

DSS Office Locations & *EBT Card Issuance Sites

NEW CASTLE COUNTY

Claymont State Service Center

3301 Green Street, Claymont 19703
Phone: (302) 792-6500 Fax: (302) 792-6501

***Northeast State Service Center**

1624 Jessup Street, Wilmington 19802
Phone: (302) 552-3530 Fax: (302) 577-3805

Porter State Service Center

509 W. 8th Street, Wilmington 19801
Phone: (302) 777-2830 Fax: (302) 777-2831

Canby Park Office

1920 Maryland Ave., Wilmington 19805
Phone: (302) 498-5500 Fax: (302) 498-5501

***DeLaWarr State Service Center**

500 Rogers Road, New Castle 19720
Phone: (302) 622-4520 Fax: (302) 622-4521

Churchman's Corporate Center

84 Christiana Rd., Ste. B, New Castle 19720
Phone: (302) 395-6740 Fax: (302) 395-6777

***Hudson State Service Center**

501 Ogletown Road, Newark 19711
Phone: (302) 453-2800 Fax: (302) 453-2853

Robscott Building

153 E. Chestnut Hill Road, Flr. 2A, Newark 19713
Phone: (302) 451-3680 Fax: (302) 453-2855

Appoquinimink State Service Center

122 Silver Lake Road, Middletown 19709
Phone: (302) 696-3150 Fax: (302) 696-3121

KENT COUNTY

Smyrna State Service Center

200 S. DuPont Blvd., Suite 101, Smyrna 19977
Phone: (302) 514-4530 Fax: (302) 514-4531

***Williams State Service Center**

805 River Road, Dover 19901
Phone: (302) 857-5020 Fax: (302) 857-5021

Blue Hen Corporate Center

655 South Bay Rd., Suite 6A, Dover 19901
Phone: (302) 672-9500 Fax: (302) 672-9501

Milford Annex

13 S.W. Front Street, Suite 105, Milford 19963
Phone: (302) 424-7250 Fax: (302) 424-2792

SUSSEX COUNTY

***T. Adams State Service Center**

546 S. Bedford Street, Georgetown 19947
Phone: (302) 515-3080 Fax: (302) 515-3081

Shipley State Service Center

350 Virginia Avenue, Seaford 19973
Phone: (302) 628-2011 Fax: (302) 628-2027

Bridgeville State Service Center

400 Mill Street, Bridgeville 19933
Phone: (302) 337-8261 Fax: (302) 337-3204

Laurel State Service Center

31039 N. Poplar Street, Laurel 19956
Phone: (302) 875-2280 Fax: (302) 875-4960

Pyle State Service Center

34314 Pyle Center Road, Unit 1, Frankford 19945
Phone: (302) 732-1720 Fax: (302) 732-1721

OTHER IMPORTANT PHONE NUMBERS

DSS Customer Relations

1-866-843-7212 – option 1

DSS Change Report Center

1-866-843-7212 – option 2

Apply online at Delaware *ASS/ST*:
<https://assist.dhss.delaware.gov>



Scan to visit the Division of Social Services website
<http://www.dhss.delaware.gov/dss/>

Delaware Help Line
1-800-464-4357 or 2-1-1

Revised August 2021



**DELAWARE HEALTH AND SOCIAL SERVICES
DIVISION OF SOCIAL SERVICES**

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM



The Supplemental Nutrition Assistance Program (SNAP) helps low-income families and individuals buy a variety of food that is the basis for better nutrition.

You can apply for SNAP benefits at your local Division of Social Services (DSS) office or apply online at:

<https://assist.dhss.delaware.gov>



To Be Eligible for SNAP:

- You must be a Delaware resident.
- You must be a U.S. citizen or a lawful alien in an eligible alien status.
- You must be eligible based on your household's monthly income and circumstances.
- You must apply together if you live, buy, and prepare meals with other members of your household.
- You must apply with your parent(s) if you are under the age of 22 years and are living with your parent(s).
- You must close your food benefits case in another state before receiving SNAP benefits in Delaware.
- **Note:** Fleeing Felons and Probation and Parole Violators are not eligible for SNAP.

SNAP Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

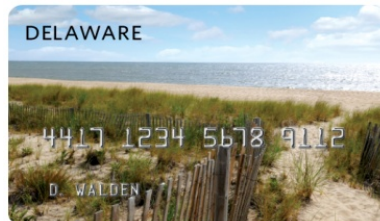
To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (833) 256-1665 or (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Electronic Benefit Transfer (EBT) Card

Your SNAP benefits will be issued on an EBT card.



After you are approved for SNAP, you will receive an EBT card in the mail. You can use your EBT card to buy food at stores and farmers markets that accept SNAP EBT. Look for an EBT or SNAP sign at the entrance. You can also use your EBT card to buy groceries online at participating stores. Visit <http://www.dhss.delaware.gov/dss/> to find stores that accept SNAP EBT payments online.



You CAN pay for the following items with SNAP EBT:

- ✓ Fruits & Vegetables
- ✓ Meat, poultry, & fish
- ✓ Dairy products
- ✓ Breads & cereals
- ✓ Other food items
- ✓ Vegetable, fruit, and herb seeds and plants

You CANNOT pay for the following items with SNAP EBT:

- ✗ Hot or prepared foods
- ✗ Non-food items
- ✗ Alcoholic beverages
- ✗ Vitamins, medicines, and supplementals
- ✗ Fees for service, delivery, shipping, or membership

IT IS ILLEGAL TO BUY, SELL, OR TRADE AN EBT CARD OR SNAP BENEFITS. PUNISHMENT MAY INCLUDE FINES AND/OR IMPRISONMENT UNDER THE FOOD STAMP ACT OF 1977.

How to Apply:

You may apply at a local DSS office, online through *ASS/ST*, through the mail, by telephone, or by fax.

You have the right to request and file a SNAP application on the same day that you contact DSS.

You must be interviewed by a DSS Case Worker before you can qualify for SNAP.

Documents you need to bring or send in with your application:

- ✓ Proof of identity
- ✓ Proof of Delaware residency
- ✓ Proof of citizenship or lawful alien status
- ✓ Social Security numbers
- ✓ Proof of earned and unearned income for the past 30 days (4 pay stubs if paid weekly / 2 pay stubs if paid bi-weekly)
- ✓ Proof of monthly expenses
- ✓ Social Security award letters
- ✓ Proof of child support payments

DSS will:

- ✓ Provide the necessary forms needed to complete the application process.
- ✓ Provide benefits within 7 days if you meet certain conditions.
- ✓ Make an eligibility decision within 30 days.
- ✓ Notify you by mail of your eligibility and the amount of food benefits you will receive.

Recertification:

DSS reviews SNAP eligibility periodically. You will receive a renewal form in the mail when it is time to recertify your benefits.

- ✓ You must complete, sign, and return the renewal form so that DSS can determine if your benefits can continue.
- ✓ You must report all changes and provide current proof of income and circumstances.