



*****AMENDMENT #2 TO RFP # 2010-500-03*****

Corrections have been made to Appendix E, pages 124 and 125 as originally issued. Please see the corrected chart below.

APPENDIX E: EBT/EFT STATISTICAL DATA

DESCRIPTION	FOOD ASSISTANCE	FAMILY ASSISTANCE	MEDICAID	INDUSTRIAL RELATIONS	CHILD SUPPORT	E&T JOBS
Active Cases/Claimants	356,489	22,004	32,178	36,107	231,141	2,401 13,850
Monthly Growth Percentage for Cases/Claimants	1.43%	0.86%	.0141%	-1%	0.22%	3% 2.62%
Benefits/Amounts Issued	\$105,178,203	\$4,189,708	\$648,554	\$35,230,102	\$22,613,435	\$60,025 \$506,221
Active SNAP Only Accounts	333,050	N/A	N/A	N/A	N/A	N/A
Active SNAP/Cash (Combined) Accounts	17,611	*	N/A	N/A	N/A	N/A
Active Cash Only Accounts	N/A	4,055	NA	173,904	N/A	N/A
SIVR Calls	1,074,128	*	NA	104,709	N/A	N/A
CSR Calls	90,756	*	3,352	***	N/A	N/A
Active EBT Cards	886,051	*	*	N/A	N/A	N/A
EBT Cards Replaced	13,924	*	*	N/A	N/A	N/A
EBT Card Replacement Rate	1.57%	*	*	N/A	N/A	N/A
Active AL Vantage Cards	N/A	N/A	N/A	173,904	N/A	N/A
AL Vantage Cards Replaced	N/A	N/A	N/A	175	N/A	N/A
AL Vantage Card Replacement Rate	N/A	N/A	N/A	0.1%	N/A	N/A
Administrative Terminal Users at State Office	67	*	22	7	N/A	N/A
Administrative Terminal Users in County Offices	554	*	10	0	N/A	N/A
Retailers With EBT-Only	1,621	N/A	N/A	N/A	N/A	N/A

Alabama Department of Human Resources
Electronic Benefits and Funds Transfer (EBT/EFT) Services



Equipment						
Non-Traditional Retailers (Retailers w/o POS equipment)	34	N/A	N/A	N/A	N/A	N/A
Omni 3200 SE Terminals Deployed	1,644	N/A	N/A	N/A	N/A	N/A
Phone Lines Provided to Retailers	4	N/A	N/A	N/A	N/A	N/A
Total Number of Retailers in AL Authorized by FNS to Accept SNAP EBT	4028	N/A	N/A	N/A	N/A	N/A
Meal Services Authorized by FNS to Accept SNAP EBT	60	N/A	N/A	N/A	N/A	N/A
Retailer Vouchers Added	654	*	*	N/A	N/A	N/A
Retailer Vouchers Cleared	599	*	*	N/A	N/A	N/A
Retailer Vouchers Expired	28	*	*	N/A	N/A	N/A
Cash ATM Average Usage	N/A	16,499	N/A	145,440	N/A	N/A
Cash POS Average Usage	N/A	74,477	**	495,683	N/A	N/A
SNAP Voice Authorizations	2,093	N/A	N/A	N/A	N/A	N/A
SNAP POS Transactions	3,618,630	N/A	N/A	N/A	N/A	N/A
Cash POS Transactions	N/A	194,599	**	495,683	N/A	N/A
ATM Transactions	N/A	20,724	N/A	145,440	N/A	N/A

Note: All information provided is as of July 2010, except Administrative Terminal Users which is as of September 2010. The active EBT cards for Food Assistance also includes the authorized representative's (AR) cards and the 49,994 disaster cards that must be maintained on the processor's system. An active account is one that had a deposit for the month.

N/A – Not Applicable (usually because paper checks/warrants are being issued or it is not a program responsibility or service offered); NA – Not Available; Asterisk (*) – Included in the Food Assistance Total; Double Asterisk (**) – Included in Family Assistance Total; Triple Asterisk (***) – Included in Industrial Relations SIVR Calls Total.