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Authorized Signature

Number: SS-IM-12-044

Issue Date: 08/15/2012

Topic: Other

Subject: EBT Card Replacement Process to be Centralized

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Office of Self Sufficiency Programs | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

This fall, the process for replacing lost or stolen EBT Cards will be centralized statewide. The new process will involve clients requesting a replacement card by calling a toll-free phone number and receiving the replacement card by U.S. Mail. The issuance of initial EBT Cards, as part of a new application or intake appointment, will not change. Branches also will continue replacing damaged EBT Cards.

A start date, for the new process, has not been set yet. Continue using the current EBT Card replacement process until a transmittal notifies us to start the new process.

Action: Staff should start talking with clients about the upcoming change and the importance of securing their EBT Cards.

Two documents are attached to help workers prepare for the change and to guide their discussions with clients:

- [Frequently Asked Questions for Staff](#) about the new EBT Card Replacement Process;
- [Talking Points](#) for Staff who provide information about or issue initial or replacement EBT Cards to clients.

Work units directly involved in the issuance and replacement of EBT Cards are encouraged to share and discuss this information during huddles.

If you have any questions about this information, contact:

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