



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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ARNOLD SCHWARZENEGGER
GOVERNOR

November 18, 2009

ALL COUNTY INFORMATION NO. I-82-09

REASON FOR THIS TRANSMITTAL

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

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS
ALL CONSORTIA PROJECT MANAGERS
ALL COUNTY EBT PROJECT MANAGERS

SUBJECT: CROSS-COUNTY EMBOSsing OF ELECTRONIC BENEFIT TRANSFER (EBT) CARDS

The purpose of this notice is to provide information regarding a county's ability to emboss an EBT card in another county. Counties will perform cross-county embossing when the client is owed benefits and the client resides in a new county and no longer has possession of their former EBT card. A client may be owed benefits due to an available balance on their account or due to a hearing award.

When a county owes EBT benefits to a former resident, the county may apply those benefits to the recipient's account number in the former county and print an EBT card in the new county of residence using cross-county embossing. Attached is EBT Information Update No. 01216 that was communicated to the counties and the Statewide Automated Welfare System consortia on January 10, 2005, when the EBT system was maintained by JP Morgan EFS. The same process is applicable under the new EBT vendor contract with Affiliated Computer Services (ACS). The Cross-County Embossing matrix is available on the EBT WorkSite Web. Using a log-in name and password, each county and consortium can access the EBT WorkSite Web.

The Cross-County Embossing matrix contains the information necessary for each county to perform cross-county embossing. The matrix contains the county contact information, the local county address, type of embosser, and the embosser identification number for each embossing device. Prior to initiating cross-county embossing, it is essential to contact the identified county employee at the target county. Most counties have established embossing procedures that must be followed.

All County Information No. I-82-09
Page Two

EBT Operations works with the EBT vendor, ACS, to maintain the Cross-County Embossing matrix. In the event a county finds it necessary to update the information contained in the matrix, please communicate directly with the EBT Project Office, Operations Unit at ebtoperations@osi.ca.gov. EBT Operations sends communications to numerous county and consortia staff whenever an updated matrix is available on the EBT WorkSite Web.

If you have any questions or concerns about this letter, please contact Tonya Zuniga at (916) 654-1421.

Sincerely,

Original Signed By

YVONNE L. LEE, Chief
Program Integrity Branch
Welfare to Work Division

Attachment

c: CWDA



California Electronic Benefit Transfer (EBT) Project EBT INFORMATION UPDATE

EBT Contract No. 01216

"Technology helping people"

EBT Information Update – Number 29	
Date:	January 10, 2005
To:	EBT County Project Managers
Subject:	Cross County Embossing
This update is for informational purposes only. Questions concerning the information contained in this update should be directed to EBT Operations at: ebtoperations@sid.hhsdc.ca.gov or call 916-263-6600. To add, delete or change a county contact for the EBT Information Update distribution list, the county must update its TN-2 form and forward the form to Jennifer.s.Griffith@jpmorgan.com.	

Attached is a Cross County Embossing matrix that contains the necessary information for counties to accomplish cross county embossing.

This matrix contains the embossing method used by each county, county contact information, the site address, the type of embosser, and the embosser ID. Prior to initiating cross county embossing, it is essential to contact the target county. Most counties have established embossing procedures that must be followed.

JP Morgan EFS maintains the information contained in this matrix. Please contact Jennifer Griffith to update your county information. She can be reached at 916-286-7903 or via e-mail at Jennifer.s.Griffith@jpmorgan.com.

The state EBT Project will post this matrix to the EBT Worksite Web page of the state EBT Project website and will post updated matrices as they become available.