

## SNAP Application Checklist

The Supplemental Nutrition Assistance Program (SNAP) is a [U.S. Department of Agriculture \(USDA\)](#) initiative administered by the [Tennessee Department of Human Services \(TDHS\)](#). The program provides nutritional assistance to qualifying households. These families are classified based on household and income situation according to federal guidelines. Households that include children or able-bodied working adults under the age of 60 may be certified to receive SNAP for a certification period of four-six months and included in the Simplified Reporting classification. Use this checklist to track SNAP procedures and deadlines.

### 1. Complete the Application

Applications can be completed online using the [One DHS Customer Portal](#) OR you may submit a printed application via mail or at local TDHS office. *See page 2 for details.*

**I submitted my completed application on this date:**

### 2. Complete the Eligibility Interview

The second step toward receiving SNAP benefits is completing your eligibility interview. Your SNAP case worker should contact you regarding the interview within 14 days of receiving your **completed** application. Interviews can be conducted during first contact with your case worker or scheduled for a future date according to federal guidelines.

**I was contacted about my interview on this date:**

**My caseworker's name is:**

### 3. Submit Verification Documentation

You may be asked to submit documents that verify your social security number, identification, current residence, income, resources, shelter, utility and/or living costs. Copies of verification documents can be **uploaded** on the [One DHS Customer Portal](#), submitted via scheduled appointment or by mail. Verification may be unnecessary if you are enrolled in another TDHS program, but re-verification may be required upon renewal. *See page 2 for details.*

**My interview took place (or will take place) on this date:**

**Interview Time:**

### 4. Application is Processed (Approved or Denied)

Once your application, interview and verification are completed, your application will be reviewed, and you will be notified of approval or denial of benefits within 30 days. You can check the status of your application by logging into your [TDHS Account on the One DHS Customer Portal](#).

**I submitted my verification documentation on this date:**

### 5. Recertification or Close of Case

SNAP participants may renew benefits or close their case at the end of their certification period. Renewal may involve an interview and re-verification. You will be notified of your renewal date and the associated submission requirements two months prior to the expiration of your current SNAP benefits.

**My current SNAP benefits end during this month:**

**If I choose to renew my benefits, my renewal documents are due on this date:**

# SNAP Application Information

## Simplified Reporting | Four-Six Month Certification



### Submitting Your SNAP Application:

Tennesseans may visit the One DHS Customer Portal at [OneDhs.Tn.Gov](https://OneDhs.Tn.Gov) to complete the SNAP application online **OR** complete and submit a printed application by: **1)** Uploading a complete printed application on the [One DHS Customer Portal](https://OneDhs.Tn.Gov) **OR 2)** Mailing an application to: Family Assistance Division, Department of Human Services, P.O. Box 620001, Memphis TN 38181. Visit [Tn.Gov/HumanServices/Information-and-Resources/](https://Tn.Gov/HumanServices/Information-and-Resources/) to download and print the application or contact [your local TDHS office](#) to receive an application or assistance.

### Submitting Verification:

Customers have three options to submit verification documentation: **1)** Upload documentation the One DHS Customer Portal at [OneDhs.Tn.Gov](https://OneDhs.Tn.Gov) **2)** Deliver documentation to the local TDHS office **3)** Mail **copies** of verification documentation to: Family Assistance Division Department of Human Services, P.O. Box 620001 Memphis TN 38181.

### Documents that may be used for verification:

- **Social Security Number:** social security card
- **Identification:** driver's license, school ID with photo, passport, resident alien card, I-94 card, voter's registration card
- **Current residence:** lease agreement, utility bill, phone bill, or driver's license with current address
- **Income:** check stubs, employer statement, award letters
- **Shelter costs:** mortgage payments, property tax, homeowner's insurance, rent receipt, lease agreement
- **Costs of utilities:** electric bill, water bill, gas bill
- **Resources:** bank statements, title, registration, deed

### Instructions for Uploading Documents

Customers can visit our [@TNHumanServices YouTube channel for video instructions](#) or **download a direction sheet** from the [Applying for SNAP TDHS web page](#).

### Stay in Touch

One way to stay informed and ensure your benefits reach you is to update your contact information anytime it changes. This can be done through your [TDHS account](#) or by contacting our Family Assistance Service Center at 866-311-4287.



### Learn More Online

Our Virtual Assistant, Ava, is available on our website 24/7 to guide you to the answers you need and details about SNAP and other programs for families can found on the website at [Tn.Gov/HumanServices/For-Families/](https://Tn.Gov/HumanServices/For-Families/). Customers can also use keywords to find information using the Knowledgebase on the One DHS customer portal at [OneDhs.Tn.Gov](https://OneDhs.Tn.Gov).



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