



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY BULLETIN #17-68-OPE

### LETTER FOR CERTAIN SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CASES BETWEEN 2014 AND 2017

<b>Date:</b> August 10, 2017	<b>Subtopic(s):</b> EBT, CBIC
<p>Individuals who have questions about the letter must call <b>718-722-8001</b>.</p> <p>OBA will process all reimbursements.</p> <p>Job and NCA SNAP Centers <b>must not</b> issue checks to the affected households.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of this policy bulletin is to inform Cash Assistance (CA) and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) staff that a letter was sent to a small number of households that received SNAP benefits from 2014 to 2017 and were identified as having SNAP benefits fraudulently removed from their Electronic Benefit Transfer (EBT) account by a Human Resources Administration (HRA) employee. A sample letter is attached. This policy bulletin is informational for all others.</p> <p>Letters were sent to the mailing address on file for current SNAP cases and the last known address for closed SNAP cases. Individuals who have questions are instructed to call 718-722-8001, listed at the bottom of the letter, and will speak with a Bureau of Fraud Investigation (BFI) staff member.</p> <p>The Office of Budget Administration (OBA) will mail payments for the amount that is due to each SNAP household. The payments will be mailed to the affected SNAP households within 30 days of the mailing of the letter discussed in this policy bulletin. These payments will not be in the Welfare Management System (WMS).</p> <p><b>Note:</b> Center staff does not need to take action on the affected SNAP cases and should not issue checks to individuals who present the attached letter at a Center.</p> <p><i>Effective Immediately</i></p> <p><b>Attachments:</b></p> <p><b>Attachment A</b>    Sample Letter  <b>Attachment B</b>    Sample Letter (Spanish)</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
 Call 718-557-1313 then press 3 at the prompt followed by 1 or  
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

Dear \_\_\_\_\_:

The New York City Department of Social Services / Human Resources Administration (NYC DSS/HRA) is sending you this letter because we recently determined that a small number of cases from 2014 to 2017 had benefits incorrectly removed from their EBT account. Your case was identified as one of those affected. However, the good news is that we are going to make things right for you! As part of our review, we discovered that \$\_\_\_\_\_ of SNAP benefits were removed from your EBT account. You will receive a check in the mail within the next thirty (30) days for this total amount.

We are committed to our mission of providing critical benefits and services to all low-income New Yorkers. We are dedicated to providing services and benefits to New York City's needy families and individuals. If you have any questions about this letter, please call 718-722-8001 and select Option # 3 to speak with us.

SAMPLE

Fecha: \_\_\_\_\_

Número del Caso: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

Estimado(a) \_\_\_\_\_:

El Departamento de Servicios Sociales / Administración de Recursos Humanos de la ciudad de Nueva York (NYC DSS/HRA) le ha enviado esta carta a usted porque nosotros hemos recién determinado que se ha retirado beneficios erróneamente de la cuenta de EBT de un número limitado de casos del 2014 al 2017. Su caso ha sido identificado como uno de los afectados. Sin embargo, ¡la buena noticia es que vamos a corregir nuestro error! Durante nuestra revisión, descubrimos que se ha retirado \$ \_\_\_\_\_ de beneficios de SNAP de su cuenta de EBT. Usted recibirá por correo postal un cheque en esta cantidad total dentro de los próximos treinta (30) días.

Nosotros nos hemos comprometido a la misión de proveer beneficios y servicios vitales a todos los neoyorquinos de bajo ingreso, y además a todas las familias y personas necesitadas de la ciudad de Nueva York. Ante cualquier pregunta sobre esta carta, por favor llame al 718-722-8001 y seleccione la opción número 3 para hablar con nosotros.