

# KNOW YOUR RIGHTS

## How to Get Food Assistance



NMCLP

The **Supplemental Nutrition Food Assistance Program (SNAP)** provides a monthly benefit on a card that can be used to buy groceries. **Expedited SNAP** is available if you are having a cash emergency with very little or no money in the bank.

### Applying is easy and simple:

- **By Phone: 1-855-637-6574**
- **Online at [www.yes.state.nm.us](http://www.yes.state.nm.us)**
- **In-person at an Income Support Division (ISD) office** (for help finding an office, go to [www.hsd.state.nm.us/isd](http://www.hsd.state.nm.us/isd) or call 1-800-283-4465)
- **By Mail by requesting a paper application** from [www.yes.state.nm.us](http://www.yes.state.nm.us) or calling 1-855-637-6574

### You qualify for SNAP based on your income:

Household Size	Maximum Monthly SNAP Allotment
1	\$298
2	\$546
3	\$785
4	\$994
5	\$1,183
6	\$1,421

ISD must process your **SNAP** application within

**30 days**

If you apply for **Expedited SNAP** then you must be notified within

**7 days**

# KNOW YOUR RIGHTS

## How to Get Food Assistance



NMCLP

### Documents you may need to turn in:

Applicants may need to provide information or documents that cannot be verified electronically by the Income Support Division (ISD). Ask the ISD workers for help if you are having trouble finding your documents or with any other part of your application.

**They are required to assist you.**

#### ➤ **Identity:**

Proof of identity can be done electronically using a social security number (SSN). If this is not possible, a state issued ID may be required.

#### ➤ **State residency:**

So long as you state you are a resident of New Mexico and intend to stay here or that you moved here for work, no proof of residency is required.

#### ➤ **Proof of income:**

If the ISD cannot verify your income electronically, they will ask you for documents that show your income, like paychecks or an employer statement.

#### ➤ **Utility Costs:**

Let ISD know if you pay utilities separate from rent. This will increase your SNAP benefits. If your utility payment is included in your rent, you may be able to receive more SNAP benefits if you can show proof, such as your lease or a letter from your landlord explaining that a portion of rent is used to pay utilities. *If you pay utilities separate from rent and list this on your application, you do not need to submit proof.*

✗ **Social Security numbers and proof of citizenship/immigration status** are only required for individuals applying for cash assistance, and are not required for family or household members that are not applying. If ISD cannot verify your status or U.S. citizenship electronically, you will need to turn in documents.

### Staying enrolled in SNAP:

**You must complete a form every six months** and report changes that affect your eligibility to keep SNAP benefits. **SNAP benefits must be renewed every 12 months.**

**Some adults with dependents over age 14 must meet monthly work requirements** unless they qualify for an exception due to disability or other good cause.

**You have the right to receive a written notice before SNAP benefits are cut or denied** explaining the decision. If you disagree, you have 90 days to request a fair hearing. If you request a hearing within 13 days, you may continue receiving SNAP food assistance.

