



APPLYING FOR BENEFITS

Cash Assistance, Medical Benefits and SNAP

Apply Online

If you live in Illinois you can apply for cash, medical and SNAP benefits online at www.abe.illinois.gov.

If you prefer a paper form, you can print and fill out a paper application which you can submit to your local office by mail, fax, or in person.

- * You may apply for cash, medical, and SNAP the first day you contact the Illinois Department of Human Services (DHS).
- * Applications are taken online or at DHS local offices. These local offices are also called Family Community Resource Centers (FCRC).
- * When you come into an FCRC:
 - * You should be treated with respect by DHS staff.
 - * You should be signed into the computer to keep your place in line.
 - * You should be able to apply for all benefits that same day.
- * Some offices are busy and you might have to wait.

What if I can't wait at the office?

You have a right to apply for benefits the first day you go to the office. If you can't wait to talk to a caseworker, you have some choices.

- * You can get an application and fill out as many questions as you can. Return the application to the receptionist. We will accept your application even if it only has your name, address and signature.
- OR
- * You can take the application home, fill it out, sign it, and return it to the local office in person.
- OR
- * You can take the application home, fill it out, sign it, and send it back to the local office by mail or fax.
- OR
- * If you decide to wait and we cannot interview you before the end of the day, we will give you an application. We will give you our expedited/emergency screening form for SNAP. We will also make a copy of your identification. You only need to fill in your name and address and sign the application. Turn the application in to the receptionist.

Once your application is filled out and turned in at the FCRC, there are a few more steps. The receptionist will stamp the application with a date. We will start to process your application that day. We will make an appointment for you to return for an interview. If you are applying for medical benefits only, you do not need an interview.

What if I need emergency benefits?

EXPEDITED/EMERGENCY SNAP

Expedited/Emergency SNAP are benefits that are ready in 5 days or less from the date you apply.

You may be able to get Expedited SNAP if:

- * Your monthly income, cash and bank accounts are less than your rent or mortgage plus your utility costs, OR
- * Your monthly income is less than \$150 and your cash and bank accounts are not more than \$100, OR
- * At least one person in your household is a migrant farm worker and your cash and bank accounts are not more than \$100.

If you cannot wait to speak to a caseworker, the receptionist will make an appointment for you for the next day. If the office cannot complete the application on the same day, then the receptionist will make appointment for you for the next day. This appointment is to see if you are eligible for Expedited/Emergency SNAP.

To receive Expedited/Emergency SNAP, you must have valid identification. We prefer photo identification. We will also take other kinds of identification.

When will I find out if I can get benefits?

You have the right to get a written decision about whether you can get benefits. You have a right to get this decision within certain time limits. The time limits are different depending on which benefits you apply for.

The time limits are:

- * 30 days for a decision about SNAP.
- * 45 days for a decision about cash assistance.
- * 45 days for a decision about medical benefits because of age or blindness.
- * 60 days for a decision about medical benefits because of being disabled.
- * 45 days for all other medical benefits (children, parents, families.)

If you are eligible and the decision takes longer than the time limit, you may be able to get \$100 and a temporary medical card.



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USDA Nondiscrimination Statement

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 of Illinois Department of Human Services) 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.

This institution is an equal opportunity provider.

This is an equal opportunity employer.

Additional Illinois Nondiscrimination Information

You may also write the Department of Human Services (IDHS) at Department of Human Services, Bureau of Civil Affairs, 401 South Clinton St., 6th Floor, Chicago, Illinois, 60607 or call the IDHS Helpline Number at 1-800-843-6154 or 866-324-5553 TTY/Nextalk or 711 Relay.

DHS, HHS, and USDA are equal opportunity providers and employers.

The State of Illinois provides reasonable accommodations according to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.