

10 Steps for Using SAIL

Before You Get Started:

- Have a functioning computer with internet access and a private, quiet space.
- You may want to schedule appointments for specific times.
- You can also encourage people to bring documents. See *Guide to Getting Food Stamps in Maryland* (page 10) or envelopes for a list of documents.
- Give yourself ample time for the application, perhaps 45 minutes per person to begin. The time needed to fill out an application depends on the applicants' household size, if they are applying for additional programs, and more.
- Be prepared. While you are not expected to know all of the ins, you should have a working knowledge of Food Stamps. Look over the *Guide to Getting Food Stamps* and keep this with you.

Step 1: Go Online

Go to www.marylandsail.org

Step 2: Log In as a Community Partner

If your site is registered as a Community Partner, log in using the link on the left-hand navigation bar, "Community Partner Login". If not, skip this step.

Step 3: Check Eligibility

If the applicant is not sure that they are eligible, you can use SAIL's prescreening tool. Click on "Am I Eligible". Most information entered on the following screens will carry over if the applicant chooses to start an application.

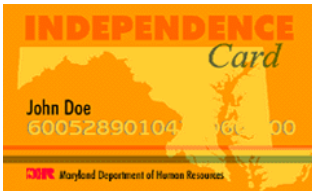
Step 4: Start Application

Click "Start/Update an Application" and then "Start New Application". Select "Food Stamps" and any other programs the applicant is interested in applying for.

Step 5: Write Down Control ID

When you start an application on SAIL, a Control ID number will appear at top of your screen. Write this number down. It is important to keep this number to reference or re-enter an application.





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Step 6: Enter Basic Information

It is very important to enter correct contact information, as the local office will need to follow up with the applicant and complete the application.

Note: You can submit an application at any time if has the name, address, and signature of a household member. However, it is best to fill in as much as possible.

Step 7: Enter Additional Information

Enter information on additional household members. A household is defined as one or more persons who live together and purchase and prepare meals together. See the *Guide to Getting Food Stamps* (page 2).

Note: Because SAIL is used for other benefits, not all questions are required for Food Stamps applications. Applicants that are just applying for Food Stamps do not need to complete the Asset page unless they or a household member have violated Food Stamps program rules in the past. Also, you only need to fill out the income for people over age 18 and only need to fill out medical for people 60+ or disabled.

Step 8: Sign and Submit

Make sure the applicant signs the application and click "Submit". Signatures can be faxed, mailed, or done electronically. The name must match the start exactly.

Step 9: What to Expect

"Your application is sent to the Department of Social Services. You will be contacted by a DSS worker for an interview. If you are not offered a phone interview, you can ask for one or you can go to the office for an in-person interview."

"They will also let you know what verification documents you need to complete your application and where to send them. You can start gathering documents now. A list is on this document envelope."

Step 10: Other Resources

Offer to follow up. Also, provide them with other resources in the community.

