



## Office of Temporary and Disability Assistance

KATHY HOCHUL  
Governor

BARBARA C. GUINN  
Commissioner

RAJNI CHAWLA  
Executive Deputy Commissioner

### General Information System (GIS) Message

#### Section 1

<b>Transmittal:</b>	25DC060 Upstate and New York City
<b>Date:</b>	September 12, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, HRA Centers, Temporary Assistance Directors, MA Directors, SNAP Directors, EBT Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	WIC System Conversion
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	otda.sm.cees.ebt@otda.ny.gov
<b>Attachments:</b>	<a href="#">Attachment 1 - VB 9 2025 Attachment Printable Outage Flyer</a>

#### Section 2

The purpose of this GIS is to inform district staff that there will be a system conversion this weekend for the Women, Infant, and Children nutrition program (WIC). This conversion will have no effect on the availability of the Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance (TA) Electronic Benefit Transfer (EBT) system.

We are aware that some retailers have mistakenly posted flyers referencing a SNAP/TA outage. New York State Department of Health (DOH) is working with retailers to correct this, but some incorrect signage may remain in stores.

If questions or concerns are raised by clients, inform them that the outage is WIC-only and does not affect SNAP or Cash EBT transactions. Please brief your call centers, reception, and/or client facing staff so they can provide consistent messaging if they receive questions or concerns.

Please post the attached DOH flyer ("[VB 9 2025 Attachment Printable Outage Flyer](#)") in client-facing areas (lobbies, interview rooms, reception, resource boards).

DOH is working to advise local retailers with the incorrect signage to replace erroneous flyers with the attached DOH version.

Thank you for helping ensure accurate, consistent information reaches our clients.