

Replacement of CalFresh Benefits

Riverside County residents in receipt of CalFresh may be eligible for benefit replacement when food purchased with CalFresh benefits is destroyed due to a household misfortune or disaster or when CalFresh benefits are electronically stolen through skimming or scamming:

CalFresh Benefit Replacement Due to Misfortune or Disaster

If a household's CalFresh benefits have been used to purchase food that is subsequently destroyed due to a misfortune or disaster, the household may be eligible to a replacement of CalFresh benefits.

To request a replacement of benefits, CalFresh households:

1. Report the food loss to DPSS within 10 days of the loss.
2. Provide the CF 303, *Replacement or Disaster Supplement Affidavit*, to DPSS within 10 days of making the report.

A misfortune or disaster could be a fire, flood, earthquake, storm, or other natural disaster, or a power outage resulting in the loss of food. The amount of replacement benefits is determined based on the CalFresh household's individual circumstances but cannot exceed the household's regular monthly CalFresh allotment amount.

CalFresh Benefit Replacement Due to Skimming or Scamming

If a CalFresh household's benefits have been electronically stolen through skimming or scamming, the household is eligible to a replacement of the stolen CalFresh benefits.

To request a replacement of stolen benefits, CalFresh households:

1. Report the stolen benefits to DPSS within 10 days of the theft.
2. Provide the EBT 2259, *Report of Electronic Theft of Benefits*, and if benefits were stolen due to scamming, also provide the EBT 2259A, *EBT Scamming Acknowledgement*, within 90 days of the theft.

Skimming	Scamming
Skimming is electronic theft using equipment to capture Electronic Benefit Transfer (EBT) card information and create counterfeit cards to steal benefits, such as a compromised ATM machine.	Scamming is electronic theft through misleading a CalFresh household into providing their EBT card information and subsequently stealing benefits, such as through fraudulent calls or text messages.

How to Report Food Loss or Stolen CalFresh Benefits

Impacted CalFresh households may report **food loss**:

- in-person by visiting the nearest [DPSS office](#)
- online through the [BenefitsCal](#), or
- by calling DPSS at (877) 410-8827.

Impacted CalFresh households may report **stolen CalFresh benefits**:

- in-person by visiting the nearest [DPSS office](#), or
- by calling DPSS at (877) 410-8827.

Note: Stolen CalFresh benefits cannot be reported through BenefitsCal and must be reported by phone or in-person.