

Supplemental Nutrition Assistance Program (SNAP) *Know Your Rights*



You have the right to . . .

- Get an application, and have your application accepted on the same day you go to the SNAP office
- Have an adult who knows your situation apply for you, if you cannot get to the SNAP office
- Get your SNAP benefits within 30 days after you apply, if you do qualify
- Get SNAP benefits within 7 days if you are in immediate need and qualify
- Not be discriminated against because of age, sex, race, color, disability, religious creed, national origin or political beliefs
- Be told in advance if the SNAP 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 in writing
- Look at your own case file and copy of SNAP rules
- Have a fair hearing if you don't think the rules were applied correctly in your case

More Information

For more information, visit myDSS.mo.gov/food-assistance. For Hearings rights information, visit dss.mo.gov/dls/hearings or dss.mo.gov/fsd/know-your-rights.

The Missouri Department of Social Services is an equal opportunity provider.



Discrimination & Civil Rights

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), 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**.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling **(833) 620-1071**, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed **AD-3027** form or letter must be submitted to:

1. **mail:** Food and Nutrition Service, USDA | 1320 Braddock Place, Room 334 | Alexandria, VA 22314; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **phone:** **(833) 620-1071**; or
4. **email:** **FNSCIVILRIGHTSCOMPLAINTS@usda.gov**

The Department of Social Services is an equal opportunity provider.