

February 07, 2023

Case: 1101055421

Phone: (407) 317-7770

JESSICA J HUTCHINS
PO BOX 1153
SORRENTO FL 32776

Dear Jessica J Hutchins,

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 a person in your house is exempt and do not need to follow any work rules, they will not be listed below. **If you don't follow these rules, your food assistance benefits may decrease or end.** This letter tells each individual which work rules apply to them and what you need to do.

What do you need to do?

The following individuals in your food assistance household must follow the general work rules, E&T work rules, or the ABAWD work rules as assigned below, see additional information about the work rules below:

JESSICA HUTCHINS You must follow the **General Work Rules**, see additional information below.

Does everyone need to follow these work rules?

No, only certain people do. You **may not** have to follow these rules if you are:

- Younger than age 16, or older than age 59,
- Age 16 or 17 who is not the head of the household; or attending school; or enrolled in an employment training program, at least half time,
- Taking care of a child younger than age 6 or someone who needs help caring for themselves,
- Already working at least 120 hours a month or earning \$870.00 or more a month,
- 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 treatment program (Alcoholics or Narcotics Anonymous, or Sober Living Houses do not qualify),

What should you do if you think one of these reasons applies to you?

These are some examples, but not all of them. If you think one of the above reasons apply, you need to let us know immediately by logging into your MyACCESS account at www.myflorida.com/accessflorida

and select "Report A Change" or calling 1-850-300-4323. If we agree that you meet one of the above exemptions, there will be no change in your benefits, and you **will not** need to follow any of the work rules in this letter.

General Work Rules

Keep reading to find out what to do if you have been assigned to follow the general work rules.

What do you need to do?

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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 can't.
- If you have a job, don't quit your job or choose to work less than 30 hours each week (120 hours/month) 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.
- Participate in Employment and Training (E&T) work activities if assigned by us.

What happens if you do not follow these General Work Rules?

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You **may lose your food assistance benefits** if you don't follow these work rules and you don't have a good reason.

What if you have a good reason for not following these General Work Rules?

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If you think you have a good reason for not following the general work rules, you need to let us know immediately by logging into your MyACCESS account at www.myflorida.com/accessflorida and select "Report A Change" or calling 1-850-300-4323. Good cause reasons include issues you cannot control such as getting sick, harassed at work, or not getting paid. These are some examples of good reasons but there are others too. If we agree that you have a good reason for not following the general work rules, there will be no change in your benefits, and you **may not** need to follow any of the work rules in this letter.

Reminder: Check page 1 of this letter for other reasons you may not have to follow any work rules.

How long will you lose food assistance benefits if you don't follow these General Work Rules?

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- The first time you don't follow these rules, and you don't have a good reason, you can't get food assistance benefits for **1 month**.
 - The second time you don't follow these rules, you can't get food assistance benefits for **3 months**.
 - The third time, and any additional times, you can't get food assistance benefits for **6 months**.
 - And you must follow these general work rules before you can get food assistance benefits again.

SNAP Employment and Training Work Rules

Keep reading to find out what to do if you have been assigned to follow the SNAP Employment and Training work rules.

What do you need to do?

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You **must** participate in SNAP Employment and Training (SNAP E&T). This program can make it easier for you to gain skills, find or keep a job. You will receive a letter from the Florida Department of Economic Opportunity (DEO) to set up your online account and begin your orientation.

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

- Once you have received the letter from DEO, please set up your online account as instructed,
- Complete the orientation and assessment by the deadline provided by DEO; **if you cannot**

make it to the orientation at this time or date, you must contact your local career center to reschedule. The local career center contact information can be found in the letter from DEO.

- Schedule an appointment in your online account with a case manager.
- Work with your case manager at orientation to determine the right program for you.
- Complete the activities of the program each month (your case manager will tell you what those activities include).

If you do not have access to a computer or the internet, you can visit and/or call your local career center, using the contact information on the letter from DEO. If you don't have access to a computer or the internet and cannot take advantage of other accessibility options from the local career center, please notify us immediately. We will either help you get the things you need to be able to participate in the E&T program, or we will excuse you from the requirement to participate.

Does everyone need to follow these Employment and Training Work Rules?

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No, only certain people do. You may not have to follow these rules if you:

- Are under age 18,
- Age 50 through 59,
- Have a child in the household under age 18,
- Pregnant,
- Homeless,
- Are temporarily laid off from your work (30 days or less),
- Have transportation problems,
- Have costs related to participating in SNAP E&T,
- Are a domestic violence survivor,
- Are a refugee that isn't allowed to work, or
- Are an ABAWD meeting the 80 hours each month on your own.

What if you have costs from doing the program?

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If you have any costs necessary to participate in this program, such as but not limited to transportation expenses, we must pay for these costs. If we can't pay your costs, **we must excuse you**, and you will not need to follow the SNAP E&T work rules.

What happens if you do not follow these Employment and Training Work Rules?

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If you do not follow these rules without a good reason, **you may lose your food assistance benefits.**

What if you have a good reason for not following these Employment and Training Work Rules?

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If you think you have a good reason, or your program is not a good fit for you, you need to let us know immediately by logging into your MyACCESS account at www.myflorida.com/accessflorida and select "Report A Change" or calling 1-850-300-4323. Good cause reasons include issues you cannot control such as getting sick, harassed at work, or not getting paid. These are some examples of good reasons but there are others too. **You should also tell your employment and training case manager.** If we agree that you have a good reason for not following the SNAP E&T work rules, you **may not** need to follow the SNAP E&T work rules in this letter.

Reminder: Check page 1 of this letter for other reasons you may not have to follow any work rules.

How long will you lose food assistance benefits if you don't follow these Employment and Training Work Rules?

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- The first time you do not follow these rules and you don't have a good reason, you can't get food assistance benefits for **1 month.**
 - The second time you do not follow these rules, you can't get food assistance benefits for **3 months.**
 - The third time, and any additional times, you can't get food assistance benefits for **6 months.**

- And you must follow these SNAP E&T work rules before you can get food assistance benefits again.

How do you find out more information about these programs?

DEO offers different programs to help you develop your work skills and to help you find and keep a good job. You can learn more about the different types of programs available by visiting DEO's website: <https://www.employflorida.com>.

Able-Bodied Adults Without Dependents (ABAWDs) Work Rules

These apply to you because you are age 18 through 49, do not live with a child under 18, and are physically and mentally able to work. This is often called the Able-Bodied Adult Without Dependents (ABAWD) work requirement.

If you do not follow the ABAWD work rules, you can only get food assistance benefits for 3 months in a designated 3-year period. Keep reading to find out what to do if you have been assigned to follow the ABAWD work rules.

What do you need to do?

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

- **Spend at least 80 hours each month** doing one or more of the following activities:
 - Working,
 - Participating in a job program or similar activities we approved,
 - Volunteering, or
 - Combination of the above.

Please tell us if you are doing one of these things by logging into your MyACCESS account at www.myflorida.com/accessflorida and select "Report A Change" or calling 1-850-300-4323.

If your work hours **drop below 80 hours** a month, **you must contact us** within 10 days after the end of the month.

What if you are referred to SNAP E&T and ABAWD Work Rules?

Participation in SNAP E&T is one way you can meet the 80 hours each month for the ABAWD work rules. If you have been referred to SNAP E&T, you must follow the SNAP E&T work rules listed above to keep your food assistance benefits. If you do not follow the SNAP E&T work rules, DEO will notify us, and your food assistance benefits may end sooner than the 3 months you have as an ABAWD.

As an ABAWD, you must complete the 80 hours each month or that month will count towards one of your 3 months allowed under the ABAWD work rules. If you have been referred to SNAP E&T and are meeting the 80 hours each month on your own, you must contact us so we can exempt you from the SNAP E&T work rules.

Does everyone need to meet these ABAWD Work Rules?

You **may not** have to follow **any** of these ABAWD work rules if:

- You are younger than age 18, or older than age 49,
- Someone in your house is younger than age 18,
- You are not working because of a physical or mental health reason,
- You are pregnant, or
- You meet one of the other reasons on page 1.

Call us at 1-850-300-4323 as soon as possible if you think one of these might describe you. If we find that it does, you **will not** need to follow the ABAWD work rules.

What happens if you do not follow these ABAWD Work Rules?

Each month that you receive a full month of benefits but do not meet the ABAWD work rules without a good reason, will count as a time-limited month. Once we have counted 3 full months, you will lose your food assistance benefits until January 2025.

What if you have a good reason for not following these ABAWD Work Rules?

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You need to let us know immediately by logging into your MyACCESS account at www.myflorida.com/accessflorida and select "Report A Change" or calling **1-850-300-4323 as soon as possible** if you think you have a good reason for not following these ABAWD work rules. Good reasons include issues you can't control such as getting sick or not having transportation. These are some examples of good reasons but there are others too. If we determine that you have a good reason, there will be no change to your food assistance benefits.

Reminder: Check page 1 of this letter for other reasons you may not have to follow any work rules.

If you lose your food assistance benefits, how can you get them back?

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If you lose benefits and start meeting the ABAWD work rules, you may get food assistance benefits again. You can also get food assistance benefits again if something changes in your life, and there are reasons you no longer need to follow the ABAWD work rules. For example, you may get food assistance benefits back if you have a new physical or mental health reason for not working or because of other reasons listed on page 1 of this letter.

How long will you lose food assistance benefits if you don't follow these ABAWD Work Rules?

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- The first time you do not follow these rules and you don't have a good reason, you can't get food assistance benefits for **1 month**.
 - The second time you do not follow these rules, you can't get food assistance benefits for **3 months**.
 - The third time, and any additional times, you can't get food assistance benefits for **6 months**.
 - And you must follow these SNAP E&T work rules before you can get food assistance benefits again.

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,
- 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.

Information on other services that may be helpful to you can be found at 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 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 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, audiotape, 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, 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: 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

