



Department of Human Services
311 West Saratoga Street
Baltimore, MD 21201


FIA INFORMATION MEMO

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Effective Date: Immediately

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**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