☒ **CalSAWS M&E** ☐ **CalWIN Migration**

Distribution Date:	February 21, 2023
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CIT Name:	**SCR CA-254865 EBT Accounts on Cases Linked to a Different Case from Another County**
From:	CalSAWS Project

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

- ☐ General
- ☐ Policy
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  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☐ BenefitsCal ☐ MyBCW
- ☐ Customer Correspondence
- ☐ Other_____
- ☐ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
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- ☐ Security
- ☐ Batch and Interfaces
- ☐ Imaging
- ☐ Migration
- ☐ Conversion
- ☐ Technical
- ☐ Training
- ☒ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** 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-256364-EBT Accounts on Cases Linked to a Different Case from Another County due to FIS outages on 12/19 - 12/21. **Background** Between December 19th and December 21st, 2022, FIS, the EBT vendor, experienced outages that resulted in some cases being incorrectly linked to EBT account numbers for other counties. The issuances were in status of Submission Error and updated to Voided status. The data change will delete the incorrect EBT account number from the case and on the issuance record. **County Action**

	Counties should review the list of impacted cases, check that there is a correct EBT account linked to the case, and that the benefits have been issued to the account as appropriate. If not, then follow the steps below: 1. Create a new EBT account 2. If regular CalFresh (CF) benefits need to be issued and there wasn't an Emergency Allotment issued for the case in the benefit month, run a regular CF EDBC 3. If regular CalFresh benefits need to be issued and there was a CalFresh Emergency Allotment issued for the case in the benefit month, run a manual CF EDBC 4. If the impacted issuance is a CalFresh Emergency Allotment, follow your county process to issue outside of CalSAWS via ebtEDGE The list of impacted cases can be found on the WebPortal at this file location: [redacted] or click [redacted] The list includes two tabs. The **Case List** tab lists all cases where incorrect EBT account numbers were removed by the data change and no longer display on EBT Account List page. The **Issuance List** tab includes the issuance records where the incorrect EBT account numbers were removed and no longer display on the Issuance Detail page. If you have questions on this CIT, please reach out to the Primary Contact noted below and cc your Regional Managers.
Primary Project Contact:	Claudia Pinto (916) 282-3708 PintoC@CalSAWS.org
Backup Project Contact:	Sheryl Eppler (916) 800-7610 EpplerSE@CalSAWS.org
Attachments:	None
Web Portal Link:	[redacted] OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.