



EMPLOYMENT &  
HUMAN SERVICES

## MEMORANDUM

Kathy Gallagher, Director

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To: All Staff, Code 2A

Date: November 3, 2021

From: Tish Gallegos, Community Relations/Media

Subject: EBT Card Scam Alert

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As you may know, many California counties, including Contra Costa, have received reports of an Electronic Benefit Transfer (EBT) card scam and attempts to steal benefits. Some EBT cardholders – as well as non-EBT cardholders - have received texts that ask for their card number, PIN or other personal information.

We are getting the word out to partners and community members that text, phone or email methods are not used by the state or EHSD to collect personal information in this way.

EHSD is instructing community members to NOT provide information if they receive this type of text request. If questions arise regarding EBT cards, residents can call **(877) 328-9677** or visit [MyBenefitsCalWIN.org](http://MyBenefitsCalWIN.org).

We have posted a news alert in [English and Spanish on ehds.org](http://English and Spanish on ehds.org), as well posted to EHSD's social media [@ContraCostaEHSD](https://twitter.com/ContraCostaEHSD).