



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

**Control Number: #01-38**

**Effective Date: Immediately**

**Issuance Date: May 3, 2001**

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

**FROM: CHARLES E. HENRY, EXECUTIVE DIRECTOR**

**RE: DISQUALIFIED RECIPIENT SUB-SYSTEM AND VOICE RESPONSE  
UNIT (DRS/VRU)**

**PROGRAM AFFECTED: FOOD STAMPS**

**ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS**

**SUMMARY:**

In the Food Stamp Program persons disqualified from participation for intentional program violations (IPV) are subject to escalating penalties depending on the number of offenses (up to permanent disqualification). Since the Food Stamp Program is national, the penalties imposed by one state are valid in all states. So that states can track records and determine appropriate penalty levels, FNS has a central database in which states enter data. States can retrieve data directly from the database, called the Disqualified Recipient Sub-system (DRS), or by telephoning the Voice Response Unit (VRU).

The Family Investment Administration has access to the DRS, maintains it through monthly updates and uses it for inquiry. Local departments forward the Disqualified Recipient Report FNS 524 or the Waiver to an Administrative Disqualification Hearing DHR OIG 7 to Sherri Dyson-McCray in FIA's Office of Policy, Research and Systems to implement disqualification penalties for IPV's. Ms Dyson-McCray enters the disqualification into the DRS.

**ACTION REQUIRED:**

When the local department has reason to believe that an individual was disqualified in another state, the local department must access the FNS database. Before taking adverse action based on information obtained from DRS, the local department must again contact the DRS/VRU to get details on contacting the state that submitted the data to the

DRS, and then contact the state to verify the information. Some local departments have staff who have DRS/VRU logonids and passwords and have signed an acknowledgement of responsibility memo. Those staff may call the VRU directly. Other local departments may access the DRS/VRU by calling the State Security Officer, Sherri Dyson-McCray, at 410-767-7035. If Ms Dyson-McCray is not available, you may call Monice Butler at 410-767-7884 or Myrth Smothers at 410-767-7675 in the Office of the Inspector General, who also have access to the DRS/VRU.

If you would like a member of your staff to have direct VRU access, please complete the attached FCS Computer System Access Request FCS-674 and send it to Ms Dyson-McCray at 311 W. Saratoga Street, Room 645, Baltimore, MD 21201. She will arrange with FNS for a logonid and password for your staff, send an acknowledgement of responsibility memo (sample attached) for the staff member to sign and a copy of the VRU User's Guide.

**ACTION DUE:**

Immediately.

**INQUIRIES:**

If you have questions about accessing the DRS/VRU, please call Sherri Dyson-McCray at 410-767-7035. If you need training on the DRS/VRU, please call Rosemary Malone at 410-767-7949.

c: DHR Executive Staff  
FIA Management Staff  
Constituent Services  
Help Desk  
CTF