

EBT TRANSITION TO NEW SERVICE PROVIDER

Effective Monday, September 21, 2009, the State of California will be using a new EBT service provider. The new provider is ACS State and Local Solutions, Inc.

There are important things you need to know about this transition:

- You will **NOT** be able to use your EBT card
 - From 11:00 p.m. on Saturday, September 19, 2009, through 11:00 p.m. on Sunday, September 20, 2009.

During this 24-hour period, clients will NOT be able to use any EBT benefits (food stamps or cash).
- You will **NOT** be able to create a new PIN or change an existing PIN
 - From 8:00 p.m. on Friday, September 18 through 11:00 p.m. on Sunday, September 20, 2009.
- **You will NOT need to replace your cards or PINs.** Existing cards and PINs will work on the new EBT system.
- Clients are being notified about this in a variety of ways:
 - Letters are being sent to existing clients in August and September
 - Posters in bureau lobbies
 - A message on the 874-2072 number at the 28th Street bureau.
 - ***You are encouraged to call your worker if you have questions about this transition.***
 - [DHAweb](#) – DHA’s public website; [SacCounty.net](#) - the County’s public website.
 - Notices are being handed to all clients that get an EBT card issued
 - Notices to service providers