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## General Information Memorandum

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**ISD-GI 16-26**

**TO:** ISD Employees  
**FROM:** *MM* Marilyn Martinez, Director, Income Support Division  
**RE:** Procedures for EBT Cards Mailed to Field Offices and EBT Card  
Destruction Process  
**DATE:** March 9, 2016

The purpose of this GI is to notify ISD staff of procedures for EBT cards that are mailed to the field offices for homeless households. Also, to inform staff of destruction procedures for EBT cards that are not claimed by the recipient. In addition, an EBT destruction template has been created to assist in standardizing EBT card deactivation requests sent to the EBT unit via email.

CFR policy at 7 CFR 273.2(f)(1)(vi) states that homeless households are exempt from the requirement to verify residency and therefore homeless persons may choose to use the address of the SNAP local office as a place to receive mail from SNAP per regulations at 8.139.420.10 NMAC. Below are procedures for the field offices when they receive an EBT card for a homeless household member. Also below are the procedures on the destruction process if the EBT card is unclaimed by the homeless household member.

### Handling EBT Card Mail:

- Upon receiving an EBT card, staff should immediately forward to an authorized Supervisor, Line Manager or County Director
- Attempt to contact homeless household member via phone by looking up ASPEN case phone number. If no contact is made, EBT card should be held at field office for 10 business days. Pursue card destruction process if EBT card is not claimed after 10 business days
- If contact with recipient is made, advise recipient that EBT card is available for pick up at field office
- Ask recipient if there is now a mailing address for ISD notifications and update ASPEN address if mailing address has changed
- Verify identification before issuing EBT card
- Update ASPEN case comments when recipient has picked up EBT card

**EBT Card Destruction Process:**

- CD, OIC, or LM will send an email to the **HSD-OTC-Request** email located in the Global Address List, with the information provided in the EBT card destruction template (the EBT Card Destruction-Deactivation Template.xls is available in the forms drive:\\disfasv025\ISDForms. The template is encrypted with the standard ISD password) to include:
  - Recipient’s name (case head of household)
  - Aspen case number
  - ASPEN individual number (for head of house hold)
  - The EBT card number
  - Card **deactivation** reason
- Make a copy of the EBT Card
- On the EBT card copy mark “Destroyed” along with the date
- Supervisor, Line Manager, or County Director will have second person witness cutting of EBT card and then place in secure blue destruction bin
- Both parties will sign off on EBT card destruction copy
- Keep all EBT card documentation saved in a separate folder labeled “EBT Card Destruction” and lock with office EBT log files
- Enter case comments in ASPEN regarding EBT card destruction

If you have any questions regarding this GI please contact EBT Staff Manager Janee Casaus by email at [janee.casaus@state.nm.us](mailto:janee.casaus@state.nm.us).

EBT Card Destruction/Deactivation Template –  
forms drive:\\disfasv025\ISDForms

EBT CARD DESTRUCTION/DEACTIVATION	
Recipient Name: Head of Household	
ASPEN Case #:	
ASPEN Indivd #: Head of Household	
EBT Card #	
Destruction Reason	