



2019 Partial Federal Government Shutdown SNAP Frequently Asked Questions

1. Why am I receiving my February SNAP benefits early?

Due to the partial federal government shutdown, February SNAP benefits are being issued early in order to ensure customers still receive SNAP benefits for the month of February 2019.

2. When will I receive my February SNAP benefits?

Current, eligible customers will receive their February SNAP benefits no later than Sunday, January 20, 2019.

3. I just applied or have a pending review for SNAP benefits. When will I receive my SNAP benefits?

Those with a pending review or application will receive SNAP benefits once their eligibility has been determined. We currently have authorization to issue SNAP benefits through Feb. 28, 2019. It is important for our customers to complete the application or review process as soon as possible.

4. Are SNAP benefits going to be issued in March?

March 2019 SNAP benefits will be issued on the regular schedule, if funding is restored. We currently only have secured funding through February 2019.

5. What if my SNAP benefit does not last until March? Will I get a supplement?

The early issuance of February SNAP benefits is not an additional benefit, but a regular benefit issued early. Make sure to plan your spending, as any SNAP benefit for March 2019 will be issued on your regular issuance date. This means you need to budget your SNAP funds to last through early to mid-March. No February supplement will be issued. If you need additional food help, call 2-1-1 or visit your local food bank.

6. Will grocery stores still accept SNAP EBT cards during the federal government shutdown?

The U.S. Department of Agriculture has confirmed that retail stores will continue to accept SNAP EBT cards through February 2019. This may be subject to change at the start of March 2019.

7. 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.



8. I didn't receive a notice about the early issuance? How I can verify that I received my February SNAP benefit?

Per federal regulation, Workforce Services issued a mass change notice in the form of a public notice. No individual notices have been sent to customers. You may check your SNAP EBT card balance at any time by accessing your myCase account, calling the EBT help desk at 1-800-997-4444, using the connectEBT mobile app, or by visiting connectEBT.com.

9. Where can I get help with food if SNAP is not funded after February?

If you need additional food assistance, call 2-1-1 or visit your local food bank.

10. What happens if I cash out my SNAP benefits?

Cash out SNAP benefits have been approved with the same stipulations as the regular SNAP benefits. They are also being issued early and funded through February 2019.

11. Does SNAP funding affect other federal assistance programs?

Workforce Services has secured funding for all of our other federal assistance programs and we see no impacts to other programs in the near future.

12. Will Workforce Services remain open during the federal government shutdown?

Yes. Workforce Services will be conducting business as usual.