SNAP Application Interviews:
What Low Income College Students Need to Know

Many low income college students are eligible for SNAP (food stamp) benefits. There are 3 important steps for all SNAP applicants – including college students – to take to get SNAP:

1) **Fill out a SNAP application:** Online through DTAConnect.com, by faxing or mailing in a paper SNAP application, or by applying in person at a local DTA office.

2) **Do an interview with a DTA SNAP worker** (by phone unless the student wants to go in person). During the interview, the worker will review the SNAP application and other information, discuss what proofs are needed, and review the SNAP household's rights and responsibilities – including when changes need to be reported.

3) **Send proofs (verifications) to the Department of Transitional Assistance (DTA).** DTA will send a letter telling the student what verifications are needed.

**How does a SNAP applicant do the application interview?**

Starting in September 2018, DTA calls all SNAP applicants within a day or two after DTA gets the SNAP application. If the applicant does not pick up, they will be sent a notice with a date and time for a scheduled interview. DTA will then try to reach the client before the scheduled phone interview. These calls are automatically made by the computer system 3 times per day.

- If the applicant picks up the call, they will be connected to a DTA worker for the interview.
- If the applicant does not pick up, DTA will leave a voicemail.
- DTA will call 2 more times, 2 minutes apart – leaving voicemails each time if there is no answer.
- DTA will continue to automatically call the SNAP applicant every day until the day of the scheduled interview.
- Once the SNAP applicant has the interview, these automatic calls will stop.

**How do we make sure SNAP applicants get their DTA interview?**

Here are 3 things to tell students or anyone else who applies:

1) **List a current phone number** on the SNAP application form. (If the student does not have a phone, they can also call DTA directly to ask for an interview - a few business days after filing the application. Call DTA at 1-877-382-2363.)

2) **Expect a phone call from DTA.** The caller ID will say the incoming call is from 1-877-382-2363 (you can also save DTA as a contact number). Answer the call and follow the directions to talk with a DTA SNAP worker.

3) If the student cannot answer when DTA calls, they should call DTA at 1-877-382-2363 when available (between 8 AM and 5 PM). They can wait to speak with a worker and have an interview.

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