

FOOD ASSISTANCE WITH SNAP

(Supplemental Nutritional Assistance Program)

SNAP IS A BENEFIT ASSISTANCE PROGRAM THAT HELPS LOW-INCOME INDIVIDUALS AND FAMILIES PURCHASE FOOD WITH AN ELECTRONIC TRANSFER BENEFIT (EBT) CARD.

HOW IT WORKS:



- An Electronic Benefits Transfer (EBT) card can purchase almost all foods. For a full list of eligible items, visit fns.usda.gov/snap/eligible-food-items.
- The amount of benefits you receive depends on household size, income and expenses.

FAQS:



WHO IS ELIGIBLE?

Eligibility factors include monthly income, household size, age, disability status, US citizenship, shelter, and utility expenses.

DO I NEED TO BE A US CITIZEN OR RESIDENT?

- To receive SNAP benefits, the applicant must be a US citizen or a lawfully admitted resident (i.e. permanent resident, refugee, etc.).
- However, someone not eligible for benefits because of their immigration status may still apply and receive benefits for their eligible children.

HOW LONG DO I GET THE SNAP ASSISTANCE FOR?

Generally, most households get help approved for one year, and they need to recertify their eligibility every 12 months.

HOW TO SHOP WITH AN EBT CARD:

- AN EBT CARD IS LIKE A DEBIT CARD used to purchase SNAP-eligible purchases at checkout counters. Customers will be prompted to enter their Personal Identification Number (PIN) after swiping their card through the machine. You will get an EBT card mailed to you once you're certified for SNAP.
- To identify a SNAP retailer near you, visit ebtstores.foodstampsnow.com.
- Call 888-328-6399 to activate your SNAP card, check your balance, hear recent transactions, and change your card's PIN.

HOW TO APPLY:



1. FILL OUT AN APPLICATION AT THE HRA

Apply online at a069-access.nyc.gov. Learn how to complete an application at snapguidenyc.org/applying-for-snap. You can also apply in person at a SNAP Center. SNAP Center locations at nyc.gov/site/hra/locations/snap-locations.page.

2. CALL THE SNAP HRA LINE AND COMPLETE A PHONE INTERVIEW

- After you submit your application, you will receive a case number.
- Call 718-762-7669 to supply your case number and do a phone interview.
- Opt to call early in the morning at 8:30 am because wait times are long.

3. NOTIFICATION OF ACCEPTANCE OR DENIAL OF SNAP REQUEST

The HRA app will notify you about your approval within 30 calendar days. After that, an EBT card will be mailed to you.

*See the next page for the steps about the application

APPLYING TO SNAP

(Supplemental Nutritional Assistance Program)

FOR A SUCCESSFUL SNAP APPLICATION, COMPLETE ALL THE STEPS BELOW. FIRSTLY, SEE IF YOU QUALIFY BY CHECKING THE CRITERIA BELOW:

CRITERIA:



- Eligibility factors include monthly income, household size, age, disability status, US residence or citizenship, shelter, and utility expenses.
- See if you or your children qualify by visiting snapguideny.org/eligibility-rules

ACCESS HRA APP:



WHAT IS THE ACCESS HRA APP?

- The Access HRA app is a government benefit platform that handles SNAP applications. It lets you open a case, view your case, upload documents, submit an application, view payments, and get important notifications in a timely manner.
- Get the HRA app from your phone's app store and make an account with a valid and active email address.

APPLY FOR SNAP IN THE HRA APP:

1. Login in the HRA app with a username and password. Select the "SNAP (Food Stamps)" from the options to open a case.
2. Review the required documentation. Gather your papers, take pictures of them, and upload them with your smartphone. Then, check the "My Uploads" tab to see all the documents.

Example of required documents to upload:

- Identification (birth certificates, passport, or NYC ID).
- Proof of income (pay stubs, employer letter, or cash assistance with other programs).
- Rent expenses, utility bills, or child support income.
- Children's school attendance.

3. Review your application carefully and submit it. Upon submission, you will get a confirmation number.

PHONE INTERVIEW:



WHEN SHOULD I DO A PHONE INTERVIEW?

As soon as you get a SNAP confirmation or case number call 718-762-7669 Monday-Friday 8:30 am – 5 pm. Best time to call is 8:30 a.m. for lower wait times.

I DO NOT SPEAK ENGLISH, WILL I GET AN INTERPRETER?

You should get an interpreter during the call, but it's not guaranteed. Have somebody next to you that can help you with interpretation.

TIPS FOR A SUCCESSFUL INTERVIEW

- Before you do the interview, have ALL required documents uploaded in the HRA app including those from other family members that are applying with you.
- Make sure you have ready: Your SNAP case number, or confirmation number, or social security number.
- The representative can let you know if documents that were submitted are valid.
- Record the date and the time of the call and the worker's name.