

# SNAP Outreach Tool Kit



## What is SNAP?

The Supplemental Nutrition Assistance Program (SNAP) offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.

## Eligibility for SNAP

Eligibility for SNAP food benefits depends on things like the number of people in the household, income, allowable costs and resources (cash on hand, bank accounts, etc.). Income includes money earned from work or self-employment or money from other sources like payments from the VA, SSA, pensions and unemployment. Costs for things like shelter, utilities, medical, dependent care and child support are also taken into consideration.

Interviews are done to gather all the information needed. Once the interview is done, if eligible, benefits are provided via an Electronic Benefit Transfer (EBT) card that is used like an ATM or bank card to buy food at most grocery stores.

## Where to apply?

Individuals may apply at a DHS branch office that is the closest to where they live, work or that is the most convenient. To find the closest office, dial 211 or go online to: [www.oregon.gov/DHS/Offices/Pages/index.aspx](http://www.oregon.gov/DHS/Offices/Pages/index.aspx)

## How to get an application?

- Call the local DHS office to have an application mailed or faxed to you.
- Pick up an application at a local DHS office
- For SNAP food benefits only, apply online by going to <https://apps.state.or.us/connect>
- Print the 415F from <https://apps.state.or.us/Forms/Served/de0415F.pdf>

**Important note:** You may also search for other languages or formats of the 415F (or 6608 or 539A) application on the Forms Server at [https://aix-xweb1p.state.or.us/es\\_xweb/FORMS/](https://aix-xweb1p.state.or.us/es_xweb/FORMS/)

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Clients may mail, fax, submit electronically or drop off their applications at a local DHS office.



## The Application Process

The application process consists of five very important steps:

1. Establishing a filing date.
2. Submitting a completed application.
3. Having an interview.
4. Collecting needed verification.
5. The eligibility decision and benefit issuance.

***\*\*\* Establishing a filing date as soon as possible will ensure that benefits will start on that day if the applicant is eligible. Waiting to establish a filing date means potentially lost benefits. \*\*\****

**The Filing Date.** The SNAP application process begins with the filing date. This is the date **a signed request for SNAP benefits** - including the client's name, address, and signature - is received by the department (DHS). The filing date will be the date the Department receives the application—this means if an application is received on a weekend, holiday or after normal business hours, the filing date will be the next business day. This date starts the application process and the timeline. All applicants should be encouraged to set a filing date as soon as possible. Every office has a process for screening the filing page or application to determine if the applicant meets expedited service criteria.

**Submitting a Complete Application.** Some applicants may turn in a filing page or they may drop off a complete application. If an applicant drops off a filing page, they will still need to complete and sign an application. For an application to be complete all questions pertaining to SNAP must be answered and the application must be signed.

**Having an Interview.** The intake interview is the time to go over the application and clear up any questions. If there are things that are questionable or unclear or that need to be verified, a pending notice will be given (or mailed) to the applicant after the interview.

**Collecting Needed Verification.** Some applicants submit all the proof they need either before or during the interview. Most will need to send or bring in other verification (if any is needed) after the interview. The pending notice given informs the applicant of verification needed to make an eligibility decision. This notification includes the application expiration (due) date.

**The Eligibility Decision.** For clients found eligible for benefits, the worker will take action to issue benefits and an approval notice is sent to the client. If a person is not found eligible a denial notice will be sent.

## Differences Between DHS Offices

### *No Wrong Door Policy*

Applicants can apply for benefits online, by mail, fax or drop off at any DHS office which includes APD/AAA offices.

When a person applies online, the application is automatically routed to the assigned office. If a person does not apply online, the case will be transferred after it is processed if it belongs in a different area unless a different arrangement has been made with the client.

### **Self Sufficiency Programs (SSP)**

- Serves adults and families
- Offers food, cash, child care, domestic violence and refugee services. Future statewide change, medical eligibility determination returning to SSP.
- Have a commitment to offer same/day next day interviews for SNAP
- Some areas use Processing Centers such as Multnomah, Linn/Benton, Jackson & Washington counties

### **Adults and People with Disabilities (APD)**

- Serve adults 65 and older & some disabled households
- Offers food, medical/Medicaid, caregiver resources, information and assistance.
- Can complete applications over the phone with the client during an interview
- Do not have Processing Centers

### **Area Agencies on Aging (AAA)**

- Serve the same population as APD
- Also provide a comprehensive and coordinated system of services to older adults and adults with disabilities in a planning and service area
- Are run by counties and not by the state
- Can complete applications over the phone with the client during an interview
- Do not have Processing Centers

### **Issuance Dates**

Benefits are issued based on the last digit of the SSN of the head of household.

### **Issuing Benefits**

Benefits are mainly issued onto EBT (the Oregon Trail) cards which work similar to a debit card. Clients who receive SSI or who are at least 65 years old and reside in Clackamas, Columbia, Multnomah & Washington counties will receive their benefits as cash either on the EBT card, via check or direct deposit.

### **Minimum Allotments**

- In the first month, no benefits under \$10 are issued.
- For ongoing months \$16 is the minimum benefit a 1 or 2 person household will get.
- For groups of 3 or more the benefit amount will be the actual calculation.

### **Minimum Allotments**

# of People	Amount
1	\$194
2	\$357
3	\$511
4	\$649
5	\$771
6	\$925
7	\$1,022
8	\$1,169
+1	+\$146

## **EBT Card Replacements**

EBT cards are issued to clients during their application process.

These cards are sturdy and will last for years.

When a person loses their EBT or it is stolen, they will need to call the replacement line and have their card replaced via mail.

There are some exceptions when the card can be replaced in the offices.

If a person's card is damaged and no longer works, they can take the card into the office and as long as it is identifiable as their card, it can be replaced in the office.

Oregon Trail Card Replacement Line:

1-855-328-6715

*The EBT card replacement line is open Monday through Friday from 8:30 a.m. to 4:30 p.m.*

## **SNAP Deductions**

SNAP clients can receive certain deductions from the income on their case. These deductions may increase the benefit level if the case is found to be eligible.

Deductions may or may not be appropriate, depending on whether the client has a cost for certain items. These include deductions for court ordered child support payments, dependent care, medi-

cal costs for those who are age 60 and older or are disabled and shelter and utility costs.

In addition to these deductions, every case has a "standard" deduction received based on the number of people in the household and if there is any earned income, that earned income will have a 20% deduction. Additional information on page 6.

## **Students of Higher Education**

Applicants who are ages 18-49 and are attending higher education at least half time must meet additional special criteria in order to be eligible for benefits. There are multiple ways a student can meet the criteria, just a few of the most common are:

- Be physically or mentally unfit for work..
- Be awarded federal work study and working in a work study job
- Be working an average of 20 hours per week
- Be caring for a child in their household under the age of six (6).
- Be receiving disability benefits

If a student is found to meet the additional special criteria, they must still meet the basic eligibility requirements before receiving SNAP. For additional criteria, please go to the following web site: <http://www.oregon.gov/DHS/ASSISTANCE/FOOD-BENEFITS/Pages/student-eligibility.aspx>

## **Reporting Requirements**

### **Simplified Reporting System**

- Normally set up for 12 month certification period
- Mid-certification review at month 6 – Interim Change report – must be completed to continue receiving benefits
  - \* Future change: 6 month certifications.

## Reporting Requirements, Continued

### Required reports

- During the certification period only required to report income that exceeds 130% of the poverty guideline

*Other items clients may want to report that could potentially increase benefits:*

- Change in deductions (rent, requirement to pay utilities, reduction in income, child care cost, requirement to pay court ordered child support or medical deductions)
- Change in address—while not required, it is recommended that people report any changes in their mailing address to ensure there is not a break in benefits.

### Able Bodied Adults Without Dependents (ABAWDS)

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) limits the receipt of SNAP benefits to 3 months in a 3-year period for able bodied adults without dependents (ABAWDs) who are not working, participating in, and complying with the requirements of a work program for 20 hours or more each week, or a workfare program. Since 2006, Oregon has operated under a statewide waiver to the USDA's ABAWD time limits. In 2015, the economic indicators had improved that the USDA will not allow SNAP participants in some Oregon counties to waive the ABAWD time limits as of January 2016.

- Who is an ABAWD? Persons who are age 18 and not yet 50, with no child under age 18 in the filing group are considered ABAWDS and must meet work requirements to receive SNAP benefits.
- ABAWDS are only allowed to receive 3 months of SNAP benefits in a 3 year period if they don't meet the work requirements or exemptions.
- Certain ABAWDS can be exempt from the work requirements. ABAWDS are only allowed to receive 3 months of SNAP benefits in a 3 year period if they don't meet the work requirements or exemptions.
- ABAWDS not doing work activities, and not exempt, will be referred to a local contractor who will help them meet the work requirements.

### Counties that can no longer eligible for the ABAWD time limits waiver:

- 1/1/16 - Multnomah and Washington counties
- 1/1/17 - Clackamas County
- 1/1/18 - Benton, Lane, Marion and Yamhill counties

### 130% FPL (10/1/16)

# of People	130% FPL
1	\$1,287
2	\$1,736
3	\$2,184
4	\$2,633
5	\$3,081
6	\$3,530
+1	\$451

*Income standards change each year. Please contact a local office for the current figures.*

### 185% FPL (03/01/17)

# of People	185% FPL
1	\$1,860
2	\$2,504
3	\$3,149
4	\$3,793
5	\$4,437
6	\$5,082
7	\$5,726
8	\$6,371
+1	\$645

## SNAP Application Overview

### Household composition

Include everyone who lives in the home. Point out who is requesting benefits. Not everyone will have to apply together, except the following:

- Those who choose to apply together or purchase and prepare meals together.
- Customers with children in common, married couples and children under 22 who live with their parents.

### Income\*

- List all income from jobs or self employment.
- List any money received that is not from work.

### Shelter and utility costs

- List your expenses for housing such as rent and mortgage. If paying mortgage include costs for property taxes and home insurance.
- List your expenses for heating, electricity or other utilities. Indicate if they are separate from the housing costs.

### Other allowable expenses

Certain expenses such as child care, medical costs, and court ordered child support can be counted against the income.

#### **Child care expenses**

The cost for care of a dependent in order to work or do work search activities can be allowed.

#### **Court Ordered Support \***

Let us know if you are paying child support for a child who doesn't live in the home. Verification needed.

#### **Medical costs\***

Customers 60 years or older OR who have a disability may receive a deduction for medical expenses they pay out of pocket. Verification is needed.

## \*Acceptable Verification

**Identity:** Anything with your name on it. A picture ID is not necessary. A person can verify your identity by writing a statement.

**Social Security Number:** The number, not the card, is required.

**Noncitizens:** Verification of legal status is necessary.

Residency cards, I-94 or other document showing status

**Income:** Check stubs, employer statement, income taxes or letters from source indicating benefit amount and frequency. Verification of countable income is required.

#### **Deductions:**

*Court ordered support:* Statement from other parent, paycheck stubs showing support being paid

*Medical Deductions:*

Receipts or statements showing the costs



## SNAP Call Center

The SNAP Online Application (OA) Call Center provides critical support to customers who need assistance completing the SNAP OA.

The Call Center will offer support for the application, local office contacts and locations, OHP and EBT card replacement line referrals etc.

Where to call for support: 1-855-626-2050. *Open Monday through Friday from 8 AM.—5 PM.*

## Available Brochures

Outreach brochures can be ordered through this web page:

<https://form.jotform.com/60527271921958>

- DHS 0848: “SNAP Reporting Your Expenses May Increase Your Food Benefits” (*English, Chinese, Russian, Somali, Spanish and Vietnamese*)
- DHS 0849: “SNAP Claiming Your Medical Expenses May Increase Your Food Benefits” (*English, Chinese, Russian, Somali, Spanish and Vietnamese*)
- DHS 9205: “Look what \$16 can buy” (*English and Spanish*)
- DHS 9207: “Oregon Helps: Now showing at a computer near you” (*English, Spanish, Russian and Vietnamese*)
- DHS 9208: “More reasons to sign up...” (*English and Spanish*)
- DHS 9213: “Eating Right When Money’s tight, A guide for Seniors and People with Disabilities” (*English, Chinese, Russian, Somali, Spanish and Vietnamese*)
- DHS 9216: “Client Bill of Rights” (*English and Spanish*)
- DHS 9221: “Putting Healthy Food Within Reach” (*English, Chinese, Russian, Somali, Spanish and Vietnamese*)

## Electronic Version

Most of these brochures are also available online on the forms server wen site listed on page 1. For best results, search by form number (i.e. 0848, 9213, etc.).

Also, the English and Spanish version of the Public Charge document (form #1058P) is also on the forms server.

Outreaching to our communities and working with local offices statewide is an essential part of the work we do to keep healthy food on the table of low-income people. Educating applicants about the program, its requirements and office navigation helps reduce “churn”. If you are interested in, or are already doing, this kind of work and are not currently a partner with DHS, please contact:

Statewide SNAP Outreach Coordinator  
Oregon DHS—SNAP Program  
500 Summer St, E-48, Salem, OR 97301  
SNAP.Outreach@state.or.us  
SNAP.Policy@state.or.us

### Federal Fiscal Year 2017 Outreach

#### Contractors:

- 211info
- Battered Persons’ Advocacy
- Centro Latino Americano
- Clackamas Service Center
- El Programa Hispano Catholic Charities
- Family Tree Relief Nursery
- Goodwill Industries of Lane and South Coast Counties
- Impact NW
- Marion-Polk Food Share
- Multnomah County
- Oregon Food Bank
- Oregon State University
- Outside In
- Partners for a Hunger-Free Oregon
- Yamhill Community Action Partnership

*This material was funded by USDA’s Supplemental Nutrition Assistance Program (SNAP).*

*USDA is an equal opportunity provider and employer.*