



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

DANIEL W. TIETZ
Commissioner

BARBARA C. GUINN
Executive Deputy Commissioner

General Information System (GIS) Message

Section 1

Transmittal:	23 TA/DC032 Upstate and New York City
Date:	April 25, 2023
To:	Subscribers
Suggested Distribution:	Commissioners, SNAP Directors, TA Directors, WMS Coordinators, Medicaid Directors
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	SNAP & P-EBT Targeted Text Outreach – New Sender Short Code Phone Number
Effective Date:	Immediately
Contact Information:	Supplemental Nutrition Assistance Program (SNAP) Questions – SNAP Bureau 518-473-1469 or otda.sm.cees.snap@otda.ny.gov

Attachments:

Section 2

The purpose of this GIS is to inform social services districts (districts) that the Office of Temporary and Disability Assistance (OTDA) will be using a new short code phone number to send all future SNAP and P-EBT related text messages to households. Should districts receive any inquiries about forthcoming text messages, they will be able to confirm that the messages are legitimate and not a scam or spam.

Since 2020, OTDA has employed largescale text blasts to inform households of P-EBT issuances, as well as the termination of supplemental SNAP Emergency Allotments. As noted in [23 TA/DC011](#), the most recent targeted text effort sent messages from 1-877-902-0684. Going forward, text messages will no longer be sent from 1-877-902-0684, and will instead be sent from the short code **696832**.