

County of San Diego, Health and Human Services Agency (HHS)
CalWORKs Program Guide

Benefit Issuance

Number

44-300.B

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Revision Date:

February 1, 2019

Background:

CalWORKs benefits are issued on a monthly basis to recipients via Electronic Benefit Transfer (EBT), or an alternate method. Customers are required to be notified at application and redetermination of the available benefit issuance options.

Purpose:

This section outlines benefit issuance policies for CalWORKs. Information has been updated to remove duplicative policies regarding replacement of cash benefits due to electronic theft. These policies are centralized in the EBT System Eligibility Policy and Procedure Guide (EPPG) for all programs.

Policy:

44-300.B.1 Benefit Issuance

CalWORKs benefits, including supportive services payments for Employment Services, are issued to the Assistance Unit (AU) via their EBT cash account.

An alternate method for benefit issuance, such as direct deposit or warrant, may be approved on a case-by-case basis. A warrant may be issued if the payee has demonstrated his/her inability to use the EBT system due to a physical or mental incapacity or condition or other barrier, and there is no available alternative. Verification of the condition and its expected duration is required. Benefit issuance to a third-party (vendor payment) may be necessary in certain situations per CPG 44-300.A.

44-300.B.2 Benefit Availability

CalWORKs benefits are available in the EBT cash account on a staggered basis over the first three calendar days of the month, based on case number:

Last Digit of Case Number	Benefit Issuance Date
1, 2, or 3	1 st day of the month
4, 5, 6, or 7	2 nd day of the month
8, 9, or 0	3 rd day of the month

CalWORKs benefits that are issued via direct deposit are available in the payee's personal bank account on the first calendar day of the month.

44-300.B.3 Electronic Theft (Skimming or Scams)

Electronic theft occurs when a customer or authorized representative has physical possession of his/her EBT card and benefits are stolen electronically from the EBT cash account. Customers may be eligible to receive replacement cash benefits if all requirements are met **within 90 days** of the electronic theft. Refer to the EBT System EPPG.

Replacement cash benefits for victims of electronic theft will not count as income or property for CalWORKs eligibility purposes in the month received or in the following month.

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Benefits cannot be replaced if the EBT card has been lost or stolen or if the customer provided their EBT card number and/or Personal Identification Number (PIN) to someone they know and the benefits were stolen by that person.

Procedure:

EPPG 01-14 Electronic Benefit Transfer (EBT) System
Eligibility Operations Processing Guide EBT Procedures
Eligibility Operations Processing Guide Electronic Theft of Cash Aid Procedures
How To 533 Replace Stolen Cash EBT Benefits from Electronic Theft
CalWORKs Processing Guide 44-300.B1 Direct Deposit Procedures

Program Impacts:

Management Reporting

Out-of-state benefit usage is monitored each month to ensure timely actions are taken when a customer is no longer a California resident. Monthly reports are available in the MR SharePoint site.

References:

MPP 16-000-16-801, 44-300-44-315
ACL 13-67, 18-148

Sunset Date:

This policy will be reviewed for continuance by February 28, 2022.

Approval for Release:



A handwritten signature in blue ink, appearing to read 'RW', followed by the date '2-12-19'.

Rick Wanne, Director
Eligibility Operations