

Step-by Step Walkthrough of Your Texas Benefits

Presenters:

Amy P. Cuellar, Feeding Texas

Leyda Valdez, North Texas Food Bank

(shared presentation - one set of [slides](#))

Amy Cuellar and Leyda Valdez presented an in-depth walkthrough for helping a food bank client enroll in SNAP benefits and pregnant women's Medicaid.

This presentation was a live session using the Your Texas Benefits site presented as a tutorial for nonprofit staff who assist clients with applications. Screenshots of the application are included in the slides and provide step-by-step detail for filling out applications.

The key takeaways from this session are:

- Navigators at nonprofit agencies can help applicants fill in their Your Texas Benefits applications online, but the goal should be to help them feel comfortable using YTB on their own.
- When helping someone enroll as a community partner it's important for the applicant to choose the option that they are filling out the application for themselves or someone they live with.
- Choosing the preferred language is important because it determines the language for letters and forms. Interpretation help is available, and can be requested if the applicant needs to visit an office.
- Eligible people who don't have a social security number can apply for benefits, but should upload a note indicating they (or that family member) don't have a SSN and didn't just forget to add one.
- The application asks about other people living in the home who are NOT on the application. This applies for roommate situations, for example.
- The applicant has to answer questions about all the people in the household, not just those who are applying for benefits.
- Depending on the situation, people living in the same household may be able to apply for benefits separately. For example, a non-married couple living together can apply for separate SNAP benefits. If one gives birth they will have to resubmit an application to include the child on a parent's benefits.
- Regarding money coming into the household, applicants can choose to allow YTB to collect income data from outside sources for X number of years. Additionally, any other money coming into the household has to be reported. YTB includes many different money sources, from gifts to lottery winnings, earned interest, things you sell, child support, etc.
- The application requires details about all accounts, assets, and certain expenses (such as for education) for all people on the same case.
- Additional documentation may be required and can be uploaded either as a file with the application or later after the application is complete.
- Application status is available on the YTB app or by calling 211.