

Hardship to Hope: Food Relief Fund Assistance

Frequently Asked Questions:

Who can receive this help?

SNAP-eligible households in Metro United Way's 7-county service region with at least one child under 18 or senior over 60.

When can I apply?

If you expected to receive SNAP benefits November 1-7:

Applications will open for Jefferson County residents November 3

Applications for Oldham, Shelby, and Bullitt County residents in Kentucky and Clark, Floyd, and Harrison County residents in Indiana will open by Friday, November 7.

How do I get help?

- Complete the [application form on the Metro United Way website](#) (Jefferson County access will be available beginning 11/3/25).
- Call 211

What happens next?

Metro United Way will connect you with a trusted community partner in your county. That partner will reach out to you. They may ask additional questions or help you find proof of your SNAP benefits. If you are eligible and funds are available, they can send a gift card to Kroger to you by text or email.

How long will it take to hear back after I submitted my application?

Our partners will try to get back to you within 3 business days of your application.

Who will contact me?

If you live in Jefferson County, you may be contacted by the Association of Community Ministries.

We are diligently working with community partners to establish support for SNAP households in Jefferson, Oldham, Shelby, Clark, Floyd, and Harrison Counties and will update our forms and information as soon as possible.

How do I show I'm eligible for SNAP?

Share photos or screenshots:

- SNAP Benefit Letter from Commonwealth of Kentucky Department of Community-Based Services or State of Indiana Family and Social Services Administration.
- Notices from Kynect or FSSA's Benefit Portal
- Proof should include head of household's name, address, date of notice, and award.

How much will I receive?

Eligible households will receive a gift card of \$200-350 based on the number of people in your household and the availability of funds.

If I accept this gift card, will I lose my SNAP?

Talk to your local DCBS office in Kentucky or FSSA office in Indiana if you have specific questions about your eligibility. Generally, one-time gift cards are not counted as income or resources for SNAP eligibility.

How often can I receive this help?

While funds are available, eligible households can apply once per month until the federal shutdown ends and SNAP benefits return.

What if I can't use a digital gift card?

Our community partners are working to connect households that can't use the digital cards with physical gift cards.

I tried to apply but the form says it is closed. What can I do?

We understand this can be frustrating. To help as many families as we can, we have to close our application window each day to review applications. Applications will open 8:00 am to 12:00 pm and 5:00 to 9:00 each day. Please try again during that time.

[Click here](#) or call 211 to be connected to other help for food.

What do I do if my application is denied?

We have a limited number of resources and we are seeking to serve as many people as we can. Unfortunately, we cannot process appeals. Please ensure that the information you entered is correct.

If I receive my SNAP payment, can I still get this gift card?

If you have already received your gift card and then receive your SNAP payment, you do not need to return this gift card.

If we are still reviewing applications when full SNAP payments return, we may pause this program to review how best to help the community.