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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?

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

#### 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;
- 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 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.