

Temporary Assistance for Needy Families (TANF), Refugee Cash Assistance (RCA) and 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 SNAP, TANF, and RCA.

Social Security Numbers

In order to receive benefits from the SNAP, TANF, and other programs:

- You must provide or apply for a social security number (SSN) for those persons who want to receive SNAP and/or TANF. Although SSNs are not required for non-applicants or persons ineligible for SNAP or TANF, income information must be included for all Household (HH)/Benefit Group (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 benefits for individuals in which an SSN is not provided.
- 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 receive SNAP, TANF, or RCA.
- 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 benefit level.

Assignment of Child Support

- TANF 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 TANF.

Paternity Establishment

- In order to receive benefits from the TANF Program, you must cooperate with the Child Support Services Division (CSSD) 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.

Quality Control Reviews

You have the responsibility to fully cooperate with state and federal personnel if they are conducting a Quality Control (QC) review of your SNAP case. Failure to do so may result in your case being closed.

Work/Training Program Requirements

- To receive TANF or RCA benefits, you must participate in a work or training program, unless you are exempt from the work program requirement.
- To receive SNAP benefits, some household members must register for work. By signing your application, you will be considered to have registered all household members required to be registered. What this means is that the household must do the following for those identified as registered for work:
 1. Provide sufficient information of job status and availability when requested;
 2. Accept a suitable job of 30 or more hours weekly, if offered;
 3. Not voluntarily quit a job of 30 hours or more; or reduce work hours.
- To receive SNAP benefits, some household members identified as Able-Bodied Adults Without Dependents (ABAWDs) must meet work requirements and are subject to time-limited benefits.

Time Limits

- TANF benefits may be time-limited.
- RCA is limited to 8 months from the date of arrival in the U.S.
- SNAP benefits may be limited to 3 months in a 36-month time period for ABAWDs.
- The receipt of benefits in one program has no effect on the time limits in another program.

Verification

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

Benefit Repayment

- **You may be required to repay benefits you received from TANF (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, TANF 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 TANF 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 TANF, 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 receive a notice reducing or stopping your benefits is: 60 days for TANF and RCA and 90 days for SNAP benefits.

Application Filing Instructions

- Your application is considered valid as long as it contains the name, address, and signature of a responsible household member or the household's authorized representative. Benefits are provided within 30 days from the date the application is received by the agency. If you are applying for SNAP benefits, your eligibility will be determined separately from any other programs and will not be denied solely because benefits from other programs have been denied. The Agency will process all SNAP applications in accordance with SNAP timeliness, notice, and fair hearing requirements, even if you are applying for other programs.
- If you are a resident of an institution and jointly apply for SSI and food assistance prior to leaving the institution, the filing date of the application is your date of release from the institution. Processing time will begin from the date the application is received in the Department of Social Services.
- Please fill in all the blanks you can. If you need help or don't understand a question, a DSS worker can help you.
- Make sure you PRINT YOUR NAME, PRINT TODAY'S DATE, and SIGN THE APPLICATION.
- Please tear off pages 1-6 and keep for yourself. Return pages 7-13 of this application to DSS. Once your application has been received by the agency, you will be given a phone number to call for an interview no later than 10 days from the date your application is received. You may request a face-to-face interview with a worker in the county where you live if you want. You may bring someone with you to the interview who can help you. If an interpreter is needed, DSS will provide one at no cost to you.
- Mail, fax, e-mail or take this application to the Department of Social Services (DSS).
- To get the address of your county DSS office, call toll free: 1-800-616-1309 or view online at www.dss.sc.gov.

Report Changes

- You must report certain changes in your circumstances to DSS.
- Your failure to report changes is considered to be withholding of information and will permit DSS to recover any benefits paid to you in error.
- You may report in writing, by phone, electronically or by use of the Change Report Form to report changes between recertifications/redeterminations.

SNAP Changes

- You must report when your total gross income exceeds 130% of the federal poverty level, when a household member who is an ABAWD has work hours that fall below 20 hours weekly or 80 hours when averaged monthly, or when a member of your household wins lottery or gambling winnings equal to or greater than \$4250 from a single game before taxes or other withholdings.
- These changes must be reported by the tenth day of the month after the month of the change. All other changes must be reported at recertification.

TANF and RCA Changes

You must report the following changes within **10 days**:

- Employment Status (starting or losing a job);
- Unearned Income (Amount or Source);
- Change in Residence or Address
- Change in Benefit Group Composition

SNAP Warnings and Penalties

- DO NOT buy ineligible items such as alcoholic beverages or tobacco with SNAP benefits.
- DO NOT use your EBT card to pay for food charged to a credit account.
- Violators of the above rules may not be able to receive SNAP benefits for a period of one year to permanently and may be fined up to \$250,000 or imprisoned up to 20 years or both. A court can also add an additional 18-month SNAP participation restriction for an individual.
- DO NOT buy or sell firearms, ammunition or explosives with SNAP benefits; if you do, you can never receive SNAP benefits again.
- DO NOT buy or sell illegal drugs with SNAP benefits; DO NOT trade, sell or alter Electronic Benefit (EBT) cards; if you do, you cannot receive SNAP benefits for 24 months for the first offense and permanently for the second offense.
- DO NOT trade, sell or share EBT cards or SNAP benefits. If a court of law finds you guilty of selling benefits of \$500 or more, you will be permanently ineligible to participate in the program for the first offense.
- DO NOT receive SNAP benefits in more than one state for the same month. Any individual found to have made a fraudulent statement, or fraudulent representation of identity or residence in order to receive benefits shall be ineligible to receive SNAP benefits for 10 years.
- Any member of your Household who intentionally breaks the rules may not receive SNAP for 12 months for the first offense, 24 months for the second offense and permanently for the third offense.
- DO NOT receive SNAP benefits in the same month. Any individual found to have made a fraudulent statement or fraudulent representation of program participation in order to receive benefits shall be ineligible to receive SNAP benefits for 12 months on the first offense, 24 months for the second offense, and permanently for the third offense.

TANF ePay Card Restrictions

The ePAY card should not be used in any electronic transaction:

- in any liquor store;
- casino, gambling casino or gaming establishment; or
- retail establishment which provides adult-oriented entertainment in which performers disrobe or perform in an unclothed state for entertainment.

Temporary Assistance for Needy Families Information and Referral Services

- SNAP households with income at or below 130% of the federal poverty level (FPL) are authorized to receive the South Carolina Temporary Assistance for Needy Families Information and Referral Services brochure.
- This brochure may be requested from any local office or by calling 1-800-616-1309 to request a brochure to be mailed to you.

Refugee Cash Assistance Program (RCA)

- Refugee Cash Assistance is limited to eight (8) months from the date of arrival in the U.S.
- The RCA benefit amount is the same as the benefit amount for TANF.
- RCA is only available to adult refugees without minor dependent children.
- Your application for RCA will be completed at the local DSS office but the payment will be mailed to you from the office in Columbia, SC.

Supplemental Nutrition Assistance Program (SNAP) Able-Bodied Adults without Dependents (ABAWD) Information

An ABAWD is an able-bodied individual, 18 years of age or older but under 53, who has no household member(s) in the SNAP budget under the age of 18. An ABAWD can only receive three (3) months of SNAP benefits in a three (3) year time period unless also meeting the ABAWD work requirement or an exception to the work requirement.

ABAWD Work Requirement:

- Work at least 20 hours weekly, averaged as 80 hours monthly (in exchange for money, in-kind benefits, or with an established volunteer agency); or
- Participate in and comply with requirements of a work program at least 20 hours weekly, averaged as 80 hours monthly (such as SNAP E&T, WIOA, etc.); or
- Any combination of working and participating in a work program at least 20 hours weekly, averaged as 80 hours monthly; or
- Participating in or complying with a workfare program.

Exceptions to ABAWD Work Requirement:

- Physically or mentally unable to work; or
- Pregnant; or
- Veteran; or
- 24 years old or younger and aged out of foster care; or
- Considered homeless (as defined by Federal regulations); or
- Already meeting an exemption from the General Work Requirements (caretaker for someone, regular participant in a drug or alcohol program, student enrolled at least half-time, receiving unemployment benefits, or applied for but not yet receiving unemployment benefits).

An ABAWD who has already received three (3) months of benefits during this three (3) year time period may regain eligibility by providing proof of meeting the work requirement for 30 consecutive days, meeting an exception, or when the three (3) year time period starts over again.

USDA-HHS NON-DISCRIMINATION STATEMENT

In accordance with federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on 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 in any program or activity conducted or funded by USDA. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for 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 who 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.

CIVIL RIGHTS COMPLAINTS INVOLVING USDA PROGRAMS

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, 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:** 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.

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at (800) 221-5689, which is also in Spanish, or call the state information/hotline numbers (click the link for a listing of hotline numbers by state); found online at SNAP hotline: <https://www.fns.usda.gov/snap/state-directory>.

CIVIL RIGHTS COMPLAINTS INVOLVING HHS PROGRAMS

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; fax: (202) 619-3818; or email: OCRmail@hhs.gov. For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at OCRMail@hhs.gov or call OCR toll-free at 1-800-368-1019, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

This institution is an equal opportunity provider.