

SNAP Work Rules

You Must Follow These Rules to Receive SNAP Benefits

Dear _____, _____, _____,

This letter is to tell you about work rules for the Supplemental Nutrition Assistance Program (SNAP). **If you don't follow these rules, your SNAP benefits may decrease or end.** Different people in your house may need to follow different work rules. This letter tells each of you what you need to do.

What do you need to do?

_____, you must follow the **Basic Work Rules** on **page 2**.

_____, you must follow the **Basic Rules** and the **Job Search and Training Rules** on **pages 2, 3 and 4**.

_____, you must follow the **Basic Work Rules**, and the **Job Search and Training Rules**, and the **Time Limit Rules** on **pages 2, 3, 4, 5, and 6**.

Does everyone need to follow these work rules?

No, only certain people do. You **may not** have to follow these rules if you are:

- Younger than age 16, or age 60 or older,
- Taking care of a child younger than age 6 or someone who needs help caring for themselves,
- Already working at least 30 hours a week,
- Already earning \$217.50 or more per week,
- Receiving unemployment benefits, or you applied for unemployment benefits,
- Not working because of a physical or mental health reason,
- Going to a school, college, or training program at least half time,
- Meeting the work rules for Temporary Assistance for Needy Families (TANF), or
- Participating in a drug or alcohol addiction treatment program.

What should you do if you think one of these reasons applies to you?

Call us at 1-877- 423-4746 as soon as possible if you think one of these reasons applies to you. If we find that it does, you **will not** need to follow any of the work rules in this letter.

Basic Work Rules

_____, you must follow the **Basic Work Rules**. Keep reading to find out what to do.

What do you need to do?

You **must** follow these **Basic Work Rules** to keep your SNAP benefits:

1. Accept any job offer you receive, unless there is a good reason you can't.
2. If you have a job, don't quit your job or choose to work less than 30 hours each week without having a good reason, such as getting sick, being discriminated against, or not getting paid.
3. Tell us about your job and how much you are working, if asked.
4. If we ask you to do a workfare program, complete your hours each month.

What happens if you do not follow these Basic Work Rules?

You **may lose your SNAP benefits** if you don't follow these work rules and you don't have a good reason.

What if you have a good reason for not following these Basic Work Rules?

Call us as soon as possible 1-877-423-4746 if you think you have a good reason for not following these Basic Work Rules. Good reasons include issues you can't control such as getting sick, not having childcare for a child younger than age 12, or work conditions that are unreasonable. These are some examples of good reasons but not all of them. *Reminder: Check page 1 of this letter for other reasons and any work rules you may not have to follow.*

If we find that you have a good reason, there will be no change to your SNAP benefits.

How long will you lose SNAP benefits if you don't follow these Basic Work Rules?

- The first time you don't follow these rules, and you don't have a good reason, you can't get SNAP benefits for **1 month**.
- The second time you don't follow these rules, you can't get SNAP benefits for **3 months**.
- The third time, you can't get SNAP benefits for **6 months**.
- And you must follow these work rules before you can get SNAP benefits again.

Job Search and Training Rules

_____, you must follow the **Job Search and Training Rules**. Keep reading to find out what to do.

What do you need to do?

The SNAP Works Program is a voluntary employment and training program that offers:

- supervised job search,
- work readiness training,
- GED,
- vocational training for specific jobs; and
- work experience (a short-term unpaid work assignment).

If you choose to **volunteer** to participate in SNAP Works Program, this program makes it easier for you to find or keep a job.

To **enroll** in the SNAP Works Program please follow the below steps:

1. Work with your SNAP case manager during your interview to determine the right program for you.
2. Complete the activities of the program each month (we will tell you what to do).
3. Please call us at **1-877-423-4746** for more details.

What if you have costs from doing the program?

We must pay for your costs to participate in this program. These costs include:

- Transportation
- Childcare
- Personal safety items or equipment
- Other reasonable required costs, such as tools, books, and uniforms

If we can't pay your costs, we must excuse you, and you will not need to follow the Job Search and Training rules.

If you think you have costs, we need to pay, call us at 1-877-423-4746 as soon as possible.

Your Right to a Fair Hearing

What is a fair hearing?

If you disagree with a decision made on your SNAP application or case, you have the right to request a fair hearing. A fair hearing means that an official will review the facts of your case in a fair and objective manner as required by law.

In what situations can you ask for a fair hearing?

You may ask for a fair hearing if any of the following apply to you:

- You applied for SNAP benefits and were denied.
- You disagree with a decision on your case.
- You believe your SNAP benefits were not calculated correctly.

When is the deadline to request a fair hearing?

- If you want a hearing, you must ask for the hearing in writing or by contacting the agency within 90 days from the date of this notice for Food Stamps.
- You may choose to continue receiving food benefits only if your certification period has not ended. If you choose to do this, you may be required to pay those food benefits back if the hearing officer does not rule in your favor.
- Please understand that benefits may not be continued if your case closed at the end of a certification period or if your application to receive benefits was denied.

How do you ask for a fair hearing?

1. A fair hearing can be submitted by a client and/or the client's authorized representative by:
 - Mail
 - Fax
 - Email
 - Made by phone **1-877-423-4746**
 - Dropped off at any DFCS office

Can you get free legal help?

You may be able to get legal help at no cost. If you want a lawyer to help you, you may call one of the numbers below.

1. Georgia Legal Services Program
1-800-498-9469 (Statewide legal services, EXCEPT for the counties served by Atlanta Legal Aid)
2. Office of the State Long-Term Care Ombudsman
Division of Aging Services
2 Peachtree Street, NW;
32nd Floor
Atlanta, GA 30303-3142
866-552-4464
3. Atlanta Legal Aid
404-377-0701 (DeKalb County)
678-407-6469 (Gwinnett County)
770-528-2565 (Cobb County)
404-524-5811 (Fulton County)
404-669-0233 (So Fulton/Clayton County)
4. Georgia Senior Legal Hotline
1-888-257-9519
(Statewide legal services for elderly persons)

Notice of ADA/Section 504 Rights

Help for People with Disabilities

The Georgia Department of Human Services and the Georgia Department of Community Health (“the Departments”) are required by federal law* to provide persons with disabilities an equal opportunity to participate in and qualify for the Departments’ programs, services, or activities. This includes programs such as SNAP, TANF and Medical Assistance.

The Departments provide reasonable modifications when the modifications are necessary to avoid discrimination based on disability. For example, we may change policies, practices, or procedures to provide equal access. To ensure equally effective communication, we provide persons with disabilities or their companions with disabilities communication assistance, such as sign language interpreters. Our help is free. The Departments are not required to make any modification that would result in a fundamental alteration in the nature of a service, program or activity or in undue financial and administrative burdens.

How to Request a Reasonable Modification or Communication Assistance

Please contact your caseworker if you have a disability and need a reasonable modification, communication assistance, or extra help. For instance, call if you need an aid or service for effective communication, like a sign language interpreter. You may contact your caseworker or call DFCS at 404-657-3433 or DCH at 678-248-7449 to make your request. You may also make your request using the DFCS ADA Reasonable Modification Request Form, which is available at your local DFCS office or online at <https://dfcs.georgia.gov/adasection-504-and-civil-rights>, or you may obtain the DCH ADA Reasonable Modification Request Form at the DCH Katie Becket Team office or online at <https://medicaid.georgia.gov/programs/all-programs/tefrakatie-beckett>, but you do not have to use a form.

How to File a Complaint

You have the right to make a complaint if the Departments have discriminated against you because of your disability. For example, you may file a discrimination complaint if you have asked for a reasonable modification or sign language interpreter that has been denied or not acted on within a reasonable time. You can make a complaint orally or in writing by contacting your case worker, your local DFCS office, or the DFCS Civil Rights, ADA/Section 504 Coordinator at 2 Peachtree Street N.W., Ste 19-454, Atlanta, GA, 30303, 404-657-3735. For DCH, contact the KB TEAM ADA/Section 504 Coordinator at 2211 Beaver Ruin Road, Suite 150, Norcross, GA, 30071, or P.O. Box 172, Norcross, GA, 30091, 678-248-7449. You can ask your case worker for a copy of the DFCS civil rights complaint form. The complaint form is also available at <https://dfcs.georgia.gov/adasection-504-and-civil-rights>. If you need help making a discrimination complaint, you may contact the DFCS staff listed above. Individuals who are deaf or hard of hearing or who may have speech disabilities may call 711 for an operator to connect with us.

You may also file a discrimination complaint with the appropriate federal agency. Contact information for the U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) is within the “USDA-HHS Joint Nondiscrimination Statement” included within.

**Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; and the Americans with Disabilities Act Amendments Act of 2008 ensure persons with disabilities are free from unlawful discrimination.*

Under the **Department of Human Service (DHS)**, you may also file other discrimination complaints by contacting your local DFCS office, or the DFCS Civil Rights, ADA/Section 504 Coordinator at 2 Peachtree Street N.W., Ste 19-454, Atlanta, GA, 30303, 404-657-3735. For complaints alleging discrimination based on limited English proficiency, contact the DHS Limited English Proficiency and Sensory Impaired Program at: Two Peachtree Street, N.W., Suite 29-103 N.W., Atlanta, GA 30303 or call 404-657-5244 (voice), 404-463-7591 (TTY), 404-651-6815 (fax).

Do Not Send Applications Here

Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, *USDA Program Discrimination Complaint Form* which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

1. **mail:**
Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
FNSCIVILRIGHTSCOMPLAINTS@usda.gov

This institution is an equal opportunity provider.

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