

SHD Paraphrased Regulations - CalFresh
310 Coupon Issuance Replacement

310-1 MODIFIED

5/16The county is responsible for the timely and accurate issuance of CalFresh benefits to certified eligible households. (§63-601.1)

310-5

Counties shall issue replacement authorization documents (e.g., ATPs) when the documents were not received in the mail, stolen from the mail, stolen after receipt, destroyed in a household misfortune or disaster, or improperly manufactured or mutilated. (§63-603.111)

Authorization documents lost or misplaced after receipt, or destroyed other than in a household misfortune or disaster, are not replaceable. (§§63-603.122 and .123)

The household must report the loss timely for replacement to occur. This requires a replacement request, orally or in writing (and if appropriate, an affidavit as specified in §63-603.3) within 10 days of the loss for stolen or destroyed authorization documents, or within the validity period of the original issuance for authorization documents stolen from or not received in the mail. (§63-603.153)

310-6

Coupons may be replaced if they were not received in the mail, stolen from the mail, destroyed in a household misfortune or disaster, or mutilated or improperly manufactured. (§63-603.112)

There shall be no replacement of coupons which were lost, stolen or misplaced after receipt; were totally destroyed after receipt in other than a household misfortune or disaster; were lost or stolen in the mail after being sent registered or certified mail, and signed for by someone residing with or visiting the household; or were issued as part of emergency CalFresh assistance. (§63-603.12)

310-7

In an automated direct access system using an access device, replacement of benefits may be appropriate when the initial access device is not received in, or is stolen from, the mail, or when it is stolen after receipt. (§63-603.115)

No replacement is appropriate when the access device reported lost, misplaced or totally destroyed after receipt is used to transact benefits authorized for the period for which replacement benefits are requested. (§63-603.126)

310-8

A replacement issuance or authorization shall be provided only if a household timely reports a loss orally or in writing and provides an affidavit as specified in §63-603.3. A timely request is one that is made to the county within 10 days of the loss, or in a mail or direct access issuance system, is requested within the validity period covered by the initial issuance or authorization. (§63-603.15)

SHD Paraphrased Regulations - CalFresh
310 Coupon Issuance Replacement

Unless the original authorization document or allotment has been returned to the county at the time of the request, or the document or coupons were mutilated or improperly manufactured, a member of the household must sign an affidavit attesting to the household's loss. The county shall immediately provide the affidavit to the household and the signed affidavit shall be received by the county within 10 days of the date of the report or no replacement shall be made. If the 10th day falls on a weekend or holiday, the affidavit shall be considered timely if received by the following day. (§63-603.3)

310-9

The CalFresh program requires fingerprint/photo imaging of each eligible adult household member prior to the issuance of CalFresh benefits. A minor applying as a separate household must also comply with these requirements. When the household has an authorized representative (AR) and none of the adults in the household is required or able to comply with the imaging requirements, the AR must comply with those requirements. (§§63-601.12 and .14; All-County Letter No. 00-32, May 11, 2000, Question 1)

312-1

Federal regulations state that the state agency shall provide a household certified for program participation under an alternative benefit issuance system after the twentieth of the month the opportunity to obtain its allotment for at least 20 calendar days or until the end of the next issuance month. (7 Code of Federal Regulations §274.3(e)(1) effective February 15, 1989) This was implemented by CDSS effective April 1, 1990. (All-County Information Notice (ACIN) No. I-15-90, March 6, 1990, and I-31-90, May 15, 1990; §63-602.312)

316-1

An on-line Electronic Benefit Transfer (EBT) is an issuance system in which benefits [CalFresh benefits or cash benefits] are stored in a central computer database and electronically accessed by cardholders at a POS terminal, ATM, or other electronic transfer fund device using a reusable plastic card. (Handbook §16-001.1, eff. May 1, 2002)

316-2

Counties shall use the EBT system to issue CalFresh and CFAP benefits. Counties may use the EBT system to issue CalWORKs payments, or other benefits with CDSS approval. (§§16-001.2, .3, eff. May 1, 2002)

316-3

Counties shall ensure EBT issued benefits are available to the recipient in compliance with benefit issuance time frames established by the benefit program regulations, e.g., a CalFresh household entitled to expedited service shall receive CalFresh benefits in accord with §63-301.531. (§16-215.1)

316-4

The county shall immediately provide the EBT cardholder with the toll-free number to call to report a lost or stolen EBT card. (§16-515.1) The county shall provide a replacement EBT card

SHD Paraphrased Regulations - CalFresh
310 Coupon Issuance Replacement

within three business days following a cardholder's request to the county for an EBT replacement card. (§16-517.1)

316-4A ADDED

2/14 Recipients are instructed to immediately contact the EBT contractor [Citicorp Electronic Financial Services, Inc. (CEFS)] by calling the automated response unit or customer service center, or the county to report that their card has been lost or stolen. At the time of such report, the recipient is issued a replacement card, the lost or stolen card is immediately deactivated and no further use of the deactivated card is possible. Any benefits accessed prior to the report of the loss or theft of the original card cannot be replaced. If the original card is not deactivated (due to inaction by CEFS or the county), any benefits accessed subsequent to the report shall be replaced. (All County Information Notice I-25-03, April 16, 2003)

316-5 MODIFIED

5/16

CalFresh recipients may repay overissuances from their EBT account. (§16-750.1) Normally, written permission from the recipient must be obtained. (§16-750.111) Any written agreement must include a statement that the collection is strictly voluntary; the amount of the payment; the frequency and length of the payment; and that the household may revoke the agreement at any time. (§16-750.15) Oral permission to repay from the EBT account is only permitted for one-time reductions. (§16-750.112)

316-6 ADDED 9/08

Pursuant to the Food Conservation and Energy Act of 2008, there are two changes to Electronic Benefit Transfer (EBT):

1. The EBT account will become dormant when a household has not accessed its benefits after 180 days. This is a change from the current 90-day timeframe.
2. Benefits will be expunged from an EBT account when they have not been accessed after 365 days from the date benefits were posted to an EBT account.

(All County Letter 08-37, August 1, 2008, effective October 1, 2008 per ACIN I-74-08, October 1, 2008)

316-7 ADDED

8/14 Pursuant to AB 2035, the CDSS has established a protocol for recipients who believe their EBT cash benefits have been stolen via electronic theft, to be able to report this, and if determined to meet the requirements established in this ACL, to have the stolen benefits promptly restored into their EBT account. The protocol includes a reporting form, timelines for county review, instructions regarding when a referral for investigation is made, and notice of action language. (All County Letter 13-67, August 30, 2013)

SHD Paraphrased Regulations - CalFresh
310 Coupon Issuance Replacement

316-7A ADDED

5/16The county shall immediately provide the cardholder with the toll-free phone number for the EBT system Automated Response Unit (ARU), if they contact the county to report a lost or stolen EBT card, in order for the cardholder to report the situation to the EBT Contractor.

The county shall assist a cardholder who cannot use the ARU to report a lost or stolen EBT card because the cardholder's language is not supported by the ARU. The county shall ensure the lost/stolen EBT card is deactivated as soon as possible.

When a lost, stolen, or inoperative EBT card is reported to the EBT Contractor, the EBT Contractor will immediately deactivate the card.

(§ 16-515)

316-8 ADDED

5/16An EBT account aging status may be inactive, dormant, or expunged. Inactive Account Status are accounts for which no debit activity by the cardholder have been posted for 45 days. Upon receiving the 45-day report or when the CWD becomes aware that no debit activity has occurred for 45 days, the recipient shall be notified that after a total of 90 days of inactivity the benefits will become inaccessible, and how the recipient can reaccess the benefits.

(§16-120.1)

316-9 ADDED

5/16Dormant Account Status are accounts for which no debit activity by the cardholder have been posted for 90 days. When no debits have been posted on an account for 90 days, the recipient must contact the CWD in order to access the account benefits or upon reapplication.

(§16-120.12)

316-10 ADDED

5/16Expunged Status – After the benefits have been available for a total of 270 days or more, with no debit activity, those benefits shall be expunged from the EBT host. Expunged food stamp benefits shall not be reinstated. The CWD shall reissue the cash benefits upon as soon as is practicable, but in no event more than 30 calendar days after receipt of the recipient request recontact or reapplication.

(§16-120.13)

316-11 ADDED

5/16At the recipient's request, the CWD shall convert food stamp electronic benefits to food stamp coupons when the food stamp household is relocating to a state that is not interoperable and where electronic benefits are not portable from the household's current state of residence or the household leaves an EBT project area.

The CWD shall allow benefits in an EBT account to be converted to food stamp coupons for short-term absences from the EBT project area for family emergencies or similar isolated occurrences.

SHD Paraphrased Regulations - CalFresh
310 Coupon Issuance Replacement

(§16-315)

316-12 ADDED

5/16At the option of the recipient head of household/assistance unit, the county shall provide multiple one EBT cards to each additional adult household/assistance unit members enabling them to access the household/assistance unit's benefits. In addition to persons identified in Section 16-505.1, the head of the household/assistance unit may designate one additional responsible adult outside of the household/assistance unit to receive an EBT card and PIN.

(§ 16-505)

316-13 ADDED

5/16The head of household/assistance unit may opt to designate one individual to access cash benefits and a different individual to access food stamps benefits. If the CWD determines that no responsible adult is available to act as authorized representative/designated alternate cardholder, the head of household/assistance unit may designate a minor to act in that capacity.

(§ 16-505.21-.22)

316-14 ADDED

5/16The CWD shall establish a new EBT account and issue a new EBT card with a new Primary Account Number for a recipient who moves from one county and establishes eligibility in another county. If there are benefits remaining in an EBT account in the county from which the recipient moved, those benefits shall remain available to the recipient via the previous EBT card. The previous EBT account shall remain active until the benefits are used or the account ages as provided in Section 16-120, Account Aging.