Arizona Food Bank Network

Frequently Asked Questions: SNAP

I'm currently enrolled in SNAP & am experiencing issues.

You are not alone. There were recent changes to the SNAP program and these changes may have affected you or your household. Read here for more information on these changes. To receive one on one help with your SNAP account, find your closest location here or call DES at 1-855-432-7587.

I applied once and was denied. Should I apply again?

If your income, household, or immigration status has changed since you last applied, you may want to consider reapplying. Find a SNAP outreach location to receive one on one help moving through your application.

How does SNAP work once I am accepted?

The Arizona Department of Economic Security will issue you an EBT card which works like a debit card. SNAP benefits are loaded onto it monthly and then can be used to purchase food at participating locations and online sites. To see a list of items your SNAP EBT card cannot purchase, click here. For a full list of FAQs, click here.

Do I have to use my legal name on my SNAP application?

Yes. SNAP applications must use your current legal name on your official documents. However, you can ask DES workers and individuals helping with your application to use your preferred name and pronouns when speaking with you.

Additional Questions? Contact Isabel at isabel.hoggatt@azfoodbanks.org or call our Hunger Hotline at (602)528-3434

What if my ID doesn't match my gender identity or presentation?

You can still apply. Mismatched documents are common for trans/GNC individuals and should not prevent your application from being processed.

Does changing my name or gender marker affect my current SNAP benefits?

Changing your legal documents will not threaten your current eligibility, but you will need to update DES once the change is official with your new documents.

Will DES share my gender identity, sexual orientation, or transition-related information with others, including the federal government?

No. As of February 2026, the US Department of Agriculture (USDA), w hich administers SNAP federally, is blocked by law from requiring state S NAP agencies to disclose personally identifiable information.

Can I apply if I'm experiencing family rejection or unstable housing?

Yes. You can apply even without stable housing, documents, or a permanent address. If you're living with family but the situation is hostile or unsafe, you may still count as your own household if you buy and prepare your food separately. Many people qualify because of these barriers.

Can I still apply if I don't feel safe visiting a DES or SNAP Outreach office in person?

Yes. Arizona allows you to compete an application online, click here. Also, DES workers are required to not discriminate, see their full policy here. If you feel unsafe or disrespected, you can request accommodations or report the issue. Please click here.

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