

M E M O R A N D U M

DATE: May 1, 2023

TO: Benefits Access Center (BAC) Directors, Supplemental Nutrition Assistance Program (SNAP) Center Directors, HIV/AIDS Services Administration (HASA) Center Directors and Regional Managers

FROM: DSS Office of Procedures

SUBJECT: **SNAP and Pandemic Electronic Benefit Transfer (P-EBT) Targeted Text Outreach**

The purpose of this Center Director (CD) Memorandum is to inform staff that the Office of Temporary and Disability Assistance (OTDA) will be using a new short code telephone number to send all future Supplemental Nutrition Assistance Program (SNAP) and P-EBT related text messages to households. Staff who receive any inquiries about the SNAP and P-EBT text messages from **696832** can confirm that the messages are legitimate and not a scam or spam.

Since 2020, OTDA has employed largescale text blasts to inform households of P-EBT issuances, as well as the termination of supplemental SNAP Emergency Allotments.

As noted in [23 TA/DC011](#), the most recent targeted text effort sent messages from 1-877-902-0684. Going forward, text messages will no longer be sent from 1-877-902-0684, and will instead be sent from the short code **696832**.

Effective Immediately

References:

[23 TA/DC011](#)
[23 TA/DC032](#)