

**ALERT DATE: April 9, 2020**

**This e-mail is being sent to professionals who are interested in benefits updates regarding older adults and people with disabilities.**

Hello! Due to the COVID-19 pandemic, the Illinois Department of Human Services (IDHS) is reminding stakeholders that someone other than the "Customer" can use the Link card to purchase food. The individual would be considered an "Approved Representative" if the customer gave permission to the individual and the approval had a written signature or an electronic signature by the person who wants the benefits.

The guidelines from DHS are below:

03/2020

**Guidelines for the Use of the Link Card by Someone Other than the Customer**

- A customer may give permission for a person to be their approved representative. The approval must be in writing or have an electric signature by the person who wants the benefits.
- An approved representative may represent the customer when not accompanied by the customer, including receiving and using the Illinois Link card and choosing the Personal Identification Number (PIN).
- Restrictions on who can be an approved representative include a Family Community Resource Center (FCRC) employee who is involved in the certification or issuance procedures or a retailer authorized to accept SNAP benefits, unless:
  - the Family Community Resource Center (FCRC) administrator determines that no one else is available to serve as approved representative **and**
  - the specific written approval is obtained from the Family Community Resource Center (FCRC) administrator.
- A person who was disqualified for an intentional program violation may not act as an approved representative unless:
  - The disqualified person is the only adult member of the SNAP unit able to act on the unit's behalf **and**
  - the Family Community Resource Center administrator determines that no one else is available to serve as approved representative.

REF: PM/WAG 02-04-02-a

If you would like more information, you can go to the policy listed above at <http://www.dhs.state.il.us/page.aspx?item=12821> .