

<<Branch name>>  
 <<Branch address>>  
 <<Branch city, state, ZIP>>



<<Mail date>>

<<Client name>>  
 <<Client address>>  
 <<Client city, state, ZIP>>

## Action Needed – It's Time to Reapply for Food Benefits Supplemental Nutrition Assistance Program (SNAP)

If you want to keep getting food benefits, you must re-apply every year. It is time for you to reapply. Your food benefits will end on **<<End date>>** if you do not reapply. You must file a new application by **<<Return Date>>** or your food benefits may be delayed.

### To reapply:

#### Step 1: Complete the application

- You may apply online by going to: <https://apps.state.or.us/connect>; or
- You can get an application by:
  - ◆ Printing one from <https://apps.state.or.us/Forms/Served/de0415f.pdf>;
  - ◆ Calling your local self-sufficiency office to have one mailed to you; or
  - ◆ Picking one up at your local self-sufficiency office.

To find the closest office, call 2 – 1 – 1 or go online to <http://egov.oregon.gov/DHS/localoffices/localoffices.pdf>.

#### Step 2: Schedule an appointment

- To continue receiving benefits you need to review your application with a case worker
- See the next page for information about how you schedule your appointment

The Department of Human Services (DHS) will contact you within 15 days from the date we receive your application.

If you miss this appointment, you will need to make another appointment. If you do not, your food benefits will end. You may reapply anytime later, but you may miss some of your benefits.





Oregon Department of Human Services  
 Self Sufficiency Programs  
 Supplemental Nutrition Assistance Program (SNAP)

Program: <<Program>>	Branch: <<Branch>>	Case number: <<Case number>>
Case name: <<Case name>>		Worker ID: <<Wrkr ID>>

**Do you need help?**

If you need help completing these forms or have questions about this process, please contact the branch office listed below:

Branch office: <<Branch office name>> \_\_\_\_\_

Address: <<Branch address>> \_\_\_\_\_

City, Oregon: <<Branch city>> \_\_\_\_\_

Phone number: <<Branch phone>> \_\_\_\_\_

If you disagree with your food benefits ending, you have a right to a hearing. Read part one (1) on the last page of this notice for more information.

Oregon Administrative Rule: 461-115-0450  
 461-160-0400, 461-155-0190 (2), 461-175-0010 (2)

**Schedule an interview:**

To keep getting food benefits, it is necessary for a case worker to talk to you. You can do this over the phone or you can have the meeting at a branch office. A worker will talk to you to see if you are still eligible.

**Choose one option from below:**

I want a phone interview. The best time to reach me is:

\_\_\_\_\_

Please give us the phone number you want us to call you at: \_\_\_\_\_

I want to go to a branch office for the interview. Our office will send you instructions regarding how to schedule the appointment date, time and location for the interview.

**Do you need an interpreter?**

Please check here if you need an interpreter. Language?

**Right to file an application**

- ◆ The minimum requirement for filing an application with the Department is name, address and signature. The date the Department receives your name, address and signature will begin the application processing timeframe.
- ◆ If you receive Supplemental Security Income (SSI) you are entitled to apply for SNAP program benefits at an office of the Social Security Administration.

**Return this form with your application**

The United States Department of Agriculture (USDA) is an equal opportunity employer and provider.

# Your Hearing Rights

## What you can do when you do not agree with this decision:

- You have the right to challenge this decision by requesting a hearing. Hearings are held by the Office of Administrative Hearings, which is independent from the Department of Human Services (DHS) or Oregon Health Authority (OHA). DHS or OHA may make decisions affecting your medical benefits. **If you want a hearing, you must request it on time.**
- You can also talk with a manager. You can call a local office phone number listed at <http://www.oregon.gov/dhs/localoffices/localoffices.pdf>. Your deadline date to request a hearing (*part 1 below*) does not change even if you are in contact with a manager or are trying to reach one. If you still need further assistance, you may contact the Governor's Advocacy Office at 1-800-442-5238.

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## Part 1 — Ask for a hearing.

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**What must I do to get a hearing?** For all benefits except food benefits, you must fill out an Administrative Hearing Request form (MSC 0443) and return it to a DHS or OHA office. You can get this form at a DHS or OHA office or on the web at <https://apps.state.or.us/Forms/Served/me0443.pdf>. For food benefits, you can ask for a hearing on MSC form 0443, by phone, in writing or by asking a DHS employee in person. Your local office can help you with a hearing request. For not cooperating with your case plan relating to food benefits, medical eligibility and Temporary Assistance for Needy Families reductions, your hearing request must be received within 90 days from the date identified as the sending date on the decision notice. For other notices, your hearing request must be received within 45 days. You may request a hearing at any time if you disagree with the current amount of your food benefits.

**Note to military personnel:** Active duty service members have a right to stay (*delay*) these proceedings under the federal Servicemembers Civil Relief Act (SCRA). For more information, you may contact the Oregon State Bar at 1-800-452-8260, the Oregon Military Department at 1-800-452-7500 or the nearest legal assistance office, <http://legalassistance.law.af.mil>.

**Who can help with my hearing?** For food benefits and for medical programs, anyone may represent you. In all other programs, you must represent yourself or have a lawyer or a legal assistant (*supervised by a Legal Aid attorney*) represent you. You may call the Public Benefits Hotline (*a program of Legal Aid Services of Oregon and the Oregon Law Center*) at 1-800-520-5292 for advice and possible representation.

**What are my other hearing rights?** At the hearing, you can tell why you do not agree with the decision. You can have people testify for you. The laws about your hearing rights and the hearing process are at OAR 137-003-0501 to 0700, 410-120-1860, 410-141-0264, 461-025-0300 to 0375, ORS 183.411 to 183.470 and ORS 411.095.

**What happens if there is no hearing?** If you do not ask for a hearing on time or if you withdraw the hearing request or miss your hearing, you may lose your right to a hearing. This notice will be the final DHS or OHA decision (*called a "final order by default"*). You will not get a separate final order by default. The case file, along with any materials you submitted in this matter, is the record. The record is used to support the DHS decision upon default. You may appeal the final order by default by filing a petition in the Oregon Court of Appeals (ORS 183.482). If you do not ask for a hearing, this appeal must be filed within 60 days of the date this notice becomes a final order, by default. If you withdraw a hearing request or miss your hearing, the appeal deadline is set out in the dismissal order.

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## **Part 2 — How can I keep getting benefits until my hearing?**

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- You can ask for your benefits to stay the same until the hearing decision (“*continuing benefits*”). In all programs other than food benefits, you must ask on the Administrative Hearing Request form (MSC 0443). For food benefits, use MSC form 0443, phone, write or ask a DHS employee in person;
- You must ask your branch for continuing benefits by either the “effective date” on the notice or 10 days after the date identified as the sending date of the notice. To keep getting benefits, you must ask by whichever date is later;
- If you keep getting benefits but lose the hearing, you must pay back the benefits you should not have received; and
- If you don’t keep getting benefits and win the hearing, DHS or OHA will give you the benefits you should have received.

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## **Part 3 — Can I have an expedited hearing?**

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You may have the right to an “expedited hearing” for any of the following types of benefits or situations:

- Expedited or emergency food benefits;
- JOBS and Pre-TANF payments;
- Temporary Assistance for Domestic Violence Survivors (TA-DVS) eligibility and payments;
- In a medical case, you have an immediate need for health services and standard timeline for the appeal process could jeopardize your life or health or ability to attain, maintain, or regain maximum function; or
- DHS or OHA denied your request to keep getting benefits until your hearing.

DHS and OHA do not discriminate against anyone. This means that DHS|OHA will help all who qualify and will not treat anyone differently because of age, race, color, national origin, gender, religion, political beliefs, disability or sexual orientation. You may file a complaint if you believe DHS or OHA treated you differently for any of these reasons.

MSC 0447 (09/13) Can use prior version