14712 HWY 15 SOUTH Department of Human Services

PO BOX 158

DECATUR , MS 39327

COUNTY : 510

ASHLEY L DUKES TELEPHONE : (601)635-4490
15162 HWY 15 APT C201 CASE NUMBER: 150876257
DECATUR , MS 39327 WORKER : LATOYA BROWN

DATE : 06/10/2023

Form: X004 SNAP NOTICE OF EXPIRATION X004

Your certification for Supplemental Nutrition Assistance Program (SNAP) will end on JULY 31, 2023. To reapply, a responsible member of your family or authorized representative must file an application and complete all required actions in order to continue receiving SNAP benefits without a break in service. Your benefits may be late if you do not submit an application before or by the 15th of JULY. Please do not wait to reapply.

1. You may apply online at www.mdhs.ms.gov.

OR

2. An application is enclosed. You or your authorized representative may file the application by mail, in person, or by fax as long as it contains a readable name, address, and signature.

Your application will be processed within 30 days.

In order to receive uninterrupted benefits, you must provide all required verification within the required time. Failure to provide all required verification may result in a denial of benefits.

If all of your household members receive or have applied for Supplemental Security Income (SSI), you may file an application for SNAP benefits at the Social Security Administration (SSA) office.

If you fail to apply for renewal of SNAP benefits, your SNAP case will close.

See the back of this page for more information.

Si usted necesita ayuda con este formulario por favor llame al 1-800-948-4060.

2023

Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) – You must report any of the following changes in the household: more than \$125 in the amount of earned or unearned income; source of income; household composition; residence and any resulting changes in shelter costs; changes in the legal obligation to pay child support; a change in liquid resources, such as cash, stocks, bonds, and bank accounts. All changes must be reported within 10 days of the date the change becomes known to the household (TANF households must report within 5 days if the head of household moves out of state and when it is clear a child will be out of the home for more than 30 days). Additionally, all ABAWD households must report when their work hours fall below 20 hours per week, or an average of 80 hours monthly.

Note: If a SNAP household member receives lottery or gambling winnings equal to or greater than \$4250, the household is ineligible to receive SNAP. Ineligibility continues as long as the household's resources exceed the resource limit.

SNAP/TANF Household Size and Gross Income Limits:

	1	2	3	4	5	6	7	8	9	10
SNAP	\$1473	\$1984	\$2495	\$3007	\$3518	\$4029	\$4541	\$5052	\$5564	\$6076
TANF	\$403	\$542	\$680	\$819	\$958	\$1097	\$1235	\$1374	\$1513	\$1652

Note: If there are more than ten (10) SNAP household members, add \$512 for each one; for more than ten (10) TANF household members contact your worker for the total gross income level.

Note: Gross Income: (This is the amount before taxes and deductions are taken out.) Remember to add all income-wages, child support, social security, unemployment, etc. to compare to the amount on the chart above.

National Voter Registration Act:

If you or any member of your household needs assistance with registering to vote please contact your local county office.

SECTION I: TANF APPEAL AND FAIR HEARING RIGHTS

If we have denied your TANF application, closed your case or you are not satisfied with the amount of your TANF benefit, you may use the space in Section III below to request either an agency conference or state hearing to appeal our decision. If we don't hear from you, we will know that you understand the action taken and have no other information to give us.

You may request either an agency conference or state hearing within 90 days following the expiration of the advance notice period if your benefits were reduced or within 90 days of the date your case was denied or closed. If you request an agency conference and that decision is not in your favor, you may then request a state hearing. The Administrative Hearing Department may extend the time for filing the state hearing request if you can show good cause for not having made a timely appeal request.

If your hearing request is made within 10 days from the date of this notice and the request is based on factors other than a change in law or policy, or the expiration of the 60-month lifetime assistance period, your TANF benefits will be continued as they were prior to benefit reduction or case closure until there is a decision. If your benefits are continued and the hearing decision is not in your favor, you will have to repay the total of any benefits paid after the hearing request was made. If you do not request a hearing within 10 days from the date of this notice, your benefits cannot be continued pending a hearing decision. You may bring a lawyer, relative or friend to the hearing, or you may speak for yourself.

SECTION II: SNAP APPEAL AND FAIR HEARING RIGHTS

You have the right to request a hearing on any action by the agency or loss of benefits which occurred in the last 90 days. You may do this by contacting the local DHS office or by indicating your request for a hearing by signing your name below and returning this notice to the local office. Your case may be presented by a household member or a representative, such as legal counsel, a relative, a friend or other spokesperson.

If you request a hearing within 10 days from the date of this notice, you can receive SNAP until your hearing is decided or your certification period ends, whichever comes first. If, however, the hearing finds that our decision was correct, your household will owe us the value of the extra benefits you received. You can still request a hearing after 10 days, but you will not be able to receive SNAP at your current rate.

SECTION III: I want to request a hearing to discuss my \Box TANF \Box SNAP case.
The kind of hearing I want is: An agency conference with a member of the county staff other than my worker. A state hearing with a state office staff member.
I want a hearing to discuss my \Box TANF and/or \Box SNAP case because I do \Box do not want my \Box TANF and/or \Box SNAP benefits to continue until the hearing is decided or my certification/review period ends.
I understand if I have not checked either block, this means I have chosen to have my benefits continue.
Signature Date Signed

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FOR OFFICE USE ONLY:		
		DATE
CASE NUMBER:		RECEIVED:
Appointment Date:	Time:	303B:
Interviewed	Telephonic	
By:	Interview:	530: 🗖 Initials:
•		



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) APPLICATION SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATION

Name	SSN				Date of Birth
Residence Address					Phone
Mailing Address		City	State	Zip	2 nd Phone
Would you like to receive notices by email?	⊐Yes □ No	City If yes,	State email address	Zip :	
What benefits are you applying to receive interviewed. Due to household hardship, a basis. You may file a joint application for be	a face-to-face	intervi	ew may be wa	aived in fa	can determine your eligibility, you must be wor of a telephone interview on a case-by-case application for both programs.
			TANF		
To begin your application, complete the abov us this form.	e section and	sign belo	ow. We are rec	uired to tak	se action within 30 days from the day you give
			SNAP		office either in person, through an authorized
authorized representative. The application fil that day, if determined eligible. However, we the application filing date must be considered and take action within 30 days from the date MAY GET SNAP WITHIN 7 DAYS if you cash, checking or savings accounts are \$100 monthly income and liquid resources; or if y applications, regardless of whether they are j timeframes and will not be affected if TANF	ling date is con- then a resident of the day of you e your applica- ur household's or less; or if you are a mignoint application is denied.	nsidered t of an in our releas ation is n s gross r your rer rant or s ons or se	the day we renstitution joint se from the in- received, unle monthly incom nt/mortgage an easonal farm parate applica	ceive this for applies for stitution. We say ou are the is less that utilities a worker hou tions, will be	are of a responsible household member or your form in our office, and benefits are provided from or SSI and SNAP prior to leaving the institution, we are required to verify information you provide entitled to receive benefits within 7 days. YOU an \$150 and your household's resources such as are more than your household's combined gross seehold; and you verify your identity. All SNAP be processed according to SNAP regulations and
For information regarding services prov www.mdhs.ms.gov.	ided by Fan	nilies Fi	rst for Miss	issippi, cor	ntact 1-800-590-0818 or visit our website at
be disclosed by the Mississippi Departn	nent of Educ	cation t	o the Missis	sippi Depa	of the children identified on this application to artment of Human Services for use by the quirements of the Temporary Assistance for
application for assistance. Such persons	will not be re gibility deteri	eported mined u	to the Immig	ration and rules. The	s or non-qualified aliens may be left off your Customs Enforcement agency. Non-citizens income and resources of all persons in your papplication.
provided is true to the best of my knowled case and any necessary contacts to verify household members that are 18 or above.	lge. I give pe y my stateme I know that i	ermission ents. I g if I give	n for the Dep give consent i false or inco	artment of for the rele rrect infor	Il immigration status and that the information Human Services to make a full review of my ease of income verification to MDHS for all mation, I could be penalized, my case may be tights and Responsibilities handout from this
Signature of Applicant	Date			Sig	nature of witness if signed by mark
Signature of Authorized Representative or Second Parent in TANF	Date SN.	AP Outro	each	Sig	nature of witness if signed by mark

Agency Code _

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 Has anyone in your housel Does anyone expect to rec How much money does you Give the actual expense an Is your household's only in Does any household member Is anyone in your househo Have you or any member on Are you or any member on 	eive income late our household hat nounts: Rent/M ncome from mig ber age 60 or ab ld currently serve of your household of your household of your household the pour household f your household attempted felon f your household ent of making a f your household	er this month? To we in cash, checortgage \$grant or seasonal ove or disabled living a SNAP disabled been convicted a resident of a profit)? □Yes	PYes king acc Elect farm we have any qualificated of traced of fraced of traced of tra	No. If you count and satisfies your of pocation due to ding SNAP drug-related bying or sell and ulently reading SNAF in the law to condition or recial boarding No	es, how muce avings according a Sacording a Sacording a Sacordina	expens Yes drugs a was consenefits plicate a r guns, cution, obation stablish	WaterWater es that No after 05 mmitte over \$ SNAP ammu being ? □ Y ment the	er \$I exceed \$35° 8/22/96? □ Y d since 08/22 500 after 08, benefits in a nitions, or ex taken into cu Yes □ No nat offers me	Phone \$? □ Yes □ No 2/96? □ Yes /22/96? □ Yes ny State after explosives after astody, or going	No es □ No r
Name (First, Last)		RELATIONSHIP		L SECURITY	DATE	AGE	SEX		IONAL	US
1 4410 (2.110), 2400	,		NU *SEE D	UMBER DISCUSSION ELOW	of BIRTH			HISPANIC Y or N	RACE (***Choose one or more)	CITIZEN Y or N
1.										
2.										
3.										
4.										
5.										
6.										
Information pertaining to Ethnic determine how effective the progra *Race Codes: AL-American Ind List anyone in your household Name (First, Last)	m is in reaching the ian/Alaska Native; who you are not	eligible population. AS -Asian; BL -Blac	k or Afric	an American;		or Other	Pacific	Islander; WH-V		
SNAP Authorized Represent You may appoint someone of should know your household responsible for the information. I would like to appoint: 1. Na	outside your hou I's situation we in that anyone ac	ell enough to gi eting as your aut	ve any horized	informatior representat	n needed to ive gives, in	determ cluding	nine yo g any ii	our eligibility nformation th	y for SNAP. nat may be in	You are accorrect.
As part of the eligibility proceeds benefits only by following registrates and that I may be required to received through my own efforts.	ess for SNAP, I quirements to re nber. I understa complete job se	I understand that egister for work, and that job seek beking requirement	t certain seek en ting serv	household aployment, vices are ava later date.	members in and/or accepailable throu	ncluding pt suitalingh the ot an of	g myse ble em MS Defer of	elf will be ele ployment, un epartment of suitable emp	igible to recentless a work Employmen toyment whe	eive SNAP exemption at Security, other it was

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requirements may result in disqualification of a household member or the entire household from SNAP, and that I will explain these work requirements to my household.

I understand that the information included on this application may be disclosed to other Federal and State agencies for official examination, and to law enforcement officials for the purpose of apprehending persons fleeing to avoid the law.

I understand that if a SNAP/TANF claim arises against my household, the information on this application, including all SSNs, may be referred to Federal and State agencies, as well as private claims collections agencies, for claims collection.

<u>PENALTY WARNING</u>: *A Social Security Number (SSN) must be provided or applied for each person for whom assistance is requested per the Food and Nutrition Act of 2008. SSNs will be verified and used for Federal and State data matches, including but not limited to, Social Security, Internal Revenue Service, VA, MS Department of Employment Security, resource/income verifications, program disqualifications, and for collection of fraud debts. State and federal laws provide for fines, imprisonment or both for any person guilty of obtaining assistance to which he/she is not entitled by willfully withholding or giving false information. Information may be verified through collateral contacts when discrepancies are found. Alien status of persons requesting benefits is subject to verification with United States Citizenship and Immigration Services (USCIS) and will require submission of certain information from this application to USCIS.

<u>SNAP PENALTY WARNING</u>: If your household receives SNAP, it must follow the rules listed below. Any member of your household who breaks any of these rules on purpose can be barred from SNAP for 1 year for first offense, 2 years for second offense, and permanently for third offense; fined up to \$250,000, imprisoned up to 20 years or both; and subject to prosecution under other federal laws.

DO NOT give false information, or hide information to get or continue to get SNAP benefits. DO NOT trade or sell EBT cards. DO NOT alter EBT cards to get SNAP benefits you are not entitled to receive. DO NOT use SNAP benefits to buy ineligible items such as alcohol and tobacco or to pay food credit accounts. DO NOT use someone else's SNAP benefits or EBT card for your household. Individuals determined by a court to have committed the following program violations will be subject to the following penalties:

- If you are found to have used or received benefits in a transaction involving the sale of a controlled substance, you will be ineligible to receive SNAP benefits for a period of two years for the first offense and permanently upon the second such offense.
- If you are found to have used or received benefits in a transaction involving the sale of firearms, ammunition or explosives, you will be permanently ineligible to receive SNAP benefits upon the first occasion of such violation.
- If you have been found guilty of having trafficked benefits for an aggregate amount of \$500 or more, you will be permanently ineligible to receive SNAP benefits upon the first occasion of such violation.
- If you have been found to have made a fraudulent statement or representation with respect to your identity or place of residence in order to receive multiple SNAP benefits simultaneously, you will be ineligible to participate in the Program for a period of 10 years.

In accordance with the U.S. Department of Agriculture (USDA) Office of Civil Rights, this institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion and political beliefs.

The USDA also prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, disability, age, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or activities.)

If you wish to file a Civil Rights program complaint of discrimination with USDA, complete the <u>USDA Program Discrimination Complaint Form</u>, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W. Washington D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

For any other information dealing with 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 found online at http://www.fns.usda.gov/snap/contact info/hotlines.html.

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). USDA and HHS are equal opportunity providers and employers.

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RIGHTS AND RESPONSIBILITIES OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) HOUSEHOLDS

YOUR RIGHTS

- You have the <u>right</u> to file an application during working hours on the same day you contact the office. You may file your application as long as it contains your name, address and the signature of a responsible adult household member or authorized representative.
- You have the <u>right</u> to a telephone interview if you are unable to come to the office for the interview with your case worker due to age, transportation difficulties, illness, or other hardship as determined by the agency.
- You have the <u>right</u> to request a conference and/or fair hearing, orally or in writing, when you disagree with any decision on your application or case. You have the right to confer with legal counsel about any decision on your application or case.
- You have the <u>right</u> to receive written notice about any decision on your application or case, and back benefits when an agency benefit error occurs on your case.
- In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and in some cases religion and political beliefs.

The USDA also prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, disability, age, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or activities.)

If you wish to file a Civil Rights program complaint of discrimination with USDA, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/compliant_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

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FOR OFFICE USE ONLY:	
	DATE
CASE NUMBER:	RECEIVED:

USDA Nondiscrimination Statement

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, audiotape, American Sign Language, etc.), should contact the Agency (State or local) 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: How to File a Complaint, 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.

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: SNAP Hotline.

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.

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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).

YOUR RESPONSIBILITIES

- You have the <u>responsibility</u> to provide accurate and complete information on your application and to your worker.
- You have the <u>responsibility</u> to cooperate fully with State and Federal personnel in a Quality Control review of your case.
- You have the <u>responsibility</u> not to sell, trade or give away your SNAP Electronic Benefit Transfer (EBT) card, and not to use your benefits to pay credit accounts or private debts or bills.
- You have the <u>responsibility</u> to comply with any work requirements as explained by your worker.
- You have the <u>responsibility</u> to provide Social Security numbers (SSN) for each person for whom assistance is requested.
- You have the <u>responsibility</u> to report and verify allowable household expenses (shelter, utilities, child care, child support payments, medical, if applicable) in order to receive a deduction for the corresponding expense.
- Reporting changes: Households must only report when the household income meets or exceeds 130% of the poverty level for your household size. This change must be reported by the 10th of the month following the month in which the change occurred.

Note: In addition to the above reporting requirements, SNAP regulations state that all ABAWD household members must report when their work hours fall below 20 hours per week or an average of 80 hours monthly, regardless of whether or not the household's income exceeds 130% of the federal poverty level.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) ITEMS TO BRING IN FOR YOUR INTERVIEW

To determine your eligibility for SNAP benefits, the application form must be completed and signed, your household or your authorized representative must be interviewed and certain information on the application must be verified. It is our responsibility to help you in obtaining the required verification as long as you cooperate with us in this process. The agency will waive the face-to-face interview in favor of a telephone interview on a case-to-case basis due to household hardship.

When you come for your application interview, please try to bring with you the items below which apply to your situation and may be necessary for your application.

1. SOCIAL SECURITY NUMBER

Social Security numbers for household members who are included in the application or proof of application for a number.

2. INCOME VERIFICATION

- a. Pay stubs, pay envelopes or earnings statement for the last 30 days from the employer of each household member with earnings.
- b. If you are self-employed, most recent Federal income tax returns, bookkeeping records or sales and expenditure records.
- c. Award letters for Social Security, SSI, Worker's or Unemployment Compensation, Retirement, Veteran or Disability benefit or Pension, etc.
- d. Proof of support and/or alimony payments (unless this is received through the agency).
- e. Proof of income from rental property.
- f. Proof of payment from government sponsored programs and any other income.

3. RESOURCE VERIFICATION

Verification of resources may be required of some households. If it is determined that your household must verify resources, verification may include most recent bank statements or account books to verify checking/savings account balance, proof of certificate of deposit, stocks, bonds, etc., deed and tax receipt(s) of property.

4. EXPENSES

- a. Statement from your baby-sitter with their home address, phone number and the amount and how often you pay for child care, if more than \$200 per month.
- b. Proof of medical expenses (for household members who are disabled or age 60 or older) billed after Medicaid, Medicare or insurance has paid. This includes drug, doctor, or hospital bills, insurance payments, etc.

5. OTHER INFORMATION

- a. Proof of residency (rent or mortgage receipt, utility bill, etc.).
- b. Proof of identity (driver's license, birth certificate, work or school I.D., etc.).
- c. U.S. Citizenship and Immigration Service (USCIS) card or document, if you are not a U.S. citizen and are included in this application.
- d. Notice from out-of-state agency if you have previously received assistance in another state.

SNAP Household size and 130% poverty level income:

1	2	3	4	5	6	7	8	9	10
\$1287	\$1736	\$2184	\$2633	\$3081	\$3530	\$3980	\$4430	\$4881	\$5332

Note: If there are more than ten (10) household members, add \$451 for each one

Note: Gross Income: (This is the amount before taxes and deductions are taken out.) Remember to add all income - wages, child support, social security, SSI, unemployment, etc. to compare to the amount on the chart above.

5. OTHER INFORMATION

- a. Proof of residency (rent or mortgage receipt, utility bill, etc.).
- b. Proof of identity (driver's license, birth certificate, work or school I.D., etc.).
- c. U.S. Citizenship and Immigration Service (USCIS) card or document, if you are not a U.S. citizen and are included in this application.
- d. Notice from out-of-state agency if you have previously received assistance in another state.

SNAP Household size and 130% poverty level income:

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	1	2	3	4	5	6	7	8	9	10
	\$1396	\$1888	\$2379	\$2871	\$3363	\$3855	\$4347	\$4839	\$5331	\$5823

Note: If there are more than ten (10) household members, add \$492 for each one

Note: Gross Income: (This is the amount before taxes and deductions are taken out.) Remember to add all income - wages, child support, social security, SSI, unemployment, etc. to compare to the amount on the chart above.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating 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, audiotape, American Sign Language, etc.), should contact the Agency (State or local) 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, 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:

- 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.

This institution is an equal opportunity provider.