




D-SNAP SOCIAL MEDIA MESSAGES (FOR LOCAL USE)

HELPFUL HASHTAGS: #TEXASHHS, #HARVEY, #SNAP, #DSNAP

TWITTER CONTENT	IMAGE DESCRIPTION
Disaster food benefits (D-SNAP) are now available in _____ County. Info on D-SNAP eligibility and how to apply: (add link)	Graphic with eligibility information
Residents in 11-county D-SNAP areas can apply between (times/dates) at these locations: (add link) #Harvey	
D-SNAP offers short-term food assistance to families impacted by a disaster. Eligibility, application info: (add link) #Harvey	
D-SNAP is available to eligible people who live in a #Harvey federal disaster county and don't receive regular SNAP. (add link)	
D-SNAP eligibility: Meet income requirements; live in #Harvey federal disaster county; do not currently get SNAP.	
Households eligible for D-SNAP receive two months of food benefits issued on a Lone Star Card. Learn more: (add link) #Harvey	
Households eligible for D-SNAP will receive a Lone Star Card. Benefits will be loaded on card within 3 days. (add link) #Harvey	
You may qualify for D-SNAP even if you are not eligible for other SNAP benefits. Learn more: (add link) #Harvey	
Have questions about D-SNAP? 211Texas.org can help. If you are in Texas, dial 2-1-1 and press Option 6.	 <p>2·1·1 TEXAS Connecting People and Services</p>



FACEBOOK CONTENT	IMAGE DESCRIPTION
<p>Disaster food benefits, known as D-SNAP, are now available in _____ County to help residents recover from #Harvey. Find information on D-SNAP eligibility and how you can apply: (add link)</p>	<p>Refer to Twitter image info</p>
<p>Residents in the 11-counties that have D-SNAP available at this time can apply for benefits between 8 a.m. to 7 p.m (you will need to apply on certain days depending on the first letter of your last name). More dates and locations will become available as #Harvey recovery efforts continue. (add link)</p>	
<p>Disaster food benefits, known as D-SNAP, offer short-term food assistance to families impacted by a disaster. D-SNAP is different than regular SNAP and emergency/ expedited SNAP and is available for those who are not currently receiving benefits. Learn more about D-SNAP and how to apply. (add link) #Harvey</p>	
<p>D-SNAP is now available in _____ County to eligible households who meet these requirements. You may be eligible for D-SNAP even if you do not qualify for other SNAP benefits. Learn more. (add link)</p>	
<p>Households who are eligible for D-SNAP will receive two months of benefits on a Lone Star Card. Funds will load within three days and are available to use at any SNAP authorized retailer, such as grocery or convenient stores. (add link) #Harvey</p>	
<p>Have questions about D-SNAP or other benefits? 211Texas.org can help. If you are in Texas, dial 2-1-1 and press Option 6.</p>	



Helpful responses to questions (these can be modified as needed):

- **RESPONSE to people asking for detailed information about D-SNAP, emergency SNAP, or questions about their case.**

Hello, _____.

211Texas.org is the best resource to help answer your questions about D-SNAP, emergency SNAP and other available benefits. Please dial 2-1-1 and press option 5 or 6. For questions about your case, please press option 2. Thank you.

- **RESPONSE for people asking if the current balance on their SNAP card reflects benefits issued early or replacement benefits/people asking when they will see replacement benefits added, etc.**

Hello, _____.

Texas announced Sept. 1 it is providing a surge of food benefits to SNAP recipients in the 58 counties included in the State Disaster Declaration following Hurricane Harvey. SNAP recipients in the affected counties saw their September benefits automatically loaded Sept. 1, onto their Lone Star Cards. The balance showing on the account Sept. 1 was the early issuance.

Additionally, on Saturday, Sept. 2, SNAP recipients in the affected counties saw a percentage of their August benefits automatically added to their Lone Star Cards to replace food that was lost during the storm. There is no action required by the client to receive the replacement benefits. To check the replacement amounts, you can visit YourTexasBenefits.com or call the Lone Star Help Desk at 1-800-777-7EBT (1-800-777-7328). Thank you.

- **RESPONSE for people asking what they need to do to get the replacement benefits/people who are still asking if they need to fill out a form to get replacement benefits.**

Hello, _____.

On Saturday, Sept. 2, SNAP recipients in the 58 counties included in the State Disaster Declaration following Hurricane Harvey saw a percentage of their August benefits automatically added to their Lone Star Cards to replace food that was lost during the storm. There is no action required by the recipient to receive the replacement benefits. To check the replacement amounts, you can visit YourTexasBenefits.com or call the Lone Star Help Desk at 1-800-777-7EBT (1-800-777-7328). Thank you.

- **Response for people who have said they are temporarily homeless/seeking shelter due to the storm and want help:**

Hello, _____.

211Texas.org is the best resource to answer questions about updates and information on SNAP food benefits and other available benefits and resources. Please dial 2-1-1 and if you have questions about your case, please use option 2. For other storm-related services, including shelters, dial 2-1-1 and select option 5. You can also visit <https://hhs.texas.gov/services/financial/disaster-assistance> for more information. Thank you.