



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street
2420 Mail Service Center • Raleigh, North Carolina 27699-2420
Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

August 17, 2009

RE: Access to the EBT Administrative Terminal and Security of EBT Cards

Dear County Director of Social Services:

The security of the Food and Nutrition Services (FNS) EBT Card and Administrative Terminal functions are vital to the County, State and the customers who receive benefits. Each county DSS office has designated staff that has EBT Administrative Terminal access. Due to recent audit findings, the access to the terminal must be monitored by the county security officer and access to the terminal updated immediately when staff changes occur. The security officer is required to conduct a yearly review of all staff that have EBT Administrative Terminal access and provide documentation of the yearly review as part of the DSS Management Evaluation.

FNS managers are required to review two reports that are available in NCXPTR to ensure the security of access to the administrative terminal. The first report is the Session Activity Report which is downloaded daily. This report identifies all actions performed on an EBT account by the administrative terminal user. The second report is the User Access Report which is downloaded monthly. This report lists the date and time an administrative terminal user has logged in and out of the EBT Administrative Terminal System. These two reports must be reviewed on a monthly basis and the results of the manager's review must be documented. The results of this review will be monitored as part of the scheduled county Management Evaluation.

Any EBT cards that are received and stored at the DSS agency must be logged and locked in a designated, secure location. Identity of the customer must be verified by the agency before an EBT card is released. Effective with the new DSS Management Evaluation schedule beginning October 1, 2009, the security of EBT cards will be included in the Management Evaluation process.

As stated above, the security of the EBT cards and monitoring of the access to the EBT Administrative Terminal is an important responsibility for the DSS agencies and for the Division. The assistance of DSS staff and the county security officer is necessary to ensure that FNS benefit data and EBT cards are secure at all times.

If you have any questions or concerns, please feel free to contact me at (919) 334-1234 or via e-mail at dean.simpson@dhhs.nc.gov. Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink that reads "Dean Simpson". The signature is written in a cursive style with a large, looped "D" and "S".

Dean Simpson, Chief
Economic and Family Services

EFS-FNSEP-18-2009

DS:dl