

October 1, 2015

The Honorable Nikki R. Haley
Office of the Governor
1205 Pendleton St
Columbia SC 29201

FAX 803-734-5167

Dear Governor Haley:

Thank you for taking the time to read this letter. I have attached a letter I wrote to Senator Tim Scott yesterday regarding the matter at hand. His office called me Wednesday afternoon and asked that I keep you apprised of the issue, as their office is not able to deal with the SNAP issue, but said you could.

I wrote to Ms. Susan Alford last week and sent you a copy of her letter. In a nutshell, South Carolina DSS /SNAP services authorized our family to receive benefits on 4 successful occasions from April 2014 to September 2015, after my husband's unexpected heart surgery and loss of self employment income. I applied on line as well as was recertified via mail. On all 4 occasions I sent in exactly what was requested of me, and was approved for SNAP benefits. That assistance was stopped suddenly 2 weeks ago, when an auditor discovered that I should not have been approved, based on the DSS agency miscalculating one of our children, as well as not asking for enough financial information from our household. Apparently DSS needs 3 months of "self employed" household income to determine approval, not the "1 month of income" that is stated on the agency's own forms. (DSS SNAP forms do NOT ask for 3 months of self-employment income verification ANYWHERE.) Imagine my utter shock when I was notified that DSS wanted all \$4226 back, due to its own agency errors. Not 1 error 1 time, but 2 errors on 4 occasions. I am respectfully requesting that the \$4226 demand for repayment be waived, or at least reduced. I am not asking that SNAP benefits be reinstated. A "fair hearing" with DSS will be scheduled in the near future. As I stated to Senator Scott, this matter with DSS/SNAP services smacks of subtle entrapment.

I look forward to your reply.

Respectfully,

Missy Kautzer

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September 30, 2015

The Honorable Tim Scott
520 Hart Senate Office Building
Washington DC 20510

FAX 202-228-5143

Dear Senator Scott:

Thank you for reading this letter. I am writing regarding a matter that involves our South Carolina DSS program, specifically its SNAP benefits. My DSS case is 02075735. About 1 ½ years ago I applied for SNAP benefits for my family, as my husband had unexpected heart surgery and loss of income in his respective field of work. I was approved in April 2014. I was able to obtain recertification for these benefits in September 2014, I reapplied and was approved in April 2015 and recertified in September 2015. Two weeks ago I received a letter from DSS stating that a DSS audit noted their own agency made a mistake calculating our qualifications for SNAP benefits based on our self employment income, as well as miscounting one of our children. Our benefits were immediately stopped, and I was told in writing that I had to pay back all of the SNAP benefits we received since April 2014, which total \$4226. I don't understand how the DSS caseworkers can make a mistake not once, but on 4 separate occasions. I turned in all the requested paperwork that was asked of me. I filled out all their forms. I turned in 2014 tax information. I was approved 4 times for assistance. The auditors said the miscalculation took place because my SNAP approval should have been based on 3 months of self-employment income information. Oddly, no caseworker ever asked for that information, nor is it on the DSS SNAP application form or recertification form. So how can I be asked to pay back \$4226, when the SNAP program for the DSS agency made a mistake 4 times in a row, with multiple case workers, and their own forms don't even ask for the correct information? It smacks of a subtle form of entrapment... promises to help the needy, luring us in with assistance, and then saying that even though they made the mistake, I still have to pay every last cent back.

I am writing to see if there is anything you can do to intervene on my behalf, to either have the \$4226 repayment demand waived, or at least reduced. I am not asking to have the SNAP benefits reinstated. I have written to Governor Nikki Haley as well as Susan Alford, head of the South Carolina DSS regarding this matter. I will be having a Fair Hearing in the near future. If someone wishes to contact me, please do so through (864) 420-0991 or by address: 9 Wolseley Road, Greenville SC 29615.

Respectfully,


Marjiliisa (Missy) Kautzer