



# What You Need to Know About Your SNAP Benefits During COVID-19 Outbreak

## **ARE THERE CHANGES TO ELIGIBILITY AND RECERTIFICATION INTERVIEWS?**

During the COVID-19 outbreak, SNAP initial eligibility and recertification interviews will be done by phone.

## **WHAT IF I REQUEST AN IN-PERSON INTERVIEW?**

If you request an in-person interview, the local office must schedule one for you.

## **WHAT IF I CANNOT LEAVE MY HOME TO SHOP?**

You may use SNAP benefits for online grocery purchases. Check on-line before ordering.

## **WHAT IF I CANNOT MEET THE PROGRAM REQUIREMENTS?**

Local offices are aware that the COVID-19 pandemic may result in your inability to attend agency appointments, work assignments or other program requirements due to lack of childcare, transportation, or other factors. If the reasons are beyond your control, they will waive the requirements for “good cause.”

## **WHO CAN I CONTACT IF I HAVE A QUESTION?**

You may call Mobilization for Justice’s Government Benefits Project at 212-417-3732 on Mondays and Wednesdays from 10:00 a.m. to 12:00 p.m. and Fridays from 1:00 p.m. to 3:00 p.m.

**DISCLAIMER:** This fact sheet gives general information for NYC Residents; it is NOT legal advice.

