

NEXT STEPS: SNAP Application for _____

Client name

The _____ helped you file a SNAP application online on _____.
Organization Date

The **NEXT STEPS** to complete your SNAP application are:

1. **An interview with DTA:**

The Boston DTA Web Unit will send call you at the phone number listed on your SNAP application. You should get a letter in advance from DTA telling you the date and time of the phone interview. Try to be near your phone at this time to answer any calls you receive. If you cannot make that interview or need to talk with someone sooner, call the Boston Web Application Hotline at **(617) 348-5656**. Leave a detailed message with your name, SSN and the best phone number to reach you.

If you miss DTA's phone call, you will get another letter saying you missed an interview. We recommend you call your Case Manager as soon as possible, or call the Web Hotline at **(617) 348-5656**.

2. **Sending in proofs:**

DTA will also send you a letter or "checklist" asking for verifications (proofs). You can submit documents to the Boston Web Unit by mail to 600 Washington Street, Boston, MA, 02111 or fax to (617) 889-7842. Or you can bring them to us and we will send them to DTA.

NOTE: Be sure to tell your DTA worker that this organization already faxed the documents you gave us that are listed on the attached Fax Cover sheet. We sent them to the Boston Web Unit on: _____ (date). DTA should not ask you to resend documents already sent to them.

3. **Your EBT card:**

You should get two DTA envelopes in the mail:

- An EBT card. This card will not have any benefits until your case is approved.
- A special PIN to use with the EBT card. Keep this number in a safe place. You can also change your PIN at any time.

4. **DTA letter about your SNAP benefits:**

Within 30 days of when you apply, you will get a letter from DTA about your SNAP application. This letter will say if your case was approved or denied. If it was approved, DTA will tell you how much SNAP you will get each month, the rules about the program and when to report changes. If your SNAP application is denied or if you have questions about the amount of your benefits, please call us so that we can try to help.

Please contact us at _____ if you missed your interview, are confused about the documents that DTA asked you to submit or your SNAP case was denied.