

# Know Your CalFresh Rights

## 30 days!

If the county does not make a decision about your application within 30 days, they must determine the cause for the delay and, if the delay is their fault, **they must make a decision immediately.**

If you miss your first interview and request a second interview within 30 days of submitting your application, **the county must schedule the 2nd interview.**

If you haven't provided the required documentation within 30 days of submitting your application **the county must give you more time:**

- Either 30 more days from when you submitted, OR
- 30 more days from their request for missing documentation.

## You can appeal!

A "no" from the county is not the final answer!

If you do not receive a response to your application in a timely manner, you can submit a Client Concern form at [tinyurl.com/ClientConcern](https://tinyurl.com/ClientConcern). You can also **appeal!**

You have **90 days** from the date on the county notice to file an appeal if your application was **denied or delayed**, or if your **benefits were reduced** by the county and you need more help.

You can file an appeal by:

- **Calling 1-800-953-5253**
- Going online to <https://acms.dss.ca.gov/acms/login.request.do>
- Mailing your appeal form to the **Social Services Agency Appeals Unit in Oakland**, or
- Dropping it off there in person.

You have the right to specify your preferred language and request an interpreter for your hearing.

You can request a written statement from the county explaining why they denied your application **2 days before your hearing.**

## Retro benefits

If the county approves your application after your appeal, you can receive **retroactive benefits from the day your application was submitted.**

If you start a new application instead of appealing, you may not be able to get those retroactive benefits. Appeals are important!

## Resources

[Bay Area Legal Aid](#)

[CalFresh Foodbank Enrollment](#)