

**M E M O R A N D U M**

**DATE:** September 18, 2019

**TO:** Job Center Directors, Supplemental Nutrition Assistance Program (SNAP)  
Center Directors and Regional Managers

**FROM:** James K. Whelan, Executive Deputy Commissioner *JKW*

**SUBJECT: Benefit Issuance Redemptions**

This Center Director (CD) Memorandum is being issued to inform staff that due to a problem with daily redemption files, Cash Assistance (CA) and Supplemental Nutrition Assistance Program (SNAP) benefit redemption information going back to early August 2019 has not been posted on Welfare Management System (WMS) benefit issuance screens.

In addition, if participants view their CA and SNAP account balances in Access HRA, the information on available balances may not be correct.

Going forward, the problem with the daily redemption files has been corrected. Previously unprocessed redemption files will be processed until the redemption information in WMS and Access HRA is fully updated.

Until all redemption files have been updated, Workers are not to use redemption information in WMS benefit issuance when determining if any benefits are to be replaced.

There is no problem with CA and SNAP benefits being posted to participants Electronic Benefit Transfer (EBT) accounts or their ability to access those benefits.

CA and SNAP participants can obtain accurate account balances using the toll-free number (888-328-6399) listed on their Common Benefit Identification Card (CBIC).

*Effective Immediately*

cc: FIA Call Center  
Code X