HEALTHY MECK

SNAP Changes: What Recipients Should Know

Information and resources for Mecklenburg County residents

SNAP rules are changing

Recent federal policy changes will affect some people who receive SNAP (Food and Nutrition Services).

Some changes have already begun. Other changes will happen over the next several years.

Not everyone will be affected in the same way.

If you receive SNAP, it is important to stay informed and respond to requests for information from your case worker or the Department of Community Resources.

What should I do now?

- **Make sure your contact information is up to date**
  Make sure the Department of Community Resources has your current:
  - Mailing address
  - Phone number
  - Email address

  If your contact information is not current, you could miss important notices.
- **Open and read mail about your benefits**
  Watch for:
  - Renewal notices
  - Forms that need to be completed
  - Requests for information
  - Benefit updates

  Respond as soon as possible if additional information is requested.
- **Report changes when required**
  Depending on your situation, you may need to report changes that could affect your case.

Examples include:

- Changes in income
- Changes in employment
- Changes in household size
- Changes in address

If you are unsure whether you should report a change, contact the Department of Community Resources.

- **Enhance your access to services by creating an ePASS account.**
  - ePASS provides a secure and convenient way to manage SNAP, Medicaid, and other benefits online, including submitting information, tracking the status of your case, and receiving important notifications.
  - After creating an account, be sure to link your case, keep your contact information current, and regularly check for notices, requests for information, and case updates.
  - Create or access your ePASS account: https://epass.nc.gov

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What if I have questions?

Help is available.

If you are concerned about changes to your benefits, contact the Department of Community Resources to learn about available assistance options.

Mecklenburg County has created resources to help residents understand upcoming SNAP and Medicaid changes.

Visit: **DCR.MeckNC.gov/Help** or call **704-336-3000** for assistance.

The county also provides resources in both English and Spanish.

Learn more

Mecklenburg County Resources

- Changes to SNAP and Medicaid (https://dcr.mecknc.gov/changes-to-snap-and-medicaid)
- SNAP Changes (https://dcr.mecknc.gov/snap-changes)

Questions? Call **704-336-3000**