

## 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. 8<sup>th</sup> 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, audiotape, 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](mailto: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.