

21.2 FOOD STAMP PROGRAM

The following section covers the replacement of Food Stamp **coupons** that are damaged or destroyed **and** the replacement of destroyed food **which was** purchased with Food Stamp **benefits**. When the **AG** is eligible to receive a replacement allotment, the allotment must be received as follows:

- Within ten (10) days after the client reports, or
- Within two (2) working days after the client returns the **DFA-FS-36**, whichever is later.

NOTE: Only Food Stamp coupons issued by DHHR prior to the implementation of EBT in a region are replaced by the Worker.

A. WHEN FOOD STAMPS WILL BE REPLACED

1. Damaged Food Stamp **Coupons**

a. Replacement Procedures

When a client returns **Food Stamp** coupons to the **local** office **that were damaged after receipt**, he will be referred to the Financial Clerk who may authorize replacement of Food Stamps which are distinguishable.

The Financial Clerk is responsible for determining if the coupons are distinguishable and the appropriate amount to be replaced.

In **the case** of unreadable coupons, the client must present more than three-fifths of each coupon before replacement can be made. If the Financial Clerk is unable to determine the value of the coupons, the coupons are to be cancelled and sent to FNS. Only those distinguishable coupons are replaced.

No **DFA-FS-36** is required.

The Worker replaces the Food Stamps using appropriate RAPIDS procedures. **Benefits are issued by EBT.**

b. Limits on Replacements

Replacements of coupons damaged or mutilated after receipt are limited to two (2) in a six (6) month period.

c. Offset

Replacements of damaged Food Stamps must not be used to offset a claim.

2. Destroyed Food Stamp Coupons

Households may request a replacement for the portion of its allotment (not to exceed one month's allotment) which it had received, but which was subsequently destroyed in a household misfortune or disaster such as fire or flood as verified by a collateral contact.

a. Replacement Procedures

To qualify for a replacement, the AG must report the destruction to the **local** office within ten (10) days of the incident and complete and sign the **DFA-FS-36** within ten (10) days of reporting the loss.

The **DFA-FS-36** is forwarded to the **DFA Economic Services Policy Unit**.

The Food Stamps are replaced using the appropriate RAPIDS procedure. **Benefits are issued by EBT.**

b. Limits on Replacements

Replacement is limited to two (2) times in six (6) months.

c. Offset

Replacement of destroyed Food Stamps must not be used to offset claims.

3. Partial Allotment Received

Food Stamp benefits deposited into an EBT account are not replaced. If the benefit file is successfully transmitted by RAPIDS, the EBT vendor must insure that the benefit goes into the account. Contact the EBT Unit when the benefit is not in the account. The only circumstance in which the EBT Food Stamp benefit is replaced is item 4, Destroyed Food.

4. Destroyed Food

This is the only situation in which Food Stamp benefits issued by EBT are replaced.

Benefit Replacement

a. Replacement Procedures

In cases when food purchased with Food Stamp benefits is destroyed in a household misfortune or disaster, the AG will be eligible for replacement of the actual value of the loss, not to exceed one month's allotment if:

- The loss is reported within ten (10) days of the incident; and
- The AG's misfortune or disaster is verified; and
- The **DFA-FS-36** is completed and signed within ten (10) days of the report of the loss.

The misfortune or disaster may be an individual household misfortune or disaster such as fire, as well as natural disasters affecting more than one household. The replacement must be received within two (2) days of the receipt of the completed and signed **DFA-FS-36**.

The Worker replaces the value of the food using the appropriate RAPIDS procedure. **The original DFA-FS-36 is retained in the case record.**

b. Limits on Replacement

There is no limit on the number of times the value of food lost in a misfortune or disaster may be replaced.

c. Offset

Replacements of destroyed food must not be used to offset claims.

5. Lost, Stolen, Damaged Or Destroyed EBT Cards

The client may request a new card by contacting the EBT ARU, DHHR Customer Service Center, or the local office. All replacement cards are sent in an active status, unless never previously activated. The following details the processes used when each is contacted. The processes for the DHHR Customer Service Center and the local offices differ because the DHHR Customer Service Center staff has the capability to inactivate a card.

a. EBT **Automated Response Unit (ARU) / Helpline**

When the client requests a new card through the EBT ARU, the old card is inactivated, and, if the current address is in the EBT Administrative System, a new card is mailed to the client. When the client's current address is not in the EBT Administrative System, the card is inactivated, but a replacement card is not mailed. The client is instructed by the ARU to contact his Worker to change his address. The client must contact the EBT ARU the day following the address change to request a new card.

b. DHHR Customer Service Center

When the client requests a new card through the DHHR Customer Service Center, the old card is inactivated in the EBT Administrative System and, if the current address is in the EBT Administrative System, a new card is mailed to the client.

When an address change is required, the card is inactivated in the EBT Administrative System, but a new card is not issued. The Worker must complete an address change in RAPIDS and request a replacement card on RAPIDS screen AIRQ.

NOTE: Inactivation of the card in the EBT Administrative System must take place immediately to prevent unauthorized use. Inactivation of the EBT card is effective immediately.

c. Local Office

When a client reports a lost, stolen or damaged card to the local office, he is referred to the EBT ARU. When a client reports an address change and requests a replacement EBT card, the address change is completed in RAPIDS and the client is referred to the ARU to immediately inactivate the card. The client must contact the ARU the following day to request a new card.

NOTE: Address changes in RAPIDS are received by the EBT vendor the following day. If a client's card has already been inactivated or is not in danger of unauthorized use, i.e., damaged, the Worker may request a new card on RAPIDS screen AIRQ after the address change is made in RAPIDS.

If the client requests a replacement card at application or redetermination, the Worker must complete screen AIRQ to request a new card. This method is only used if the client's old card is not in danger of unauthorized use.

6. EBT PIN Changes

The payee or authorized cardholder may request a PIN change at any time. Replacement cards are issued with the same PIN, unless the individual requests a new one. A PIN-only change request must be made to the vendor's ARU.

B. WHEN FOOD STAMPS WILL NOT BE REPLACED

Replacement issuances are not provided in the following circumstances:

- When coupons are lost, stolen or misplaced after receipt.
- When coupons are totally destroyed after receipt in some way other than a household disaster or misfortune.
- When the issuance would normally be replaced, but the AG has not signed the **DFA-FS-36** within ten (10) days of the date the client reports.
- When the client has already received the maximum number of countable replacements.
- When FNS has issued a disaster declaration and the AG is eligible for disaster Food Stamp benefits, the AG must not receive the disaster allotment and a replacement allotment.
- When the client does not report the benefit loss within the period of intended use or within ten (10) days of the specific incident.
- When benefits are issued into an EBT account, with the exception of food purchased with Food Stamp benefits destroyed in a household misfortune or disaster.