

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:

- Jefferson County residents can apply beginning November 3.
- Oldham, Shelby, and Bullitt County residents in Kentucky and Clark, Floyd, and Harrison County residents in Indiana can apply beginning Friday, November 7.

If you expect to receive SNAP benefits November 1-14, you can apply beginning Monday, November 10.

How do I get help?

- Complete the [application form on the Metro United Way website](#). Click on the link for the county you live in.
- If you do not qualify for the Hardship to Hope Food Relief Fund grocery gift cards, you can visit 211 for additional food resources.

What if I need assistance or access to a computer to complete the application?

Goodwill Industries of Kentucky has offered computers to use and technical help for applicants during their business hours at the three Opportunity Centers in Louisville.

- [Goodwill South Louisville](#) – 6201 Preston Hwy., Ste. A; Hours M-F 8 am – 4:30 pm
- [Goodwill West Louisville](#) – 2820 Broadway; Hours M-F 8 am – 5 pm
- [Goodwill Metro Louisville](#) – 909 E Broadway; Hours M-F 8 am – 4:30 pm

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 will send a digital gift card to Kroger to you by 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.

Check your email spam folder if you are waiting to hear from us.

Who will contact me?

- In Jefferson County, you may be contacted by the **Association of Community Ministries**.
- In Bullitt or Shelby County in Kentucky, you may be contacted by **Multi Purpose Community Action Agency**.
- In Oldham County in Kentucky, you may be contacted by **Tri-County Community Action Agency**.
- In Clark, Floyd, or Harrison County in Indiana, you may be contacted by **Hope Southern Indiana**.

Check your email spam folder if you are waiting to hear from us.

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.
- An EBT card is **not proof** of eligibility.

To locate your SNAP benefit letter, you can log onto Kynect's self-service portal at https://kynect.ky.gov/s/?language=en_US.

If you have trouble accessing Kynect's self-service portal, need language or password help, you can call DCBS at 855-306-8959 or the EBT customer service hotline, 888-979-9949.

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 full SNAP benefits return.

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.

We are processing a limited number of applications per day and working to increase that limit to provide resources to as many households as possible.

Applications will open at 8:00 am and again at 5:00 pm Monday through Friday until the limit for applications has been reached.

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

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.

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

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 partial SNAP payments are made, we will provide eligible applicants with a \$200 gift card as funds are available.

If we are still reviewing applications when full payments return, we will review how best to help the community and may change the eligibility criteria or gift card amounts.