

Problems Getting Food Stamps/SNAP, Medicaid, CHIP, or TANF?

WHO TO CONTACT

(Revised 02/09/10)

If you have tried to apply for benefits or renew your benefits, but it has not worked, or if you want to report a problem you had, please follow the steps below.

Note: CPPP is not a state or federal agency and we cannot sign you up for benefits, but we can tell you who to report your problem to and the state and federal contacts below will try to fix your problem.

STEP 1—Tell the state and federal agencies (so they can fix any problems):

Food Stamps/SNAP, Medicaid/CHIP, or TANF:

Send an e-mail to Baldemar Ibanez (baldemar.ibanez@hhsc.state.tx.us) and Martha Vargas (martha.vargas@hhsc.state.tx.us). Make sure to include your name, social security or case number, and a phone number where you can be reached.

Food Stamps/SNAP:

For Food Stamp/SNAP problems, please also e-mail Sandy Barton (sandy.barton@fns.usda.gov) and copy Jessica Shahin (jessica.shahin@fns.usda.gov). In your e-mail, write: "I am filing a complaint under 7 CFR 271.6."

Step 2—Please Tell Us (So We Can Monitor the System):

You do not have to copy CPPP on your e-mail, but we would like to know about problems and how they get solved. If you do want to share your story with us, please copy us on your e-mail about any problems at problems@cppp.org.

If you are an agency helping a client who is trying to get or renew benefits, be sure to ask their permission to share their information.

Step 3—Let Us Know How Things Turn Out (So We Can Know if Problems are Getting Fixed):

Send CPPP an e-mail at problems@cppp.org.

APPEALS

Sending an e-mail does not protect your legal rights.

To appeal a denial of benefits, follow the instructions in your denial notice. Do not wait to see if your e-mail helps. You can get more information about appealing by calling 2-1-1.

If you need legal help, call Texas Rio Grande Legal Aid toll free at 1-888-988-9996 or locally in Austin at 447-7707.