

**NOKID**  
**HUNGRY**<sup>TM</sup>

**SHARE OUR STRENGTH**

ARKANSAS PARTNERSHIP

Supplemental Nutrition Assistance Program (SNAP)

**Outreach and Training Manual**



## The Problem

Over 18% of Arkansans (1 in 6) live below poverty.

Arkansas ranks 1st in food insecurity in the U.S. (17.7% of Arkansas families).

## The Problem for Arkansas Children

The poverty rate for Arkansas children is 18.3%.

More than 166,000 (1 in 4) children in Arkansas are hungry. This is the highest rate in the nation.

## Arkansas's Current Hunger Status

In Arkansas, 77% of families who are eligible for SNAP are currently receiving the benefits.

Of the 433,000 individuals served by the 6 Feeding America Food Banks in Arkansas, only 28% are receiving SNAP benefits.

## Our Goal

Through the No Kid Hungry Campaign, we will reduce the child hunger rate to 10% by 2015. This will mean reducing the child hunger rate by 3% each year for the next five years.

One way we will do this is  
by increasing the SNAP  
participation rate to 82%.

## The Plan

The food banks in Arkansas identified local food pantries that would be able to serve as SNAP Outreach Sites.

Food pantries, faith communities, civic groups, and community leaders will be recruited to help those who receive food at local food pantries complete and submit a SNAP application.

# That's Why You're Here!

You are here because you want to reduce child hunger in Arkansas.

You are here to help eligible families sign up for SNAP.

You are here because you know that your efforts will result in healthier Arkansas kids and a healthier Arkansas economy.

## SNAP Volunteer Expectations

After completing the training, SNAP Volunteers are expected to:

- Help eligible families complete and submit SNAP applications.
- Give applicants information they need to complete the process. This would include the SNAP application process timeline and contact information so that they can contact the appropriate person at the appropriate time.
- Keep information about the applicants confidential.

## The Process

You will have access to a computer and to the Internet at your local food pantry.

You will interview people who come for food to determine whether they are currently receiving SNAP benefits, their eligibility, and an estimate of their monthly SNAP benefits.

# Why DON'T or CAN'T families sign up for SNAP?

- They don't think they are eligible.
- They don't think the benefits will be worth all the paperwork.
- They don't want to be on welfare.
- They don't want to be stigmatized when they check out at the grocery store.
- They don't have transportation to get to a DHS office.
- They work during the time that DHS offices are open.
- They have had a bad experience requesting assistance.





Myths About SNAP...	The Reality...
SNAP is a Welfare program.	Most of the SNAP participants have income. Most people who work at low-wage jobs can qualify for nutrition assistance.
You can't receive SNAP benefits if you own a car, have assets, or have a checking account.	A household can have up to \$2,000 in assets such as bank accounts in addition to a home and a car. In Arkansas, one car is totally excluded from consideration of eligibility.
The amount of the benefit is not worth completing the paperwork.	The average benefit for each individual is \$122.59. A family of four may receive up to \$668 per month.
Everyone will know that I receive SNAP when I check out at the grocery store.	Participants in the SNAP program get an Electronic Benefit Transfer (EBT) card that works like a debit card linked only to their SNAP account. Only the recipient knows the PIN number required to use the card.



# SNAP Eligibility Requirements

Participants in the Supplemental Nutrition Assistance Program is limited to U.S. citizens and certain legally admitted non-citizens. Participants must also be a resident of Arkansas and have a Social Security Number.

## What is a Lawful SNAP Household?

A household is normally composed of individuals who live together and purchase food and prepare meals together.

## The following individuals are NOT part of a SNAP Household:

- Boarders
- Ineligible Students
- Disqualified Persons
- Residents of Certain Institutions

## Work Registration

All able-bodied individuals age 18 to 59 who are not otherwise exempt must register for work. Exemptions are granted for school attendance, full-time employment, disability, care of a dependent under the age of six, and care of a disabled dependent of any age.

## Categorically Eligible Households

Categorically eligible households do NOT have to meet income or resource limits. Categorically eligible households include:

- Any household with at least one member who receives TEA benefits
- A household where all members receive SSI benefits.

## Resources

The value of non-exempt resources cannot exceed **\$3,000** for households with at least one member that is at least 60 years old or disabled.

The resource limit is **\$2,000** for all other households.





## Counted Toward Resource Limit:

- Cash on hand and in bank and credit unions (less income received that month)
- Stocks and bonds
- Real property other than the home (unless excluded)
- Savings certificates
- Some vehicles

## Excluded From Resources Are:

- A home
- Some non-home properties if they produce income or if the income is determined to be inaccessible
- 1 vehicle
- Any vehicle used for transporting a physically disabled household member
- Income-producing vehicles
- Vehicles used for self-employment
- \$4,650 of value of vehicle for each employed person and student
- Life insurance
- Burial spaces
- Irrevocable burial arrangements
- Tax Preferred Retirement Accounts
- Certain Educational Savings accounts



## Changes to the Application process

Arkansas has made the SNAP application process easier. Now, the application can be completed online and telephone interviews can be arranged with caseworkers instead of face-to-face interviews.

## A SNAP Volunteer can:

- Ask and encourage eligible families to apply for SNAP benefits.
- Help an eligible family complete the SNAP application.
- Provide the family with contact information

## SNAP Promotional Materials

Promoting the SNAP program at your agency and throughout your community can help spread the word about the program. You can find additional SNAP outreach materials online:

- From the Food Research and Action Center:  
[www.frac.org/snapfood-stamps-outreach-and-access-toolkit](http://www.frac.org/snapfood-stamps-outreach-and-access-toolkit)
- From the United States Department of Agriculture:  
[www.fns.usda.gov/fsp/outreach](http://www.fns.usda.gov/fsp/outreach)

# Thoughts for Those Doing SNAP Outreach

Know the population you are serving. Make sure that outreach and promotional materials are appropriate and targeted for your community. Outreach materials might include fliers, brochures, posters, and magnets.

Organize focus groups with SNAP applicants and recipients to gather information about barriers, opportunities, and local needs and to test outreach materials and messaging.

Develop a working relationship with your local DHS County Office so that you can ask questions and work together on issues that arise.

## Working at a Local Outreach Ministry

- When a person comes in for help, find out if they receive SNAP benefits.
- If they do not, ask if you can help them complete an application.
- If they need to get information before completing the application, agree on a follow-up meeting.

## Pre-Screening

To determine if the household is eligible, go to the “Am I Eligible?” Page of ACCESS Arkansas: [www.access.arkansas.gov](http://www.access.arkansas.gov)

You can calculate an estimate of their benefits before applying by visiting the Federal SNAP Website: [www.snap-step1.usda.gov/fns](http://www.snap-step1.usda.gov/fns)

**The online SNAP application can be found at [www.access.arkansas.gov](http://www.access.arkansas.gov)  
If volunteers have questions helping an applicant, please call 1-800-482-8988**

## SNAP Application Process Timeline

When an application is stamp dated, the DHS County Office is bound by certain timelines. The County Office Must:

- Schedule an appointment within 20 days. If the application is completed on-line, they should receive a call within two days. They may either complete the interview or schedule a time for a telephone interview.
- Either approve the application by the 27th day or deny the application by the 30th day after the application has been completed.

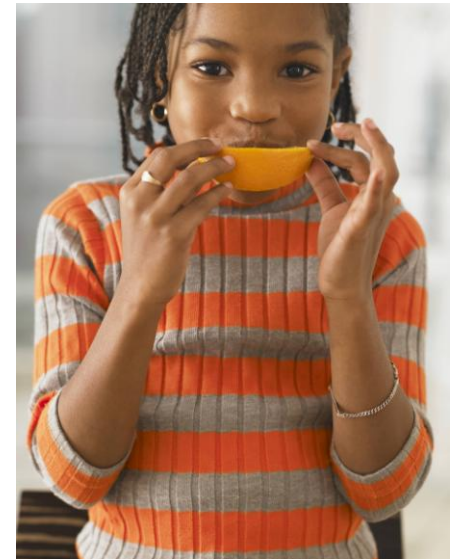
# Who Applicants Should Call with Questions

When the application has been received, a case worker will call. It is important for the applicant to keep the case worker's name and phone number. That is the first person to call with questions.

If the process is not moving as described above, the applicant should call the Client Assistance Line. In Central Arkansas, the number is (501) 682-8993. The state toll-free number is 1-800-482-8988.

## Things Applicants Will Need for the Application Process

- Valid identification
- Proof of residence
- 2 check stubs or unemployment allowance statement
- Social Security numbers for every household member
- Recent Bank Statement
- Medical Bills for anyone who is disabled in the household





# Completing the Application

The SNAP Request for Assistance can be found and completed online at [www.access.arkansas.gov](http://www.access.arkansas.gov)

## Request for Assistance

- Contact Information
- Full Name
- Social Security number
- Date of Birth
- Work Phone
- Mailing Address (including zip code)
- Phone number (cell or home)
- Residence Address (including zip code)
- E-mail address (you may create one online)

# What services are you receiving?

## Supplemental Nutrition Assistance Program (SNAP)

- Are you currently receiving SNAP benefits?

## Transitional Employment Assistance (TEA) for Households with Children Under 18

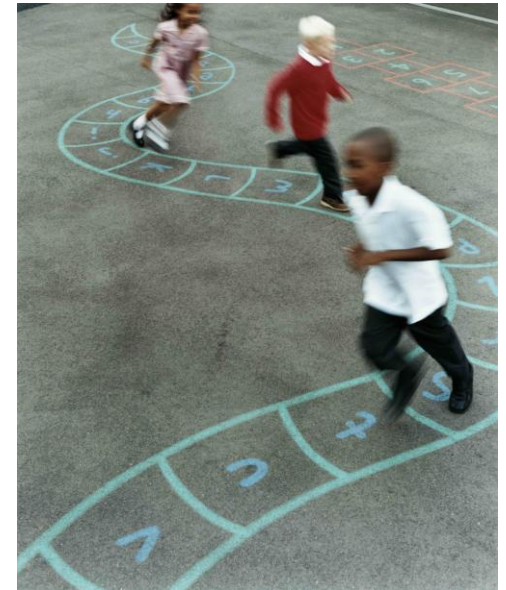
- Are you currently receiving TEA?
- Do you have a child under 18 living in your home?

## Medicaid for:

- Me
- My Children
- Other (explain)

## If you checked “Other,” where does this person live?

- With you
- Nursing Home
- Other (Please explain)



## Request for Assistance (continued)

Do you or anyone in your household have unpaid medical bills from the past 3 months?

Are you or your children currently receiving Medicaid or ARKids?

Are you or any member of your household pregnant?

Do you have a chronically ill child?

Are you or anyone else in your household disabled?

Has anyone in your household been screened for breast or cervical cancer and have been found to currently need treatment?

Are you or anyone in your household covered by a health insurance policy?  
If yes, who?

## Request for Assistance (continued)

Have you or anyone in your household received assistance in another state?

If yes, check all that apply: \_\_\_ SNAP \_\_\_ TANF \_\_\_ Medicaid

Do you have or have you ever had an electronic benefits transfer (EBT) card in Arkansas?

If yes, do you currently have the card?

Have you or any household member been found guilty of or pled guilty or *nolo contendere* (no contest) to a felony conviction involving the manufacture or distribution of a controlled substance?

Would you like to register to vote?

List all the people who live in your home with the following information:

- Social Security Number
- Name (First, middle initial, last)
- Birthdate
- Relationship to person completing the application
- U.S. Citizen?

# Ethnicity Declaration

DHS is required to ask for racial and ethnic data on households applying for or participating in SNAP. You are not required to complete this section in order to receive assistance. If you are approved, your benefit level will not be affected by your decision to complete or not complete this section. DHS encourages you to answer these questions.

Are you Hispanic or Latino? (select only one)  Yes  No

What is your race? (Select one or more)

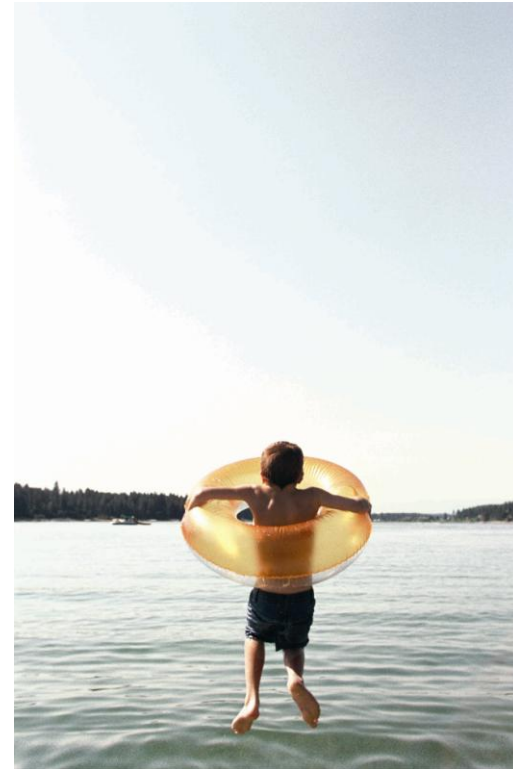
- American Indian or Alaskan Native
- Asian
- Black or African American
- Pacific Islander or Native Hawaiian
- White
- Other



# Income

Please check each type of income that you and/or anyone living in your home receives:

- Wages/Salary Earnings
- SSA or SSI Income
- Retirement/Pension/Annuity
- Child Support/Alimony
- Railroad or Veteran's Benefits
- Unemployment Benefits
- Worker's Compensation/Sick Pay
- Self-employment Income
- Military Allotment
- Income from Rental Property
- Training Allowances
- Interest Income
- VISTA Program Income
- Cash Contributions
- Other



# Resources

Please check each type of resource that you and/or anyone living in your home has:

- |   |   |
|---|---|
| <input type="checkbox"/> Checking/Savings Account | <input type="checkbox"/> Car/Truck/Van                    |
| <input type="checkbox"/> Trust Fund               | <input type="checkbox"/> Boat/Motor/Trailer               |
| <input type="checkbox"/> Certificate of Deposit   | <input type="checkbox"/> Stocks/Bonds/Mutual Funds        |
| <input type="checkbox"/> Christmas Club Account   | <input type="checkbox"/> Mobile Home                      |
| <input type="checkbox"/> IRA/KEOGH/401K           | <input type="checkbox"/> Burial Plots/Prepaid Burial Plan |
| <input type="checkbox"/> Campers/RV (Motor Home)  | <input type="checkbox"/> Real Estate (not your home)      |
| <input type="checkbox"/> Golf Cart/Go-Cart/Moped  | <input type="checkbox"/> Other                            |

Have you or anyone in your home sold or given away any resource in the past 3 months?

Have you or anyone in your home sold or given away any resource since 2/8/06?

## Expenses

Please check each type of expense that you or anyone else in your home pays:

- |   |   |
|---|---|
| <input type="checkbox"/> Rent             | <input type="checkbox"/> Insurance on Home      |
| <input type="checkbox"/> Medical Costs    | <input type="checkbox"/> Utilities              |
| <input type="checkbox"/> Mortgage Payment | <input type="checkbox"/> Babysitter or day care |
| <input type="checkbox"/> Taxes on Home    | <input type="checkbox"/> Telephone              |
| <input type="checkbox"/> Child Support    |   |

***Failure to report and verify any of the listed expenses will be seen as a statement by your household that you do not want to receive a deduction for unreported expenses.***

## Students

Is anyone in your home currently enrolled in a college, vocational school, technical school or any other training program beyond high school?

If yes, complete the following questions:

- Name of Student and School/Training Program
- Enrollment Status:  Full Time  Part Time
- Is he or she a Work-Study Program participant?

# Authorized Representative

If you name an authorized representative, this person will be able to take your place in the interview and will be able to talk to the DHS County Worker on your behalf. If you want to authorize someone to represent you, please provide the following information:

- Name
- Telephone Number
- Mailing Address (including zip code)



## Notice to Applicants

Non-discrimination policy

- How to file a complaint of discrimination

Requirement of Social Security Number to participate in the SNAP program

Participation in SNAP and the Medicaid Program is not time-limited. Participation in SNAP or the Medicaid Program will not count against a person's TEA/Works Pays time limits.

# SNAP Expedited Service

Some SNAP applicants are entitled to receive SNAP benefits within seven days. The answers to the following questions help DHS see if your household is entitled to expedited service. Answer the questions for all household members.

1. What is your household's total monthly income before deductions?

The monthly total must include money that you and other household members receive from work and money received in the form of checks or cash. Include money that you and other household members have already received so far this month and money you will be receiving before the end of the month.

2. How much money do you and other household members currently have in cash, checking accounts, savings accounts, etc.?

3. How much are your household's monthly housing and utility costs? (Regular, not past due)

# SNAP Expedited Service (continued)

*If any member of your household is a migrant or seasonal farm worker answer the following questions.*

- Did your household's income recently stop?
- Do you or anyone else in your household expect income from a new source this month?
  - If yes, how much will the income be?
  - When do you expect to receive the income?

If the application is "expedited," the county may:

- Postpone certain verification requirements.
- Verify the identity of the application.
- Ensure that the expedited applicant is participating within seven days of the application date.



# Thank you for participating!

By increasing participation in the Supplemental Nutrition Assistance Program (SNAP) we will make tremendous progress towards our goal of reducing childhood hunger in Arkansas by 10% by 2015. Healthier families mean a healthier Arkansas.





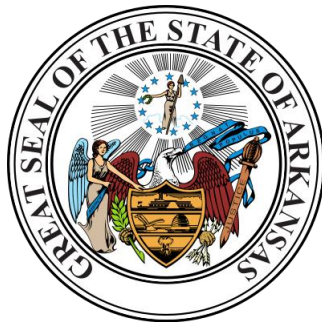
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