

Georgia SNAP Quick Guide

A plain-language checklist for applying, completing the interview, using your EBT card, and keeping benefits on track.

1 File the application You can apply online, by phone, by mail, or in person through DFCS.	2 Complete the interview Be ready to explain who lives with you, your income, and your expenses.	3 Save your proof Keep the confirmation, every notice, and copies of the documents you submit.
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Do not rule yourself out.
Household composition and allowable expenses can change the eligibility result. Applying is the only way to receive an official decision.

Georgia Benefits Support
Independent Benefits Navigation for Georgia Families
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1 · WHO SNAP SERVES

SNAP starts with your household, income, and expenses

The Supplemental Nutrition Assistance Program (SNAP), often called food stamps, provides monthly grocery benefits on an Electronic Benefit Transfer (EBT) card.

Who is in the SNAP household?

A household may be one person living alone, a family, or people who live together and routinely buy and prepare meals together. Federal rules may require certain people who live together to be included even if they keep some food separate.

What affects eligibility?

DFCS reviews household size, income, resources, and other program rules. Verified expenses may affect eligibility or the benefit amount. Applying is the only way to receive an official decision.

Only people applying for benefits must provide a Social Security number and citizenship or immigration-status information. A household member may choose not to apply; other household members may still be eligible. DFCS may still need that person's income or other information because it can affect the applicants' eligibility.

Gather proof before the interview

- Identity and date of birth
- Social Security numbers for applicants
- Citizenship or eligible immigration status for applicants
- Recent pay stubs and other income proof
- Benefit or award letters
- Rent receipt, lease, or mortgage proof
- Utility costs
- Child-care or dependent-care receipts
- Child support paid outside the home
- Medical bills for members age 60+ or disabled

Expenses can matter

DFCS may consider housing, utilities, dependent care needed for work or training, child support paid outside the home, and certain medical expenses for household members age 60 or older or disabled. Report and verify every expense the worker asks about; an unverified expense may not be included in the benefit calculation.

Do not self-deny.

A rough income estimate does not capture every household or deduction rule. File an application and let DFCS make the eligibility decision.

Official references: Georgia.gov: Apply for SNAP · DFCS: SNAP Benefits in Georgia

2 · APPLY AND INTERVIEW

Save proof of every step

File promptly, then prepare for the DFCS interview

Four ways to apply

- 1 Online: Use Georgia Gateway through the official Georgia.gov SNAP page.
- 2 By phone: Call the DFCS Customer Contact Center at (877) 423-4746.
- 3 By mail: Send a completed application to any DFCS office; confirm the mailing address first.
- 4 In person: Drop off a completed application at any DFCS office during its operating hours.

Protect the filing date

Submit the application promptly, save the confirmation or receipt, and write down the date. The filing date can affect first-month benefits.

The interview verifies your situation

After the application is filed, you or a household member must complete an interview with a Division of Family & Children Services (DFCS) eligibility worker. The person interviewed should know the household's circumstances.

Topic	Questions to prepare for	Helpful proof
Household	Who lives with you? Who buys and prepares food together?	Identity, relationship, and address information
Income	Who works? What other money comes in?	Pay stubs, award letters, child support, unemployment, or other income records
Housing	What do you pay for rent or mortgage and utilities?	Lease, rent receipt, mortgage statement, and utility bills
Other expenses	Do you pay for care, child support, or qualifying medical costs?	Receipts, statements, court orders, and medical bills

Regular processing · 30 days

Applications are typically processed within 30 days from filing.

Expedited processing · 7 days

Some households with little or no income may qualify for faster service.

Proof after interview · 10 days

Georgia says applicants may have up to 10 days to give requested proof.

Missing a document?

File the application and tell the case manager what is missing. Complete the interview and submit requested items by the deadline you receive.

Need communication help?

DFCS provides free interpreters. A person with a disability may request auxiliary aids, services, or a reasonable modification. Call (877) 423-4746; Georgia Relay is available by dialing 711.

Official references: Georgia.gov: Apply for SNAP · DFCS: SNAP

3 · USE BENEFITS SAFELY

EBT purchases and card protection

If approved, benefits arrive on an EBT card

Your decision notice explains the monthly amount and certification period. If approved, DFCS sends an Electronic Benefit Transfer card and Personal Identification Number (PIN).

You can buy

- Food for the household
- Cold or room-temperature foods not intended to be eaten in the store
- Seeds and plants that produce food
- Certain food supplements

You cannot buy

- Alcohol or tobacco
- Medicine or vitamins
- Pet food
- Soap, paper products, and other nonfood items

Protect the card and PIN

- 1 Keep the PIN private. Do not write it on the card, share it casually, or let another person use the card unless properly authorized.
- 2 Check transactions. Review the account regularly and change the PIN if anything looks unfamiliar.
- 3 Lock the card. DFCS says the official ConnectEBT app or client website can lock the card between purchases and show balances, transactions, and alerts.
- 4 Report a missing card. For a lost or stolen card or forgotten PIN, call EBT Customer Service at 1-888-421-3281.

At checkout

Confirm the store accepts EBT, keep the receipt, and compare it with your balance and transaction history. Never trade or sell benefits or the card.

Read the approval notice before filing it away

Confirm the facts

- People included
- Income and expenses used
- Monthly benefit amount
- Certification period

Mark the dates

- First benefit month
- Reporting obligations
- Renewal month
- Appeal deadline

Something looks wrong?

Contact DFCS promptly and keep notes of the date, time, person spoken with, and what was said. A phone call does not replace a written hearing request when an appeal is needed.

Your next step

Store the notice with the application confirmation, interview notes, and document copies. This becomes your SNAP case file.

Official reference: DFCS: SNAP application, renewal, and card-protection information

4 · KEEP THE CASE ACTIVE

Reporting, renewal, and appeals

Read every notice and act before the stated deadline

Report required changes

Georgia SNAP households use simplified reporting. Your notice explains the income limit and other changes you must report. DFCS materials specifically direct households to report:

- Total gross monthly income above the limit stated for the household
- For certain working adults without children, work hours dropping below 20 per week or 80 per month
- Substantial lottery or gambling winnings

Renew before benefits end

DFCS should send a renewal letter before the certification period ends. Georgia's renewal page says it should arrive by the 20th day of the month before benefits are scheduled to end.

- Renew in Georgia Gateway, by mail, or in person.
- Submit requested proof by the date in the letter.
- A late renewal may cause an interruption.
- Save the submission confirmation or receipt.

Use the deadline and instructions in your current notice because thresholds and individual rules can change.

Practical habit

Open every DFCS notice the day it arrives. Circle the decision, effective date, deadline, and documents requested. Put an earlier reminder on your calendar.

If you disagree with a decision

- 1 Read the notice carefully. Identify what changed, why DFCS says it changed, the effective date, and the hearing instructions.
- 2 Request a fair hearing on time. DFCS Form 508 states that a SNAP hearing request is generally due within 90 days from the date of the notice. Follow the deadline printed on your notice.
- 3 Act immediately if benefits are ending or decreasing. A shorter deadline may apply if you want to ask whether benefits can continue while the appeal is pending.
- 4 Keep proof. Save the hearing request, submission confirmation, notice, budget, and documents that support your position.

Do not wait

Do not wait for every document before requesting the hearing. Protect the deadline first, then organize supporting records. You may ask to review available case-file material and may have a lawyer, relative, friend, or other chosen representative.

Ways to request a hearing

DFCS rights materials say you can contact the county office where you applied, call (877) 423-4746, or upload a written request through Georgia Gateway. Keep a copy and proof of submission.

Official references: Georgia.gov: Renew SNAP · DFCS Form 297A · DFCS Form 508

5 · PRINTABLE CASE TRACKER

Keep this page with your notices

Write down the dates that protect your case

APPLICATION FILED Date: 	INTERVIEW Date/time: 	PROOF DUE Date:
Confirmation: 	Worker: 	Items:
DECISION RECEIVED Date: 	RENEWAL DUE Date: 	APPEAL DEADLINE Date:
Result: 	Submitted: 	Request sent:

Contact log

Date/time	Name / number	What was discussed or submitted	Next step

Key contacts

DFCS	(877) 423-4746 · applications, case status, renewals, hearings, interpreters, and disability-related assistance
Georgia Relay	Dial 711 for people who are deaf, hard of hearing, deaf-blind, or have difficulty speaking
EBT Customer Service	1-888-421-3281 · lost or stolen card, replacement card, or forgotten PIN
Georgia Benefits Support	info@georgiabenefitssupport.com · georgiabenefitssupport.com

Keep together

Application confirmation, interview notes, proof submitted, every notice and envelope, renewal receipt, appeal request, and this contact log.

Official information: Apply for SNAP · Renew SNAP · DFCS SNAP page

Please note: Georgia Benefits Support is an independent education and navigation service. It is not a government agency or law firm, does not determine eligibility, and cannot guarantee approval. Rules change; verify current instructions with DFCS and your notice. Information reviewed October 2026.