

# FoodSource Hotline: 1-800-645-8333



Project Bread's FoodSource Hotline helps the most vulnerable populations in our state—elders, immigrants, and working poor families who struggle to gain access to SNAP because of stigma, confusion about eligibility, and difficulty navigating a complex application process.

## WHAT IS THE FOODSOURCE HOTLINE?

The FoodSource Hotline connects people struggling to put food on the table with SNAP benefits and other food resources in their communities. The Hotline answers over 28,000 calls from food insecure families and individuals across Massachusetts each year. The multilingual staff, complemented by able translators, can assist callers in over 180 languages.



*Our hotline counselors connect callers to emergency food resources in their area.*

In addition to calling the hotline, people in need can also reach hotline counselors by instant message through [www.gettingsnap.org](http://www.gettingsnap.org).

## FOODSOURCE HOTLINE SERVICES

- Screenings for SNAP/Food Stamp eligibility.
- Over-the-phone SNAP application assistance and follow up with applicants throughout the process.
- Referrals to community food programs.
- Informational resource for agencies who have specific SNAP regulation questions that are affecting their clients.
- General information to current SNAP recipients, applicants with pending applications, and those who are hesitant to apply.
- Referrals to other programs such as WIC, school meals, housing, and utility assistance.
- Information on the Healthy Incentive Program (HIP) and how to earn benefits.

## FOODSOURCE HOTLINE HOURS

- Monday - Friday: 8AM to 7PM
- Saturday: 10AM to 2PM