

Adams County Food Assistance Program

Frequently Asked Questions about New Applications

Interviewed with: _____ Application Date: _____

Verification due back: _____ Return to: _____

Q: How long does it take to process my new application for Food Assistance?

A: If your household qualifies for expedited benefits you can expect to receive your benefits within 7 days of your application date. If your case is a regular household (non-expedited) and we are waiting for additional verification from you; you can expect your benefits 30 days from your application date.

Q: How will I know when my case is completed?

A: There are 2 ways you can find out the status of your case. 1) You will receive a letter in the mail once an eligibility decision has been made on your case. Please allow the processing times noted above to expire. 2) You can go to <https://peak.state.co.us/selfservice/> and register to check the status of your application and benefits. (Check My Benefits)

Q. What is your fax number?

A: The fax number for the intake unit is 303-227-2224.

Q. Have you received all my verification?

A: You will be given a verification checklist after your interview if there is any additional verification needed from you. The verification checklist is specific to what is needed for your household and a date of when the verification is due back. It is your responsibility to make sure you turn in all requested verification by the due date. Once your verification is turned in, your application will be processed according to the date of your application.

Q. When will I receive my benefits on my EBT card?

A: You will receive your benefits on your card once your case has been processed. If you applied for assistance after the 15th of the month, please note that you will get 2 month of benefits at the same time and you won't receive any additional until the third month of eligibility. (Example: applied on the July 17th and was approved for benefits, you will receive July and August benefits at the same time)

Please note that all calls coming from Adams County Human Services Department will show on your caller ID as 1234567890.

Frequently Asked Questions about Ongoing Cases

Ongoing Technician: _____ Phone Number: _____

1. When will I get my benefits?

A: Ongoing benefits are issued to your EBT card between the 1st-10th of every month based on the last number of your SSN. (See EBT brochure)

2. How do I recertify for Food Assistance?

A: You must complete the recertification packet that you received in the mail. Please make sure to answer all questions, sign and date the packet prior to mailing, faxing or dropping off. **Please note that unsigned recertification packets cannot be processed and will be returned.**

3. When and how will I receive my recertification packet?

A: Your recertification packet will be mailed to you 60 days prior to your certification ending.

4. What do I need to provide with my recertification packet?

A: You will need to provide verification of any changes and your most current check stubs.

5. Am I required to complete an interview at recertification?

A: Your cover letter included with the recertification packet will indicate if you need an interview.

6. How do I set an appointment for my recertification, if an interview is required?

A: No scheduled appointments are needed. Interviews are completed on the first floor when you bring in your completed recertification packet. **To reduce your wait time, please turn in your recertification packet prior to the 15th of the month. Our busiest days for recertification's are between the 13th-16th of every month.**

7. When do I have to turn in my recertification packet?

A: Please refer to the cover letter that was enclosed with your recertification packet for the due date or you can also log <https://peak.state.co.us/selfservice/> and register to check the status of your benefits. (Check My Benefits)

8. How can I check the status of my recertification?

A: You can check the status by going online to <https://peak.state.co.us/selfservice/>

9. How can I report changes that may affect my benefits? (e.g. address, income, household composition)

A: Changes can be reported by telephone, by dropping off or mailing a change report form to the agency or by going online to <https://peak.state.co.us/selfservice/>. Changes are processed in the order received, but please allow adequate processing time.

10. How do I get a replacement EBT card?

A: Bring in some form of identification to the EBT window located on 1st floor or contact JP Morgan/Chase at 1-888-328-2656 to have one mailed to you.