

## Supplemental Nutrition Assistance Program (SNAP) Frequently Asked Questions (FAQ)

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### Privacy

**Q:** *Is my information secure?*

**A:** All answers are private. We keep your information safe and secure. We do not share your answers with anyone without your permission.

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### Types of benefits

**Q:** *What state benefits do I get with the Online Application?*

**A:** The only benefits you can apply for with the Online Application are SNAP (formerly known as Food Stamps) benefits. You cannot apply for Medical benefits with this application. If you want to apply for Medical benefits, follow the link on the login page that says, “Click here to apply for Medical Benefits.”

Changes to your SNAP case should not be submitted through the Online Application. If you need to report a change, please contact your local office. If you need to complete your Interim Change Report, please fill out the paper form that you received in the mail or contact your local office to have a form mailed to you.

**Q:** *What if I need other services?*

**A:** If you need other services you can contact your local office and ask how to apply.

- Families and single adults without a disability - [contact your local DHS self-sufficiency office](#).
- Aging and people with disabilities - [contact an Aging & People with Disabilities or Area Agencies on Aging office](#).

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### Using the Online Application

**Q:** *What browsers are supported for the online application?*

**A:** Internet Explorer 10 and greater, Firefox, Chrome, Safari, and Opera are supported.

**Q: *How do I enlarge the font on the screen?***

A: Click “View” at the top of your browser and select “Text Size”. You can adjust the text size from there.

**Q: *How do I get back to my application if I’ve clicked on a new link and it took me to a new screen?***

A: Your application is still behind the screen or form you have accessed. Click the “X” at the top right-hand corner of the screen to close that screen. Click on the “\_” at the top right-hand corner of the screen to reduce it.

**Q: *I can’t get back to where I left off. What should I do?***

A: If you change information or go into a prior summary before submitting, click the “Next” button at the bottom of the page until you reach the page where you left off.

**Q: *What if I get locked out of my account?***

A: Follow the links on the login page to recover your username and/or password. You may create a new account if you are not able to get your username and password.

**Q: *If a volunteer is helping me, can I use their account?***

A: For security and privacy reasons, this is not allowed. You must create your own account.

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## **Applying for benefits using the online application**

**Q: *What if I have a question about filling out the application?***

A: Links are provided throughout the application to assist in answering some of your questions. They are highlighted in blue such as:

[Please click for examples of proof and costs](#)

[Please click for more about Food Benefits](#)

There are buttons labeled “MORE INFO” that will also help you in answering some of your questions.

You can also call 1-855-626-2050 if you need assistance filling out the application. You can access support between the hours of 8:00 AM to 5:00 PM (Pacific Time).

**Q: *What if I made a mistake and submitted the application?***

A: You will have a chance to go over your answers at the time of your intake.

**Q: *Whose income do I put on the application?***

A: All individuals in the household who are receiving either earned (ex. wages, tips) or unearned income (ex. Unemployment compensation, child support, SSI).

**Q: *What if someone else pays my shelter costs?***

A: You can include this by entering the name of the person, or group, for the person helping you with shelter costs.

**Q: *Is a parent/child relationship considered as “buying and sharing food”?***

A: Yes. This applies to children under age 22.

**Q: *Do I include my phone as a cost in the application?***

A: Your telephone is an additional cost under “Utility Costs”.

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## Receiving benefits

**Q: *Do I have to submit an application in order to get SNAP benefits?***

A: Yes; however, a worker will look at the application to determine eligibility. There are many factors (other than income) that need to be considered.

The following link will help you determine if you are eligible based on your gross income: <https://apps.state.or.us/fsestimate/>

**You will still need to complete an application to determine eligibility.**

**Q: *What is an Oregon Trail card or EBT?***

A: The Oregon Trail card or EBT (Electronic Benefit Transfer) card allows you access to your monthly SNAP benefits.

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## Definitions

**Q: *What is a “Disability”?***

A: A disability does not have to be life threatening. For SNAP, you are considered disabled if you meet one of the following criteria:

- You receive Federal disability or blindness payments under the Social Security Act, including Supplemental Security Income (SSI) or Social Security disability or blindness payments
- You receive State disability or blindness payments based on SSI rules
- You receive a disability retirement benefit from a governmental agency because of a disability considered permanent under the Social Security Act
- You receive an annuity under the Railroad Retirement Act and are eligible for Medicare or are considered to be disabled based on the SSI rules
- You are a veteran who is totally disabled, permanently housebound, or in need of regular aid and attendance

- You are a surviving spouse or child of a veteran who is receiving VA benefits and is considered to be permanently disabled.

**Q:** *What is “gross income this month”?*

A: DHS looks at income as what you receive before any taxes or other deductions are taken out; this is your ‘gross monthly income’. Enter that amount in the income sections of the application.

**Q:** *What are other “Utility Costs”?*

A: Utility costs include billed amounts for any of the following:

- heating and cooling
- cooking fuel
- electricity
- water
- sewer
- well installation and maintenance
- septic tank system installation and maintenance
- garbage collection fees
- basic service fee and taxes for one telephone including cell phone or pager charges.

**Q:** *What does “easily converted to cash” mean?*

A: Bank accounts, stocks, bonds, IRAs and KEOGH accounts, which can be withdrawn for cash on hand.

**Q:** *Who is a student?*

A: Anyone who is between the ages of 18 and 49 and enrolled at least half time in an accredited institution of higher education or vocational school.

**Q:** *What do you mean by household?*

A: People who live under the same roof or in the same dwelling are in the same household.

**Q:** *What is the difference between migrant worker and immigrant?*

A: A migrant worker is a person who travels away from his permanent residence overnight, usually with a group of laborers, to seek employment in a farm related activity.

An immigrant is a person who comes to a country where he was not born in order to settle there.

**Q:** *What is “ethnicity”?*

A: This is a cultural question which is different than the question about your race.

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## General information regarding SNAP

**Q:** *What can I buy with food benefits?*

**A:** You can find an explanation of the types of food items you can buy with your EBT card on the USDA [Food and Nutrition Services](#) Website.

**Q:** *Where is my local office located?*

**A:** From the SNAP page:

- Families and single adults without a disability - [contact your local DHS self-sufficiency office](#).
- Seniors and people with disabilities - [contact an Aging & People with Disabilities or Area Agencies on Aging office](#).
- For more information on how and where to apply for food stamps, you can call Oregon SafeNet, 1-800-723-3638.

**For added information regarding the SNAP Program, please access this website:**

<http://www.oregon.gov/dhs/assistance/food-benefits/pages/index.aspx>

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