What are the SNAP rules and penalties?

- You may only use SNAP benefits to buy eligible items.
- You may not sell or trade your SNAP benefits.
- You may not make false or misleading statements, conceal, or withhold facts.
- If you break the rules on purpose you may not receive SNAP for a set period of time; 12 months for the first violation, 24 months for the second violation, and permanently for the third violation.
- There are additional penalties if you have used or received SNAP benefits to purchase or sell illegal drugs or firearms.

What are my rights?

- Have your signed application accepted on the same day that you submit it to DSS during working hours. If you submit an application outside of working hours, including holidays, it will be accepted on the next business day;
- Have an adult who knows your situation apply for you if you cannot get to the local DSS resource center;
- Get your SNAP benefits within 30 days after you apply if you meet eligibility requirements;
- Get SNAP within 7 days if you are in immediate need and qualify for faster service;
- Be told in advance if DSS is going to reduce or end your benefits during your certification period because of a change in your situation;
- Look at your own case file and a copy of the SNAP rules; and
- Have an administrative hearing if you don't think the rules were applied correctly in your case. At an administrative hearing you may explain to a hearing officer why you don't agree with what DSS has done.

How is my information verified?

- We verify the identity and eligibility of all people in your SNAP household who are applying for SNAP by using their Social Security numbers. If someone lives with you but is not applying for SNAP, you do not have to give us their Social Security number. We will do a computer match of the Social Security numbers against federal, state and local government computer files.
- We are able to verify information about child support payments that are paid to the state on behalf of your child with the Bureau of Child Support Enforcement
- We will request any information available about you and your household from the Income Eligibility Verification System. We will use the information we receive to process your application. We will get this information from the U.S. Department of Labor, the Social Security Administration and the Internal Revenue Service and other agencies when allowed by law. We may also contact other sources such as banks and employers. The results may affect your household's eligibility for SNAP and the amount of benefits your household gets.

You have the right to make a discrimination complaint

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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 State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

An individual with a disability may request and receive a reasonable accommodation or special help from the Department of Social Services when it is necessary to allow the individual to have an equal and meaningful opportunity to participate in programs administered by the Department. If you asked for an accommodation or special help and we refused to provide it, you may make a complaint to the Department's ADA Coordinator or any of the agencies listed:

Commissioner of the Department of Social Services
Attention: ADA Coordinator
55 Farmington Avenue, Hartford, CT 06105
Telephone: 1-860-424-5040 (TDD: 1-800-842-4524)
Email: AffirmativeAction.DSS@ct.gov

Connecticut Commission on Human Rights and Opportunities
450 Columbus Boulevard, Suite 2, Hartford, CT 06103
Telephone: 1-800-477-5737 (TDD: 1-860-541-3400)

US Department of Health and Human Services Office of Civil Rights
JFK Federal Building, Rm 1875, Boston, MA 02203
Telephone: 1-800-368-1019 (TTY: 1-800-537-7697)

Food and Nutrition Service, USDA
1320 Braddock Place, Rm 334, Alexandria, VA 22314
Telephone: 1-833-620-1071
Email: program.intake@usda.gov

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

SNAP
Putting Healthy Food Within Reach
USDA Supplemental Nutrition Assistance Program

This information is available in alternate formats.
Phone 855-626-6632
TDD/TTY (800) 842-4524

https://portal.ct.gov/snap

CONNECTICUT Social Services

This institution is an equal opportunity provider

State of Connecticut DSS Publication #96-3, Rev. Mar 2025

What is SNAP?

The Supplemental Nutrition Assistance Program (SNAP) helps individuals and families with low-income buy food. The federal government created the program to help people with low incomes eat well and stay healthy.

Benefits are provided through a plastic Electronic Benefit Transfer (EBT) card that can be used at most corner or grocery stores, online, and at many farmers' markets.

Are you eligible?

Your eligibility for SNAP and the amount of your SNAP benefit depends on:

- How many people you live with, which we call your household
- How much gross income your household has each month (the current limit is 200% of the Federal Poverty Level, unless you are 60 or older or have a disability)
- How much your household has to pay each month for things like rent or mortgage, utilities, child care, and child support

We also consider medical expenses if anyone in your household is at least 60 years old or disabled.

You may be able to get SNAP benefits within seven days if:

- Your household's gross income is less than $150 per month and your household's liquid assets are less than $100
- Your rent and utilities are more than your monthly income before deductions, or
- You are a migrant seasonal farm worker *and* your household's cash and money in the bank is less than $100

If these situations don't apply, you may receive benefits within 30 days of the date we receive your application.

How do I apply for SNAP?

1. Get an application.

You can apply online at **www.connect.ct.gov**

You can get a paper application online at **https://portal.ct.gov/snap** or at any local DSS resource center.

2. Fill out the application.

If you are applying for SNAP, you have the choice to submit an incomplete application with only your name, address, and signature.

However, the more information you give us, the faster we can find out if you are eligible and how much SNAP benefits you should get. By choosing to submit an incomplete application, you may experience longer processing time and more communication with DSS.

You can:

- Fill it out yourself
- Have someone help you
- Have a DSS worker help you

3. Submit your application to DSS.

- Apply online at **www.connect.ct.gov**
- Send it to:

  DSS ConneCT Scanning Center
  P.O. Box 1320
  Manchester, CT 06045-1320
- Drop it off in person

Call 2-1-1 or visit **https://portal.ct.gov/dss** to find the address of the DSS resource center nearest you.

4. Have an interview.

You can do the interview by phone. Make sure you give DSS a phone number where you may be reached. If you choose, you can also do the interview in person, or allow someone you trust to do the interview for you.

What does the application ask for?

The application asks questions about:

- You and the people that live with you (your household)
- Your household's income before taxes or deductions
- Your household's expenses for rent/mortgage, utilities, child support, child care, and medical bills

You may be asked to provide the following:

- Proof of identity (driver's license, passport, etc.)
- Social Security numbers for everyone in your household
- Proof of wages, before taxes, for anyone in your household who works (pay stubs, letter from employer, etc.)
- Income taxes if you are self-employed
- Proof other income (pension, VA benefits, child support paid directly to you)
- Proof of shelter costs (lease, mortgage statement, rent receipt, utility bills, etc.)
- Proof of dependent care costs (cancelled checks, statement from provider, receipts, etc.)
- If anyone is 60 or older or disabled, proof of medical expenses they pay out of pocket monthly
- Proof of child support payments and obligation
- Proof of your immigration status if you are not a U.S. citizen

Verification

What are my responsibilities?

You must follow all SNAP rules to keep getting benefits.

You must tell the truth about your identity and where you live. If you are not truthful, you may not be able to get SNAP benefits for up to 10 years.

SNAP households are required to report when:

- The households total gross monthly income exceeds 130% of the Federal Poverty Level. SNAP households will receive a letter with how much that is for their household size.
- A SNAP recipient who is subject to the work requirements reduces his or her hours of work to less than the required 80 hours per month, or participates fewer than 80 hours in an approved employment and training program.
- A household member receives lottery or gambling winnings more than $4,500 from a single game.

Changes must be reported by the 10th day of the month following the month the change occurred.

You must cooperate with state and federal workers in a Quality Control review if your case is chosen for review. We do Quality Control reviews to make sure we processed your case correctly.

You can see if you might be eligible for SNAP by completing the eligibility pre-screener "Am I Eligible," at www.connect.ct.gov

You must protect your EBT card and PIN. Do not write your PIN on the card or let anyone know your PIN. Lost or stolen benefits will not be replaced.

To report an EBT card as lost or stolen, you should immediately call 1-888-328-2666.

For questions, or if you need a new EBT card, contact the CT DSS Benefit Center at 855-626-6632.

For more information, please visit:
https://portal.ct.gov/snap