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

FROM: KEVIN MAHON, EXECUTIVE DIRECTOR, FIA

RE: INVALID DISTRICT OFFICE CODES

PROGRAMS AFFECTED: FOOD STAMPS/PUBLIC ASSISTANCE

ORIGINATING OFFICE: OFFICE OF POLICY AND RESEARCH/DIVISION OF
PROGRAM AND SYSTEMS SUPPORT

Summary
EBT has rejected several cases from receiving food stamp benefits and Public Assistance due to invalid District Office Codes (153-Children’s Help Center, 165- Center Point, 411- Holly Center and 412- Finance Center). Because individuals in state institutions are not eligible for food stamps/public assistance, EBT does not recognize the DO code associated with the institution. When the head of household is transferred to a state institution district office, any assistance units (with or without other members) follow the new district office and as a result do not have access to their food stamp/public assistance benefits.

Action Required:
If a person is transferred to a state institution, local offices need to remove that person from any currently active food stamp/public assistance unit with adequate adverse action time given. Most importantly, if a facility/institution takes an application, they must first clear all systems and notify the local office which maintained the food stamp/public assistance unit so that action can be taken on the case. The case may have to be transferred back to the local office before the facility/institution completes the application.

Thank you for your assistance in this matter. If you have any questions regarding this matter, please contact Margaret Lacey at (410) 767-5531.

Cc: FIA Management Staff
    Help Desk
    EBT