

SNAP OUTREACH TOOLKIT



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TABLE OF CONTENTS

02	SNAP Outreach
04	SNAP Outreach Calendar
05	SNAP Outreach Partners
06	SNAP Outreach Activity Report
07	SNAP Outreach Billing Form
08	What is SNAP?
09	Applying for SNAP
10	Application Process
11	Elements of SNAP Eligibility
12	SSP, APD and AAA Offices
13	Able-Bodied Adults Without Dependents
15	Non-Citizens
16	Students
17	Reporting Requirements
18	EBT Cards
19	Benefits to Receiving SNAP
21	Additional SNAP Information
22	Contact Us

SNAP Outreach

SNAP outreach is a joint effort between ODHS and local agencies and community organizations to educate and support SNAP recipients and applicants.

Outreach can help improve access to SNAP resulting in multiple benefits for participants, states, and communities.

SNAP Outreach Partners Help Clients:

- Complete SNAP applications
- Gather information or documents for client verifications
- Understand the application process
- Remain eligible for SNAP by helping with the recertification process
- Dispel myths about the SNAP program



SNAP Outreach

The USDA Food and Nutrition Services reimburses contracted SNAP Outreach Partners for up to 50% of allowable administrative cost, including outreach activities. These are paid through ODHS.

What is an Allowable Activity?

- SNAP Eligibility Pre-Screening
- SNAP Application Assistance
- Outreach Community Events & Workshops
- Informational Websites & Social Media
- Toll-Free Information Phone Line
- Development of Printed Educational Materials
- Outreach Providing Information to Eligible Populations



For Example

Pre-screening exposes program eligibility information to people most in need.

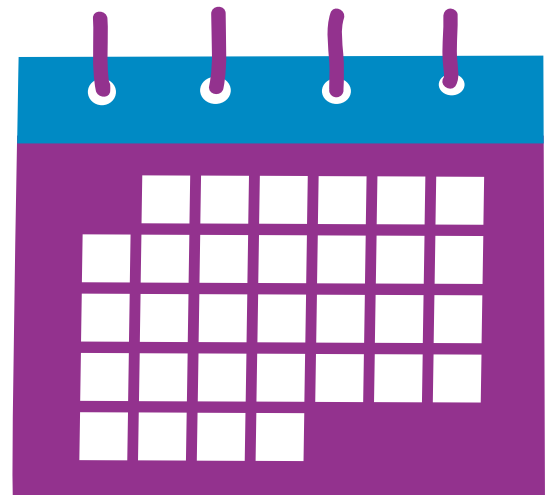
Pre-screening and application assistance together can help likely eligible low-income households fill out an application if they choose to apply.

SNAP Outreach Calendar

Quarter	What's Due?	When?
Q1 (October - December)	Activity Report & Billing Form due to ODHS SNAP Outreach	January 15th
Q2 (January - March)	Activity Report & Billing Form due to ODHS SNAP Outreach	April 15th
Q3 (April - June)	Activity Report & Billing Form due to ODHS SNAP Outreach	July 15th
Q4 (July - September)	Activity Report & Billing Form due to ODHS SNAP Outreach	October 15th

Annual SNAP Outreach Proposals

SNAP Outreach proposals for new and existing partners are due each year by June 1st. Proposals include the proposal and budget template which are provided beforehand by the SNAP Outreach Coordinator.



SNAP Outreach Partners

Goodwill of Lane and South Coast Counties, Trysta Duquette - trystad@goodwill-oregon.org

Oregon State University, Sally Bowman - bowmans@oregonstate.edu

Clackamas Service Center, Celess Roman - celessroman@cscoregon.org

Marion Polk Food Share, Ian Dixon-McDonald - IMcDonald@marionpolkfoodshare.org

Multnomah County, Cynthia Macias - cynthia.macias@multco.us

Partners for a Hunger Free Oregon, Angelita Morillo - angelita@oregonhunger.org

211info, Candida Rojas - candida.rojas@211info.org

Centro Latino Americano, Madeline Saldana - msaldana@centrolatinoamericano.org

Family Tree Relief Nursery, Ashley Greiner - agreiner@familytreern.org

Outside In, Hannah Ozburn - hannaho@outsidein.org

Oregon Food Bank, Sandra Ponce Del Cid - sponcedelcid@oregonfoodbank.org

Casa Latinos Unidos, Angelica Giraldo - angelica@casalatinosunidos.org



William Temple House, Emily Sunderman - esunderman@williamtemple.org



SNAP Outreach Activity Report

What's Included on the Quarterly Activity Report?

- Goals, numbers served, and accomplishments.
- Challenges, Solutions, Best Practices, and Success Stories are also included.
- Activity reports help ODHS SNAP Outreach to see the successes and obstacles outreach partners experience each quarter.
- Outreach Activity Reports are due each quarter along with the billing form. The preference is for both reports to be sent in together, but it is not required.

SNAP Outreach Quarterly Activity Report

Contractor Name: *Your Organizations Name Here*

Contract # *Your Contract Number Here*

SUBMITTED BY	RETURN TO
Your Contact Information Here	SNAP Outreach SNAP.Outreach@state.or.us 500 Summer St, E-48 Salem, OR 97301

FEDERAL FISCAL YEAR	QUARTER
2022	Choose an item.

GOALS:

GOAL 1:

GOAL 2:

GOAL 3:

ACTIVITIES AND ACCOMPLISHMENTS

Activities conducted in this quarter which supports one or more of the above goals. Also, please explain how you monitored and evaluated the activities.	Goal(s) met <small>(Please indicate which goal(s) from above, the activity met.)</small>	Number Served <small>(Please indicate #'s served.)</small>
Provide SNAP information via social media, blog, and electronic newsletter.	1	# of individuals reached
Provide one-to-one support to Clients and community resource agencies via telephone, email, meetings and limited community events.	1,2	# of individuals reached

NOTE: Please add additional sections for any additional activities.

SNAP Outreach Quarterly Activity Report FFY 2022 Page 1

CHALLENGES AND SOLUTIONS

Explain any difficulties or problems you encountered meeting the goals this quarter. Explain what you did to overcome the problems.

BEST PRACTICES AND SUCCESS STORIES

Tell us about your best practices and/or success stories.

SNAP Outreach Quarterly Activity Report FFY 2022 Page 2



SNAP Outreach Billing Form

What's Needed on the Quarterly Billing Form?

- Amount requested to be reimbursed 50% during the quarter.
- Matching funds spent by the Outreach Partners during the quarter.
- Outreach Billing Form Template provided is pre-filled with the total contract budget amounts based on your proposal and with formulas to auto-populate some fields.
- Outreach Billing Form is due each quarter along with the Activity Report. The preference is for both reports to be sent in together, but it is not required.

SNAP Outreach Billing Form

Contractor Name: **Example**
AP Outreach Contract #: **Example**

Submitted By		Return Via Email to	
Name: Example		SNAP Outreach	
Address:		500 Summer St, E-48 Salem, OR 97301	
Phone:		503-945-5826	
Email:		SNAP.Outreach@dhs.ohs.state.or.us	

Federal Fiscal Year	Quarter	Total Contract Budget Amounts
2022	1st Q	Agency Fund: \$25,000.00
		Federal Fund: \$25,500.00
		Total Budget: \$50,500.00
	(10/1-12/31)	Total Contract: \$25,000.00

Total amount spent on Outreach for this quarter	Total requested for reimbursement for this quarter

I certify these records are accurate to the best of my knowledge and that we provided services in the amount shown above and are requesting a 50% reimbursement of those funds.
I certify that cash or in-kind donations from other non-Federal sources have not been claimed or used as a match or reimbursement under any other Federal program.

Approval - Printed Name

Approval - Signature

Date Signed

DHS Use Only					
Index:	PCA:	OBJ:	Amount Approved:	DHS Approval Signature:	Approval Date:
			\$		/ /
			\$		

Contractor Name: Example
SNAP Outreach Contract #: Example

FFY: 2022 Quarter: 1st Q

Outreach Expenditure Category	Beginning Balance	Matching Funds spent on Outreach this quarter	Federal Reimbursement requested (50%)	Total Outreach Expenses this quarter	Ending Balance
Personnel				\$0.00	\$0.00
Copying/Printing				\$0.00	\$0.00
Internet/Telephone				\$0.00	\$0.00
Equipment and other capitol				\$0.00	\$0.00
Supplies and Non-Capital Expenditures				\$0.00	\$0.00
Building Space				\$0.00	\$0.00
Other Direct Costs				\$0.00	\$0.00
Travel -Long Distance				\$0.00	\$0.00
Travel - Local				\$0.00	\$0.00
Contractual				\$0.00	\$0.00
Indirect Cost*				\$0.00	\$0.00
Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

*You must have a federally approved Indirect Cost rate. If you do not, you can only use up to 10%.

What is SNAP?

The Supplemental Nutrition Assistance Program (SNAP) offers nutrition assistance to millions of eligible, low-income individuals and families, and provides economic benefits to communities.

SNAP is the largest program in the domestic hunger safety net.

Eligibility for SNAP?

Eligibility for SNAP depends on things like the number of people in the household, countable income and allowable costs.

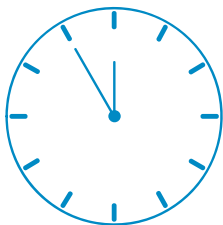


Costs for things like shelter, utilities, dependent care and child support are taken into consideration.

If there is a person older than 60 or who has a disability, out of pocket medical expenses are also considered.



Interviews are conducted to gather all required information. Once the interview is completed, if eligible, benefits are issued via an Electronic Benefit Transfer (EBT) card that is used like an ATM or bank card to buy food at most grocery stores. Regular SNAP benefits are issued at the beginning of the month.



Income includes money earned from work or self-employment or money from other sources like payments from the VA, SSA, pensions, and unemployment.

Applying for SNAP

How to Apply



Online **Recommended:** <https://oregonhunger.org/apply-for-snap/>
This requires creating an account through the applicant portal. In addition to SNAP a person may also request other benefits like medical, child care, cash benefits and domestic violence assistance.



Phone: 503-945-5600 to file a request over the phone.



Paper: An application can be picked up from a local ODHS office or be mailed to their address if requested.



The Application Process

- Establish a filing date
- Submit a completed application
- Interview with an eligibility worker
- Collect and submit requested verification
- Eligibility is determined and benefits are issued

Application Process Explained

Filing Date: The SNAP application process begins with the filing date. This means that a person is requesting SNAP benefits and is the date a signed request for SNAP including the participant's name, address, and signature is received by ODHS. This means if the name, address, and signature are received on a weekend, holiday or after normal business hours, the filing date will be the next business day. This date starts the application process and timeline. All applicants should be encouraged to set a filing date as soon as possible. Every office has a process for screening the filing page or application to determine if the applicant meets expedited service criteria.

Submit a Completed Paper or Online Application: Some applicants may turn in a filing page or they may drop off a complete application. If an applicant drops off a filing page, they will still need to complete and sign an application. For an application to be considered complete, all questions pertaining to SNAP must be answered and the application must be signed.

Interview with an Eligibility Worker: The intake interview is the time to go over the application and clear up any questions. If there are things that are questionable, unclear, or are needing verification, a pending notice will be given (or mailed) to the applicant after the interview. Interviews may be conducted in person or over the phone.

Collect and Submit Requested Verification: Some applicants submit all the proof they need either before or during the interview. Most applicants will need to send or bring in other verification after the interview. A pend notice informs the applicant of verification needed for the worker to make an eligibility decision. This notification includes the application expiration and due date.

Eligibility Decision: For individuals found eligible for SNAP, the worker will take action to issue benefits. An approval notice is sent to the participant. If a person is not found eligible, a denial notice will be sent.

Elements of Determining SNAP Eligibility

- 1.** **Household Composition** - Members of the household. How many people are in the home? Who purchases and prepares meals together?
- 2.** **Citizenship, Residency, and Identity** - For SNAP, individuals must meet citizenship criteria and must provide proof of identity. Applicant must be an Oregon resident.
- 3.** **Income** - Individuals must meet income standards based on the federal poverty level (FPL). Income from a job, self-employment, disability benefits, unemployment, and more may be counted on the SNAP case. Income limits change twice per year. For the most updated information, please contact ODHS.
- 4.** **Deductions** - Households may be eligible for utility, shelter, medical, childcare, paid child support and standard deductions.

For participants who do not have a permanent night-time residence, but still have cost for shelter, a Homeless Shelter Deduction will be assessed for the case.
- 5.** **Students of Higher Education** - Students of higher education must meet additional requirements to be eligible for SNAP.

SSP, APD, and AAA Offices

What's the Difference?

No Wrong Door Policy

Applicants can apply for benefits online, by mail, fax, or drop-off at any ODHS office, including APD/AAA offices.

When a person applies online, the application is automatically routed to the assigned office. If a person does not apply online, the case will be transferred after it is processed if it belongs in a different area unless a different arrangement has been made with the participant.

Self-Sufficiency Programs (SSP)

- Serves adults and families
- Offers food, cash, child care, domestic violence, and refugee services.
- Have a commitment to offer same-day/next-day interviews for SNAP
- Some areas use Virtual Eligibility Centers (VEC) for over-the-phone services.
- Store Front Offices (SFO) are also available throughout Oregon for walk in services.

Adults and People with Disabilities (APD)

- Serves adults 65 years and older, including some disabled households.
- Offers food, Medicaid, and caregiver information and assistance.
- Can complete applications over the phone with the customer.
- There are no APD Processing Centers

Area Agencies on Aging (AAA)

- Serves the same population as APD.
- Provides a comprehensive and coordinated system of services to older adults and adults with disabilities in a planning and service area
- Offices are run by counties and not the State
- Can complete applications over the phone with the customer
- There are no AAA processing centers.

Able-Bodied Adults Without Dependents (ABAWD)

An ABAWD is a SNAP participant who is age 18 but not yet 52 and does not have any children under age 18 in their SNAP filing group.

A person who is considered ABAWD must either meet work requirements or have an exemption in order to receive SNAP for longer than 3 months in a 3 year period.

A SNAP participant who meets any of the following is exempt and **not** subject to ABAWD work requirements:

- Unable to work due to a physical or mental health reason
- Pregnant
- Homeless
- Veteran
- Under the age of 25 and formally in foster care
- Working and earning at least \$935.25 per month (equal to 30 hours a week x federal minimum)
- Self-employed at least \$935.25 per month with no cost or \$1,870.50 per month with cost
- In JOBS while receiving Temporary Assistance for Needy Families (TANF)
- Getting Unemployment insurance or who have applied and have not been denied
- Getting money due to being disabled
- Participating in an alcohol or drug treatment program
- Unable to work because they must care for an incapacitate person
- Students at least half-time

ABAWD continued...

What is an ABAWD required to do?

To maintain eligibility for SNAP benefits for more than 3 months in the 3 year period an ABAWD must complete and document participation in one of the following each month:

- Working (paid or unpaid) for at least 80 hours per month
- Supervised work search
- Participate in a Workforce Innovation Opportunity Act (WIOA) program
- Displaced worker programs under section 236 of the Trade Act of 1974
- Approved work programs for Veterans
- Approved training programs
- Workfare – where you volunteer at a private or public non-profit agency.
- Participate in a combination of work or qualifying work programs for at least 80 hours a month.



SNAP Training and Employment Program (STEP)

SNAP participants who are not identified as an ABAWD can participate in the SNAP Training and Employment Program (STEP).

Non-Citizens

Many non-citizens may be eligible for SNAP benefits if they are one of the following:

- Refugees, Cuban/Haitian Entrants, Asylees, Amerasian immigrants, individuals with deportation or removal withheld, Hmong or Highland Laotians, victims of human trafficking, parolees for at least one year, conditional entrants, North American Indians born in Canada and members of federally recognized tribes;
- Honorably discharged U.S. veteran, the spouse and unmarried dependent children;
- Non-citizens on active duty in the U.S. military service, the spouse and unmarried dependent children;
- Non-citizens paroled into the U.S. for at least one year;
- Certain battered immigrants and their children or parents; and
- Lawful Permanent Resident (LPR) in the U.S. for 5 years
- LPR with certain disability benefits
- LPR with 40 qualifying quarters
- LPR under age 18

Important

Participating in SNAP **does not** affect a person's immigration status and/or ability to become a United States citizen or lawful permanent resident.

Applying for or receiving SNAP benefits does not make the participant a public charge and will not be considered in a public charge determination.

Applying for or receiving SNAP will not affect the participants ability to:

- Remain in the United States,
- Get a Green Card/Lawful Permanent Resident Status,
- Keep a Green Card/Lawful Permanent Resident Status, or
- Become a United States citizen.

Ineligible non-citizens, can apply for SNAP on behalf of eligible immigrants or U.S. citizens in their family, even if they do not want to apply for benefits for themselves. This would not effect their immigration status.

Students

Generally, students 18-49 attending an institution of higher education (i.e., college, university, trade/technical school) more than half-time are only eligible for SNAP if they meet a special circumstance (called exemptions).

The institution of higher education determines what is considered 'half-time' enrollment. In Oregon, there are many ways for students of higher education to meet an exemption.

These include:

- Be working or self-employed working more than 20 hours per week
- Participating in federally or state funded work study
- Receiving Temporary Assistance to Needy Families (TANF)
- Receiving Unemployment Compensation
- Be in school because of employer-sponsored training
- Participating in an Employment Department Training Program
- Be enrolled in a program or course of study that would lead to employment
- In a one- or two-parent home, be responsible for the care of a child under the age of 6
- In a one- or two-parent home, be responsible for the care of a child who has reached the age of 6 but is under age 12 and ODHS has determined that adequate child care is not available to enable the student to attend class or work at least 20 hours a week
- Be a single parent enrolled responsible for the care of a child under age 12

Students who meet an exemption must also meet all other SNAP eligibility requirements.



Reporting Requirements

Simplified Reporting System (SRS)

The most common reporting system is the Simplified Reporting System. When a participant is placed in SRS they have to report less often once their case is open.

- In SRS, during the certification period, the filing group is required to report income only when it exceeds 130% of the poverty guideline.
- SNAP certifications are 12 months long, or 24 months for those who are elderly or disabled with no earned income.
- Half way through the certification a periodic review is required.
 - For SNAP cases certified for 12 months, this will be during month 6.
 - For SNAP cases certified for 24 months, this will be during month 12.

Other Items to Report

Other items participants may want to report that could potentially increase benefits are:



- Changes in deductions (rent, requirements to pay utilities, reduction in income, child care costs, requirement to pay court ordered child support or medical deductions)
- Change in address. While not required, it is recommended that individuals report any changes in their mailing address to ensure there is not a break in benefits.
- ABAWDs are required at all times to report when they are no longer meeting work requirements.

Electronic Benefits Transfer Card (EBT)

How it is Used

Once benefits are approved by the eligibility worker, benefits will be issued to the EBT card.

Initial EBT cards can be obtained at ODHS storefront offices.

A PIN is selected by the individual and the card is used in a similar way to a debit card.

Where EBT Can be Used

EBT cards can be used at most grocery retailers, including online such as Amazon and Walmart, to purchase food items. SNAP benefits can only be used to buy food.

Replacing an EBT Card

EBT cards are issued to participants during their application process.

When a person loses their EBT or it is stolen, they will need to call the replacement line and have their card replaced via mail. There are some exceptions when the card can be replaced in the offices.

If a person's card is damaged and no longer works, they can take the card into the office and as long as it is identifiable as their card, it can be replaced in the office.

EBT Replacement Line

1-855-328-6715

The EBT card replacement line is open

Monday through Friday from 8:30am to 4:30pm

Benefits to Receiving SNAP

Free or Discounted Internet

Affordable Connectivity Program (ACP), provides eligible households \$30 per month off their internet bills. ACP-eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers.

<https://www.affordableconnectivity.gov/do-i-qualify/>

Double Up Food Bucks

Get more fruits and vegetables when a household spends SNAP dollars at participating farmers markets. It's easy with Double Up Food Bucks! For example, if you spend \$20 of your SNAP dollars at a participating farmers market, we will give you another \$20 to buy more locally grown fruits and vegetables.

<https://doubleuporegon.org/>

Head Start Preschool

Families receiving SNAP benefits are now eligible for Head Start! Head Start is a comprehensive pre-school program for children ages 3-5 that prepares them to succeed in school and beyond at no cost to eligible families.

www.ohsa.net/enroll

Free or Reduced Price School Meals

Free or reduced prices school lunches families who receive SNAP or TANF. Eligibility information can be electronically transferred from the Oregon Department of Human Services to a child's school. As long as one child in the household participates in SNAP or TANF, all other children in the household can get free school lunch. Please call your school for more information.

Benefits to Receiving SNAP

WIC - Women Infants and Children

Food benefit available to women, infants and children under 5 years old. WIC provides fruits, veggies, milk and more as well as connects families to nutrition education and breastfeeding support.

healthoregon.org/wic

Oregon Telephone Assistance Program

A reduction of your phone bill and a cut in the cost of new phone service by as much as one-half. Call the Oregon Telephone Assistance Program (OTAP) and Link-Up America at 1-800-848-4442. <https://doubleuporegon.org/>

Museums for All

Through Museums for All, those receiving SNAP benefits can gain free or reduced admission to more than 1,000 museums throughout the United States simply by presenting their EBT card.

<https://museums4all.org/>

Discounts on Energy Bills

Most energy companies in Oregon offer monthly bill discounts for income qualified residents. Customers should reach out to their area-specific energy company for further information.

Job Search Assistance - STEP & ABAWD

Assistance with job search, including training and employment programs.

<https://worksourceoregon.org/contact>

Additional SNAP Information

SNAP Call Center

The SNAP Online Application Call Center provides critical support to customers who need assistance completing the SNAP online application. The call center offers support for the application and provides local office contacts and locations.

For support, call: 1-855-626-2050
Open Monday through Friday 8:00am - 5:00pm
Email: Oregon.Benefits@odhsoha.oregon.gov

Available Brochures

Outreach brochures can be ordered online through:
<https://form.jotform.com/60527271921958>

Form Number	Form Name	Available Languages
DHS 0848	SNAP Reporting your Expenses May Increase your Food Benefits	English, Chinese, Russian, Somali, Spanish and Vietnamese
DHS 0849	SNAP Claiming your Medical Expenses May Increase your Food Benefits	English, Chinese, Russian, Somali, Spanish and Vietnamese
DHS 9208	More Reasons to Sign Up for SNAP	English, Chinese, Russian, Somali, Spanish and Vietnamese
DHS 9213	Eating Right When Money's Tight, a Guide for Seniors and People with Disabilities	English, Chinese, Russian, Somali, Spanish and Vietnamese
DHS 9216	Know Your Rights, Client Bill of Rights	English and Spanish
DHS 9221	Spread the Word: Healthy Food Within Reach	English, Chinese, Russian, Somali, Spanish and Vietnamese

Contact Us

Outreach to our communities and working with local offices statewide is an essential part of the work we do to keep healthy food on the table of low-income families and individuals. Educating applicants about the program, its requirements, and office navigation helps reduce “churn”.

If you are interested in, or are already doing this kind of work and are not currently a partner with ODHS, please contact:

Statewide SNAP Outreach Coordinator
Oregon Department of Human Services
SNAP Program 500 Summer St, E-48
Salem, Oregon 97301

SNAP.Outreach@odhsoha.oregon.gov



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