

Important Information for All Who Apply

We can help you during your application interview if you have a physical or mental limitation that makes it hard to do what we ask.

We can get a **free** interpreter for your interview if you speak a language other than English or need a sign language interpreter.

To get help, call 1-855-306-8959 Monday to Friday 8:00 a.m. to 4:30 p.m. ET and Saturdays 9:00 a.m. to 2:00 p.m. ET or TTY (for hearing impaired) at 1-800-627-4702.

When you apply for benefits, we will ask you to tell us the social security number of everyone living in your home. You may not need to tell us this information. This notice tells you when you have to give us this information.

- Anyone who wants to receive KTAP, SNAP, or Medicaid benefits must give us his or her social security number and tell us about his or her citizenship and immigration status. If you do not have a social security number, we can help you get one. This will not delay your application.
- Providing or applying for a social security number is voluntary. Social security numbers are used to verify your family's income and to do computer matches with other agencies such as the Kentucky Department of Employment Services, the Internal Revenue Service and other matching sources.
- Social security numbers will not be used to report anyone to the United States Citizenship and Immigration Services (USCIS).
- Anyone applying only for emergency Medicaid does not have to give us his or her social security number or tell us about his or her citizenship and immigration status.
- If you or anyone else in your home does not want to receive benefits, then you do not have to tell us about their social security number, citizenship, or immigration status. Other members of your household can still get benefits, if they qualify.
- Receiving Medicaid, Kentucky Children's Health Insurance Program (KCHIP), or SNAP Benefits will not affect your or your family's ability to change your immigration status. An exception to this is the use of long-term institutional care, such as a nursing home.
- Receiving KTAP or Supplemental Security Insurance (SSI) could cause problems for immigrants who are trying to change their immigration status, especially if the

benefits are your family's only income. If this applies to you, talk to an agency that helps immigrants with legal problems before you apply.

- Refugees and persons granted asylum may receive any benefit, including KTAP, without hurting their chances of changing their immigration status or becoming a U.S. citizen.

In accordance with federal civil rights laws 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 (including gender identity and sexual orientation), 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. Programs that receive federal financial assistance from the U.S. Department of Health and Human Services (HHS), such as Temporary Assistance for Needy Families (TANF), and programs HHS directly operates are also prohibited from discrimination under federal civil rights laws and HHS regulations.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or who 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.

CIVIL RIGHTS COMPLAINTS INVOLVING USDA PROGRAMS

USDA provides federal financial assistance for many food security and hunger reduction programs such as the Supplemental Nutrition Assistance Program (SNAP), the Food Distribution Program on Indian Reservations (FDPIR) and others. To file a program complaint of discrimination, complete the Program Discrimination Complaint Form, (AD-3027) found online at:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, 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:** Food and Nutrition Service, USDA
1320 Braddock Place, Room 334, Alexandria, VA 22314; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **phone:** (833) 620-1071; or
4. **email:** FNSCIVILRIGHTSCOMPLAINTS@usda.gov.

For any other information regarding SNAP issues, persons should either contact the USDA SNAP hotline number at (800) 221-5689, which is also in Spanish, or call the [state information/hotline numbers](#) (click the link for a listing of hotline numbers by state); found online at: [SNAP hotline](#).

CIVIL RIGHTS COMPLAINTS INVOLVING HHS PROGRAMS

HHS provides federal financial assistance for many programs to enhance health and well-being, including TANF, Head Start, the Low Income Home Energy Assistance Program (LIHEAP), and others. If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex (including pregnancy, sexual orientation, and gender identity), or religion in programs or activities that HHS directly operates or to which HHS provides federal financial assistance, you may file a complaint with the Office for Civil Rights (OCR) for yourself or for someone else.

To file a complaint of discrimination for yourself or someone else regarding a program receiving federal financial assistance through HHS, complete the form on line through OCR's Complaint Portal at <https://ocrportal.hhs.gov/ocr/>. You may also contact OCR via mail at: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509-F H.H.H. Building, Washington DC 20201; fax: (202) 619-3818; or email: OCRmail@hhs.gov. For faster processing, we encourage you to use the OCR online portal to file complaints rather than filing via mail. Persons who need assistance with filing a civil rights complaint can email OCR at OCRmail@hhs.gov or call OCR toll-free at 1-800-368-1019, TDD 1-800-537-7697. For persons who are deaf, hard of hearing, or have speech difficulties, please dial 7-1-1 to access telecommunications relay services. We also provide alternative formats (such as Braille and large print), auxiliary aids and language assistance services free of charge for filing a complaint.

This institution is an equal opportunity provider.

You may also file your complaint with the Cabinet for Health and Family Services, Office of Human Resource Management, EEO Compliance Branch, 275 E Main St 5C-D Frankfort, KY 40621 or call 1-502-564-7770 EXT.4107.

If you have other complaints about your SNAP case, you can call the Ombudsman's Office at 1-800-372-2973 or (TTY) 1-800-627-4702.