

**Family Independence (FI) and Refugee Cash Assistance (RCA) Programs
Supplemental Nutrition Assistance Program (SNAP)
YOUR RIGHTS AND RESPONSIBILITIES**

Confidentiality

- The information that you give to DSS will be kept confidential.

Exceptions:

1. Information may be disclosed to other federal and state agencies for official examination and to law enforcement officials for the purpose of apprehending fleeing felons or probation/parole violators.
2. You agree that confidential information about you and/or your family may be released to other organizations if it is directly related to the operation of FI, RCA and the SNAP.

Social Security Numbers

In order to get benefits from the FI, SNAP and other programs:

- You must provide or apply for a Social Security number (SSN) for those persons who want to get FI and/or SNAP. Although SSNs are not required for non-applicants or persons ineligible for FI or SNAP, income information must be included for all HH/BG members.
- If DSS needs the SSN on a person for whom you did not provide information, a DSS worker will contact you to discuss the reasons for requesting the number and what will happen if you do not give DSS the number.
- SSNs will be used in computer matching programs and other reviews and you cannot receive SNAP benefits for any person an SSN is not provided for.
- If you do not have an SSN for an applicant, it will not delay your application, provided he/she applies for one immediately. DSS will help you apply for an SSN.
- DSS will not share or give SSNs of non-applicants or individuals ineligible for benefits with the U.S. Department of Homeland Security.

Citizenship and Immigration Status

- You must provide citizenship and immigration status information for those persons who want to get FI, RCA and/or SNAP.
- DSS will not share the citizenship and immigration status of non-applicants or individuals ineligible for benefits with the U.S. Department of Homeland Security. However, information provided by applicant household members may be submitted to United States Citizenship and Immigration Services (USCIS) for verification of immigration status. The information received from USCIS may affect the household's eligibility and level of benefits.

Assignment of Child Support

- Any child support you receive or may receive for an FI eligible child must be assigned to DSS.
- DSS may take action to collect child support from both maternal and paternal grandparents if the child's parent(s) are under age 18 and receive FI.

Paternity Establishment

- In order to get benefits from the FI Program, you must cooperate with the Integrated Child Support Services Division (ICSSD) in establishing paternity and obtaining child support for your children.
- If you have a good reason to believe cooperation may cause harm to you or your child(ren) ask your case manager about establishing "good cause" for failure to cooperate.

Varied Benefits

- If you receive child support through ICSSD, your SNAP benefits may change from month to month because of any changes in the child support you receive.

Work/Training Programs

- You must participate in a work or training program in order to receive FI or RCA benefits, unless you are exempt from the work program requirement.

Verification

- A DSS worker may need to contact other people or organizations (neighbors, banks, employers, etc.) in order to verify your income, bank accounts, alien status, medical/shelter expenses, insurance/retirement benefits, medical history and any other fact that relates to your eligibility for FI, RCA or SNAP benefits.
- For SNAP, failure to report or verify any deductible expenses will be seen as a statement that your household does not want to receive a deduction for the unreported expense.

Time Limits

- FI benefits may be time limited. Refugee cash assistance is limited to 8 months from the date of arrival in the U.S. SNAP benefits are not time limited and the receipt of SNAP benefits has no effect on any other program's time limits.

Fraud

- **The information that you give DSS may be verified by federal, state or local officials to determine if the information is correct.**
- **If you give DSS information that is found to be incorrect for FI or SNAP your case may be denied or closed.**
- **You may be subject to prosecution under federal and state laws for giving incorrect information.**

Benefit Repayment

- You may be required to repay benefits you received from FI (including child care and transportation), RCA and SNAP benefits that you should not have received even if you received them through no fault of your own.
- DSS may apply any benefits removed from your inactive EBT account to repay an outstanding SNAP claim(s).
- DSS seeks repayment of claims from any federal and/or state tax refunds that may be due you. The information that you give DSS, including SSNs, may be referred to federal/state agencies for claims collection action.

Fair Hearings

- If you do not agree with a decision made in your case, you may request a Fair Hearing, orally or in writing for SNAP, FI and RCA, by contacting your county DSS office or SCDSS, Division of Individual and Provider Rights, P.O. Box 1520, Columbia, SC 29202-1520, 1-800-311-7220 for FI and SNAP.
- **You may speak for yourself at the hearing. You may also bring a friend, relative, or lawyer to speak for you.**
- To request continuation of your FI, RCA or SNAP benefits, while you wait for the hearing, the request must be made within 10 days from the date of the notice you receive reducing or stopping your benefits.
- If the hearing decision is not in your favor, the benefits will have to be repaid.
- The maximum time to request a hearing after you get a notice reducing or stopping your benefits is: 60 days for FI and RCA and 90 days for SNAP benefits.