Update 2015-22: Common Place
Electronic Benefit Transfer (EBT)

Background
Assembly Bill (AB) 1614 is designed to improve EBT recipient’s access to transaction information and promote financial education so recipients can maximize their benefits.

Changes
The following are changes based on the implementation of AB 1614.

Transaction History
Counties must make available to the EBT recipient or authorized representative all electronic benefit transaction history details available to the county within ten business days.

[“Transaction History Inquiries,” page 16-31]

EBT System Outage Alert
EBT recipients calling into the EBT Customer Service Call Center at (877) 328-9677 will be informed when the system does not function or is expected not to function. This functionality is expected to be available in October 2015.

[“EBT System Outage Alert,” page 16-72]

Mobile Applications
Mobile applications for MyBenefitsCalWIN (MyBCW) are available at no cost to the public through Apple stores for iPhones and Google Play for Android systems. The application provides several functions including accessing EBT information.

[“MyBenefitsCalWIN (MyBCW) Mobile Application,” page 16-28]
Form SCD 571 “How to Access Your Cash Benefits at Little or No Cost” has been modified to include additional surcharge-free ATM information and is added to the “Forms” section of the EBT chapter.

[““How to Access Your Cash Benefits at Little or No Cost” (SCD 571),” page 16-21]

The changes listed in this Update are effective upon receipt.

This Update applies to CalWORKs, CalFresh, General Assistance, Cash Assistance Program for Immigrants (CAPI), and Refugee Cash Assistance (RCA).

Intake packets must be updated with the new 10/15 revision of the SCD 571 form.

DENISE BOLAND, DIRECTOR,
Department of Employment and Benefit Services

Contact Person(s): Maria Candy Savin, ADSS, (408) 755-7540.