

EBT & Debit Card Services Project Overview

Presenter: EBT Project Team

Presentation to: DHS Board Members

Date: October 17, 2012



Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

Agenda

- *Purpose of Procurement*
- *Procurement Background*
- *EBT for SNAP Solution Overview*
- *Debit Card for TANF Solution Overview*
- *Project Time Line*
- *Solution Benefits and Challenges*
- *Q & A*

Purpose of the Procurement

- Existing Contract was approaching end -of- life
- Cost savings resulting from increased market competition and taking advantage of time-in-market
- Leverage advances in technology to provide more functionality to our clients

Procurement Background

- Procurement Timeline
 - RFP Preparation – 18 Months
 - Bid Process - 3 Months
 - Review and Award Process – 6 months
- Procurement Awarded to ACS/Xerox for a contract start date of July 1, 2012
- Current Vendor will continue to provide services to the Department until ACS/Xerox customizes the application to suit the State's needs

Procurement Result

Final solution as a result of the procurement

- *SNAP will continue to use the Electronic Benefit Transfer (EBT) process at a reduced cost to the State*
- *TANF will be combined with Child Support Services on the Debit Card at no cost to the State*

EBT for SNAP

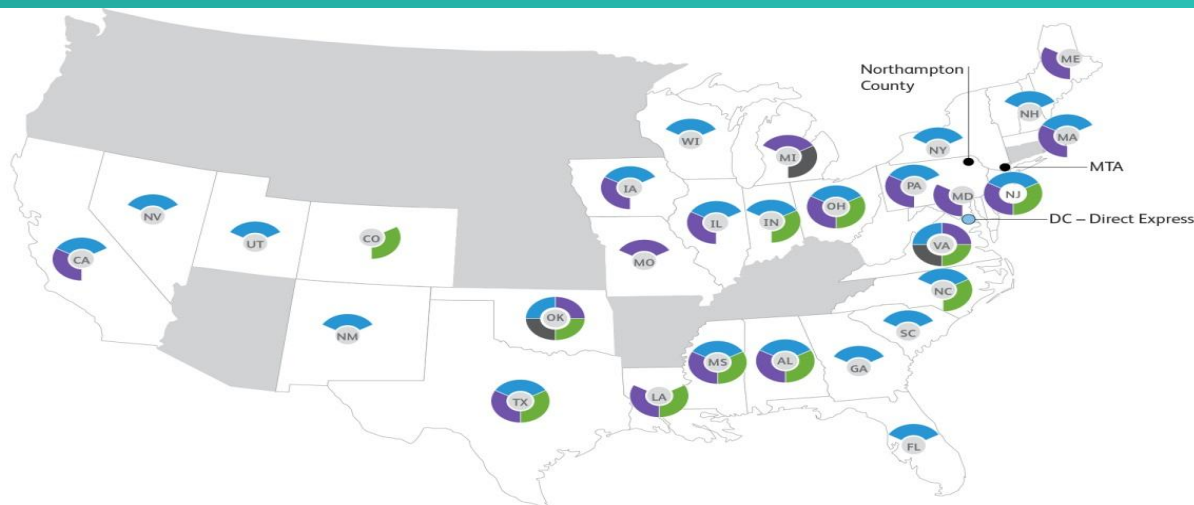
Solution Overview

EBT Solution for SNAP - Overview

Why ACS/Xerox?

- One of the leading vendors in EBT/Debit Card solutions for government
- Proven expertise in conversion process and execution for both EBT and Debit Card
- Proactively engaged in policy planning around federal regulations and compliance
- Proposed rate per EBT household per month is now the lowest in the country
- Proposed state-of-the-art system
 - Allows flexibility, easy online access and on-demand reporting
 - Compliant with all industry standards, all state/federal audits and guidelines

ACS/Xerox Card Services Map



Electronic Payment Card (EPC) Services Programs

Alabama	Child Support ★, UI ★	Nevada	UI	Pennsylvania	Child Support, UI, Workers Compensation (SWIF)
California	Medicaid Non-Emergency Transport ★	New Hampshire	Child Support	South Carolina	Child Support
Florida	Child Support ★	New Jersey	Child Support	Texas	Child Support
Georgia	Child Support, UI	New Mexico	Child Support, UI, Foster Care ★	Utah	Child Support
Illinois	Child Support, State Payroll	New York	Child Support	Virginia	Child Support, State Payroll, UI, TANF
Indiana	Child Support, In-home Providers Services	North Carolina	UI	Wisconsin	Child Support ★
	Child Support, Payroll, UI, Teachers & State Employee Retirement ★	Ohio	Child Support, TANF		
Iowa	UI, TANF, Medicaid Services	Oklahoma	Child Support, TANF, Foster Care, Adoption, UI, Sales Tax Rebate, Aid to the Blind and Disabled (SSP), Tax Refunds ★, Unclaimed Property ★, Department of Corrections ★		
Massachusetts	Child Support, UI ★				
Mississippi	Child Support, TANF, UI, Adoption, Foster Care ★				

Electronic Benefits Transfer (EBT) Programs

Alabama ★	Michigan	Virginia
California	Mississippi	
Illinois	Missouri ▼	
Iowa	New Jersey	
Louisiana	Ohio	
Maine	Oklahoma	
Maryland	Pennsylvania ★	
Massachusetts	Texas ▼	

e-Childcare (eCC) Programs

Alabama ★	North Carolina ★
Colorado	Ohio
Indiana	Oklahoma
Louisiana	Texas
Mississippi ★	Virginia ★
New Jersey	

Women, Infants, and Children (WIC) EBT Programs

Michigan
Oklahoma ★
Virginia ★

Other Programs

Direct Express – a nationwide federal EPC program for the US Department of the Treasury (SS, SSI, VA ★) ● ● ●
 Go Program™ – a state and local EPC Program using the Way2Go Card™ - Northampton County, PA ●
 Vector Program – a transportation private label card program supporting transponder re-loads - NY MTA ●

★ Programs currently in the development/implementation phase

● ACS is the subcontractor and transaction processor for this program

▼ ACS is a subcontractor for support services (retailer management, card fulfillment and customer service)

EBT Solution Overview – Client Web Portal

EBTSM Electronic Benefit Transfer

Select Your State Card


Select State ▼

USER ID

PASSWORD

LOGIN

[Help?](#)

Create User Account 

Please Select... ▼

Cardholders are required to have a User ID and password to view their:

- Account Balance
- Transaction History



Select your state card for more information!



What is EBT?

What is WIC EBT?

EBT has many benefits!

- Replaces paper food stamps and checks
- Safer and more secure than carrying cash or checks
- Faster payment
- Convenient and easy to use

WIC EBT

- Replaces paper coupons
- You don't have to purchase all of your WIC food benefits at one time
- The receipt given at the end of shopping shows your remaining WIC food benefit balance

Debit Card for TANF

Solution Overview

Debit Card for TANF Solution Overview

- Solution Highlights

- Debit card can be used wherever MasterCard and VISA are accepted
- Strong partnerships with financial institutions support convenient access to benefits
- Self-service portal supports on-line services such as bill pay, balance inquiry, etc.

Debit Card for TANF Solution Overview

Customer Web Portal

EPPICard™

- the safe and secure way to access your payments!

Welcome to EPPICard.com

Select Your State

Frequently Asked Questions

Online Security Tips

Protect Yourself

Privacy Policy

Site Map

Save with Visa

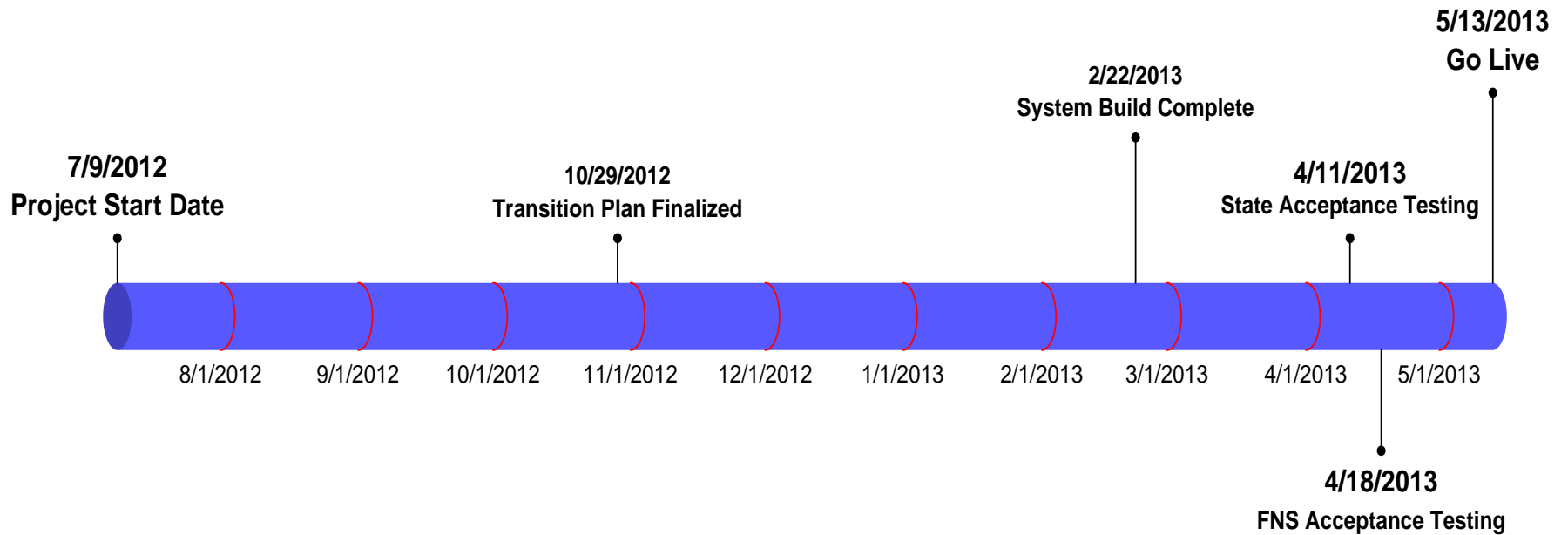
MasterCard

MARKETPLACE

Cyveillance

Project Timeline

EBT & Debit Card Services



Solution Benefits & Challenges

Benefits:

- No transition cost to the State
- Estimated savings of \$3,000,000 annually in State funds for EBT/SNAP due to reduction in the rate per household cost
- Elimination of the monthly household fee by moving TANF to a debit card
- Increased flexibility for recipients; Debit card is valid anywhere MasterCard & Visa are accepted
- Analytical tools continue to provide us oversight of spending patterns of Georgia EBT/SNAP recipients

Solution Benefits & Challenges

Challenges:

- Meeting aggressive time line. Project must be completed by end of FY13 to avoid additional cost for the current vender.
- Providing sufficient state resources to meet the vendor's mandated completion date.
- Implementing the federal mandate regarding tracking of TANF funds.

Q&A