

POLICIES DUE TO COVID-19

- Appointments will be one client per hour.
- Our staff will be wearing masks and gloves and clients are required to do the same when walking into our partner sites and our office.
- The required DCF Food Stamp Interview will be completed on site, but interaction will be minimal and brief, within 6 feet from each other to follow the social distancing guidelines. We will follow up over the phone if needed.
- All clients are expected to arrive on time to their appointment time booked, not before or after.
- If you are sick, please **do not book** an appointment.

Due to COVID-19, DCF has implemented a six-month **recertification extension** for individuals and families scheduled to recertify in **April or May**. Please remember that only U.S. citizens and certain lawfully-present non-citizens may receive SNAP benefits. Non-citizens who are eligible based on their immigration status must also meet other SNAP eligibility requirements such as income and resource limits. Thus, **DCF has not implemented emergency food assistance at this time**. If you believe that you or somebody in your household is eligible and would like to apply for food stamps, please email us at benefits@pbccfoodbank.org and our team will reach out to you regarding available appointments as soon as possible. Due to the high volume of calls, we cannot commit to all inquiries so please call DCF's call center toll-free at 1-866-762-2237 or (850) 300-4323 (TTY 1-800-955-8771). Call center expanded hours are Monday through Friday, 7 a.m. to 6 p.m.; Saturday, 8 a.m. to 12:00 noon; and Sundays, 1:00 p.m. to 5:00 p.m.

If you need additional information regarding COVID-19, please visit: <https://www.myflfamilies.com/covid19/access.shtml>

Additional Resources <https://www.myflfamilies.com/covid19/access-resources.shtml>

Frequently Asked Questions <https://www.myflfamilies.com/covid19/accessFAQs.shtml>

Online Purchasing Pilot FAQs <https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml>

Debido a la crisis del coronavirus, DCF ha **postergado las renovaciones** hasta dentro de 6 meses a todos aquellos que ya reciben cupones de alimentos y tienen su renovación programada para los Meses de **Abril y Mayo**. Es importante resaltar que solamente ciudadanos americanos, residentes legales por cinco años, refugiados o asilados, entre otras categorías, podrían ser elegibles para cupones de alimentos. Además, **DCF no ha implementado cupones de alimentos de emergencia en este momento**. Si usted tiene alguno de los estatus mencionados anteriormente y desea aplicar para cupones de alimentos, envíenos un correo electrónico a benefits@pbccfoodbank.org y nos comunicaremos con usted lo más pronto posible para ofrecerle una fecha según la disponibilidad de citas. Debido al alto número de consultas, no podemos responder a todas sus preguntas así que por favor comuníquese con el Departamento de Niños y familias llamando gratis al 1-866-762-2237 o al 1-850-300-4323 (TTY 1-800-955-8771) en horario extendido: Lunes a Viernes, de 7:00 a.m. - 6:00 p.m.; Sábados, 8:00 a.m. - 12:00 p.m.; y Domingos, de 1:00 p.m. - 5:00 p.m.

Para más información con respecto a COVID-19, favor de visitar: <https://www.myflfamilies.com/covid19/access.shtml>

Información del Programa: <https://www.myflfamilies.com/covid19/access-resources.shtml>

Preguntas Frecuentes: <https://www.myflfamilies.com/covid19/accessFAQs.shtml>

Preguntas frecuentes sobre la prueba piloto de compras en línea: <https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml>

Akòz COVID-19, DCF bay yon ekstansyon pou sis mwa pou moun ki planifye pou re-sètifye nan mwa avril oswa me. Tanpri sonje ke se sèlman sitwayen Etazini ak sèten sitwayen ki prezan legalman ki ka resevwa avantaj SNAP. Moun ki pa sitwayen ameriken ki kalifye dapre estati imigrasyon yo dwe satisfè lòt kondisyon kalifikasyon SNAP yo tankou limit revni ak resous yo. DCF pa gen asistans manje ijans nan moman sa a. Si ou kwè ke ou menm oswa yon moun nan kay ou elijib epi ou vle aplike pou asistans manje pou premye fwa, tanpri kontakte nou pa kourye elektronik benefits@pbccfoodbank.org ekip nou ap kontakte ou konsènan randevou ki disponib yo san pèdi tan. Akòz pakèt apèl nap resevwa yo, nou pa ka pran angajman pou reponn tout kesyon, tanpri rele sant apèl DCF la gratis nan 1-866-762-2237 oswa (850) 300-4323 (TTY 1-800-955-8771). Ou ka rele yo de lendi jiska vandredi, 7 è jiska 6 è pm; Samdi, 8 a.m. a 12:00 midi; ak dimanch, 1:00 p.m. jiska 5:00 p.m.

Si ou bezwen plis enfòmasyon konsènan COVID-19, tanpri vizite: <https://www.myflfamilies.com/covid19/access.shtml>

Enfòmasyon sou Pwogram lan: <https://www.myflfamilies.com/covid19/access-resources.shtml>

Kesyon Moun Poze Souvan: <https://www.myflfamilies.com/covid19/accessFAQs.shtml>

Kesyon Moun Poze Souvan sou Pwogram Pilòt pou Achte sou Entènèt la: <https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml>

PBCFB-Benefits

APRIL/MAY 2020

Benefits Specialist, scheduled times, locations, and language services are SUBJECT TO CHANGE. GA: Gustavo - JV: James - MM: Mario - RL: Riquet. Please see the back of the calendar for site addresses and phone numbers. **Please call to make an APPOINTMENT unless otherwise stated.** * = Spanish language services available. ^ = Creole language services available. For the most up to date version of this calendar, please go to the link: <https://www.pbccfoodbank.org/apply-for-snap>

Monday	Tuesday	Wednesday	Thursday	Friday
27	28	29	30	1
Palm Beach County Food Bank * 9:00 a.m. – 4:00 p.m. GA Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i>	Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i> Church World Services ^ 9:00 a.m. – 3:00 p.m. JV	Palm Beach County Food Bank * ^ 9:00 a.m. – 4:00 p.m. GA / RL Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i> Church World Services ^ 9:00 a.m. – 3:00 p.m. JV	Palm Beach County Food Bank * ^ 9:00 a.m. – 4:00 p.m. GA / RL Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i> Church World Services ^ 9:00 a.m. – 3:00 p.m. JV Vickers House @ City Hall ^ 9:30 a.m. – 3:30 p.m. RL	Palm Beach County Food Bank * 9:00 a.m. – 4:00 p.m. GA Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i> Church World Services ^ 9:00 a.m. – 3:00 p.m. JV Vickers House @ City Hall ^ 9:30 a.m. – 3:30 p.m. RL
4	5	6	7	8
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11	12	13	14	15
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18	19	20	21	22
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25	26	27	28	29
<p>PBCFB CLOSED</p> <p>MEMORIAL DAY</p>	<p>Palm Beach County Food Bank * 9:00 a.m. – 4:00 p.m. GA</p> <p>Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i></p> <p>Church World Services ^ 9:00 a.m. – 3:00 p.m. JV</p>	<p>Palm Beach County Food Bank * ^ 9:00 a.m. – 4:00 p.m. GA / RL</p> <p>Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i></p>	<p>Palm Beach County Food Bank * 9:00 a.m. – 4:00 p.m. GA</p> <p>Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i></p> <p>Church World Services ^ 9:00 a.m. – 3:00 p.m. JV</p> <p>Vickers House @ City Hall ^ 9:30 a.m. – 3:30 p.m. RL</p>	<p>Palm Beach County Food Bank * 9:00 a.m. – 4:00 p.m. GA</p> <p>Guatemalan-Maya Center * 9:00 a.m. – 4:00 p.m. MM <i>First come, first served</i></p> <p>Church World Services ^ 9:00 a.m. – 3:00 p.m. JV</p> <p>Vickers House @ City Hall ^ 9:30 a.m. – 3:30 p.m. RL</p>

Location	Address	Phone Number
Church World Services	220 South Congress Park Drive, Delray Beach, 33445	(561) 266-0624
Guatemalan-Maya Center	430 North G Street, Lake Worth, 33460	(561) 547-0085
Palm Beach County Food Bank	525 Gator Drive, Lantana, 33462	benefits@pbcfoodbank.org
Vickers House @ West Palm Beach City Hall	401 Clematis St, West Palm Beach, 33401 (1 st Floor)	(561) 822-1274