

## FAA6.G Disaster Food Stamp Program (DFSP)

### 01 Disaster Food Stamp Program (DFSP) - Overview

**REVISION 03**  
(01/01/08 – 03/31/08)

In the event of a disaster, Arizona may choose to issue emergency FS benefits using any of the following:

- The regular FS program
- A modified FS program
- A Disaster Food Stamp Program (DFSP)

**NOTE** To operate a DFSP, the state must have obtained a Presidential disaster declaration. When a disaster is not presidentially declared, **FNS** may still provide very limited disaster assistance.

The regular FS program may be used when all of the following occur:

- Minimal damage has occurred
- Benefits can be issued using current policy and procedures
- FAA can keep up with the increase in applications for benefits

A modified FS program may be implemented when all of the following occur:

- The affected area is limited
- Participants are able to meet most of the FS eligibility requirements
- Waivers can be requested to address the needs of a portion of the population

The DFSP is implemented when both of the following occur:

- An area is declared a disaster by the President of the United States (using Robert T. Stafford Disaster Relief and Disaster Assistance Act of 1988 criteria) or commercial channels of food distribution were disrupted and have since been restored (using Food Stamp Act of 1977, as amended, criteria)

- The state is not able to handle the expected increase in applications for benefits

NOTE An abbreviated application is used. Eligibility and verification requirements are limited. Applicants may be eligible who would not otherwise be eligible for the regular FS program.

As with the regular FS program, when determining eligibility in a disaster situation, any questionable or unusual situations must be explored, resolved, and documented.

The **USDA FNS** approves Arizona's request to implement a DFSP.

FNS provides food assistance in the following ways:

- Food for shelters and other mass feeding sites
- Food for distribution directly to budgetary units in need
- Disaster food stamp benefits

The DFSP is a completely different program from the regular FS program. The usual FS program eligibility, verification, and benefit calculation do not apply. For the budgetary unit to be eligible for the DFSP, the following requirements apply:

- Disaster status
- Verification of identity
- Verification of residency in the disaster area, when possible
- Net income received during the disaster benefit period
- Accessible liquid resources (cash, checking accounts, savings accounts)
- Meets the disaster monthly income standard

NOTE Applicants currently disqualified from participation in the FS program are potentially eligible for the DFSP.

The DFSP supports Arizona's State Emergency Preparedness Plan. DES coordinates all efforts with the Arizona Department of Emergency Management, Arizona's lead agency in disaster situations.

Policy and procedures regarding the DFSP are outlined as follows:

- [DFSP Definitions](#)
- [DFSP Application Process](#)
- [DFSP Nonfinancial Eligibility](#)
- [DFSP Financial Eligibility](#)
- [DFSP Eligibility and Benefit Determinations](#)
- [DFSP Reporting Changes](#)
- [DFSP Benefit Issuance](#)
- [DFSP Fair Hearings](#)
- [DFSP Overpayment Claim Determinations](#)
- [DFSP Restoration of Lost Benefits](#)
- [DFSP General Information](#)
- [QuickPrint DFSP Policy and Procedures](#) (pdf)
- [QuickPrint DFSP Desk Aids](#) (pdf)

## 02 **DFSP - Definitions**

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Definitions as they relate to DFSP are as follows:

- **ACCESSIBLE LIQUID RESOURCES**  
Includes cash on hand and funds in accessible checking and savings accounts.  
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. This includes disaster-related Unemployment Compensation.
- **DEDUCTIBLE DISASTER-RELATED EXPENSES**  
Expenses that the budgetary unit has paid or expects to pay during the disaster benefit period; however, when the budgetary unit receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.

- **DISASTER APPLICATION PERIOD**  
The time frame for accepting applications for disaster food assistance. The period is usually less than seven days. (It is better to request fewer days and request an extension if necessary.)
- **DISASTER BENEFIT PERIOD**  
The period for which disaster benefits are issued (usually 30 days or one benefit month). The benefit period begins on the date of the disaster or the date of any mandatory evacuation preceding the disaster.
- **DISASTER GROSS INCOME LIMIT**  
The maximum gross income limit for the DFSP equals the sum of the maximum monthly net income limit plus the maximum standard income deduction amount and the shelter expense deduction.
- **INACCESSIBLE LIQUID RESOURCES OR INCOME**  
Liquid resources that are not available to the budgetary unit for a substantial portion of the benefit period (e.g. the bank is closed due to the disaster). Income may be inaccessible when there is a delay in receipt of the income for a substantial portion of the benefit period.
- **INCOME**  
The total net (take-home) pay of the budgetary unit. This includes wages a budgetary unit actually receives after taxes and all other payroll withholding, public assistance payments or other unearned income, and any net self-employment income. Do not count disaster-related Unemployment Insurance (UI).
- **MAXIMUM DISASTER BENEFIT**  
An allotment equal to the maximum monthly allotment established for the regular FS program for the appropriate budgetary unit size.  
When a disaster-affected budgetary unit is approved under the regular FS program, the allotment equals the budgetary unit's regular monthly allotment plus a supplement to bring the budgetary unit's disaster benefit up to the maximum food stamp allotment for the budgetary unit size.  
When a disaster-affected budgetary unit was participating in the regular FS program prior to the start of the DFSP received a replacement allotment and was later determined eligible for disaster benefits, the budgetary unit receives only a supplement to bring its allotment up to the maximum FS allotment for the appropriate budgetary unit size.
- **SHELTER EXPENSE DEDUCTION**  
The maximum excess shelter expense deduction from the regular FS program.

### 03 **DFSP - Application Process - Overview**

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The application process includes the following:

- Completing and turning in an application
- Being interviewed
- Verifying certain information

Applications must be received during the [disaster authorization period](#) to be processed according to the following emergency FS procedures:

- [Availability of DFSP Applications](#)
- [DFSP Applications](#)
- [DFSP Application Date](#)
- [DFSP Systems Information](#)
- [DFSP Interview Requirement](#)
- [DFSP Budgetary Unit Cooperation](#)
- [DFSP Time Limits](#)
- [DFSP Verification and Documentation](#)
- [DFSP Approval Periods](#)
- [DFSP Decision Notices](#)
- [DFSP Renewal](#)
- [Transition to and from regular FS](#)

#### **A Application Process - Availability of DFSP Applications**

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DFSP applications, as well as applications for cash assistance (CA) and Medical Assistance (MA), are available at designated sites as established by the district Program Manager (PM). These sites may be in addition to local offices operating in the area.

## **B Application Process - DFSP Applications**

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FAA recognizes only [one official FAA application](#) (FA-001) to apply for benefits. During implementation of the DFSP, the Application for Disaster Food Stamp Assistance (FAA-###) is used to determine FS eligibility for disaster victims.

### **WARNING**

Budgetary units whose circumstances have changed after they filed an application and were denied must reapply for the DFSP during the [application period](#). A denied case cannot be reopened to redetermine eligibility when the budgetary unit's circumstances have changed during or after the application period.

When a budgetary unit does not qualify for benefits under the DFSP and wants to apply for regular FS, the FA-001 must be completed by the budgetary unit.

## **C Application Process - DFSP Application Date**

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The application date is the date the application is received at the designated site, as established by the district PM. The PI or the budgetary unit's FS representative may submit the application in person. In the event that the applicant is unable to travel to the issuance/application site, the application may be FAXed or mailed.

## **D Application Process - DFSP Systems Inquiry**

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When systems information is available at the designated site, complete a thorough inquiry in AZTECS before determining eligibility.

## **E Application Process - DFSP Interview Requirement**

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All budgetary units must be interviewed. In the event that the applicant is unable to travel to the application and issuance site, a phone interview may be conducted. Any of the following may complete the interview:

- The applicant who signed the application
- The applicant's spouse
- Any other adult participant of the budgetary unit
- An FS representative

Conduct the interview as an official discussion of the budgetary unit's circumstances. However, complete the interview quickly so as not to impede disaster operations.

Resolve all unclear or incomplete information on the application.

Explain the following to the budgetary unit:

- The regular FS program
- [Using DFSP benefits](#)
- Civil and criminal provisions and penalties for violations of the FS program (See [DFSP - FS as Obligations](#))
- The budgetary unit may be subject to a post-disaster review

## **F Application Process - DFSP Budgetary Unit Cooperation**

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The budgetary unit must complete the following:

- Turn in a completed application
- Be interviewed
- Provide the necessary verification

To make a determination of refusal to cooperate, both of the following must occur:

- The budgetary unit must be able to cooperate
- The budgetary unit must clearly demonstrate that it is not taking actions that are required to complete the application process

When the budgetary unit refuses to cooperate, deny the application.

#### **G Application Process - DFSP Time Limits**

**REVISION 03**  
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DFSP benefits must only be issued during the approved [disaster benefit period](#) unless an extension of the disaster benefit period is approved by **FNS**.

Process disaster applications on the date received; issue FS benefits the same day, but under no circumstances later than the following day.

The budgetary unit must receive their DFSP benefits no later than three days following the DFSP application date.

#### **H Application Process - DFSP Verification and Documentation**

**REVISION 03**  
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Applicants for the DFSP must reside in the disaster area and they must plan to buy food during the disaster benefit period.

The budgetary unit is required to provide verification of the following:

- [Identity](#) of the PI
- [Residency in the disaster area](#)



No other verification is required as it could slow the processing of disaster applications.

For additional information regarding types of verification and documentation necessary for a DFSP eligibility determination, see the following:

- [DFSP Nonfinancial Eligibility](#)
- [DFSP Financial Eligibility](#)

#### **I Application Process - DFSP Approval Periods**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

The budgetary unit's DFSP approval period coincides with the [disaster benefit period](#) as established by [FNS](#), regardless of the date of application.

(See Example [DFSP Disaster Approval](#))

#### **J Application Process - DFSP Decision Notices**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

When the application is approved, advise the PI of the following:

- The eligibility decision
- The amount of benefits
- The approval period

When the application is denied, inform the PI of the reason for the denial. When the budgetary unit disagrees, they may request a fair hearing but offer the opportunity to pursue an immediate supervisory review. The following apply:

Complete and send, or give, the DFSP Approval Notice (F504) to the participant.

When the application is denied, inform the PI of the reason for the denial. Complete and send, or give, the DFSP Denial Notice (F505) to the participant.

When the budgetary unit disagrees with any action taken, they may request a fair hearing. (See [DFSP Fair Hearings](#))

## **K Application Process - DFSP Renewal**

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**FNS** may grant an extension of the [disaster benefit period](#) and establish another approval period. In this situation, FAA prepares a press release notifying budgetary units of the extension and the possibility of renewal.

To be eligible for an extension, budgetary units must apply for an additional approval period and be interviewed. Budgetary units must continue to meet the DFSP eligibility requirements to be entitled to an additional approval period.

Process the application on the day the application is received and issue FS benefits no later than the following day.

## **L Application Process - Transition To and From Regular FS**

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Budgetary units who were approved under the regular FS program may be eligible for supplements or replacements or both rather than apply for additional FS through the DFSP. Automatic supplements and replacements help to relieve congestion at the recovery site and ensure that participants who are currently receiving FS are not required to reapply for benefits. Participants who are currently receiving FS are advised of this through media broadcasts.

Budgetary units who are issued DFSP benefits may subsequently be determined eligible for the regular FS program. When the budgetary unit applies before their DFSP approval period ends, prorate the FS benefits to the following month.

## **04 DFSP - Nonfinancial Eligibility - Overview**

**REVISION 03**  
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Policy and procedures regarding nonfinancial eligibility factors are outlined as follows:

- [Disaster Status](#)
- [Identity](#) of the PI

- [Residency in the Disaster Area](#)
- [DFSP Budgetary Unit](#)
- [DFSP SSN Requirement](#)
- [Plan to Purchase Food](#)

**A Nonfinancial Eligibility - Disaster Status**

**REVISION 03**  
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To be potentially eligible for emergency benefits under the DFSP, the budgetary unit must have experienced at least one of the following adverse effects as a result of the disaster:

- Damage to or destruction of the home or self employment business
- [Disaster-related expenses](#)
- [Inaccessibility of liquid resources](#)
- [Loss of food in the disaster](#)
- [Loss or inaccessibility of income](#)

**.01 Disaster Status - Disaster-Related Expenses**

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Allow as disaster-related expenses only those expenses that meet all of the following conditions:

- The budgetary unit paid or is expected to pay the expense during the [disaster benefit period](#).
- The budgetary unit does not expect to receive full reimbursement for the expense during the disaster benefit period.
- The expense is for one or more of the following:
  - To repair damage to the budgetary unit's home
  - To repair damage to other property essential to the employment or self employment of a participant
  - For temporary shelter when the budgetary unit's home is uninhabitable or they cannot reach their home

For moving out of the evacuation area due to the disaster  
To protect property from disaster damage  
For medical, funeral, and burial expenses due to disaster-related injury to a participant at the time of the disaster

**WARNING**

When a reimbursement is reasonably certain to be received for all or part of the expense during the disaster benefit period, allow only the net expense to the budgetary unit.

When reimbursement is expected, but it is not reasonably certain to be provided during the disaster benefit period, allow the full amount of the expense to the budgetary unit.

**.02 Disaster Status - Inaccessibility of Liquid Resources**

**REVISION 03**  
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Loss or inaccessibility of liquid resources includes the following:

- The financial institution is expected to be closed due to the disaster for most of the [disaster benefit period](#).
- The budgetary unit meets both of the following:
  - Unable to access their cash resources
  - Not expected to be able to access their resources for most of the disaster benefit period

**.03 Disaster Status - Loss of Food in the Disaster**

**REVISION 03**  
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Loss of food due to a disaster meets the Disaster Status requirement. Eligible budgetary units are potentially eligible for the maximum monthly FS allotment amount for their budgetary unit size.

**.04 Disaster Status - Loss or Inaccessibility of Income**

**REVISION 03**  
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Loss or inaccessibility of income includes the following:

- A reduction or termination of income through one of the following:
  - The place of employment has closed due to the disaster
  - Work hours have been reduced due to the disaster
  - The place of employment is inaccessible
- There will be a significant delay in receipt of income due to the disaster.

**B Nonfinancial Eligibility - Residency in the Disaster Area**

**REVISION 03**  
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The budgetary unit must have resided in the disaster area at the time of the disaster. The following apply:

- The budgetary unit must provide proof of its place of residence at the time of the disaster, when possible. In some unusual situations, it may not be possible to verify residency in the disaster area. In such cases, document the circumstances but do not deny benefits on this basis.
- Ensure that the budgetary unit's residential address is within the prescribed disaster boundaries.
- A budgetary unit that lives in a temporary shelter that provides all of their meals is only eligible for FS benefits when they are not expected to remain there for the entire benefit period.
- A budgetary unit that has an application pending for the regular FS program is potentially eligible for the DFSP.
- Ongoing participants who are residents of institutions and otherwise meet the disaster eligibility criteria are potentially eligible for the DFSP.

Acceptable verification of residential address within the disaster area includes, but is not limited to, the following:

- Driver's license
- Rent receipts or utility bills
- City directory
- Telephone directory
- Collateral contact when documentary evidence is not available, and the use of a collateral contact would expedite application processing

**NOTE** When the budgetary unit did not live within the disaster area but someone in the budgetary unit worked in the disaster area, refer the budgetary unit to the local office that serves their residential address.

### **C Nonfinancial Eligibility - DFSP Budgetary Unit**

**REVISION 03**  
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The budgetary unit consists of those listed on the application unless information is available that makes that information questionable. When questionable, the budgetary unit must explain any discrepancies.

For budgetary unit's currently receiving FS benefits, the budgetary unit includes everyone listed in the AZTECS case regardless of any current disqualification status. The following disqualifications do not apply to the DFSP:

- ABAWD status
- Citizenship or Noncitizen status
- Cooperation with work programs
- Drug convictions
- Fleeing felon
- Fraud or IPV
- Social Security enumeration
- Striker status
- Student status

- Violating a condition of probation or parole
- Voluntary quit status

**WARNING**

When the budgetary unit is temporarily living with others due to the disaster, do not include the others in the FS budgetary unit.

For budgetary units living in temporary shelters, see [DFSP Residency in the Disaster Area](#).

**D Nonfinancial Eligibility - DFSP Social Security Number (SSN)**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Request the PI to provide each participant's Social Security Number (SSN). When the PI is unable to do so, assign a pseudo SSN as needed.

**E Nonfinancial Eligibility - Plan to Purchase Food**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

The budgetary unit must be planning to purchase food during the [disaster benefit period](#).

**05 DFSP - Financial Eligibility - Overview**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Policy and procedures regarding financial eligibility factors are outlined as follows:

- [DFSP Resources](#)
- [DFSP Income](#)
- [DFSP Expenses](#)
- [DFSP Financial Verification](#)

**A Financial Eligibility - DFSP Resources**

**REVISION 03**  
(01/01/08 – 03/31/08)

Count the following accessible resources when determining eligibility for DFSP benefits:

- Cash on hand
- Checking accounts
- Savings accounts

When the budgetary unit claims that a resource is inaccessible, do not count that resource. (See [DFSP Inaccessible Resources](#))

**B Financial Eligibility - DFSP Income**

**REVISION 03**  
(01/01/08 – 03/31/08)

Count only the budgetary unit's NET income received, or reasonably expected to be received, during the [disaster benefit period](#) when determining eligibility. The budgetary unit's net income includes the following:

- Public assistance payments
- Other unearned income
- Self-employment income after expenses
- Wages after deductions (take home pay)

**WARNING**

When calculating the DFSP budgetary unit's financial eligibility, do not use the gross income amount.

Do not count disaster-related Unemployment Insurance (UI) payments.

**C Financial Eligibility - DFSP Expenses**

**REVISION 03**  
(01/01/08 – 03/31/08)

Allow only those expenses meeting the criteria listed in [Disaster-Related Expenses](#) when determining eligibility.



## D Financial Eligibility - DFSP Verification

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Use the budgetary unit's statements on the application to determine the following during the disaster benefit period:

- [DFSP Countable Resources](#)
- [DFSP Countable Income](#)
- [Allowable Disaster-Related Expenses](#)

Require no further verification. When there are discrepancies, clarify the situation. Document the [case file\(g\)](#).

## 06 DFSP - Eligibility and Benefit Determination - Overview

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Policy and procedures regarding determining DFSP eligibility and benefit amount are outlined as follows:

- [DFSP Treatment of Income](#)
- [Determining DFSP Net Income](#)
- [DFSP Maximum Income Limit](#)
- [DFSP Eligibility and Benefit Amount](#)
- [Controls to Minimize Duplicate DFSP Assistance](#)

## A Eligibility and Benefit Determination - DFSP Treatment of Income

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Using the DFSP Application Work Sheet, count only the actual NET income received, or expected to be received, during the [disaster benefit period](#) when calculating the budget. To determine the NET income, see [DFSP Net Income](#).

**B Eligibility and Benefit Determination - DFSP Net Income Determination**

[REVISION 03](#)  
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Using the DFSP Application Work Sheet, add the budgetary unit's countable income for the [disaster benefit period](#) to the budgetary unit's available liquid resources. (See [DFSP Income Treatment](#) and [DFSP Resources](#))

Then subtract allowable [disaster-related expenses](#) from the total to arrive at the DFSP net income.

**C Eligibility and Benefit Determination - Maximum Income Limit**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

The [Disaster Monthly Income Eligibility Standard](#) identifies the limit to which the budgetary unit's adjusted income amount is compared. When AZTECS is not available, to determine the DFSP maximum monthly income limit, complete the following:

- Add the following to the [regular FS net income standard](#) for the appropriate budgetary unit size:
  - The [FS standard deduction](#)
  - The [maximum shelter deduction](#)
  - The [dependent care deduction](#) for which the budgetary unit is eligible
- The result is the full-month maximum income limit.

**D Eligibility and Benefit Determination - DFSP Eligibility and Benefit Amount**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Compare the budgetary unit's DFSP net income amount to the appropriately calculated DFSP maximum income limit. (See [Determining the DFSP Net Income](#) and [DFSP Maximum Income Limit](#))

When the DFSP net income is equal to or less than the DFSP maximum income limit, the budgetary unit is eligible for disaster benefits.

The budgetary unit is eligible to receive the full FS allotment for their budgetary unit size as authorized by the [Thrifty Food Plan](#). The allotment is issued based on the [disaster benefit period](#).

**E Eligibility and Benefit Determination - Controls to Minimize Duplicate DFSP Food Assistance**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Policy and procedures regarding detecting duplicate applications for FS benefits are outlined as follows:

- **Systems Inquiry**  
Access systems information when the programs are available to the disaster site.  
Make contact with local offices by phone when the contact does not delay disaster application processing.
- **Communication With Other Disaster Sites**  
Contact the other disaster sites before issuing disaster benefits when possible. However, contact the other disaster sites when the contact delays the DFSP benefit issuance.  
Compile an alphabetical list of participants by close of business each day. Duplicate the list and provide the list to every other site providing DFSP benefits.

**07 DFSP - Benefit Issuance - Overview**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Policy and procedures regarding DFSP issuance are outlined as follows:

- [DFSP Benefit Issuance Security](#)
- [DFSP Replacement of Regular FS and Lost Food](#)

**A Issuance - DFSP Benefit Issuance Security**

**REVISION 03**  
(01/01/08 – 03/31/08)

The following apply when issuing DFSP benefits:

- Security at the Issuance Site  
FAA coordinates security efforts with the following:
  - The Arizona Department of Public Safety
  - The County Sheriff's Office
  - The local police department
  - Security in Transit
- Overnight Storage of EBT Cards  
EBT cards may be stored overnight at any of the regular FAA local office sites. When storing EBT cards at a local office is not practical, EBT cards may be stored at any of the following locations with whom FAA coordinates security:
  - Police Department
  - County Sheriff
  - Bank Institution
- FS Issuance Accountability  
Use the EBT forms, as appropriate, to track all EBT cards issued:
  - EBT Daily Issuance Log (FAA-1007)
  - Daily EBT Card Audit Report (FAA-1206A)
  - Designation of EBT Alternate Card Holder (FAA-1004AS)
  - EBT Client Card Replacement - No Positive ID - No Case File or Out of Area (FAA-1006A)
  - EBT Emergency Benefits Cancellation of Benefits (FAA-1003A)

**B Issuance - Replacement of Regular FS and Lost Food**

**REVISION 03**  
(01/01/08 – 03/31/08)

A budgetary unit may request a replacement for food purchased with FS benefits and subsequently destroyed in a disaster.

[FAA Systems](#) will add the replacement amount to the EBT account of currently receiving FS budgetary units who live in the disaster area. This limits the number of applications turned in and interviews needed at the application/issuance site.

**WARNING**

The amount of the issuance is limited to the original benefit amount that was issued to the budgetary unit for the month in which the disaster occurs.

When the budgetary unit is ineligible for emergency disaster FS, see [Food Destroyed in a Disaster](#).

**08 DFSP - Fair Hearings**

**REVISION 03**  
(01/01/08 – 03/31/08)

Budgetary units who do not agree with actions taken on their case may request a [fair hearing](#). Follow the fair hearing process for the regular FS program. In addition, offer the budgetary unit an IMMEDIATE supervisory review of their case due to the delay that is likely to occur when a fair hearing decision must be rendered.

The supervisory review does not replace the fair hearing; however, when the budgetary unit is satisfied with the results of the supervisory review, they may choose to withdraw their hearing request. When this occurs, obtain a written hearing request withdrawal from the budgetary unit.

NOTE In order to request a fair hearing, the complainant must have turned in an application for DFSP benefits.

**09 DFSP - Overpayment Claim Determinations**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

A budgetary unit may receive more FS benefits than it was entitled. When this occurs, establish an [overpayment](#) claim. The overpayment claim must be established as soon as possible, but no later than six months after the close of the disaster operation.

**10 DFSP - Restoration of Lost Benefits**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

[Restore those benefits](#) to the budgetary unit when a budgetary unit does not receive the correct disaster benefit amount for either of the following reasons:

- Due to an agency error
- When a denial of benefits is subsequently reversed

**11 DFSP - General Information - Overview**

[REVISION 03](#)  
(01/01/08 – 03/31/08)

Policy and procedures regarding DFSP general information are outlined as follows:

- [Nondiscrimination](#)
- [Information Available to the Public](#)
- [Using DFSP Benefits](#)
- [FS as Obligations of the U.S. - Crimes and Offenses](#)
- [Release of Information](#)
- [DFSP Case Files](#)
- [Monitoring DFSP Operations](#)
- [Post-Disaster Review](#)
- [DFSP Personnel Requirements](#)
- [DFSP Volunteers](#)
- [DFSP Case File Retention](#)

**A General Information - Nondiscrimination**

**REVISION 03**  
(01/01/08 – 03/31/08)

The Department of Economic Security (DES) does not discriminate against any applicant or participant in any aspect of program administration, including, but not limited to, the following:

- Approving budgetary units
- Issuing benefits
- Conducting fair hearings
- Providing any other program services

DES does not discriminate for any of the following reasons:

- Age
- Color
- Disability
- Marital or family status
- National origin
- Political beliefs
- Race
- Religion
- Sex
- Sexual orientation

Enforcement action may be brought under any applicable federal law.

Individuals who believe they have been subject to discrimination may file a complaint. Follow the procedures in [Right to File Discrimination Complaint](#).

**B General Information - Information Available to the Public**

**REVISION 03**  
(01/01/08 – 03/31/08)

Arizona's DFSP policy and procedures must be available for examination by the public. DFSP policy and procedures are available from the DES Internet web page, at disaster sites, and in any FAA office.

The following are available on the Internet for examination:

- Federal regulations
- State Plans of Operation
- Federal procedures

**C General Information - Using DFSP Benefits**

REVISION 03  
(01/01/08 – 03/31/08)

Budgetary units who are issued FS under the DFSP must use those benefits in the same manner as budgetary units approved under the regular FS program. (See [Allowable FS Items](#))

**D General Information - FS as Obligations of the U.S. - Crimes and Offenses**

REVISION 03  
(01/01/08 – 03/31/08)

Because FS benefits are obligations of the United States, they are subject to federal laws regarding counterfeiting, misuse, and alteration. (See [FS as Obligations](#) for information regarding penalties attached to criminal activities)

**E General Information - Release of Information**

REVISION 03  
(01/01/08 – 03/31/08)

Use or release of information obtained from budgetary units is restricted to persons directly connected with the administration or enforcement of the following:

- The Food Stamp Act or regulations
- Other federal or federally-aided, means tested assistance programs
- The general assistance programs that are subject to joint application processing

Written consent statements from applicants or participants are required for disclosure of information to other requestors. (See [Release of Confidential Information](#))



## **F General Information - DFSP Case Files**

**REVISION 03**  
(01/01/08 – 03/31/08)

Place each application and all information and documentation in a [case file\(g\)](#) folder consisting of no fewer than two parts. (See [Case File Format](#))

The following apply to transferring DFSP case files:

- Transfer all DFSP case files to the regular FAA local office serving the budgetary unit's ZIP Code as indicated on the application.
- Transfer the case files following the end of the disaster authorization period as follows:

Complete a Case File/Verification Transmittal (FA-556) form for cases and applications being transferred from the disaster site to the regular local office.

A copy of each FA-556 must be maintained by the disaster site supervisor or designee for review purposes. Forward the copy to the FAA Disaster Coordinator, site code 939A.

The receiving office must immediately combine the disaster case file with the regular case file when one exists.

The following apply to transferring applications:

- Refer budgetary units who are not eligible for DFSP benefits and want to apply for regular FS to their regular FAA local office. Provide an application for the budgetary unit's use.
- A budgetary unit may complete an application for regular FS or for other program benefits and present it to FAA staff at the disaster site. In this situation, forward the application on the same day to the appropriate local office for processing.
- Follow the regular [application date](#) procedures for FS and other programs. Attach an FA-556 to the application when forwarding it.

## **G General Information - Monitoring DFSP Operations**

**REVISION 03**  
(01/01/08 – 03/31/08)

Maintain case files in alphabetical order in a secure, central location at the disaster site. File all case information in the case file.

Supervisory responsibilities include the following:

- Crowd control
- Maintaining proper work flow
- Arranging for appropriate physical facilities
- Preventing duplicate issuances. A list of budgetary units issued FS (Food Stamp Issuance Log) is copied daily and delivered to other disaster sites.
- Copy the Disaster Application Log daily and deliver the Log to other disaster sites.

## H General Information - Post-Disaster Review

**REVISION 03**  
(01/01/08 – 03/31/08)

FAA must conduct a post-disaster review of disaster approvals and issuances and fraud prevention. The following occurs:

- **FNS** determines the number of cases to be reviewed

**NOTE** Currently, the state must select and review a 1% sample of cases approved for disaster issuance. The minimum sample size should be 25 cases, while the maximum sample size should be 1,200 cases. The state must also review 100% of applications filed by state agency employees participating in the DFSP.

- Management Evaluation (ME) staff conducts the review unless other staff is designated.

- The review of case approvals includes the following:

A case file audit

An interview with the participant

Verification of the information in the case file

A check for duplicate participation

Data matching, such as wage matching, SVES, and other matching the state agency uses to ensure that all income sources were disclosed

A redetermination of the participant's eligibility for disaster assistance

After reviewing the case files, the state agency must complete the following:

- Conduct an error analysis that should include the following:  
Break down information by geographical area and by type of budgetary unit (state employee or regular case)  
Error rates, the dollar issuance issued in error, and the number of cases in error
- Determine whether to file overpayment claims.
- Take corrective action to prevent future occurrences.

The case review information is used to formulate corrective actions to improve the disaster approval process.

**FNS** completes the following:

- Reviews on-site operations during the period authorized for processing DFSP applications
- Examines the case review information
- Evaluates corrective action taken by FAA

A post-disaster review report must be provided to FNS within six months after the end of the disaster application period. The due date for the final report may be included in the documentation approving the state agency's request to operate a DFSP. The report should include the following:

- A brief description of the DFSP design, including waivers employed
- Major problems encountered
- Interventions used to solve major problems
- Results of the error analysis
- Information on any claims established

## **I General Information - Personnel Requirements**

**REVISION 03**  
**(01/01/08 – 03/31/08)**

The following are the FAA staff requirements:

- FAA staff is trained in the operation of the DFSP
- FAA staff is utilized in the issuance of DFSP benefits

**J General Information - DFSP Volunteers**

**REVISION 03**  
(01/01/08 – 03/31/08)

The use of volunteers is encouraged for various program activities other than eligibility determination and benefit issuance. Tasks that volunteers may complete include, but are not limited to, the following:

- Assisting the applicant in completing the application
- Providing transportation to applicants
- Caring for children when adults are being interviewed

**K General Information - DFSP Case File Retention**

**REVISION 03**  
(01/01/08 – 03/31/08)

FAA retains DFSP case files and submits reports and information as required by federal regulations. (See [Retention of Case Files](#))