

SAN BERNARDINO COUNTY HUMAN SERVICES

DECEMBER 03, 2024

GENERAL RELIEF POLICY HANDBOOK LETTER #7386

CHAPTER A – General Policy/Provisions Board of Supervisors

Overview General Relief (GR) Policy Handbook (GRPHB) Chapter A has been updated with information regarding Electronic Benefit Transfer (EBT) theft replacement policy, following approval by the Board of Supervisors on 12/03/2024 and is effective post migration to California Statewide Automated Welfare System (CalSAWS).

Action time frame **High Level – Share at next staff meeting.**

Filing instructions ***Remove and Replace:***
Page: A-1
Add:
Page: A-11

Distribution GRPHB

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GENERAL RELIEF POLICY HANDBOOK

CHAPTER A

General Policy/Provisions

Board of Supervisors

Table of Contents

Authority and Administration.....	A-1
Eligibility Criteria Overview	A-2
Grant Levels.....	A-7
Special Need Items	A-8
Emergency Grocery Assistance.....	A-9
Calculating the Amount of the Grocery Assistance	A-10
Electronic Benefit Transfer (EBT) Theft Replacement	A-11

Authority and Administration

Reference California Welfare and Institutions (W&I) Code, Division 9, Part 5, Sections 17000 through 17410.

Authority The W&I Code mandates each county will establish and maintain a relief program, setting up their own program criteria and policies, and utilizing the W&I as a guideline.

Administration The San Bernardino County Board of Supervisors has established a General Relief (GR) Program and has delegated administration of the program to the Transitional Assistance Department (TAD).

All revisions to Chapter A of the General Relief Policy Handbook (GRPHB) must be approved by the San Bernardino County Board of Supervisors.

All other Chapters of the GRPHB are considered administrative in nature and may be developed and updated as necessary, upon the approval of the Director of TAD.

Repayment All General Relief (GR) benefits received by or paid on behalf of an individual or family are loans and as such must be repaid to the County.

Note: With the exception of Electronic Benefit Transfer (EBT) skimmed/scammed benefits which are not recouped.

Electronic Benefit Transfer (EBT) Theft Replacement

Reference California Welfare and Institutions (W&I) Code, Division 9, Part 1, Chapter 3 Article 3, 10072.

Authority The W&I Code mandates county using EBT cards to distribute benefits to promptly restore EBT benefits lost due to electronic theft.

Electronic theft Electronic theft occurs when a customer has physical possession of their EBT card but has lost General Relief (GR) benefits due to skimming or scamming.

Definitions The following terms and definitions apply to electronic theft:

Term	Definition
Scamming	A form of fraud that involves deceiving or misleading a customer into disclosing his/her EBT account information.
Skimming	A form of fraud that involves stealing money electronically from an EBT account.

Claim filing timeframe Customers should report theft as soon as it occurs. Claims **must** be filed within 90-calendar days from the date of the electronic theft transaction.

Countable replacement Customers who allege electronic theft due to skimming/scamming are eligible to reimbursement as follows:

Electronic Theft Type	Eligibility Instances
Scamming	<ul style="list-style-type: none">• Up to twice per year.
Skimming	<ul style="list-style-type: none">• Once every 36 months.

Note: Customers are eligible to receive a maximum of two months' worth of GR benefits for each countable replacement. The replaced amount must match the amount of electronically stolen GR benefits but cannot exceed two months' worth of their last monthly grant amount.

Issuance timeframe GR replacement benefits must be issued to the customer within 10-days of receiving the claim.
