



OFFICE OF PUBLIC INTEGRITY

Janson D. McNair, Director

Publicly Disclosed Information:

OPI Case Number 22-075

Date: 11/23/2022

ALLEGATIONS:

Caller alleges that they were approved for Supplemental Nutrition Assistance Program (SNAP) benefits. Caller states they received 10/22 benefit, and were notified that they were eligible for ongoing SNAP benefits. Caller says that they were not able to transact their SNAP benefit on 11/7/2022. Caller says they have called the SNAP phone line at Monroe County Department of Human Services (DHS) daily, without being answered. At one point caller claims they were on hold for 5 hours. They also state that a "few times" the phone was connected, then quickly disconnected.

FINDINGS:

While not a case of fraud, waste or abuse, OPI felt this matter should be reported to DHS for action. The allegation that caller was eligible for a benefit but the benefit was not issued was founded. There was insufficient evidence to prove that caller was on hold for 5 hours, or disconnected through any intent, but the caller's complaint was consistent and reasonable, as was their level of frustration. OPI contacted Administration of DHS to inform them of the complaint so they may contemplate some corrective action.

FINANCIAL IMPACT:

None

