

Food assistance or (Supplemental Nutrition Assistance Program) SNAP has maximum benefit amounts that can be issued to individuals and households. To assist during these difficult times some households are being issued an additional benefit in mid-April and mid-May. The regular benefit and this additional benefit will equal that maximum benefit amount allowed for the household size. If a household already received the full amount with their regular April or May benefit, there will be no additional benefit on their card.

Question: What are Emergency Food Assistance Benefits?

Answer: Emergency Food Assistance benefits will allow all households currently eligible for Food Assistance to receive the maximum amount for their household size for March and April 2020. See Appendix F-2, [Food Assistance Program Standards](#) in KEESM for the maximum amounts.

Question: Who can get Emergency Food Assistance Benefits?

Answer: Anyone who was receiving benefits in March or April will automatically receive this benefit if they are not already receiving the maximum Food Assistance amount for your household size.

Question: When will the Emergency Food Assistance Benefit be available?

Answer:

If the client's last name starts with:	The consumer will get their benefits after 6:00 a.m. on the:
A or B	4/15/2020
C or D	4/16/2020
E, F, or G	4/17/2020
H, I, or J	4/18/2020
K or L	4/19/2020
M	4/20/2020
N, O, P, Q, or R	4/21/2020
S	4/22/2020
T, U, or V	4/23/2020
W, X, Y, or Z	4/24/2020

Question: What if I already got the maximum Food Assistance amount for March or April. Will I get extra benefits?

Answer: No, if you already received the maximum benefit amount, you will not get more benefits in April or May.

Question: How much should my Food Assistance benefit be with Emergency Food Assistance?

Answer: Your benefit will be the maximum amount depending on your household size. To see the maximum amount for your household, please refer to our [Food Assistance Program Standards](#).

Question: How do I get Emergency Food Assistance Benefits?

Answer: You do not need to do anything to get the emergency benefit. This benefit will be loaded to your EBT card automatically.

Question: Will we get Emergency Food Assistance benefits for May or after?

Answer: We do not know at this time if these emergency benefits will continue after May.

Question: How do I check my Food Assistance balance on my EBT card?

Answer: DCF recommends downloading the ebtEDGE Mobile Application from the Google Play or Apple App Store to check your balances in second with the simple touch of a finger. Cardholders can also visit www.ebtEDGE.com. Or call the number on the back of your card.

Question: Will DCF send a letter about getting extra benefits?

Answer: No. DCF is not sending notices for the extra benefits. If you want to know when your benefits are on your EBT card, you can call the number on your EBT card to check your balance or use EBTEdge app on your smart phone.