

Ryan Vogt, CAF Field Operations Assistant
 Administrator

Number: SS-AR-10-011

CAF - Authorized Signature

Issue Date: 06/24/2010

SPD - Authorized Signature

Due Date: 06/24/2010

Topic: Systems Issues

Subject: Process for Issuing Oregon Trail Card (OTC) EBT Pin-Proxy

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Action Required: Replace all existing procedures with this new process. The Card Issuer should not have possession of both activated EBT cards and the card's pin number.

Reason for Action: The Secretary of State asked DHS Internal Auditors to review the branch process and procedures for issuing Oregon Trail Cards (OTC). The auditors asked both CAF and SPD to strengthen the pin-proxy controls statewide and incorporate these changes into our procedure manuals.

Click on the following link to see these new [procedures](#) (color-coded) which emphasize the need to have clear separation of the duties between the Card Issuer and the Pin-Proxy issuer. We have also a link to a step-by-step [flowchart](#). These processes will be incorporated into the SPD Support Staff Assistance Manual (SSAM) and the CAF Field Business Procedures Manual (BIM) to assist you with these changes.

Field/Stakeholder review: Yes No

If yes, reviewed by: SPD Policy Committee, SPD Operations Committee, CAF Business Experts

If you have any questions about this action request, contact:

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