

Missouri Food Stamps: New COVID-19 Rules and How to Apply Online



How to contact Legal Services of Eastern Missouri for help:

- Call 314-534-4200 or 1-800-444-0514
- www.LSEM.org click on "Get Help Now" tab

Where to find information about COVID-19 from the Family Support Division:

- www.mydss.mo.gov
- Call 1-855-373-4636



What are Food Stamps?

Missouri Food Stamp Program, also known as SNAP (Supplemental Nutrition Assistance Program)

Must meet eligibility requirements

- Income, resource, etc.

How much can someone get?

- It depends on household size, income, and certain expenses
- The maximum amount for a household can be found here:

<https://mydss.mo.gov/food-assistance/food-stamp-program/income-limits>

Once approved for Food Stamps, the money is put on the household's EBT card each month



COVID-19 and New Missouri Food Stamp Rules

Family Support Division offices are closed to the public

- Staff are still working to process and approve applications
- Some offices may have drop boxes for documents available to the public, but some do not
- Call Center is best way to get questions answered: 1-855-373-4636
 - Due to high call volume, your call may be disconnected or you may have longer than average wait times
 - **New days and hours for the call center:**
 - Monday – Friday: 6 a.m. to 6:30 p.m.
 - Saturday: 8 a.m. to 5 p.m.
 - Sunday: 10 a.m. to 3 p.m.

COVID-19 and New Missouri Food Stamp Rules

Families whose children receive free and reduced cost school lunches

(P-EBT):

Temporary Food Stamps will be available soon for these families. Families who already receive Food Stamps will get extra benefits on their EBT card. Families who do not already receive benefits will need to apply through a special process. This application process has not yet been finalized.

Find more information as it becomes available at www.dss.mo.gov/covid-19

Work Requirements: WAIVED.

You do not need to work to receive Food Stamps at this time. If your application was rejected or you lost Food Stamps in the past because you were not working, you should **reapply right away**.

Interviews to get Food Stamps: WAIVED

You do not need to complete a Food Stamp interview to get benefits at this time.

Verification Requirements: RELAXED

Certain verification can be given through self-attestation. You will need to contact FSD and tell them you cannot get the documents.

Missouri Online Food Stamp Application Process Overview

1. Create an account at www.mydss.mo.gov
2. Proceed through Application
3. Sign and Submit Application Electronically
4. Submit Verification Information

*If you are working with someone who is wary of the online application process, you can find the paper application to print here: <https://mydss.mo.gov/food-assistance/food-stamp-program>

Start: www.mydss.mo.gov

The screenshot shows the myDSS website homepage. At the top, there is a dark blue header with the myDSS logo on the left, navigation links for "DSS mo.gov", "Gov. Michael L. Parson", "Find an Agency", and "Online Services" in the center, and a search bar and "Select Language" dropdown on the right. Below the header is a light green navigation bar with links for "myDSS", "Services", "Apply", "Check My Status", "Report a Change", "Frequently Asked Questions", and "Tell Us How We're Doing".

The main content area features two purple boxes at the top: "DSS COVID-19 RESPONSE" and "COVID-19 FOOD STAMP UPDATES". Below these are three buttons: "Apply" (teal), "Check My Status" (blue), and "Report a Change" (orange). Red arrows point from the "Apply" button to a "Child Support" carousel image and to the explanatory text below. The "Child Support" image shows a smiling young girl. The text below explains that the Family Support Division (FSD) can help with food stamps, health care, child care, and child support. It instructs users to click the "Apply" button to start an application, the "Check My Status" button to check benefit status, or the "Report a Change" button to update information. A video player is also present, titled "Finding Services on the Website" and "Encuentre servicios en el sitio web de la FSD".

Click the apply button to begin your application.

Apply

Click one of the buttons below based on the benefits you would like to apply for:

NOTE: If you wish to apply for Family Medical and an additional program (Child Care, Food Stamps, Temporary Assistance, and/or Adult Medical), you must complete the applications under both the orange and blue buttons below.

To apply for Family Medical, click the button below:

- Children under age 19
- Families
- Uninsured Women
- Pregnant Woman and/or Newborns

Apply for Family Medical

To apply for the following Benefits, click the button below:

- Child Care Subsidy
- Food Stamp Benefits
- Health Care for Aged, Blind or Disabled
- Temporary Assistance Cash Benefits

Apply for Benefits

About Agency

About DSS
About Family Support Division
Our Divisions
DSS.mo.gov
Statistics & Reports
News & Media
Career Opportunities
Strategic Management Priorities
Toll-Free Numbers
DSS Nondiscrimination Policy

Popular Links

Report Fraud
Energy Assistance
Child Care
Open Meeting Notices
Privacy Forms

Resources

Help with Opioid Misuse
Recovery Resources
2-1-1 Missouri, United Way
Register to Vote
Influenza Information
Health Benefit Account
Presumptive Eligibility Resources

Connect With Us



Governor
Michael L. Parson



Acting Director
Jennifer Tidball

Click the blue "Apply for Benefits" button

Missouri Online Application Introduction - Sign In Instructions

Missouri Benefits Center Sign In

For new customers, you must register before applying for Child Care Subsidy, Food Stamp benefits, MO HealthNet, and/or Temporary Assistance (TA) Cash Benefits.

For existing customers, enter your username and password to sign in.

Welcome!

* Choose one of the options below and click Continue at the bottom of the page to get started.

- I'm already receiving benefits and just need to report a change
- Start a new application for Child Care Subsidy, Food Stamp benefits, MO HealthNet and/or Temporary Assistance (TA) Cash Benefits.
- Keep working on an application that you have already started.
- Check the status or view an application that you have already submitted.

New users to the online application may want to write down your answers to secret questions and secret word. You will need answers to these questions to reset your password.

Select that you want to “Start a new application for Child Care Subsidy, Food Stamp benefits, MO HealthNet and/or Temporary Assistance Cash Benefits”

If another page pops up asking what program you specifically want to apply for, click the box next to Food Stamps.

New User Registration

Fill in the following to create your registration. An activation code will be sent to the email address provided.

* First Name:

Middle Initial:

* Last Name:

* Email:

Login Details

User Name Error: User Name includes invalid character(s); User Name must be any Numbers 0-9, Letters A-Z or Special Characters: . - @ (period, hyphen, at symbol) and be between min 6 to max 15 characters.

* User Name:

* Password: *Between min 6 to max 15 characters* [What should I do here?](#)

* Re-type Password:

Secret Question

* Select a Question to Answer:

* Answer:

* Select a Question to Answer:

* Answer:

* Select a Question to Answer:

* Answer:

Secret Word (Keep your selected secret word in a safe place as you may need it to assist with account verification.)

* Select your secret word for additional security: [Generate New List](#)

Missouri's User Acceptance Agreement:

TERMS AND CONDITIONS

By accepting the Terms and Conditions of the Missouri Department of Social Services and its Missouri Benefits Center online application system, you agree to be bound by, and to comply with, these Terms and Conditions and any other posted guidelines or rules applicable to this website.

Use of the Missouri Benefits Center online application system is subject to compliance with these Terms and Conditions. You acknowledge and agree that Missouri Department of Social Services may terminate your access to the Missouri Benefits Center online application system should you fail to comply with the Terms and Conditions or any other guidelines and rules published by Missouri Department of Social Services. Any such termination shall be in Missouri Department of Social Services' sole discretion and may occur without notice.

All parties agree to comply with the 1964 Civil Rights Act, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; the Americans with Disabilities Act of 1990 and all other applicable State and Federal requirements that prohibit discrimination in the delivery of services on the basis of race, color, national origin, age, sex, handicap/disability, sexual orientation, ancestry, religious belief or veteran status.

You agree that you maintain full responsibility for the deletion, failure to store, or untimely delivery of any information or material that has not been submitted to the Missouri Benefits Center online application system.

* Check after you have read and agreed to Missouri's User Acceptance Agreement.

Remember: your password can ONLY contain letters and numbers. Also, make sure to write down the "secret word" that you choose. You will need it in the next step.

Getting too much email? [Unsubscribe](#)



donotreply@dss.mo.gov

Thu 3/26/2020 6:04 PM

Holley, Katherine A.



CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Missouri Benefits Center - Online Registration

This email is automatically generated, please do not reply.

Hello Katherine,

Listed below are your login details to access your Missouri Benefits Center Web Application.

Username: KAJHOLLEY1

Account Activation Code: FQ167DTQBCY3GLE1WXW0

[Click here to activate your account.](#)

Please keep your username in a safe place as you will need it to log into your Missouri Benefits Center Web Application.

Your activation code is needed only to activate your account and will not be needed after you activate.

Sincerely,
Missouri Benefits Service Center

For problems during account activation - Contact the FSD Info Center (855-FSD-INFO) at 855-373-4636.

You will be asked to enter an “activation code” to continue with your application. You should receive an email from dontreply@dss.mo.gov with that code. Copy and paste the code into the application you are working on. You can then activate your account.

Expedited Food Stamp benefits - Benefits Request (you may be eligible for 7 day processing)

You may be eligible for expedited Food Stamp benefits if any of the following statements below apply to your household:

- Your household's liquid resources (cash on hand, checking or savings accounts, saving certificates, and lump sum payments) do not exceed \$100 and your household has less than \$150 of gross monthly income in the calendar month of application; or
- Your household expense of rent / mortgage and/or utility costs are more than your household's income, available cash and bank accounts this month; or
- Your household includes a migrant / seasonal farm worker whose income has stopped and whose liquid resources do not exceed \$100.

You are strongly encouraged to answer all of the questions below:

Do you have an Electronic Benefit Transfer (EBT) card for Food Stamp benefits?

Yes No

Is anyone in your household a migrant or seasonal farm worker?

Yes No

How much total earned income will your household receive this month before taxes (gross)?

\$

How much total unearned income or other money will your household receive this month?

\$

Total amount of liquid assets available (cash on hand, checking and savings accounts):

\$

How much is your household's monthly rent, lot rent and/or house payment?

\$

Check all the utilities your household is responsible for and/or if you receive energy assistance (LIHEAP):

- Heating
- Cooling
- Electricity
- Telephone
- Water
- Sewer
- Garbage
- Receive LIHEAP

Make sure to complete this section accurately. If you fall into any of these categories, you could get your benefits more quickly.

There is an option after you enter all this information to submit the application then. If you click "Yes" to submit the application then, you will not get to answer the rest of the questions and it could make it take longer to get your Food Stamps.

Who is Applying?

You can choose an individual or facility to complete your application and/or manage your benefits on your behalf. This person or agency will be considered your "authorized representative". If you are applying as an authorized representative for your client, then the client will need to sign the appropriate Authorized Representative Form available [Click Here](#). **Application made by an Authorized Representative is not valid without a signed hard copy of the applicable form, please upload or mail to your local FSD Office.**

* I am applying?

- For myself and/or my family
- As an Authorized Representative

* Do you want to appoint an Authorized Representative?


- Yes
- No


An authorized representative is someone that you trust who is helping you apply for and manage your Food Stamp benefits.


If you choose to appoint an authorized representative, make sure to check the correct box on the Authorized Representative Form. You probably do not want to check the box for "Access my benefits (EBT card)." If this box is checked, your Authorized Representative will receive their own copy of your EBT card and can spend your food stamps at the store.

Household Composition

- The application will ask you to list the names, birthdays, and relationship to the person applying for everyone in your household.
- Household = everyone that you live with that purchases and prepares meals together. Certain individuals **MUST** be included in your household if you are living together (Ex. your spouse.)
- You will need to provide the Social Security number for everyone in your household, or they may not get food stamps.

Print 

Help 

Reset 

Disability

Click Help? for disability descriptions

*Select if any of your household member(s) have a disability:

Katherine Holley

No one

[Save & Return Later](#)

[Submit Food Stamp Application](#)

[< Previous](#)

[Continue >](#)

If someone in your household has a disability that keeps them from working, click the box next to their name here. You can show disability in several ways including: receiving Social Security Disability, SSI, Medicaid for disabled persons, or by providing a doctor's statement.

Questions about criminal history

- You will be asked questions about your criminal history as part of the Food Stamp application.
- Please answer these questions honestly and accurately as there are serious consequences for answering falsely.
- If you answer “yes” to any of the questions, it does not automatically mean you cannot receive Food Stamps, but you may need to work with the Family Support Division to get additional information to determine eligibility.

Work Reduction

*Select household member(s) age 16-59 who have reduced hours worked in the last 60 days:

Katherine Holley

* Date hours were reduced:

* Reason hours were reduced:

No one

This question is extremely important for anyone who has been laid off or had hours reduced due to COVID-19. You will need to know your last date of employment or the date your hours were reduced. In the reason section, you can type, "I lost my job/hours were reduced due to COVID-19" and that should be enough.

Thank You

Dear Katherine Holley,

Thank you for using the Missouri Benefits Center online application system. Your Food Stamp benefits application has been submitted for processing on 3/26/2020 6:38:45 PM:

- You will be notified by mail when we have completed our review.
- **An interview is required to process your application.**
- Your application for benefits will be processed:
 - Within 7 days if you qualify for expedited benefits, or
 - Within 30 days.
- FSD will contact you if additional information is needed to process your application.

Applications submitted after 5:00 pm, or on weekends or holidays, will be received by the Family Support Division on the next business day.

To apply for MO HealthNet for children under 19 years of age, families, uninsured women, pregnant women, and/or newborns apply by phone 855-373-9994 or online at <https://mydssapp.mo.gov/CitizenPortal/application.do>.

If you have a question or want to check on the status of your application; log into the Missouri Benefits Center at myDSS.mo.gov, or call the FSD Info Center (855-FSD-INFO) at 855-373-4636, or you may visit your local FSD Resource Center.

Your application number is **7118327857**. Please save the confirmation email or write down your application number. If you contact the FSD Info Center they may ask for your application number to retrieve your information.

You did not upload any documents with your application.

Providing verification may result in a faster determination. To do so online, sign back into your account, review your account history, and select Upload Documents. Click [here](#) to view what kind of verification you can provide for faster service.

Sincerely,
Missouri Benefits Service Center

Summary Application

If you would like to print or save a copy of your application for your files, click the Print Application button. If you decide to print or save, keep in mind that your application has your private, personal information on it.

[Print Application](#)

Write down your application number and save and/or print your application if you're able to do so, for your records.

Upload supporting documents for verification

Do you want to upload documents?

Yes No

Play Upload
Instructions Video

Some verification is necessary to determine if you are eligible for benefits. Certain information can be uploaded to us online. For a list, click [here](#).

Please note: Your document is transmitted securely and a password is not necessary to protect your information. However, if you provide a password protected document to the Family Support Division the password will need to be provided to us so we may open the document. The date we receive the password is considered the date of receipt of the document. If you fail to provide the password to us the document will not be able to be processed and may affect the processing of your application/case.

If you have verification information handy, you can upload them as part of your application. This may make the processing of your application go faster.

The most common verification information needed is income information. The best way to prove income is through paycheck stubs. The Family Support Division is interested in gross income (the amount you are paid before taxes).

Submitting Verification

- Upload from your online account on www.mydss.mo.gov
- Email your verification documents to FSD.Documents@dss.mo.gov or fax to 573-526-9400
 - *Only during the current COVID-19 Crisis
- Some Family Support Division offices may have drop boxes available to give copies of verification documents. **Never** put original documents in a drop box.
- Call the Family Support Division call center at 1-855-373-4636
 - If you have trouble getting verification documents, call the Family Support Division to let them know. They should take your attestation (your word) for some information during the COVID-19 crisis.

How to contact Legal Services of Eastern Missouri for help:

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