



SNAP Hotline: What to Expect

The SNAP Hotline helps individuals in Philadelphia, Bucks, and Chester Counties with SNAP (Food Stamp) Applications*:

- Call us at (215) 430-0556.
- We are open Mon-Thur 9-5, Fri 9-4.

*We are not the County Assistance Office, we are a community partner.

We can help you:

- Apply for SNAP (Food Stamps) over the phone,
- Submit a Semi-Annual Reporting Form (SAR) or Annual Recertification, or
- Find a food pantry in your neighborhood.

We cannot:

- Check the status of your application,
- Complete your SNAP interview, or
- Help you apply for any benefit other than SNAP (Medical Assistance, Cash Assistance, etc.).

What to Expect

- Your call will be answered by a trained staff member or volunteer, who will gather basic information.
 - If you get an answering machine, **leave a message**. We return every call that we receive!
- Callers usually get a call back within 48 business hours to complete the application over the phone with a SNAP Counselor. We cannot, under any circumstances, complete an application during your initial call.
- An application usually takes anywhere from 5-45 minutes to complete depending on your household circumstances.
- We cannot complete a SAR or Recertification without your Record ID.*
- Completing a SNAP Application requires that we ask personal and sensitive questions. We are not doing this to be nosy. Our only goal is to complete the application correctly and thoroughly!

*If you do not know your Record ID, call (215) 560-7226 (Philadelphia), or (877) 395-8930 (Statewide)

What to have ready

When calling the SNAP Hotline to complete an application, you should have the following information ready:

- Your record ID (if you are completing a renewal or have had benefits previously).
- A SSN for every person on your application.
- Your rent or mortgage.
 - If you own your house outright, you will need information about the taxes associated with your property.
- If you pay utilities (we need to know if you pay utilities, but not how much).
- All countable income.
- Seniors (60+) or individuals with disabilities: medical expenses over \$35.

Non-English speakers

We are able to complete applications in other languages using Language Line to facilitate translation during the application.

- Language Line adds about 15 minutes to the application completion time.
- When you initially call us please let us know the language that you will need.



SNAP Hotline: Additional Resources

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Additional Resources

- For help with existing benefits including application status and reporting changes, call the Customer Service Center at:
 - (215) 560-7226 (Philadelphia), or
 - (877) 395-8930 (Statewide).
- To apply for SNAP:
 - Phila, Bucks, and Chester Counties call the Coalition Against Hunger's SNAP Hotline at (215) 430-0556.
 - Statewide, visit <https://bdtrust.org/get-help> to find application assistance near you.
 - Statewide, visit www.compass.state.pa.us to apply online.
 - Call (215) 560-7226 (Philadelphia), or (877) 395-8930 (Statewide) and request that a paper application be mailed to you.
- To apply for benefits other than SNAP:
 - Call Benephilly at (844) 848-4376 (Philadelphia), or
 - Visit <https://bdtrust.org/get-help> (Statewide) to find application assistance near you, or
 - Visit www.compass.state.pa.us to apply online.
- To complete your SNAP Application Interview:
 - Call the SNAP Interview Line at (855) 527-1310.
- For food pantries in your area visit:
 - The Coalition Against Hunger Food Pantry Map at www.hungercoalition.org/food-pantries, or
 - The City of Philadelphia Food Resource Map at www.phila.gov/food, or
 - Find Help at www.findhelp.org.