

# 7

## Steps To Help You Fill Your Grocery Bag

You or Someone You Know May Be Eligible for the Supplemental Nutrition Assistance Program (SNAP\*).

\* As of October 1, 2008, Supplemental Nutrition Assistance Program (SNAP) is the new name for the Federal Food Stamp Program.



### 1

**Call the First Tennessee Area Agency on Aging and Disability (FTAAAD) SNAP Outreach Coordinator to Review Your Eligibility.**

Call 423-722-5093 or 423-928-0224 to speak with the SNAP outreach coordinator. By answering a few questions about your income, savings, and household members and expenses, the coordinator can determine if you appear to meet eligibility requirements for SNAP.

### 2

**The Outreach Coordinator Will Complete the SNAP Application With You Over the Phone.**

The coordinator will review the application questions with you and record your answers on the application. These questions include your contact information, dates of birth and Social Security Numbers for all household members applying for SNAP, monthly income, other financial assets, living expenses, and medical expenses. This takes about 5–10 minutes. Once complete, the application will be mailed to you immediately for review and your signature.

### 3

**Review Your Application, Sign It, and Mail or Deliver It to Your Local DHS Office.**

Your application will arrive in the mail along with a postage-paid envelope addressed to your local DHS office. Review the information on the application, and sign where indicated. Use the envelope provided to mail the application to your county DHS office. You may also deliver it in person.

In your package you will also receive additional materials about the SNAP program, other benefits that SNAP recipients may be eligible for, and any other assistance programs that were discussed on your call.

If you have any questions about your application, or other needs you may have, please contact the SNAP outreach coordinator at the number provided in your package.



## 4

### **When the DHS Office Receives Your Application, They Will Call You to Schedule a Phone Interview.**

In addition to scheduling a time for your phone interview, you may be asked to collect documentation to provide to your case worker. This may include proof of identity, proof of income, bank statements, rent or mortgage documents, utility bills, or medical receipts.

You also have the right to designate another person to conduct this interview on your behalf.

## 5

### **Complete the Phone Interview with Your Case Worker.**

You also have the option to conduct your interview in person, at the DHS office, if you prefer.

## 6

### **If You Are Approved, Go Grocery Shopping.**

If you are approved for SNAP benefits, you will receive a letter summarizing your approval of benefits, and an EBT card (similar to a bank card or ATM card) and a PIN number (in a separate package). Your SNAP benefits will be transferred electronically to your EBT card at the same time every month.

## 7

### **If You Are Not Approved, Ask Why.**

Call or visit the SNAP/DHS office where you applied to ask why you were not approved. You may ask to speak with a supervisor if you believe this decision was made in error. If you think there is a mistake that cannot be resolved, ask for a “fair hearing”. This means that a State representative will meet with you and the local SNAP office to discuss your application. There is no cost for a fair hearing.

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### **Need more information on SNAP?**

Call the First Tennessee Area Agency on Aging and Disability at 423-722-5093 or 423-928-0224.

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[www.ftaad.org](http://www.ftaad.org)



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