



CDSS

JOHN A. WAGNER
DIRECTOR

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

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

March 1, 2010

ERRATA

ALL-COUNTY INFORMATION NOTICE I-82-09E

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

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

REASON FOR THIS TRANSMITTAL

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

The purpose of this letter is to inform counties that this ACIN replaces the recently-published ACIN I-82-09 regarding Cross-County Embossing of Electronic Benefit Transfer (EBT) cards, which contained reference to the previous EBT vendor's processes. This ACIN specifies the process to be followed under the new vendor contract with Affiliated Computer Services (ACS).

Cross-county card printing has replaced the cross-county embossing process that took place when the EBT system was maintained by JP Morgan EFS. Counties will perform cross-county card printing 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 that had been posted while residing in another county.

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 card printing. In order to perform cross-county printing, the county user will need to have the user role authorized in EPPIC in order to access the Printer Search Screen within EPPIC. Using this screen, the county user would choose the county where the card needs to be printed. Before printing the card, the county user needs to contact the person listed in EPPIC for the county where the card is to be printed. Both county workers need to coordinate which county printer to use and to ensure someone is at the printer to receive the card. Counties should be aware that any benefits posted through EPPIC need to be reconciled with the county's eligibility system.

The EBT vendor, ACS, maintains the list of county-authorized users and contact information on EPPIC. If a county needs to update the information contained in EPPIC

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please submit an iStar ticket by calling the County Helpline at (866) 893-1159, or by logging onto the iStar tool and submitting a ticket.

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

Sincerely,

Original Document Signed By:

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