



State Department of Human Services
123 Main Street
Hometown, ST 12345-6789

Case ID Number: 12345A
Notice Date: September 10, 2020
Program: Supplemental Nutrition Assistance Program (SNAP)

Commented [IPR2]: Consideration for this Notice
This model notice is intended to be customized by each State agency, adding the appropriate State agency's logo, address, contact information, and website address throughout. Client information, case ID number, and program name should also be edited accordingly to reflect the State's SNAP program conventions.

SNAP Work Requirements

You Need to Meet General Work Requirements

Dear [Name],

This letter is to tell you that you must meet general work requirements to receive Supplemental Nutrition Assistance Program (SNAP) benefits. **If you do not, your household's SNAP benefits may decrease or end.**

Commented [IPR3]: Communication Best Practice
States may choose to address this notice to individual household members or the head of household. If addressed to the head of household, the notice can provide the names of household members who are subject to general work requirements.

What do you need to do?

You must follow these rules to keep your SNAP benefits:

1. Register for work. **When you signed the SNAP application form, you registered for work.**
2. Give the State Department of Human Services (DHS) enough information to determine your employment status or job availability.
3. **Participate in an Employment and Training program if DHS refers you to one.**
4. **Participate in a workfare program if DHS refers you to one. The number of hours assigned to you each month in a workfare program will depend on the amount of your SNAP benefit.**
5. If you are working at least 30 hours a week, do not quit or reduce your hours to less than 30 hours a week (unless you have a good reason like illness, discrimination, or not getting paid).
6. Accept a job offer unless it is not suitable for you—for example, if your health and safety are at risk, you can't physically do the work, or another good reason.

Commented [IPR4]: Policy Requirement
Explain the pertinent work requirements.

Household members must—

- Register for work (and in some States are considered registered for work when an identifiable work registration form is submitted to the State agency or when the registration is otherwise annotated or recorded by the State agency)
- Participate in employment and training if assigned
- Participate in workfare if assigned
- Provide the State information regarding employment status or availability
- Report to an employer if referred and employment is suitable
- Accept bona fide suitable employment
- Not voluntarily quit a job of 30 hours or more per week nor reduce hours below 30 hours per week without good cause

Does everyone need to meet these requirements?

You are excused from the general work requirements if any of the following apply to you:

- Younger than age 16, or age 60 or older
- Responsible for the care of a child younger than age 6 or another person who needs help caring for themselves
- Already working at least 30 hours a week or already earning weekly wages of at least \$217.50
- Receiving unemployment benefits, or you applied for unemployment benefits
- Not able to work because of a physical or mental issue
- Attending a school, college, or training program at least half time (but college students are subject to other eligibility rules)

Commented [IPR5]: Consideration for this Notice
The action of registering for work varies by State. In some States, SNAP applicants are registered for work upon signing the application; in other States, applicants are required to create an account and register for work online. States should customize the notice to describe their relevant processes.

Commented [IPR6]: Consideration for this Notice
Items 3 and 4 in this list refer to State options. States should not include these items if they do not require clients to participate in SNAP Employment and Training or workfare.

- Meeting work requirements for another program, like Temporary Assistance for Needy Families (TANF) or unemployment benefits
- In a drug or alcohol addiction treatment program

What happens if you do not meet these requirements?

If you do not meet the general work requirements without a good reason, **you may lose your SNAP benefits.**

What if you have a good reason for not meeting the general work requirements?

Good reasons include things out of your control like illness, no childcare for a child younger than age 12, or work conditions that are unreasonable. These are some examples of good reasons. If DHS determines that you have a good reason, there will be no change to your SNAP benefits. **If you think you have a good reason, contact DHS as soon as possible at 1-800-123-4567.**

How long will you lose SNAP benefits if you don't meet the general work requirements?

- The first time you do not meet the general work requirements without a good reason, you are not allowed to get SNAP benefits for **[1 month]**.
- The second time you do not meet these requirements, you cannot get SNAP benefits for **[3 months]**.
- The third time, you cannot get SNAP benefits for **[6 months]**.
- In addition, you must meet the general work requirements before you can get SNAP benefits again.

Do you need help finding training or a job?

If you would like help finding or training for a job, you can ask about our SNAP Employment and Training Program. This program can make it easier for you to find and keep a job. You can learn more about the program by visiting the SNAP Employment and Training website (www.dhs.st.gov/employmentprogram). You can also call 1-800-123-4567 to find out more.

Commented [IPR7]: Communication Best Practice

- Use of subheadings, bullets, and bold technique strategically across the notice to help support navigation and understanding of the notice.
- See NRT, comprehension and readability tab

Commented [IPR8]: Policy Requirement

- Explain the consequences of failure to comply
- See 7 C.F.R. 273.7(c)(1)
- See also NRT, policy requirements tab

Commented [IPR9]: Communication Best Practice

- Simple design with use of white space and attention to how information is presented on the page
- See NRT, comprehension and readability tab

Commented [IPR10]: Consideration for this Notice

These disqualification period lengths are State options. The list includes the minimum length for each. States should customize the notice to meet their relevant processes.

Commented [IPR11]: Consideration for this Notice

This information reflects voluntarily participant in SNAP Employment and Training (E&T). States with mandatory SNAP E&T should customize the notice to meet their policies and processes.

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.

Commented [IPR12]: Communication Best Practice

- Use of clear writing with simple sentences written in active voice, following the principles of plain language
- See NRT, comprehension and readability tab

What if you need more help?

If you have questions or need more information, please call us at 1-800-123-4567, Monday through Friday, 7:30 a.m.–7:30 p.m. You may also visit our website (www.dhs.st.gov) for more information.

Sincerely,

State Department of Human Services
1-800-123-4567
www.dhs.st.gov

Commented [IPR13]: Consideration for This Notice

Signature contact information, including the website provided in the footer of the notice, should be customized with appropriate State agency information.

Please read on to find out more about your rights and responsibilities.

Commented [IPR14]: Additional Policy Consideration

Additional rights and responsibilities may apply. This includes relevant Federal, State, and local requirements regarding civil rights protections, program integrity, or other client rights and responsibilities.

For notices in large print or another format, please call our helpline at 1-800-123-4567 or TDD 1-800-456-7890.

Your Right to a Fair Hearing

What is a fair hearing?

If you disagree with a decision made on your SNAP application or case, you have the right to request a fair hearing. A fair hearing means that an official will review the facts of your case in a fair and objective manner as required by law.

In what situations can you ask for a fair hearing?

You may ask for a fair hearing if any of the following apply to you:

- You applied for SNAP benefits and were denied.
- You disagree with a decision on your case.
- You believe your SNAP benefits were not calculated correctly.

When is the deadline to request a fair hearing?

- If you want a fair hearing because we closed your SNAP case or denied your request for SNAP benefits, you must request it by **[enter date 90 days from decision date]**.
- If you want a fair hearing about your current SNAP benefits, you may request a fair hearing any time before [enter certification period end date].
- If you request a hearing because we closed your case or decreased your SNAP benefits, you may choose to keep getting your benefits until a hearing decision is made. You may choose to continue receiving SNAP benefits only if your certification period has not ended. If you choose to do this, you may have to pay those SNAP benefits back if you lose the fair hearing. To continue your SNAP benefits, you must request a fair hearing by [enter date upon which action becomes effective].

How do you ask for a fair hearing?

To request a fair hearing:

1. [State can fill in specific procedures for requesting a fair hearing in-person, in writing, and over the phone in a numbered list]
- 2.

Can you get free legal help?

You may be able to get free legal help from [State Legal Aid Name] by calling 555-555-5555 or visiting www.statelegalaid.org for more information.

Commented [IPR15]: Policy Requirement

- Explain the rights and responsibilities of work-registered household members, including the right to appeal a decision made by the State and request a fair hearing (State agencies should customize the information provided in this section with their own fair hearing procedures.)
- See 7 C.F.R. 273.7(c)(1); 273.7(f)(6); 273.7(f)(7)(iii); 273.7(j)(3)
- See also NRT, policy requirements tab

Commented [IPR16]: Consideration for this Notice

State agencies should customize the contact information for this section.

USDA Nondiscrimination Statement

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov

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