Tips to Help When Applying for the *Supplemental Nutrition Assistance Program*

The Supplemental Nutrition Assistance Program (SNAP) helps Tennesseans who need food assistance. To get SNAP benefits, you must 1) apply AND 2) share personal information that shows you need benefits. If you do not submit your information on time, your application and benefits could be delayed or denied.

Use these tips to help when you apply for SNAP with the Tennessee Department of Human Services (TDHS).

1. Apply for SNAP Online

You can apply for SNAP on the One DHS Customer Portal at OneDHS.TN.Gov/csp. When you apply online, we get the application in our system, with much of the information we need to process it. You can start the process quickly by applying from your phone, tablet or computer when it works best for you, instead of taking time to visit an office or sending by mail.

2. Watch for Our Call, and Complete Your Interview

When you apply for SNAP, you are required to complete an interview. You will receive notification of your interview date and time, so watch out for a call from TDHS on your interview day. During this interview you will share information about your living situation with an Eligibility Counselor. **If you miss your interview, your benefits may be delayed.**

3. Send Your Verification Documents with Your Application

To receive SNAP, you must provide verification documents that show proof that you qualify to receive benefits. Examples include:

- Social security cards
- Driver's licenses or IDs
- Most recent check stubs
- Most recent lease agreements, rent receipts or mortgage payments
- Most recent utility bills,
- and other household information.

You can upload photos of the documents online using the One DHS Customer Portal when you apply **OR** submit copies of these documents to a local TDHS office **OR** mail them. **Submitting your documents online through the One DHS Customer Portal is the most convenient way to ensure your information is attached to your case.**

Stay Updated

Applying for SNAP is a process. We want you to know what to expect with your application and case, so that you have the food resources you need. We have a lot of information on our website to help. You can also choose to receive text message updates and reminders about your application and case through the One DHS Customer Portal, and see your case detail. Using these resources can help you stay on track.

TN Department of Human Services

SNAP Putting Healthy Food Within Reach — USDA Supplemental Nutrition Assistance Program

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