

Department of Social and Health Services
Olympia, Washington
EAZ Manual

Revision # 1289
Category Replacement
Issued 08/01/2024
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Summary

Updated Worker Responsibilities under WAC 388-412-0040 to align with 7 CFR 274.6(a)(4) which requires a signed statement from a household prior to issuing food replacements due to a household disaster or misfortune. Updated the 'Worker Responsibility' section to reflect that a signed statement attesting to the household's loss must be provided within 10 days of the date that the loss occurred when food benefits are lost due to a misfortune or disaster. Also made minor cosmetic changes (e.g., correcting numbers and spacing).

Replacement

Revised August 1, 2024

Purpose:

WAC 388-412-0040 Can I get my benefits replaced?

- [Worker Responsibilities](#)
- [Clarifying Information](#)

Worker Responsibilities - WAC 388-412-0040

1. **When a client reports the loss of *benefits* from their *EBT* account:**

- a. Review the client's EBT account to verify benefits were issued;
- b. Determine if we can replace this type of loss;
 - i. Loss due to administrative error;
 - ii. Food purchase with Basic Food benefits destroyed in a household disaster or misfortune;
 - iii. Food destroyed in a federally declared disaster when the food was purchased with Basic Food benefits: (See [DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM \(D-SNAP\)](#))
 - iv. Food and cash benefits stolen via card skimming, card cloning and other similar fraudulent methods.

2. **Loss due to administrative error:**

- a. If the department makes an error that causes a loss of benefits to the client such as linking a Quest card to another client's account, we replace those lost benefits.
- b. Eligibility staff will initiate the replacement in Barcode.
- c. EBT staff will take the steps necessary to replace the benefits and can help identify who incorrectly used the benefits.

3. **Replacement of Electronic Funds Transfer (EFT) for cash benefits:**

- a. When a client reports they didn't get a deposit of cash benefits in an account, tell the client to call the Direct Deposit Input Unit at 1-888-235-2954.
- b. Do not take any further actions or replace the cash benefits unless the EFT Manager notifies you.

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

- a. A household disaster or misfortune includes events such as a house fire, long-term power outage (4 hours or greater), flood, other weather-related mishaps, refrigerator/freezer breakdown, or Public Service Power Shutoff (PSPS) caused by reasons beyond the client's control.

EXAMPLE 1: A wind storm caused the client to lose power for several days. Basic Food benefits can be replaced in this situation.

EXAMPLE 2: The client lost power for several days because they failed to pay their electricity bill. Basic Food benefits are **not able to be** replaced in this situation.

- b. Food replaced due to a household disaster or misfortune **does not** require the federal government to declare a portion of the state as a disaster area.
- c. When a client requests replacement of food that was destroyed in a household disaster or misfortune:
 - i. Determine if the client reported the loss within 10 days of the household disaster;
 - ii. 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;
 - iii. Advise the client a signed statement attesting to the household's loss must be provided within 10 days of the date the loss was reported. Accept the DSHS Claim of Food Lost in a Household Disaster form ([12-008](#)) or a written or verbal attestation statement. The written or verbal statement must include the following:
 - 1. Household member's written or telephonic signature
 - 2. Date(s) food purchased with food benefits was destroyed
 - 3. Value of food purchased with food benefits that were destroyed and
 - 4. Cause of loss/misfortune
 - iv. Replace the amount of food destroyed **up to the amount of the household's monthly allotment**. Use the client's statement when considering the amount of benefits to replace. If the client's statement is questionable, consider when the client received benefits, when the food was destroyed, and the day of the month of the disaster;
 - v. Document the replacement in the narrative.
 - A. **Note:** We can only replace the value of the amount of food lost in a household disaster, up to the household's **monthly allotment**. We **do not** replace food benefits more than the amount:
 - Lost in the household disaster; or
 - Issued to the household

5. **Food and cash benefits stolen via card skimming, card cloning and other similar fraudulent methods:**

Congress passed the Consolidated Appropriations Act, 2023, which allows state agencies to use federal funds to replace SNAP benefits stolen between October 1, 2022, and September 30, 2024 via card skimming, card cloning, and other similar methods. Some provisions apply.

The department also received state funds to replace TANF, SFA, RCA, PWA and ABD cash benefits stolen July 1, 2024, or later via card skimming, card cloning, and other similar methods.

1. Eligibility staff will deny a claim request in the following circumstances (EBT Headquarters will provide an explanation for denials that are not listed):
 - a. The EBT card was given to someone else to use,
 - b. The client withdrew the replacement request,
 - c. The client stated the EBT card wasn't in their possession when benefits were stolen via skimming, cloning or similar fraudulent activity,
 - d. The claim of theft doesn't fall into the allowable replacement timeframe,
 - e. The report of theft was more than 30 days after the household discovered it,
 - f. The submitted 'DSHS Claim of Stolen EBT Benefits' form was missing information that wasn't received within 10 days the claim was filed, or
 - g. Food only: The request for retroactive replacement of benefits stolen prior to August 23, 2023 was reported after October 22, 2023.
 - h. Cash only: Funding for cash replacements has been exhausted or is no longer authorized.
2. Eligibility staff will forward completed claim forms to EBT headquarters (HQ) staff for validation when client circumstances **do not** meet the above criteria.
3. EBT HQ will validate the claim and inform eligibility staff to either deny or issue replacements. EBT HQ staff will inform eligibility staff of the replacement amount via a tickle.
4. Eligibility staff will issue replacements within 14 days of receiving the tickle from EBT HQ.
5. When EBT benefits have been stolen via skimming, cloning or similar fraudulent activity: mark the cards as compromised and advise clients they must get a new pin before benefits can be replaced. Victimized clients will need to establish a new PIN upon benefit replacement, and will be encouraged to replace their EBT cards to prevent future fraud.