

Department of Social and Health Services

Olympia, Washington

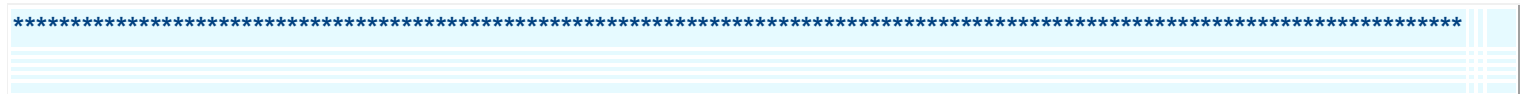
EAZ Manual

Revision # 895
Category Benefit Issuances and Use of Benefits - Replacements
Issued June 19, 2015
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Summary

Added refrigerator/freezer breakdown as an example of household misfortune that could be justification for replacing food benefits.

See below for edited text:



Worker Responsibilities - [WAC 388-412-0040](#)

Food destroyed in a household disaster or misfortune when the food was purchased with Basic Food benefits:

- A household disaster or misfortune includes events such as a house fire, long-term power outage, other weather-related mishaps, or refrigerator/freezer breakdown that was caused by reasons beyond the client's control. For example, if a wind storm caused the client to lose power for several days, food benefits may be replaced in this situation. However, if the client lost power for several days because he/she failed to pay the electricity bill, the client would not be eligible to have food benefits replaced.
- Food replaced due to a household disaster or misfortune is different than the disaster food program because it **does not** require the federal government to declare a portion of the state as a disaster area before benefits can be replaced.

- When a client requests replacement of food that was destroyed in a household disaster or misfortune:
 - a. Determine if the client reported the loss timely;
 - b. Verify the disaster or misfortune through a collateral contact such as the fire or police departments, utility companies, local media, the Red Cross, an insurance agent, or home visit;
 - c. Replace the amount of food that was destroyed up to the amount of the household's monthly allotment. Use a reasonable estimate considering when the client received benefits, when the food was destroyed, and the day of the month of the disaster;
 - d. Document the replacement in the case record.