



FREQUENTLY ASKED QUESTIONS

SNAP Emergency Food Benefits End March 1, 2023

Customer Service Resources:

- **Division of Social Services Customer Service Unit:** 302-571-4900 or 1-866-843-7212
- **Division of Social Services Online:** www.dhss.delaware.gov/dhss/dss/
- **Delaware ASSIST Portal:** <https://assist.dhss.delaware.gov/>

What are emergency allotments?

Delaware SNAP households have been getting an extra amount of benefits every month since March 2020 because of the COVID-19 pandemic. These extra benefits are called “emergency allotments” or “max allotments” and most households have been getting this on top of their regular SNAP benefits. These emergency allotments were authorized by Congress, but they were temporary and will be ending after the final emergency allotment issued on February 28, 2023.

Why are emergency allotments ending?

Emergency allotments are ending due to recent congressional action. Delaware was approved to issue additional SNAP benefits due to the state and federal emergency declarations that were in place during the pandemic. There is nothing the state can do to extend the emergency allotment benefits once they have ended.

How will this impact me?

A final emergency allotment will be issued on February 28, 2023. You will only be receiving one allotment per month beginning in March. Your benefit amounts are based on a number of factors, including household size, income and your specific circumstances. The date that you receive your allotment is based on the first letter of your last name. This may have a significant impact on families.



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Social Services



Will I still get SNAP benefits after the emergency allotment ends?

Yes, you will continue to receive your regular SNAP benefits as long as you remain eligible for this program. Your benefit amounts are based on a number of factors, including household size, income and your specific circumstances.

When will SNAP emergency allotment end?

February will be the last month households will receive emergency allotments. Beginning in March, SNAP households will see a reduction in the total monthly SNAP benefits.

I received a notice that my SNAP benefits will be reduced/closed. Can I appeal?

DSS cannot continue the additional benefits once maximum allotments have ended in March. The ending of the Emergency Allotment cannot be appealed. You are able to appeal if you believe the base benefit calculation is incorrect.

How much will my benefits be after emergency allotments end?

You should receive a notice any time your benefit changes to inform you of your current benefit level. You can access your notices via the Delaware Assist Self-Serve at <https://assist.dhss.delaware.gov/>. You can also reach out to your local DSS office or the Customer Relations Unit at 302-571-4900.

What can I do to help my family through this change?

We know this change may have a significant impact on many SNAP families. To help reduce the impact on households, families can:



- Roll over unused SNAP benefits to the next month. Unused benefits can remain on EBT cards for up to nine months. This may help cushion the impact of the reduction in benefits.
- Stock up on non-perishable items now, while you have the additional benefits. View tips on stocking your pantry in English or Spanish:

English: <https://drive.google.com/file/d/1yt0ciyA4pWpK3HIENue0jLFr7yvlevc/view>
Spanish: https://drive.google.com/file/d/1a1OBJSHICHxOX9WguSb9Dm7sDBG_v0hf/view

- Stretch food ingredients and plan to use them in more than one meal. This helps to save money and reduce food waste. View tips on stretching ingredients in English or Spanish:

English: https://drive.google.com/file/d/18x4j_cOtjzMWNNJaWdRE1m_nwRmbuUJQ/view
Spanish: <https://drive.google.com/file/d/1WDHHDrdRmjt4wVlfqPWY6ToX-s-Wr4o6/view>

- Consider freezing produce to make fruit and vegetables last longer. (View tips on freezing food in English or Spanish:

English: <https://drive.google.com/file/d/1n5poZbKDACudsEA8Z4FBXYQ4MFiIMBP2/view>
Spanish: <https://drive.google.com/file/d/1-O5g0SPSFHkUHndJk1LKwn6g9zAWp7yL/view>

Resources:

Food Bank of Delaware
New Castle County 302-292-1305
Kent & Sussex Counties 302-424-3301
www.fbd.org/get-help/

Delaware 2-1-1 Helpline
Call 2-1-1 or 1-800-560-3372
Text your zip code to 898-211
www.delaware211.org

Please contact the organizations below if you need help now or when COVID-19 assistance ends.

FREE Social Service, Health, Financial, and Employment Resources in Delaware	
CONTACT:	IF YOU NEED HELP WITH:
Delaware Division of Social Services Apply Online: www.assist.dhss.delaware.gov 1-866-843-7212 www.dhss.delaware.gov/dhss/dss/	<ul style="list-style-type: none"> • Food Benefits, Child Care Assistance, and Cash Assistance • Employment and Training Services for individuals receiving Food Benefits and Cash Assistance
Delaware Division of Medicaid and Medical Assistance Apply Online: www.assist.dhss.delaware.gov 1-866-843-7212 www.dhss.delaware.gov/dhss/dmma/	<ul style="list-style-type: none"> • Medicaid, Healthy Children Program (CHIP), Prescription Assistance, and Long-Term Care Services
Delaware Division of State Service Centers 1-866-843-7212 www.dhss.delaware.gov/dhss/dssc/	<ul style="list-style-type: none"> • Emergency Assistance for Rent, Utilities, Shelter, and Food • Kinship Care Assistance • Energy Assistance



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<p>Delaware Department of Labor www.labor.delaware.gov www.joblink.delaware.gov</p>	<ul style="list-style-type: none"> • Job Search and Training • Unemployment Benefits
<p>Delaware State Housing Authority 1-888-363-8808 www.destatehousing.com</p>	<ul style="list-style-type: none"> • Affordable Housing, Emergency Shelter, and Rental Assistance
<p>Delaware Women, Infant and Children (WIC) Program 302-605-4066 New Castle County 302-605-1833 Kent County 302-605-4055 Sussex County www.dhss.delaware.gov/dhss/dph/chca/dphwichominf01.html</p>	<ul style="list-style-type: none"> • Food Assistance, Healthy Eating, Nutrition, and Health Care & Social Service Referrals for Pregnant Women, New Mothers, and Young Children
<p>Delaware Aging and Disability Resource Center 1-800-223-9074 www.delawareadrc.com</p>	<ul style="list-style-type: none"> • Resources for Older Persons and Adults with Physical Disabilities • Information about Food Delivery, Housing, Employment, Health Services, and Other Available Programs
<p>Stand By Me 1-800-560-3372 www.standbymede.org</p>	<ul style="list-style-type: none"> • Financial Coaching • Improving your Credit Score and Reducing Debt • Homeownership Assistance
<p>Delaware Hope Line 1-833-9-HOPEDE or 1-833-946-7333 www.HelpsHereDE.com</p>	<ul style="list-style-type: none"> • Mental Health, Stress, Anxiety, and Depression • Substance Use Disorder and Addiction • Domestic Violence and Crisis Assistance
<p>My Child DE 1-800-734-2388 www.mychildde.org</p>	<ul style="list-style-type: none"> • Child Care Resources and Search Tools
<p>Community Legal Aid Society, Inc. (CLASI) 1-800-292-7980 New Castle County 1-800-537-8383 Kent County 1-800-462-7070 Sussex County http://www.declasi.org/</p>	<ul style="list-style-type: none"> • Free Legal Services
<p>Food Bank of Delaware 302-292-1305 New Castle County 302-424-3301 Kent & Sussex Counties www.fbd.org/get-help/</p>	<ul style="list-style-type: none"> • Community Food Pantries • Senior Nutrition Program
<p>Delaware 2-1-1 Helpline Call 2-1-1 or 1-800-560-3372 Text your zip code to 898-211 www.delaware211.org</p>	<ul style="list-style-type: none"> • Food Assistance, Medical Care, Emergency Shelter, Housing, Utilities, Mental Health, Substance Use Disorder, Clothing, Transportation, and Legal Help