.00	Description	Limit
ATM Withdrawal Fee - U.S. / International	\$2.50/\$3.50	Number of Daily ATM Transaction	2
ATM Balance Inquiry - U.S. / International	\$1.00	Daily Withdrawal Limit	\$500

Card is issued by MetaBank, N. A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. For patent information, visit [blackhawknetwork.com/patent](http://blackhawknetwork.com/patent).

## COSAS IMPORTANTES QUE NECESITA SABER SOBRE ESTA TARJETA (la “Tarjeta”)

Visite [MyPrepaidCenter.com](http://MyPrepaidCenter.com) para obtener el saldo, las transacciones, las preguntas frecuentes y mucho más relacionado con la Tarjeta.

**PINs** Puede visitar [MyPrepaidCenter.com](http://MyPrepaidCenter.com) para seleccionar o restablecer su PIN. Adicionalmente puede llamar al número que se encuentra en la parte posterior de su tarjeta y seguir las instrucciones automáticas. Si desea usar su PIN cuando haga compras en una tienda [física] o cuando haga compras en persona, pase la tarjeta como débito, no como crédito.

**MAYOR SEGURIDAD** Visite [MyPrepaidCenter.com](http://MyPrepaidCenter.com) para recibir notificaciones del saldo disponible y alertas sobre transacciones cada vez que haya actividad con la tarjeta. Pueden aplicar tarifas, cuotas y cargos estándar por mensajes de texto y datos.

**INSCRÍBASE PARA COMPRAS EN LÍNEA** Si su nombre no está en la Tarjeta, visite [MyPrepaidCenter.com](http://MyPrepaidCenter.com) para registrarla antes de usarla en línea.

### CONSEJOS PARA USAR LA TARJETA

**MOTIVOS COMUNES DE RECHAZO** La Tarjeta se usó para cubrir un monto mayor que el saldo que tenía la cuenta (solo debe usarse el saldo disponible o menos), no se activó la Tarjeta, se usó un PIN incorrecto para transacciones en un punto de venta (usarla sin un PIN como crédito) o la Tarjeta se usó para pagos recurrentes o pago de facturas de servicios.

**GASOLINERAS** La Tarjeta será rechazada si se usa en la bomba de combustible. Debe ir al interior de la gasolinera para usar la Tarjeta.

**COSTOS VARIOS** Algunos comercios (restaurantes, hoteles, spas, cruceros, etc.) podrían solicitar autorización para costos adicionales al total de la compra para cubrir propinas, gastos imprevistos y otros gastos. Si el saldo de la Tarjeta es menor que el monto de la autorización, consulte **USO DE VARIAS FORMAS DE PAGO** más abajo. Es posible que deba pasar la Tarjeta hasta por menos del 20 % del saldo para cubrir esos costos varios.

**ALQUILER DE VEHICULOS/ESTANCIAS EN HOTELES** Use la Tarjeta solo para pagar la factura cuando se retire del hotel o devuelva el vehículo alquilado. No use la tarjeta cuando haga reservaciones o al llegar al hotel ni cuando recoja el vehículo. Si lo hace, los fondos quedarían en reserva y podría causar que la Tarjeta sea rechazada para otras compras hasta por 30 días.

**USO DE VARIAS FORMAS DE PAGO** Use esta Tarjeta por última vez cuando el monto de compra sea el mismo o menor que el saldo de la Tarjeta.

**USO INTERNACIONAL** Esta Tarjeta se puede usar sin tecnología EMV (chip y PIN). Solicite al comercio que la pase como Tarjeta de crédito. Si el comercio se niega a hacerlo, denuncie el problema en [usa.visa.com/support/consumer/travel-support.html](http://usa.visa.com/support/consumer/travel-support.html). Consulte el listado de países prohibidos en [MyPrepaidCenter.com](http://MyPrepaidCenter.com) antes de utilizar su Tarjeta fuera de los EE. UU. y Canadá.

### INFORMACIÓN ADICIONAL

**PAGOS RECURRENTE** La tarjeta no puede usarse para pagos recurrentes, como suscripciones a revistas, membresías mensuales o pagos de facturas mensuales de servicios.

**LLAMADAS DE TERCEROS EN NOMBRE DEL TARJETAHABIENTE** Comuníquese con Servicio al Cliente para autorizar a un tercero a recibir información en su nombre.

**PROBLEMAS EN EL PUNTO DE VENTA** Llame al número en el reverso de la Tarjeta y Servicio al Cliente podrá ayudar al comercio.

**ANOTE LOS NÚMEROS** Anote el número de tarjeta y el número para llamadas gratis que se encuentran en el reverso de la tarjeta. Lea la información sobre **PÉRDIDA O ROBO DE LA TARJETA** a continuación.

**PÉRDIDA O ROBO DE LA TARJETA** Si le roban o pierde la Tarjeta, comuníquese de inmediato con Servicio al Cliente y proporcione el número de Tarjeta. Si llama antes de la fecha de vencimiento, se le enviará una nueva Tarjeta con el saldo restante al momento de su llamada. Pueden aplicar cuotas; lea la información más abajo.

**PREGUNTAS RELACIONADAS CON EL PROGRAMA** Para preguntas sobre financiamiento y sobre el programa, comuníquese con el administrador de su programa.

**ACUERDO DEL TARJETAHABIENTE** Lea y guarde el Acuerdo del Tarjetahabiente que se describe a continuación y que continúa en el material adjunto.

### Cuotas asociadas con esta tarjeta

**CARGO POR MANTENIMIENTO MENSUAL** Según la ley aplicable, todos los meses se deducirá un cargo por mantenimiento después de la fecha de vencimiento, mientras queden fondos en la tarjeta. Lea la lista de cargos abajo para saber más.

Descripción	Cargo	Descripción	Cargo
Cargo por transacción internacional	2 %	Cargo mensual por mantenimiento de las tarjetas no recargables (comienza después del vencimiento de la tarjeta)	\$3.95
Cargo por reemplazo de la tarjeta	\$3.00		
Cargo por entrega urgente	\$20.00	Descripción	Límite
Cargo por retiro en cajero automático - EE. UU./Internacional	\$2.50/\$3.50	Cantidad de transacciones diarias en cajero automático	2
Consulta de saldo en cajero automático - EE. UU./Internacional	\$1.00	Límite diario de retiro	\$500

Tarjeta es emitida por MetaBank, N. A., miembro de FDIC, de conformidad con una licencia de Visa U.S.A. Inc. Para ver la información sobre patentes visite [blackhawknetwork.com/patent](http://blackhawknetwork.com/patent).



# CDSS Family Welfare Program

## Prepaid Card Tips for Counties

### What if the card was undeliverable or not received?

Provide the recipient with all the following information and have them call the Customer Service Lost/Stolen/Non-received team at 877-227-0956 for help to get a replacement card issued to their confirmed or updated address. Caller should have this information available to assist the agent with their request:

1. **Their First and Last Name as it was ordered on the card**
2. **Address the card was issued to (even if incorrect, the agent will use this to locate the card in the system and authenticate the caller; address can be updated if needed prior to issuing a replacement card)**
3. **Proxy card number (if possible, from returned cards file – CDSS administrator can also provide this information)**

### What should recipients watch for in the mail?

The card will arrive via USPS First Class Mail in a white envelope. The CDSS logo will be visible in the top left corner above the return address:



### Where can the recipient use the Visa® Prepaid Card?

The card can be used everywhere Visa debit cards are accepted, except gas pumps.

### How do recipients activate their card?

Once They receive a card, direct them to call 1-877-610-1075 or visit [MyPrepaidCenter.com](https://MyPrepaidCenter.com) and follow prompts to activate the card.

Card is issued by MetaBank®, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. No recurring payments. Can be used everywhere Visa debit cards are accepted. Card valid for up to 12 months, funds do not expire and may be available after card expiration date, fees may apply. Card terms and conditions apply.





16-digit card number

Expiration date  
(2-digit month, 2-digit year)

3-digit security code (on card back)

### Card balance tips

- Current balance can be confirmed by dialing 1-877-610-1075 or by entering the card number at MyPrepaidCenter.com.
- Transaction History available at MyPrepaidCenter.com
- Only use for the current balance or less
- The card can only be used for the current balance or less. If your purchase amount is more than the value on the card, see Using multiple forms of payment below.
- Select credit, not debit
- Select credit, not debit, when making online, mail/phone purchases.

### Does this card have cash access?

Yes, this card can be used at an ATM. Dial 1-877-610-1075 or visit MyPrepaidCenter.com and follow prompts to set or reset your PIN for ATM usage. If prompted at the ATM, select Checking Account, not Savings Account. For ATM fees and restrictions, see the Cardholder Agreement inside the envelope.

### Most common decline reasons

1. Card was swiped for more than the card balance.
2. Card was used at a gas pump.
3. Card was not activated before use.
4. Card was swiped as debit without creating a PIN.

Card is issued by MetaBank®, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. No recurring payments. Can be used everywhere Visa debit cards are accepted. Card valid for up to 12 months, funds do not expire and may be available after card expiration date, fees may apply. Card terms and conditions apply.