

Food Assistance and SNAP FAQs

What is the difference between a food bank and a food pantry?

A **food bank** is a non-profit that safely stores millions of pounds of food that will soon be delivered to local food programs, like a food pantry. The food stored by food banks is donated from local neighbors, retailers, grocery stores, and restaurants.

A **food pantry** is a distribution center where hungry families can receive food. Supplied with food from a food bank, pantries feed hundreds of people per week! Because every community is different, there are many different types of pantries.

How can I receive food?

NTFB works with a network of more than 200 Partner Agencies and provides access to food at more than 1,000 feeding locations in our service area. Partner Agencies include food pantries, after school programs, senior meal programs, shelters, soup kitchens, and other facilities.

[Locate a Partner Agency](#)

Does the food bank approve my SNAP application?

The Social Services Assistance (SSA) Team of the food bank is a Community Partner building a bridge between Health and Human Services (HHSC) and communities in our service area to provide access to food, cash, and healthcare assistance. While the SSA Team assists with the application process, we do not determine eligibility. HHSC processes the applications and determines eligibility and has up to 30 days to process your SNAP application.

If you would like assistance applying for SNAP, Medicaid, TANF, Texas Health Women, or the Medicare Savings Program, contact a SNAP Representative <https://form.jotform.com/42095661131954>.

How will I know when HHSC is calling me?

When HHSC calls for an interview, the caller ID will say (737) 867-7700. Add it to your phone contacts so you know it is HHSC calling.

If I have applied for SNAP with the food bank and have questions about my pending case, what can I do?

For information about state benefits (YourTexasBenefits.com) dial 2-1-1, select your language, then choose **Option 2**. If you have health and human services related complaints or issues, please visit the [Office of the Ombudsman website](#).

When submitting your application via YourTexasBenefits, make note of your **Submission ID#** for 2-1-1 to be able to locate your application.

If 2-1-1 is unable to assist you, and you have additional questions regarding your case, please contact our Call Center for assistance, 214-269-0906.

What household changes do I need to report for my SNAP case?

You should report:

- If anyone moves in or out of your SNAP household. Your SNAP household refers to anyone included on your SNAP case.
- Financial changes like income, rent, savings, or child support.
- Changes to your address to ensure you receive important letters from HHSC. If your mail is returned to HHSC, this could cause your case to be denied.

Most households need to report changes within 10 days of the change, but some do not. Your caseworker can confirm which rules apply to your household.

You can report changes online with a [Your Texas Benefits account](#).

How do I replace a lost or stolen EBT/Lonestar card?

If you cannot find your EBT card, call the Texas EBT hotline as soon as you can: 1-800-777-7328. Press #1 for English, #9 for Spanish. Press #2 to access your card account information. You will need to enter your 19-digit card number. If your card has been lost, stolen, or damaged press #2 to cancel your card.

What can I buy with my EBT card (SNAP Benefits)?

You can use your SNAP benefits to buy groceries, snacks, and seeds or plants that will produce food. You **cannot** use your SNAP benefits to buy alcohol, tobacco products, vitamins, live animals, prepared foods (unless otherwise advised by HHSC), or any non-food household items.

Which stores and restaurants accept my EBT card (SNAP)?

Fresh EBT is a good resource for locating stores and farmer's markets that accept EBT (SNAP). Download the Fresh EBT App <https://www.freshebt.com/state/texas/#approved-stores>. This site is not affiliated with the North Texas Food Bank.

Can I get any discounts with my EBT card?

Yes! You can receive discounted prices or free admission to theme parks, museums, zoos, aquariums, and more. <https://lowincomerelief.com/texas-food-stamps-benefits/>. This site is not affiliated with the North Texas Food Bank.