

**State of New York**  
**Office of Temporary and Disability Assistance**

**Disaster Supplemental Nutrition**  
**Assistance Program**  
**2014 – 2015**

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## **DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (D-SNAP)**

### **PURPOSE**

This is the state plan for providing benefits under the federal Disaster Supplemental Nutrition Assistance Program (D-SNAP) in New York State.

The Robert T. Stafford Disaster Relief and Emergency Assistance Act provides the Secretary of Agriculture with the authority to operate a D-SNAP when areas affected by a disaster have received a Presidential Major Disaster Declaration (for Individual Assistance).

D-SNAP is intended to provide temporary food assistance for households affected by a widespread disaster. D-SNAP provides one month of SNAP benefits, at the maximum allowed for the household's size, to eligible households not in receipt of regular SNAP benefits. It also can facilitate the issuance of supplemental SNAP benefits to households already in receipt of ongoing SNAP benefits. D-SNAP is designed to respond to disaster situations where a large number of households have disaster-related expenses that are not considered when determining eligibility for the regular SNAP, and where the need is so great and pervasive that the vastly streamlined and expansive eligibility criteria of the D-SNAP is warranted.

When a disaster occurs in New York State and a county has received a Presidential Major Disaster Declaration for Individual Assistance, and the local social services district for that county requests approval to operate a Disaster Supplemental Nutrition Assistance Program (D-SNAP), the New York State Office of Temporary and Disability Assistance (OTDA) will submit an application on behalf of the local social services district requesting the United States Department of Agriculture (USDA), Food and Nutrition Services (FNS), permission for the local social services district to operate D-SNAP.

The application will be based upon the best and most current information available received from local, state and federal officials regarding the scope of the disaster. The New York State Office of Emergency Management (SOEM), in concert with OTDA, will coordinate state efforts to obtain information and data regarding the scope of the disaster.

The D-SNAP is a completely different program from the regular Supplemental Nutrition Assistance Program (SNAP), with different eligibility and verification standards, and benefit amounts based solely on household size. **(See Attachment I comparing D-SNAP to SNAP)**

### **REQUIREMENTS**

Section 3.2 of the USDA Disaster SNAP Guidance states that "SNAP regulations require State agencies to maintain current disaster plans. Each State agency must review its existing D-SNAP plan on an annual basis, revise if necessary, and submit a copy to the RO [USDA Regional Office] by August 15 of each year. Alternative plan submission dates may be negotiated with the ROs on a case by case basis as appropriate."

**IDENTIFICATION OF STATE, STATE VENDOR/CONTRACTOR AND LOCAL SOCIAL SERVICES DISTRICT RESPONSIBILITIES FOR DISASTER ASSISTANCE AND A DESCRIPTION OF THESE RESPONSIBILITIES**

The Commissioner of OTDA, or the agency's highest ranking agency official, or his/her designee, shall assume responsibility for coordination and direction of OTDA's overall response in the event of a disaster. OTDA is responsible for providing technical assistance and support to the local social services districts (SSDs) in their disaster recovery efforts and for participating in the coordination of disaster response efforts with other state agencies.

Within OTDA, the Center for Employment and Economic Supports (CEES) is responsible for coordination of OTDA's role in any disaster response involving SNAP or D-SNAP. The Deputy Commissioner or designee for CEES shall coordinate the allocation of Division assets necessary for recovery during the incident.

In New York State, the administration of SNAP and other public assistance programs is the direct responsibility of local government(s) and municipalities. This also is true for the implementation and operation of a D-SNAP. In New York State, the SSDs have the primary responsibility of implementing and operating the D-SNAP with technical and logistical support from OTDA. SSDs may develop their own D-SNAP plan guidance. Such guidance would have to be reviewed and approved by OTDA for compliance with federal D-SNAP guidance. No districts in New York State currently have separate D-SNAP plan guidance. Currently, all SSDs would operate a D-SNAP using the OTDA Disaster Plan.

The following is a breakdown of the D-SNAP-related roles and responsibilities:

**New York State Office of Temporary and Disability Assistance:**

❖ Prior to a disaster occurring:

- Coordinate planning efforts, including preparations for the implementation of a full array of disaster options related to D-SNAP, with federal agencies, other state agencies, and local SSDs.
- Identify sources of data critical for the assessment and response to a disaster, and establish protocols for timely communication of such data.
  - OTDA works with SOEM who manages the flow of information from the individual county Disaster Response units to state agencies.
  - Data is gathered and analyzed from area utility companies of the affected districts.
    - PSEG LI
    - National Grid
    - NYSEG
    - Con Ed
    - County Emergency Contacts (see Attachment III)
  - EBT contractor works in conjunction with OTDA to identify SNAP merchants

affected by the disaster and are no longer capable of dispensing food. The EBT contractor will report these locations to the OTDA and provide alternate SNAP merchant locations who continue to operate in the affected region.

❖ When a disaster occurs:

- Notify FNS of the State's intention to submit an application on behalf of any SSDs requesting USDA's permission for the SSD to operate D-SNAP.
- Submit formal request on behalf of the SSD to USDA using USDA's D-SNAP Waiver Request template. (See **Attachment II, FNS D-SNAP request template**)
- Identify SSD coordinator or contact/liaison for disaster services for State OTDA communication, data collection and transmission.
- Advise and assist SSDs regarding D-SNAP program and policy implementation; provide technical assistance and quality assurance;
- Once a D-SNAP has been approved, the SSD is responsible for effectively implementing the program, ensuring program integrity and complying with Civil Rights laws
- Coordinate with the SOEM and other state agencies to identify and collect data critical for the assessment of and response to the disaster, including data and information from sources such as Social Security, Supplemental Security Income, Medicaid or community-based organizations that can be used to locate vulnerable populations.
- Obtain information from SSD and EBT contractor regarding retailer and merchant availability information as well as an EBT environment status to provide an informal report to other state and federal agencies. Request other disaster waivers, as necessary and appropriate.
- Coordinate public messages and provide statewide information to the media.
- Ensure SSD generated D-SNAP guidelines and instructions are accurate.
- Advise SSDs to consider reasonable accommodations to allow the homebound, the elderly and recipients with disabilities meaningful access to the program.
- Ensure that SSD and EBT contractor have processes in place to enable all recipients to receive their benefits within 3 days of application or within 7 days for questionable cases.

**Local Social Services Districts:**

❖ Prior to a disaster occurring:

- Become familiar with D-SNAP requirements.
- Train appropriate local staff to assist in D-SNAP and establish a disaster response coordinator or contact person for State inquiries.
- Develop and maintain plan for alternate staffing, re-deployment of staff, requesting OTDA assistance, etc.
- Develop and maintain a plan for continuity of regular program operations in event of a D-SNAP operation.
- As the disaster circumstances permit, consider needs that the homebound, the elderly and individuals with disabilities will have an opportunity to apply for D-SNAP benefits.
- If possible, have sites identified and agreements in place for the use of sites with the facilities necessary and adequate to the operation of a D-SNAP; consider collaborating

with local public transportation service authority and community partners to provide transport to and from application sites for remote populations, the elderly, and persons with disabilities.

- Identify sources of information for provision of data regarding local disasters, e.g., county or municipal emergency management organization, local utility providers (for provision of detailed power and gas outage information), county and local highway and water departments (for road closures water and sewage service outages), and sources of information on residential and commercial structural damage.
- Preparations should include consideration of low English proficiency populations as well as elderly/disabled populations.

❖ When a disaster occurs:

- Provide timely required information and reports to OTDA, including the following:
  - Number of new households approved for D-SNAP
  - Number of new persons approve for D-SNAP
  - Value of new benefits approved for D-SNAP
  - Average amount of new benefits approved for D-SNAP
  - Number of currently active SNAP households receiving supplemental/replacement benefits
  - Number of persons in currently active SNAP households receiving supplemental/replacement benefits
  - Value of supplemental/replacement benefits approved for currently active SNAP households
  - Average amount of supplemental/replacement benefits approved for currently active SNAP households
- Provide applicants and recipients with information on how and where to apply for assistance.
- Ensure that D-SNAP location(s) are ready to serve applicants.
- Ensure that there are a sufficient number of application sites and that these sites are safe meet health standards and are accessible to individuals with disabilities to the extent the circumstances of the disaster permit; include potential community partner activities focused on identifying and promoting access for vulnerable populations, such as persons with disabilities and the elderly
- Conduct outreach to homebound, elderly and disabled populations, working in conjunction with community-based organizations, when possible.
- Process D-SNAP applications, and, in conjunction with the EBT card issuance agent (if applicable), institute safeguards to prevent fraud and abuse.
- Coordinate disaster relief efforts with other county, state, and federal agencies, and with private and community-based agencies.
- Ensure that all recipients receive their benefits within 3 days of application or within 7 days for questionable cases.

**NAMES AND PHONE NUMBERS OF LOCAL, STATE AND FEDERAL OFFICIALS TO CONTACT IN THE EVENT OF A DISASTER.**

(See Attachments III and IV for a listing of these contacts)

### **IDENTIFICATION OF PRIVATE DISASTER RELIEF AGENCIES WITHIN THE STATE**

A number of voluntary/private agencies and community-based organizations are also committed to providing for the emergency food needs of disaster victims. Included in this list would be the Red Cross, the Salvation Army Centers, other community-based organizations and/or various churches, synagogues and religious groups. In the event of a disaster, it is important that local SSD staff have established contacts to work with voluntary agencies in their communities to ensure a coordinated effort in reaching all affected populations including vulnerable populations, such as persons with disabilities and the elderly. **(See Attachment V for a listing of voluntary/private agencies)**

### **PROCEDURES FOR INFORMING THE PUBLIC ABOUT THE DISASTER PROGRAM**

When USDA approves a State's application on behalf of a SSD for the SSD to operate D-SNAP, television and radio stations, newspapers, and other media, local community service and volunteer agencies, and other disaster relief agencies should all be contacted by the SSD to spread the word about available disaster relief programs, including the Disaster Supplemental Nutrition Assistance Program (D-SNAP). Where appropriate, the SSD must work in conjunction with staff from the Public Information Office (PIO) of OTDA to ensure that disaster information is made available to the public in a timely and accurate fashion. Appropriate use of social media to reach the public as well as use of robo-calling is to be determined by PIO and local SSDs involved in the disaster response. **(See sample D-SNAP press release included in Attachment VI)**

Special efforts should be made to contact segments of the community that may not be reached through the mainstream media. Local SSDs should make sure that both English and Spanish speaking staff and materials (i.e., D-SNAP applications, program flyers, etc.) are available to serve the communities affected by the disaster. Many communities will have additional language needs that should be considered when addressing staffing and materials. Applications and various materials can be provided in additional languages and the Language Line can be utilized for translation/interpreting needs. SSDs should also take steps to provide information to the homebound, the elderly and individuals with disabilities. Advocate groups (i.e. AARP, advocates for the disabled, hearing and sight impaired, etc.), churches and other community groups should be contacted to enlist their support with outreach efforts and to address any concerns they may have regarding disaster relief efforts.

### **APPLICATION PROCESSING**

Local SSDs must process D-SNAP applications in accordance with the procedures in this section. The application will consist of either the USDA provided version or, with permission, the State – developed simplified application. Districts can also utilize the checklist available in the toolkit on the FNS website at the following link:

**OVERVIEW**

<b>WHAT</b>	<b>WHO</b>	<b>WHERE</b>	<b>WHEN</b>
Submit a completed, signed Application for Emergency Assistance.	Household (HH) member or an authorized representative	District Office Building or temporary outreach site(s) including D-SNAP locations	During the authorized application period
Interview HH and determine eligibility (may be head of HH, spouse, responsible HH member, or authorized representative.	Local SSD staff	(as above)	Walk-in basis when application is submitted.
Advise HH in writing of disposition of application, amount of benefits, certification period, and method of transacting	Local SSD staff	(as above)	Same day as interview, or as soon as possible.
Verbally advise HH of rights and responsibilities	Local SSD staff	(as above)	Same day as interview, or as soon as possible.

**BENEFIT PERIOD**

The benefit period for the D-SNAP (the period the D-SNAP payment covers) is generally a 30-day time period and usually begins on the incident date, as defined in the Major Disaster Declaration.

**ELIGIBILITY**

Under D-SNAP, eligibility criteria are relaxed so that applicants who might not normally qualify for regular SNAP can receive food assistance. Verification rules also are relaxed to reduce administrative burdens, and to reflect the fact that in disasters both workers and clients may not have access to their normal sources of verification. In addition, clients in receipt of ongoing SNAP benefits may be eligible for a supplemental amount of SNAP over and above their normal issuance if a D-SNAP is approved. To be eligible for D-SNAP, the household:

- (1) Must have lived in the disaster area at the time of the disaster.
- (2) May be eligible if they are temporarily living outside of the disaster area but within the State at the time of the disaster.
- (3) Must plan on purchasing food during the benefit period.

(4) Must have experienced at least one of the following adverse effects:

- ◆ Damage to or the destruction of the household’s home or self-employment business
- ◆ Disaster related expenses not expected to be reimbursed during the benefit period (e.g. home or business repairs, temporary shelter expenses, etc.)
- ◆ Loss or inaccessibility of income, including reduction or termination of income or a delay in receipt of income during the benefit period approved by FNS (30 days, except in extraordinary circumstances).
- ◆ Inaccessible liquid resources (e.g., banks, banking outlets and ATMs are closed due to the disaster)

**INCOME AND RESOURCE TEST**

A household must meet the income and resource test in order to qualify for the D-SNAP. The household’s total available income received or expected during the benefit period **PLUS** its accessible liquid resources, **MINUS** a deduction for disaster-related expenses **SHALL NOT EXCEED** the disaster gross income limit.

The following are the definitions of terms related to the income and resource test:

<b>TERM</b>	<b>DEFINITION</b>
Disaster Gross Income Limit	The maximum gross income limit for the D-SNAP equals the sum of the regular SNAP’s maximum monthly net income limit PLUS the standard deduction amount and the maximum shelter expense deduction
The Shelter Expense Deduction	The maximum excess shelter expense deduction from regular SNAP.
Income	The total available take-home pay of household members
Take-Home Pay During the Disaster Period	Includes the wages a household actually receives or is expected to receive after taxes and all other payroll withholding, public assistance payments or other unearned income, and a net self- employment income.
Accessible Liquid Resources	Includes cash on hand, all funds in accessible checking and saving accounts. However, it does NOT include IRA accounts, disaster insurance payments, or disaster assistance received or expected to be received during the benefit period, and payments from Federal, state or local government agencies or disaster assistance organizations.

Deductible Disaster Expenses	Expenses that the household has paid or expects to pay <b>during the disaster benefit period</b> . However, if the household receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.
Maximum Disaster Benefit	An allotment equal to the maximum monthly allotment established for regular SNAP for the appropriate household size.

**VERIFICATION**

**Introduction:** There are certain things that the eligibility worker must verify, certain things should be verified where possible, and certain things could be verified if questionable. Remember that in disaster circumstances, documentation may be immediately unavailable and alternatives must be accepted. The table below describes what information needs to be verified.

<b>Applicant’s Information</b>	<b>Status</b>	<b>Suggested Ways to Verify</b>
Identity	Mandatory	<ul style="list-style-type: none"> <li>• Photo ID</li> <li>• Two documents that verify identity and residency.</li> <li>• A signed affidavit from a collateral contact attesting to the identity of the applicant.</li> </ul>
Residency	Where Possible	<ul style="list-style-type: none"> <li>• Utility bills, tax bills, insurance policies or bills.</li> </ul>
Household Composition	If Questionable	<ul style="list-style-type: none"> <li>• After taking the application, the Eligibility Worker can ask the applicant to orally list the names, ages and birthdays of all household members.</li> </ul>
Loss of accessibility of liquid resources and countable income	Where Possible	<ul style="list-style-type: none"> <li>• Obtain a list of banks that were closed due to the disaster.</li> <li>• Check with the State Banking Commission.</li> </ul>

Food Loss	If questionable	<ul style="list-style-type: none"> <li>• See if residence is within the most seriously damaged areas.</li> <li>• Check with power company. (<i>An extended power outage can cause food spoilage.</i>)</li> </ul>
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**NOTE:** Local SSDs may request, but may not require, additional means of verification, beyond verification of identity, if there are integrity concerns specific to an application. However, the nature of the D-SNAP should be kept in mind. The minimal verification requirements of D-SNAP are in place to lessen the burden on the applicant and the local SSD, and to speed eligibility determination and case processing.

### **NOTICES TO APPLICANTS**

The SSD must provide a written copy of the eligibility determination, as well as written notification of the option for an immediate onsite review for denied applications and of fair hearing rights to all applicants. If duplicate checks are being conducted off-site, the notice should inform clients that any eligibility determination is preliminary and the final determination is contingent upon the subsequent checks to be performed. These notices may be combined into a single document.

### **APPLICATION PROCESSING STANDARDS**

Local SSD staff will act promptly on all disaster applications. Applicant households who complete the D-SNAP application will usually have their eligibility determined the same day, or as soon as possible, but benefits need to be issued **no later than the 3<sup>rd</sup> day following the date the application was filed**. For applications with questionable information, the SSD has up to 7 days to issue benefits.

### **SYSTEM SUPPORTS FOR APPLICATION PROCESSING AND EBT CARD PINS**

In general the locations designated by local SSDs as D-SNAP application sites should have access to system supports in order to process applications according to the timeframes required by FNS. Supports should include VPN access, laptops, offsite WMS access, copiers, EBT card pinning machines, etc. In addition, procedures and processes should be in place to avoid any delays in providing access and training to appropriate staff in the preparation and use of PIN terminals to effectively issue benefit cards. The EBT vendor will give priority to applications for PIN terminal users for districts engaged in the operation of a D-SNAP and will provide the SSD user IDs and passwords within one hour from the time the user application is submitted by the State.

### **IMMEDIATE SUPERVISORY REVIEW**

Households denied D-SNAP must be provided immediate, supervisory review for denied applications. Eligibility workers should notify applicants of the right to this review, and that it will not affect their right to a fair hearing. Please note that clients whose circumstances have changed after they filed an application and were denied must reapply for the D-SNAP during the application period. Clients reapplying after a denial should have their case flagged for review by a supervisor, experienced worker or fraud investigator. Clients *do not* have the right to reopen their denied case in order to have their eligibility recalculated because their personal circumstances have changed during or after the application period.

Households ineligible for D-SNAP benefits should be given referrals to other Federal, State and local programs for assistance.

## **FAIR HEARINGS**

Households also have an opportunity to request a fair hearing in response to a D-SNAP application denial or to contest the correctness of a D-SNAP benefit amount through the normal fair hearing request process. Administrative Hearing Officers are trained on the particular criteria of each D-SNAP operation. Fair hearing rights are located on the last page of the D-SNAP application and are also on the LDSS-4989 (Action Taken on Your DSNAP Case) given at the eligibility interview.

## **REDUCING HARDSHIP AND INCONVENIENCE FOR D-SNAP APPLICANTS**

As previously noted, current D-SNAP requirements mandate that all applications and interviews be done in person. As circumstances permit, applications for D-SNAP assistance may be taken at the local SSD office in the disaster area(s). However, it may sometimes be necessary for the local SSDs to establish emergency certification sites in various locations in a disaster area. If these sites are established, the local SSD should make sure that drinking water, bathrooms, and some protection from the elements are available for applicants to the extent the disaster circumstances permit. Provisions should be made for the elderly and those with disabilities to reduce their wait at all certification sites. Staff should be available at all certification sites to assist individuals who, because of poor eyesight, hearing, or other disabilities, need help in completing D-SNAP applications. Additionally, for individuals who are homebound due to age or disability, as circumstances and resources permit, reasonable accommodations may include, but are not limited to, application by authorized representatives and/or home visits by SSD staff.

The D-SNAP interview, though brief, is an important element in the certification process as it allows the eligibility worker time to review potentially confusing concepts (such as the benefit period and deductible disaster-related expenses) and verify information presented on the application. The social services district must conduct an interview with all new D-SNAP applicants prior to certifying the household for benefits. As in the regular program, households unable to apply in person may designate an authorized representative to apply on their behalf.

## **ALTERNATIVE PROCEDURES TO ENSURE ACCESS TO THE INTERVIEW**

All interviews must be conducted at the D-SNAP site, except under circumstances in which the social services district determines special alternative procedures are required to facilitate the interview for applicants otherwise unable to appear physically at the D-SNAP application site. Best practices for the social services district to consider in providing reasonable accommodations and interview access to the elderly, persons with disabilities, and other vulnerable populations include:

- Satellite application sites strategically located to serve vulnerable populations (i.e. community or senior centers)
- Special public transport to and from application sites
- Home visits to conduct the interview for applicants with disabilities that make them otherwise unable to visit the application site
- Skype or similar technology to facilitate off-site interviews

FNS expects and encourages the State and the SSDs applying to operate a D-SNAP to consider the potential needs of disaster survivors with disabilities in their community and to include any special accommodations and alternative interview procedures as part of their D-SNAP plan and disaster-specific D-SNAP request.

As D-SNAP will temporarily ease the eligibility standards for SNAP, many more people will be eligible for assistance. Bilingual local SSD staff should be available at all certification sites to meet the needs of non-English speaking applicants. In the absence of the availability of bilingual staff, the county can use alternative methods of interpretation/translation (e.g., language line).

Depending on the number of people affected by a disaster, crowd control measures may be critical to the operation of the certification sites. Examples of floor plans can be found at the FNS website in the D-SNAP Toolkit. Issues that should be addressed by local SSD staff at the sites include regulating the number of people in lines, managing the crowd, appropriate staffing numbers to cover certification and issuance of benefits, as well as onsite security and storage of EBT cards. Building and site security is also important to consider. Where appropriate, local SSDs may request that local police authorities provide security and crowd management at the D-SNAP sites. Signs should be posted listing the hours and days the sites will be open.

## **FRAUD PREVENTION**

When a D-SNAP is declared, the local SSD(s), in conjunction with the issuing agent in the disaster area will establish and monitor the following initiatives, as appropriate, in order to maintain SNAP integrity:

(1) Issue press releases that include:

- A statement that verification of cases will be conducted to avoid duplicate participation checks,
- Program requirements,
- Criminal and civil fraud penalties, and

- Presence of fraud staff at certification sites.

(2) Communicate with retailers and State officials to let them know:

- Type of identification (for example, temporary ID card, issuance documents, etc.) they should expect to see, and
- Estimated number of new SNAP clients for any relevant waivers (e.g. hot and prepared food waiver).

(3) Coordinate with local law enforcement regarding all fraud and security issues. Of particular concern should be issues related to D-SNAP site security, such as security of EBT cards and card issuance equipment, crowd management and awareness and sharing of information or misinformation that could contribute to security or fraud-related issues.

Temporary EBT “vault” cards shipped from a central location should be tracked until distributed locally to households. Each issuance site needs to maintain a beginning and ending inventory and track new cards received, total cards available, and cards issued.

(4) Set up and administer WMS clearance process to check for duplicate participation in the following programs:

- D-SNAP and SNAP,
- D-SNAP and household disaster distribution of USDA foods, and
- Multiple D-SNAPs with overlapping benefit periods.

(5) Enter information on all applicant household members and all denied applications into D-SNAP eligibility determination systems and perform duplicate participation checks against other D-SNAP cases and regular SNAP cases:

- Application/issuance sites should use ongoing data systems if at all possible and be prepared to use other available computer databases and systems to determine if applicants are applying at more than one site. If lack of power in the county is an issue, steps will be taken to use stand-alone power sources or request assistance from nearby counties or State resources.
- Input all household members into the WMS to check for duplicate participation.
- SSD staff should refer applicants to on-site fraud investigators or experienced reviewers if they show up without verification or show inconsistent information.
- There should be a separation of certification and benefit issuance duties.
- Applicant households who complete the D-SNAP application will usually have their eligibility determined the same day or as soon as possible in order to ensure that benefits are issued **no later than the 3<sup>rd</sup> day following the date the application was filed**. For applications with questionable information the SSD has up to 7 days to issue benefits.
- All applications for D-SNAP submitted by local SSD or OTDA employees must undergo supervisory review prior to approval, and all such approved applications are subject to post D-SNAP audit review.

- (6) Establish supervisory case review process to ensure that proper policy, required verifications/checks and required checks on duplicate case participation are being employed.
- (7) Determine and establish role for Fraud Investigation staff at D-SNAP sites, such as applicants with current SNAP Intentional Program Violations (regular SNAP IPVs do not disqualify participation in D-SNAP) conducting interviews of any applicant households with members who work for the SSD or local SSD government, or households where documentation or other verification provided contradicts or does not support the information on the application.
- (8) Set up a process for the recoupment of improperly issued benefits. A specific payment code is utilized within WMS in order to designate any Disaster benefit payments issued.
- (9) Fraud signage should be visible at each D-SNAP site. Samples of the signage used by SSDs in NYS can be found at [http://www.fns.usda.gov/disasters/response/D-SNAP\\_Handbook/D-SNAP\\_Guidance\\_Handbook\\_Toolkit.pdf](http://www.fns.usda.gov/disasters/response/D-SNAP_Handbook/D-SNAP_Guidance_Handbook_Toolkit.pdf)

## **D-SNAP PLANNING AND TRAINING**

OTDA will advise local SSDs of their responsibilities in disaster situations. Copies of this D-SNAP Plan will be made available to them. Annual training will be provided to the local SSDs, including updates on any new guidance/policies/procedures, samples of any newly designed applications or notices, and information on compliance with Civil Rights laws, including providing reasonable accommodations for applicants with disabilities.

## **EBT ACTIVITIES - PLANNING FOR DISASTERS**

- (1) A D-SNAP should not be implemented and operated until there are sufficient food retailer locations open to serve households in the D-SNAP area. The adequacy of retailer availability is to be determined in concert with the County(ies) and the EBT Contractor affected by the disaster and USDA.
- (2) Ongoing SNAP EBT Card Replacement - Ongoing SNAP recipients may lose their EBT cards in a disaster, especially when they have to relocate quickly to avoid harm. The EBT disaster system design should incorporate procedures for ongoing cases to receive replacement cards (Vault Cards) as soon as possible. The ability of the local districts to serve clients in receipt of on-going benefits who may be in need of replacement EBT cards, in addition to D-SNAP applicants, is at the local district's discretion as to whether they report to the D-SNAP site or to the regular SSD office.
  - It is possible that SNAP and D-SNAP clients who have been issued replacement benefits for food lost in a disaster to subsequently lose that food in a second disaster or power outage. In both instances, the procedure for replacing these benefits is the same as for any other issuance: in order for the State to replace the benefits, the client would need to file an affidavit of loss within the allotted time frame.
- (3) When a D-SNAP is declared operational, one of several scenarios which affect the method of issuance will be in effect. These scenarios depend upon whether or not EBT and/or the

Welfare Management System (WMS) are operational. The following describes D-SNAP issuance under four scenarios:

1. EBT and WMS are both operational.
2. EBT is partially operational and WMS is operational.
3. EBT is operational and WMS is not operational.
4. EBT is not operational or Retailer Connectivity is lost to EBT host.
5. Neither EBT nor WMS are operational.

## **SCENARIOS**

### **Scenario 1.** *EBT and WMS are both operational.*

If EBT and WMS are both operational, disaster SNAP benefits would be issued using the same issuance procedures currently used for the regular SNAP program. The necessary modifications will be made to WMS to allow Disaster SNAP benefits to be authorized and tracked separately from the regular SNAP benefits. Vault card stock would be used to issue cards. All local SSDs in New York State already have the card stock, equipment and training to issue same-day cards. Additional card stock, if necessary, could be delivered within 24 hours.

### **Scenario 2.** *EBT is partially operational and WMS is operational.*

If WMS is operational, D-SNAP benefits will be authorized and processed to the EBT vendor based on normal SNAP issuance rules. However, if point-of-sale (POS) processing is not available as a result of connectivity failures to the EBT host, SNAP merchants will process SNAP purchases by the use of manual SNAP purchase vouchers. Purchases will be authorized based on the remaining EBT SNAP account balance.

This scenario anticipates that telephone lines and/or cellular telephones will be available to obtain EBT authorization for SNAP manual voucher purchases.

### **Scenario 3.** *EBT is operational and WMS is not operational.*

The EBT system is dependent upon data from WMS. If EBT is operational but WMS is not available in a district involved in D-SNAP, local SSD workers in such a county may go to another site or district to do WMS transactions for D-SNAP, if this is feasible. Another alternative may be for the necessary data entry to be done at OTDA's headquarters in Albany or by faxing or transporting the necessary data to be entered to one or more other SSDs.

In another situation where EBT is operational but WMS is not operational, benefit issuance can be handled through the use of secure EBT disaster screens in the EBT Administration System. This process would register the vault cards which would then be pinned through the regular pinning process.

For households receiving ongoing benefits, OTDA may also authorize the EBT contractor to roll-over the previous issuance amounts or a pro-rated share to replace food.

OTDA may also request the EBT contractor to lift staggered issuance during a prolonged Disaster scenario.

**Scenario 4.** *EBT is not operational or Retailer Not Connected to EBT Host*

If the Contractor's EBT Host system is not operational or the retailer has lost connectivity to the EBT system, perhaps due to a wide area power loss, a SNAP manual voucher stand in process may be invoked by the EBT contractor for issuance of essential SNAP benefits. SNAP retailers will be required to seek authorization to process the voucher by calling the EBT Merchant Helpline. The authorization will ensure that the merchant will receive settlement for the SNAP transaction authorized during the stand in process (\$40.00). The merchant will be responsible for electronically clearing the voucher once power has been restored or mail the voucher to the EBT contractor for settlement of the SNAP transaction. Once processed and cleared the retailer would receive settlement for the entire amount from the clients' accounts; if the client account balance is less than the voucher amount, not to exceed \$40.00, the EBT contractor will be responsible for settling the remaining balance of the original transaction of the \$40.00 transaction. For audit purposes, SNAP merchants are required to file a paper record for all manual vouchers authorized during all D-SNAP activities.

In certain situations EBT can be operational but the Retailer's POS equipment is not. Retailers who support a Store and Forward system may choose to continue processing SNAP transactions. The SNAP transactions will be stored on the SNAP merchants' systems. Once the EBT system is restored the transactions are processed to the EBT contractor for authorization and settlement to the merchant. This processing alternative is not recommended. The risk is entirely on the merchant as it may lead to denied store and forward transactions processed with invalid cards or PIN's and the additional risk that SNAP accounts may not have sufficient funds to settle the entire transaction amount. However store and forward rules have changed and the current process permits for a partial settlement if the EBT account only contains a portion of the entire SNAP transaction.

**Scenario 5** *Neither EBT nor WMS are operational*

If neither EBT nor WMS are operational, a SNAP manual voucher stand in process would be used for issuance of essential SNAP benefits. Retailers will be required to acquire authorization for the SNAP voucher as described in Scenario #4..

**HOST WMS DISASTER BACKUP PROCEDURE**

OTDA's headquarters at 40 North Pearl Street in Albany, New York, houses the main data processing facility for WMS and BICS. If this building was devastated, backup data processing operations would be assumed by the alternate "hot site" data processing facility in Albany, according to the HSASC Disaster Recovery Plan.

If WMS transactions could be data-entered in all of the local SSDs and the disaster was isolated to damage at 40 N. Pearl Street, clients would be served in the local SSDs as usual. The host computer backup processing would be made operational in a somewhat invisible transition, and business would continue as usual. Benefit files would be transmitted to the contractor from the backup host and clients would go to their usual issuance locations.

### **EBT HOST DISASTER BACKUP PROCEDURE**

The primary objectives of the emergency action plan are to provide a plan of action to accomplish the following recovery goals after critical outages:

- Continue critical business operations.
- Maintain primary operations and provide a process to re-establish processing.

The plan seeks to minimize the number of decisions that must be made following any outages, the need to develop, test, and debug new procedures during critical outages and the adverse impact of lost data due to outages.

The primary data center could be out of operation for the retailer who is trying to issue SNAP for several reasons, such as a flood, hurricane or physical disaster that destroys the facility. Whatever the reason, if the use of the primary data center is lost, transactions will be routed to the identically configured backup data center.

### **POST-DISASTER REVIEW: PROCEDURES AND REPORTING**

#### **CLOSING OUT THE CERTIFICATION SITES**

If the SSD needs to establish and use temporary certification sites other than the local SSD office(s) to accept and/or process D-SNAP applications, in closing out such temporary certification sites, workers will review all client files for duplication, and ensure issuance documents have been included. Files will be boxed and marked with the site and box number. Boxes will be forwarded to the local social service department. Workers will inventory all equipment and supplies used and return them to their source. Security will be maintained until the temporary certification site is emptied.

#### **RETURNING TO THE REGULAR SNAP BENEFIT PROGRAM**

Near the end of the D-SNAP certification period, the SSD will estimate the number of people

left to be served and determine whether or not the SSD will ask OTDA to contact USDA and request, on the SSD's behalf, that the D-SNAP be extended. In limited circumstances, if demand for D-SNAP benefits among the community or specific groups/areas remains significant, FNS may consider State requests to extend the application period beyond 7 days.

However, once it is determined that the disaster population has been adequately served, the SSD will resume the regular SNAP program for those SNAP recipients who had been previously determined eligible for on-going SNAP.

## **REPORTS**

### **POST-DISASTER REVIEW**

OTDA will conduct a post-disaster review of disaster certification, issuance and fraud prevention activities. OTDA will select and review a .5% sample (500 maximum, 25 minimum) of new cases certified for disaster issuance. This sample should include both approved and denied applications from new applicants.

Reviewers will examine each case record for the accurate issuance of disaster benefits and adequate fraud prevention activities and determine whether or not a claim should be filed. Upon completion of the review, an error analysis will be conducted. OTDA will review 100% of D-SNAP applications, approved and denied, filed by SSD employees and OTDA employees.

For each sample case, the review will include:

- Review of the case file.
- Interview with the participant (reasonable attempts to contact the participant must be made).
- Verification of the information in the case file.
- Check for duplicate participation.
- Data matching, such as wage matching, IEVS, etc.
- Redetermination of the participant's eligibility for disaster assistance.

The report will include:

- Brief description of the D-SNAP design, including waivers.
- Major problems applicants encountered.
- Interventions used to solve major problems.
- Information on any claims established.
- Lessons learned.
- Specific additions/changes to the State's disaster plan.
- Recommended changes to internal policies.
- Recommended additions or changes to the D-SNAP plan.

### **CLAIMS AND RESTORED BENEFITS**

The SSD will establish claims and issue repayment demand letters for over-issuances which are the result of:

- Intentional Program Violations (IPVs);
- Inadvertent household errors; or
- Administrative errors.

OTDA will follow the FNS threshold of \$125 set forth in Section 273.18 (e)(2)(ii) of SNAP regulations.

Claims will be established as soon as possible, but no later than 180 days after the close of the disaster operation or the date of discovery, whichever is later. This timeframe, while in keeping with the State Claims Plan, may be superseded by any approved waivers.

The SSD will restore to households the amount of SNAP benefits that were lost due to agency error, or when a denial of benefits is subsequently reversed. The accountability system will clearly indicate that an issuance was a restored benefit.

**SNAP/D-SNAP Comparison Chart**

Eligibility Element	SNAP	D-SNAP
Disaster Status	N/A	Experienced an adverse effect as a result of disaster
Identity of applicant	Verified	Verified
Residency	Residence in State or Project area is verified	Living in disaster area at the time of the disaster, State option to include those working in disaster area. Verified where possible
Household Composition	Individuals who purchase and prepare meals together	Persons living and eating together at the time of a disaster
Benefit amount	Varies depending on circumstances	Maximum allotment for household size
Restricted Eligibility Categories	Student, IPV, citizenship status, and work registration restrictions apply	Student, IPV, citizenship status, and work registration not applicable
Resources	Counted separately	No separate resource test. Accessible liquid resources and income added together to find Disaster Gross Income.
Income	Must meet gross income test to qualify	Only net (take-home) income during the benefit period counted. Add to resources to find disaster gross income.

Deductions & Expenses	Deductions calculated for eligible households.	Maximum standard and shelter deductions already incorporated into disaster eligibility standards. Use of net income eliminates need to calculate earned income deduction. Unreimbursed, out of pocket, disaster-related expenses not expected to be reimbursed during the 30-day disaster benefit period are allowed as deductions.
Intentional Program Violations	Penalties are 12 months, 24 months, and permanent disqualification	SNAP IPV not applicable in D-SNAP. D-SNAP IPV counts toward disqualification in SNAP.

**WAIVER REQUEST  
DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM**

**Type of request:** *Initial, Extension, Expansion, or Modification*

**State:** Click here to enter text.

**Region:** Click here to enter text.

**Regulatory Citations:** 7CFR 273.1(a), 273.2(f), 273.7, 273.8(e), 273.9(a), 273.10(e), and 273.10(f)

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**Disaster Information:** *Identify type of disaster. Date the disaster struck or date of mandatory evacuation order. Counties or other areas included in the Presidential disaster declaration for individual assistance. Explain which counties or areas are included under this request and why.*

**Disaster Impact:** *Include number of households/businesses impacted. Use joint FEMA, state and local Preliminary Damage Assessments (PDAs); power outage information; and/or flood/mandatory evacuation maps. Are commercial channels of food distribution up and running?*

**Benefit Period:** *List the start and end dates for the 30-day benefit period beginning date disaster struck/date of mandatory evacuation order.*

**Application Period:** *List the start date and end date for the application period (typically 7 days). Describe locations, dates and hours of operation for application sites (note if sites are opened on weekends/holidays).*

**Eligibility Criteria:** *Will eligibility extended to households who lived or who lived/worked in the disaster area? Is food loss alone a qualifying factor? Is the State using the DSED?*

- Ongoing Households:** *Will the State issue supplements? If so, automatic or by affidavit? If automatic, who is eligible? If by affidavit what is the process for requesting?*
- Anticipated Issuance:** *Include estimated number of new D-SNAP applicants. Estimated number of ongoing clients that will request/receive supplements. If automatic supplements, include total estimated value of benefit issuance. How was estimate derived?*
- EBT:** *Describe issuance procedures; number of EBT vault cards on hand, plans for requesting, receiving, and distributing additional cards as needed. State whether the cards on hand have been tested and are viable. Include name of card vendor.*
- Duplicate Participation:** *Describe how/when checks will be conducted.*
- Program Integrity:** *Describe fraud prevention strategies and security measures in place.*
- Logistics:** *Describe application sites, plans for publicity, and security/crowd control. Include plans for ensuring access to persons with disabilities, the elderly and other vulnerable populations, as appropriate (e.g. authorized representatives, satellite application sites, special public transport, home visits, use of Skype or similar technology to conduct interviews, or other alternative procedures).*
- Staffing:** *Describe plans for utilizing staff from other areas, as appropriate. Indicate number of staff/supervisors available and how they will be distributed among application sites.*
- Employee Applications:** *Describe procedure for handling applications from State agency employees.*

**Attachments:**

*Required supporting documentation including: draft press releases, D-SNAP application, PDAs, FEMA declaration, map of disaster area. Any other optional supporting information (such as client notices).*

**COUNTY SOCIAL SERVICES DEPARTMENTS  
AND AFTER HOURS EMERGENCY CONTACT NUMBERS**

<b><u>County</u></b>	<b><u>Day Phone</u></b>	<b><u>After-Hours Phone Number</u></b>
Albany	(518) 447-7495	(518) 765-2352, Emerg Preparedness Command Center
Allegany	(585) 268-9622	(585) 268-9189
Broome	(607) 778-1911	(607) 778-1911
Cattaraugus	(716) 373-8065	(716) 938-9111, Sheriff
Cayuga	(315) 255-1161	(315) 253-1222, Sheriff
Chautauqua	(716) 753-2131	(716) 753-2131, Sheriff
Chemung	(607) 735-8600 (CWP)	(607) 735-8600 (CWP)
Chenango	(607) 334-2000	(607) 334-2000, Sheriff
Clinton	(518) 565-3300	(518) 565-4300 Sheriff
Columbia	(518) 828-9411	(518) 828-3344, County Sheriff
Cortland	(607) 753-5305	(607) 753-3311, Sheriff
Delaware	(607) 832-5300	(607) 746-2336, Sheriff
Dutchess	(845) 486-2080 (DCER)	(845) 486-2080, DC Emerg Response
Erie	(716) 858-7511	(716) 898-3696, Erie County Emerg Svc
Essex	(518) 873-3441	(518) 873-3900, Emergency Services
Franklin	(518) 481-1805	(518) 483-6795 Sheriff
Fulton	(518) 736-2100, Sheriff	(518) 736-2100, Sheriff
Genesee	(585) 344-2580	(585) 343-5000, Sheriff
Greene	(518) 719-3700	(518) 943-3300, Sheriff
Hamilton	(518) 648-6131	(518) 548-6111, Sheriff
Herkimer	(315) 867-1222	(315) 867-1167, Sheriff
Jefferson	(315) 785-3185	(315) 786-2061
Lewis	(315) 376-5400	(315) 376-3511, Sheriff or (315) 376-5305, EMO
Livingston	(585) 243-7300	(585) 243-7100, Sheriff

<b><u>County</u></b>	<b><u>Day Phone</u></b>	<b><u>After-Hours Phone Number</u></b>
Madison	(315) 366-2211	(315) 366-5003
Monroe	(585) 753-6298	911, Emerg Communications Dept
Montgomery	(518) 853-4646	(518) 853-5500, 736-1850 or 673-2554, Sheriff
Nassau	(516) 227-7471	(516) 573-8626
Niagara	(716) 439-7602 or 7604	(716) 438-3393 Sheriff
Oneida	(315) 798-5733	(315) 736-0141, Sheriff
Onondaga	(315) 435-2525	(315) 435-2525, Dept of Emergency Management
Ontario	(585) 396-4015	911 or (585) 394-4560, Sheriff
Orange	(845) 291-4000 (845) 568-5100 Newburgh (845) 858-1420 Port Jervis (845) 346-1120 Middletown	(845) 343-7115, EHG/HONOR
Orleans	(585) 589-7000	(585) 589-5527, Sheriff
Oswego	(315) 963-5435	(315) 349-3411, Sheriff
Otsego	(607) 547-1700	(607) 547-1697, Emerg Services
Putnam	(845) 808-1500	(845) 808-4000, Emergency Management
Rensselaer	(518) 270-3946	(518) 283-2000
Rockland	(845) 364-3100	(845) 638-5400, Sheriff
St. Lawrence	(315) 379-2155	(315) 379-2222, Sheriff
Saratoga	(518) 884-4140	(518) 885-6761, Sheriff
Schenectady	(518) 388-4400	(518) 382-0383
Schoharie	(518) 295-8334	(518) 295-8114, Sheriff
Schuyler	(607) 535-8303	(607) 535-8222, Sheriff
Seneca	(315) 539-1800	(315) 539-9241, Sheriff
Steuben	(607) 664-2000	(800) 346-2211
Suffolk	(631) 854-9930	(631) 854-9100, Emergency Services
Sullivan	(845) 292-0100	(866) 381-6576

<b><u>County</u></b>	<b><u>Day Phone</u></b>	<b><u>After-Hours Phone Number</u></b>
Tioga	(607) 687-8301	(607) 687-1010, Sheriff
Tompkins	(607) 274-5251	(607) 257-5316, Sheriff
Ulster	(845) 334-5000	(845) 338-1440, Emergency Manager
Warren	(518) 761-6300	(518) 743-2500 option #1 or (518) 232-4281
Washington	(518) 746-2300	(518) 747-7520, Emergency Services
Wayne	(315) 946-4881	(315) 946-9711, Sheriff or 911
Westchester	(914) 995-3333	(914) 995-2099, Emergency Services
Wyoming	(585) 786-8989	(585) 786-2255, Sheriff or (585) 786-8867 Fire & Emerg Svc
Yates	(315) 536-5183	(315) 536-4438, Sheriff
NYC HRA	(212) 331-6000	(212) 630-9542

**State and Federal Agencies Involved in Disasters (last updated 5/2013)****1. FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**

**Region II**  
**26 Federal Plaza**  
**New York, NY 10278**  
**(212) 680-3612**

**2. UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)****FOOD AND NUTRITION SERVICE NORTHEAST REGION DISASTER CONTACTS****ADMINISTRATOR'S OFFICE****PRIMARY**

Patricia N. Dombroski  
 Interim Regional Administrator  
 (617) 565-6370

Al Rodriguez  
 Branch Chief Program Integrity  
 (617) 565-6405  
 cell (617) 733-5157

**ALTERNATE**

Kurt Messner  
 Deputy Regional Administrator  
 (617) 565-7110

Mark Johnson  
 Assistant Regional Disaster Coordinator  
 Region I – New England  
 (617) 565-6435

Larry Kessler  
 Assistant to Regional Disaster Coordinator  
 Region II - New York  
 (212) 620-3667

**SUPPLEMENTAL NUTRITION  
ASSISTANCE PROGRAM****PRIMARY**

Bonnie Brathwaite  
 SNAP Director  
 State Program Improvement  
 (617) 565-6397  
 Cell (617) 833-2939

**ALTERNATE**

Al Rodriguez, Branch Chief Program  
 Integrity  
 (617) 565-6405  
 cell (617) 733-5157

SNAP Disaster Coordinator:  
 Denise Daly, Team Lead  
[Denise.Daly@fns.usda.gov](mailto:Denise.Daly@fns.usda.gov)  
 (617) 565-6404

**PUBLIC AFFAIRS**

**PRIMARY**

Chuck Perenick  
Public Affairs Director  
(617) 565-6418

**ALTERNATE**

Cindy Tackett  
Program Specialist  
(617) 565-6412

In the event that Regional Office officials cannot be reached due to a disaster, the following official should be contacted:

Toni Abernathy  
FNS Director for the Office of Emergency Management in Regional Operations and Support  
(703) 305-2041  
[Toni.Abernathy@fns.usda.gov](mailto:Toni.Abernathy@fns.usda.gov)

**3. NYS DEPARTMENT OF HEALTH**

Empire State Plaza  
Corning Tower  
Albany, NY 12237  
(518) 402-7716

**4. NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE (OTDA)**

40 North Pearl Street  
Albany, NY 12243

Wilma Brown Phillips, OTDA Disaster Response Coordinator,	(518) 473-3912
Marc Kaplan, Public Information Officer,	(518) 474-9516
Phyllis Morris, Deputy Commissioner,	(518) 474-9222
Tom Hedderman, SNAP Director,	(518) 486-6939
Kimberly Groom, SNAP Bureau Chief,	(518) 402-3219
Christine Insull, SNAP Bureau/D-SNAP Coordinator	(518) 474-9494

**5. STATE EMERGENCY MANAGEMENT OFFICE**

Building #22  
State Campus  
Albany, NY 12226  
(518) 292-2310

**PRIVATE AGENCIES INVOLVED IN DISASTERS**

1. American Red Cross  
33 Everett Road  
Albany, NY 12205  
(518) 458-8111
  
2. American Red Cross in Greater New York  
150 Amsterdam Avenue  
New York, NY 10023  
1-877-733-2767
  
3. Salvation Army  
P.O. Box 1787  
Albany, NY 12201  
(518) 463-6678
  
4. NYS VOAD (Voluntary Organizations Active in Disaster)  
Church World Service  
Joann Hale (917) 705-3038
  
5. Hunger Solutions of NYS  
14 Computer Drive East, 2nd floor  
Albany, NY 12205  
(518) 436-8757  
[www.hungernys.org](http://www.hungernys.org) (for Outreach and contact information)

***SAMPLE NEWS RELEASE***

**NYS Office of Temporary  
and  
Disability Assistance**

**40 N. Pearl Street  
Albany, NY 12243**

**FOR IMMEDIATE RELEASE  
Date**

**Contact: \_\_\_\_\_  
( ) -**

**DISASTER SNAP (D-SNAP) BENEFIT DECLARATION**

In response to \_\_\_\_\_ the New York State Office of Temporary and Disability Assistance (OTDA) is working with United States Department of Agriculture to speed up the process and waive certain eligibility requirements that could delay persons in need of food assistance.

Disaster SNAP (D-SNAP) benefits will be made available to areas hardest hit. D-SNAP benefits differ from regular SNAP benefits in that eligibility criteria are relaxed and most applicants can receive a D-SNAP benefit within three (3) days.

On \_\_\_\_\_ State and federal officials will announce specific geographical areas covered under the declaration and explain where and how residents of these areas can apply for D-SNAP benefits.

Those applying for help should bring their driver's license or other picture ID. The social security numbers of everyone in the household should also be provided.

County residents can begin applying for D- SNAP on \_\_\_\_\_.

**D-SNAP Income and Allotment Table: October 1, 2014 – September 30, 2015**

<b>Household Size</b>	<b>Disaster Gross Income Limit</b>	<b>Maximum Allotment</b>
1	\$1,618	\$194
2	\$1,956	\$357
3	\$2,295	\$511
4	\$2,643	\$649
5	\$3,009	\$771
6	\$3,376	\$925
7	\$3,714	\$1,022
8	\$4,052	\$1,169
Each Additional Person	+\$339	+\$146

These figures include all necessary calculations. For example, for a 1-person household in the 48 States and DC, the maximum net monthly income = \$973; standard deduction = \$155; maximum shelter deduction = \$490.  
 $\$973 + \$155 + \$490 = \$1,618$ .

**MANUAL ISSUANCE ALTERNATIVE  
EXTREMELY LIMITED ACCESS CONDITIONS**

Except in those occasions when USDA approves alternative issuance procedures for fixed amounts of benefits, a paper voucher or check system will be required to provide essential benefits when there are major disruptions of WMS, EBT and phone systems. Such circumstance may exist while the food retail community remains able to provide goods and services. Because the actual Food Coupons have been eliminated, local SSDs faced with such circumstances will be required to use either store-specific vouchers or checks issued manually or with limited automated support.

Households can be certified for the amounts authorized in the Disaster Plan using the Disaster Eligibility Standards and subsequently entered on the system when the services resume.

Activation of this alternative system will be dependent upon approval of NYSOTDA and reimbursement under the SNAP will require USDA approval. It is, therefore, a remedy of last resort.

### **Daily SNAP Benefit Report**

The certification site will prepare a daily report for submission to OTDA to provide to USDA containing the following information:

- Number of new households approved
- Number of ongoing households receiving supplements
- Number of new persons approved
- Number of ongoing persons approved for supplements
- Number of new households denied
- Value of new benefits approved
- Value of supplements approved
- Average benefit per new household
- Average benefit per ongoing household

**NOTE:** “ongoing” refers to those previously certified for ongoing SNAP who also receives assistance under the disaster authorization.

### **FNS-292 Report of Benefit Issuance**

The FNS-292 will be completed by the date specified in the memorandum approving the D-SNAP request. This report should reflect only actual issuance made to households, and should not reflect any issuance that was approved, but not picked up by applicant households. **Note:** an approved equivalent may also be used for this purpose.

The FNS-292 will contain the following issuance data for D-SNAP operations:

- Number of Households – new households issued D-SNAP benefits
- Total Number of Persons Assisted - new persons issued D-SNAP benefits
- Number of Certified Persons - ongoing households issued supplements
- Value of Benefits Issued - total of benefits issued to new households and supplements issued to ongoing households.

### **FNS-388: (8-92): Monthly Issuance Report**

The FNS-388, Monthly Issuance Report will reflect disaster issuance and participation figures.

**Note:** An approved equivalent may also be used for this purpose.

NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

**APPLICATION FOR DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

(Pursuant to 7 CFR 280)

*In accordance with Federal law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age religion, political beliefs or disability.*

**DO NOT WRITE IN SHADED AREAS**

APPLICATION DATE:	INTERVIEW DATE	CENTER/OFFICE	UNIT	WORKER	CASE TYPE	CASE NUMBER	REGISTRY NUMBER	VERSION	LANG E OR S	LANG READ (NYC) XXXXXXXXXXXX
DISASTER AUTHORIZATION PERIOD: FROM: TO:		PAYMENT PERIOD FROM: TO:		HH SIZE	PAYMENT AMOUNT \$			1 <sup>ST</sup> CARD NUMBER XXXXXXXXXXXXXXXXXXXXXXXXXX		

**INSTRUCTIONS:** Complete this application honestly and to the best of your knowledge. If your household knows but intentionally refuses to give any required information, it will not be eligible to receive DSNAP benefits. When you are interviewed, you must show identification. You must show proof that your household lived in the disaster area at the time of the disaster. You may have to verify any questionable disaster expenses. You can authorize someone outside your household to apply for emergency aid and to get or use DSNAP benefits on your behalf.

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Other phone where you can be reached: \_\_\_\_\_

Residence Address (at the time of the disaster): \_\_\_\_\_ Apt. # \_\_\_\_\_ City \_\_\_\_\_, NY Zip Code: \_\_\_\_\_

Current Residence Address (if different): \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_, NY Zip Code: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_, NY Zip Code: \_\_\_\_\_

<b>PART A – HOUSEHOLD SITUATION</b>		<b>YES</b>	<b>NO</b>
1. Are you a current SNAP Participant? If Yes, STATE: _____ COUNTY: _____			
2. Was your household living in the disaster area at the time of the disaster? If yes, please answer the following questions:			
Did the disaster damage or destroy your home or self-employment property?			
Does your household have any un-reimbursed expenses as a result of the disaster?			
While the effects of the disaster are being cleaned up, will your household be buying food?			
Did the disaster delay, reduce or stop your household's income?			
Does your household have any cash or money in checking or savings accounts that you cannot get to because the accounts are not accessible due to the disaster?			
3. Are you or anyone in your household employed by New York State or a local social services district? If Yes, where? _____			

List the members of your household, including yourself, who were affected by the disaster who are living and eating with you. **IF YOU ARE TEMPORARILY STAYING WITH ANOTHER HOUSEHOLD BECAUSE OF THE DISASTER, DO NOT LIST MEMBER OF THAT HOUSEHOLD IN PART B.** List each household member's Social Security Number (SSN), Date of Birth, and source and amount of take-home (net) pay. List any other income your household members have received or expect to receive while the DSNAP is operating. SSNs are not required to qualify for D-SNAP but can be used to identify your household members and to make sure they are eligible for DSNAP. They will also be used for computer matching, program reviews or audits.

**PART B – HOUSEHOLD MEMBERS AND INCOME DURING THE DISASTER PERIOD**

	First Name	MI	Last Name	Social Security Number (SSN) of household member (If none, write "None")	Date of Birth	Marital Status	Sex (M or F)	Hispanic or Latino?		Race *	Relationship to you	Income Source/ Type	If wages, Name of Employer**	Freq. of Income	Net Income Amount
								Yes	No						
1											SELF				\$
2															\$
3															\$
4															\$
5															\$
6															\$
7															\$
8															\$

**TOTAL HOUSEHOLD INCOME** \$

\*Race/Ethnic Codes: **I** - Native American or Alaskan Native, **A** - Asian, **B** - Black or African American, **P** - Native Hawaiian or Pacific Islander, **W** - White, **U** - Unknown *(MA Only)*

\*\*For Each Employer listed above please provide their Name, Address and phone number:

Employer: \_\_\_\_\_ Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Employer: \_\_\_\_\_ Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

In **Part C**, list all cash your household has access to during this disaster period. In **Part D**, list the disaster-caused expenses that your household paid or expects to pay during this disaster period, \_\_\_\_\_ to \_\_\_\_\_.

**DO NOT INCLUDE EXPENSES THAT WERE PAID OR WILL BE PAID BY SOMEONE OUTSIDE YOUR HOUSEHOLD.**

PART C – RESOURCES (As of the beginning of the disaster period)	AMOUNT
Cash on Hand	\$
Accessible Checking Accounts – Name of Bank _____	\$
Accessible Savings Accounts – Name of Bank _____	\$
<b>TOTAL ACCESSIBLE CASH RESOURCES</b>	<b>\$</b>

PART D – DISASTER EXPENSES (During the disaster period)	AMOUNT
Food destroyed as a result of the disaster	\$
Dependent care due to disaster	\$
Funeral/medical expenses due to disaster	\$
Moving and storage costs due to disaster	\$
Temporary Shelter expenses	\$
Cost to protect property during disaster	\$
Cost to repair or replace items for home or self-employment property	\$
Other disaster-related expenses	\$
<b>TOTAL DISASTER EXPENSES</b>	<b>\$</b>

**PART E – PENALTY WARNING**

If your household gets DSNAP it must follow the rules listed below. We may choose your household for a Federal or State review sometime after you receive your DSNAP benefits to make sure you were eligible for disaster aid. **DO NOT** give false information or hide information to get DSNAP or to continue to get SNAP. **DO NOT** give or sell DSNAP benefits or authorization documents to anyone not authorized to use them. **DO NOT** use DSNAP benefits to buy unauthorized items such as alcohol or tobacco. **DO NOT** use another household's DSNAP benefits for your household.

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**PART F – CERTIFICATION AND SIGNATURE**

I understand the questions on this application and the penalties for hiding or giving false information. My household is in need of immediate food assistance as a result of the disaster, I certify, under penalty of perjury, that the information I have given is correct and complete to the best of my knowledge. I also authorize the release of any information necessary to determine the correctness of my certification. I understand that if I disagree with any action taken on my case, I have the right to request a fair hearing verbally (in person or by phone) or in writing.

<b>APPLICANT, AUTHORIZED REPRESENTATIVE, OR WITNESS (if signed with an x):</b>	<b>Date Signed:</b>
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**PART G – ELIGIBILITY COMPUTATION (To be completed by a SNAP worker)**

DGIL (<\$100 in Disaster Expenses)	AMOUNT	DGIL with DSED (>\$100 in Disaster Expenses)	AMOUNT
1. Total anticipated income (From Part B)	\$	1. Total anticipated income	\$
2. Total accessible cash resources (From Part C)	\$	2. Total accessible cash resources	\$
3. Add #1 and #2	\$	3. Add #1 and #2	\$
4. Total disaster expenses	\$	4. Maximum Gross Income Limit (Amount from Disaster Table A)	\$
5. Total available funds (Subtract #4 from #3)	\$	5. <b>ELIGIBLE</b> (#3 is equal to or less than #4) Max Monthly Benefit Amount for HH of _____	\$
6. Maximum Gross Income Limit (Amount from Disaster Table B)	\$	6. <b>INELIGIBLE</b> (#3 is greater than #4)	\$
7. <b>ELIGIBLE</b> (#5 is equal to or less than #6) Max Monthly Benefit Amount for HH of _____	\$		
8. <b>INELIGIBLE</b> (#5 is greater than #6)	\$		

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Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, person should either contact the USDA SNAP Hotline number at (800) 221-5689, which is also in Spanish or call the New York State Office of Temporary and Disability Assistance at (800) 342-3009 and press "1" or contact your local social service department.

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