



## HOW TO KEEP YOUR SNAP BENEFITS FROM GETTING CUT OFF

You can avoid interruptions to your benefits by completing all necessary

### Report Changes



- When you move, you will need to give your new address to the County Assistance Office (CAO) to let them know where they should send your mail. If you change your phone number, you will also need to tell the CAO.
- Call the Customer Service Center at 215-560-7226 to report any changes.
- The Customer Service Center is open from 8am-5pm Mon-Fri. The wait time is usually very short.

### Complete the Application Process



- When you're approved for expedited benefits ("emergency benefits"), you still need to finish the application by submitting the documents the CAO asked for and completing an interview. If you do not finish the application process, your benefit will stop after the first month.

### Renew Your Benefits on Time



- Generally, people receiving SNAP have to "renew" their benefits twice per year. Renewals are due every 6 months and every 12 months. Some people may have a shorter or longer renewal period based on special circumstances.

#### 6-Month Renewal

- At the 6-month renewal, a Semiannual Reporting (SAR) form is due.
- You need to complete the SAR form and submit it to the CAO along with proof of any changes in your address, income, expenses, etc.
- If you are working, you must give the paystubs from the month requested.

#### 12-Month Renewal

- The 12-month renewal is like a new application or a review of your benefits.
- You can complete this renewal online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or you can submit a paper form to the CAO along with any changes in income, expenses, etc.
- You will also need to complete an interview with a caseworker.