Voter Registration

You may register to vote at your local DHS office. You must be at least 18 years old and a U.S. citizen. Applying to register or declining to register to vote will not affect your eligibility status or the amount of assistance provided by this agency.

Discrimination Complaints

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, religion, political beliefs, or disability. To file a complaint of discrimination write:

USDA
Director, Office of Civil Rights
Room 326-W, Whitten Building
1400 Independence Avenue, S.W.
Washington, D.C. 20250-9410
Telephone: (800) 537-7697 (voice and TDD)

You may also write:

ARKANSAS DEPARTMENT OF HUMAN SERVICES
Office of Employee Relations/Equal Opportunity
Donaghey Plaza North, Suite 205
P.O. Box 1437, Slot N250
Little Rock, Arkansas 72203-1437
Telephone: (501) 682-6003
FAX: (501) 682-8926
TDD: (501) 682-7958

For information or to make complaints other than discrimination complaints, call toll free 1 (800) 482-8988. In Pulaski County, call (501) 682-8233. For TDD service, call (501) 682-8820.

DHS COUNTY OFFICE ADDRESS & TELEPHONE:

PUB-169 (R09/12)

ARKANSAS DEPARTMENT OF HUMAN SERVICES

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The purpose of the Supplemental Nutrition Assistance Program (SNAP) is to help end hunger and improve nutrition and health. Low income households who receive SNAP benefits can buy the food they need for a nutritionally adequate diet. The program is operated by the State. The Federal Government oversees the State operation of the Program.

Who Can Get SNAP Benefits?

U.S. citizens and some non-citizens who are living in the U.S. legally may receive SNAP benefits if they meet program rules. Your household must meet income and resource standards. Other work-related rules may apply to your household. You can find out if you are likely eligible for SNAP by completing a simple pre-screening tool available at access.arkansas.gov.

How Do I Apply For SNAP Benefits?

You may apply online at access.arkansas.gov. If you do not have a computer, your local library will have computers you can use. The application is available for printing online at http://tiny.cc/SNAPapp. You may also call or go to the Department of Human Services (DHS) office in any county and ask for a paper application. Complete as much of the information as you can and take, send, or fax the application to a DHS office. (*We must have at least your name, an address, and your signature.*) If you need help with completing the application, tell a county office worker.

IF YOU NEED THIS INFORMATION IN A DIFFERENT FORMAT SUCH AS LARGE PRINT, PLEASE CONTACT THE DHS COUNTY OFFICE. Si necesita este formulario en Español, llame al 1-800-482-8988 y pida la versión en Español.

What Will Happen After I Turn In My Application?

We will schedule and complete an interview with an adult member of your household (or an authorized representative, if you choose).

What Are My Responsibilities As An Applicant?

When you apply for SNAP benefits, you must follow these rules:

- You must answer all questions completely and honestly.
- You must give us proof of some information.
- You must let us know if you need help getting this proof.
- You must not put your money or property in someone else's name in order to get SNAP benefits.
- You must not hide information or give false information to get SNAP benefits.

If I Am Eligible How Will I Get My Benefits?

Your household will get an EBT (Electronic Benefits Transfer) card. You will use this card to purchase food. A county office worker will explain the EBT card.

How Long Does It Take To Receive Benefits?

If you meet program requirements, you should receive your SNAP benefits within 30 days. If you have little or no income or savings, you may be eligible to receive your SNAP benefits within 7 days.

What Can I Buy with SNAP benefits?

A person may buy only eligible foods with their SNAP benefits. Eligible foods include plants and seeds that can be used to grow food. <u>You cannot buy the following items with SNAP benefits:</u>

- Paper goods
- Cleaning products
- Household items
- Personal care items like toothpaste
- Alcoholic beverages
- Tobacco products
- Vitamins or medicine
- Foods prepared to be eaten in the store
- Hot food prepared in the store to be "carried out" and eaten

You May Be Asked to Provide the Following Information:

- An I.D. showing your name
- Proof of your address
- Social security numbers (SSNs) for everyone in your household*
- Proof of the amount of money you or anyone in your household has in any bank account
- Proof of all of your household's income
- Proof of legal alien status for anyone who is not a U.S. citizen*
- Medical bills for anyone who is age 60 or older or who receives a disability check based on full disability

**Providing SSNs and/or information about citizenship is voluntary. However, you may receive SNAP benefits only for those people who provide this information.*

What Are My Rights As An Applicant?

- To be provided with an application on the day you ask for one
- To have your application accepted at once
- To have another adult (an "authorized representative") complete the application process for you if you choose and if that person is knowledgeable about your household's circumstances
- To have a telephone interview if you have a hardship that makes it difficult for you to appear for a face-to-face interview, or you are age 60 or older, or you are an individual with a disability.
- To receive assistance from a county office worker if you need help completing your application or getting some of the information we need to process your application
- To look at your case file and the program rules
- To have a hearing if you do not agree with any action we take or if we take too long to process your application
- To be treated fairly regardless of age, religion, disability, political belief, veteran status, sex, race, color or national origin
- To have available forms and instructions in different formats such as large print