



Food and  
Nutrition  
Service

1320 Braddock Place  
Alexandria, VA  
22314

April 21, 2020

Ms. Jacquelyn P. Hoppe  
Director of EBT Banking Services  
West Virginia Department of Health and Human Resources  
321 Capitol Street  
Charleston, West Virginia 25301

RE: Supplemental Nutrition Assistance Program (SNAP) – West Virginia request to  
Temporarily Suspend Excessive Card Replacement Notice due to COVID-19

Dear Ms. Hoppe:

This letter transmits approval of the West Virginia Department of Health and Human Resources request to temporarily suspend issuing Excessive Card Replacement notices. The State agency requested this temporary authority because its process for this notice requires a State employee to be physically present in the State office and this is currently not possible due to State office closures and mandated remote work. The Food and Nutrition Service (FNS) is approving this request from March 1, 2020, through May 31, 2020, or 2 weeks after offices open again, whichever is later, pursuant to 7 CFR 272.3(c)(1)(i), which authorizes FNS to approve requested waivers of regulatory provisions that cannot be implemented due to extraordinary temporary situations.

FNS approves the State agency's request to temporarily suspend Excessive Card Replacement Notice regulations at 7 CFR 274.6(b)(6), which require State agencies to send a notice upon the fourth request for a replacement SNAP Electronic Benefits Transfer (EBT) card in a 12-month period, alerting the household that their account is being monitored for potential suspicious activity.

Approval of this waiver is contingent on the State agency meeting the following conditions. The State agency will continue to maintain and review documentation of the excessive card request information and share with fraud and investigations team when appropriate. At the conclusion of the waiver period, the State agency will send the delayed notices to affected households.

If you have questions or need additional information regarding this adjustment, please contact your respective Regional Office representative.

Sincerely,

4/21/2020

 Ronald K. Ward

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Ronald K. Ward  
Director, Program Accountability and Administrati...  
Signed by: Department of Agriculture