

From: Kester, Tony <kester@aging.sc.gov>
To: Theriot, Susanstheriot@aging.sc.gov
Date: 5/25/2014 7:28:21 PM
Subject: Re: Food Stamps

Thanks

Tony Kester
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On May 23, 2014, at 5:32 PM, "Theriot, Susan" <stheriot@aging.sc.gov> wrote:

Hi Tony.

We may not be able to get very far with information regarding her account as it is confidential in nature.

I regret that this appears to be an EBT Bank and DSS issue.

I will ask the Jennifer and Katherine to call Mildred and gather more information.

Perhaps Mildred will agree to a three way call and the other parties may agree to discuss this situation in detail.

We will be glad to see what we can do.

Denise and I have currently reviewed this request together and it may be best to direct Mildred back to her case worker and/or the case worker's supervisor.

After Jennifer and Katherine gather information and talk with Mildred, and if they are unable to assist her, Denise asked for us to let her know and she may be able use her contact at DSS.

Take Care.

Sue

-----Original Message-----

From: Kester, Tony
Sent: Thursday, May 22, 2014 10:36 PM
To: Theriot, Susan
Subject: FW: Food Stamps

Interesting. Please ask Anne? to have someone look at this.

Thanks.

Tony

From: phughes4@sc.rr.com [phughes4@sc.rr.com]

Sent: Thursday, May 22, 2014 12:57 PM

To: Kester, Tony

Subject: Food Stamps

Tony, I have received food stamps in the amount of \$15 per month since the decrease in benefits a while back. When I received my paper work for review or whatever, I went to a representative of the EBT Bank, Cora Soles, in March and she did the paper work electronically. I later stopped by the office when I was in Florence, they checked my records and said the work had been received and I was good to go. I was told there that the work would be reviewed and they had 20 days in which to do the review. They said my stamps for April might be late, but I would receive them. This is May 22 and I have not received stamps for April or May.

Cora made a trip to Johnsonville this morning to help me with my problem. We worked on it for an hour or more and got nowhere. The folks at the EBT Bank could not be less helpful.

Cora suggested filing a new application which means I get no benefit for April, May and perhaps June. Tony, I am no destitute, but I am ordered to eat a cup of yogurt every day to prevent UTI, and if I shop carefully that benefit will pay for my yogurt for a month.

Where do I go from here? Thanks for any help.

Mildred Browder-Hughes