



Updated April 23, 2020

Supplemental Nutrition Assistance Program (SNAP) and COVID-19 Frequently Asked Questions

Note: This information may be updated frequently. Please check back regularly for updates.

Will I receive additional SNAP benefits due to COVID-19?

In conjunction with the Families First Coronavirus Response Act, Workforce Services received a waiver from the USDA Food and Nutrition Service (FNS) to issue additional SNAP benefits up to the [maximum allotment based on your household size](#) for the months of April and May 2020.

- April supplements will be issued on April 26, 2020.
- May supplements will be issued on May 31, 2020.
- Workforce Services will also do a final issuance on June 28 to capture those whose eligibility cases were processed for May after the May 31 issuance.
- Customers who already received the maximum allotment will NOT receive additional SNAP benefits.

Note: Eligibility for SNAP benefits has not changed. Individuals in need of food assistance can apply online at jobs.utah.gov/mycase.

If I become seriously ill and I need to quit my job as a result of COVID-19, will I qualify for SNAP benefits?

Current SNAP policy applies a sanction to those who voluntarily quit their employment in some circumstances. To avoid any complications with your case, we recommend to not quit your employment. If you're unable to attend work, inform your employer and allow them to react to your absence.

If my employer goes out of business as a result of COVID-19, will I qualify for SNAP benefits?

You may become eligible for SNAP when your household income reduces under 130% of the Federal Poverty Level and you meet all remaining eligibility requirements.



Updated April 23, 2020

My employer has shut down operations temporarily because an employee is sick and we have been asked to isolate or quarantine as a result of COVID-19. Am I eligible for SNAP benefits?

To determine whether you qualify to receive SNAP benefits, Workforce Services will add together your household's countable income and then subtract certain deductions. The income after deductions must fall below a certain dollar amount for your household to qualify for SNAP benefits.

Households need to meet income tests unless all members are receiving Family Employment Program (FEP), Supplemental Security Income (SSI), or General Assistance. Most households must meet both the gross and net income tests, but a household with an elderly person or a person who is receiving certain types of disability payments only has to meet the net income test. [Click here to view the income chart.](#) The household's total income per month cannot be more than 130% of poverty based on the household's size. Gross income is your household's total income each month before taxes or any deductions have been made. net income means gross income minus allowable deductions.

If I am temporarily laid off work because business has slowed down as a result of COVID-19, will I qualify for SNAP benefits?

To determine whether you qualify to receive SNAP benefits, Workforce Services will add together your household's countable income and then subtract certain deductions. The income after deductions must fall below a certain dollar amount for your household to qualify for SNAP benefits.

I am a part-time employee. Am I eligible for SNAP benefits?

The amount of SNAP benefits a household receives per month is called an allotment. The allotment is based on the number of people in the household and the amount of money the household earns each month.

If the COVID-19 pandemic continues for several months, will SNAP benefits continue to be issued?

There will be no change to the issuance of benefits at this time. Workforce Services will follow guidance from the USDA Food and Nutrition Service (FNS).



Updated April 23, 2020

Will I still receive my SNAP benefits in April and May?

There is no change to how or when your standard SNAP benefits are being issued in April and May.

Will there be any change to when my benefits are issued?

There is no change to when benefits are issued. To check the balance on your EBT card, or if you have questions about using your card, call 1-800-997-4444. For every month that you receive SNAP benefits, your benefits will be automatically deposited into your EBT account based on the first letter of your last name:

- A - G available on the 5th
- H - O available on the 11th
- P - Z available on the 15th

How do I check my SNAP EBT card balance?

You may check your SNAP EBT card balance at any time by calling the EBT help desk at 1-800-997-4444, using the connectEBT mobile app, or by visiting connectEBT.com.

What if my SNAP benefits do not last until my next issuance date?

SNAP offers nutrition assistance to buy healthy food. Most households must spend some of their own cash along with their SNAP benefits to buy the food they need. Make sure to plan your spending to account for your next issuance date.

What if grocery stores do not have any food on their shelves when my SNAP benefits are issued?

Retailers are doing their best to keep items in stock. Check with the store to find out when items will be back in stock. If you need additional food help, call 2-1-1 or visit your local food bank.

Will grocery stores still accept SNAP EBT cards during the COVID-19 pandemic?

Yes. Grocery stores will accept SNAP EBT cards if they are approved SNAP retailers. Most stores have signage stating they accept SNAP or SNAP EBT.

Will Workforce Services remain open during the COVID-19 pandemic?

Yes. Workforce Services will be conducting business as usual.



Updated April 23, 2020

What should I do if someone asks for my information and offers cash incentives?

The U.S. Food and Nutrition Service (FNS) is currently tracking scams related to COVID-19. While many organizations are trying to help, be careful if anyone asks for confidential information, including your EBT card, PIN number or bank account. You can find scam alerts at fns.usda.gov/snap/scam-alerts.

I received a robocall inquiring about my benefits. Does Workforce Services use robocall technology? Should I trust this?

No. Workforce Services does not use automated robocalls to contact customers. Information will be requested by letter. When you call Workforce Services, we will ask you to verify your information.