



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

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**Online Guide Transmittal 2018-43
June 29, 2018**

To: Department of Transitional Assistance Staff
From:  Raul Sutliff, Assistant Commissioner for Programs and Field Operations
Re: Cross Program: Household Misfortune Q & A

Overview

SNAP policy allows for the replacement of food lost during a household misfortune such as a fire, flood, loss of electricity, equipment malfunction (refrigerator or freezer) or other circumstances. Any SNAP client may request replacement SNAP benefits because of a misfortune that is restricted to their household or because of a more widespread misfortune that has impacted a town, county, state or region.

Due to the complexity of this topic, examples have been added to the Online Guide to assist in the proper processing of benefit replacement requests due to household misfortune.

Purpose

This Online Guide Transmittal advises staff of a new page that was added to provide further guidance on household misfortune replacement benefit requests.

New Online Guide Page

Topic: SNAP
Book: Household Misfortune
Page: Household Misfortune Q & A

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox. Systems issues should be directed to the Systems Support Help Desk.
