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1. What is D-SNAP?

- The Disaster Supplemental Nutrition Assistance Program offers short-term food assistance benefits to families affected by a disaster.
- D-SNAP offers a one-time benefit for food assistance to families recovering from the disaster. The amount is equal to two months of the maximum amount of SNAP benefits, based on household size.
- D-SNAP is designed to help when people return to their homes and have access to electricity and grocery stores.
- D-SNAP is only available for those who weren't currently receiving regular SNAP benefits at the time of the disaster.
- Benefits are issued via an electronic benefit transfer card, called a Lone Star Card, which you can use to purchase food at any SNAP-authorized retailer, such as grocery stores or convenience stores.
- D-SNAP must be federally approved and is only available in the counties that receive a federal disaster declaration as they begin recovery efforts.
 - ◇ Counties included in the "Individual Assistance" federal disaster declaration are Aransas, Austin, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg,



Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller, Wharton

2. What is the difference between Disaster-SNAP and expedited/emergency SNAP?

- D-SNAP

- ◇ The Disaster Supplemental Nutrition Assistance Program offers a one-time benefit for food assistance to families recovering from a disaster.
- ◇ D-SNAP can only be approved for counties that have received the federal disaster declaration as they begin recovery efforts.
 - * Counties included in this federal disaster declaration are Aransas, Austin, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales,
- ◇ Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller, Wharton
- ◇ To be eligible, you must:
 - * Be from a county that has been declared a federal disaster area.
 - * Have experienced a loss of income, destruction of your home or a disaster-related expense such as temporary shelter or home repairs.
 - * Not currently get regular SNAP food benefits.
- ◇ Once D-SNAP is approved, you must apply in person at a designated D-SNAP location. You won't be able to apply on [YourTexasBenefits.com](https://www.yourtexasbenefits.com).

- Expedited/Emergency SNAP

- ◇ Regular, non-disaster SNAP benefits are available to applicants statewide, and provide an ongoing monthly benefit to eligible households to help people buy food and other eligible items they need for good health.
- ◇ Expedited/Emergency SNAP isn't a specialized program related to disasters. It is expedited processing of applications for regular SNAP benefits that is provided to applicants that meet certain criteria.
- ◇ To be eligible for expedited processing for regular, non-disaster SNAP benefits, one of the following conditions must apply:
 - * Resources of \$100 or less, and you must make less than \$150 a month.
 - * Combined resources and how much you make a month are less than how much you made last month.



* A family includes a migrant or seasonal farm worker who has \$100 or less in resources and very little income or income has terminated.

- ◇ Those who qualify for expedited processing must also meet eligibility qualifications, such as income and citizenship criteria.
- ◇ You can apply for SNAP online at YourTexasBenefits.com. If you do not have access to a computer or mobile device, you can call 2-1-1 (or 877-541-7905) and select Option 2 to find other options.

3. When will D-SNAP be available in my county?

- D-SNAP has been approved and is now available in certain counties. More counties will be added in the coming days.
- D-SNAP is available to the residents of the following counties on the dates listed:

COUNTY	DATES AVAILABLE
Aransas	Sept. 19 - 25
Brazoria	Sept. 18 - 24
Calhoun	Sept. 18 - 24
Dewitt	Sept. 13 - 19
Gonzales	Sept. 13 - 19
Harris	Sept. 22 - Oct. 5
Jasper	Sept. 13 - 19
Karnes	Sept. 13 - 19
Kleberg	Sept. 13 - 19
Lavaca	Sept. 13 - 19
Matagorda	Sept. 13 - 19
Nueces	Sept. 19 - 25
Newton	Sept. 13 - 19
Orange	Sept. 13 - 19
Polk	Sept. 18 - 23
Refugio	Sept. 19 - 25
Sabine	Sept. 13 - 19
San Patricio	Sept. 19 - 25
Tyler	Sept. 13 - 19

- Visit the HHS website at hhs.texas.gov/d-snap to view more details and to see when additional counties are added.



4. What if I'm not in my home county and can't make it back to apply for D-SNAP during my designated time?

- When a county has an active D-SNAP program, you can go to any local HHS benefits office across the state to apply for D-SNAP during the days that program is active in your home county.
- If the county you are applying in has a designated D-SNAP site, you must go to that site instead of a local office.
- To find a list of counties with active D-SNAP programs, designated D-SNAP sites, local HHS benefits offices, and the dates, please visit hhs.texas.gov/d-snap.

5. Why isn't D-SNAP available in my county yet?

- D-SNAP will be made available in the coming days in the remaining counties. HHS continues to work with local county officials so D-SNAP can be offered as soon as possible. When new counties are confirmed, they are added to the HHS website at hhs.texas.gov/d-snap.
- Larger areas need special sites to help large numbers of people. HHS continues to work with local county officials so D-SNAP can be offered there as soon as possible. HHS will announce those dates and sites when they are available.

6. What emergency food benefits are available?

- HHS is working with federal and local partners to implement disaster-related SNAP food benefits. When D-SNAP is approved, we'll let you know how and when to apply through the HHS website, 2-1-1, HHS social media and YourTexasBenefits.com.
- If you currently receive SNAP, you can buy hot foods and hot food products from any SNAP retailer (such as grocery stores or convenience stores) in Texas, with the Lone Star Cards through Sept. 30, 2017. Hot foods or hot food products include prepared foods from a grocery store deli or a rotisserie chicken.
- If you need food or water now (short term food resources), you can call 2-1-1 and select Option 5 to find places where you can get it, such as food pantries or disaster distribution centers in your area.

7. How can I get hot foods using my Lone Star card?

- You can use your Lone Star card to buy hot foods and hot food products from any SNAP retailer (such as grocery stores or convenience stores) in Texas through Sept. 30.
- Retailers that normally accept SNAP benefits were told to allow purchases of hot and prepared foods.
- If you tried to purchase hot or prepared food items at one of these retailers and were denied, please send the name and location of the retailer to Lone Star Business Services by calling 512-206-4748 or by emailing LoneStar@hhsc.state.tx.us.



8. How can I get a replacement Lone Star card?

- If you get SNAP or Temporary Assistance for Needy Families and need a replacement Lone Star Card because the card was lost or destroyed, you can get a new card three ways.
 - ◇ If you don't have access to mail, you can get a new card at a local HHS office. You can call 2-1-1 and select Option 2 to find the closest office to you.
 - ◇ If you have access to mail, you can call the Lone Star Help Desk at 800-777-7EBT (800-777-7328) and a new card will be mailed to you.
 - ◇ If you are in the Houston area and need a new card, you can go to the Houston Food Bank at 535 Portwall Street in Houston. Cards may be picked up at the food bank from 11 a.m. to 5 p.m. Sunday and Monday and from 8 a.m. to 5 p.m. Tuesday through Friday.

9. Are replacement benefits available for August?

- If you get SNAP and live in one of the 58 counties affected by Hurricane Harvey, a percentage of your August benefits have been replaced to account for food you lost due to the disaster.
- Replacement benefits were automatically added to your Lone Star Card on Sept. 2. You don't need to take any action to receive the replacement benefits.
- To check the replacement amounts, you can visit YourTexasBenefits.com or call the Lone Star Help Desk at 800-777-7EBT (800-777-7328).
- If you get SNAP and your benefits were issued on or after Aug. 26, you must report your food loss to get replacement benefits. You will need to complete Form H1855, Affidavit for Nonreceipt or Destroyed Food Stamp Benefits by Sept. 30, to have them replaced. The form is available online and in local offices. Once completed, the signed form can be mailed or returned to a local office. To receive replacement benefits immediately, you must go to a local office. You can call 2-1-1 and select Option 2 to find the closest open local office to you.

10. Are September SNAP benefits available early?

- SNAP benefits were issued early for clients in counties affected by Hurricane Harvey. If you live in any of the 58 counties declared a state of disaster by the governor, you received your September benefits Sept. 1, even if that isn't when you normally receive your benefits.
- You don't need to take any action to receive your benefits early. You can use these benefits once they are on your Lone Star card at any SNAP retailer, such as grocery stores or convenience stores in Texas.
- To check your benefits, you can visit YourTexasBenefits.com or call the Lone Star Help Desk at 800-777-7EBT (800-777-7328).
- The change affects October benefits for some clients as well. If you normally receive your benefits Oct. 12, 13 or 15, your October benefits will be issued Oct. 11. November benefit issuance dates won't be affected.



11. My Lone Star Card is showing a different balance than I was expecting. Can I use it?

- SNAP benefits were issued early for clients in counties affected by Hurricane Harvey. If you live in any of the 58 counties declared a state of disaster by the governor, you received your September benefits on Sept. 1, even if that is not when you normally receive your benefits.
- You also may have had a percentage of your August benefits replaced if your August SNAP benefits were issued on or before Aug. 25.
 - ◊ Replacement benefits were automatically added to your Lone Star Card on Sept. 2.
- You can use these benefits once they are loaded on your Lone Star card at any SNAP retailer (such as grocery stores or convenience stores) in Texas.
- To check your benefits, you can visit YourTexasBenefits.com or call the Lone Star Help Desk at 800-777-7EBT (800-777-7328).

12. What if I need to renew my SNAP benefits?

- If you are living in one of the 58 counties affected and were supposed to renew your SNAP benefits in August, September or October, you will have your certification periods automatically extended for six months.
- You don't need to take any action at this time to receive this extension.
- You will receive a notice when it is time to renew your benefits.
- You can use YourTexasBenefits.com or the Your Texas Benefits mobile app to manage your benefits case and to update HHS of any address changes. You can sign up for electronic notices to stay informed about your case so you do not miss information while mail delivery is disrupted or you are not able to receive mail.

13. How will the mail to and from HHS be affected by the hurricane?

- Disruptions to mail service will affect incoming and outgoing mail in the coming weeks in the Houston area and East Texas.
- When possible, you should submit documents using the Your Texas Benefits mobile app or YourTexasBenefits.com to avoid potential delays. They can also be faxed to 877-447-2839.
- Mail that was sent to HHSC but not received before the storm may not be delivered until the week of Sept. 11.
- Outgoing mail from HHS will also experience delays.