

State and Federal Assistance Programs and Public Health Emergency Resources

Call 2-1-1 or visit www.211.org for referrals and information to local help with food, housing, employment, health care, counseling, and more. This free and confidential service is available to anyone in the United States.

Benefits.gov is an online resource to help you find federal benefits you may be eligible for in the United States.

Check out United Way's Community Resource Guide for additional local resources available to you:
<https://www.keysunitedway.org/communityresourceguide>

Disaster Distress Helpline

1-800-985-5990

TEXT: "TalkWithUs" to 66746

DisasterDistress.samhsa.gov

Supplemental Nutrition Assistance Program (SNAP)

What Is It?

"The United States Department of Agriculture's (USDA) Supplemental Nutrition Assistance Program (SNAP), called food assistance in Florida and formerly known as the Food Stamp Program, provides food benefits, access to a healthy diet, and education on food preparation and nutrition to low-income households. Recipients spend their benefits (provided on an electronic card that is used like an ATM card) to buy eligible food in authorized retail food stores."

APPLYING

Applications are available electronically, by paper, or phone.

A phone app is in the works

Online: <http://www.myflorida.com/accessflorida/>

File By Mail: Call 866-762-2237 or 850-300-4323 (TTY 1-800-955-8771) to request an application be mailed to you.

Phone: Call 866-762-2237 or 850-300-4323 (TTY 1-800-955-8771). *Please note, DCF says that this process is very time consuming and may take up to an hour and that customers are encouraged to utilize this only as a last resort.*

New flexibility during Public Health Emergency

- Temporary suspension of 3-month time limit for adults without dependents who aren't working more than 20 hours/week
- No one required to work 80 hours a month to keep benefits
- Additional time limits suspended
- Interview is waived provided the applicant's identity has been verified
- SNAP allotments of current recipients increased to maximum for families of the household's size for 2 months, March and April
- Emergency allotments distributed in March, staggered in April
- SNAP directed to families whose children are eligible for free and reduced-price school lunch
- If recertification is required in April or May, it has been extended 6 months
- Able to make purchases online, so far only through Walmart and Amazon.*

*On April 14, the Florida Department of Children and Families announced Florida will pilot a program for Supplemental Nutrition Assistance Program (SNAP) recipients to purchase groceries online with the use of an EBT card. SNAP participants are automatically eligible to participate in this program and do not need to apply. In coordination with federal, state, and local partners will ensure Floridians can access nutritious food while also practicing social distancing and self-quarantining to reduce the spread of COVID-19. The pilot program will begin with an initial launch on April 16, expanding statewide on April 21. For FAQs, visit: <https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml>

Disaster SNAP (D-SNAP) is in the works but hasn't been approved yet.

Contact Information:

Public offices are closed, but call center hours have been expanded. Expect long wait times.

Agents available

7 am to 6 pm Mon-Fri

1-866-762-2237 or 850-300-4323

Florida Relay 711 or

TTY 1-800-955-8771

For more contact information or answers to general questions, visit:

<https://www.fns.usda.gov/snap/contact-us>

For general information: visit: <https://www.myflfamilies.com/service-programs/access/food-assistance-and-suncap.shtml>

Or for information directly related to COVID-19 visit:

<https://www.myflfamilies.com/covid19/access.shtml>

For program requirements and household allotments, visit: <https://www.benefits.gov/benefit/1244>

For the Food Assistance Program Fact Sheet, visit: <https://www.myflfamilies.com/service-programs/access/docs/fafactsheet.pdf>
