

From: Symmes, Brian <BrianSymmes@gov.sc.gov>
To: Godfrey, RobRobGodfrey@gov.sc.gov
Pisarik, HollyHollyPisarik@gov.sc.gov
Date: 7/1/2016 5:23:55 PM
Subject: Fwd: Draft Statement re: SNAP System

Sent from my iPhone

Begin forwarded message:

From: "Wingo, Karen" <Karen.Wingo@dss.sc.gov>
Date: July 1, 2016 at 4:42:24 PM EDT
To: "Symmes, Brian" <BrianSymmes@gov.sc.gov>
Subject: Draft Statement re: SNAP System

On June 17, 2016, the Department of Social Services' central office experienced a power outage as a result of widespread storms that occurred throughout the state on June 17, 2016. Due to the electrical issues caused by the storms, the Department has experienced technical difficulties with one of its systems that supports Family Independence and Supplemental Nutrition Assistance Program (SNAP) benefits.

The Department's system for payment of benefits was not affected by the storms and resulting technical difficulties. Therefore, the impact of the technical difficulties is limited to the following circumstances.

First, individuals seeking to apply for benefits cannot apply online while the system is being repaired. Individuals can still apply for Family Independence or SNAP benefits by submitting an application in person, by mail, or by fax to their local county DSS office. To download or print an application, please visit: <https://scmapp.sc.gov/>.

Second, individuals who submitted an application for Family Independence or SNAP benefits between June 1, 2016 and June 28, 2016, or a mailed recertification form during the same time period could experience interruptions or delays in their benefits. In order to avoid interruption or further delay to benefits, individuals who applied or recertified in this time period should resubmit, to their local county DSS office, any documentation submitted to the Department between June 1, 2016 and June 28, 2016.

Individuals who did not apply for or recertify benefits between June 1, 2016, and June 28, 2016, should not experience delays or interruptions in the payment of benefits.

If you have further questions, please contact your local county DSS office or call 1-800-616-1309.

Karen Luchka Wingo

Director of Communications and Legislative Affairs
South Carolina Department of Social Services
1535 Confederate Avenue
Columbia, South Carolina 29202

Office Phone: (803) 898-8030
Email: karen.wingo@dss.sc.gov
www.dss.sc.gov



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