



## Our Mission

The mission of the SNAP Team is to provide excellent customer assistance to the people we serve in the 13 County service area of the North Texas Food Bank, promoting self-service and self-sufficiency by helping individuals apply for and manage their benefits which include food, cash, and healthcare. We are continuously working to expand access to SNAP by providing information, screening, and application assistance to the clients who come for help in feeding their families.



### Walk-ins Accepted

4500 S. Cockrell Hill Rd.  
Dallas, TX 75236  
214-269-0906

## Social Services Assistance Team

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### Levels of Assistance Provided by SSA

#### Onsite Navigator Assistance

Case Assistance Navigators are available to be onsite at agencies to assist people in applying for SNAP, Medicaid, TANF, and other HHS Programs on a consistent basis, while also assisting with reporting applicant changes and uploading documents to HHS and providing supplemental resources and training for YourTexasBenefits.com and mobile application. Navigators have their own equipment to provide services onsite in an office or semi-private space provided by the agency

Navigators are available to host a pop-up SNAP Assistance table typically within 2-4-hour timeframe at a location selected by the team or in participation with another social services organization.

#### Call Center Virtual Assistance

The NTFB Call Center Team is available to assist households in applying for SNAP, Medicaid, TANF and other HHS Programs via telephone and online platforms such as Zoom. Call Center team members are also available to provide access to supplemental resources.

#### Referral Partner Program (RPP)

The purpose of the RPP is to provide additional follow-up services to clients we assist with applying for benefits. These follow-up services will be provided by phone and email and are intended to help our community served connect with organizations and resources that could aid them in meeting their needs.

#### SNAP Workshops

The NTFB can host a SNAP Workshop for your organization either onsite at your agency, if it is equipped with computer stations for a minimum of 5 people, or virtually via Zoom. The purpose of the workshops is to give individuals the opportunity to learn how to apply for SNAP benefits online.

#### Site Navigator Training

Organizations interested in having their staff members or volunteers trained as Site Navigators to provide application assistance to their community served can be trained by the North Texas Food Bank to do so under the food bank's Community Partner ID. Site Navigators will be trained on the step-by-step YTB application assistance process to apply for SNAP and other benefits and receive ongoing technical and maintenance support from the food bank. This training will help organizations directly connect people with SNAP and benefit the people they serve.