

STATE OF CONNECTICUT  
DEPARTMENT OF SOCIAL SERVICES  
OFFICE OF LEGAL COUNSEL, REGULATIONS, AND ADMINISTRATIVE HEARINGS  
55 FARMINGTON AVENUE  
HARTFORD, CT 06105-3730

██████████, 2020  
Signature Confirmation

Client ID # ██████████  
Case ID # ██████████  
Request # 158658

NOTICE OF DECISION

PARTY

██████████  
██████████  
██████████

PROCEDURAL BACKGROUND

On ██████████ 2020, the Department of Social Services sent ██████████ (the "Appellant") a notice denying the replacement of electronic benefits from the Supplemental Nutrition Assistance Program ("SNAP").

On ██████████ 2020, the Appellant requested an administrative hearing to request the replacement of stolen benefits from her Electronic Benefit Transfer ("EBT") account in ██████████ of 2020.

On ██████████, 2020, the Office of Legal Counsel, Regulations, and Administrative Hearings, ("OLCRAH") issued a notice scheduling the administrative hearing for ██████████ 2020.

On ██████████ 2020, the Appellant called and requested to reschedule her hearing.

On ██████████, 2020, the OLCRAH issued a notice rescheduling the administrative hearing for ██████████ 2020.

On ██████████ 2020, in accordance with sections 17b-60, 17b-61, and 4-176e to 4-184 of the Connecticut General Statutes, inclusive, the Department held an administrative hearing by telephone.

The following individuals participated in the hearing:

██████████, Appellant  
Kristen Krawetzky, Department's Associate Fiscal Administrative Officer  
Swati Sehgal, Hearing Officer

### **STATEMENT OF THE ISSUE**

The issue to be decided is whether the Appellant is entitled to the replacement of SNAP benefits which were deposited to her EBT account and which the Appellant alleges were subsequently stolen.

### **FINDINGS OF FACT**

1. On ██████████ 2020, the Appellant contacted the Department and reported her EBT card lost. (Hearing Summary, Appellant's Testimony, Exhibit 1: Recipient Transaction History)
2. On ██████████ 2020, the Department issued a new EBT card to the Appellant. (Hearing Summary, Appellant's Testimony, Exhibit 1)
3. On ██████████ 2020, the Department deposited the Appellant's \$194.00 SNAP benefit for ██████████ 2020, into her EBT account to be available for use on ██████████ 2020. (Exhibit 1, Hearing Summary)
4. On ██████████ 2020, at ██████████ pm, the Appellant contacted the Department to pick a PIN for the replacement EBT card. When calling to change a PIN, the caller must have the card number and the holder's date of birth, and the last four digits of the holder's Social Security number. (Hearing Summary, Department's Associate Fiscal Administrative Officer's Testimony)
5. On ██████████ 2020, at ██████████ pm, one SNAP purchase of \$3.25 was completed at A to ██████████, and debited from the Appellant's EBT account. (Exhibit. 1, Hearing Summary, Exhibit. 4: Notice of the Client Initiated EBT SNAP Account Adjustment Request, ██████████/20)
6. On ██████████ 2020, at ██████████ pm, a SNAP purchase of \$59.43 was completed at ██████████ and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
7. On ██████████ 2020, at ██████████ 7 pm, a SNAP purchase of \$30.84 was completed at ██████████, at ██████████ pm SNAP purchase of \$7:00 was completed at ██████████, and at ██████████ pm a SNAP purchase of \$1:00 was completed at ██████████, and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)

8. On [REDACTED] 2020, at [REDACTED] pm, a SNAP Purchase of \$25.75 was completed at [REDACTED] and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
9. On [REDACTED] 2020, two SNAP purchases were completed, one at [REDACTED] am of \$10.50 and another one at [REDACTED] pm of \$21.50 at [REDACTED] and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
10. On [REDACTED] 2020, at [REDACTED] am a SNAP purchase of \$15.00 was completed at [REDACTED], and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
11. On [REDACTED] 2020, at [REDACTED] pm, a SNAP purchase of \$8.75 was completed at [REDACTED], and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
12. On [REDACTED], 2020, at [REDACTED] 1 am, a SNAP purchase of \$8.00 was completed at [REDACTED], and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)
13. On [REDACTED] 2020, the Appellant contacted the Department and reported her EBT card lost. (Hearing Summary, Appellant's Testimony, Exhibit 1)
14. On [REDACTED] 2020, the Department issued a new EBT card to the Appellant. (Hearing Summary, Appellant's Testimony, Exhibit 1)
15. On [REDACTED] 2020, at [REDACTED] pm, the PIN was selected for the replacement EBT card. When calling to change a PIN, the caller must have the card number and the holder's date of birth, and the last four digits of the holder's Social Security number. (Hearing Summary, Department's Associate Fiscal Administrative Officer's Testimony)
16. On [REDACTED] 2020, the Department deposited the Appellant's \$194.00 SNAP benefit for [REDACTED] 2020, into her EBT account to be available for use on [REDACTED] 2020. (Exhibit 1: Recipient Transaction History, Hearing Summary)
17. On [REDACTED] 2020, multiple SNAP purchases were completed, at [REDACTED] am a SNAP purchase of \$13.00 was completed at [REDACTED] CT, at [REDACTED] am a SNAP purchase was completed at [REDACTED], at [REDACTED] am a SNAP purchase of \$4.24 was completed at [REDACTED] CT, at [REDACTED] am a SNAP purchase of \$5:03 was completed at [REDACTED] CT, at [REDACTED] pm a SNAP purchase of \$9.50 was completed at [REDACTED] CT, at [REDACTED] pm a SNAP purchase of \$10.41 was completed at [REDACTED] CT, at [REDACTED]

am a SNAP purchase of \$8.76 was completed at [REDACTED] CT and debited from the Appellant's EBT account. (Exhibit 1, Hearing Summary, Exhibit 4)

18. On [REDACTED], 2020, multiple SNAP purchases were completed, at 9:03 am a SNAP purchase was completed for \$11.72 and at [REDACTED] am another SNAP purchase was completed for \$11.00 at [REDACTED] CT, at [REDACTED] pm a SNAP purchase was completed for \$7.75, at [REDACTED] pm a SNAP purchase was completed for \$4:00 and a [REDACTED] pm another SNAP purchase was completed for \$3.25 at [REDACTED] in CT. A Snap purchase was completed at [REDACTED] pm at [REDACTED], [REDACTED] d CT, at [REDACTED] pm a SNAP purchase was completed for \$11.00 at [REDACTED] CT. (Exhibit 1, Hearing Summary, Exhibit 4)
19. On [REDACTED] 2020, the Appellant contacted the Department and reported her EBT card lost. (Hearing Summary, Appellant's Testimony, Exhibit 1)
20. On [REDACTED] 2020, the Department issued a new EBT card to the Appellant. (Hearing Summary, Appellant's Testimony, Exhibit 1)
21. On [REDACTED], 2020, the EBT card was reported lost. (Hearing Summary, Appellant's Testimony, Exhibit 1)
22. On [REDACTED] 2020, the Department issued a new EBT card to the Appellant. (Hearing Summary, Appellant's Testimony, Exhibit 1)
23. On [REDACTED] 2020, the Department issued a notice to the Appellant advising her that it would not be replacing benefits that she alleges were stolen from her account from [REDACTED] 2020, through [REDACTED] 2020. (Exhibit. 4: Notice of the Client Initiated EBT SNAP Account Adjustment Request, [REDACTED]/20)
24. The issuance of this decision is timely under the Code of Federal Regulations § 273.15 which states that a decision must be reached and the household notified within 60 days of receipt of a request for a fair hearing. The Appellant requested an administrative hearing on [REDACTED], 2020. This decision was due not later than [REDACTED] 2020. However, the hearing, which was originally scheduled for [REDACTED] 2020, was rescheduled for [REDACTED] 2020, at the request of the Appellant, which caused a 36-day delay. Because this 36-day delay resulted from the Appellant's request, this decision is not due until [REDACTED], 2020, and is therefore timely. (Hearing Record)

## **CONCLUSIONS OF LAW**

1. Section 17b-2(7) of the Connecticut General Statutes provides that the Department of Social Services be designated as the state agency for the administration of the supplemental nutrition assistance program pursuant to the Food and Nutrition Act of 2008.
2. Title 7 of the Code of Federal Regulations (“CFR”) § 273.17(a)(1) provides the State agency shall restore to households benefits which were lost whenever the loss was caused by an error by the State agency or by an administrative disqualification for intentional Program violation which was subsequently reversed as specified in paragraph (e) of this section, or if there is a statement elsewhere in the regulations specifically stating that the household is entitled to restoration of lost benefits. (Emphasis added)
3. The Department’s Uniform Policy Manual (“UPM”) is the equivalent of state regulation and, as such, carries the force of law.” *Bucchere v Rowe*, 43 Conn Supp. 175 178 (194) (citing Conn. Gen. Stat. § 17b-10; *Richard v. Commissioner of Income Maintenance*, 214 Conn. 601, 573 A.2d712(1990)).
4. UPM § 6515 provides for benefit issuance. Cash and food stamp benefits deposited in an EBT account in a financial institution must be accessed through the use of Department issued debit cards.
5. UPM § 6530.05(A)(2) provides that the Department authorizes the replacement of EBT issued benefits that are considered lost or stolen.
6. UPM § 6530.20(A)(3) provides that EBT issued cash and food stamp benefits are treated as stolen benefits if the cash and food stamp benefits are taken by someone other than the client or the client's authorized representative between the time the Department's designee receives notice from a household regarding the need for card replacement and the time that the Department's designee deactivates the client's stolen or lost debit card.
7. UPM § 6530.20(B)(3) provides that the Department will not replace any recipient cash or food stamp benefits that have been correctly deposited into an EBT account in a financial institution. Such benefits are considered to have been properly received and are not subject to replacement except as provided in section A above or sections 6530.15, 6530.35, or 6530.40.
8. UPM § 6530.50(C)(2) provides the conditions for the replacement of stolen food stamps benefits and states that EBT issued Food Stamp benefits are treated as stolen benefits if the benefits are taken by someone other than the client or the client's authorized representative between the time the Department's designee receives notice from a household regarding the need for card replacement and the time that the Department's designee deactivates the client's stolen or lost debit card.

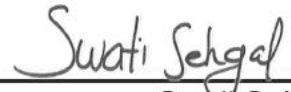
9. The Appellant reported the EBT card lost on [REDACTED] 2020, a new EBT card was issued on [REDACTED] 2020, the SNAP benefits for May 2020 were used after the new EBT card was mailed to the Appellant, and a new PIN was selected on [REDACTED] 2020. The Appellant again reported EBT card lost on [REDACTED] 2020, a new EBT card was issued on [REDACTED] 2020, and SNAP benefits for [REDACTED] 2020 were used after the new EBT card was issued and PIN was selected on [REDACTED] 2020.
10. The Appellant is not entitled to the replacement of her SNAP benefits used from [REDACTED] 2020, through [REDACTED] 2020, [REDACTED] 2020, and [REDACTED] 2020, because the EBT card was not reported lost until after the SNAP benefits were used.

### **DISCUSSION**

The Appellant testified that some of her benefits were stolen. Unfortunately, once the Department has deposited the correct benefit into the account, it is the recipient's responsibility to safeguard their EBT card and PIN number. The Appellant's loss may be a criminal matter, but SNAP regulations do not allow for replacement of the benefits.

### **DECISION**

The Appellant's appeal is **DENIED**.



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Swati Sehgal  
Hearing Officer

CC: Kristen Krawetzky, DSS, Central Office

### **RIGHT TO REQUEST RECONSIDERATION**

The appellant has the right to file a written reconsideration request within **15** days of the mailing date of the decision on the grounds there was an error of fact or law, new evidence has been discovered or other good cause exists. If the request for reconsideration is granted, the appellant will be notified within 25 days of the request date. No response within 25 days means that the request for reconsideration has been denied. The right to request a reconsideration is based on §4-181a (a) of the Connecticut General Statutes.

Reconsideration requests should include specific grounds for the request: for example, indicate what error of fact or law, what new evidence, or what other good cause exists.

Reconsideration requests should be sent to: Department of Social Services, Director, Office of Administrative Hearings and Appeals, 55 Farmington Avenue, Hartford, CT 06105-3725.

### **RIGHT TO APPEAL**

The appellant has the right to appeal this decision to Superior Court within 45 days of the mailing of this decision, or 45 days after the agency denies a petition for reconsideration of this decision, provided that the petition for reconsideration was filed timely with the Department. The right to appeal is based on §4-183 of the Connecticut General Statutes. To appeal, a petition must be filed at Superior Court. A copy of the petition must be served upon the Office of the Attorney General, 55 Elm Street, Hartford, CT 06106 or the Commissioner of the Department of Social Services, 55 Farmington Avenue, Hartford, CT 06105. A copy of the petition must also be served on all parties to the hearing.

The 45 day appeal period may be extended in certain instances if there is good cause. The extension request must be filed with the Commissioner of the Department of Social Services in writing no later than 90 days from the mailing of the decision. Good cause circumstances are evaluated by the Commissioner or the Commissioner's designee in accordance with §17b-61 of the Connecticut General Statutes. The Agency's decision to grant an extension is final and is not subject to review or appeal.

The appeal should be filed with the clerk of the Superior Court in the Judicial District of New Britain or the Judicial District in which the appellant resides.