Issuance – Replace CalFresh Benefits

Purpose

The purpose of this job aid is to provide instruction in replacing CalFresh benefits that have been issued through the System via EBT.

Searching for and Replacing a CalFresh Benefit

You may replace an issued CalFresh benefit by utilizing the Replace functionality in the System. Once an issuance has been replaced, it cannot be replaced an additional time.

This process is completed by accessing the Issuance Detail page and can only be completed by workers who have the appropriate security rights. To replace the benefit, you must first search for the CalFresh issuance with a current status of Issued. This can be done while in the context of a case by accessing Issuance History or by completing an issuance search.

The following steps assume you are logged into the System.

Step	Action
1.	Place the cursor over **Fiscal** on the **Global** navigation bar.
2.	Select **Issuances** from the **Local** navigator.
3.	On the **Issuance Search** page: a) Select **<Category>** from the **Search By** drop list. b) Enter search criteria. c) Click the **Search** button.
4.	On the **Search Results Summary** page section: a) Click the **Control Number** hyperlink of the issued CalFresh benefit to be replaced.
5.	On the **Issuance Detail** page: a) Click the **Replace** button. b) Select **<Rush** or **Routine>** from the **Immediacy** drop list. c) Enter the **<Amount>** in the **Payment Amount** field. **Note:** You may enter an amount up to the originally issued amount. If the amount entered exceeds the original issuance, a validation message displays prompting you to enter the correct amount.

	d) Select the appropriate **<Reason>** from the **Status Reason** drop list. **Note:** If selecting **Electronic Theft** as the **Status Reason**, you must select **Scam or Skimming** from the **Electronic Theft Type** drop list. e) Click the **Save** button. f) Click the **Close** button.

EBT Theft Form and Detail Pages

The EBT Theft pages in CalSAWS allow the user to track the EBT 2259 forms received by the County. Users may add the information from the EBT 2259 received onto the EBT Theft Detail page to track progress of any issuances or benefit replacements made due to theft.

EBT 2259 forms electronically completed by the customer through the Self-Service Portal (SSP) automatically generate an EBT Theft record pre-populated with the information provided by the customer along with a task and a journal entry. The auto generated EBT Theft record created through the SSP remains in an In-Process status until it is updated by the user.

Adding an EBT Theft Record from the EBT 2259 Form

When an EBT 2259 form is received by the County, the user enters the information on the EBT Theft Detail page. Entering this information allows the user to generate the Notices of Action directly from the EBT Theft Detail page.

The following steps assume you are within the context of a case.

Step	Action
1.	Place the cursor over **Case Info** on the **Global** navigation bar.
2.	Select **Case Summary** from the **Local** navigator.
3.	Click the **EBT Theft List** link on the **Task** navigation bar.
4.	On the **EBT Theft List** page: a) Click the **Add** button.
5.	On the **EBT Theft Detail** page: a) Enter the **<Received Date>** in the **Received Date** field. b) Select the impacted **<EBT Account>** from the **EBT Account Number** drop list. c) Select **<Yes** or **No>** from the **Card Cancelled** drop list, if appropriate. d) Select **<Yes** or **No>** from the **Refer for Investigation** drop list, if there is a need for an investigation referral.
6.	On the **EBT Theft Detail** page, in the **Recipient** page section: a) Select **<Customer Name>** from the **Name** drop list for the person whose benefits were stolen. b) Confirm or enter any contact information provided by the customer in the appropriate fields.

7.	On the **EBT Theft Detail** page, in the **Incident** page section: a) Enter any details of the Incident provided by the customer in the appropriate fields.
8.	On the **EBT Theft Detail** page, in the **Suspect page** section: a) Click the **I have information about who stole my benefits** checkbox, if the customer has provided this information. b) Enter any suspect information provided by the customer in the appropriate fields.
9.	On the **EBT Theft Detail** page, in the **Food** page section: a) Select **<Scam or Skimming>** from the **Theft Type** drop list. **Note:** If two different theft types have been reported, two separate EBT Theft records should be created. b) Enter **<Reported Date of the Transaction>** in the **Date** field. c) Enter **<Reported Amount of the Transaction>** in the **Amount** field. d) Click the **Add** button. **Note:** Repeat Step 9 for each additional Food transaction reported.
10.	On the **EBT Theft Detail** page, in the **Cash** page section: a) Enter information provided by the customer in the appropriate fields, if a Cash transaction was reported. b) Click the **Save** button.
11.	On the **EBT Theft Detail** page: a) Click the **Generate WI 10072B** button in the **Cash** page section to generate the **EBT Replacement Review NOA** when appropriate. b) Click the **Close** button.

Updating the EBT Theft Detail Page for an Existing Record

EBT Theft Detail records have either been added by a county worker or auto generated though the SSP. Any additional information provided by the customer or found through review of the request can be updated on the EBT Theft Detail page.

Note: EBT Theft records with a status of Completed cannot be updated.

The following steps assume you are within the context of a case:

Step	Action
1.	Place the cursor over **Case Info** on the **Global** navigation bar.
2.	Select **Case Summary** from the **Local** navigator.
3.	Click the **EBT Theft List** link on the **Task** navigation bar.
4.	On the **EBT Theft List** page: a) Click the **Edit** button for the appropriate EBT Theft record.

5.	On the **EBT Theft Detail** page: a) Enter any updated information received from the customer in the appropriate fields. b) Click the **Save** button. c) Click the **Close** button.

Dispositioning the EBT 2259 Request

Users can disposition the EBT 2259 request by updating the Food and/or Cash Status on the EBT Theft Detail page. A user can either approve or deny the Food and/or Cash request separately and generate the appropriate NOA(s).

The following steps assume you are within the context of a case:

Step	Action
1.	Place the cursor over **Case Info** on the **Global** navigation bar.
2.	Select **Case Summary** from the **Local** navigator.
3.	Click the **EBT Theft List** link on the **Task** navigation bar.
4.	On the **EBT Theft List** page: a) Click the **Edit** button for the appropriate EBT Theft record. **Note:** If **Approving** the Food replacement request, skip Step 6 and go directly from Step 5 to Step 7. If **Denying** the Food replacement request, skip Step 5 and go directly from Step 4 to Step 6.
5.	On the **EBT Theft Detail** page, in the **Food** page section: a) Select **<Approved>** from the **Status** drop list. b) Enter **<Amount>** in the **Replaced Amount** field. c) Enter **<Replacement Issue Date>** in the **Replacement Date** field. **Note:** These steps are to **Approve** the Food Request.
6.	On the **EBT Theft Detail** page, in the **Food** page section: a) Select **Denied** from the **Status** drop list. b) Click the appropriate **<Denial Reason(s)>** checkbox(es) in the **Denial Reasons** page section. **Note:** These steps are to **Deny** the Food Request.
7.	You may disposition the Cash request using the same process for Food requests in Steps 5 or 6. On the **EBT Theft Detail** page, in the **Cash** page section: a) To **Approve** the cash request, repeat Step 5, but in the **Cash** page section instead of the **Food** page section. a) To **Deny** the cash request, repeat Step 6, but in the **Cash** page section instead of the **Food** page section.
8.	On the **EBT Theft Detail** page: a) Click the **Save** button.

	b) Click the **Generate WI 10072A** button to generate the **EBT Replacement Approval NOA**. **OR** Click the **Generate M44-350K** button to generate the **EBT Replacement Denial NOA** for the applicable programs. c) Click the **Close** button.

Closing the EBT Theft Detail Record

Once the EBT 2259 disposition is complete or the user has determined that the EBT Theft record entered is invalid, the EBT Theft Detail page status must be updated. **Note:** If the EBT Theft Detail page status is updated to Complete or Void, the page is no longer editable.

The following steps assume you are within the context of a case, and all actions for the received EBT 2259 have been completed:

Step	Action
1.	Place the cursor over **Case Info** on the **Global** navigation bar.
2.	Select **Case Summary** from the **Local** navigator.
3.	Click the **EBT Theft List** link on the **Task** navigation bar.
4.	On the **EBT Theft List** page: a) Click the **Edit** button for the appropriate EBT Theft Detail record.
5.	On the **EBT Theft Detail** page: a) Select the appropriate **<EBT Theft Record Status>** from the **Status** drop list. b) Click the **Save** button. c) Click the **Close** button.