What happens once I apply for benefits during COVID 19?

Revised as of July 2020

DHS Form 1240 (application for SNAP / Financial Assistance) is submitted via online, mail, email, fax, or drop off. What happens next?

- Application is received, registered and processed
  - Your application is reviewed for completeness
  - We will contact you to complete an interview
  - The process can take anywhere from one day to two weeks

- Are additional items needed?
  - If Yes -
    ▪ A notice is sent to the HH requesting these items
    ▪ 10 calendar days is provided to allow sufficient time to submit requested items
  - If No –
    ▪ Notice(s) of disposition are sent to the client

- The benefits are approved
  - Approval notice(s) are sent out, informing the client of the benefit amount
    ▪ Clients may request an administrative hearing, if they do not agree with the decision
  - Other important notices are sent to explain other requirements and provide information
  - An EBT card is sent to the to the primary individual of the household, via mail from the processing center
    ▪ An ID is required in order for us to mail you the EBT card
    ▪ It can take five to seven days from the date of approval for you to receive the card, due to mail service

- The benefits are denied
  - Denial notice(s) are sent out, informing the HH for the reason of denial
  - The HH can request an administrative hearing, if you do not agree with the decision

I’m approved and an EBT Card is being sent to me. What else should I know?

- The EBT card is valuable, treat it like cash
  - It is activated when it is mailed out, but you need to contact FIS to create a PIN
  - Call FIS at 1-888-328-4292

- Depending on your approved benefits, it can hold your SNAP allotment, financial assistance and/or childcare subsidy benefits on the same card

- Benefits will continue to be placed on the card each month, unless we notify you otherwise

- One card is issued to the primary individual of a household

- Information about EBT is provided with the card
  - Read it carefully
  - See the DHS Website on EBT, if you have further questions

- Contact FIS at 1-888-328-4292, if you need a replacement EBT card