



MARYLAND DEPARTMENT OF HUMAN SERVICES

Department of Human Services 311
West Saratoga Street Baltimore
MD 21201

FIA INFORMATION MEMO

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

FROM: AUGUSTIN NTABAGANYIMANA, ACTING EXECUTIVE DIRECTOR

RE: EBT - MULTIPLE CARD REPLACEMENT MONITORING PROCESS

**PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE PROGRAM
(TCA), SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)
TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP)
PUBLIC ASSISTANCE TO ADULTS (PAA)**

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

The EBT - Multiple Card Replacement (MCR) monitoring process is a Food and Nutrition Service (FNS) Program Integrity effort started in 2018 and continues as a collaboration between the Family Investment Administration (FIA) and Office of the Inspector General (OIG).

The below outlined process captures the data used to detect potential fraud resulting from multiple EBT card replacements.

- The [E&E EBT Multiple Replacement Card Issuance Report](#) is run monthly by FIA and OIG.
 - FIA utilizes the data to create a mailing list for the MCR Warning Notice.
 - Criteria for the MCR Warning Notice include:
 - The household received four card replacements within 12 months.

- The household is active in E&E.
- The household was not mailed a MCR Warning Notice within the last 12 months.
- The household is not Homeless.
- The household is not Mentally Disabled.
- The household is not in a Domestic Violence Situation.
- The household is not in Substance Abuse Treatment.
- OIG utilizes the data to assess fraud risks.
 - The households deemed necessary to investigate are tracked via a Google Sheet that is updated monthly and shared with management staff for awareness.

RESOURCE:

- EBT Manual revised 1. 2024

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only. For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
Constituent Services
DHS Help Desk
Office of Administrative Hearings