

ACCESS CENTRAL MAIL CENTER  
P.O. BOX 1770  
OCALA FL 34478

Notice of Case Action  
State of Florida Department  
of Children and Families



June 29, 2016

Case: 1410631567

Phone: (866) 762-2237

EMILY PATTERSON  
GENERAL DELIVERY  
JENSEN BEACH FL 34957

Dear Emily Patterson

The following is information about your eligibility.

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**Food Assistance**

Your Food Assistance benefits for the person(s) listed below will end on July 31, 2016.

**Name**

Emily Patterson

Reason: No household members are eligible for this program

You did not complete the work requirements for the food assistance program - first non-compliance

The law that supports this action is:

(FL Admin. Code = R) (FL Statute = S), R65A-1.205 R65A-1.605

We are applying the penalty listed below beginning August 1, 2016, because the head of your Food Assistance household, or a household member, did not complete a work activity without having a good reason. If you comply before the begin date of the penalty, we will not impose the penalty. To comply with the food assistance work requirements, contact the CareerSource at <http://www.floridajobs.org/onestop/onestopdir/> or go to the CareerSource office in your area. If you have a good reason for not complying with work requirements and can give us proof of the reason, contact DCF at the Customer Call Center at 1-866-762-2237.

**First noncompliance by the head of household :**

You and your Food Assistance household cannot get Food Assistance benefits for **one month**. The other members of your household may reapply for Food Assistance benefits after one month. The head of your Food Assistance household may not get Food Assistance benefits until they complete the work activity or become exempt from work activities.

**First noncompliance by an individual who is not the head of household:**

The individual who did not complete the work activity cannot get food Assistance benefits for one month or until they complete the work activity, whichever is later, or become exempt.

For Medicaid, if you complete your review and return all information we asked you to give us by the 90<sup>th</sup> day after the date listed in the sentence above, we will redetermine eligibility and you will not have to file a new application.

You can complete your review online at <http://www.myflorida.com/accessflorida/> using your My ACCESS Account. If you need to turn in paper documents, mail them to:  
ACCESS CENTRAL MAIL CENTER, P.O. BOX 1770, OCALA FL 34478

If you need help completing your review online, you may visit a Department of Children and Families' (DCF) Community Partner or a DCF Office in your area for assistance. To locate a Community Partner go to [www.myflfamilies.com/community-partner-list](http://www.myflfamilies.com/community-partner-list). To locate a DCF Office, go to [www.myflfamilies.com/access-service-centers](http://www.myflfamilies.com/access-service-centers).

If you are unable to complete your review online, you may call our ACCESS Florida Customer Call Center toll free at 1-866-762-2237 for assistance.

**Did you know you now have an on-line account with us? Go to [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida). You will need your case number, 1410631567, to activate your My ACCESS Account. Then you can get into your account with a user name and password of your choice.**

If members of your household are not eligible for Medicaid, they may be able to get coverage from the Florida KidCare Program for children under 19 or the Federally Facilitated Marketplace (FFM). In accordance with section 1943 (b)(1)(D) of the Social Security Act, DCF is required to forward potentially eligible applications to Florida KidCare or the FFM for review. Once your information is in the possession of the FFM the State of Florida no longer has the ability to ensure its security. You do not need to submit a new application. Please check your My ACCESS Account at <http://www.myflorida.com/accessflorida/> to see if your application has been forwarded to Florida KidCare or the FFM.

For information about the Florida KidCare Program, visit the website at [www.floridakidcare.org](http://www.floridakidcare.org) or call (888) 540-5437.

For information about the FFM, visit the website at [www.healthcare.gov/marketplace](http://www.healthcare.gov/marketplace) or call (800) 318-2596.

If you missed your food assistance interview, it is your responsibility to contact the Department of Children and Families ACCESS Florida office to reschedule a time to complete the interview. However, if your case is already denied or closed because you missed your interview, you must reapply.

For applications, if you completed the interview (if required) by the 30<sup>th</sup> day after the application date, you do not need to give us a new application if you give us all the verification we asked for within 60 days from the day you originally turned in your application. If you do not give us all the verification we asked for within 60 days from the day you originally turned in your application, you will have to complete a new application.

For reviews, if you completed the interview (if required) by the end of the eligibility period, your household has until the 30<sup>th</sup> day after the end of the eligibility period to return the verifications.

Free legal services are available at [floridalawhelp.org](http://floridalawhelp.org).

**Go paperless and receive email notifications when your notices are available. Log into My ACCESS Account now to Enroll!!!**

Here is some important information about public assistance programs:

- You have the right to ask for a hearing before a state hearings officer. You can bring with you or be represented at the hearing by a lawyer, relative, friend or anyone you choose. If you want a hearing, you must ask for the hearing by writing, calling the call center or coming into the office within 90 days from the mailing date at the top of this notice. If you ask for a hearing by the end of the last day of the month prior to the effective date of the adverse action , your benefits may continue at the prior level until the hearing decision. You will be responsible to repay any benefits continued if the hearing decision is not in your favor. If you need information about how to receive free legal advice, you can call the ACCESS Florida Customer Call Center toll free at 1-866-762-2237 for a listing of free legal agencies in your area.
- In accordance with Federal laws and State policy, the Department of Children and Families is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, religion, political belief or marital status.

For additional information about your case, you may access your personal information quickly and securely:

- through My ACCESS Account @ [www.myflorida.com/accessflorida/](http://www.myflorida.com/accessflorida/) , or
- by calling the ACCESS Florida Customer Call Center at (866) 762-2237.

Information on other services that may be available to you can be found @ [www.dcf.state.fl.us/programs/access/](http://www.dcf.state.fl.us/programs/access/).

If you need free help obtaining child support, medical support, establishing paternity, or locating your child's parent, call the Child Support Enforcement Program at 1-800-622-KIDS (5437).

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Other programs that may be of assistance to you:



Earn less than \$ 53,267 in 2015 ? You may be eligible for an Earned income Tax Credit up to \$ 6,242. For more information on where to find free tax assistance in your area, call the IRS at 1-800-829-1040.



**For TDD or TTY services, please call 1-800-955-8771.**

You may also be eligible to receive a \$ 12.75 discount on your monthly phone bill through Florida's Lifeline Assistance Program. Please call your phone company or the Florida Public Service Commission at 1-800- 342-3552 for enrollment information. You may provide this letter as proof of your Food Assistance, Cash Assistance or Medicaid eligibility if you have been approved for benefits.

Local community partner agencies are available to help you apply for services. To find one near you, go to [www.myflorida.com/accessflorida/](http://www.myflorida.com/accessflorida/) under the Find an Office - ACCESS Community Partner Search option. You can search by zip code or county.

For help translating this notice, please contact the worker at the phone number shown on the top of this notice or call 1-866-762-2237.

Si necesita ayuda para traducir este aviso, comuníquese con el trabajador en el número de teléfono indicado en la parte superior de este aviso o llame al 1-866-762-2237.

Pou jwenn èd pou tradui avì sa a, tanpri kontakte travayè sosyal la nan nimewo telefòn ki endike anlè avì sa a, oswa rele 1-866-762-2237.

Если Вам нужна помощь в переводе данного уведомления, пожалуйста, обратитесь к нашему работнику по телефону, указанному в начале уведомления, или позвоните по номеру: 1-866-762-2237.

Para ajudar a traduzir este aviso, queira contactar o(a) assistente social através do número de telefone indicado no topo deste aviso, ou telefone para o número 1-866-762-2237.

Za pomoć u vezi prevoda ove obavesti, molimo nazovite socijalnog radnika na broj naveden na početku ove poruke, ili nazovite 1-866-762-2237.

Per avere aiuto nella traduzione di questa comunicazione, contattare il lavoratore al numero di telefono che si trova sopra il testo della comunicazione o chiamare il numero 1-866-762-2237.

如需獲得有關翻譯此通知的協助，請撥顯示於此通知上方的電話號碼或撥 1-866-762-2237 聯絡工作人員。

Để được hỗ trợ dịch thuật thông báo này, vui lòng liên hệ nhân viên ở số điện thoại được nêu ở phần trên trong thông báo này hoặc gọi số 1-866-762-2237.

Pour vous faire aider à traduire cet avis, veuillez contacter le travailleur social au numéro de téléphone indiqué en haut de cet avis, ou appelez au numéro 1-866-762-2237.