

**U.S. Department of Agriculture
Food and Nutrition Service
Administrative Review Branch**

20/20 Deli,

Appellant,

v.

Case Number: C0208345

Retailer Operations Division,

Respondent.

FINAL AGENCY DECISION

It is the decision of the U.S. Department of Agriculture (USDA), Food and Nutrition Service (FNS), that there is sufficient evidence to support a finding that a six month disqualification from participating as an authorized retailer in the Supplemental Nutrition Assistance Program (SNAP) was properly imposed against 20/20 Deli by the Retailer Operations Division of FNS.

ISSUE

The issue accepted for review is whether the Retailer Operations Division took appropriate action, consistent with Title 7 Code of Federal Regulations (CFR) Part 278 in its administration of the SNAP, when it imposed a six month period of disqualification against 20/20 Deli on September 6, 2018.

AUTHORITY

7 U.S.C. § 2023 and its implementing regulations at 7 CFR § 279.1 provide that “[A] food retailer or wholesale food concern aggrieved by administrative action under § 278.1, § 278.6 or § 278.7 . . . may file a written request for review of the administrative action with FNS.

CASE CHRONOLOGY

The Department of Agriculture conducted an investigation of the compliance of 20/20 Deli with Federal SNAP law and regulations during the period July 17, 2018 through July 25, 2018. In a letter dated August 16, 2018, the Retailer Operations Division charged the Appellant with accepting SNAP benefits in exchange for merchandise which included ineligible nonfood items in violation of 7 CFR § 278.2(a). These SNAP violations occurred on four out of four compliance visits. The letter further informed the Appellant that the violations warranted a disqualification period of six months as provided in 7 CFR § 278.6(e)(5).

In responses to the Retailer Operations Division of August 29, 2018 and September 5, 2018, the Appellant, through counsel, replied to the charges therein indicating that the SNAP violations were inadvertently committed by a new employee who was in the process of being trained on the SNAP rules. The Appellant also requested that a minor fine be imposed in lieu of a six month SNAP disqualification since this is the first time that the firm has been cited for minor SNAP violations.

After considering the Appellant's replies and the evidence of this case, the Retailer Operations Division issued a Determination Letter dated September 6, 2018. The Determination Letter informed the Appellant that it was disqualified from the SNAP for a period of six months in accordance with 7 CFR § 278.6(a) and (e). The Determination Letter also stated that the Retailer Operations Division considered the Appellant's eligibility for a hardship civil money penalty under 7 CFR § 278.6(f)(1). The Retailer Operations Division determined that the Appellant was not eligible for the hardship CMP in lieu of the six month disqualification because there were other authorized retail stores in the area selling as large a variety of staple foods at comparable prices.

In a letter postmarked September 17, 2018, the Appellant, through counsel, appealed the Retailer Operations Division's assessment and requested an administrative review of this action. FNS granted the Appellant's request for administrative review by letter dated October 2, 2018. Upon acceptance of the administrative review request, implementation of the six month disqualification was held in abeyance pending completion of this review.

STANDARD OF REVIEW

In appeals of adverse actions, the Appellant bears the burden of proving by a preponderance of the evidence, that the administrative actions should be reversed. That means the Appellant has the burden of providing relevant evidence which a reasonable mind, considering the record as a whole, might accept as sufficient to support a conclusion that the matter asserted is more likely to be true than not true.

CONTROLLING LAW AND REGULATIONS

The controlling statute in this matter is contained in the Food and Nutrition Act of 2008, as amended, 7 U.S.C. § 2021, and promulgated through regulations under Title 7 CFR Part 278. In particular, 7 CFR § 278.6(a) and (e) establish the authority upon which a disqualification may be imposed against a retail food store or wholesale food concern.

7 CFR § 278.2(a) states, inter alia:

Coupons may be accepted by an authorized retail food store only from eligible households . . . only in exchange for eligible food.

7 CFR § 271.2 states, inter alia:

Eligible foods means: Any food or food product intended for human consumption except alcoholic beverages, tobacco and hot food and hot food products prepared for immediate consumption.

7 CFR § 278.6(a) states, inter alia:

FNS may disqualify any authorized retail food store . . . if the firm fails to comply with the Food and Nutrition Act of 2008, as amended, or this part. Such disqualification shall result from a finding of a violation on the basis of evidence that may include facts established through on-site investigations.

7 CFR § 278.6(e)(5) states, inter alia:

Disqualify the firm for 6 months if it is to be the first sanction for the firm and the evidence shows that personnel of the firm have committed violations such as, but not limited to, the sale of common nonfood items due to carelessness or poor supervision by the firm's ownership or management.

7 CFR § 278.6(f)(1) states, inter alia:

FNS may impose a civil money penalty as a sanction in lieu of disqualification when . . . the firm's disqualification would cause hardship to Food Stamp [SNAP] households because there is no other authorized retail food store in the area selling as large a variety of staple food items at comparable prices.

SUMMARY OF THE CHARGES

During an investigation conducted from July 17, 2018 through July 25, 2018, USDA conducted four compliance visits at 20/20 Deli. A report of the investigation was provided to the Appellant as an attachment to the Charge Letter dated August 16, 2018. The investigation report included Exhibits A through D which provide full details on the results of each compliance visit. The investigation report documents that SNAP violations were recorded during four of the four compliance visits and involved the sale of a variety of items best described in regulatory terms as "common nonfood items". The exchange of these ineligible items for SNAP benefits is in violation of 7 CFR § 278.2(a).

APPELLANT'S CONTENTIONS

The following represents a brief summary of the Appellant's contentions in this matter. Please be assured, however, that in reaching a decision, full attention and consideration was given to all contentions presented, including any not specifically recapitulated or specifically referenced herein.

In the replies to the Charge Letter and in the administrative review request, the Appellant, through counsel, stated the following summarized contentions, in relevant part:

- The SNAP violations were inadvertently committed by a new employee who was in the process of being trained on the SNAP rules. Unfortunately, the employee did not understand the rules and a few small ineligible items were allowed to be purchased with SNAP benefits. The store's employees are from Yemen, Jordan and Syria who came to the United States to learn a trade and work at the small grocery store. The new workers are instructed as to which items can and cannot be purchased with SNAP benefits. The Appellant denies any wrongdoing.
- The violations have been dealt with by the owner as the employee has been advised of the errors made. The Appellant has educated its staff so as to ensure that violations do not occur in the future.
- The SNAP violations were minor in nature.
- This is the first time that the Appellant has been cited for SNAP violations.
- A six month SNAP disqualification will impose a financial hardship on the Appellant and would most likely force the store to close.
- The subject store is vital to the community. 20/20 Deli is the premier deli/grocery in the area and is the only clean and properly run deli/grocery on the block. Many of its customers are low income and immigrants who are used to buying their food fresh from the market and eating it that day. Some customers shop at the store even twice, thrice or more 5 U.S.C. § 552 (b)(6) & (b)(7)(C), as they are local and stop in when they need food for their meal.
- A SNAP disqualification for a first time offense would be unnecessary and unreasonable. Therefore, the Appellant requests that a minor fine be imposed in lieu of SNAP disqualification. The Appellant also meets the SNAP regulations regarding the imposition of a civil money penalty under SNAP regulations Section 278.6(i) as it had established and implemented an effective compliance policy and program to prevent violations of the SNAP.

ANALYSIS AND FINDINGS

SNAP Violations

The Appellant contends that the SNAP violations were inadvertently committed by a new employee who was in the process of being trained on the SNAP rules. Unfortunately, the employee did not understand the rules and a few small ineligible items were allowed to be purchased with SNAP benefits. The store's employees are from Yemen, Jordan and Syria who came to the United States to learn a trade and work at the small grocery store. The new workers are instructed as to which items can and cannot be purchased with SNAP benefits. The Appellant denies any wrongdoing.

The Appellant's contentions cannot be accepted as a valid basis for dismissing any of the charges, or for mitigating the impact of those charges. As owner of the store, the Appellant is liable for all violative transactions that occur at 20/20 Deli. Regardless of whom the ownership of a store may utilize to handle store business (i.e., regardless of whether a store owner, store

manager, store clerk, friend, family member, etc. was involved in the violative transactions), ownership is accountable for the proper handling of SNAP benefit transactions.

Prior to becoming authorized to participate in the SNAP on December 22, 2006, the Appellant completed and submitted a SNAP Application for Retail Stores. The SNAP Application contained a section indicating that the person(s) signing the Application understood and agreed to ensure that store employees follow the SNAP rules and regulations and that the person(s) accepts responsibility for any SNAP violations that may occur at the store that were committed by any of the store's employees---paid, unpaid, new, temporary, full-time, part-time, etc. The SNAP Application also included a section that contained a statement which acknowledged that the person(s) signing the Application was aware that violations of program rules could result in fines, legal sanctions, withdrawal, or disqualification of the store. In addition, the Appellant was provided with program training and reference materials which reinforced the statements included in the SNAP Application.

The regulations establish that an authorized food store may be disqualified from participating in the program when the store fails to comply with the Act or regulations because of the wrongful conduct of an owner, manager, or someone acting on their behalf. In this case, the individual who committed the SNAP violations was not specifically identified during the investigation. A six month disqualification is the appropriate sanction for violations which result from employees not being fully aware of the SNAP rules, the carelessness of employees, or due to inadequate supervision by the store owner. As 7 CFR § 278.6(e)(5) of the SNAP regulations states, "Disqualify the firm for six months if ... the evidence shows that personnel of the firm have committed violations ... due to the carelessness or poor supervision by the firm's ownership or management". The Appellant's implied contention that the SNAP violations were committed by a new employee in training without its knowledge, consent, or approval cannot be accepted as a valid basis for diminishing the penalty. To allow store ownership to disclaim accountability for the acts of persons whom the ownership chooses to utilize to handle store business would render virtually meaningless the enforcement provisions of the Food and Nutrition Act and the enforcement efforts of the USDA.

Corrective Action

The Appellant contends that the violations have been dealt with by the owner as the employee has been advised of the errors made. The Appellant has educated its staff so as to ensure that violations do not occur in the future.

It is important to clarify for the record that the purpose of this review is to either validate or to invalidate the earlier decision of the Retailer Operations Division. This review is limited to what circumstances were at the basis of the Retailer Operations Division action at the time such action was made. It is not the authority of this review to consider what subsequent remedial actions may have been taken so that the store may begin to comply with program requirements. There is no provision in the SNAP regulations or internal agency policy directives for waiver or reduction of an administrative penalty assessment on the basis of after-the-fact corrective action implemented subsequent to investigative findings of program violations. Therefore, the Appellant's contention that it has taken corrective actions, though they would have been valuable

towards preventing future program violations, does not provide any valid basis for dismissing the charges or for mitigating the penalty imposed.

SNAP Violations Minor

The Appellant contends that the SNAP violations were minor in nature. However, neither the Food and Nutrition Act of 2008, as amended, nor the regulations issued pursuant thereto cite any minimum dollar amount of SNAP benefits for transactions involving the sale of ineligible items to be defined as violative. No mention of minimum cost or types of ineligibles is cited in Section 278.6(e)(5) of the SNAP regulations, which states that FNS shall disqualify a store for six months if it is to be the first sanction for the firm and the evidence shows that personnel of the firm have committed violations such as the sale of common nonfood items in exchange for SNAP benefits due to carelessness by store employees or poor supervision by the firm's ownership or management.

No Prior Violations

The Appellant contends that this is the first time that it has been cited for SNAP violations. This is an untrue claim as USDA conducted an investigation of the compliance of 20/20 Deli with Federal SNAP law and regulations during the period September 23, 2015 through October 14, 2015. In an Official Warning Letter dated November 4, 2015, the Retailer Operations Division informed the Appellant that on two of the five compliance visits, employees accepted SNAP benefits in exchange for merchandise which included ineligible nonfood items in violation of 7 CFR § 278.2(a). However, even if this was the first time that the Appellant had been cited for SNAP violations, a record of participation in the SNAP with no previously documented instance of violations does not constitute valid grounds for dismissal of the current charges of violations or for mitigating the impact of those charges.

Financial Hardship

The Appellant contends that a six month SNAP disqualification will impose a financial hardship on it and would most likely force the store to close.

However, there is no provision in the SNAP regulations or internal agency policy directives for waiver or reduction of an administrative penalty assessment on the basis of possible economic hardship to the firm resulting from imposition of such penalty. To allow store ownership from being excused from assessed administrative penalties based on purported economic hardship to the firm would render virtually meaningless the enforcement provisions of the Food and Nutrition Act of 2008 and the enforcement efforts of the USDA.

Moreover, giving special consideration to economic hardship to the firm would forsake fairness and equity, not only to competing stores and other participating retailers who are complying fully with program regulations, but also to those retailers who have been disqualified from the program in the past for similar violations. Therefore, the Appellant's contention that the firm

may incur economic hardship based on the assessment of an administrative penalty does not provide any valid basis for dismissing the charges or for mitigating the penalty imposed.

CIVIL MONEY PENALTY

The Appellant contends that the subject store is vital to the community. 20/20 Deli is the premier deli/grocery in the area and is the only clean and properly run deli/grocery on the block. Many of its customers are low income and immigrants who are used to buying their food fresh from the market and eating it that day. Some customers shop at the store even twice, thrice or more 5 U.S.C. § 552 (b)(6) & (b)(7)(C), as they are local and stop in when they need food for their meal. In addition, a SNAP disqualification for a first time offense would be unnecessary and unreasonable. Therefore, the Appellant requests that a minor fine be imposed in lieu of SNAP disqualification. The Appellant also meets the SNAP regulations regarding the imposition of a civil money penalty under SNAP regulations Section 278.6(i) as it had established and implemented an effective compliance police and program to prevent violations of the SNAP.

The Retailer Operations Division determined that the Appellant was not eligible for a hardship civil money penalty (CMP) under 7 CFR § 278.6(f)(1). That regulation reads, in part, “FNS may impose a civil money penalty as a sanction in lieu of disqualification when . . . the firm’s disqualification would cause hardship to [SNAP] households because there is no other authorized retail food store in the area selling as large a variety of staple food items at comparable prices.” [Emphasis added]. 5 U.S.C. § 552 (b)(7)(E).

With regard to the Appellant’s contention that it also meets the SNAP regulations regarding the imposition of a civil money penalty under SNAP regulations Section 278.6(i) as it had established and implemented an effective compliance police and program to prevent violations of the SNAP, 7 CFR § 278.6(i) pertains to firms seeking a civil money penalty in lieu of permanent SNAP disqualification for trafficking of SNAP benefits. As such, it is not germane to the present case.

Based on the evidence, the disqualification of 20/20 Deli would not cause a hardship to SNAP recipients in the area, as opposed to a mere inconvenience; therefore, the Retailer Operations Division’s decision not to assess a hardship CMP in lieu of a six month disqualification is sustained as appropriate under 7 CFR § 278.6(f)(1).

CONCLUSION

It is therefore established that the violations as described in the letter of charges did in fact occur at 20/20 Deli warranting a disqualification of six months in accordance with 7 CFR § 278.6(e)(5). That regulation states that FNS shall “disqualify the firm for 6 months if it is to be the first sanction for the firm and the evidence shows that personnel of the firm have committed violations such as, but not limited to, the sale of common nonfood items due to carelessness or poor supervision by the firm’s ownership or management”. Therefore, the decision to impose a

six month disqualification, the least severe penalty allowed by regulation, against 20/20 Deli, the Appellant firm, is appropriate and the action is sustained.

In accordance with the Food and Nutrition Act of 2008 and the regulations there under, the six month period of disqualification shall become effective thirty (30) days after receipt of this letter. A new application for participation may be submitted by the firm ten (10) days prior to the expiration of this six month period.

RIGHTS AND REMEDIES

Your attention is called to Section 14 of the Food and Nutrition Act (7 U.S.C. 2023) and to Section 279.7 of the Regulations (7 CFR § 279.7) with respect to your right to a judicial review of this determination. Please note that if a judicial review is desired, the Complaint, naming the United States as the defendant, must be filed in the U.S. District Court for the district in which you reside or are engaged in business, or in any court of record of the State having competent jurisdiction. If any Complaint is filed, it must be filed within thirty (30) days of receipt of this Decision.

Under the Freedom of Information Act, FNS is releasing this information in a redacted format as appropriate. FNS will protect, to the extent provided by law, personal information that could constitute an unwarranted invasion of privacy.

LORIE L. CONNEEN
Administrative Review Officer

February 22, 2019