

Erin Valdez
Deputy Director-Finance &
Administration

Laura Hawkins, Director

Bill Wathen
County Welfare Director

Joe Hallett
Director of Behavioral Health



GLENN COUNTY
HHSA
HEALTH & HUMAN SERVICES AGENCY

Dr. Jared Garrison
County Health Officer

Laura Medina
Public Health
Assistant Deputy Director

HHSA SPECIAL INVESTIGATIONS UNIT PRESS RELEASE

On Wednesday 3/20/2024, at approximately 1400 hours, investigators from the Welfare Fraud Special Investigations Unit (SIU) operated on information that a suspected skimming device was located at a business in Orland. The team responded to the location, identified, and removed the device. The device (pictured below) is designed to look identical to standard Point of Sale device.



Skimming and Scamming of electronic public assistance benefits, CalWORKs cash aid and CalFresh, are a rampant problem in California, costing taxpayers as much as \$10,000,000.00 per month ([Reference](#)). In an effort to protect those benefits, HHSA SIU has been diligently working to remove risks placed in Glenn County businesses and protect clients from skimming and scamming.

However, public and business awareness of these crimes are key to prevention. Glenn County HHSA encourages clients to download and utilize the EBT Edge mobile app which is available in the Apple Store or on Google Play.

P.O. Box 611, Willows, CA 95988 | Phone: (530)934-6514 Fax: (530)934-6521
Equal opportunity employer/program. Auxiliary aids and services available upon request.

EBT Edge allows clients to review their transaction history, freeze and unfreeze their card, block out of state transactions, block online transactions, change their PIN number, and request replacement cards. These features are also available through the online Cardholder Portal which is linked below.

It is recommended that all clients download the app or utilize the online Cardholder Portal to monitor transactions, turn their card off until it needs to be used, change their PIN number at the end of the month before new benefits are issued, and to report any fraudulent transactions to your worker or to the SIU.

The following is a list of resources:

Glenn County SIU Fraud Line: (530)934-1594

[EBT Cardholder Portal](#)

[EBT Project SCAM Information](#)

[California Welfare Fraud Investigators Association Information on Fraud](#)

[Glenn County Fraud Referral and Prevention Form](#)

[Apple Mobile App](#)

[Android Mobile App](#)

If you suspect that a Point of Sale device has been compromised, please contact the Special Investigations Unit to report this information. The SIU will investigate these claims and continue to do everything possible to protect our clients and their benefits.