

SNAP APPLICATION ASSISTANCE GUIDE



PARTNERS FOR A HUNGER-FREE OREGON

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Table of Contents

APPLICATION ASSISTANCE PROCESS STEPS	2
APPLICATION ASSISTANCE STEPS	3
REVIEW: INCOME GUIDELINES	3
REVIEW: ARE YOU A STUDENT OF HIGHER EDUCATION?.....	4
REVIEW: ELIGIBILITY CRITERIA	4
ASSIST THE STUDENT IN COMPLETING APPLICATION (ONLINE OR PAPER)	6
<i>Tips and important things to know about the online application.....</i>	<i>7</i>
OPTIONS FOR SUBMITTING APPLICATION	9
OFFER FOLLOW-UP ASSISTANCE.....	10
ENDING THE PROCESS (FINAL STEPS IN APPLICATION ASSISTANCE)	10
ADDITIONAL RESOURCES	12



APPLICATION ASSISTANCE PROCESS STEPS

To assist a student with SNAP information and assistance, please follow these steps:

In-Person Application Assistance Steps

1. Review income guidelines with interested student.
2. Review the student of higher education qualifications.
3. Review student eligibility with student.
4. Walk student through the online or paper application and help them to complete it.
5. Offer options for submitting the application and help them to complete the application submission process.
6. If possible, provide follow-up support. If you are able to provide follow-up support and the student requests it, contact the student in one week to make sure everything is going okay with their application and help troubleshoot if there are any issues.
7. Let the student know what to expect next in the process once they've submitted their application.
8. Let the student know they can advocate for their SNAP case!

APPLICATION ASSISTANCE STEPS

1. REVIEW THE INCOME GUIDELINES WITH THE STUDENT.

a. Income Guidelines:

In order to qualify for SNAP benefits your households' (all people you are applying for SNAP with) gross income must be at or below these income guidelines.

Persons in Family	Annual	Monthly
1	\$23,616	\$1,968
2	\$31,896	\$2,658
3	\$40,188	\$3,349
4	\$52,520	\$4,040
5	\$61,503	\$4,731

b. What counts as income?

- Earned income- such as, gross earned income from employment.
- Unearned income- such as, income from cash assistance programs (like TANF), Social Security, unemployment insurance, disability, child support, some financial aid (if it used for personal expenses outside of paying for tuition, school materials, or school fees, etc.), scholarships through the Veteran Administration and other private scholarships.

c. What is a household?

- A household is anyone you buy, prepare and cook food with the majority of the time.

d. Two important questions to ask students include:

Are you 21 or younger and living at home with your family?

- If you are 21 or younger and living at home with your parents or guardians, they are considered a part of your household and you must apply for benefits with them.

Are you participating in a school meal plan?

- If your meal plan pays for less than half of your meals per week and you qualify for SNAP in other ways, then your meal plan won't affect your eligibility.
- If your meal plan pays for 51% or more of your meals, then you are not eligible for SNAP.

2. REVIEW: ARE YOU A STUDENT OF HIGHER EDUCATION?

To be considered a student of higher education the person must:

- Be 18 years of age or older but under the age of 50
- Attending an institution of higher education
 - University, Community College, Vocational or technical school—that requires a GED or high school diploma
- Be enrolled at least half-time, as defined by the institution
- If you do not meet all of three of these, you do not need to meet one of the additional student criteria when applying for SNAP.

3. REVIEW STUDENT ELIGIBILITY CRITERIA WITH THE INTERESTED STUDENT.

Why are you going to school and what is your intended job after completing your education?

- To be eligible for SNAP by meeting this criteria, you will be asked to explain your employment goals and how your educational plan will help you achieve these goals. DHS wants to understand the link between your education and a specific job.
- During your interview with a DHS worker, you will need to share the reason you are going to school and how it is related to a job you want to have after you complete your education. You need to share a specific job that could get from your education.
- The education program you are pursuing must be intended to be completed in 4-years or less. You don't actually have to complete it in four years, but that's the "typical" length of time for your program.
- If you qualify with this criteria, you won't have to work 20 hours a week in order to qualify for SNAP.

If the above criteria does not apply to the student then ask the following questions:

e. Have you been awarded work-study?

- You do not need to have a position secured when you apply, but you need to intend to find a position in the coming school term. You will likely need to provide your work study award letter.
- If yes, you are exempt from meeting the 20 hour a week work requirement and may be eligible for SNAP!

f. Are you currently caring for a child under six or are you a single parent caring for a child under the age of 12?

- If yes, you are exempt from meeting the 20 hour a week work requirement. The child in your care must be 5 years of age or younger.
- If single parent, you must be enrolled full time and the child in your care is between 6-11 years old.
- Please note, if you are eligible to receive SNAP benefits then you are likely eligible to receive additional assistance from Women, Infants, and Children, also known as WIC, if you are caring for a child 5 and under.
- You can always apply for and receive SNAP benefits for children that you care for even if you do not qualify for SNAP yourself.

g. Are you working on average at least 20 hours a week?

- If yes, you may be eligible for SNAP!
- Please note, you must provide proof of work to DHS when applying for SNAP. If your work schedule fluctuates weekly, but averages out to 20 hours a week, then you are still considered as meeting the work requirement.
- Working in either a paid or unpaid internship or externship does not count towards these 20 hours of work.

h. Are you participating in a WIOA approved program, or Eligible Training Provider list?

- This list is organized by school, so search for your school and see if your program is on there.
- <https://www.wioainoregon.org/eligible-training-providers.html>

- i. **Are you receiving unemployment?**
 - If yes, you are exempt from meeting the 20 hour a week work requirement and may be eligible for SNAP!

- j. **Are you receiving TANF (cash assistance)?**
 - If yes, you are exempt from meeting the 20 hour a week work requirement and may be eligible for SNAP!
 - DHS should have this information on file.

- k. **Are you unable to work the full 20 hours a week and go to school due to physical or physiological difficulties (this may include anxiety, depression, and PTSD)?**
 - If yes, you are exempt from meeting the 20 hour a week work requirement and may be eligible for SNAP!
 - Please note, if you express you face barriers to meeting the 20 hour a week work requirement, providing a letter or note from your doctor, a health care provider, counselor, or someone providing you with support services for school can help DHS employees determine your eligibility.
 - Physical or physiological difficulties can include, but are not limited to, suffering from depression, anxiety, or physical disabilities.

Be prepared to answer other frequently asked questions (See the SNAP Fact for Students FAQ sheet for more common questions & answers)

4. ASSIST THE STUDENT IN FILLING OUT THE APPLICATION.

Online Application:

- If student is completing the online application, assist the student with filling out the SNAP questions. The online application will automatically pull up relevant questions based on answers provided.

Access the online application via this link: <https://apps.state.or.us/onlineApplication/>

- **The online application is only available in English.**
- The online application is only for SNAP. If someone is interested in applying for TANF (Temporary Assistance to Needy Families or cash assistance), Employment Related

Daycare (ERDC) along with SNAP, then they should fill out and submit the paper application.

- The online application can take from 20-45 minutes to fill out, depending on how much information you have to enter.

Tips and important things to know about the online application:

1. If it is the student's first time filling out the application, they will need to create an account to apply for benefits. They should hold onto this account information because they will need this information to complete the SNAP application process with DHS and can continue accessing this account in the future.
2. The online application can be saved and returned to and filled out later. Make sure once all questions are completed to submit the application. Once submitted the application will automatically go to Oregon Department of Human Services and start the application process.
3. You do not need your Social Security number to complete the online application, though you will need it for your interview. DHS does not need your Social Security number or citizen status if you are applying for someone else (like a child or other family member).
4. If a student clicks yes, I am a student, the page will expand to ask student specific questions, such as:
 - a. Are you a full-time or half-time student?
 - b. Do you have a work-study job?
 - i. If a student has been awarded work-study and intends to work in a work-study job in the coming school term, then they should click yes to this question.
 - ii. The student should be prepared to provide their work-study award letter to DHS.
 - c. Is the student in a Workforce Investment Act (WIA) program (also known as WIOA)?
 - i. The list of these classes can be found at the link below, this list is organized by school, so search for your school and see if your program is on there.
 - ii. <https://www.wioainoregon.org/eligible-training-providers.html>

5. If the student does not know the exact amount of their income, or if the amount they earn from work fluctuates, they need to do their best to provide an estimate. DHS will ask for proof of income during the interview, such as paystubs from the last 30-days.
6. **Shelter costs:** you will need to fill in how much you pay for rent, or mortgage, etc. Providing housing cost helps qualify a person to receive a shelter deduction on their SNAP case which may help them receive more benefits.
7. **Utilities:** In the shelter cost section there is also a question about utilities. You will be asked if you pay your utilities separately from your housing and what type of heating you have.
 - a. This section is important because a person may receive deductions for different utility costs they need to pay and therefore the potential for more SNAP benefits.
 - b. If someone does pay heat as part of their rent, but they know how much of this to payment goes to heating costs, you could potentially click paid separately or clarify during the interview the amount of rent that goes towards heat.

Paper Application:

- **Assist the student with filling out the SNAP application portion of the “Application for Services” packet (pg.1-7), read pages 12-15, and sign page 15.**

If you need an application in a specific language or a DHS form you don’t have on-hand, you can access the DHS form server to download and print PDF versions of these documents.

- **Important information to fill out on pages 5 & 6:**
 - **Page 5: Housing Expenses**
 - You will need to fill in how much you pay for rent, or mortgage, etc.
 - Providing housing cost helps qualify a person to receive a shelter deduction on their SNAP case which may help them receive more benefits.
 - **Page 6: Utility Expenses**
 - You are asked if you pay your utilities separately from your housing and what type of heating you have.

- This section is important because a person may receive deductions for different utility costs they need to pay and therefore the potential for more SNAP benefits.
- If someone does pay heat as part of their rent, but they know how much of this to payment goes to heating costs, you could potentially click paid separately or clarify during the interview the amount of rent that goes towards heat.

Using the DHS form server: https://aix-xweb1p.state.or.us/es_xweb/FORMS/

1. First go to the link provided above or search DHS form server in Google (it will be the first listed link).
2. Once you get to form server you will see the search function, type in the DHS form number of the form you need to access and search.
 - i. **List of important DHS form numbers:**
 1. Self-Sufficiency SNAP Application- DHS 0415f
3. For finding a specific application in a specific language, search 0415f, then click on the link to the application you would like. There will be a list of application options (large print, English, Spanish, Vietnamese, etc.).
4. Once you select the option you would like, a PDF version will pop up that you can download and print.

5. OFFER THE STUDENT THE FOLLOWING OPTIONS FOR HOW THE APPLICATION IS TURNED IN.

Important Note: Once an application is submitted and DHS has received the application (which is immediate with the online application), the applicant has 30 days to complete the interview, turn in requested paperwork and eligibility determined. If the student misses the 30-day window, they will need to re-apply.

- **“Is the application being filled-out online?”**
 - Online applications are submitted automatically once the student clicks submit at the end of the online application.
 - After completing and submitting the application online, they will have to wait for a call from DHS during the time they listed as being available on their application. Make sure they list a time when they can answer the phone.

- When they answer the call they may be able to complete the DHS interview right then if they have time or DHS will schedule another call for the interview. Any supplemental information can be emailed by the student to the DHS caseworker.

b. “Would you like to mail in your application yourself?”

- Help the student find the address of the nearest DHS self-sufficiency office or the one they’d like to send it to. Here’s where to find DHS self-sufficiency offices: <http://www.oregon.gov/dhs/assistance/pages/localoffices.aspx>

c. “Would you like to drop off your application at a DHS office? You might be able to get a same-day appointment.”

- If yes, let the student know that they can turn in their application directly at their preferred or most convenient DHS self-sufficiency office. Mention that they may be able to receive an interview with DHS the same day they turn in their application at the office. Share the physical address of the closest or preferred DHS self-sufficiency office (see link above).

6. OFFER FOLLOW-UP ASSISTANCE

- If you are able, provide the students you help with follow-up assistance.
- The purpose of follow-up assistance is to ensure that applicants are contacted in a timely manner by DHS, are treated fairly, and are properly connect to benefits according to their eligibility.
- Follow-up assistance is important because many people are unable to complete the application process once they submit an application because of the 30-day window timeline to complete the process, it may be hard to get in touch with DHS, they are confused about the paperwork they need to submit, and other reasons.
- If the student requests follow-up support, ask for their contact information and contact them in a week and make sure everything is going okay with their application and help troubleshoot if there are any issues.

7. **ENDING THE PROCESS:**

1. If you can provide follow-up assistance, let them know you'll contact them in a week.
2. Go through what the student should expect as next steps in the SNAP application process. You could use the "How to apply for SNAP" flyer.
3. Advocate! Students have the right to advocate for themselves during and after the DHS interview. If a student feels like they've been wrongly denied SNAP, they can appeal the decision and request a hearing with DHS about their case.
4. Thank them!

Additional Resources:



- Call 2-1-1 or visit online at 211info.org
- Pre-screening for eligibility
- Individual SNAP case support - will help someone troubleshoot any issues that come up.
- Available in all Oregon counties
- English and Spanish speaking staff and access to interpreter service of over 140 languages

Multnomah County Information:

This resource is available only in Multnomah county. If a student lives in Multnomah county or can travel to Multnomah county, then they may consider using this resource.

- Multnomah County provides trained staff that will walk individuals through the application step-by-step.
- They will meet someone in-person in Multnomah county wherever they are comfortable.
- Multnomah County SNAP Application Assistance is available weekdays, weekends and evenings.
- English and Spanish speaking staff and access to interpretation services.
- **Contact Information:**
 - Call or text Multnomah County at 503-928-9689, or 503-928-9689
 - Email SNAP@multco.us,
 - visit online at multco.us/food-assistance or
 - fill out the google referral form
https://docs.google.com/forms/d/e/1FAIpQLScpcCi-mPpoBV_VlbhZuXGM8HyCFYURUFZTnPGEiltUCf7Mog/viewform

Additional Resources:



- Partners for a Hunger-Free Oregon is a state-wide anti-hunger advocacy non-profit.
- Contact Partners for a Hunger-Free Oregon for help with troubleshooting issues with your SNAP case, support and guidance with SNAP programming at your school, or for more information about SNAP application assistance trainings and outreach workshops.
- **Website:** Oregonhunger.org
- **Phone:** 503-595-5501 extension 301
- **Email:** SNAP@oregonhunger.org

