

Revised - Policy Clarification

SNAP – All – PFS-20382-503

Submitted: 3/11/2021

Agency: CAOs/SWCSCs

Subject: SNAP Outreach Partners

Question: Can CAOs or Statewide Customer Service Centers (SWCSC) refer clients to SNAP Outreach partners listed in SH 503 Appendix C for help with applications or resolving other case issues? What do SNAP Outreach partners do?

Response By: DFPPM

Date: 3/18/2021

No, CAOs and SWCSCs should not be referring clients to the SNAP Outreach partners listed in SH 503 Appendix C for assistance with applications or with getting other case issues resolved. If the client is calling to resolve an issue on their case, the CAO or SWCSC should work to resolve the issue. For assistance completing an application over the telephone, CAOs and SWCSCs can refer clients to Inspiritec at 1-866-550-4355. At this time, Inspiritec cannot provide assistance with renewals.

SNAP Outreach partners are non-profit agencies contracted with the Commonwealth to reach out to households that currently do not receive SNAP but may be SNAP eligible to explain the benefit and assist with applications if a household chooses to apply. These community partners complete an application on COMPASS for the household, and e-sign for the household. Households do not need to complete another signature if a community partner e-signed for the household. If a community partner calls a CAO or SWCSC with questions about an application they submitted for a household, information may be provided.