

DATE: March 29, 2023
TO: Local Directors and Benefits Staff
FROM: Angela C Morse, Director of Benefit Programs, VDSS
Shavon Hinton, Administrative Services Manager
SUBJECT: SNAP Hotline Portal Implementation
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Acronyms used in this broadcast:

LDSS – Local Department of Social/Human Services (local department)

SNAP – Supplement Nutrition Assistance Program

VDSS – Virginia Department of Social Services (state agency)

The purpose of this broadcast is to provide the LDSS information regarding a new online, SNAP Hotline inquiry portal. This portal will assist VDSS in meeting mandates specified in Robertson v Jackson (1991) by providing increased tracking and search capabilities for SNAP Hotline inquiries, as well as adding another option for our clients to receive information regarding their SNAP application.

Constituents may now create a SNAP Hotline inquiry on-line through the [Ask VDSS](#) portal, located on the dss.virginia.gov website. **Local departments are encouraged to provide this information to our applicants.**

To access the SNAP Hotline Portal:

The client should have their SNAP Hotline letter with them when they make the inquiry.

Option 1:

1. Navigate to <https://vdss-prod-ct.powerappsportals.us/> on any internet accessible device.
2. Click on “SNAP Hotline”.
3. Using information from the SNAP-Hotline Information, enter the inquiry.
4. A SNAP Hotline team member will respond during regular business hours.

Option 2:

1. Navigate to the dss.virginia.gov website.
2. Click “Contact Us” in the upper right corner of the dss.virginia.gov home page.
3. Under, “Have a Question or Request” (lower right), click on “Ask VDSS”
4. Click on “SNAP Hotline”.
5. Using information from the SNAP-Hotline Information, enter the inquiry.
6. A SNAP Hotline team member will respond during regular business hours.