



One Philly SNAP Support Program Office Hours

Q/A Responses

Taken from November 4 and 5, 2025 Health Department Office Hours

Funding

- **How frequently will the funds be dispersed? Weekly, monthly?**
Funds will be dispersed in one-time payment upfront.
- **What is the timeline/term/period for funding?**
Funds should be used immediately within one to two months (November and December) to meet the immediate gap in SNAP funding.
- **When will we receive funds if selected?**
You will be notified of the award early next week, 11/10, but when you have the funding in hand is dependent on when you submit the required documentation to Reinvestment Fund.
- **Will there be a contract that will need to be conformed between the Reinvestment Fund and the sub-awardees for the administration of the grant? Will the contracts be expedited?**
Yes, there will be a grant agreement that will need to be signed before funds can be dispersed and this process will be expedited.
- **Is this specific funding source affected or delayed by the current PA state budget impasse?**
No, these are City funds and are not affected by the PA state budget.
- **If we request a particular amount of funding and it is denied, will you come with a counter offer? Can a lesser amount than what was requested be awarded?** Yes, given the funding allocation and the number of applications we expect to receive we may propose alternate funding amounts for applicants.
- **Will individuals be taxed on the funds they receive?**

Recipients will receive a 1099 from Reinvest Fund, which advises that the grant amount should be recorded as income on tax returns.

- **What will the grant agreement with Reinvestment Fund entail?**

The agreement outlines requirements of the grant and will be sent via DocuSign.

- **If this becomes a longer issue, will the selected applicants have to reapply for future funds?**

At this point, we are working with one-time funds to meet the immediate need.

Food distribution method/location

- **What type of food distribution is the department looking for? Is it non-perishable, hot food, cold food, etc.?**

There is no preference among these. It's up to the organization and the needs identified by who they serve.

- **We have multiple sites across the city. Can we pick one location or multiple?**

You can apply for multiple sites or one site.

- **Are you asking for any type of identification, SNAP eligibility proof or asking recipients to sign forms to receive food?**

No, we are not requiring any of those as part of the food distribution.

- **Does the department have places we can purchase in bulk?**

We don't have specific places but you can look into some resources such as the Philadelphia Wholesale Produce Market, The Common Market, Philly Foodworks, big box stores, etc, as well as partnering with Philabundance and Share

- **Can we use the grant to cook meals for community fridges?**

Yes, however, food safety requirements would need to be met if you're preparing meals.

- **What will the requirements be to show that we are currently serving our community to meet the food needs? Will we have a chance to show current program efforts?**

There are two pertinent questions on the application where you can expand on this information: How many people do you serve on average per distribution and what steps do you take to provide healthy, high-quality, appealing and culturally appropriate food?

Eligibility

- **Can residents/individuals apply?**

Yes, application is open to residents/individuals as well as organizations.

- **We are a community fridge. What if we do not have a scheduled distribution? Rather we are continuously stocking our locations and people can shop whenever they like. Can we still apply?**

You can still apply. Note your hours of operation in the application and that you are open continuously.

- **Are these funds applicable to work in the city proper? My organization serves all of Greater Philadelphia.**

Funds are for organizations serving the city proper, not outside of Philadelphia.

- **Are fiscally sponsored organizations eligible to apply?**

Yes

- **Do you have to have a current food distribution program or can the grant be used to establish one?**

You should have a current food program that is up and running and already distributing food.

- **Can schools/child care centers apply as a project to support families?**

Yes, if you already have a distribution program up and running.

- **Would block captains who oversee community gardens be able to apply?**

Yes, if you're distributing food more broadly beyond what you grow. Funds need to be used for food purchases.

- **My organization provides free home-delivered, medically tailored meals and nutrition support for people with serious illnesses, however clients need to be referred. Would our organization be eligible?**

Yes, you can apply.

- **Can we apply for some programs while simultaneously using the additional discretionary funds being offered through DHS contracts for participants in those programs?**

If you are already receiving funding through the City as part of the SNAP Support Plan or are a City entity (rec center, library, etc), your application would be deprioritized given the extent of the need.

- **Can a church and another organization combine efforts and serve the same location?**

Yes

- **If we're not necessarily in a high priority zip code but we serve clients who come from those zip codes, how can we acknowledge that?**

Note that in the application- where you're located versus who you are serving if they are coming from different zip codes.

- **Must the vendor have a Philadelphia county address?**

The organization/vendor serving the food doesn't necessarily have to be located in Philadelphia but the food should be distributed only in Philadelphia.

- **Must applicants already hold a special event vendor license to distribute?**

Applicants don't need a special event vendor license to distribute food.

Use of funds

- **Can funds be used for gift cards or for food items only?**

We prefer the funds be used to purchase food directly but gift cards could be considered if they are being distributed in an ongoing, efficient and accessible manner.

- **Will we have to submit documentation of use of funds?**

While we are not requiring you to submit invoices or receipts of your purchases, you should keep these for your records in case we do need it in the future.

- **Can funds be used to support transportation of food (deliveries), employee wages/staff support, administrative fees, equipment or things such as hygiene products?**

Funds should be used primarily for food.

- **Can funds be used to purchase food for WIC?**

Yes, if you work in a WIC office and do food distributions.

- **Can funds be used to purchase infant formula and baby food?**

Yes

Impact

- **Is the department looking for more of a larger reach, or deeper impact? Is there a particular neighborhood you are focusing on?**

We value both broad reach and deep impact. We are asking for a description of how you do your food work, the frequency of your distribution, and the number of people served so that will be taken into consideration. We are prioritizing areas of the city with higher need, including based on rates of poverty and food insecurity, and we also recognize that there is need throughout our city.

- **Is the goal of the funding to reach new people and/or those we have been helping?**

Both

Reporting/Metrics

- **If we're a community fridge and do not have a scheduled distribution and do not track metrics since it's open 24/7, are estimates of number served okay?**

Estimates of numbers are fine, just note that they are estimates in the application.

- **How long is the weekly reporting required?**

Weekly reporting will be required for as long as you are distributing the funds.

- **Will there be a data document or a link provided for reporting?**

Yes, a form for reporting will be provided.

Selection process

- **How will we go about the selection process?**

Applications will be reviewed by teams of reviewers from City departments. They will be scored according to specific factors. We're looking at a lot of different data and will be considering how we can get funds out in the most effective and equitable manner.

- **What are some things that will stand out on the application?**

Make sure you answer all questions completely, provide additional details you think may be useful to know pertaining to your program.

- **Can we provide access to the rubric?**

The rubric assesses factors as discussed in the application- completion of questions, food distribution method/location, areas/populations served, number of people served, how you serve healthy, high-quality, appealing and culturally appropriate food.

- **Will you be notified if not approved?**

Yes, we aim to provide responses once applications have been reviewed within 3 days.

Specific application questions

- **The grant application refers to “supporting documentation.” Is there anything we must attach to the application?**

This refers to documentation you will have to provide to Reinvestment Fund if you are selected for the grant, which will include a W9 form and ACH direct deposit form. We will follow up if this is needed.

- **Where should we send the hard copy application?**

We created a new inbox so we can respond faster. If you already sent to aurora.trainor@phila.gov that is okay, we still received it. But going forward it is best to send all applications to onephillysnapsupport@phila.gov.

- **Can we retract the application we sent via email and resubmit via the online form?** We can't retract applications but we do have staff reviewing applications for duplicates so you can resubmit. Also, you can email

onephillysnapsupport@phila.gov with your information and phone number and let us know you resubmitted and we will know to disregard the original application.

- **Do you need social security number or EIN number for nonprofits?**

We are not asking that as part of the application but if you are selected for the grant, you will be required to provide that information on a W9 in order to receive the funds.

- **The application asks if we receive food from Share or Philabundance. Will organizations be considered if they are not currently partnered with these organizations?**

Yes, you will be considered whether you receive food from them or you don't.

- **Does being registered on the Philadelphia Food and Meal Finder mean that distribution needs to be open to the public?**

It is not a requirement of receiving this grant to be listed on the Finder, but if you do public distribution we would like to be able to list you. We can also specify who can be served if you have a focus, like seniors, youth, etc.

- **Can we use additional paper if needed to complete questions?**

Yes, feel free.

- **Is there a word limit for questions in the application?**

No, there is not.

- **Is there a page limit on the application?**

No, however, please be concise while sharing information as we are reviewing many applications.

Other

- **How can I get help with food feeding my children?**

Please visit www.phila.gov/food to find a food pantry or meal site near you. You can also call 311 if you prefer phone.

- **How does rent relief work?**

\$1.5 million in emergency rental assistance has been earmarked toward supporting furloughed federal workers who are city residents at risk of eviction.

- **Will the City be marketing our location?**

There may be a possibility of being included on the Philadelphia Food and Meal Finder, www.phila.gov/food, if appropriate.

- **Do you know if Philabundance or SHARE will be accepting more partners through this initiative?**

They are receiving funds as well and may be able to add capacity but you would have to reach out to them directly.

- **Is there a directory for farm to table type of sellers? Such as a farmers' association?**

We don't have one prepared for this opportunity. Visit www.phila.gov/farmers-markets for a list of farmers markets in the city. Could also reach out to The Food Trust, Penn State Extension or The Common Market for links vendors/sellers.

- **Emergency Revenue Replacement Grants for Small Businesses**

The City is launching a new round of \$500,000 in Emergency Revenue Replacement Grants for small food retailers, corner stores, and grocers to help keep doors open and food available in every neighborhood. This initiative is led by the Department of Commerce in partnership with The Merchants Fund. Learn more about the Emergency Revenue Replacement Grant and other grant programs available by visiting the [Department of Commerce's website](#).

Assistance with Grant Application

Businesses that need help applying for financial relief or navigating challenges can contact the [Mayor's Business Action Team](#) at the [Department of Commerce](#) to receive personalized assistance in multiple languages by calling 215-683-2100 or emailing business@phila.gov.

Resources Available to all Philadelphians

Many City departments and local partners continue to provide essential services to residents affected by the shutdown:

- **Philadelphia Water Department:** Assistance programs for water bills and service continuity.
 - **Emergency hotline:** (215) 685-6300
 - **General Inquiries:** (215) 685-6300
- **Department of Revenue:** Payment plans and hardship assistance.
 - **For questions about taxes:** (215) 686-6600
 - **For questions about water bills:** (215) 685-6300
- **Department of Human Services (DHS):** Support for children, youth, and families in need.
 - **For information:** (215) 683-4347
- **Department of Behavioral Health and Intellectual Disabilities Services (DBHIDS):** Behavioral health and recovery supports.
 - **Emergency suicide or mental health crisis line:** 988 or 215-685-6440
 - **Intellectual disAbility Services (supports and services for all ages):** 215-685-5900
 - **Mental health and addiction services, with or without insurance (CBH Member Services):** 888-545-2600
 - **General DBHIDS information (nonemergency administrative services):** 215-685-5400
- **PECO and PGW:** Utility assistance and payment arrangements.
 - **PECO Emergency:** 1-800-841-4141
 - **PECO Customer Service:** 1-800-494-4000
 - **PGW Emergency Hotline:** (215) 235-1212
 - **PGW Customer Service:** (215) 235-1000
- **Office of Community Empowerment and Opportunity (CEO):** Financial empowerment, benefits access, and housing stability programs.
 - **Contact:** (215) 685-3600
- **Neighborhood Energy and Community Assistance Centers (NCACs):** In-person help connecting residents to resources and benefits.
 - **Visit the website to contact your nearest NCACs**

[Read the SNAP Benefits Change blog to stay up to date with the latest information.](#)

Free Food Finder

Residents can find nearby food sites and meal programs through the City's [Free Food Finder](#). Flyers and postcards are available in more than 10 languages to help spread the word.