



Arkansas Dept. of Human Services



Pine Bluff Scanning Center

P.O. Box 8848

Pine Bluff AR 71611-8848

DANA WHITE
2803 WAGON WHEEL CT
LITTLE ROCK AR 72206-6415

Date of Notice: 09/16/2023
Client ID: 5000262295
Case Number: 1001121587

Notice of Action

Dear DANA WHITE,

You are getting this letter because we received a change, and a decision has been made about your eligibility.

Please read the whole notice to understand all important information about your case.

- Each part will explain the status of your case and your household members' eligibility.
- The parts called "What do you need to do?" give the next steps for your case.
- You can also check your benefits at www.access.arkansas.gov

If you need help understanding this notice, please call 1 (855) 372-1084.



SNAP

This notice tells you about decisions we made about your household's eligibility for the Supplemental Nutrition Assistance Program (SNAP).

Changed or Continued Benefit

We were given information that caused us to review your SNAP benefits. After our review, we have decided that your SNAP benefits must change.

You have the right to ask for a fair hearing if you do not agree with this decision. You can find information on how to ask for an appeal hearing on the attached "Client Appeal Hearing Rights" sheet.

You will get the benefit amount listed below:

What month is the change effective?	Previous Amount	New Amount	Why Changed
Ongoing (10/01/2023 - 12/31/2023)	\$281.00	\$291.00	There is a mass change to the Income Limits. You did not cooperate with the Office of Child Support Enforcement requirements. Our policy supporting this action is SNAP 11200, SNAP 1623.3.

What do you need to do?

- Please use your electronic debit (EBT) card to access your benefits.
- If you have never had an Arkansas EBT card, one will be sent to you.
- If you have lost an EBT card, please contact 1 (800) 997-9999.

Your SNAP Certification Period

Your SNAP certification period is the length of time that you can get SNAP benefits. You will get SNAP benefits once a month during your SNAP certification period. Your SNAP certification period ends on 12/31/2023. You will need to complete a renewal form before the end of your certification period to keep getting benefits.

Who will get SNAP?

When?	Who?	
Ongoing (10/01/2023 - 12/31/2023)	BRAYLON WHITE	Client Id: 5001258955

Denial or Closure in Benefits

If a person has been denied, the person does not qualify for SNAP for the period listed. If a person is closed, the person will not receive SNAP benefits for the period listed.

Effective Month	Household Members	Why
Ongoing (10/01/2023 -)	DANA WHITE is Closed	You did not cooperate with the Office of Child Support Enforcement requirements. Our policy supporting this action is SNAP 1623.3.

What do you need to do?

- You have the right to ask for a fair hearing before a state administrative hearings officer if you do not agree with this decision.
- You can find information on how to ask for an appeal hearing on the attached "Client Appeal Hearing Rights" sheet.
- You may be represented at the hearing by a lawyer, relative, friend or anyone you choose. If you want to withdraw your request for a hearing, you may do so in writing.
- If you have been denied, closed, or your circumstances have changed, you may reapply at any time.


How will I get my benefits?

The Arkansas Department of Human Services (DHS) uses an electronic benefits transfer (EBT) card that works like a debit card. If you have never had an EBT card, DHS will mail one to your address after we approve your application. You should get your EBT card within seven days of approval. If you do not get your card after seven days, call the Customer Service Center at **1 (855) 372-1084**. You can ask to pick up your card at a local county office. Your benefits will automatically load to your card each month.

To activate your EBT card or to order a replacement card, call EBT Customer Service at **1 (800) 997-9999, 24 hours a day, seven days a week**. If you have an EBT card and order a new one, you will not be able to use your benefits until you activate the new card. You will need to call **1 (800) 997-9999** to get a new Personal Identification Number (PIN). Your old card will be deactivated and will not work.

How can you send the needed information?

You can send us the information we asked for in one of the following ways:

- **Online:** - You can send your information quickly and easily by uploading it directly to your Access Arkansas account. Follow these steps:
 1. Go to access.arkansas.gov.
 2. You will see a system upgrade screen. You will need to give us your name, date of birth, and county you live in. You can give us your Social Security number, but it is not required.
 3. Answer the Voter Registration question with "Yes" or "No."
 4. On the main Access Arkansas screen, please choose "Health Care" button to apply for Health Care, choose "SNAP" button to apply for SNAP, or choose "TEA" button to apply for TEA. You may apply for more than one program if needed.
 5. If you have created an account, you will be able to log in to update your settings and information, see letters and forms, upload documents, and more.
 6. If you need help, you can click on the Help Button at the top of the screen for step-by-step instructions.

Having an Access Arkansas account puts your case information at your fingertips. Get started with your Access Arkansas account today to do more online!

- **Fax:** You can send your needed information to:
 - Health care (870) 534-3421
 - SNAP and TEA (870) 534-3421
- **In Person:** You may take your needed information to your local county office:

1105 Martin Luther King, Jr
Little Rock, AR, 72203

How can you update your contact information?

Update your contact information if it has changed. Visit ar.gov/update to learn more.

Who can help if you have questions?

Visit our website at <http://www.humanservices.arkansas.gov>, call the DHS Helpline at 1 (855) 372-1084, or call your local county office at (501) 682-9200.

Where can you get this letter in a different format?

- Este aviso contiene datos sobre las prestaciones de usted.
Si necesita la traducción en español, favor llame al 1 (855) 372-1084.
- Kojela in ebed aoleb melele kin jiban ko Nan kwe.
Elane kwoj aikuij jiban ikijen ukok Nan kajin Majol, joij im kurtok 1 (855) 372-1084.
- To get this notice in a format that is accessible for an individual with a disability, call 1 (855) 372-1084.

What if you do not agree with the decision?

- You have the right to request an appeal hearing.
- You can find information on how to request an appeal hearing on the attached "Client Appeal Hearing Rights" sheet.

Arkansas Department of Human Services

Client Appeal Hearing Rights

What is an appeal hearing?	<p>A hearing gives you the chance to:</p> <ul style="list-style-type: none"> Explain why you think there has been a wrong decision made about your benefits. Ask for a fair review of the decision. <p>The hearing officer will conduct the hearing by telephone and will call you at your telephone number.</p>				
How do I request a hearing?	<p>To request a hearing, you can:</p> <ul style="list-style-type: none"> Check the box below. Then mail this form to the address on the front of this notice or to Appeals & Hearings at the address below. <div style="margin-left: 20px;"> <input type="checkbox"/> I am requesting a hearing with DHS because I disagree with the decision or planned case action. </div> Write a letter <u>or</u> email, including your name, case number (if you have one), the program and action that you want to request a hearing for and a copy of the front of this notice, and send it to: <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p>Mailing address: Office of Appeals & Hearings P.O. Box 1437 Slot 101 Little Rock, AR, 72203-1437</p> </div> <div style="width: 45%;"> <p>Email address: DHS.Appeals@dhs.arkansas.gov</p> </div> </div> Talk to DCO staff of any county office. 				
How long do I have to ask for a hearing for the Supplemental Nutrition Assistance Program (SNAP)?	<p>The following household members may ask for a hearing, but the request must be received by the date shown below</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <tr> <td style="width: 50%; padding: 2px;">DANA WHITE</td><td style="width: 50%; padding: 2px;">12/20/2023</td></tr> <tr> <td style="padding: 2px;">BRAYLON WHITE</td><td style="padding: 2px;">12/20/2023</td></tr> </table> <ul style="list-style-type: none"> If named above, you must ask for a hearing within 90 days of the Date of Notice. However, if you wish to continue your benefits at the current level, you must ask for a hearing within 10 days of the Date of Notice. If you appeal within 10 days but do not wish to continue benefits at the current level, you must tell us when you ask for a hearing. 	DANA WHITE	12/20/2023	BRAYLON WHITE	12/20/2023
DANA WHITE	12/20/2023				
BRAYLON WHITE	12/20/2023				
What are my rights if I request a hearing?	<ul style="list-style-type: none"> Your hearing will be conducted by telephone unless you request a video or in-person hearing. You may attend the hearing (In-person hearings are conducted in Little Rock). You may be represented by a lawyer or any other person you choose. You may be able to get free legal aid. If you need it: <ul style="list-style-type: none"> Call the 1-888-540-2941 Go to www.arlawhelp.org. Before the hearing, you have the right to see your hearing file and any other evidence to be presented or used at the hearing. You have the right to present your own evidence. You have the right to bring your own witnesses. You have the right to question any witness against you. Please note, if you lose your appeal, you may have to repay the amount of benefits you received during the appeal period. 				

Arkansas Department of Human Services

Your Rights and Responsibilities



Please read this entire document carefully to understand your rights and responsibilities when you get benefits from the Supplemental Nutrition Assistance Program (SNAP).

Rights and Responsibilities Across All Programs

1. You have the right to be treated courteously and with respect.
2. You have the right to apply for any public assistance program at any time.
3. You have the right to have your application processed in a timely manner.
4. You have the right not to give us any or all the information we ask for, even though that may affect our ability to process your case.
5. You have the right to be notified in writing of any changes in your benefit amount.
6. You have the right to look at your case file. If you disagree with something in your file, tell your county office worker.
7. You have the right to ask for an appeal and get an administrative hearing if a decision is not reached on your case within the appropriate time limit or if you disagree with the decision reached.
8. No person may be denied assistance on the grounds of race, color, sex, national origin, or disability.
9. I agree to notify the Department of Human Services within 10 days if my personal information changes, my income or resources change, or if any other changes occur in my circumstances.

SNAP Rights and Responsibilities

SNAP helps people with low income and few resources get the food they need for good health. SNAP electronic benefits transfer (EBT) cards are used in place of cash to buy food. However, most people find they must spend some cash along with their SNAP benefits to buy enough food for a month.

Your Rights

1. You have the right to ask for help from your worker to get the information you need to establish your eligibility.
2. Participation in SNAP is not time-limited. You can continue to get SNAP if you are eligible under SNAP rules. This is true even if someone in your home gets TEA cash assistance. If someone in your home does get TEA cash assistance, participation in SNAP does not count against their TEA time limits.
3. You have the right to know SNAP rules.
4. You have the right to know how we worked your SNAP benefit case.

Your Responsibilities

1. Interviews

If you apply for SNAP, you or another responsible household member must appear for an interview with a county office worker, or you may authorize someone who knows about your household to come to the interview. We may be able to schedule a telephone interview if you cannot name an authorized representative and you are unable to come into the county office because you are age 60 or older, physically or mentally disabled, or work or attend school during our normal office hours. You must contact the DHS county office to ask for an out-of-office interview. **If you miss an appointment, we will not schedule another appointment unless you ask us to do so.**

2. Penalty Warnings

If you get SNAP you must follow the rules listed below:

- **DO NOT** give false (wrong) information or hide information to get SNAP.
- **DO NOT** give false (wrong) information to help someone else get SNAP.
- **DO NOT** put your money or property in someone else's name in order to get SNAP benefits.
- **DO NOT** sell or trade or try to sell or trade your SNAP.
- **DO NOT** use your SNAP to buy items like alcoholic drinks or tobacco.

- **DO NOT** use a SNAP Electronic Benefits Transfer (EBT) card that belongs to someone else to buy food for your household.
- **DO NOT** use SNAP benefits or allow someone else to use these benefits if you know that the benefits have been received illegally, given to someone other than the legal owner, or are to be used in any illegal manner.

Any member of your household who admits to breaking any of these rules or who is found guilty of breaking any of these rules may be disqualified to get SNAP benefits for:

- One year for the first violation
- Two years for the second violation
- Permanently for the third violation

This person may also be fined up to \$25,000, sent to jail for up to 20 years, or both. They may be subject to federal prosecution. Federal penalties may include an additional disqualification period of 18 months or, for second and subsequent felony convictions for SNAP fraud, a mandatory jail sentence.

Additional Disqualifications

- A person found guilty in a Federal, State or local court of trading SNAP for controlled substances (illegal drugs or prescriptions that were not written for you) will be barred from receiving SNAP for 24 months for the first violation and permanently for the second violation.
- A person found guilty by a court of trading SNAP for firearms, ammunition, or explosives will be permanently barred from getting SNAP.
- A person who is a fleeing felon or as a parole or probation violator is barred from getting SNAP while he or she is fleeing to avoid custody.

Intentional Program Violations

Individuals found to have committed an Intentional Program violation either through an administrative disqualification hearing or by a Federal, State, or local court, or who have signed a waiver of right to an administrative hearing or a disqualification consent agreement in cases referred for prosecution shall be ineligible to get SNAP benefits for a period of one year for the first violation; two years for the second violation; permanently for the third violation. Individuals found by a Federal, State, or local court to have used or received benefits in a transaction involving the sale of a controlled substance shall (as defined in section 102 of the Controlled Substance Act (21 U.S.C. 802) shall be ineligible to participate in the program for a period of two years for the first violation; permanently for the second violation. Individuals found by a Federal, State, or local court to have used or received benefits in a transaction involving the sale of firearms, ammunition or explosives shall be permanently ineligible to participate in the Program upon the first occasion of such violation. An individual convicted by a Federal, State, or local court of having trafficked benefits for an aggregate amount of \$500 or more shall be permanently ineligible to participate in the Program upon the first occasion of such violation. An individual found to have made a fraudulent statement or representation with respect to the identity or place of residence of the individual in order to receive multiple SNAP benefits simultaneously shall be ineligible to participate in the Program for a period of 10 years. A person who is a fleeing felon or a parole or probation violator is barred from getting SNAP while they are fleeing to avoid custody.

3. Requirement to Work

Unless they are exempt, people between the ages of 18 and 50 who get SNAP must meet the Requirement to Work. Anyone who is not exempt must work at least 20 hours per week at a job or a self-employment enterprise; or attend an approved job training course at least 20 hours per week.

4. Quality Assurance

Your SNAP case may be selected for a Quality Assurance (QA) review. If so, the QA worker will check your case to see if you have given us the correct information. They will also check to make sure the DHS county office processed your case correctly.

If your case is selected for a QA review, the QA worker will contact you for an interview. You are required to give information to prove your statements are true and correct. The QA worker may contact your employer, your bank, other agencies, your landlord, etc. for information. If you do not cooperate during a QA review, your SNAP case will close. You will not be eligible to get SNAP benefits until you cooperate with QA or until February of the following year, whichever comes first.

5. What Can I Buy with SNAP benefits?

A person may buy only eligible foods with their SNAP benefits. Eligible foods include, but are not limited to, plants and seeds that can be used to grow food. You **cannot** buy the following items with SNAP benefits:

- Paper goods
- Cleaning products
- Household items
- Personal care items like toothpaste
- Alcoholic beverages
- Tobacco products
- Vitamins or medicine
- Foods prepared to be eaten in the store
- Hot food prepared in the store to be "carried out" and eaten

How can you update your contact information?

Update your contact information if it has changed. Visit ar.gov/update to learn more.