



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

Family Investment Administration  
**ACTION TRANSMITTAL**

Control Number: #10-07

Effective Date: UPON RECEIPT

Issuance Date: OCTOBER 19, 2009

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS  
FAMILY INVESTMENT EBT TRAINERS AND SUPERVISORS**

**FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR**

**RE: ELECTRONIC BENEFITS TRANSFER (EBT) SYSTEM VAULT CARD  
ISSUANCES**

**PROGRAMS AFFECTED: FOOD SUPPLEMENT PROGRAM (FSP), TEMPORARY  
CASH ASSISTANCE (TCA), REFUGEE CASH  
ASSISTANCE (RCA) AND TEMPORARY DISABILITY  
ASSISTANCE PROGRAM (TDAP)**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

**SUMMARY:**

Action Transmittal 08-16 provides information about the changes to the electronic benefits transfer (EBT) system. One of the most significant changes is issuing vault cards to customers only when a specific emergency situation exists.

This action transmittal reiterates the types of emergency situations that justify issuing a vault card and provides a new referral form to be completed by the Case Manager when a vault card issuance is needed.

**ISSUING VAULT CARDS FOR EMERGENCY/HARDSHIP SITUATIONS:**

The local department can choose to issue a vault card (based on the four emergency situations below) on a pending assistance unit (AU) up to the same day the case manager finalizes the case. However, the customer cannot set a PIN or use the card until the AU is finalized and benefits are placed in the account via the overnight batch process. After the case has been finalized, if a vault card has not been issued and the customer does not have an existing card from a prior certification period, the EBT system will automatically mail a card to the customer the next business day.

If a current customer's card is lost, stolen, or damaged, they must call the Customer Service Call Center's toll free number, 1-800-997-2222, to request a replacement card.

Following are situations that may warrant issuing a vault card on an AU:

- Homeless households
- To meet the 7-day expedited processing standard for the Food Supplement Program (FSP)
  - Any expedited case with an issuance date greater than 3 days after the application date.
- To meet the 30-day normal processing standard
  - Any FSP case with an issuance date greater than 26 days after the application date.
- Individual hardships, which include but are not limited to:
  - Household disaster such as fire or flood
  - Expedited households that are in immediate need of assistance
  - Domestic violence situations when the household is going to a shelter for battered women and children
  - Hardship cases at the discretion of the local department

When referring a customer to the EBT Trainer for issuance of a vault card, the Independence Card Referral Form (DHR/FIA EBT 7001) must be completed and given to the customer. The EBT Trainer will not issue a vault card to a customer who does not have a completed DHR/FIA EBT 7001. The referral form should be retained by the EBT Trainer for two years.

The Office of the Inspector General receives a monthly report of multiple vault card issuances. They review the report to identify potential fraud. The report lists the customer's case information, the number of cards issued over a six month time period, and the ID of the EBT Trainer that issued the vault card. During the investigation process, the OIG may request a copy of the Independence Card Referral Forms.

**INQUIRIES:**

For CARES questions, please contact Joyce Westbrook at 410-238-1299. For EBT questions call Alice Fidler at 410-238-3565. Direct FSP and RCA questions to Rick McClendon at 410-767-7307 and TCA questions to Marilyn Lorenzo at 410-767-7333.

cc: FIA Management Staff  
Constituent Services  
OTHS System Support  
EBT Project Office

## VAULT INDEPENDENCE CARD REFERRAL FORM

HOH/Customer Name	DOB (            )	Customer ID Number
Representative Payee- Cash	DOB (            )	Representative Payee-FS      DOB (            )

**Referral Reason:**

- Homeless household
- To meet the 7-day expedited processing standard
- To meet the 30-day normal processing standard

Individual hardship

- Household disaster
- Expedited in need of immediate assistance
- Domestic violence situations
  
- Other (*Explain below and requires supervisor's approval*)  
\_\_\_\_\_

**Direct Deposit**

- Customer Requests Direct Deposit
- Customer has a Change to Existing Direct Deposit

Case Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisory Approval: \_\_\_\_\_ Date: \_\_\_\_\_

DHR/FIA EBT 7001 (REV 5/09)

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DHR/FIA EBT 7001 (REV 5/09)