

Office of Self Sufficiency Programs

Sandy Dugan, Administrator of DHS Field
Services for Self Sufficiency and Child Welfare

Angela Munkers, Administrator, APD Field
Services

Authorized Signature

Number: SS-IM-12-065

Issue Date: 11/15/2012

Topic: Other

Subject: EBT Card Replacement Process-Test Period Update

Applies to (check all that apply):

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|-------------------------------------|-------------------------------------|--------------------------|--------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County DD Program Managers |
| <input checked="" type="checkbox"/> | Aging and People with Disabilities | <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 type="checkbox"/> | Other (please specify): |

Message:

On Oct 15, 2012, a test period (soft start) was implemented for the centralized process of replacing lost or stolen EBT Cards to work out the phone system and other process issues. The new process involves 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 related to new applications, intake appointments, or anytime a replacement card is associated with new benefits will not change. Branches will also continue to replace damaged EBT Cards if the client has the damaged card with them.

The toll-free Centralized Replacement Line at 855-328-6715 has been operating since Oct 15 and handles calls in English and Spanish while using the Language Link to help clients who speak other languages. The centralized unit has taken 3,795 calls and issued 3,084 cards between Oct 15 and Nov 13.

We are monitoring the new EBT Card Replacement process to identify and resolve problems. We will not set a date for all offices to begin using the new process until we have had enough time to assess and make needed corrections.

Phone hours have changed to support the audit functions associated with issuing the cards. The new phone hours are Monday – Friday from 8:30am-4:30pm Pacific Time.

During this testing period, district/regional leadership can decide whether to participate or not. There are a few things to consider as districts/regional areas make a decision:

- All offices within your district, or just a select few can opt in to participate;
- The degree of your participation is determine locally to support the transition to the new process in your area;
- Communication tools are provided through is a Web page on Staff Tools that has a variety of information and resources. The link is: <http://www.dhs.state.or.us/caf/ebt-card-replacement.htm>. This page has a tab for resources that will soon include updated FAQs, Talking Points and a client information sheet can be handed out to clients in English and Spanish;
- There are exceptions to when a card can be issued from the office. These are noted in the Oregon Trail (EBT) Card Issuance Responsibilities & Centralized Replacement Exceptions. During the test period of the new process, offices can broadly interpret these exceptions.

If your area does not participate in the test period, it is important that staff continue to tell clients this change is coming every time they issue a new or replacement card. A flyer is available on the above Web page under the Resource tab to post in the lobby.

Action:

For offices that are participating in the testing period, materials should be reviewed with staff to ensure understanding of when cards will still be issued in the office, and when to refer clients to the Centralized Replacement Line.

For offices that are not participating, staff need to continue talking with clients about the upcoming change and the importance of securing their EBT Cards.

The following documents have been revised to help workers. To view, please click on the links below:

- [Oregon Trail \(EBT\) Card Issuance Responsibilities & Centralized Replacement Exceptions](#);
- [Branch Flyer](#).

Please provide feedback to the project lead, Melissa Clark, by email at: melissa.clark@state.or.us or by calling: 503-947-5411.

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:

Contact(s):	Melissa Clark, Program Analyst, DHS CW & SSP Field Services
Phone:	503-947-5411
Email:	melissa.clark@state.or.us