

How do I apply for SNAP?

Because of COVID-19, you currently **cannot apply in person** at DTA. To apply:

- Apply **online**: DTAConnect.com
- Download the SNAP application at Mass.gov/SNAP then fax the **paper application** to DTA's fax line: 617-887-8765 **or** mail it to DTA Document Processing Center, PO Box 4406, Taunton, MA 02780.
- Apply **over the phone** by calling Project Bread's FoodSource Hotline at (800)645-8333, the Food Bank of Western MA at (413) 247-9738, the Greater Boston Food Bank (617)427-5200, or other MA SNAP outreach partners listed here: Mass.gov/snap-outreach. (Note: not all SNAP outreach partners are able to take phone applications during the crisis, so call first to see if open.)

How do I learn the status of my case after I apply?

The fastest way to learn about your SNAP case is if you use the DTA Connect mobile app or DTAConnect.com. You can find out your case status, view DTA notices, and upload documents directly to your DTA case record.

You can also call the DTA Assistance Line at **1-877-382-2363**. Due to high call volume you may need to call back or wait on hold for a long time - call from a landline or cellphone that has sufficient minutes.

What if I am sick or need someone to help me buy food?

DTA will issue only one SNAP EBT card per household with the name of the head of household printed on the card. Everyone in the household has the right to use the card for food shopping. Grocery stores should not ask to look at the card or refuse to let you use the card if you know the PIN. The PIN is the secure signature for the card.

Also, you can give your card to a trusted family member or friend to food shop for you. Federal rules say you do not need tell DTA if you are giving people permission to make food purchases for you on an ad-hoc basis. [7 CFR 273.8\(f\)\(9\)](https://www.ecfr.gov/current/title-7--agriculture/subtitle-B--food-and-nutrition-assistance/chapter-I--general-provisions/subchapter-G--food-and-nutrition-assistance/section-273.8(f)(9))

What are my rights?

If you are denied SNAP or cash benefits, or disagree with a decision DTA has made:

- Call the DTA Assistance Line or your case manager to ask more information about why they denied your case.
- Call the DTA Ombudsman's office at **617-348-5354** if you cannot reach a case manager. Ask the Ombuds Office to review your case.
- Request a hearing if you disagree with DTA's decision. There is an appeal form on the back of the DTA notice. Fill this out and fax or mail it back to DTA. During COVID-19 hearings are held by phone.
- Contact your local Legal Services office for information about your rights and possible representation: Masslegalhelp.org

Where can I find emergency food?

For help with food resources in your community, call Project Bread's FoodSource Hotline: **1-800-645-8333**