Tuesday, September 24, 2019

11:00 am - 12:00 pm

Conference Call: 1 877 226 9790

Participant Code 5482011

HHSC - Building 2

Room 222

909 W 45th Street

Austin, TX 78751

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**Meeting Participants:**

**Health and Human Services Commission (HHSC):**

Veronica Rodriguez, Duane Pietsch, Gayle Barrera, Maria Gomez, Shonda Walker, Rodney Christensen, Jeffrey Anderson

**Health and Human Services (HHSC) Women Infants and Children (WIC):**

Steven Schnurer

**Retailer Stakeholders:**

Gary Huddleston, Misi Higgins, Brandy Gutierrez, Cheryl H, Chris Normandeau, Chris Walker, Denise Mendoza, Jorge Sanchez, Lisa Jones, Mark Vela, Nancy Campbell, Nancy Kalinoski, Russell Bigelow and Thomas Lowther.

**Welcome Maria Gomez, HHSC**

**HHSC Lone Star Business Services (LSBS) EBT Update Veronica Rodriguez, HHSC**

**Duane Pietsch, HHSC**

*EBT-4 Scheduled Maintenance* – FIS successfully conducted part one of the Disaster Recovery (DR) Exercise on August 20, 2019, which required a move of all EBT states’ authorized engines and related processing for EBT SNAP and Cash programs.  The second part of the DR exercise to move all authorized engines back, successfully took place this morning with no issues reported.

*Tropical Storm Imelda/Southeast Texas Floods* – HHSC has been monitoring the flooding in Southeast Texas with local officials. Messaging has been put in place to inform clients that if additional services such as SNAP benefit replacements or Disaster SNAP (D-SNAP) are made available in the area, we will let the public know as soon as possible. At this time, clients are only being referred to the 2-1-1 referral line to find resources in their community.

**EBT Monthly SNAP & TANF Redemption Statistics Duane Pietsch, HHSC**

The monthly settlement totals for the 6-month period ending August 31, 2019, averaged $392 Million.



**EBT System Availability / Outages** (June2019-August 2019) **Duane Pietsch, HHSC**

There were no transaction processing outages reported during the period.

**EBT Help Desk Averages** (June 2019-August 2019*)* **Maria Gomez, HHSC**

EBT-4 Call Center Interactive Voice Response (IVR) Average Number of Calls:

Client 4,849,513 average per month

Retailer 36,855 average per month

EBT-4 Call Center Customer Service Representative (CSR) Assisted Call Averages:

Client 89,761 average per month

Retailer 3,888 average per month

*Source: FIS Texas EBT Monthly Summary - Client and Retailer IVR and Help Desk Calls*

**EBT Retailer Management** (August 2019) **Maria Gomez, HHSC**

(FNS) SNAP certified retailers: 19,844

State-supported retailers: 33

*Source: FIS Texas HHSC EBT Retailer Management Monthly Status Report*

**Card and PIN Production** **Averages** (June 2019-August 2019) **Maria Gomez, HHSC**

Cards mailed to clients: 61,022

PINs mailed to clients: 1,382

*Sources: EBTMS211-1 Monthly Card and PIN Statistics Report (New and Reissued) and the FIS TX Program Monitoring Management Report*

**Reconciliation Averages** (June 2019-August 2019) **Maria Gomez, HHSC**

Client disputes received: 36

Retailer disputes received: 41

Client and retailer adjustments made: 935

Total dollar amount of adjustments: $7694

*Source: FIS TX Program Monitoring Management Report*

***Q&A***

Gary Huddleston with TRA asked the following questions:

Q: How the USDA’s proposed changes to broad-based categorical eligibility will impact Texas SNAP distribution amounts?

A: HHSC is reviewing the proposed rules but will not address impact until the rules are finalized by FNS.

Q: Will there be a hot food or benefit replacement waiver for the recent floods in Texas?

A: At this time HHSC is monitoring the flood situation and will inform Gary Huddleston of any developments related to the waivers.

Q: A Retailer in Tyler, Texas received a text message with an attachment. Did this come from HHSC?

A: HHSC utilizes GovDelivery to notify Retailers via email and text message of upcoming EBT system outages. Retailers must first subscribe in order to receive such alerts. Any text messages received outside of this platform are not affiliated with HHSC.

**Women, Infants, and Children (WIC) EBT Update Steven Schnurer, HHSC**

**September 2018 –August 2019**

1. **WIC Program Statistics**:

* Redemptions

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Process Month | Total Amount Paid | Amount Peak Date | Monthly Peak Amount | Daily Average | Total Transaction Count | Trans-  actions Peak Date | Trans-  actions Peak Count | Avg. # of Outlets |
| Sept-18 | $39,016,266.84 | 9/5/18 | $2,861,292.51  (weekend) | $1,303,739.85 | 1,258,861 | 9/1-9/4/18 | 63,240  (weekend) | 2.097 |
| Oct-18 | $37,609,600.61 | 10/2/18 | $5,288,839.32 | $1,213,212,92 | 1,222,698 | 10/2/18 | 89,865 | 2.087 |
| Nov-18 | $36,873,012.91 | 11/2/18 | $5,281,474.68 | $1,376,012.12 | 1,185,549 | 11/2/18 | 82,361 | 2.099 |
| Dec-18 | $39,802,010.00 | 12/1/18 | $2,943,041.82  (weekend) | $1,283,935.81 | 1,201,102 | 12/1-12/3/18 | 64,110  (weekend) | 2.099 |
| Jan-19 | $34,984,920.45 | 1/3/19 | $3,331,314.69 | $1,128,545.82 | 1,123,286 | 1/4/19 | 60,193 | 2.085 |
| Feb-19 | $36,230,356.56 | 2/1-3/19 | $3,043,323.94 | $1,293,941.31 | 1,080,567 | 2/1/19 | 61,832 | 2.107 |
| Mar-19 | $34,753,614.81 | 3/2-4/19 | $2,762,544.80 | $1,121,084.35 | 1,014,872 | 3/1/19 | 69,372 | 2.092 |
| Apr-19 | $35,752,629.30 | 4/2/19 | $4,606,849.92 | $1,221,498.89 | 1,080,551 | 4/2/19 | 75,392 | 2.090 |
| May-19 | $37,822,757.24 | 5/1/19 | $4,550,925.65 | $1,220,088.94 | 1,166,541 | 5/2/19 | 76,808 | 2.070 |
| Jun-19 | $38,505,834.82 | 6/1/19 | $2,914,942.85  (weekend) | $1,283,527.83 | 1,184,967 | 6/1/19 | 63,204  (weekend) | 2,087 |
| Jul-19 | $37,395,847.83 | 7/2/19 | $4,700,011.64 | 1,206,317.67 | 1,151,928 | 7/2/19 | 78,800 | 2,067 |
| Aug-19 | 40,606,577.09 | 8/2/19 | 4,861,726.48 | 1,309,889.58 | 1,222,497 | 8/2/19 | 80,958 | 2,078 |

* Participation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Process Month | Participation | Cards in Circulation | Cards Lost/Stolen | Lost/Stolen Percentage |
| Sept-18 | 713,446 | 418,686 | 11,412 | 2.73% |
| Oct-18 | 707,944 | 402,287 | 13,000 | 3.23% |
| Nov-18 | 690,520 | 411,286 | 10,825 | 2.63% |
| Dec-18 | 677,052 | 402,747 | 9,372 | 2.33% |
| Jan-19 | 675,233 | 400,858 | 12,766 | 3.18% |
| Feb-19 | 668,740 | 397,180 | 10,226 | 2.57% |
| Mar-19 | 669,471 | 398,979 | 10,989 | 2.75% |
| Apr-19 | 671,461 | 401,616 | 12,613 | 3.14% |
| May-19 | 676,583 | 404,534 | 12,430 | 3.07% |
| Jun-19 | 678,549 | 402,747 | 12,037 | 2.99% |
| Jul-19 | 685,626 | 400,858 | 13,985 | 3.49% |
| Aug-19 | 688,764 | 397,180 | 12,810 | 3.23% |

* There were no extended FTP outages during this reporting period.

1. **Version 4 (V4) Update (Conversion to X9.93 2008)**: Texas and other Smartcard states will continue to support the existing V2 (X9.93 2002) claim files until no longer allowed by USDA FNS, so retailers are not yet required to move to V4. However, developers are encouraged to migrate as new versions of software are released. All retailers must move to V4 prior to October 1, 2020. The first retailer for V4 capability was successfully migrated in March, 2018. In total, seven systems have been certified for V4. More retailers are scheduled to migrate this Fall.

**Next Meeting: December 2019**