



CDSS

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DEPARTMENT OF SOCIAL SERVICES

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ARNOLD SCHWARZENEGGER
GOVERNOR

August 26, 2010

ALL COUNTY INFORMATION NOTICE NO. I-68-10

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY EBT COORDINATORS
ALL CALWORKS PROGRAM SPECIALISTS
ALL REFUGEE CASH ASSISTANCE PROGRAM SPECIALISTS

SUBJECT: ELIMINATION OF ELECTRONIC BENEFIT TRANSFER (EBT)
CASH ACCESS AT CERTAIN ATMS

REFERENCE: EXECUTIVE ORDER S-09-10; MANUAL POLICY AND
PROCEDURES (MPP) 16-325; WELFARE AND INSTITUTIONS
CODE SECTION 10072(d)

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 notice is to inform counties of changes to EBT cash access pursuant to Executive Order (EO) S-09-10 (see attached), signed by Governor Schwarzenegger on June 24, 2010. One of the mandates in the EO requires CDSS to immediately take all necessary steps to ensure that California Work Opportunity and Responsibility to Kids (CalWORKs) recipients cannot access state-provided cash benefits from automated teller machines (ATMs) located in gambling establishments. This action is being taken to reinforce the intent of the CalWORKs program, which is to help families meet their basic needs of food, clothing and shelter. Access to cash assistance at gambling and certain other types of establishments seems contrary to the goals of the program.

Accordingly, CDSS, in partnership with the Office of Systems Integration (OSI) and the state's EBT service provider, ACS State & Local Solutions, Inc., has identified and eliminated EBT cash access at ATMs located in casinos, card rooms, poker rooms, and adult entertainment businesses. Additionally, cash access will be eliminated at ATMs in gaming and adult entertainment businesses located outside of California. OSI is also identifying other establishments that offer services that are not congruent with the goals of the cash aid programs, and cash access points at these locations may also be eliminated.

County-specific lists of ATMs that have been eliminated have been sent to each county's welfare director and EBT Coordinator. The lists will be updated and issued as needed. The

ATM information on the EBT Client Website will be updated on a monthly basis. However, due to these unique circumstances, a special mid-month update was performed on July 15th and deactivated ATMs have been removed from the website. Counties should refer cardholders to the EBT Client Website to find the most current information on ATM locations and also have a list of accessible ATMs available for cardholders at local county offices. A notice has been posted to the website stating that there will not be EBT cash access at certain ATMs and to check the list of available ATMs on the website. In addition, CDSS has created a flyer (Temp 2245) to inform EBT cardholders of the changes in cash access locations (see Attachment). The flyer has been translated into the nine EBT threshold languages and is available on the CDSS internet site at <http://www.cdss.ca.gov/cdssweb/entres/forms/English/TEMP2245.pdf>. Counties should download and include the flyer in the next mailing of each recipient's Quarterly Reporting (QR 7) form. Counties may also share it with community-based organizations for dissemination to recipients.

Beginning with those areas that are the most impacted by this change, ACS, in collaboration with CDSS, OSI, CWDs and advocates, will review the counties' cash access plans to ensure that the areas affected by the EO mandate will have adequate cash access points for EBT cardholders. ACS is obligated to review cash access in each zip code within a county and ensure that it meets the contractual criteria established by the state. ACS has already reviewed cash capacity in all 58 counties. Initial reviews indicate that impacted zip codes are still meeting cash capacity needs. The next steps will be to examine the proximity of ATMs within a particular zip code. If it is determined that a particular zip code does not meet the established criteria, ACS will make every effort to add new ATM locations so that the cash access standard is met.

As a reminder, if a recipient is unable to successfully use the EBT system, counties have the option of providing an alternative benefit delivery method. This may include use of direct deposit or warrants, as specified in the CDSS Manual of Policies and Procedures Sections 16-325.1 and 16-313(a). Examples of barriers to successful use of EBT include, but are not limited to, remoteness or language barriers.

If counties discover that a card or poker room or an adult entertainment business has reactivated EBT cash access at their ATMs they should notify the EBT Project Office at ebtoperations@osi.ca.gov. The California Department of Justice's Bureau of Gambling Control will be contacted by the state for additional enforcement action against card and poker rooms.

If you have any questions regarding this notice, please contact the EBT Operations Help Desk at (916) 263-6600, or Stan Cagle, Chief, Program Technology and Support Bureau at (916) 657-3804.

Sincerely,

Original Document Signed By:

CHARR LEE METSKER
Deputy Director
Welfare to Work Division

Attachment



IMPORTANT INFORMATION ABOUT ELECTRONIC BENEFIT TRANSFER (EBT)

You can no longer get your cash benefits at ATMs in casinos, poker rooms, card rooms and adult entertainment businesses. You can see a list of ATMs where you can withdraw your cash benefits by going to the EBT Client Website at www.ebt.ca.gov. You can also go to your local county welfare office to get a list of the ATMs in your area.

English

INFORMACIÓN IMPORTANTE ACERCA DE LA TRANSFERENCIA ELECTRÓNICA DE BENEFICIOS (EBT)

Usted ya no puede obtener sus beneficios de asistencia monetaria en los cajeros automáticos (ATM) que se encuentran en los casinos, lugares donde se juegan cartas, salas de póker, y negocios de entretenimiento para adultos. Usted puede ver la lista de los cajeros automáticos donde puede obtener sus beneficios de asistencia monetaria visitando el sitio web para los clientes de EBT en www.ebt.ca.gov. También puede ir a la oficina de asistencia pública del condado para obtener una lista de los cajeros automáticos en su área.

Spanish

ВАЖНАЯ ИНФОРМАЦИЯ О СИСТЕМЕ ЭЛЕКТРОННЫХ РАСЧЕТОВ (EBT)

Вы более не можете получать денежные льготы программы EBT в автоматах ATM расположенных в казино, помещениях для игры в покер, помещениях для игры в карты и в заведениях для развлечения взрослых. Вы можете увидеть перечень автоматов ATM, в которых вы можете получить ваши денежные льготы, если вы откроете в интернете страницу для клиентов программы EBT: www.ebt.ca.gov. Также, вы можете обратиться в окружной отдел социального обеспечения, чтобы получить список автоматов ATMs в вашем районе.

Russian.

電 福利轉帳 (EBT) 重要資訊

你子能再可以在賭場，撲克室，紙牌房和成人娛樂場所裏的自動櫃員機獲得現金福利。你可在 EBT 客戶網站 www.ebt.ca.gov 的自動櫃員機列表查看你在那裡可以提取現金福利。你也可以去你當地的郡福利辦事處索取在你居處的名單。子

Chinese子

ព័ត៌មានសំខាន់អំពីជំនួយបញ្ចូលតាមប្រព័ន្ធអេឡិចត្រូនិក (EBT)

លោកអ្នកលែងមានសិទ្ធិដកប្រាក់ជំនួយរបស់លោកអ្នកតាមម៉ាស៊ីនដកប្រាក់ស្វ័យប្រវត្តិ ATMs នៅក្នុងកន្លែងកាស៊ីណូ កន្លែងលេងបៀវែន កន្លែងលេងបៀសន្លឹក និងកន្លែងប្រកបរបរសម្លែងសំលៀកសំរាប់តែមនុស្សពេញវ័យទៀតហើយ ។ លោកអ្នកអាចរកឃើញបញ្ជីទីកន្លែងដែលលោកអ្នកអាចដកប្រាក់ជំនួយរបស់លោកអ្នកបាន ដោយចូលតាមប្រព័ន្ធអ៊ីនធឺណិតនៃកម្មវិធី EBT តាម www.ebt.ca.gov ។ លោកអ្នកក៏អាចអញ្ជើញទៅការិយាល័យសុខុមាលភាពក្នុងតំបន់របស់លោកអ្នកដើម្បីទទួលបានបញ្ជីកន្លែងម៉ាស៊ីនដកប្រាក់ស្វ័យប្រវត្តិ ATMs ក្នុងតំបន់របស់លោកអ្នកផងដែរ ។

Cambodian

THÔNG TIN QUAN TRỌNG VỀ CHUYỂN LỢI TỨC BẰNG ĐIỆN TỬ (EBT)

Quý vị có thể không cần nhận lợi tức tiền mặt tại các máy ATM ở các sòng bạc, phòng chơi bài xì phé (poker), phòng đánh bài và các cơ sở giải trí dành cho người lớn nữa. Quý vị có thể xem danh sách các máy ATM nơi quý vị có thể rút lợi tức tiền mặt bằng cách truy cập trang Web Khách Hàng EBT tại www.ebt.ca.gov. Quý vị cũng có thể đến văn phòng phúc lợi tại địa phương của hạt để nhận danh sách các máy ATM trong khu vực của mình.

Vietnamese



IMPORTANT INFORMATION ABOUT ELECTRONIC BENEFIT TRANSFER (EBT)

ԿԱՐԵՎՈՐ ՏԵՂԵԿԱՆՔ ԷԼԵԿՏՐՈՆԱՑԻՆ ՆՊԱՍՏԻ ՓՈԽԱՆՑՄԱՆ (EBT) ՄԱՍԻՆ

Դուք այլևս չեք կարող կանխիկ նպաստներ ստանալ ԱԹՄ մեքենաներից կազինոներում, պոկերի սրահներում, թղթախաղի սրահներում եւ չափահասների զվարճությունների փոխանակումներում: Դուք կարող եք ստուգել ցուցակն այն ԱԹՄ-ների, որտեղից կարող եք վերցնել Ձեր կանխիկ նպաստները՝ դիմելով EBT հաճախորդների կայքէջին www.ebt.ca.gov: Դուք նաև կարող եք դիմել Ձեր շրջանի բարօրության գրասենյակին՝ Ձեր տարածքում ԱԹՄ-ների ցուցակ ստանալու համար:

Armenian

اطلاعات مهم در ارتباط با انتقال الکترونیک مزایا (EBT)

شما دیگر نمی توانید مزایای نقدی خود را در دستگاههای خود پرداز (ATM) در کازینو ها، اتاقهای بازی پوکر، اتاقهای بازی ورق و تجارتخانه های تفریحی بزرگسالان دریافت کنید. با مراجعه به وب سایت مشتریان EBT در www.ebt.ca.gov، می توانید فهرستی از دستگاههای خودپرداز که از آنجا می توانید مزایای نقدی دریافت کنید را مشاهده نمایید. شما همچنین می توانید برای دریافت فهرستی از دستگاههای خودپرداز در محل تان به دفتر خدمات رفاه اجتماعی یا ولفر کانتی محل مراجعه نمایید.

Farsi

COV NYIAJ XA RAW S LI XOV TOOJ (ELECTRONIC BENEFIT TRANSFER EBT)

Koj yuav mus nrho tsis tau koj cov nyiaj hauv cov ciav ATM uas nyob hauv cov tsev twv txiaj, cov chav ua phaib (poker), lwv yam chav ua phaib, thiab cov tsev lagluam uas muaj kev lomzem rau tibneeg laug. Koj mus tshawb tau cov ciav ATM uas koj nrho tau nyiaj yog tias koj mus hauv lub EBT Client Website hauv www.ebt.ca.gov. Koj mus muab tau daim ntawv qhia cov ciav ATM tau tibsib yog tias koj mus rau tim koj lub chaw thov nyiaj hauv koj lub cheeb nroog.

Hmong

ຂໍ້ມູນສໍາຄັນກ່ຽວກັບ ບັດຮັບຜົນປະໂຫຍດທາງອີເລັກໂຕຣນິກ (EBT)

ທ່ານບໍ່ສາມາດຮັບເອົາການຊ່ວຍເຫຼືອດ້ານເງິນສົດຂອງທ່ານໄດ້ອີກຕໍ່ໄປຈາກຕູ້ ATM ທີ່ຢູ່ໃນກາຊີໂນ, ຫ້ອງຫຼິ້ນໄພ່ປີກເກີ້, ຫ້ອງຫຼິ້ນໄພ່ ແລະຈາກທຸລະກິດບັນເທີງສໍາຫຼັບຜູ້ໃຫຍ່. ທ່ານສາມາດເບິ່ງລາຍຊື່ຂອງຕູ້ ATM ທີ່ທ່ານສາມາດຖອນຜົນປະໂຫຍດຊ່ວຍເຫຼືອທີ່ເປັນເງິນສົດຂອງທ່ານໄດ້ ໂດຍໄປທີ່ເວັບໄຊ ບໍລິການລູກຄ້າຂອງ EBT ທີ່ www.ebt.ca.gov. ນອກຈາກນີ້ ທ່ານຍັງສາມາດໄປທີ່ຫ້ອງການ ປະຊາສົ່ງເຄາະປະຈໍາຄາວຕື້ຂອງທ່ານເພື່ອຂໍເອົາລາຍຊື່ຕູ້ ATM ທີ່ຢູ່ໃນເຂດພື້ນທີ່ຂອງທ່ານ.

Lao