



Department of
Job and Family Services

John R. Kasich, Governor
Michael B. Colbert, Director

Family Assistance Letter #119
OFFICE OF FAMILY ASSISTANCE

August 16, 2012

TO: Directors, County Departments of Job and Family Services

FROM: Trudie J. Bormann, Deputy Director
Office of Family Assistance

SUBJECT: **Repeat Replacement of Food Assistance Electronic Benefit Transfer (EBT) Cards**

Consumer fraud in the Food Assistance Program is a top priority with the United States Department of Agriculture Food and Nutrition Service (FNS) and the State of Ohio. One area of particular concern is repeat replacement of electronic benefit transfer (EBT) cards for individuals who report their cards lost, stolen, or damaged. Currently, North Carolina is using an approach that has made an impact in the area of multiple card replacements. Each quarter, North Carolina reviews a report of households with multiple card replacements. The state then mails a notice to any household that requests four or more cards in a 12 month period. The notice is customized for the recipient. The notice details the number of cards requested over a specific period of time and explains that the household's card will be monitored for fraudulent activity. If the recipient requests another replacement card, that information is shared with the local program integrity staff for investigative action.

As a result of the positive impact found in North Carolina, the Office of Family Assistance has identified individuals who have requested 4 or more cards from July 1, 2011 through June 30, 2012. A notice was sent today to those individuals who have requested 4 or more cards informing them that future requests for replacement will be monitored. A sample notice is attached. The notice was sent to 9,621 cardholders and will list the number of EBT cards issued for the life of their EBT account and the number of EBT cards issued in the past twelve months. The cardholder is informed if they continue to order replacement cards, an investigation to ensure that their card is not being used in fraudulent activities will occur.

The Fraud Control Unit, within the Office of Fiscal & Monitoring Services, will send a list of the cardholders who receive the notice to your agency investigators along with a desk aid to help your staff answer questions that this mailing may generate. The desk aid is also attached for your reference.

30 East Broad Street
Columbus, Ohio 43215
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Policy questions should be directed to Program Policy Services either by email at TANF-FSTA@jfs.ohio.gov or by calling 1-866-886-3537 (option 6). Questions regarding the fraud process or investigations should be directed to your county's ODJFS Fraud Control Specialist by e-mail at: BPI_FCS@jfs.ohio.gov

c: Michael Colbert, Director
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