

## Applicant/Recipient Rights and Responsibilities for SNAP

- The information you provided will be kept confidential and be used only for processing your SNAP application and administering your SNAP case if eligible.
- You have the right to look at your case record.
- You have the right to be interviewed as promptly as possible. If you need an interpreter, the agency will provide one for you at no cost to you.
- A written notice will be mailed to you within 30 days telling you if your application is approved, denied, or if a decision on your application is pending. If your household is eligible for expedited service of your SNAP application, you will be notified within 7 days.
- If your application is approved, the written notice will tell you the amount of SNAP benefits you will get, and when you need to report household changes. If your application is denied or if a decision is still pending, the notice will tell you the reason why it has been denied or why it is still pending.
- If you disagree with or do not understand the decision on your application, you have the right to request an agency conference and/or a fair hearing.
- You must provide proof of certain things, like your identity and household income, to be eligible for SNAP. If you cannot get proof, I can help you.
- The information and proof that you give us must be truthful and accurate. If you intentionally provide false, incomplete, or inaccurate information or proof, you could be disqualified from the program and possibly subject to criminal prosecution. If you are given more benefits than you are entitled to, you may have to repay the amount of benefits that you were overpaid.
- If you are eligible for SNAP benefits, you can only use them to purchase eligible food items for your household. You cannot exchange them for things like cash, drugs, alcohol, tobacco products or firearms, or you could be disqualified from the program and possibly subject to criminal prosecution.
- The application you completed, along with the booklet which has the directions on how to fill out the application, contains information on your non-discrimination rights. This information is also posted in our waiting area and is listed on the "And Justice for ALL" poster. During the process of applying for and receiving SNAP, discrimination against you is unlawful. It is important for you to know that you have the right to participate in SNAP, free of discrimination.
- You also have the right to file a complaint if you feel your civil rights have been violated, by contacting the USDA. Or you may also contact the Office of Temporary and Disability Assistance which is a NY State Agency. All contact information and instructions on how to file a complaint are provided in your application packet (and in Client Information Book 1).
- If you are also applying for or receiving PA benefits, time limits and other requirements that apply to the receipt of PA benefits do not apply to the receipt of SNAP benefits. If you are no longer eligible for PA benefits because you have reached a time limit, have begun working, or for other reasons, you may still qualify for SNAP benefits.