



Department of Human Services
311 West Saratoga Street
Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: # 24-26

Effective Date: January 1, 2024

Issuance Date: January 2, 2024

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

FROM: AUGUSTIN NTABAGANYIMANA, FIA ACTING EXECUTIVE DIRECTOR

RE: MONITORING ELECTRONIC BENEFITS TRANSFER (EBT) SEPARATION OF DUTIES

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
TEMPORARY CASH ASSISTANCE
PUBLIC ASSISTANCE TO ADULTS
TRANSITIONAL SUPPORT SERVICES
CHILD SUPPORT PASS THROUGH
TEMPORARY DISABILITY ASSISTANCE PROGRAM
REFUGEE CASH ASSISTANCE**

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

Every six months, the Family Investment Administration (FIA) obtains a listing from all LDSS offices identifying the staff involved in the card inventory and issuance process. FIA staff compares that list to the list approved by the Electronic Benefits Transfer (EBT) Office to confirm that the duties do not conflict. LDSS administrative staff must monitor the separation of EBT duties to ensure compliance.

An EBT Trainer can ONLY be assigned the following User/Business Roles in the Eligibility and Enrollment (E&E) System. Any other role will result in an audit finding.

User/Business Roles	Functions	System Roles
Inquiry	<ul style="list-style-type: none"> View Access to the application Complete Inquiry Searches View Narratives/View Documents Access Case Correspondence Add Case Narrations, Upload Documents 	DHS_EE_INQRY
Clerical Staff	<ul style="list-style-type: none"> Register/Assign applications completed on the Consumer Portal Complete Inquiry Searches and Case Narration Upload/Scan Documents Access Case Correspondence 	DHS_EE_CLERICAL_APP_REG

REQUIRED ACTION:

Effective January 2024, each LDSS must send an e-mail with a completed Separation of EBT Card Duties Monthly Log for the prior month to Sharrise Gardner at sharris.gardner@maryland.gov and copy Truitt Johnson at truitt.johnson@maryland.gov by the 5th of each month to ensure compliance with the separation of duties.

ATTACHMENT

Separation of EBT Card Duties Monthly Log

INQUIRES

Please direct policy questions to the Office of Statewide Policy Compliance and Customer Service Performance by completing the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below. For systems questions, please email fia.bsdm@maryland.gov.

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

