**BENEFITS OUTREACH PROGRAM - POLICIES DUE TO COVID-19**

- Appointments will be made one client per hour.
- Please sanitize your hands upon entering the building at one of the stations located in the lobby. Masks are mandatory.
- 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. Please call or email us and we will do everything we can to assist you.

Due to COVID-19, DCF has implemented a six-month **recertification extension** for individuals and families scheduled to recertify in **August**. 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. If you believe that you or somebody in your household is eligible and would like to apply for food stamps, please give us a call or email us at benefits@pbcfoodbank.org and our team will reach out to you regarding available appointments as soon as possible. Clients can also 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](https://www.myflfamilies.com/covid19/access.shtml)

**Additional Resources**
- [https://www.myflfamilies.com/covid19/access-resources.shtml](https://www.myflfamilies.com/covid19/access-resources.shtml)

**Frequently Asked Questions**
- [https://www.myflfamilies.com/covid19/accessFAQs.shtml](https://www.myflfamilies.com/covid19/accessFAQs.shtml)

**Online Purchasing Pilot FAQs**
- [https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml](https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml)

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Devido 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 el mes de Agosto. 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. Si usted tiene alguno de los estatus mencionados anteriormente y desea aplicar para cupones de alimentos, llámenos o envíenos un correo electrónico a benefits@pbcfoodbank.org y nos comunicaremos con usted lo mas pronto posible para ofrecerle una fecha según la disponibilidad de citas. Clientes también pueden comunicarse 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](https://www.myflfamilies.com/covid19/access.shtml)

**Información del Programa:** [https://www.myflfamilies.com/covid19/access-resources.shtml](https://www.myflfamilies.com/covid19/access-resources.shtml)

**Preguntas Frecuentes:** [https://www.myflfamilies.com/covid19/accessFAQs.shtml](https://www.myflfamilies.com/covid19/accessFAQs.shtml)

**Preguntas frecuentes sobre la prueba piloto de compras en línea:** [https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml](https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml)

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Akòz COVID-19, DCF bay yon ekstansyon pou sis mwa pou moun ki planifye pou re-sètifye nan mwa dawou. Tanpri sonje ke se sêlman sitwayen Etazini ak sèten sitwayen ki prezan legalman ki ka resevwa avantage 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 moun kar ou elijib epi ou vle aplike pou asistans manje pou premye fwa, tanpri kontakte nou pa kourye elektronik benefits@pbcfoodbank.org. Ekip nou ap kontakte ou konsenan randevou ki disponib yo san pèdi tan, 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 p.m.; Samdi, 8 a.m. a 12:00 midi; ak dimanch, 1:00 p.m. jiska 5:00 p.m.
### PBC FB - Benefits

**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.pbcfoodbank.org/apply-for-snap](https://www.pbcfoodbank.org/apply-for-snap)

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
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| **PBC Library-Jupiter** *  
10:00 a.m. – 4:00 p.m. MM | **Guatemalan-Maya Center** *  
9:00 a.m. – 4:00 p.m. MM | **Palm Beach County Food Bank** * ^  
10:00 a.m. – 4:00 p.m. GA/RL | **Guatemalan-Maya Center** *  
9:00 a.m. – 4:00 p.m. MM | **PBC Library-Lantana** *  
10:00 a.m. – 4:00 p.m. MM |
| **PBC Library - Main** *  
10:00 a.m. – 4:00 p.m. GA | **PBC Library - Main** *  
10:00 a.m. – 4:00 p.m. GA | **PBC Library-Glades** *  
10:00 a.m. – 4:00 p.m. MM | **Youth Co Op, Inc.** *  
9:00 a.m. – 4:00 p.m. GA | **Youth Co Op, Inc.** *  
9:00 a.m. – 4:00 p.m. GA |
| **PBC Library-Jupiter** *  
10:00 a.m. – 4:00 p.m. MM | **Palm Beach County Food Bank** *  
9:00 a.m. – 4:00 p.m. GA | **Guatemalan-Maya Center** *  
10:00 a.m. – 4:00 p.m. RL | **PBC Library-Royal Palm Beach** ^  
10:00 a.m. – 4:00 p.m. RL | **PBC Library-Lantana** *  
10:00 a.m. – 4:00 p.m. MM |
| **PBC Library - Hagen Ranch** ^  
10:00 a.m. – 4:00 p.m. JV | **PBC Library - Hagen Ranch** ^  
10:00 a.m. – 4:00 p.m. JV | **PBC Library-Glades** *  
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9:00 a.m. – 4:00 p.m. MM | **Palm Beach County Food Bank** * ^  
10:00 a.m. – 4:00 p.m. GA/RL | **Church World Services** ^  
9:00 a.m. – 3:00 p.m. HV | **PBC Library-Lantana** *  
10:00 a.m. – 4:00 p.m. MM |
| **PBC Library - Hagen Ranch** ^  
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9:00 a.m. – 3:00 p.m. HV | **Church World Services** ^  
9:00 a.m. – 3:00 p.m. HV |

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Si ou bezwen plis enfòmasyon konsènan COVID-19, tanpri vizite:  [https://www.myflfamilies.com/covid19/access.shtml](https://www.myflfamilies.com/covid19/access.shtml)

Enfòmasyon sou Pwogram lan:  [https://www.myflfamilies.com/covid19/access-resources.shtml](https://www.myflfamilies.com/covid19/access-resources.shtml)

Kesyon Moun Poze Souvan:  [https://www.myflfamilies.com/covid19/accessFAQs.shtml](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](https://www.myflfamilies.com/covid19/accessPurchasingFAQs.shtml)
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
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</tr>
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<tbody>
<tr>
<td>Church World Services</td>
<td>220 South Congress Park Drive, Delray Beach, 33445</td>
<td>(561) 266-0624</td>
</tr>
<tr>
<td>Guatemalan-Maya Center</td>
<td>430 North G Street, Lake Worth, 33460</td>
<td>(561) 547-0085</td>
</tr>
<tr>
<td>Palm Beach County Food Bank</td>
<td>525 Gator Drive, Lantana, 33462</td>
<td>(561) 329-5931 (561) 670-2518 ext. 310</td>
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<td>Palm Beach County Library - Glades</td>
<td>20701 95th Avenue South, Boca Raton, 33434</td>
<td>(561) 345-5085</td>
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<td>Palm Beach County Library - Hagen Ranch</td>
<td>14350 Hagen Ranch Road, Delray Beach, 33446</td>
<td>(561) 517-7533</td>
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<tr>
<td>Palm Beach County Library - Jupiter</td>
<td>705 Military Trail, Jupiter, 33458</td>
<td>(561) 345-5085</td>
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<tr>
<td>Palm Beach County Library - Lantana</td>
<td>4020 Lantana Road, Lantana, 33462</td>
<td>(561) 345-5085</td>
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<tr>
<td>Palm Beach County Library - Main</td>
<td>3650 Summit Blvd, West Palm Beach, 33406</td>
<td>(561) 316-0895</td>
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<tr>
<td>Palm Beach County Library - Royal Palm Beach</td>
<td>500 Civic Center Way, Royal Palm Beach, 33411</td>
<td>(561) 316-0895</td>
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<tr>
<td>Vickers House</td>
<td>811 Palm Beach Lakes Blvd, West Palm Beach, 33401</td>
<td>(561) 804-4970</td>
</tr>
<tr>
<td>Youth Co-Op, Inc.</td>
<td>2112 S Congress Ave, # 102, Palm Springs, 33406</td>
<td>(561) 964-1693</td>
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