

FOR IMMEDIATE RELEASE
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CONTACT: Devin Stone
OFFICE: 615-313-5786

Tennessee Department of Human Services Opens Saturday for SNAP Recipients Requesting Replacement Benefits

North and Welles Branch Offices Open Saturday to Serve Only Current SNAP Recipients Requesting Replacement Benefits

NASHVILLE – The Tennessee Department of Human Services North and Welles Branch Offices will extend hours to Saturday, June 3 from 8:00AM to 12:00PM to serve only current Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) recipients impacted by power outages that would like to request replacement benefits.

All other DHS customers will be seen during regular business hours, Monday through Friday. SNAP replacement benefit requests will also be accepted during regular business hours.

Shelby County residents currently enrolled in SNAP who lost power for 12 hours or more may be eligible for replacement benefits. Shelby County residents who are not enrolled in the SNAP program are not eligible to receive SNAP replacement benefits due to loss of power.

To be eligible for the replacement benefits, the household must:

- Be current SNAP recipients;
- Have been without power for 12 hours; or
- Have experienced other household misfortunes that have caused the loss of food.

SNAP recipients must request replacement benefits within 10 (ten) calendar days of experiencing food loss. Once approved, replacement benefits are issued to current recipients using their existing EBT card. To request replacement benefits, current SNAP recipients can visit one of two Tennessee Department of Human Services Offices in Shelby County:

North Branch Office

3230 Jackson Avenue
Memphis, TN 38122

Welles Branch Office

3360 South Third Street
Memphis, TN 38109

An affidavit must be signed as part of the eligibility process.

*Due to the extent of outages, wait times may be longer than usual.

Shelby County residents that do not currently receive SNAP benefits can apply online at

<https://faonlineapp.dhs.tn.gov/>, or in person at the office locations listed above.

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