



Reporting Changes for SNAP Participants

What changes do I have to report?

To continue getting your SNAP benefit, you are required to report the following:

- Changes in your income (new job, increase in wages)
- Lottery or gambling winnings of more than \$4,500 in a single game
- If you, or a member of your household (age 18 through 64), who is able to work, decreases the number of hours they are working (or in training), below 20 hours per week

NOTE: If you have a change of address, and still want to get notices from the Family Support Division, report your new address and include your new rent and utility costs.

When do I have to report a change?

Changes must be reported by the 10th day of the month after the change happens.

What happens if I don't report a required change?

If you do not report changes to the Family Support Division on time, and the change would have lowered your monthly SNAP benefit amount, you will be required to pay back the amount you were not eligible for.

How do I report changes?

You can report changes in any of the following ways:

- Visit mydss.mo.gov and select, "report a change" to submit a change report online
- Call **855-FSD-INFO** (855-373-4636)
- Visit your local Family Support Division Resource Center. To find a Resource Center near you, visit: dss.mo.gov/dss_map



Hearing Rights

If the Family Support Division changes or stops your benefits and you think the change is wrong, you can ask for a hearing. To do this, contact us by phone or in person.

- Visit: dss.mo.gov/fsd/know-your-rights or dss.mo.gov/dls/hearings
- Call: **855-FSD-INFO** (855-373-4636)

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, audiotape, 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

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