



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


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**Online Guide Transmittal 2022-69
August 10, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Updates to Household Misfortune Procedures

Overview

SNAP policy allows for the replacement of food lost during a household misfortune, such as a fire, flood, loss of electricity, equipment malfunction (such as refrigerator) or other disaster. Replacement is limited to the value of the food lost, not to exceed the total monthly benefit amount as well as their Emergency Allotment. To be eligible for replacement benefits, clients must report the loss to the Department either orally or in writing within 10 days of the incident, attest to the date and dollar value of the loss, and the loss must be verified. In instances when there is a widespread household misfortune the Department will utilize reports from local power companies and other trusted sources to issue guidance as to which areas do not need to provide verification.

Clients may now telephonically sign the SNAP-9B form. Workers are to encourage clients to use this method of signing as it is more efficient, convenient, and allows the client to more easily meet the 10-day time frame required for reporting the loss.

To attest to the loss a client may:

- Telephonically sign the SNAP-9B form. When a client calls to report the loss of food, staff must advise the client that they can complete a SNAP-9B form over the phone and sign it telephonically. The SNAP-9B form has been updated to advise clients that they may telephonically sign;

**Overview
Continued**

- Submit a *Request for Replacement SNAP Benefits Due to a Household Disaster or Misfortune for Massachusetts Residents (SNAP-9B)*. If a client submits a completed SNAP-9B form within 10 days of the loss of food, without prior report of loss, the SNAP-9B form will satisfy both the report of loss and the signed statement of loss (this includes wet signature or telephonic signature); or
- Provide a written attestation signed under the penalty of perjury detailing the date of the household misfortune, the date of the food loss, and the dollar value of the food purchased with SNAP benefits. If a client submits a written attestation within 10 days of the loss of food, without prior report of loss, the written attestation will satisfy both the report of loss and the signed statement of loss.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of updates made to the Online Guide regarding the processing of household misfortune.

**Revised Online
Guide Pages**

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

Topic: SNAP
Book: Household Misfortune
Page: Household Misfortune Q & A

Topic: Cross Program
Book: Verifications
Chapter: Verification Methods
Page: Self-Declarations

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 them to DTA.Procedural Issues.

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