



Department of Human Services  
311 West Saratoga Street  
Baltimore MD 21201

## FIA INFORMATION MEMO

**Control Number: #21-02**

**Effective Date: July 1, 2020**

**Issuance Date: July 14, 2020**

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

**FROM: NETSANET KIBRET, EXECUTIVE**

A handwritten signature in blue ink, appearing to be 'Netsanet Kibret', is written over the name in the 'FROM' field.

**RE: NAME CHANGE- SUPPLEMENTAL NUTRITION ASSISTANCE  
PROGRAM (SNAP)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

### **Background**

The United States Department of Agriculture, Food and Nutrition Services (FNS) renamed the federal Food Stamp Program (FSP) the Supplemental Nutrition Assistance Program (SNAP) effective October 1, 2008, as a result of section 4001 of the Food, Conservation, and Energy Act of 2008 (P.L. 110-246), known as the Farm Bill. FNS immediately began phasing in the new name on their website, correspondence, and outreach material. FNS changed the name while allowing States the flexibility to maintain the name of their own program.

In the State of Maryland, SNAP was previously known as the Food Supplement Program (FSP). Senate Bill 49, a Departmental bill that renamed FSP to SNAP, was enacted during the 2020 legislative session of the Maryland General Assembly. The name change is effective July 1, 2020.

FIA, including the local departments of social services, must refer to SNAP in all communications with the public, clients, and community partners.

The following items are in the process of being updated:

- Knowledge Base
- DHS website
- DHS/FIA manuals, forms, letters, and notices
- Training material
- Outreach material
- FIA correspondence

## **INQUIRIES**

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

The screenshot displays the DHS Knowledge Base website. The header includes the DHS logo, navigation menus for Administrations, Tools, Resources, Links, and Local Offices, and a search bar. The main content area is titled "Family Investment Administration" and features a sidebar with links to Action Transmittals, Ad Hoc Reporting Information, Bulletins, Contact us with your FIA Program Eligibility Policy Question, FIA Data at a Glance, FIA Training on The Hub, Forms, Manuals, and Medical Assistance Information. The central focus is a "Contact us with your FIA Program Eligibility Policy Question" section, which contains a "FIA Policy Information Request" form. The form text states: "Have a FIA policy question? Click on the link to complete a Policy Information Request. Your question will be routed directly to the Bureau of Policy. Questions will be answered within 48 business hours. If a question requires further research, you will be notified that there will be a delay and kept apprised of the status. Remember to review the policy manuals, Action Transmittals, and forms found on Knowledge Base (<http://kb.dhs.maryland.gov/family-investment-administration/>) prior to submitting a request; many times the answer to your question can be found through our online resources. Technical questions regarding CARES functions should be directed to the Bureau of Systems Development and Management at [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov). \* Required". To the right, there are two "Contact Us" boxes. The first is for Labelle Hillgrove, MSOL, Director, Office of Statewide Policy Compliance and Customer Service Performance, with contact information: 311 W. Saratoga Street, Baltimore, MD 21201-3500, Phone: 410/307-7327, Email: [labelle.hillgrove@maryland.gov](mailto:labelle.hillgrove@maryland.gov). The second is for Yolanda Dockery, Risk Chief of Staff, with contact information: 311 W. Saratoga Street, Baltimore, MD 21201-3500, Phone: 410/307-7320, Email: [yolanda.dockery@maryland.gov](mailto:yolanda.dockery@maryland.gov).

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

cc: DHS Executive Staff  
FIA Management Staff  
Constituent Services