TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS

FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR

RE: RESTORATION OF SNAP STALE DATED/ABANDONED BENEFITS

ORIGINATING OFFICE: OFFICE OF OPERATIONS

The Office of Technology for Human Services (OTHS) distributed a CARES 2018 Migration Alert confirming the successful completion of the software modification resulting in the restoration of abandoned/stale dated benefits to SNAP customers’ EBT cards on December 21, 2018. The modification was performed as a corrective action to address a finding from the 2017 U.S. Department of Agriculture (USDA) Management Evaluation. Customers will be notified of this change with the distribution of the attached Notice of Restoration of Food Supplement Benefits. This notice will be issued by early February.

The system modification restored abandoned/stale dated SNAP benefits dated from February 22, 2017 through September 30, 2018. The action impacted 127,313* SNAP cases with a total of $9,339,809.07 in restored funds. The benefits were added to existing EBT accounts for recipients. The following customers were exempt from the restoration:

- Customers whose abandoned/stale dated (AB/SD) benefits are $1.00 or less
- Customers who are deceased
- Customers who are no longer living in Maryland
- Customers who reside in nursing homes

*NOTE: There were 43 cases that were not processed due to technical issues. DHS will share those cases with the impacted local departments of social services.

Attachment
Notice of Restoration of Food Supplement Benefits
**Inquiries**

If you have any questions, please contact Gina Roberts at 410-238-3550 or gina.roberts@maryland.gov.

cc    Constituent Services  
      DHS Help Desk  
      FIA Management Staff  
      DHS Executive Staff