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Pennsylvania
Department of Human Services

<CLIENT NAME>
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SNAP Work Rules

You Must Follow These Rules to Receive SNAP Benefits.

Dear [A] ,

This letter is to tell you about work rules for the Supplemental Nutrition Assistance Program (SNAP). Different people in your house may need to follow different work rules. This letter tells each of you what you need to do. **If you don't follow these rules, your SNAP benefits may decrease or end.**

What do you need to do?

[B1, B2...] , you must follow the **Basic Work Rules on page 2.**

[C1, C2...] , you must follow the **Time Limit Rules on pages 3 and 4.**

Does everyone need to follow these work rules?

No, only certain people do. You **may not** have to follow these rules if you are:

- Younger than age 16 or age 60 or older (Basic Work Rules only);
- Younger than age 18 or age 65 or older (Time Limit Rules only);
- Taking care of a child younger than age 6 or someone who needs help caring for themselves;
- Already working at least 30 hours per week;
- Already earning gross wages of \$217.50 or more per week;
- Receiving unemployment benefits, or if you applied for unemployment benefits;
- Not working because of a physical or mental health reason;
- Going to school, college, or a training program at least half time;
- Meeting the work rules for Temporary Assistance for Needy Families (TANF); or
- Participating in a drug or alcohol addiction treatment program.

What should you do if you think one of these reasons applies to you?

Call the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226) as soon as possible if you think one of these reasons applies to you. If we find that it does, you **will not** need to follow any of the work rules in this letter.

Basic Work Rules

[B1, B2...] , you must follow the **Basic Work Rules**.

What do you need to do?

You **must** follow these **Basic Work Rules** to keep your SNAP benefits:

1. Accept any job offer you receive, unless there is a good reason you can't.
2. If you have a job, don't quit your job or choose to work less than 30 hours per week without having a good reason, such as getting sick, being discriminated against, or not getting paid.
3. Tell us about your job and how much you are working, if required.

What happens if you do not follow these Basic Work Rules?

You **may lose your SNAP benefits** if you don't follow these work rules and you don't have a good reason.

What if you have a good reason for not following these Basic Work Rules?

Call the Statewide Customer Service Center as soon as possible at 1-877-395-8930 (in Philadelphia, call 215-560-7226) if you think you have a good reason for not following these Basic Work Rules. Good reasons include situations you can't control such as getting sick, not having childcare for a child younger than age 12, or work conditions that are unreasonable. These are some examples of good reasons but not all of them. *Reminder: Check page 1 of this letter for other reasons you may not have to follow any work rules.*

If we find that you have a good reason, there will be no change to your SNAP benefits.

For how long will you lose SNAP benefits if you don't follow these Basic Work Rules?

The first time you don't follow these rules, and you don't have a good reason, you can't get SNAP benefits for **1 month**.

The second time you don't follow these rules, you can't get SNAP benefits for **3 months**.

The third time (and any additional times), you can't get SNAP benefits for **6 months**.

Even after your disqualification period ends, you cannot get SNAP benefits again until you start following these work rules.

If you have a disability and need this letter in large print or another format, please call our helpline at 1-800-692-7462.
TDD Services are available at 1-800-451-5886.

Time Limit Rules

[C1, C2...] , you must follow the Time Limit Rules. These apply to you because you are between ages 18 and 64, do not live with a child under 14, and are considered physically and mentally able to work.

You can only get SNAP benefits for three months in a three-year period unless you meet these rules.

What do you need to do?

You **must** follow these **Time Limit Rules** to keep your SNAP benefits:

1. **Spend at least 80 hours each month** doing one or more of the following activities:

- Working, OR
- Participating in a job program or similar activities we approved.

OR

2. **Perform Community Service** for the number of hours each month we determine.

Please tell us if you are already doing one of these things or if you would like to learn more about enrolling in a job program or community service. You can call **the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226)**.

If your work hours **drop below 80 hours** per month, you must call your caseworker or the Statewide Customer Service Center within 10 days.

Does everyone need to meet these Time Limit Rules?

You **may not** have to follow the Time Limit Rules if you:

- Are younger than age 18, or age 65 or older;
- Are living in a household with someone under age 14;
- Have a physical or mental health condition that limits your ability to work;
- Are pregnant;
- Are Native American;
- Are homeless, living in a shelter or halfway house, or staying with family or friends for 90 days or less;
- Are temporarily unemployed and expect to return to work within 60 days;
- Live more than two hours round trip from the nearest available job or training program;
- Meet any of the other exemptions listed on page 1 of this letter.

Call the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226) as soon as possible if you think one of these might describe you.

If we find that one of these reasons does describe you, you **will not** need to follow these Time Limit Rules.

What happens if you do not follow these Time Limit Rules?

We will count each full month that you receive SNAP benefits but do not meet these Time Limit Rules without a good reason. When we have counted three full months, we will send you a notice saying that you will lose your benefits until the three-year period resets on [D] unless you begin following the Time Limit Rules.

What if you have a good reason for not following these Time Limit Rules?

Call the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226) as soon as possible if you think you have a good reason for not following these Time Limit Rules. Good reasons include situations you can't control such as getting sick or not having transportation. These are some examples of good reasons but there are others, too. If we determine that you have a good reason, there will be no change to your SNAP benefits. Reminder: Check page 1 and page 3 of this letter for other reasons you may not have to follow any work rules.

If you lose your SNAP benefits, how can you get them back?

If you start meeting these Time Limit Rules, **you can get SNAP benefits again.**

You can also get SNAP benefits again if something changes in your life, and there are reasons you no longer need to follow these rules. For example, you may get SNAP benefits back if you have a new physical or mental health reason for not working or because of other reasons listed on page 1 and page 3 of this letter.

In either situation, you would need to reapply for SNAP benefits. You can reapply by visiting a County Assistance Office, applying online at www.compass.dhs.pa.gov, or calling (866) 550-4355.

What if you disagree with our decision?

You have the right to ask us to do a formal review of our decision. We call this a *fair hearing*. Read the section on "Your Right to a Fair Hearing" that follows.

What if you need more help?

If you have questions or need more information, please **call the Statewide Customer Service Center at 1-877-395-8930 (in Philadelphia, call 215-560-7226)**, Monday through Friday, 8:00 a.m.–5:00 p.m. You may also visit our website (www.compass.dhs.pa.gov) for more information.

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