

Food Assistance (FA) Rights and Responsibilities

Client Rights: "You Have the Right to"

- Receive an application and have a valid application containing a name, address, and signature accepted on the same day it is received by the Food Assistance office.
- Have an adult who knows your situation apply for you if you cannot do so yourself.
- If approved, receive Food Assistance benefits within 7 days if expedited or 30 days for regular Food Assistance.
- Not be discriminated against because of sex, race, color, disability, religious creed, national origin, or political beliefs.
- Be told in advance if the Food Assistance office is going to reduce or end your benefits during your certification period because of a change in your situation that you did not report.
- Look at your own case file and/or receive a copy of Food Assistance rules.
- Have a fair hearing if you do not think the rules were applied correctly in your case.
 - At a fair hearing, you may explain why you do not agree with what the Food Assistance office has done.
 - You can ask the Food Assistance office for a fair hearing in writing, in person, or over the phone.
 - You can ask anyone else to help you prepare for the hearing and go to the hearing with you.
 - In some cases, you can continue to get your Food Assistance benefits without a change while you are waiting for the hearing decision.
 - If the hearing official decides the Food Assistance office is right, you will have to repay the value of any Food Assistance benefits you did not have a right to get. If the hearing official decides you are right, you will continue to get or begin to get the correct amount of Food Assistance benefits. If the hearing official decides you are right and you did not get continued benefits, the amount of any Food Assistance benefits you had a right to get will be given to you.
- Be advised of the availability of employment and training services and resources available to you including those offered by other public, private, and community-based organizations.
- Understand any time limits of the Food Assistance program for your household.
- Know how to fulfill the work requirements of the program, when applicable and be provided the exemption criteria (including exemptions from both general and ABAWD work requirements).

Client Responsibilities: "You have the responsibility to"

- Answer all questions completely and honestly when you apply for Food Assistance benefits. Sign your name to certify, under penalty of perjury, that all your answers are true.
- Provide proof that you are eligible for the Food Assistance program.
- Cooperate with state and federal personnel in Quality Assurance (QA) reviews; noncompliance will result in your Food Assistance benefits being discontinued.
- Report if household income or an increase in household income is greater than 130% of the federal poverty level.
- Report when the hours you are working fall below 20 hours a week if you are between the ages of 18-49 and there are no children under the age of 18 in your home (ABAWDs only).
- Report single game cash lottery or gambling winnings by any adult household member equal to or greater than \$3500 before taxes or other amounts are withheld. These winnings will disqualify the entire household.
- Do not put your money or possessions in someone else's name in order to be able to get Food Assistance benefits.
- Do not make changes to any Food Assistance cards or documents.
- Do not sell, trade, or give away your Food Assistance benefits, or any Food Assistance cards or documents.

Food Assistance (FA) Rights and Responsibilities

- Use Food Assistance benefits only to buy eligible items.
- Provide information to the Food Assistance office and/or the Employment First Program about any current employment and availability for work.
- Participate in Employment First if you are between the ages of 18-49 and there are no children under the age of 18 in your home (ABAWDs only).
- Interview for and accept any suitable jobs that may be arranged by Employment First.

Breaking Food Assistance rules may result in being disqualified from the program, fined, put in prison, or all three.