

Getting the Right Amount of SNAP (Supplemental Nutrition Assistance Program)

MAKE SURE THE FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES (DCF) HAS CURRENT INFORMATION

REPORT IMPORTANT CHANGES

Your income and the income of others in your household.

- Did your income stop or drop? Does your income change monthly?

Your expenses and allowable deductions.

- Have your dependent care costs for childcare or for a senior or an adult with a disability gone up?
- Did you start paying or pay more for child support?
- If you're 60 or older, or have a disability, do you have more than \$35 in medical expenses per month?
This includes: co-pays, Medicare premiums, incontinent supplies, glasses, over-the-counter vitamins, and service animal costs.
- Did your shelter costs go up? This includes rent, mortgage, property taxes, HOA/condo fees, insurance, propane tank rental/gas costs, or disaster repairs.
- Are you homeless with shelter costs? For example, a night in a motel, paying someone to stay in their home, or paying for parking to sleep in your car.

Report a change by any of these options.

- Call DCF Customer Call Center Phone: 1-850-300-4323, Florida Relay 711 or TTY 1-800-955-8771
- Report online at your myflorida.com/accessflorida account
- Visit your local office in person. Contact Florida DCF (myflfamilies.com) for the nearest location.

STOLEN BENEFITS

If your benefits are electronically stolen from your EBT card (called skimming), you may be able to get them replaced. Make sure to regularly check your balance, and change your PIN, and inform DCF if this happens to you.

Download the free Propel app to your phone to help keep track of your EBT card balance in real time.
Visit [Propel](https://propel.com) | Improving America's safety net | United States ([joinpropel.com](https://propel.com))

YOU DO NOT HAVE TO USE ALL YOUR SNAP BENEFITS MONTHLY

The longest you can keep a benefit on a SNAP account is one year. When benefits reach the one year anniversary from which they were posted to the account they are automatically removed.

ADDITIONAL RESOURCES

- If you're pregnant or have children under age 5 you may be able to get extra grocery assistance through the WIC Program. Visit Women, Infants, and Children (WIC) | Florida Department of Health (floridahealth.gov)
- Make sure school age children are participating in the National School Lunch Program. Free breakfast and lunch will be provided to all students attending a Palm Beach County public school or a participating charter school.
- Find food resources at United Way of Palm Beach County's Food Finder Map. Visit Palm Beach County Food Finder - UnitedWayPBC.org/Hunger
- Get an extra \$1 for fruits and vegetables for every \$1 you spend at certain places through Fresh Access Bucks: <https://www.feedingflorida.org/food-access/fresh-access-bucks>
- Get help with recertification at: Access Florida - Florida Department of Children and Families (myflorida.com) or Community Partners: www.myflfamilies.com/services/public-assistance/additional-resources-and-services/ess-storefronts-and-lobbies or <https://access-web.dcf.state.fl.us/CPSLookup/search.aspx>. Palm Beach County residents can also contact Palm Beach County Food Bank (pbcfoodbank.org/apply-for-snap) or Area Agency on Aging Palm Beach (aaapbtc.org/apply-food-stamps)
- Get free legal help for problems with SNAP or other safety net benefits through your local legal aid office. Find your local legal aid office at www.floridalawhelp.org/. Palm Beach County residents: Legal Aid Society of Palm Beach County (legallaidpbc.org)