This form lists some things the Oregon Department of Human Services (DHS) will agree to do for you. These are your “rights.” It also lists things you must do when you apply for or get cash, child care or food benefits. These are your “responsibilities.”

Please read this form carefully. You can ask DHS staff to explain this form to you. Ask questions if you do not understand. You are agreeing to do certain things when you (and your spouse or partner) get benefits from DHS. You may lose benefits if you do not do these things. You may also be asked to repay benefits if you get too many.

Your rights (things you can expect from DHS):

• DHS will treat you with respect in a fair and polite way.
• DHS will give you information about its payments and services. DHS may also refer you to other services you need.
• You can get an application when you ask for one. You can fill out and turn in your application the same day you ask for it. DHS will also help you fill out forms if you need it.
• You can ask for a receipt for any form you turn in to a DHS office.
• You can ask for a meeting with a worker. You can also ask to talk with a person in charge.
• You can ask for the help of an interpreter to help you apply, fill out forms or report changes.
• DHS will give you information in a format or language you can understand.
• DHS will do its best to meet your special needs if you have a disability. DHS follows the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
• You can ask to see what is written about you in your case file.
• You can ask not to work with child support if you have “good cause.” This means working with child support would be a danger for you or your children. DHS will give you forms that explain good cause. These forms tell you how the Oregon Child Support Program may be able to help you get child support and still keep you and your children safe. DHS will also answer your questions about good cause.
• The things you tell DHS will be kept private and confidential. DHS follows the “Notice of Privacy Practices” posted in all its offices.
• You do not have the right to receive Senior Farm Direct checks if you are already participating in another state’s Senior Farmer’s Market Nutrition Program.
• DHS will tell you if you qualify for benefits within:
   ◊ 45 days of the date that you apply for child care benefits.
   ◊ 30 days of the date that you apply for cash benefits.
   ◊ 30 days of the date you file an application for food benefits. If you qualify for faster benefits, you will find out within seven days.
• You can ask for a hearing if you disagree with a DHS decision. For cash and child care benefits, you must use the Administrative Hearing Request form (MSC 0443). Someone at your DHS office can help you fill it out. If you get food benefits, you can ask for a hearing on the MSC 0443, by phone, in writing or in person.

◊ If you get cash for families or child care benefits, you must ask for a hearing within 45 days of the date on the notice about the decision.

◊ If you get cash benefits and were disqualified based off your JOBS case plan, you must ask for a hearing within 90 days of the date the disqualification was applied. This includes a disqualification related to not going to mental health, drug or alcohol treatment. See DHS 7819 for definition of disqualification.

◊ For food benefits, you must ask for a hearing within 90 days of the date on the notice.

Your responsibilities (things you must do):

If you are in any DHS program, you must:

• Give DHS true, correct and complete information.
• Give proof of the things you report. If you cannot get proof, DHS can help you.
• Take part in an employment program if you are required to. This includes finding, accepting and keeping a job.
• Allow DHS staff to visit your home to get information about your case.
• Report changes to DHS. These are outlined on the next page.
• Help DHS if your case is chosen for a review. DHS chooses cases at random.
• Authorize release of your child support records from the Department of Justice, Division of Child Support, to DHS.

If you get food benefits, you must also:

• Not quit a job or reduce your work time to less than 30 hours a week.

If you get Temporary Assistance to Needy Families (TANF), you must also:

• Help get child support unless:
  ◊ You are in the JOBS Plus, State Family Pre-SSI/SSDI (SFPS) or Post-TANF Program; you are eligible for cash for families as a two-parent family; or you are receiving Employment Payments.
  ◊ It would mean danger to you and your children. Be sure to tell DHS if it would be dangerous.
• Take part in any training plan offered to you by DHS or its partner agencies, unless you have “good cause.” You can talk to your worker about good cause.
• Take any medical exam that is needed to see if you qualify for services.
• Apply for and use any other benefits or money you qualify for. You must do this for yourself and others you want help for.
• Accept social services that are ordered by the court or are related to training or employment.
• Go to mental health and drug or alcohol programs, if DHS determines you need the help. You only have to do this if you can get into a program that is free to you.
• Notify the Personal Injury Lien Unit within 10 days if you or anyone in your family getting TANF benefits, has a claim against somebody for an injury caused to you or your family member.
Cash (TANF) time limits:
Oregon has a five (5) year time limit. Please talk to your worker about how this could affect you.

Reporting changes to DHS:
If you get benefits from DHS, you must report certain changes that affect you, your spouse or partner, or anyone for whom you get benefits.

If you don’t report changes on time, your benefits could stop or be late. If you don’t report changes and get too many benefits, you might have to pay them back. Any one in your home who is age 18 or older could be asked to repay.

If you are in any DHS program, you must report a change in your address within 10 days.

In addition, there are the following requirements:

If you get food benefits:
If you were told you are an Able-Bodied Adult Without Dependents (ABAWD) and you live in Benton, Clackamas, Clatsop, Deschutes, Jackson, Lane, Linn, Marion, Multnomah, Polk, Tillamook, Washington or Yamhill county, you are required to report if your working hours (paid or unpaid) go below 20 hours a week. You must report this if the working person is age 18 to 50 and there is no child under age 18 living with you. You must report this change within 10 days of it happening.

If you are in Transitional Benefits Alternative (TBA), you do not have to report any changes. Except in the rare instance, the persons on the TBA case are also ABAWDs residing in the counties listed above. These ABAWDs are required to report when their work hours drop below 20 hours a week within 10 days of occurrence.

If you are in simplified reporting: You also need to report when your income goes over the limit for the program. If your food benefits are certified for 24 months you will need to report certain things to us in month 12 of the certification period. We will send you information at that time.

All others who get food benefits must report:
- Changes in who lives with you.
- Changes in housing and utility costs after you move.
- Changes in where you get your income. This includes getting, losing or quitting a job.
- Changes in whether you must legally pay child support.
- If you get money, items worth money or money from selling property. This includes buying, selling or changing vehicles.

To report changes, you can use the DHS 0943 form, or call or write your DHS worker. You have 10 days after a change to report it to DHS.

Even if you don’t have to report changes in your living costs, you may want to. Increases in shelter, medical or child care costs, or how much child support you pay, could help you get more food benefits. But first you have to let DHS know about any changes.

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<table>
<thead>
<tr>
<th>Household size</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,316</td>
</tr>
<tr>
<td>2</td>
<td>$1,784</td>
</tr>
<tr>
<td>3</td>
<td>$2,252</td>
</tr>
<tr>
<td>4</td>
<td>$2,720</td>
</tr>
<tr>
<td>5</td>
<td>$3,188</td>
</tr>
<tr>
<td>6</td>
<td>$3,656</td>
</tr>
<tr>
<td>7</td>
<td>$4,124</td>
</tr>
<tr>
<td>8</td>
<td>$4,592</td>
</tr>
<tr>
<td>If more than 8, add $468 for each additional person.</td>
<td></td>
</tr>
</tbody>
</table>

When you start getting cash benefits, the amount of your food benefits will go down.
• Changes in your income. You need to let DHS know about:
  ◊ A change of more than $50 in the amount of your “unearned” income. *(See “unearned income” box on this page.)*
  ◊ A change in your earnings of more than $100 per month.

If you get cash (TANF) benefits for families you must report:
• A change in mailing address or residence.
• Changes in who lives with you.
• Changes in your filing group. This includes getting married or divorced and if your 18 year old child stops attending high school or the equivalent. If you have questions about whether this applies to you, ask your worker.
• Changes in where your income is from. This includes getting, losing or quitting a job.
• When someone listed on your application becomes pregnant. You have to report the pregnancy within 10 days of finding out about it.
• If you get money, items worth money or money from selling property. This includes buying, selling or changing vehicles.
• Changes in your income. You must report:
  ◊ A change of more than $50 in the amount of your “unearned” income. *(See “unearned income” box on this page.)*
  ◊ A change in your earnings of more than $100 per month.
  ◊ A change in who pays your shelter costs.

If you get child care benefits, you must report when:
• Address change;
• Household income is at or above the amounts shown in this table;
• A discharged military member returning from active duty in a war zone;
• The discharged military member becomes employed or returns to active duty;
• You change or add a new child care provider;
• Someone moves in or out, including a child, spouse, parent or parent of an unborn child;
• There is a job loss or you are on medical leave;
• Someone on work search starts working;
• Someone returns to work after medical leave;
• Child care is needed while someone is attending school.

Changes for Employment Related Day Care (ERDC) child care should be reported on the DHS 0862, *Change Report for ERDC.*

Our discrimination policy:
The Department of Human Services (DHS) does not discriminate against anyone. This means that DHS will help all who qualify and will not treat anyone differently because of age, race, color, national origin, gender, religion, political beliefs, ¹ disability or sexual orientation.²

¹SNAP clients are protected against political belief discrimination.
²Sexual orientation is protected by the State of Oregon, but not federal laws.
You may file a complaint if you believe DHS treated you differently for any of these reasons. To file a complaint with the state, you can call the Governor’s Advocacy Office at 1-800-442-5238 (TTY 711) or write to their office at:

Governor’s Advocacy Office
500 Summer Street NE, E17
Salem, OR 97301
Fax: 503-378-6532
Email: DHS.info@state.or.us

The United States Department of Agriculture (USDA) and the United States Health and Human Services (HHS) are equal opportunity providers and employers. Auxiliary aids and services are available upon request to individuals with disabilities.

To file a complaint with USDA and HHS, please read the “Client Discrimination Complaint Information” form (DHS 9001). You can find this form in the “Information and Referral Packet” (DHS 6609).

**Alternate format**

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact the Publications and Design Section at 503-378-3486, 711 for TTY, or email dhs-oha.publicationrequest@state.or.us.

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**Penalties in the Supplemental Nutritional Assistance Program (SNAP)**

<table>
<thead>
<tr>
<th>If you do the following…</th>
<th>You will lose food benefits…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hide information or make false statements;</td>
<td>• 12 months for the first offense;</td>
</tr>
<tr>
<td>• Use Electronic Benefits Transfer (EBT) cards that belong to someone else;</td>
<td>• 24 months for the second offense;</td>
</tr>
<tr>
<td>• Use food benefits to buy alcohol or tobacco;</td>
<td>• Permanently for the third offense.</td>
</tr>
<tr>
<td>• Trade or sell benefits or EBT cards;</td>
<td></td>
</tr>
<tr>
<td>• Dump containers only for the cash redemption value;</td>
<td></td>
</tr>
<tr>
<td>• Resell food bought with food benefits for cash.</td>
<td></td>
</tr>
<tr>
<td>• Trade food benefits for controlled substances such as drugs.</td>
<td>• 24 months for the first offense;</td>
</tr>
<tr>
<td>• Trade food benefits for firearms, ammunition or explosives.</td>
<td>• Permanently for the second offense.</td>
</tr>
<tr>
<td>• Trade, buy or sell food benefits of $500 or more.</td>
<td>• Permanently.</td>
</tr>
<tr>
<td>• Give false information about who you are or where you live so you can get extra food benefits.</td>
<td>• 10 years for each offense.</td>
</tr>
<tr>
<td></td>
<td>You can also be fined up to $250,000 or put in prison for up to 20 years or both, for doing these things. You may also be charged under other federal laws.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>If you knowingly do the following…</td>
<td>You may be…</td>
</tr>
<tr>
<td>• Use EBT cards that are not yours;</td>
<td>• Guilty of a felony or misdemeanor;</td>
</tr>
<tr>
<td>• Transfer your EBT cards to other people;</td>
<td>• Fined;</td>
</tr>
<tr>
<td>• Acquire or possess EBT cards that are not yours.</td>
<td>• Put in prison;</td>
</tr>
<tr>
<td></td>
<td>• Ineligible for food benefits for a period of time.</td>
</tr>
</tbody>
</table>