

CALFRESH FREQUENTLY ASKED QUESTIONS

WHEN WILL MY BENEFITS BE LOADED ONTO MY EBT CARD?

Your initial benefit will be loaded onto your card when your case is granted. Each month following, benefits will be loaded onto your EBT card according to your case number. For example, if your case number ends with the number “4”, your benefit will be loaded on the 4th of each month. If your case number ends in “0”, your benefit will be loaded on the 10th of each month.

HOW DO I GET A NEW ELECTRONIC BENEFIT TRANSFER (EBT) CARD?

- Online: You can request a replacement EBT card through your BenefitsCal account.
- By phone: (877) 328-9677. You’ll be sent a free replacement card within three working days.
- In Person: Come to any of our Social Services offices with your ID to get a replacement card right away.

Please keep in mind that any use of your card lowers the amount on the card, even if it was used without your knowledge. If you lose your card or it is stolen, call (877) 328-9677 right away to report it.

CAN I USE MY ELECTRONIC BENEFIT TRANSFER CARD IN ANOTHER STATE?

Your EBT card will work at any store that accepts SNAP or CalFresh in all 50 states, as well as the District of Columbia, the U.S. Virgin Islands and Guam. Currently, California EBT cardholders cannot use their EBT cards in Puerto Rico.

HOW DO I CHECK THE BALANCE OF MY EBT CARD?

You can use the EbtEDGE app, call the number on the back of your card, or check your receipt from food purchased. The available balance should be printed on the receipt.

WHEN DO I REPORT A CHANGE?

- You must report when your income exceeds your Income Reporting Threshold (IRT) – a notice that shows your IRT was sent out when your original application was approved, at recertification and at Semi-Annual Reporting (SAR 7).
- If are an Able Bodied Adult Without Dependents (ABAWD), you must report when your work or training hours drop to less than 20 hours a week or 80 hours a month.
- You must report all earned and all unearned income on each SAR 7 (Semi Annual Report) and at each recertification period no matter what the monthly amount is.
- You must report substantial lottery and gambling winnings. Substantial winnings are defined as a cash prize from a single game, before taxes, that is equal to or greater than the resource limit for an elderly or disabled household (which is currently \$4,500).

WHAT IS A SAR 7?

Your Semi Annual Report (the SAR 7) is a form that is completed in the sixth month after application or recertification.

WHAT IS THE DUE DATE FOR MY SAR 7?

The SAR 7 is due on the 5th of the month, in the sixth month after application or recertification. It is considered late if the county has not received it by the 11th of that sixth month.

WHAT IS AN IRT?

IRT stands for “Income Reporting Threshold.” Households are required to report mid-period if their income exceeds the IRT. Your IRT can be found on your SAR 2, which is mailed to you every time CalFresh benefits are granted to you.

WHAT INCOME DO I NEED TO REPORT?

CalFresh households must report *all earned income and all unearned income*.

Earned income includes wages that are earned from a job, IHSS earnings, self employment income, money you get paid under the table, etc.

Unearned income is any income which is not earned through employment. Examples of unearned income include Social Security benefits, retirement/pensions, State Disability, Child Support/Alimony, etc.

WHO IS INCLUDED IN MY CALFRESH HOUSEHOLD?

Your CalFresh household includes anyone you live with who you regularly purchase and prepare meals with. There are also certain people who are always included in your household if you live with them,

WHAT IS A NEC NOA?

A NEC NOA is a Notice of Expiration of Certification Notice of Action. You will receive this notice the month before you need to recertify to continue receiving CalFresh benefits – after you receive the NEC NOA, you will also receive the recertification forms you need to return to continue your benefits.

If you want to keep getting your benefits, you must submit your recertification form by the 15th day of the last month of the certification period. You must also complete an interview with the county, and turn in any proof of income, expenses, or other information (if required) before the end of your certification period.

WHAT CAN I BUY WITH CALFRESH?

- Groceries, such as produce, meat, canned foods, cereal, etc.
- Spices, oil, vinegar, and seasonings
- Seeds and plants that you can use to grow your own food
- Prepared food to be cooked at home, such as “take and bake” pizza or frozen dinners
- Farmers market items at participating farmer’s markets

You may **not** use CalFresh to purchase:

- Alcohol, tobacco, or cigarettes
- Non-food items (pet food, paper products, household goods, etc.)
- Vitamins, supplements, or medications
- Hot prepared foods such as cooked rotisserie chicken or takeout