

Belit Burke, SNAP and Youth Services Programs
Manager

Authorized Signature

Number: SS-IM-12-069

Issue Date: 12/10/2012

Topic: Food Benefits

Subject: Excessive EBT Replacement Letters Being Mailed

Applies to (check all that apply):

- | | | | |
|-------------------------------------|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County DD Program Managers |
| <input checked="" type="checkbox"/> | Aging and People with Disabilities | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): SSP/APD transmittal list |

Message:

Food and Nutrition Services (FNS) has given all states a directive to send a letter to clients requesting excessive replacement Electronic Benefit Transfer (EBT) cards. This is to help increase recipient integrity in the SNAP program.

Starting mid-December 2012, and between the 10th and 15th of each month after, DHS will mail this [letter](#) to clients who have requested six or more replacement EBT cards in a 12-month period. The letter will be mailed to the client's address on file; the return address will be the address of the office on file for the client.

The letter will inform these clients of the following:

1. DHS records show they have requested several replacement EBT cards;
2. EBT cards will last for years;
3. The total number of cards they have requested to be replaced;
4. The number of cards they have requested in the past 12 months;
5. Their card replacement requests will now be monitored; and
6. If they continue to request replacement cards, the unit responsible for program integrity will be contacting them.

In addition, the letter also reminds them what they can and cannot do with SNAP benefits.

If you have any questions about this information, contact:

| | | | |
|--------------------|-----------------|------------------------------|--------------|
| Contact(s): | SNAP email: | Policy, SNAP | |
| | Sarah Lambert | 503-945-6220 | |
| | Dawn Myers | 503-945-7018 | |
| | Heidi Wormwood | 503-945-5737 | |
| | Kate Scott | 503-947-5177 | |
| | Eliza Devlin | 503-947-5105 | |
| | Rosanne Richard | 503-945-5826 | |
| | Sandy Ambrose | 503-945-6092 | |
| Phone: | 503-945-5600 | Fax: | 503-373-7032 |