



***Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance***


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Acting Commissioner

**Online Guide Transmittal 2019-85  
November 14, 2019**

**To: Department of Transitional Assistance Staff**  
**From:  Raul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: SNAP: Clarification Regarding Household Misfortune Procedures**

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**Overview**

SNAP policy allows for the replacement of food lost during a household misfortune, such as a fire, flood, loss of electricity, equipment malfunction (refrigerator or freezer) or other disaster. Replacement is limited to the value of the food lost, not to exceed the total monthly benefit amount. To be eligible for replacement benefits, a client must complete and return the *Request for Replacement SNAP Benefits Due to a Household Disaster or Misfortune for Massachusetts Residents* (SNAP-9B) form within 10 days of the reported loss of food purchased with SNAP benefits.

With this Transmittal staff are reminded that the SNAP-9B must be returned within 10 days of the reported loss. However, the reported date of loss may not coincide with the date of the household misfortune or disaster in all situations.

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**Purpose**

The purpose of this transmittal is to inform staff of:

- updated Online Guide content; and
  - updated *Request for Replacement SNAP Benefits Due to a Household Disaster or Misfortune for Massachusetts Residents* (SNAP-9B).
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**Revised Online  
Guide Pages**

Topic: SNAP  
Book: Household Misfortune  
Page: Household Misfortune Procedures

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**Revised Forms**

To reflect this procedural clarification, the SNAP-9B has been updated to include date of food loss in addition to the date of household misfortune or disaster.

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Procedural Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

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