

Information Memorandum Transmittal Office of Self-Sufficiency Programs



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Number: SS-IM-21-002

Issue date: 02/17/2021

Updated: 02/22/2021

Topic: Food Benefits

Due date: 02/17/2021

Subject: Replacement of SNAP Benefits Lost Due to Recent Power Outages/Extended Reporting Deadline

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): 5503 |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

In the event of a local disaster or household misfortune, Oregon Department of Human Services (ODHS) may replace SNAP benefits when the food purchased with SNAP benefits has been spoiled or destroyed (e.g., due to a fire, flood, or loss of electricity). The event can be isolated (impacting a single home), or widespread (affecting an entire community).

FNS has approved Oregon's request to waive timely reporting of food loss for Oregonians in the nine counties listed below (ordinarily, food losses must be reported within 10 days of occurrence).

Individuals in the counties below can make a request for replacement of SNAP benefits through March 5, 2021. These replacement SNAP benefits will allow Oregonians to replace food lost as a result of storm damage and power outages that began on February 12, 2021.

Counties with an extended food loss reporting deadline:

- Benton
- Clackamas
- Hood River
- Linn
- Marion
- Multnomah
- Polk

- Yamhill
- Washington

Replacing SNAP benefits is not the same as Disaster SNAP (DSNAP), which allows ODHS to waive certain rules to make people who are normally not eligible for SNAP eligible. The DSNAP Application, [DHS 349](#), should not be used to request replacement SNAP benefits.

Guidance on replacing SNAP benefits

To determine when to replace benefits and how much can be replaced, review the following information:

- The Oregonian must have purchased the lost food with SNAP benefits
- ODHS must act on the request within 10 days of receiving the request

Required Information to Determine Eligibility for Replacement Benefits

To complete the request, the Oregonian must provide:

- The date the food was discovered to be lost and manner of how it was lost;
- A list of the lost food purchased with SNAP benefits and amount spent for each item lost; and
- An attestation that the information provided (loss of food by misfortune, food cost amounts, and date food was found to be lost) is correct

ODHS must verify the household misfortune exists and food could have been lost.

- Does the Oregonian reside in an area impacted by the attested manner in which the food was lost?
- Is it questionable that the food asked to be replaced was lost in the misfortune?

All of the above information must be submitted within 10 days of the request for replacement benefits.

Reporting and Attesting to the loss

Replacement requests and reports may be done by phone, in person, or by written statement (either email, fax, paper, or [DHS 349D](#)). Below are recommendations for processing each type:

- **Phone:** If the Oregonian calls the office to request replacement benefits, the eligibility worker must obtain the required information listed above. This can be done over the phone or if the Oregonian does not have the information readily available, a pend notice may be sent. To obtain a verbal attestation, the eligibility worker may say to the Oregonian, ***“Do you certify under penalty of perjury this information is true and accurate?”*** The eligibility worker will create a case note in ONE noting the attestation.
- **Email:** If the Oregonian requests replacement benefits by email, the eligibility worker will need to determine if all required information has been provided. To obtain an attestation, an email may be sent to the Oregonian requesting an answer to the **question “Do you certify under penalty of perjury this information is true and correct?”**. If the Oregonian does not immediately respond, the eligibility worker needs to send a pend notice requesting the attestation. The following email address may be shared with Oregonians to file requests for SNAP replacement benefits: SSP.StatewideWorkshare@dhs.oha.state.or.us
- **Paper:** If a paper request is submitted, ensure all required information is reported. If an attestation is not provided, the eligibility worker is encouraged to attempt to contact the Oregonian over the phone to obtain a verbal attestation. If the eligibility worker is unable to

contact the Oregonian, a pend notice will need to be sent requesting an attestation that all the information is true and accurate. The worker will also need to upload the paper request to the ONE case.

- **DHS 349D:** If a [DHS 349D](#) is submitted, process as normal, pend as needed, and upload to the Oregonian's ONE case. A person may use the [DHS 349D](#) as a template and answer the questions in any sheet of paper and provide a picture of that information in an email.

Processing the Request in the ONE System

To replace the lost benefits in the ONE system, follow the steps in the SNAP replacement benefits [QRG](#).

NOTE: Neither a telephonic nor written signature is required.

Because no signature is required, please disregard all steps in the QRG that require a signature.

For additional information, please consult the [Family Services Manual](#) (FSM). 'Replacement of benefits due to a disaster or household Misfortune' section beginning at the bottom of page 435 and OAR [461-165-0230](#).

Denying Requests

A denial notice must be sent when a SNAP replacement request is not approved. See below for multiple reasons why a denial would be issued.

A local process must be put into place to keep track of cases being pended for additional information. The tracking is only to ensure cases are denied after 10 days from the request for replacement benefits if the pended information is not submitted on time. A suggestion is to create ticklers in ONE to remind workers to deny pended cases if not processed with pended information. **Requests will need to be denied manually in ONE.** ONE will then send a denial notice to the Oregonian once the case is denied by the worker.

To deny in ONE, choose "Denied" on the Authorization Status screen.

The screenshot shows a web form titled "Replacement Authorization" with a "Generate Affidavit" button at the top right. The form contains the following fields and values:

- Benefit Begin Date*: 05/01/2017
- Benefit EndDate*: 05/31/2017
- On-going Preferred Issuance Method: EFT
- Issuance Priority: (dropdown menu)
- Authorized Amount*: \$0.0
- OAR: 461-165-0230
- Authorization Status*: Denied
- Notice Reason Comments (Denial): Not Receiving SNAP
- Worker Comments (Agency view only): (text area)
- Office*: 0901 - Bend
- Is this Cashout case?*: Yes
- Household information for Current Month: Parent count* (dropdown menu)

At the bottom of the form are four buttons: Cancel, Reset, Save, and Submit.

You will need to pick one of the denial reasons from the following list and ONE will populate the correct OAR:

- Not Receiving SNAP
- Not Reported Timely
- No Signed Affidavit timely
- Not Due to Misfortune
- Not Verified Misfortune
- No Detailed Account of Loss

Replacement SNAP Benefits Q&A

Question: We have received an email with a request to replace the SNAP benefits. How do we process this request?

Answer: See process listed above.

Question: Can we replace Emergency Allotment (EA) benefits as part of the replacements due to a misfortune?

Answer: Yes, we may replace the benefits purchased with EA if lost due to a misfortune, such as a flood or power outage. However, we are not allowed to replace more than a month's worth of benefits.

Question: The QRG says that we have to manually track our pends when we require verification for replacement SNAP. What process does the VEC need to follow when we are pending the Oregonian?

Answer: It is up to the VEC or SFO to create a process to keep track of pended cases. The main purpose of tracking is to ensure cases are denied if pended information is not submitted.

Question: If we can take verbal attestation of the destruction of food purchased, do we still need a signature on the affidavit or [DHS 349D](#)?

Answer: At this time, no signature is required. An attestation certifying all information is correct is required. This attestation can be obtained over the phone, by email, in person, or written statement. Indicate in the case note that Oregonian has attested to the information they provided.

Question: What is the process if the Oregonian submits the DSNAP Application ([DHS 349](#))?

Answer: Use the [DHS 349](#) to meet the 10-day deadline to request replacement SNAP benefits, but a list of lost foods, costs, date the food was lost and an attestation the information is true and accurate are still required if not provided on the DSNAP application.

Question: We have been told that 2-1-1 Info is helping Oregonians file a request for replacement SNAP. Is this correct?

Answer: No. Please do not send Oregonians to 2-1-1 to file a request for replacement SNAP benefits. Please process locally.

REFERENCES

- FSM: <https://apps.state.or.us/forms/served/de2818.pdf>

RESOURCES

- Oregon Emergency Management: <https://www.oregon.gov/OEM/Pages/default.aspx>
- Individual Preparedness: <https://www.oregon.gov/oem/hazardsprep/Pages/Individual-Preparedness.aspx>
- Emergency Assistance Program (EAP): <https://cascadecenters.com/>
- Disaster Distress Helpline: <https://www.samhsa.gov/find-help/disaster-distress-helpline>

Self-Care: <https://emergency.cdc.gov/coping/selfcare.asp>

If you have any questions about this information, contact:

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|---|------|
| Contact(s): SNAP Policy | |
| Phone: | Fax: |
| Email: SNAP.Policy@dhsosha.state.or.us | |