



Supplemental Nutrition Assistance Program (SNAP)

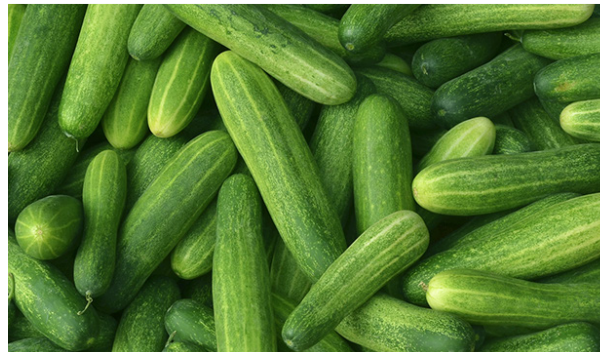


Table of Contents

What is the Supplemental Nutrition Assistance Program (SNAP)?	2
How to Apply for SNAP.....	4
Designating a Representative	6
Am I Eligible?.....	8
Do I Meet the Work Requirements?	10
What is Considered as Income When I Apply for SNAP?	12
What Items Can and Cannot Be Purchased?.....	14
How Does My EBT Card Work?.....	16
Instructions for Activating My EBT Card – Activation and PIN Selection.....	18
Keeping Track of Your Balance	20
What if My Card is Lost, Stolen or Damaged?.....	22
Local Farmers' Markets	24
SNAP Eligible Retailers.....	26
Common Myths About SNAP Benefits.....	28
Right to Appeal	30
References	34



What is SNAP?

The Supplemental Nutrition Assistance Program (SNAP) can be used like cash to buy eligible food items from authorized retailers. SNAP is a national food assistance program that serves eligible low-income individuals and families. It provides economic benefits to the community and it is the largest domestic program available to address food insecurity in the country.

A SNAP account is established for eligible households and automatic deposits are made into the account each month. To access the account, SNAP recipients will receive an Electronic Benefit Transfer (EBT) Card, which will debit the account each time eligible food items are purchased. A secret Personal Identification Number (PIN) is required to use the card.

Time Standards

- Standard Application process takes up to 30 days
- Expedited Services process takes up to seven days

SNAP Manual:

Visit dss.virginia.gov



*Authorized retailers will display a picture of a Virginia EBT card.



How to Apply for SNAP

1 Website: commonhelp.virginia.gov

2 Phone: Benefit Programs, 855.635.4370
Monday–Friday | 7 a.m.–6 p.m.

3 Visit: 4850 Mark Center Dr., Alexandria, VA 22311
Normal Business Hours:
Monday-Friday | 8 a.m.–5 p.m.
Call 703.746.5700

Clients may visit Customer Relations on the 5th floor
and can also use the computer services in the
Workforce Development Center (WDC) on the 6th floor daily from 8 – 5 pm



Designating a Representative to Act on My Behalf

Authorized Representative

If you would like someone else to act on your behalf, you may select a trusted friend, relative or neighbor to be your representative. The representative may:

- Apply for benefits for you
- Receive your notices and correspondence
- Use benefits on your behalf

You may name a representative on the application form. If you want to name an authorized representative at any time after you have submitted your application, write a note for that person to take to the local social services department. In the note:

- List the name, address and phone number of the person you are naming
 - List the duties you want that person to perform
 - Sign and date the note



Am I Eligible?

Individuals who purchase and prepare food together are one household for SNAP purposes and must have their eligibility determined as a group/household. The best way to determine if your household will qualify for SNAP is to apply.

Verification:

You may be eligible for SNAP if your income falls within certain limits. Verification requirements vary for each program. Your caseworker will request the documentation required to complete the verification process and the deadline. Please ask for help if you need assistance.

For information on how income is calculated along with benefit amounts, requirements for applying, and how benefits are issued via an EBT Card, call the Department of Community and Human Services at 703.746.5700 or email SNAPBT@alexandriava.gov.

If you think you may be eligible for SNAP benefits, visit commonhelp.virginia.gov and apply today.





Do I Meet the Work Requirements?

If you are age 18 to 52* and able to work, you may be subject to a work requirement in order to receive SNAP. This requirement would limit the number of months for which you could receive SNAP to three months in a 36 month period. After you receive SNAP for three months, you may be able to receive three additional months if you complete certain work related requirements.

You may be exempt from this work requirement if you are currently working or participating in an approved work program; responsible for the care of a child; pregnant; medically certified as unable to work; meet one of several work registration exemption reasons; or live in an exempt locality.

Please call the SNAP Hotline at 866.753.SNAP (7627),
or the Department of Community and Human Services at 703.746.5700
for any further questions or concerns.

Please note: Policy changes may occur

Policy in effect October 1, 2023



What Is Considered as Income When I Apply for SNAP?

The maximum income limit to qualify for SNAP will be determined by evaluation of household income according to policy guidelines.

Cost of Living Adjustments take effect October 1 of each year.

Examples:

- Gross income from employment
- Child support payments
- Unemployment compensation
- Workers compensation
- Public assistance payments
- Pensions
- Veterans benefits
- Self-employment income
- Odd jobs
- Alimony
- Dividends
- Interest and similar payments
- Retirement or disability benefits
- Old age, survivor's or strike benefits
- Policy identified income

Questions? Call the Alexandria Department of Community and Human Services at 703.746.5700.



What Items Can and Cannot Be Purchased?

Items that CAN be purchased with SNAP include:

- Vegetable seeds and food producing plants, roots and trees for family consumption
- Baby formula, diabetic and diet foods
- Edible items used in preparing or preserving food such as spices and herbs, pectin and shortening
- Water and ice
- Snack foods
- Meals delivered to older adults or SNAP recipients with disabilities if the organization providing the meal is authorized to accept EBT cards

Items that CANNOT be purchased with benefits include:

- Prepared hot foods in grocery stores
- Any prepared food (hot or cold) sold and meant to be eaten at the store
- Alcoholic beverages and tobacco
- Cleaning products, paper products, toiletries and cooking utensils
- Pet foods
- Items for food preservation such as canning jars and lids, freezer containers, or food wrapping paper
- Medicines, vitamins or minerals
- Items for gardening such as fertilizer and peat moss

NOTE: If a product has a “SUPPLEMENTAL” label, it cannot be purchased; if it has a “NUTRITION” label, it can be purchased.



How Does My Electronic Benefit Transfer (EBT) Card Work?

Advantages of EBT:

- Food can be bought using a simple, conventional plastic debit card
 - If the EBT card is lost or stolen, the cardholder can report it and that card is immediately deactivated
- EBT transactions are faster for retailers to process and receive their funds
 - There are better audit trails to detect fraud and misuse of benefits

Cardholder Information

About Your Card

The EBT card has a 16 digit card number on the front. If the card was issued through the mail, the cardholder's name is printed on the front. If the card was issued at the local social service office, the cardholder's name is not printed on the front. The back of the card has a place for the cardholder to sign under the black magnetic stripe. It also lists the toll free customer service number.

For more information, call 866.281.2448.



Instructions for Activating My EBT Card



Activation and PIN Selection

1 To begin your EBT Activation, call 866.281.2448

2 Choose the Primary Language:

1 - for English

2 - for Spanish

3 Enter the 16-digit card number

4 Enter the last four digits of the primary cardholder's Social Security Number

If the person does not have a social security number, enter the first two digits of the month and the two digits of their date of birth

Example: DOB: 08/04/1980—number to enter would be – 0804

5 Next, enter the cardholder's date of birth
Example: DOB: August 04, 1980 – number to enter would be – 08041980

Two-digit birth month (August—08)

Two-digit birth day (4th—04)

Four-digit year – (1980—1980)

6 Select your four-digit Private Identification Number (PIN) followed by the pound sign (#)

7 Re-enter the four-digit PIN followed by the pound sign (#) to confirm your selection

****** Your EBT card is now activated and ready to use.



Keeping Track of Your Balance

Cardholders should know the balance in their EBT accounts before they shop.
They can keep track of their balance by doing the following:

- 1 Cardholders can access their account balances and the past three months of EBT card transactions by visiting **connectebt.com** and selecting Virginia EBT from the dropdown box.
- 2 Create an account if it is the first time accessing.
- 3 Every time a purchase is made with the EBT card, the receipt prints out the amount of the transaction and the remaining balance. By saving receipts, the cardholder can know the account balance.
- 4 Many stores have a Point-of-Sale device available where the cardholder can swipe the card, enter his or her PIN, and do a balance inquiry.
- 5 Cardholders can call the toll free customer service number 1.866.281.2448, enter the 16-digit number on the front of the card, and hear the balance inquiry.

PIN Numbers

Every cardholder must select a PIN (Personal Identification Number) before the card can be used.
The cardholder must call the toll free customer service help desk at 1.866.281.2448,
and follow the prompts to select a PIN.

The PIN is a four-digit number that the cardholder chooses when an EBT account is activated. It should be a number easy for the cardholder to remember but hard for someone else to guess.



What If My Card Is Lost, Stolen or Damaged?

- 1 Call the toll-free customer service help desk at 1.866.281.2448. The help desk is available 24 hours a day, seven days a week.
- 2 The caller will hear a prompt for English or Spanish, then a prompt to enter the 16-digit card number.
- 3 Stay on the line! If no card number is entered, the caller will hear a message that says if the card has been lost, stolen or damaged, press 2.
- 4 After verifying the identity and address of the caller, the original card will be deactivated and a new one issued.
- 5 If the cardholder's address has changed, the customer service representative will tell the cardholder to report the change to the local social service agency.
- 6 The customer service representative cannot change the address in the EBT system; that change must be sent over by the local agency.
- 7 Once the address has been updated, a new EBT card can be issued.

You may also visit your local office at 4850 Mark Center Dr., 5th Fl., Alexandria, VA 22311.
Preferred EBT Card Pick-Up Hours: Monday-Friday: 10 a.m.–Noon and 2–4 p.m.

*Note: If you have a damaged EBT card, please inform staff during normal business hours.



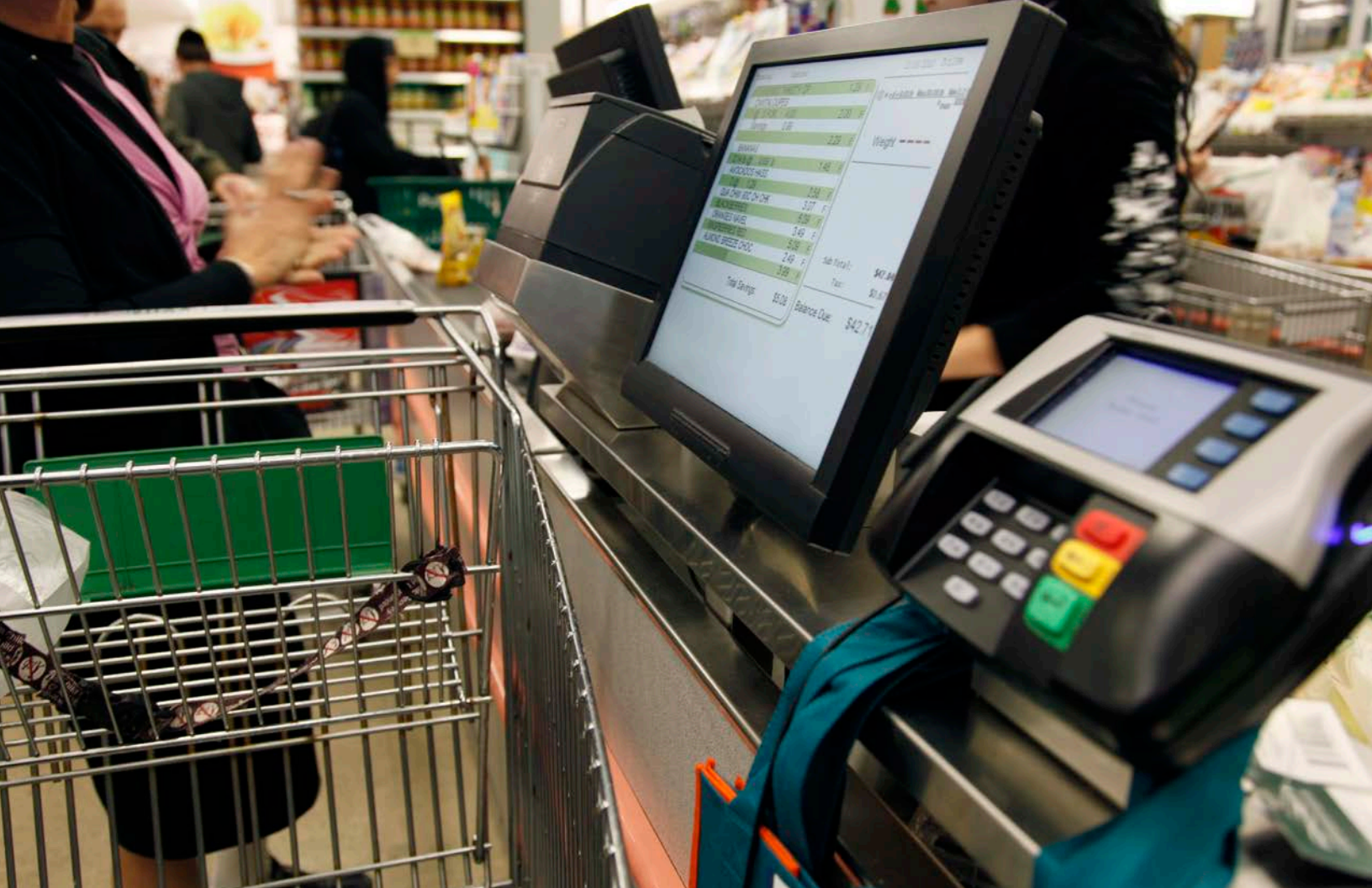
Local Farmers' Markets

How It Works:

- 1 Visit farmers' markets accepting SNAP.
- 2 Stop by the Information booth and swipe your SNAP/EBT card.
- 3 Receive tokens or vouchers used at markets accepting SNAP.

****Farmers' Market locations accepting SNAP**

- **Old Town Farmers' Market****
Market Square, 301 King St., Saturdays, 7 a.m.–Noon, year-round
Free parking in the Market Square Garage (Farmers' Market hours) until 12:30 p.m.
No pets allowed during the Farmers' Market
- **Four Mile Run Farmers' & Artisans' Market****
4109 Mt. Vernon Ave., Sundays 9 a.m.–1 p.m.
- **Old Town North Farmers' Market****
Montgomery Park, 901 N. Royal St., year-round
Thursdays, 4 - 8 p.m. and Sundays, 10 a.m.–2 p.m.
- **The Market at Southern Towers****
5067 Seminary Rd., Saturdays and Sundays, 10 a.m. – 4 p.m.
- **Del Ray Farmers' Market**
Corner of East Oxford & Mt. Vernon Avenues
Saturdays, 8 a.m. to Noon, year round
- **West End Farmers' Market**
Ben Brenman Park, 4800 Brenman Park Dr.
Sundays, May through October from 8:30 a.m.–1 p.m.



ITEMS		TOTAL	
ITEM 1	1.00	TOTAL	1.00
ITEM 2	2.00	TAX	0.00
ITEM 3	1.00	TOTAL	3.00
ITEM 4	1.00	TAX	0.00
ITEM 5	1.00	TOTAL	4.00
ITEM 6	1.00	TAX	0.00
ITEM 7	1.00	TOTAL	5.00
ITEM 8	1.00	TAX	0.00
ITEM 9	1.00	TOTAL	6.00
ITEM 10	1.00	TAX	0.00
ITEM 11	1.00	TOTAL	7.00
ITEM 12	1.00	TAX	0.00
ITEM 13	1.00	TOTAL	8.00
ITEM 14	1.00	TAX	0.00
ITEM 15	1.00	TOTAL	9.00
ITEM 16	1.00	TAX	0.00
ITEM 17	1.00	TOTAL	10.00
ITEM 18	1.00	TAX	0.00
ITEM 19	1.00	TOTAL	11.00
ITEM 20	1.00	TAX	0.00
ITEM 21	1.00	TOTAL	12.00
ITEM 22	1.00	TAX	0.00
ITEM 23	1.00	TOTAL	13.00
ITEM 24	1.00	TAX	0.00
ITEM 25	1.00	TOTAL	14.00
ITEM 26	1.00	TAX	0.00
ITEM 27	1.00	TOTAL	15.00
ITEM 28	1.00	TAX	0.00
ITEM 29	1.00	TOTAL	16.00
ITEM 30	1.00	TAX	0.00
ITEM 31	1.00	TOTAL	17.00
ITEM 32	1.00	TAX	0.00
ITEM 33	1.00	TOTAL	18.00
ITEM 34	1.00	TAX	0.00
ITEM 35	1.00	TOTAL	19.00
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ITEM 43	1.00	TOTAL	23.00
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ITEM 45	1.00	TOTAL	24.00
ITEM 46	1.00	TAX	0.00
ITEM 47	1.00	TOTAL	25.00
ITEM 48	1.00	TAX	0.00
ITEM 49	1.00	TOTAL	26.00
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ITEM 51	1.00	TOTAL	27.00
ITEM 52	1.00	TAX	0.00
ITEM 53	1.00	TOTAL	28.00
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ITEM 55	1.00	TOTAL	29.00
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ITEM 57	1.00	TOTAL	30.00
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ITEM 59	1.00	TOTAL	31.00
ITEM 60	1.00	TAX	0.00
ITEM 61	1.00	TOTAL	32.00
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ITEM 65	1.00	TOTAL	34.00
ITEM 66	1.00	TAX	0.00
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ITEM 69	1.00	TOTAL	36.00
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ITEM 71	1.00	TOTAL	37.00
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ITEM 75	1.00	TOTAL	39.00
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ITEM 83	1.00	TOTAL	43.00
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ITEM 91	1.00	TOTAL	47.00
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ITEM 95	1.00	TOTAL	49.00
ITEM 96	1.00	TAX	0.00
ITEM 97	1.00	TOTAL	50.00
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ITEM 99	1.00	TOTAL	51.00
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ITEM 101	1.00	TOTAL	52.00
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ITEM 103	1.00	TOTAL	53.00
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ITEM 105	1.00	TOTAL	54.00
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ITEM 107	1.00	TOTAL	55.00
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ITEM 119	1.00	TOTAL	61.00
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ITEM 123	1.00	TOTAL	63.00
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ITEM 127	1.00	TOTAL	65.00
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ITEM 135	1.00	TOTAL	69.00
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ITEM 137	1.00	TOTAL	70.00
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ITEM 303	1.00	TOTAL	153.00
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ITEM 305	1.00	TOTAL	154.00
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ITEM 307	1.00	TOTAL	155.00
ITEM 308	1.00	TAX	0.00
ITEM 309	1.00	TOTAL	156.00
ITEM 310	1.00	TAX	0.00
ITEM 311	1.00	TOTAL	157.00
ITEM 312	1.00	TAX	0.00
ITEM 313	1.00	TOTAL	158.00
ITEM 314	1.00	TAX	0.00
ITEM 315	1.00	TOTAL	159.00
ITEM 316	1.00	TAX	0.00
ITEM 317	1.00</		

SNAP Eligible Retailers

SNAP Retailer Locator

fns.usda.gov/snap/retailer-locator

- Find stores that welcome Supplemental Nutrition Assistance Program (SNAP) benefits.
- Easy to use. Just enter your street address, city and State or ZIP code.
- Explore your options by using the tool online or ask your eligibility worker, food bank staff, or a community volunteer for assistance.
- Use your SNAP benefits to purchase healthy foods at the store.

Retail Options

- Grocery Stores
- Convenience Stores
- Dollar Stores
- Drug Stores
- Wholesale Stores
- Farmers' Market ... and more!

How to Use Your Card

- Press the appropriate EBT purchase key on the Point of Sale (POS) device.
- Enter the food purchase amount into the POS device, if it is not connected to the cash register.
- Enter your Personal Identification Number (PIN) and press the enter key.
- If there are sufficient funds and the PIN is entered correctly, an "Approved" message will appear and a receipt is printed.
- If there are insufficient funds, the transaction will be denied. In this situation, you may use another form of payment.
- Take the receipt to keep track of purchase amount and the balance in your account.

***See store associate for more details.*



Photo credit: Visit Alexandria

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Common Myths About SNAP Benefits

MYTH: You must have housing and a mailing address to get SNAP benefits.	FACT: You can get SNAP benefits even if you don't have a mailing address. If you live in a shelter, bring a letter from a shelter employee that says you live there when you apply.
MYTH: You are required to work in order to apply for SNAP benefits.	FACT: SNAP requires people to register for work, participate in employment or workfare programs (if referred by the State), not reject a suitable job offer, and not voluntarily quit a job. Work requirements typically do not apply to people with a child under the age of six; people with disabilities; senior citizens; and in certain areas in some States. Your SNAP worker will tell you which work requirements apply to you.
MYTH: SNAP benefits have to be paid back.	FACT: People who get the right amount of SNAP benefits do not have to pay them back. Make sure the information you give when you apply is correct. If you get SNAP benefits based on wrong information, then you will have to pay them back.
MYTH: Other people need SNAP benefits more than I do.	FACT: By receiving SNAP benefits, you are not taking benefits away from another person. Everyone who applies and is determined to be eligible by a State/Local Department of Social Services (DSS) eligibility worker will get SNAP benefits.
MYTH: Children of undocumented immigrants can't get SNAP.	FACT: Children of undocumented immigrants can get SNAP if they are citizens or legal permanent residents and meet all other program requirements.
MYTH: Undocumented people who ask about the SNAP Program or live with people who get SNAP are reported to U.S. Citizenship & Immigration Services (USCIS).	FACT: SNAP Program information is confidential and social service offices will not report immigration information to USCIS (unless you show DSS a final order of removal). But, local social services offices check the immigration documents you give them from USCIS. If you are undocumented, you won't be asked for your immigration documents. Other members of the household can still apply and may be eligible.



Right to Appeal

SNAP appeals must be received within 90 days of written notice of the local agency decision.

All other appeal requests must be received within 30 days of written notice of the local agency decision. Requests for SNAP Appeals can be made orally or in writing.

- Refusal to take my application for assistance or services
- Declaring me ineligible for assistance or services
- Declaring my household ineligible to participate in SNAP
- Suspending my assistance or services
- Refusal to take my application for SNAP benefits
- Canceling my assistance or services
- Cancelling my SNAP benefits
- Failure to take action on my request for an increase in my assistance or services
- Failure to provide expedited service on my SNAP case
- Failure to render a decision on my application for assistance or SNAP benefits within the allowable time limit
- Awarding me insufficient assistance
- Decreasing my SNAP benefit amount
- Decreasing my assistance
- Decreasing my services

How to File an Appeal

Send a written request to your local SNAP office or mail to the Virginia Department of Social Services, Attention: Hearing and Legal Services Manager, 801 East Main St., Richmond, VA 23219 or call 800.552.3431.

References

- **City of Alexandria:** alexandriava.gov/DCHS
- **USDA:** fns.usda.gov
- **Virginia:** commonhelp.virginia.gov
- **SNAP Manual:** dss.virginia.gov

Updated August 2023

This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture. The contents of this publication do not necessarily reflect the view or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products or organizations imply endorsement by the U.S. Government.

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