



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
 600 Washington Street • Boston, MA 02111


MITT ROMNEY
 Governor

TIMOTHY MURPHY
 Secretary

KERRY HEALEY
 Lieutenant Governor

JOHN A. WAGNER
 Commissioner

Field Operations Memo 2006-26
May 18, 2006

To: Transitional Assistance Office Staff
From:  Cescia Derderian, Assistant Commissioner for Field Operations
Re: Emergency Services Available to Flood Victims

Purpose

The purpose of this memo is to transmit procedures for processing requests for assistance from victims of the recent rains and flooding throughout Massachusetts. Governor Romney has declared a State of Emergency in response to the flooding and resulting damage and power outages.

New Requests for Assistance

New requests for TAFDC, EAEDC, EA, and FS benefits must be processed as quickly as possible, following standard procedures. AU Managers are reminded of the importance of acting quickly on requests for assistance including expedited food stamp benefits, if eligible, and immediate needs payments, if requested and eligible.

For requests for placement into shelters as a result of the flooding, the TES-1 must indicate that shelter placement is because the family was displaced due to flood.

Requests for Replacement Food Stamps

The policy for replacement of food destroyed in a household misfortune is outlined in 106 CMR 364.900(C).

Recipients who have experienced a loss of food due to household misfortune must report the loss within 10 days of the date of the incident. USDA regulations require that AU Managers must verify the misfortune with documentation or collateral contact from a community agency such as the fire department, police department, or Red Cross. However, based on the TAO Director's discretion, any reasonable means to verify the household misfortune, such as eyewitness observation, news reports, etc., is acceptable.

Requests for Replacement Food Stamps – cont.

The AU Manager then must:

- ✓ Have the recipient fill out a FSP-9B form *Statement of Loss/Request for Replacement Food Due to a Household Disaster or Misfortune*;
- ✓ Verify the misfortune via documentation, collateral contact, or TAO Director's discretion.
- ✓ Issue a replacement allotment equal to the AU's monthly FS benefit amount. In the Related Benefits window select **FSP Household Disaster** from the dropdown list; and
- ✓ Annotate in BEACON Narratives tab, **Replacement of \$XX in FS benefits issued for HH misfortune.**

TAO Director/Designee Responsibility

Each TAO Director/Designee must maintain a log of all requests for services made by flood victims from the Lowell TAO service area. Include date, name, SSN, service requested, and disposition.

Reminder

AU Managers in TAOs that were affected by the flooding must take into consideration the recipient's situation when assessing the availability of verifications, and assist the recipient in any way possible.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.
