

Lost your SNAP due to work requirements?

You have the right to appeal!

What's Happening?

Starting September 2025, some adults must work 20 hours a week to keep SNAP. These rules apply to you if:

- You are ages 18-64
- You don't get SNAP for children under 14
- You don't get disability benefits

If you don't meet the rules, you can only get 3 months of SNAP every 3 years unless you have an exemption.

➡ What Can You Do to Keep Your SNAP? ⬅

1. FILE AN APPEAL right away

- Submit the Fair Hearing Request Form that came with your notice via the MyCompass app or at your County Assistance Office (CAO). Ask for a receipt.
- **Appeal within 15 days of the date on your notice to keep getting SNAP until your hearing.**
- You can appeal up to 90 days after the date on the notice.
- It takes about 2 months to schedule a hearing. Use this time to work with the CAO to show that you are exempt or meeting the work rules.

CONTINUED ON REVERSE



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2. CHECK IF YOU ARE EXEMPT

- Tell the CAO if you:
 - Have a health condition that makes it hard to work
 - Are pregnant
 - Are in school or job training at least half-time
 - Applied for or receive unemployment benefits
 - Care for someone who is sick or elderly
 - Are in drug or mental health treatment
 - Will start a job within 60 days
 - Cannot work because of domestic violence, or
 - Are homeless
- **If you have a health condition that limits your ability to work**, get a “Medical Exemption” form (PA 1921) signed by your provider and submit it to the CAO.
- Report other exemptions at the CAO or call the Customer Service Center at (215) 560-7226.
- **Once the CAO approves your exemption, you can withdraw your appeal.**

3. MEET THE WORK RULES

- If you are not exempt, you must **work** or do **job training** for 20 hours a week, or **volunteer**. Unpaid work counts!
- Tell the CAO what work you are doing **in person** or by **calling 215-560-7226**.
- **Once the CAO confirms you are meeting the work requirements, you can withdraw your appeal.**

Need Help? CLS may be able to help with your appeal.

If you live in **Philadelphia**:

- **Walk-in: 1410 W. Erie Avenue on Monday or Wednesday from 9-12.**
- **Call us: 215-981-3700 on Thursday from 9-12.**

