

Your Supplemental Nutrition Assistance Program (SNAP) Rights in Ohio

YOU HAVE THE RIGHT TO:

- **RECEIVE AN APPLICATION WHEN YOU ASK FOR ONE.**
You will be given an application right away if you come in. If you call, you will be mailed an application the same day.
- **TURN IN YOUR APPLICATION THE SAME DAY YOU RECEIVE IT.**
You can turn in your application anytime before you are interviewed. Your application must contain your name, address and signature.
- **HAVE YOUR BENEFITS APPROVED WITHIN...**

24 HOURS IF:

- Your household has zero net monthly income and liquid resources of \$100 or less.

SEVEN CALENDAR DAYS IF:

- Your household has less than \$150 gross monthly income and liquid resources of \$100 or less,
- If your household is composed of migrant or seasonal farm workers and the household has little or no income and liquid resources of \$100 or less, or
- If your household has combined gross income and liquid resources which are less than your household's rent or mortgage and utilities.

30 DAYS IF:

- If you are not eligible for approval within 24 hours or seven days.

FOR MORE INFORMATION AND ASSISTANCE:

U.S. Department of Agriculture, Toll-Free 1-800-221-5689

Ohio's Customer Service Hotline, Toll-Free 1-866-244-0071

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), 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. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) **Mail:** U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) **Fax:** (202) 690-7442; or
- (3) **Email:** program.intake@usda.gov.

This institution is an equal opportunity provider.

John R. Kasich, Governor

Cynthia C. Dungey, Director
Ohio Department of Job and Family Services

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This institution is an equal opportunity provider and employer.