

☒ CalSAWS M&E☐ CalWIN Migration

<b>Distribution Date:</b>	January 24, 2023
<b>To:</b>	Committee.Fiscal.All PPOC.42; Consortium.RegionalManagers.All
<b>CIT Name:</b>	<b>SCR CA-254865 EBT Accounts and cards are not in sync with FIS from the outage on 12/20 - 12/21</b>
<b>From:</b>	CalSAWS Project

**PPOCs, please forward to the appropriate impacted staff in your county:**

- |   |   |
|---|---|
| <input type="checkbox"/> General<br><input type="checkbox"/> Policy<br><input type="checkbox"/> CW<br><input type="checkbox"/> CF<br><input type="checkbox"/> MC<br><input type="checkbox"/> CMSP<br><input type="checkbox"/> FC/KG/AAP<br><input type="checkbox"/> Child Care<br><input type="checkbox"/> WtW<br><input type="checkbox"/> Other Program(s) _____<br><input type="checkbox"/> BenefitsCal<br><input type="checkbox"/> Customer Correspondence<br><input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports<br><input type="checkbox"/> Fiscal<br><input type="checkbox"/> Caseload Movement<br><input type="checkbox"/> Management<br><input checked="" type="checkbox"/> Fiscal<br><input type="checkbox"/> Security<br><input type="checkbox"/> Batch and Interfaces<br><input type="checkbox"/> Imaging<br><input type="checkbox"/> Migration<br><input type="checkbox"/> Conversion<br><input type="checkbox"/> Technical<br><input type="checkbox"/> Training<br><input checked="" type="checkbox"/> Help Desk |
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<b>Description:</b> (Including any step-by-step instructions)	<p><b>Purpose</b></p> <p>The purpose of this CIT is to inform the counties on how to access the list of impacted cases and correct the issue after the data change implemented with CA-254865- EBT Accounts and cards are not in sync with FIS from the outage on 12/20 - 12/21.</p> <p><b>Background</b></p> <p>On December 20<sup>th</sup> and December 21<sup>st</sup>, 2022, FIS, the EBT vendor, experienced connectivity issues that resulted in CalSAWS users not being able to add EBT cards. SCR CA-254865 applied a Data Change Request (DCR) to remove any EBT card records where the card number was all zeroes or null and preventing users from successfully issuing EBT cards on the impacted cases.</p> <p><b>County Action</b></p> <p>For the cases impacted, follow the current Job Aid process to Add Card to an EBT account.</p> <p>The list of impacted cases can be filtered by county. The list is available on the WebPortal at this file location  <div style="background-color: black; height: 1.2em; width: 100%;"></div> </p>
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	<p>or click</p> <p>[REDACTED]</p> <p>If you have questions on this CIT, please reach out to the Primary Contact noted below and cc your Regional Managers.</p>
Primary Project Contact: (Name, phone number, email address)	<p>Claudia Pinto (916) 282-3708 <a href="mailto:PintoC@CalSAWS.org">PintoC@CalSAWS.org</a></p>
Backup Project Contact: (Name, phone number, email address)	N/A
Attachments:	None
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the CRFIs &amp; CITs link at the top of the page.</li> <li>2. Click on the "CalSAWS Information Transmittal (CIT)" folder.</li> <li>3. Click on the "2023" folder.</li> <li>4. Click on the appropriate CIT # folder.</li> </ol>