

ACCESS CENTRAL MAIL CENTER  
P.O. BOX 1770  
OCALA FL 34478

Notice of Case Action  
State of Florida Department  
of Children and Families



March 14, 2023

Case: 1718088701

Phone: (850) 344-0173

SARAH CALLAHAN  
3162 CEDARWOOD VILLAGE LN  
PENSACOLA FL 32514

Dear Sarah Callahan

The following is information about your eligibility.

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**Food Assistance**

Your application for Food Assistance dated March 02, 2023 is **approved**. You are eligible for the months listed below:

Name	Mar, 2023	Apr, 2023 Thru August 31, 2023
Sarah Callahan	Eligible	Eligible
<b>Benefit Amount</b>	\$271.00	\$281.00

Before your eligibility ends, we will send you a letter telling you what to do to keep getting Food Assistance. To keep your Food Assistance from ending, you will need to complete a review by August 31, 2023. You can use the web site at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) to do this on My ACCESS Account.

For Food Assistance benefits, you must report during your certification period when your household's monthly gross income is more than your income limit of \$1,473.00. If you are an ABAWD, you must report if your work hours drop below 80 hours/month. You must report this change within 10 days after the end of the month.

If you fail to report changes as required, or if the information you provide is not correct, you may have to repay any benefits you receive for which you were not eligible and you may be prosecuted for fraud. You must report other changes and your household's situation at the time of the next recertification. If you have access to a computer, you may report your changes online at the ACCESS Florida website [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida). You may also report changes by calling the ACCESS Florida Customer Call Center toll free at 1-850-300-4323 or by mail to the return address at the top of this notice.

If this is the first time you have been approved for food or cash benefits, your EBT Card will be mailed to you. If you received benefits before and had a card but have lost or misplaced it, please call EBT Customer Service at 888-356-3281 to ask for a replacement card.

Go to [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) and update your MyACCESS account. You will need your case number, 1718088701, to validate your account. Once you have validated your account you will be able to see the status of your benefits, view notices, renew benefits, request additional benefits, report changes, and upload documents.

## **Food Assistance Work Rules**

The Food Assistance Program has different work rules that must be followed to receive food assistance benefits. There are general work rules, Employment and Training (E&T) work rules, and Able-Bodied Adults Without Dependents (ABAWD) work rules. Different people in your house may need to follow different work rules and may need to follow more than one work rule. If you don't follow these rules, your food assistance benefits may decrease or end.

### **General Work Rules**

You must follow these general work rules to keep your food assistance benefits:

- Accept any job offer you receive, unless there is a good reason you cannot.
- If you have a job, don't quit your job or choose to work less than 30 hours each week without having a good reason, such as getting sick, being discriminated against, or not getting paid.
- Tell us about your job and how much you are working, or your availability to work.
- Participate in E&T work activities if assigned by us.

Individuals may not have to follow these general work rules if one of the following conditions (exemptions) apply:

- Younger than 16 or older than 59,
- Age 16 or 17 who is in school full time; not the head of the household; or enrolled in employment training at least half time,
- Taking care of a child younger than 6 or someone who needs help caring for themselves,
- Already working at least 30 hours a week or earning \$217.50 or more a week,
- Receiving or applied for unemployment benefits,
- Not working because of a physical or mental health reason,
- Going to school, college, or training program at least half time,
- Meeting the work rules for the Temporary Cash Assistance (TCA) program, or
- Participating in a drug or alcohol addiction program (Alcoholics or Narcotics Anonymous do not qualify),

Individuals in your home may have a good reason for not following the general work rules. Good reasons include issues you cannot control, such as getting sick or working in conditions that are unreasonable. These are some examples, but not all of them. If you think you have an exemption or have a good reason, you need to let us know immediately by logging into your MyACCESS account at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) and select "Report A Change" or calling 850-300-4323. If we agree that you meet an exemption or have a good reason, there will be no change in your benefits.

### **Employment and Training (E&T) Work Rules**

The E&T program is operated by local workforce development areas known as CareerSource Florida and can help you gain skills and find work. Individuals assigned to E&T may be required to participate in supervised job search, job search training, basic education, vocational training, work experience, and employment retention services

You will receive a notice in the mail with information about how to participate. You must follow these E&T work rules to keep your food assistance benefits:

- Complete the orientation and assessment and schedule an appointment with your case manager.
- Go to the appointment; if you cannot make it, you must contact your case manager.
- Work with your case manager to determine the right program for you.
- Complete the activities of the program each month.

If the assigned program is not a good fit for you, you must contact your case manager.

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Individuals may not have to follow E&T work rules if you meet a general work rule exemption (listed above) or if one of the following conditions apply:

- Temporarily laid off from work,
- Live more than 35 miles from a job search and training center,
- Are a domestic violence survivor,
- Pregnant,
- No childcare available for a child age 6 through 11-years old, or
- ABAWD meeting the 80 hours each month on their own.

If you have costs from participating in the E&T program, such as transportation, childcare, equipment, or other required items (tools, books, uniforms), we must pay for these costs to participate in the program. If we cannot pay for these costs, you will not be required to participate in E&T work activities.

Individuals in your home may have a good reason for not following the E&T work rules. Good reasons include issues you cannot control, such as getting sick or working in conditions that are unreasonable. These are some examples, but not all of them. If you think you have an exemption or have a good reason, you need to let us know immediately by logging into your MyACCESS account at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) and select "Report A Change" or calling 850-300-4323. If we agree that you meet an exemption or have a good reason, there will be no change in your benefits.

### **Able-Bodied Adults Without Dependents (ABAWD) Work Rules**

An ABAWD is a person who is age 18 through 49, does not live with a child under 18, and are physically and mentally able to work. If you do not follow the ABAWD work rules, you can only get food assistance benefits for 3 months in a 3-year period. Three-year periods run from January through December, e.g., January 2022 through December 2024.

To keep your benefits, you must spend at least 80 hours each month doing one or more of the following:

- Working (including "in-kind" work and volunteer work),
- Participating in a job program or similar activity we approved, or
- Combination of working and participating in a work program.

If you do not follow these rules without a good reason, you may lose your food assistance benefits. If you are doing one of these things, let us know by logging into your MyACCESS account at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) and select "Report A Change" or calling 850-300-4323. You must report if your work hours drop below 80 hours/month within 10 days after the end of the month.

Individuals may not have to follow ABAWD work rules if you meet a general work rule exemption (listed above) or if one of the following conditions apply:

- Younger than age 18 or older than age 49,
- Someone in your house is younger than age 18,
- Unable to work because of a physical or mental health reason, or
- Pregnant.

Individuals in your home may have a good reason for not following the ABAWD work rules. Good reasons include issues you cannot control, such as getting sick or household emergency. These are some examples, but not all of them. If you think you have an exemption or have a good reason, you need to let us know immediately by logging into your MyACCESS account at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) and select "Report A Change" or calling 850-300-4323. If we agree that you meet an exemption or have a good reason, there will be no change in your benefits.

We will count each full month that you receive benefits but do not meet the ABAWD work rules without a good reason. Once we have counted 3 full months, you will lose your benefits until January 2025. If you lose benefits and start meeting the ABAWD work rules, you may get food assistance benefits again. You can also get benefits again if something changes in your life and you meet an exemption. For example, you now have a child under 18 in the house.

**Penalties for Work Rules**

If the head of the household fails to follow the general or E&T work rules there may be penalties assigned to the entire household:

- The first time you do not follow these rules and don't have a good reason, you cannot get benefits for 1 month.
- The second time you do not follow these rules, you cannot get benefits for 3 months.
- The third time, and any additional, you cannot get benefits for 6 months.
- You must first follow these work rules before you can get food assistance benefits again. Other household members may apply after the penalty period if the head of household is still not following the work rules.
- If the individual is not the head of the household and fails to follow the work rules, only that individual will be removed from the benefits for the time periods listed above.

**For more information about available employment and training opportunities in your area, please visit: [www.employflorida.com](http://www.employflorida.com).**

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### DCF Services:

For information about your case, you may access your case information quickly and securely:

- through My ACCESS Account at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida),
- receive email notifications by signing up through your MyACCESS Account, or
- call the ACCESS Customer Call Center at (850) 300-4DCF (4323).

**Fair Hearings:** If you disagree with the decision we have made, you have the right to ask for a hearing before a state hearings officer. You may be represented at the hearing by a lawyer, relative, friend or anyone you choose. If you want a hearing, you must ask for the hearing by writing, calling the call center or coming into an office within 90 days from the date at the top of this notice. If you ask for a hearing before the effective date of this notice, your benefits may continue at the prior level until the hearing decision. You will be responsible to repay any benefits if the hearing decision is not in your favor.

If you need information about free legal services, call the ACCESS Customer Call Center toll free at (850) 300-4DCF (4323) for a listing of legal services in your area or you can visit [www.floridalawhelp.org](http://www.floridalawhelp.org).

Information on other services that may be helpful to you can be found at [www.dcf.state.fl.us/programs/access/](http://www.dcf.state.fl.us/programs/access/). Local community partner agencies are available to help you apply for services. To find one near you, go to [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida) under "Find Us". You can search by zip code or county.

### Other information that may help you:

- To register or update your voter registration, you can visit [www.registertovoteflorida.gov](http://www.registertovoteflorida.gov) or call the ACCESS Customer Call Center at (850) 300-4DCF (4323)
- Did you earn less than \$59,187 in 2022? You may be eligible for an Earned Income Tax Credit up to \$6,935. For more information on where to find free tax assistance in your area call the IRS at 1-800-829-1040.
- You may be eligible to receive monthly discounts on your phone bill through Florida's Lifeline Assistance Program. Call your phone company or the Florida Public Service Commission at 1-800-342-3552 for more information.
- If you need free help obtaining child support, medical support, establishing paternity, or locating your child's parent, call the Florida Child Support Program at (850) 488-KIDS (5437).

For Florida Relay 711 or TTY services, call 1-800-955-8771.

### Nondiscrimination Policy:

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex and in some cases religion or political beliefs. The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the Department of Children and Families where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form, AD-3027](#), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the [State Information/Hotline Numbers](#) (click the link for a listing of hotline numbers by State); found online at : [http://www.fns.usda.gov/snap/contact\\_info/hotlines.htm](http://www.fns.usda.gov/snap/contact_info/hotlines.htm). To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS) write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537- 7697 (TTY). This institution is an equal opportunity provider.

If you have difficulty understanding English because you do not speak English or have a disability, please let us know. Free language assistance or other aids and services are available upon request. 850-300-4323

إذا واجهتك صعوبة في فهم اللغة الإنجليزية لأنك لا تتحدث الإنجليزية أو تعاني من إعاقة، يرجى إخبارنا. تتاح المساعدة اللغوية المجانية أو أي مساعدات وخدمات أخرى عند الطلب. 850-300-4323

Si vous avez des difficultés à comprendre l'anglais parce que vous ne parlez pas anglais ou en raison d'un handicap, veuillez nous en informer. Une assistance linguistique ou d'autres types d'aides et de services sont disponibles gratuitement sur demande. 850-300-4323

Wenn Sie Schwierigkeiten haben, Englisch zu verstehen, weil Sie die Sprache nicht kennen oder weil Sie eine Behinderung haben, lassen Sie uns dies bitte wissen. Kostenlose Sprachmittlung sowie andere Hilfsmittel und Leistungen sind auf Anfrage erhältlich. 850-300-4323

તમે અંગ્રેજી ન બોલતા હોવાના કારણે અથવા વિકલાંગતા હોવાના લીધે જો તમને અંગ્રેજી સમજવામાં સમસ્યા આવતી હોય તો , મહેરબાની કરીને અમને જણાવો. વિનંતી કરવા પર વિના મૂલ્યે ભાષાકીય મદદ અથવા અન્ય સહાય અને સેવાઓ ઉપલબ્ધ છે. 850-300-4323

Si ou gen difikilite pou konprann angle paske ou pa pale angle oswa ou gen yon andikap, tanpri di nou sa. Gen èd ak lang avèk lòt èd ak sèvis disponib depi ou mande. 850-300-4323

Hai problemi a capire l'inglese perché non parli la lingua o hai una disabilità? Mettiti in contatto con noi. Su richiesta, è possibile ricevere assistenza linguistica o altri servizi e tipi di supporto in maniera gratuita. 850-300-4323

영어를 할 줄 모르거나 장애 때문에 영어를 이해하기가 어려우시면 당국에 알려주십시오. 요청 시 무료 언어 지원 또는 기타 보조 도구 및 서비스를 이용하실 수 있습니다. 850-300-4323

Jeżeli masz trudności ze zrozumieniem języka angielskiego, ponieważ nie mówisz w tym języku lub jesteś osobą z niepełnosprawnością, prosimy o kontakt. Bezpłatna pomoc językowa, a także inne formy wsparcia są dostępne na życzenie. 850-300-4323

Se você tiver dificuldade para entender inglês porque não fala inglês ou tem uma deficiência, informe-nos disso. Um assistente de linguagem gratuito e outros auxílios e serviços estão disponíveis mediante solicitação. 850-300-4323

Если у вас есть трудности с пониманием английского языка, потому что вы не говорите на нем или являетесь лицом с ограниченными возможностями, дайте нам знать. Бесплатные услуги языковой поддержки или другая помощь доступны по запросу. 850-300-4323

Ukoliko imate poteškoće u razumevanju engleskog jezika, bilo zbog toga što ne govorite engleski jezik ili zbog hendikepa, obavestite nas o tome. Besplatna jezička podrška i druge vrste pomoći i usluga su dostupne na zahtev. 850-300-4323

Si tiene dificultades para entender el inglés porque no sabe el idioma o porque tiene una discapacidad, háganoslo saber. Puede solicitar ayuda con el idioma u otras ayudas y servicios gratuitos. 850-300-4323

Kung kayo ay may kahirapan sa pag-intindi ng Ingles dahil hindi kayo nagsasalita ng Ingles o kayo ay may kapansanan, mangyaring ipaalam sa amin. Maaaring humiling ng libreng tulong sa wika o iba pang mga tulong at serbisyo. 850-300-4323

หากมีปัญหากับการทำความเข้าใจภาษาอังกฤษเนื่องจากคุณไม่ได้สื่อสารภาษาอังกฤษหรือเป็นผู้พิการ

โปรดแจ้งให้เราทราบ บริการช่วยเหลือด้านภาษาหรือความช่วยเหลือและบริการอื่นๆ ตามต้องการโดยไม่เสียค่าใช้จ่าย 850-300-4323

如因不會說英文或罹患殘疾而無法理解英文，請告訴我們。收到申請後，我們會提供免費語言協助或者其他協助和服務。 850-300-4323

Nếu quý vị gặp khó khăn để hiểu tiếng Anh vì quý vị không nói tiếng Anh hay bị khuyết tật, vui lòng cho chúng tôi biết. Trợ giúp ngôn ngữ miễn phí hay các dịch vụ và hỗ trợ khác được cung cấp khi có yêu cầu. 850-300-4323