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<CITY><STATE><ZIP CODE>



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?

[C1, C2...] , you must follow the **Time Limit Rules** on **pages 2 and 3**.

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 18, or age 65 or older;
- Living in a household with a child under age 14;
- Taking care of someone who needs help caring for themselves;
- Pregnant, or not working because of a physical or mental health reason;
- Native American;
- Homeless, living in a shelter or halfway house, or staying with family or friends for 90 days or less;
- Working at least 30 hours per week or earning gross wages of \$217.50 or more per week;
- 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;
- Receiving unemployment benefits, or if you applied for unemployment benefits;
- 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.

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.

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 of this letter for other reasons you may not have to follow these 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 2 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.

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.