Frequently Asked Questions

1. **What happens if I cannot complete my application online?** If you cannot complete your application online, contact your Local Department of Social Services to file a paper application. You can locate the correct office by using the locator map.

2. **Do I have to complete the entire application right now?** For emergency food stamps you can complete your name, address and the signature page to start the application process. You will still have to provide the information requested on the application and be interviewed. For all other programs you must complete the application before you send it to the local department. You will still have to provide verification of the information requested on the application.

3. **Do I have to go to the local department for an interview?** For most programs a Case Manager will interview you after you have filed your application. If you cannot get to the local department because of a serious problem or if you are working, the Case Manager can do a telephone interview. If you completed a redetermination or made a change in your current information, you may mail your verification to the local department.

4. **Who can I get to help me?** You can contact First Call For Help 24/7 at 410-685-0525 in the greater Baltimore area or 1-800-492-0618 elsewhere in Maryland to get assistance, or you can contact your local department and someone will help you.

5. **I need food right away, what do I do?** For emergency food stamps you can complete your name, address and the signature page to start the application process. You will still have to provide the information requested on the application and be interviewed. You can also contact a food pantry in your area.

6. **Why do you need to know about everyone who lives with me?** We need to see if everyone in your household must be included in your case. We will only include the people we have to include.

7. **My computer shut down with no warning. What can I do?** For your protection no information was saved during screening. If you were in a different area, the computer saved the information. You need your Control ID to get back in.