

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



August 15, 2003

ALL COUNTY INFORMATION NOTICE NO. I-50-03

TO: ALL COUNTY WELFARE DIRECTORS
EBT COUNTY COORDINATORS

REASON FOR THIS TRANSMITTAL

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

SUBJECT: ELECTRONIC BENEFIT TRANSFER (EBT) CLIENT TRAINING
MATERIALS (PUB 388/389 PAMPHLETS AND PUB 387/390 WALLET CARDS)

The purpose of this notice is to provide further information and clarification regarding the processes for distributing and ordering EBT client training materials.

Citicorp Electronic Financial Services (CEFS) Distribution Process

For counties that choose the mail-based card issuance method, CEFS will automatically mail out the EBT client training pamphlets, wallet cards, and EBT cards to the recipient caseload at conversion. Following conversion, CEFS will automatically mail out the training materials and the EBT cards to newly-approved cases. However, counties are responsible for ordering and distributing the training materials to recipients who request or are required to pick up their EBT cards in county offices.

For counties that choose the over-the-counter card issuance method, CEFS will automatically ship prior to conversion a supply of EBT client training pamphlets and wallet cards based on the number of recipient cases in each county. These counties are responsible for ordering and distributing training materials to all new recipients when they pick up their EBT cards.

Regardless of the issuance method chosen, CEFS will automatically ship to each county an additional supply of training materials that is 20 percent of the county's EBT caseload in the languages supported by the county. This will generally occur two to three months prior to the "go live" implementation date. Counties will typically use these materials for training community-based organizations, staff education, community forums, executive briefings, etc.

County Distribution Process

Counties are encouraged to limit the distribution of EBT client training materials to only new recipients upon approval of their application for benefits. Counties should not attach the training materials to application forms. California Department of Social Services (CDSS) will produce only enough training materials for county distribution based on the state's estimated annual caseload growth (i.e. annual number of new recipient cases), and CDSS will monitor the amounts sent to counties.

Ordering Process

To order EBT client training materials, counties should follow the normal process for ordering publications from the CDSS warehouse. To determine the quantities that can be ordered, counties should follow these guidelines:

- *Mail-based issuance counties* should order a sufficient quantity of training materials based on their estimated number of new recipients who will be picking up their EBT cards in county offices.
- *Over-the-counter issuance counties* should base their orders on their estimated annual caseload growth (i.e., annual number of new recipient cases).

If you have any questions or would like to discuss these issues further, please contact Stan Cagle, Manager, EBT/Welfare and Technology Unit, at (916) 654-1529.

Sincerely,

Original Document Signed By

DEBORAH MCFADDEN, CHIEF
Program integrity Branch

c: Health and Human Services Agency Data Center, EBT Project Manager