



## Food Assistance Replacement Benefits June 2022 Outages FAQs

### Background

- If you receive SNAP and lost food during the power outages June 14 - 16, you are eligible for **Food Assistance Replacement Benefits**. Replacement benefits work just like your regular benefits. They will be uploaded directly to your EBT/Ohio Direction card and can be used on the same eligible food items.

### Who is Eligible?

- In order to qualify, your household must be currently receiving SNAP benefits (i.e., have received SNAP benefits in the month of June) and have lost power for at least 4 hours last week.

### How much assistance can I request?

- You can request replacement benefits for the amount of all food that was lost, so long as it does not exceed your monthly allotment. For instance, if your family received \$246\* in food assistance this month, you could request up to \$246 dollars. *\*Average monthly issuance*

### How do I apply?

- Visit <https://jfs.franklincountyohio.gov/food-assistance-replacement-benefits> to download an application (translations available for Arabic, Somali and Spanish).
- The applications need to be submitted within 10 days of the *food* loss. However, since there were rolling blackouts throughout the week, Franklin County will be accepting applications through this upcoming Monday, June 27.
- You can return applications to Franklin County Department of Job and Family Services by

- **EMAIL:** [FRANKLIN-CDJFS-Verifications@jfs.ohio.gov](mailto:FRANKLIN-CDJFS-Verifications@jfs.ohio.gov)

- **FAX:** 614-233-2398

- **DELIVER:**

**Northland Center**

1721 Northland Park Ave.  
Columbus, Ohio, 43229  
*Dropbox Available 24/7*

**East Opportunity Center**

1055 Mount Vernon Ave.  
Columbus, Ohio, 43203  
*Weekdays 7:30AM – 5PM*

**West Opportunity Center**

314 N. Wilson Road  
Columbus, Ohio, 43204  
*Weekdays 7:30AM – 5PM*

- **MAIL:**

**Franklin County Department of Job and Family Services**

1721 Northland Park Ave.  
Columbus, Ohio 43229



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### Do I need to provide verifications?

- If you have a notification (example: text message or email from AEP), you are welcome to include that with your application, however Franklin County JFS will be verifying eligibility based off outage data provided by AEP, including impacted ZIP codes.

### How long until I receive my replacement benefits?

- Franklin County JFS has up to 10 days to from the day we receive an application to process it, however we are processing as quickly as we can and have approved many within 48 hours.
- You will receive a letter in the mail when your application has been approved and your replacement benefits have been uploaded. However, we encourage you to check your EBT/Ohio Direction card balance as well since replacement benefits may be uploaded before you receive a letter.
- You can check your food assistance balance by visiting [www.EBT.ACS-INC.com](http://www.EBT.ACS-INC.com) or by calling the toll-free number on the back of you EBT card (1-866-386-3071).

### Where can I go to learn more?

- Visit [JFS.FranklinCountyOhio.gov](http://JFS.FranklinCountyOhio.gov) and click on “Food Assistance Replacement Benefits” on the home page. You can also find information on our [Facebook](#), [Twitter](#) and [Instagram](#).