

County Benefits

Overview

During the first week of their case period with Arrive, refugees will be assisted in applying for food and cash assistance from their county's public assistance office. Applications are normally processed and approved in 1-2 weeks. Our clients are then mailed an Electronic Benefit Transfer (EBT) card so that they can access their benefits. Recipients are also given a case number and assigned a county worker.

- It is VERY IMPORTANT for the recipient to remember both their case number and their case worker's phone number. If they forget these numbers, they can generally be found on any mail that the county benefits office has sent.

Accessing Benefits

Government food and cash benefits are stored in two "accounts" on an EBT card. These cards work like debit cards, but with some key differences:

- The "cash" portion of public assistance can only be accessed by withdrawing the money from an ATM. This money is to be used for non-food items. Food should be purchased using the EBT card at a register.
- ONLY food items can be purchased using the EBT card at a store. If a recipient tries to use their EBT card to purchase non-food items (clothes, soap, etc.), the card will be declined. Benefits can get cancelled if recipients try to purchase alcohol or cigarettes with their EBT card.

Communicating with the County

When calling their case worker, recipients must be prepared to give their name, case number, and a request for an interpreter in their preferred language. If their case worker doesn't answer, this information must be left in a voicemail as well. This must all be in English, so you can help your refugee friend practice. ***

***If your refugee friend's case with Arrive Ministries is still active, please encourage them to call their case manager before assisting them with calling the county.**



**Arrive
Ministries**