



Replacement of Electronically Stolen CalFresh Benefits Outreach Campaign

County Technical
Assistance Call

December 15, 2023

Welcome

How to Participate

- Type your question/comment in the chat box
- Raise your virtual hand, you will be called on and can unmute yourself



CalFresh Electronic Theft Policy Changes: Background

- The Consolidated Appropriations Act of 2023 (the Omnibus) includes provisions for the replacement of SNAP benefits with federal funds due to electronic theft.
- The State of California has received authority from the United States Department of Agriculture's (USDA) Food and Nutrition Service (FNS) to replace certain SNAP benefits electronically stolen from **October 1, 2022 through September 30, 2024** using federal funds.



CalFresh Electronic Theft Policy Changes: Policy

- **Effective December 1, 2023:**
 - Two instances of replacement benefits in each Federal Fiscal Year (i.e., October 1 – September 30)
 - Submit a Report of Electronic Theft (EBT 2259) claim within 90 calendar days from the date of electronic theft
 - Counties have 10 business days to validate the claim
 - Retroactive electronic theft claims



Agenda

- EBT Theft Replacement Policy Background
- Communications Plan
- Question and Answer (Q&A)

CalFresh Electronic Theft Policy Changes: Retroactive Claims



- To file a retroactive claim, recipients must complete the revised EBT 2259 within 90 calendar days of the State Plan implementation date (i.e., by February 29, 2024).
- Recipients may be eligible for replacement if any of the following occurred between October 1, 2022, and November 30, 2023:
 - The cardholder was denied replacement for not meeting the previous 10-day reporting requirement
 - The cardholder was provided replacement for only 1-month's worth of benefits
 - The cardholder did not previously file an EBT 2259 claim


Communications Plan:

CalFresh Electronic Theft Retroactive Claims

Retroactive Claims

Communication:

- [ACL 23-92](#), formal, and informal messaging
- CWDs are encouraged to conduct outreach for all active CalFresh households through text messaging, robocalling, social media, and client facing websites
- Updated messaging on BenefitsCal
- CDSS will conduct a robocall campaign, and provide outreach materials, i.e., flyer, FAQs, social media posts, flowchart



WERE YOUR FOOD BENEFITS STOLEN AS A RESULT OF ELECTONIC THEFT?

IF YOUR CALFRESH BENEFITS WERE STOLEN ON OR AFTER OCTOBER 1, 2022, YOU MAY BE ELIGIBLE FOR RETROACTIVE BENEFIT REPLACEMENTS!

CalFresh recipients who were victims of electronic theft between **October 1, 2022 through November 30, 2023 must complete a Report of Electronic Theft Form (EBT 2259) by February 29, 2024** to be eligible to receive retroactive benefit replacements.

CalFresh recipients may be eligible to receive retroactive replacements for any of the following reasons:

- The cardholder did not file an EBT 2259 form,
- An EBT 2259 was previously submitted and denied for not meeting reporting requirements, or
- The cardholder was previously provided with only one month's replacements but had lost more than that amount.

ATTENTION!



Were you a victim of electronically stolen CalFresh food benefits between 10/1/2022 and 11/30/2023?

Find out how you might qualify for food benefit replacements by calling 1-877-847-3663 (FOOD)

SELF FROM ELECTRONIC THEFT BY THE EBTEdge MOBILE APPLICATION TODAY!

Use the app and web-based CalFresh or CalWORKS, and review transaction download in the Apple Store (Android).

Scan the QR code(s) below to get started:



CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES





[Back to Home](#)

Important Updates

Read through announcements and other important updates.

Navigate to the following updates:

1. [Website Outages and Updates](#)
2. [Policy and Programs](#)
3. [Security Alerts](#)
4. [Reminders](#)
5. [New Features](#)
6. [Other Updates](#)

12/04/2023

Were your food benefits stolen as a result of electronic theft?

If your CalFresh benefits were stolen between October 1, 2022, through November 30, 2023, and not already replaced, you may be eligible to receive retroactive replacements. Submit a completed retroactive Electronic Report of Benefit Theft form to your county office by February 29, 2024. For more information about benefit replacement due to electronic theft, please contact your county worker or your local county public assistance office.

[Read less](#)

Retroactive Claims: Robocalls

Voice Message:

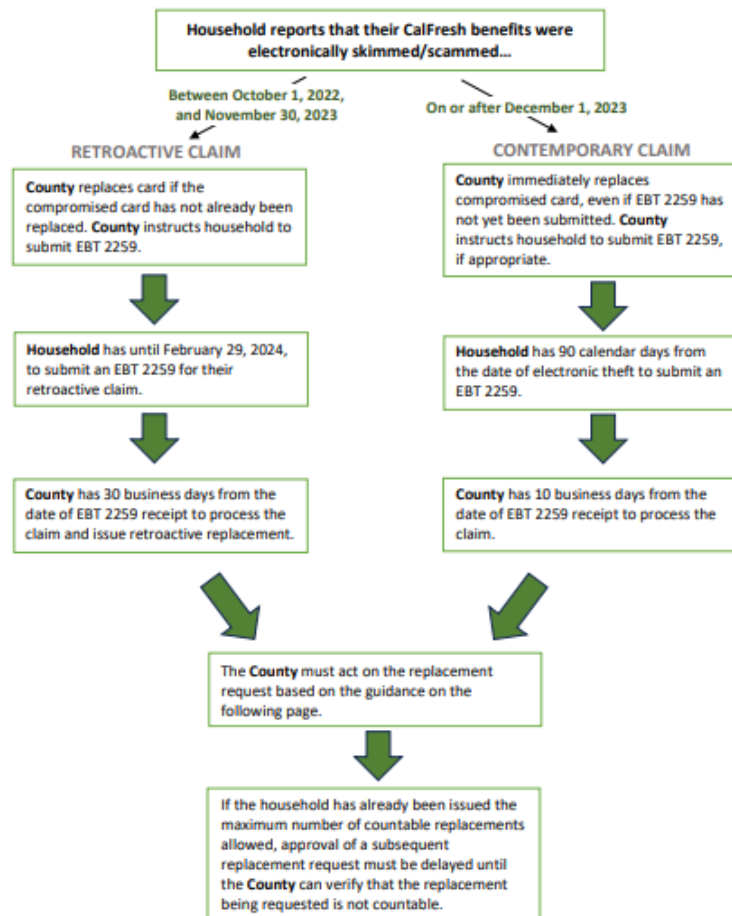
"This is a pre-recorded message from the California Department of Social Services. Were your food benefits stolen as a result of electronic theft? If your CalFresh benefits were stolen between October 1, 2022, through November 30, 2023, you may be eligible to receive retroactive replacements. Submit a complete retroactive Electronic Report of Benefit Theft form, also known as the EBT 2259, to your local County Welfare Department by February 29, 2024. For more information about benefit replacement due to electronic theft, please contact your county worker or your local county public assistance office. Protect yourself from electronic benefit theft by downloading the ebtEDGE mobile application or web-based portal today. EbtEDGE lets you access new features to better manage your EBT account from your mobile device or web browser. Thank you for listening to this message from the California Department of Social Services."

Messages will be sent English, Spanish Vietnamese, Armenian and Cantonese depending on the household's preferred language.

Replacement of Electronically Stolen CalFresh Benefits

Updated: 11/22/2023

The following flowchart illustrates the timeline by which households must submit a request to replace electronically stolen benefits and counties must act to replace those benefits.



For further information, please reference [ACL 23-92](#)



Funded by USDA SNAP, an equal opportunity provider and employer.
Visit [CalFreshFood.org](#) to learn more about CalFresh.

CalFresh Alert: Replacement of Electronically Stolen CalFresh Benefits for Thefts Between 10/1/2022 and 11/30/2023 Frequently Asked Questions

Updated: 11/21/2023

1. How do I know if I have experienced electronic theft?

Electronic theft is when your CalFresh benefits are stolen from you, or taken off of your card balance, as a result of skimming, cloning, scamming, or similar fraudulent methods. If you try to buy food, and notice your balance is at zero or less than what you previously had after your last purchase, and you have not lost your physical card, you may have experienced electronic theft.

2. Who can get replacement benefits for CalFresh electronically stolen between October 1, 2022 and November 30, 2023?

You may be eligible for replacement of CalFresh benefits if your CalFresh benefits were electronically stolen between October 1, 2022 and November 30, 2023. Electronic theft may occur due to card skimming, cloning, scamming, and similar fraudulent methods. The rules have changed: You may be eligible even if in the past, you were denied replacement benefits, already received partial replacement benefits, or never filed an electronic theft claim.

3. How can I turn in an electronic theft claim (EBT 2259)?

You can go in person to your local county social services office, or you can call 1-877-847-3663. You can also get the [EBT 2259](#) form and upload the completed form on BenefitsCal, even if you do not have an account. If you need assistance, you can appoint an Authorized Representative to help you with your case.

4. How do I get my CalFresh benefits replaced for thefts between October 1, 2022 and November 30, 2023?

You will need to file a claim if your CalFresh benefits were stolen electronically between October 1, 2022 and November 30, 2023. To file for replacement CalFresh benefits for this period, you must complete a Report of Electronic Theft Form ([EBT 2259](#)) with the "retroactive claim" box checked, and turn it in no later than February 29, 2024. See question #3 on how to turn in the form. If approved, you should be issued replacement benefits within 30 business days from the date you turned in the EBT 2259 form.

5. Will I be able to get back all of my electronically stolen CalFresh benefits?

Households are eligible to get up to two-months' worth of food benefits for each countable replacement of electronic theft. The amount replaced will be the amount of electronically stolen benefits if less than the two times your monthly allotment at the time of theft. You cannot get replacements for more than twice that allotment. For example, if your month's allotment at the time of theft was \$200, the maximum



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Retroactive Claims: Timeline Overview

- **November 2023**
 - ACL 23-92 issued 11/6
 - County Webinar 11/8
 - Stakeholder Webinar 11/9
 - CDSS outreach materials disseminated to counties, stakeholders & CDSS Outreach Network 11/22
- **December 2023**
 - Implementation of State Plan policy changes to begin 12/1
 - County TA Call 12/15
 - Voice and email messaging campaign to begin 12/18
- **January 2024**
 - Voice and email messaging campaign to end 1/16
- **February 2024**
 - Final day to submit retroactive claims 2/29

ebtEDGE Mobile Application

Allows Cardholder to:

- Freeze/Unfreeze EBT account,
- Request card replacement,
- Block internet transactions,
- Block out of state transactions, and
- More.



Question and Answer

Thank you!

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