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OFFICE OF FAMILY STABILITY LETTER #31

June 27, 2005

To: Directors, County Departments of Job and Family Services

From: Jeanne Carroll, Deputy Director
Office of Family Stability

Subject: New Food Stamp Electronic Benefit Transfer (EBT) System

The Ohio Department of Job and Family Services has announced that Affiliated Computer Services, Inc. (ACS), based in Dallas, Texas, has been awarded the contract to operate our new EBT system for delivery of Food Benefits. This contract is expected to take effect in July and is renewable through SFY 2013. It is anticipated that ACS will take over the operation of Ohio's Food Benefits issuance system next spring. An estimated savings of \$23 million per year will be realized with the change from the existing "smart" card to the magnetic stripe card. As we begin to work with the new vendor to develop the system, we will continue to update counties on the progress, and how this will affect your current workflow.

In addition, as identified in Office of Family Stability Letter #27, from February 28, 2005, there are measures that counties need to take **immediately** to help assist in the smooth transition to the magnetic stripe card.

- If some clients use your agency address as their mailing address, their swipe cards will be mailed to your agency. You must have a system in place in which to keep these cards secured until the client retrieves them.
- Client addresses must be captured correctly on the appropriate screens in CRIS-E AEICI, AEFAM or AEFAR. Since cards will be mailed to the client's address in CRIS-E, it is essential that this information is updated completely each time a client reports a change.
- County workers **must** verify that the information on the Smart Card Voice Password (SCVP) CRIS-E screen is complete and accurate. Incomplete information, or using characters such as "x", "unk" or "unknown" is **not** acceptable. Clients will be calling customer service to choose their PIN's ,

request replacement cards and to check card balances, and if this information is not on file with the vendor (and that information is supplied to the vendor by the CRIS-E screen SCVP), the client will not be given access to their account. This causes unnecessary delays and aggravation to our clients, and requires the client to contact their caseworker.

We will be re-convening the County EBT Liaison Committee shortly to disseminate specific information. With your assistance, we look forward to a smooth transition. If you have any questions regarding this memo, please contact John Scaggs at scaggj@odjfs.state.oh.us.

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