



D.C. Hunger Solutions

Ending hunger in the nation's capital



# Specialized SNAP Training: Application Walkthrough

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# Welcome! In the chat, please share:

- Your name and pronouns
- Whether you're joining as a resident or provider
- A question you're hoping to answer in today's training
- Your favorite local restaurant



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# Participants will be able to..

#1

- Define SNAP and its eligibility requirements and describe D.C.'s food landscape

#2

- Identify Ways to Apply for SNAP in D.C.

#3

- Submit an online SNAP application by creating and connecting a District Direct account

#4

- Track the status of a submitted SNAP application

#5

- Submit a ticket on the DHS Submit a Concern portal

#6

- Refer clients to D.C. Hunger Solutions for help applying, recertifying, or troubleshooting SNAP issues



# Introduction to D.C. Hunger Solutions

- Founded as an initiative of the Food Research and Action Center in 2002, D.C. Hunger Solutions seeks to create a hunger-free community and improve the nutrition, health, economic security, and well-being of low-income District residents by:
  - Improving public policies to end hunger, reduce poverty, promote nutrition, and increase the availability of healthy, affordable food in low-income areas;
  - Maximizing participation in all federal nutrition programs; and
  - Educating the public about both the stark reality of hunger's existence in the midst of plenty and the real opportunities for effective solutions.



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# SNAP Refresher



[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)

# What is SNAP?

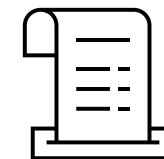
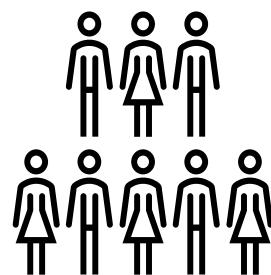
- The Supplemental Nutrition Assistance Program (SNAP) is a federal nutrition program that provides monthly benefits on an EBT card to eligible individuals.



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# SNAP Eligibility is based on...



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## SNAP in the District

- About 140,000 District residents participate in SNAP (roughly 13%)
- For every \$1 spent on SNAP, \$1.80 of economic activity is generated. SNAP is a **stimulus program**.
- Average benefit allotment: \$193.47 per month (\$6.36 per person per day)



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# Application and Recertification Process

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# Prescreening

- Before completing an application, you should prescreen households for eligibility.
- To do this, you can use D.C. Hunger Solutions' SNAP calculator at <https://www.dchunger.org/calculator/>



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# Prescreening



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**1 Household**

**2 Income**

**3 Medical Deductions**

**4 Dependent Care**

**5 Child Support**

**6 Housing and Utilities**

**7 Benefits**

**Step 1: Household Size and Composition**

**Important Note for Immigrants**

You can apply and get SNAP/food stamps for eligible family members, even if your family includes other members who are not eligible because of immigration status. For example, immigrant parents may apply for SNAP/ food stamps for their U.S. citizen or qualified immigrant children, even though the parents may not be eligible for benefits.

For more information, including a list of immigrant statuses that may qualify someone for benefits, click [here](#).

How many people total live in your household (include all members who buy and prepare food together)?

Are ALL members of the household receiving SSI or TANF benefits?



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# Ways to Apply

- After determining potential eligibility, you can apply in a few ways.
  - Online on the District Direct website (<https://districtdirect.dc.gov/>) or on the District Direct mobile app.
  - D.C. Hunger Solutions can help households fill out the application over the phone or in-person.
- In-person or via fax or mail after completing a paper application.
  - D.C. Hunger Solutions can submit an application on behalf of a household.
  - Applications can be mailed or dropped off at any open [ESA Service Center](#).
  - Try to keep a copy of your application in case it is lost by a Service Center.



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# Verification Documents

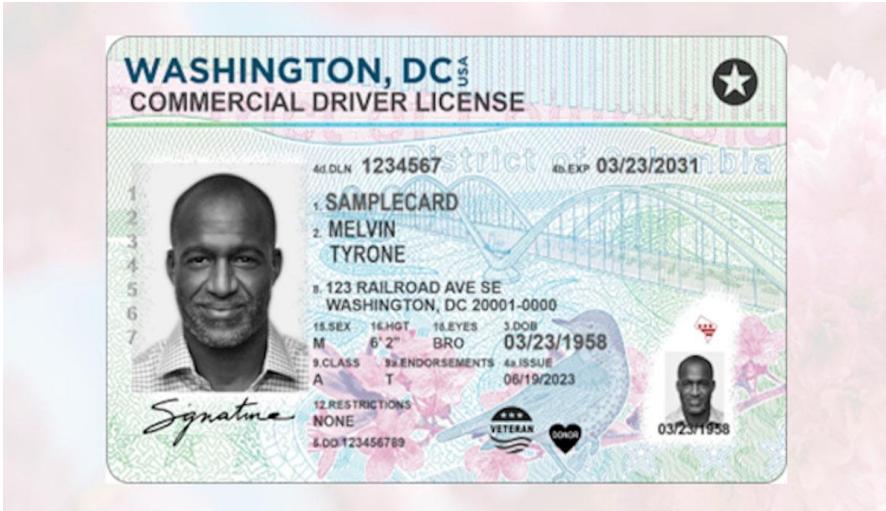
- Proof of Identity
- Proof of D.C. Residency
- Proof of Social Security number
- Proof of Income
- Proof of Shelter Expenses
- Proof of Medical Expenses (for older adults and people with disabilities)
- Proof of Dependent Care Expenses
- Proof of Immigration Status (if not a U.S.-born citizen)



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# Most common docs package



MY COMPANY INC.

207 West Highways Street

New York 14550

Date: 06-05-2023

## WEEKLY PAY STUB

EMPLOYEE INFORMATION		SSN	EMPLOYEE ID	PAY PERIOD
JULIA WARNER		0000-00-1234	100585	05-29-2023
105 Green Forest Avenue				06-04-2023
New York 14550				
GROSS EARNINGS	HOURS/QTY	RATE	AMOUNT	DEDUCTIONS
Hourly	40	\$23.50	\$940.00	Medical Care
Transport	1	\$105.00	\$105.00	Social Security
Bonus	1	\$40.00	\$40.00	Federal Income Tax
				State Income Tax
				Loans
GROSS PAY			DEDUCTIONS	
\$1,085.00			\$186.30	

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## STANDARD LEASE AGREEMENT

THIS AGREEMENT (hereinafter referred to as the "Standard Lease Agreement") is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the Landlord known as \_\_\_\_\_ with a mailing address of \_\_\_\_\_, City of \_\_\_\_\_, State of \_\_\_\_\_ (hereinafter referred to as "Landlord") and the Tenant known as \_\_\_\_\_ with a mailing address of \_\_\_\_\_, City of \_\_\_\_\_, State of \_\_\_\_\_ (hereinafter referred to as "Tenant").

For and in consideration of the covenants and obligations contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

1. **PROPERTY.** Landlord owns certain real property and improvements located at \_\_\_\_\_, City of \_\_\_\_\_, State of \_\_\_\_\_ (hereinafter referred to as the "Property"). Landlord desires to lease the Property to Tenant upon the terms and conditions contained herein. Tenant desires to lease the Property from Landlord upon the terms and conditions contained herein.
2. **TERM.** This Standard Lease Agreement shall commence on \_\_\_\_\_, 20\_\_\_\_, and end on \_\_\_\_\_, 20\_\_\_\_, at 11:59 PM local time (hereinafter referred to as the "Term"). Upon the end of the Term, Tenant shall be required to vacate the Property unless one of the following circumstances occur:
  - i. Landlord and Tenant formally extend this Standard Lease Agreement in writing or create and execute a new, written and signed Standard Lease Agreement; or
  - ii. Landlord willingly accepts new Rent from Tenant, which does not constitute past due Rent.

In the event that Landlord accepts new rent from Tenant after the termination date, a month-to-month tenancy shall be created. If at any time either party desires to terminate the month-to-month tenancy, such party may do so by providing to the other party written notice of intention to terminate at least thirty (30) days prior to the desired date or the minimum time-period required by the State, whichever is less. Notices to terminate may be given on any calendar day, irrespective of commencement date. Rent shall continue at the rate specified in this Standard Lease Agreement, or as allowed by law. All other terms and conditions as outlined in this Standard Lease Agreement shall remain in full force and effect. Time is of the essence for providing notice of termination (strict compliance with dates by which notice must be provided is required).

3. **RENT.** Tenant shall pay to Landlord the sum of \$\_\_\_\_\_ per month (hereinafter referred to as "Rent") for the Term of the Agreement. The due date for Rent payment shall be the \_\_\_\_\_ day of each calendar month and shall be considered advance payment for that month (hereinafter referred to as the "Due Date"). Weekends and holidays do not delay or excuse Tenant's obligation to pay Rent in a timely manner.

- A. **Late Rent.** If Rent is not paid within \_\_\_\_\_ days of the Due Date, the Rent shall be considered past due and a late fee of  \$\_\_\_\_\_ or  \_\_\_\_\_ % of the Rent past due shall be applied for every  day Rent is late  occurrence Rent is late.
- B. **Returned Checks.** In the event that any payment by Tenant is returned for insufficient funds ("NSF") or if Tenant stops payment, Tenant will pay \$\_\_\_\_\_ to Landlord for each such check, plus late Rent penalties, as described above, until Landlord has received payment. Furthermore, Landlord may require in writing that Tenant pay all future Rent payments by cash, money order, or cashier's check.

FreeForms.com

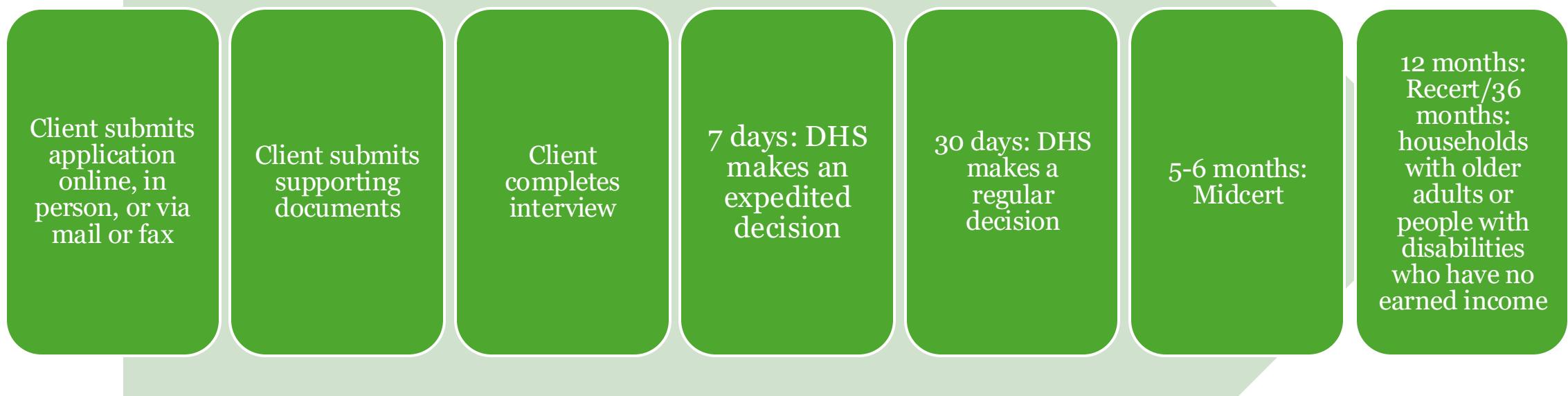
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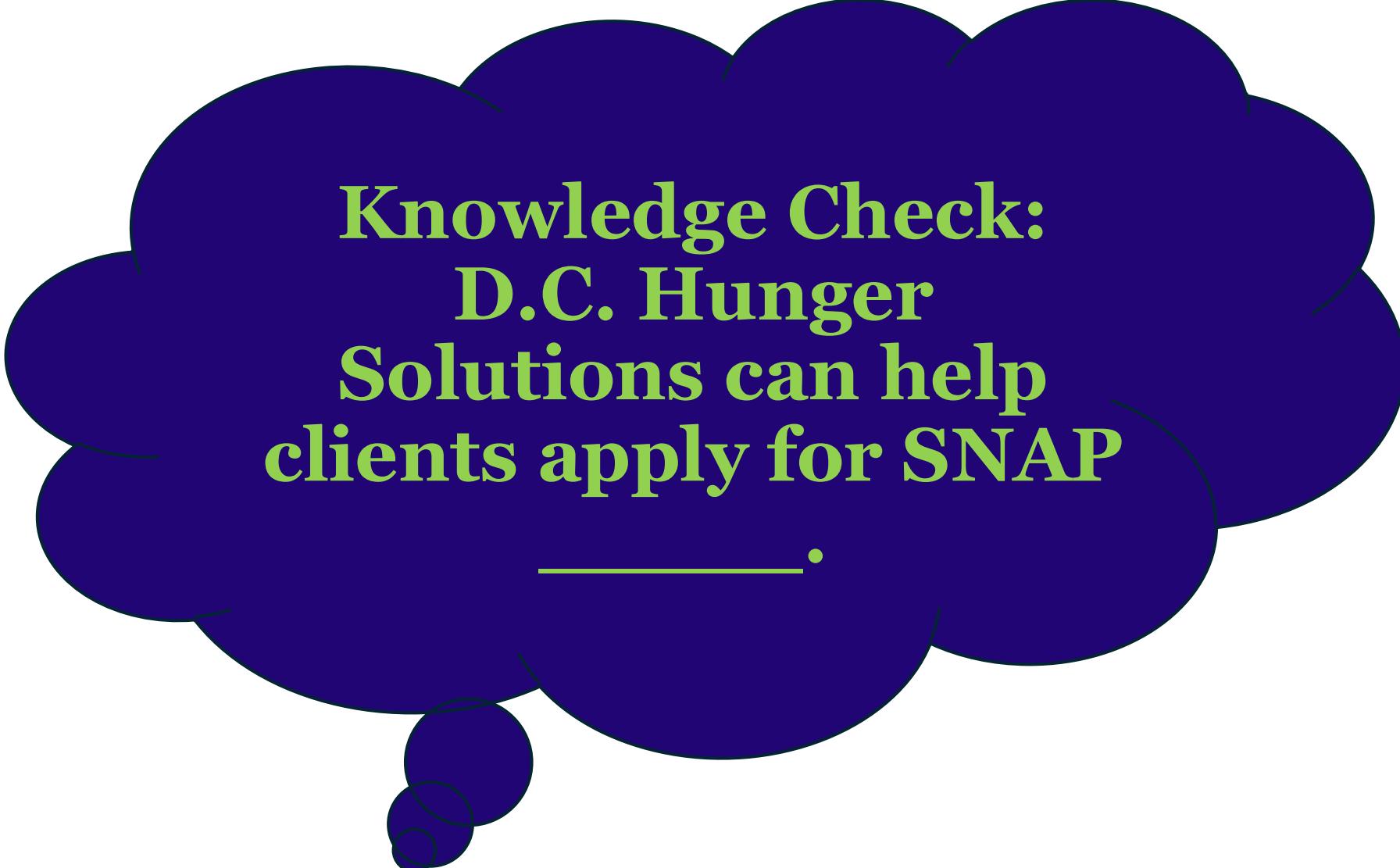
# Benefits Timelines



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# Knowledge Check: D.C. Hunger Solutions can help clients apply for SNAP



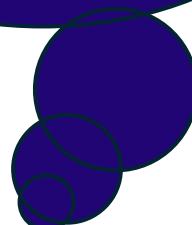
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**Knowledge Check:**  
**D.C. Hunger**  
**Solutions can help**  
**clients apply for SNAP**  
**over the phone or in**  
**person.**



# District Direct: Web vs Mobile Version

[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)



# Introduction to District Direct

- District Direct is the D.C. online benefits portal.
- You can apply for and learn more about SNAP, TANF, and medical assistance.
- You can also check notices, upload verifications, make changes to your address and circumstances, recertify, and view payments.
- You can also request proof of benefits and address.



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# District Direct – web version



District Direct

Home

Create Account

Log in

English

Español

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**Welcome to District of Columbia Benefits Portal**

Apply for SNAP, TANF/Cash Assistance and Medical Benefits or learn more about all our offered benefits

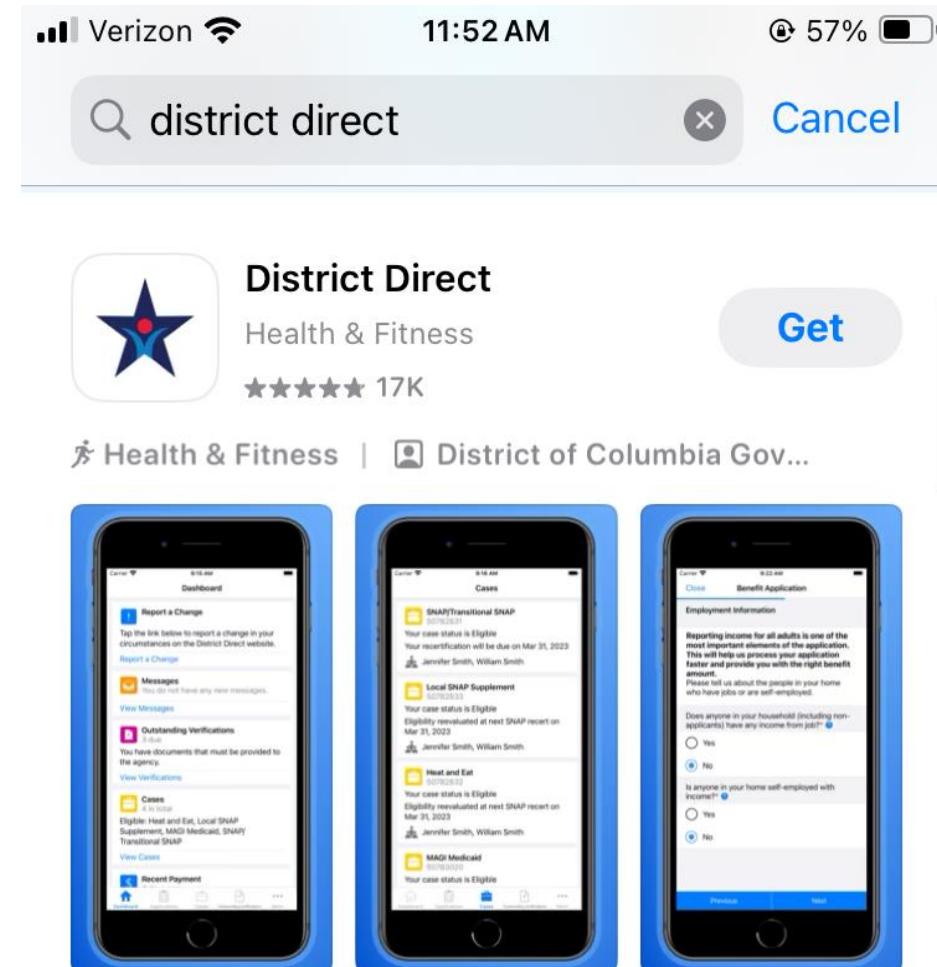
[Apply Now](#) [Learn More About Benefits](#)



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# District Direct – mobile version



# District Direct: Creating and Connecting an Account

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# Creating an Account

- First and Last Name
- Email (optional)
- Username
- Password
  - 8-20 characters
  - One uppercase letter
  - One lowercase letter
  - One number
  - One special character

To register for an account, fill in the new account information required below. You must complete all fields.

First Name

Last Name

Email (optional)

Username  
  Use Email Address

Entering your email address will make it easier to recover your password if you ever forget it.

Password

Confirm Password

I agree to the [terms and conditions](#).

**Create Account**



# Connecting an Account

- First and Last Name
- Date of Birth
- Sex
- One of the following:
  - Social Security Number
  - Person Reference Number
    - (connected to DHS, can be found on letters from DHS or by calling/going to service center)
  - Medical ID number (connected to medical assistance, usually begins with "70" or "79")

Notice Date:  
Account ID:  
Person ID: 1

# Connecting an Account – mobile vs web

## Connect Account

Enter information for the primary client on the application or case.

**First Name** Required

**Last Name** Required

**Date of Birth** Required  
MM/DD/YYYY

**Sex** Required

Please select a value

**Select SSN or Person Reference Number or Medical ID number** Required

SSN

Person Reference Number

Medical ID

**Submit**

Verizon 11:54 AM 57%

[Cancel](#) [Connect Account](#) [Connect](#)

## Connect Account

Enter information for the primary applicant for your application. The primary applicant is the person to whom all notices are sent.

**First Name\***

**Last Name\***

**Date of Birth\***

**Sex\***

Male

Female

**Select SSN or Person Reference Number or Medical ID\***

SSN



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# Web dashboard – before connecting

 **District Direct**

Home [Your account](#)  [Log out](#)

[Dashboard](#) [Applications](#) [Verifications](#) [Uploads](#) [My Information](#) [Notices](#) [Cases](#) [Payments](#)

**Your account**

## Welcome, Blake

[Check what you might get](#) → [Apply for Benefits](#) → [My Information](#) →

### Application Summary

The dashboard information reflects your latest applications. Click View Details to view all your applications.

**0 Application**  You have no application in progress.

**0 Program Requested**  You have no programs requested.

**0 Application PDF**  You have no submitted applications.

[View Details](#)

### Compare Health Plans

 Compare health insurance options to choose from to meet your needs and budget.

[Shop Now](#)

### Connect Your Account

Once you connect your existing account(s), you'll be able to:

See Payments  View Recertifications

### District Direct Mobile App

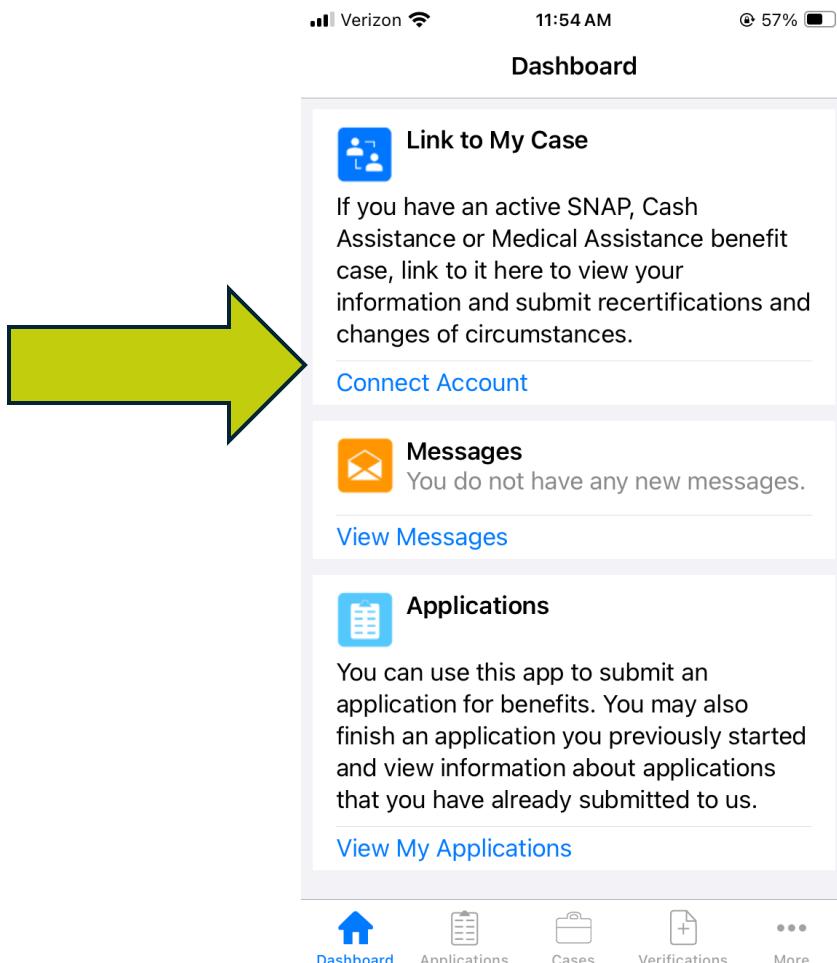


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# Mobile Dashboard – before connecting



# Web Dashboard – after connecting

 You have outstanding verifications that can cause your case to be closed or application denied. [Upload Verifications](#)

[Check what you might get](#) → [Apply for benefits](#) → [My Information](#) →

### Address Details

You can view and update your residential and mailing address details [here](#).

[View Details](#)

### Account Summary

**1 Verifications**   
You have 1 outstanding verifications.  
[View Details](#) →

**7 Notices**   
You have 7 unread notices.  
[View Details](#) →

**4 Active Cases**  
You have 4 Active Cases.  
[View Details](#) →



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# Mobile Dashboard – after connecting

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## Dashboard

**Profile**  
You can view basics profile information, modify addresses and contact information under My Profile. Click on View Profile to navigate there.

[View Profile](#)

**Report a Change**  
Tap the link below to report a change in your circumstances on the District Direct website.

[Report a Change](#)

**Voter Registration**  
Would you like to register to vote?

[Register](#)

**Messages**  
You do not have any new messages.

[Dashboard](#) [Applications](#) [Cases](#) [Verifications](#) [More](#)



# District Direct: Application Walkthrough

[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)



# SNAP Application Walkthrough Doc

Please refer to the SNAP Application Walkthrough document for detailed information on completing an application!



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# Applying for Benefits

Check what you might get



Apply for benefits



My Information



## Select programs you want to apply



**SNAP**

The District's Supplemental Nutrition Assistance Program (SNAP) (formerly known as Food Stamps) helps individuals and families to buy the food they need. Every month SNAP benefits are loaded onto an electronic card, called an Electronic Benefits Transfer (EBT) card, that is used as a debit card. EBT cards are accepted at most grocery stores, some farmer's markets, convenience, and big box stores. SNAP benefits can not be used to buy prepared foods, vitamins, alcohol/tobacco, and non-food items (like soap or toothpaste).



**Cash Assistance**

Please select this box if you want to apply for cash assistance benefits for households with needy children, refugees, or individuals waiting for a decision on their Supplemental Security Income (SSI) applications. This includes Temporary Assistance for Needy Families (TANF), Program on Work, Employment, and Responsibility (POWER), General Assistance for Children (GC), Refugee Cash Assistance (RCA), and Interim Disability Assistance (IDA).



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# Applying for Benefits



## **Medical Assistance**

District of Columbia Medicaid is a joint federal-state health insurance program that provides health care coverage to low-income and/or disabled individuals and families. Medicaid covers many services, including doctor visits, hospital care, prescriptions, mental health services, transportation and many other services. To be eligible for the Medicaid in the District, applicants must be residents of the District and must meet non-financial eligibility requirements. Currently, 1 out of every 3 District residents receives quality health care through the Medicaid program.



## **Qualified Medicare Beneficiaries**

The Qualified Medicare Beneficiary Program (QMB) program helps District residents who are eligible for Medicare pay for their Medicare costs. This means that Medicaid will pay for the Medicare premiums, co-insurance and deductibles for Medicare covered services. It also means that you will receive extra help with your costs under the Medicare prescription drug benefit (Part D), which will limit the amount you pay for your prescriptions. However, receiving a Qualified Medicare Beneficiary (QMB) benefit does not mean that you are entitled to DC Medicaid benefits.



## **Burial Assistance**

The Burial Assistance program provides assistance to pay for burial costs for individuals who die with very few



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# Applications

[< Back](#)

## My Applications

### Applications In-Progress

You have no applications in-progress at this time.

### Submitted Applications

SNAP

Date Submitted: 11/1/2023



Health Benefit Exchange Authority

[Privacy Policy](#)

Department of Health Care  
Finance

Department of Human Services

[Privacy Policy](#)

Follow Us



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# Verifications

## Outstanding Verifications

[VIEW PREVIOUS UPLOADS](#)

### Disclaimer:

The upload feature in this citizen portal is for uploading supporting documentation only. Please do not use this feature to upload copies of your written application, recertification, renewals or mid-certification forms.

The following items require you to provide documents so that they can be verified. These verifications are needed in order to continuing processing your application or case. If these items are not verified by the due date your eligibility may change. You may upload documents by selecting the 'Upload' button where you will be guided through the document upload process. When you are finished uploading your document you will be returned to this page.

Click to view [Verifications Document Help](#) for types of documents required.



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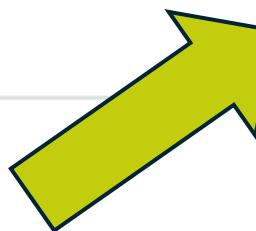
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# Verifications

Verification	Details	Verification Status	Action
State	You have not uploaded any documents for this verification yet.	Documents Required	 

# Uploading Information

Verification : State

Document Type : Residency - Lease Agreement

Residency - Lease Agreement

Choose File for Upload Residency - Phone or Utility Bill

Uploaded files must be in the format: PDF or images (TIFF, JPG, PNG). Maximum file size allowed is 10MB.

Add File (+)

Cancel

Upload

# DHS Submit a Concern Portal

[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)





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# Submitting a Concern

Office of Department of Human Services  
Ask The Director

Home FAQ Services Directory Select Language Powered by Google Translate

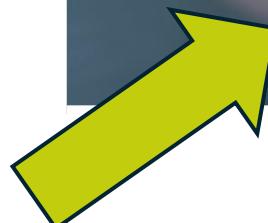
## Submit A Concern

**Create A Ticket**  
Work with DHS to resolve an issue

**CREATE A TICKET**

**Track My Ticket**  
Track the status of your Ticket and stay informed

**TRACK MY TICKET**





# Submitting a Concern

- Can submit as a client, family member, or organizational advocate
- Note the ticket # and monitor your phone/email for a response
- DCHS can submit tickets on behalf of clients!
  - "I applied and never heard back"
  - "I haven't gotten paid this month"

# Why use District Direct?

[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)



# Why Use District Direct?

- Alternative to service center for households with limited mobility, time, resources, etc.
- On-demand access to notices, actions to be taken, information on file, and payments
- Paper trail to ensure application and documents are not misplaced
- Easy to access for advocates and organizations assisting clients with applications

# FAQs

- Do I have to use District Direct to complete an application and forms?
  - No! District Direct is just one option for completing these forms. You can also visit an ESA Service Center to drop off a paper application or request a phone call or in-person visit.
- Do I have to connect an account?
  - No! Connecting an account is not required and not always applicable for a household. Even if you have an existing case, you are not required to connect it.
- What should I do if I experience an issue with District Direct?
  - Technology is not always perfect. Feel free to reach out to DCHS with any issues, and we will work with DHS to address any challenges.

# When to Refer to DCHS



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# Common Scenarios DCHS Can Help With

- "I'm not sure if I'm eligible for SNAP and need to be prescreened"
- "I think I'm eligible, but I'm not sure how to apply"
- "I already have SNAP, but need to submit my midcert"
- "I already have SNAP, but need to submit my recert"
- "My SNAP benefits decreased and I'm not sure why"
- "I need to report that I've moved, started a new job, had a baby, etc."
- "I think someone stole my SNAP card"



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# How to Refer to DCHS

- Call us: 202-640-1088
- Email us: [info@dchunger.org](mailto:info@dchunger.org)
- Fill out the online form on  
our website: [Apply for SNAP -](#)  
[DC Hunger Solutions](#)
- Schedule a Calendly  
appointment using the link in  
Maggie's email signature
- Talk to us at an outreach  
event!



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# Other Food Resources

[www.dchunger.org](http://www.dchunger.org) - (202) 640-1088 - [info@dchunger.org](mailto:info@dchunger.org)



# District-Wide Food Resources

## Produce Plus

- Provides \$40 a month to purchase fruits and vegetables at D.C. Farmer's Markets from June – November.

## WIC Farmers Market Nutrition Program

- Provides \$30 a month to eligible WIC participants to purchase fruits and vegetables at D.C. Farmer's Markets from June – November.

## Catholic Charities SHARE Program

- Offers monthly food packages available to anyone with no application, qualification, or ID required, including proteins, produce, and seasonal groceries.

## D.C. Central Kitchen Healthy Corners Program

- Stocks fresh fruits and vegetables at D.C. corner stores.
- Also offers SNAP Match program.



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# District-Wide Food Resources

## Martha's Table

- Offers markets with no-cost fresh produce and pantry items on a first-come, first-served basis.

## Bread for the City

- Operates two food pantries that provide nutritious groceries to clients living near the federal poverty line.

## Food & Friends

- Delivers meals, groceries, and medical nutrition counseling to people with serious illnesses who are unable to get food for themselves. Referral required.

## Food for All

- Delivers nutritious groceries to home-bound DC residents, including those with health issues, disabilities, older adults, and single parents. Referral required.



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# Food Resources for Older Adults

## Grocery Plus

- Provides income-eligible older adults with monthly groceries to support healthy and active living.

## Senior Farmers Market Nutrition Program

- Provides \$50 a month to eligible older adults to purchase fruits and vegetables at D.C. Farmer's Markets from June – November.

## Community Dining Sites

- Serves hot, nutritious meals in group settings for adults 60+, with eligibility for some spouses and residents with disabilities.

**Scan or [click here](#) for our full list of food resources!**



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# References

- USDA Economic Recovery Service Report: "*Household food security in the United States in 2024*" [Household Food Security in the United States in 2024](#)
- D.C. Hunger Solutions 2024 Racial Equity Report: "How Racial Inequities Impact Food Security in the District of Columbia" - [Racial-Equity-Report-2024.pdf](#)
- D.C. Hunger Solutions Grocery Store Report - "Minding the Grocery Gap in the District of Columbia – A 2024 Update" - [Minding-Grocery-Gap-2024.pdf](#)
- Capital Area Food Bank Hunger Report - [Hunger Report 2025 - CAFB Hunger Report](#)

# References (con't)

- D.C. Population Data - [OP Demographic Data HUB](#)
- SNAP Key Statistics and Research.  
<https://www.ers.usda.gov/topics/food-nutrition-assistance/supplemental-nutrition-assistance-program-snap/key-statistics-and-research>
- FRAC D.C. SNAP Fact Sheet - [SNAP FactSheets 022525 DC8.pdf](#)
- SNAP Eligibility for Non-Citizens: [SNAP Eligibility for Non-Citizens | Food and Nutrition Service](#)

# References (con't)

- 3 Things You Need To Know About Public Charge - [3 Things You Need to Know about Public Charge - Protecting Immigrant Families](#)
- Public Charge Talking Points - [Public Charge Community Talking Points - Protecting Immigrant Families](#)
- Economic Security Administration (ESA) Supplemental Nutrition Assistance Program (SNAP) Policy Manual (2025) -  
<https://dhs.dc.gov/sites/default/files/dc/sites/dhs/publication/attachments/Final%20ESA%20SNAP%20Policy%20Manual%201.24.25.pdf>

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