



Date: September 18, 2017

DMS Operations Memo 17-42

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:	
<input type="checkbox"/> BadgerCare Plus	<input type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> FoodShare	<input type="checkbox"/> FoodShare Employment and Training
<input type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Medicaid Services

Temporary FoodShare Policy for Hurricane Harvey Evacuees

CROSS REFERENCE

- Operations Memos [17-17](#) and [17-19](#)
- FoodShare Handbook, [Section 5.3.1 Disaster Supplemental Nutrition Assistance Program \(DSNAP\) for Victims of Natural Disasters](#) and [Section 7.1.1.5 Replacement Issuance for Destroyed Food](#)

EFFECTIVE DATE

September 1, 2017

PURPOSE

This Operations Memo announces a temporary policy for issuing FoodShare to Hurricane Harvey evacuees and instructs income maintenance (IM) workers on how to process Disaster Supplemental Nutrition Assistance Program (DSNAP) applications for Hurricane Harvey evacuees in CARES Worker Web (CWW).

BACKGROUND

The Food and Nutrition Service (FNS) has provided policy guidance to enable state agencies to better serve people who have evacuated from disaster areas as a result of Hurricane Harvey and are applying for disaster FoodShare. The unprecedented damage from Hurricane Harvey, which made landfall in Texas on August 25, 2017, has made it necessary for some people to leave their state of residence.

Evacuees include individuals and families evacuated by governmental and nongovernmental organizations and those who have left a disaster area on their own. The following 39 Texas counties have been officially declared as disaster areas:

Aransas, Austin, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller, and Wharton.

POLICY

Effective September 1-30, 2017, Hurricane Harvey evacuees from the 39 Texas counties officially declared as disaster areas, who apply for DSNAP benefits, may be found eligible for September and October 2017 benefits at the maximum allotment for the household.

After September 30, 2017, Hurricane Harvey evacuee DSNAP applications will not be accepted or required to be processed.

ACCESS AND INFORMATION

IM agencies must ensure that evacuees have easy access to the DSNAP application and processing staff to submit FoodShare DSNAP applications. In addition to the usual procedures, in some circumstances this can be accomplished by sending staff on-site to the evacuation, reception, or shelter sites, conducting home visits, etc. Whether or not an IM agency provides on-site service, information regarding the program must be made available to the evacuation sites, including:

- [FoodShare Makes Wisconsin Healthier fact sheet, P-16062](#)
- [Disaster FoodShare Application – Hurricane Harvey, F-16060A](#) for Hurricane Harvey evacuees

APPLICATION PROCESSING

FoodShare applicants who identify themselves as Hurricane Harvey evacuees must be given priority status by local IM agencies. Evacuee DSNAP applications must be submitted in person to the IM agency. Agencies must provide same-day application interviews and determine disaster benefit eligibility in CARES. Agencies must provide the approved benefits as soon as possible, and no later than seven days after receiving the signed DSNAP application.

VERIFICATION

Workers are only required to verify the applicant's identity. Typical verification procedures for identity apply. If the applicant does not have identity documentation, a collateral contact may be used as verification.

If possible, the worker should verify that the applicant was residing in an officially declared disaster area (listed in the Background section of this Memo) on August 25, 2017. If the applicant does not know their county of residence, the worker should use an internet search to find the county based on the applicant's address. The worker should accept any documents the applicant has with their Texas address or, if documentation is unavailable, allow a collateral contact as verification. If the evacuee is unable to verify residence, accept his or her stated address and determine eligibility accordingly. Do not delay or deny eligibility while waiting for the applicant to obtain verification.

Verification of all other mandatory and questionable items should not be pursued for Hurricane Harvey evacuees. Self-declaration of all information will be accepted. (Use the "AF" verification code.)

Exception: Alien/immigration status should be verified through the SAVE process. When this cannot be done because the applicant has no documents, the applicant should be referred to the U.S. Bureau of Citizenship and Immigration Services office in Chicago to obtain new copies of his or her alien registration cards. In the meantime, accept the applicant's declaration of immigration status and determine eligibility accordingly. Do not delay or deny eligibility while waiting for the applicant to obtain verification.

[U.S. Bureau of Citizenship and Immigration Services](https://www.uscis.gov/)

USCIS National Customer Service Center

1-800-375-5283

<https://www.uscis.gov/>

STATE RESIDENCE

Hurricane Harvey evacuees need only be physically present in Wisconsin to be considered residents for FoodShare eligibility purposes. They do not have to intend to reside in Wisconsin.

HOUSEHOLD COMPOSITION

The applicant must list all members wishing to receive DSNAP benefits and provide their Social Security numbers, if available. The evacuee household is any group of persons evacuated from the disaster who take shelter together. The current household configuration might not reflect its pre-disaster household composition.

The worker will accept the household's statement about its current evacuee household size to determine the benefit allotment.

PURCHASING AND PREPARING

The applicant and his or her family may be certified as a household separately from anyone else they are living with and purchasing and preparing food with. If the household has split up, the separate parts of the original household may be certified as separate households. The state will treat the evacuee household as a separate household from any non-evacuee persons sheltering them, even if the evacuee household purchases and prepares meals with others.

INCOME AND ASSETS

The IM agency will use the [Disaster Standard Expense Deduction Option \(DSED\) – FY 2017](#) to process income, expenses, and limits for eligibility. Only households with actual, unreimbursed disaster-related expenses equal to or greater than \$100 may qualify for DSED. DSED cannot be applied to cases in which food loss is the only qualifying expense.

The household must attest, under penalty of perjury, that:

- Its available income and liquid assets, after taking into account disaster-related expenses, do not exceed the disaster income guidelines for its household size.
- It is not currently receiving benefits from SNAP, D-SNAP, or benefits under this evacuee policy.

SECTION III – HOUSEHOLD MEMBERS						
Provide the information below for yourself and any members of your household who are evacuees and are living with you. List each household member's SSN (if available), date of birth, source/type of income, and net income. Net income is what you make after taxes. List any other income your household members have received or expect to receive during the disaster period of 08/25/2017 through 09/30/2017 .						
Note: If you are temporarily staying with another household because of the disaster, do not list members of that household.						
Name (Last, First, MI)	Social Security Number	Date of Birth	Source/Type of Income	Income		
				\$		
				\$		
				\$		
				\$		
				\$		
				\$		
SECTION IV – MONEY YOU HAD ACCESS TO						
List all money your household had access to during the disaster. Include cash and money you had in checking and savings accounts.				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Total Amount Available</td> </tr> <tr> <td style="padding: 2px;">\$ _____</td> </tr> </table>	Total Amount Available	\$ _____
Total Amount Available						
\$ _____						
SECTION V – DISASTER-RELATED COSTS						
For each item below, list the amount your household has paid or expects to pay due to the disaster.						
Note: Do not include any costs that did not occur during the disaster period. Do not include any costs that are not due to the disaster or that were paid or will be paid by someone outside of your household.						
Type of Cost	Amount	Type of Cost	Amount			
Food destroyed or lost	\$ _____	Property protection	\$ _____			
Dependent care	\$ _____	Temporary shelter	\$ _____			
Funeral/medical	\$ _____	Repair or replace items for home or self-employment property	\$ _____			
Moving and storage	\$ _____	Other disaster-related costs	\$ _____			
SECTION VI – ELIGIBILITY CALCULATION						
FOR OFFICE USE ONLY						
1. Anticipated income	\$ _____	6. Net disaster expenses (Line 4 minus Line 5)	\$ _____			
2. Accessible cash	\$ _____	7. Net income (Line 3 minus Line 6)	\$ _____			
3. Total income/cash (Line 1 plus Line 2)	\$ _____	8. Maximum income limit	\$ _____			
4. Total out-of-pocket disaster expenses	\$ _____	9. Eligible ("Yes" if Line 7 [net income] is less than or equal to Line 8 [maximum income limit]; "No" if Line 7 is greater than Line 8)	\$ _____			
5. Reimbursed disaster-related expenses	\$ _____					

Figure 1 DSNAP Application Form

The worker will use lines 1 through 3 and line 8 of the “For Office Use Only” section of the [Disaster FoodShare Application – Hurricane Harvey, F-16060A](#), to determine if the household meets the eligibility criteria.

1. Enter the sum of lines 1 and 2 on line 3 and line 7.
2. On line 8, enter the “total disaster gross income limit” from the DSED FY 2017 guidelines.

Per line 9 instructions, the household is eligible if **both** of the following criteria are met:

- Their total unreimbursed disaster expenses, other than food, are greater than \$100.
- Their gross income (line 3 or 7) is less than the total disaster gross income limit (line 8).

If these criteria are met, the worker should issue the maximum benefits for the evacuee household according to the instructions in the [Processing an Evacuee DSNAP Application](#) section.

If the household's gross income is at or above the total disaster gross income limit, enter "No" on line 9 and follow the instructions in the [Processing an Application Denial](#) section.

WORK REQUIREMENT EXEMPTION

Individuals are exempt from the work requirement and ABAWD policy during the two months of disaster benefits.

EVACUEES WHO ARE CURRENTLY CERTIFIED IN TEXAS

When a person who is currently certified in an area affected by Hurricane Harvey visits a local IM agency in Wisconsin to ask about disaster benefits, the worker should take the following actions:

- Assure the evacuee that he or she can use his or her current EBT card in local stores and that he or she may continue to use SNAP benefits.
- Assist the evacuee in getting a new EBT card if his or her current card has been lost or left behind in the area affected by Hurricane Harvey. (See the numbers listed under Duplicate Participation below.)
- If needed, assist the evacuee in requesting "replacement benefits" in Texas for the month of August 2017 by calling the member's normal benefit office in Texas and helping the member complete any required paperwork.

If the evacuee believes that he or she will be residing in the local area for the foreseeable future, the worker should assist the member in closing his or her case in the disaster area (Texas), and then assist the member in applying for regular FoodShare. Regular FoodShare rules apply to this new application.

DUPLICATE PARTICIPATION

An evacuee may not receive duplicate benefits, including the following benefit types:

- Regular SNAP
- DSNAP
- Benefits issued under this temporary evacuee policy

Prior to issuing disaster FoodShare benefits, the worker must check for duplicate participation. The worker should call the number in the table below to determine if September and October benefits were issued to the applicant. (FNS approved the automatic issuance of two months of disaster supplemental benefits for open ongoing households in Texas.)

If the worker is not able to verify the applicant's statement about whether they are already receiving benefits for September and October within a few minutes, the worker should accept the applicant's statement and process the application accordingly without delay.

IM workers and Hurricane Harvey evacuees can use the telephone numbers listed in the table below to obtain information regarding their benefits.

Duplicate Participation Procedures and Phone Numbers		
Texas	<p>Dial 1-877-541-7905</p> <p>Then use the following sequence of numbers to navigate in the Interactive Voice Response System:</p> <ul style="list-style-type: none"> • 1 for English • 2 for Your Texas benefit information • 1 for SNAP information • Then choose one of the following: <ul style="list-style-type: none"> • 1 to search by SSN • 2 to search by case number • 3 if the SSN is unknown (caller will be routed to the next available agent) 	<p>To obtain replacement EBT cards for ongoing SNAP households that are certified in Texas but have evacuated to another state, individuals should contact:</p> <p>Lone Star Help Desk at 1-800-777-7EBT (1-800-777-7328)</p>

EBT CARDS

An EBT QUEST card will be mailed to the evacuee’s Wisconsin mailing address.

CARES

This section provides guidance on how to process an evacuee DSNAP application in CWW and how to process a denial. It also provides additional information related to DSNAP processing in CARES.

The Hurricane Harvey DSNAP system functionality will be available in CWW beginning on Tuesday, September 19.

PROCESSING AN EVACUEE DSNAP APPLICATION

1. Start the Client Registration driver flow to create an RFA for the DSNAP application.
 If the applicant is already known to CARES, use the existing information but note that the household address must be the Texas address shown in step 5 below to enable the DSNAP functionality.
2. On the Additional Data page, in the “RFA Information” section, select the county or tribe that corresponds to the agency where the evacuee is applying for benefits.
3. Enter **09/01/2017** as the contact date.
4. Select **Walk-In** as the contact method.
5. In the “Household Address” section, enter the following address to enable the DSNAP functionality:

4900 N. Lamar Blvd. Austin, TX 78751-2316

- In the “Alternate Address” section, check the **Household has an alternate mailing address** box and enter the evacuee's Wisconsin mailing address. Evacuees must have a Wisconsin mailing address to receive notices and the EBT card.

Additional Data Cancel Reset

RFA Information

*RFA Type: ES - ECONOMIC SUPPORT (ES)

*Contact Date: 09 / 01 / 2017

*Contact Method: W - Walk-in

*Language: E - ENGLISH

*County / Tribe: 40 - MILWAUKEE COUNTY

*Eligibility Office: 5605

Assigned Worker ID: XCTD4N

Assigned Worker Name:

*Application Source: LA - Local Agency Office

Race

American Indian / Alaskan:

Asian:

Black / African American:

Hawaiian / Other Pacific Islander:

White:

Populate unknown responses as No

Ethnicity

Hispanic:

Household Address

County of Residence: 40 - MILWAUKEE COUNTY

Homeless Populate with office address (for homeless Primary Persons)

Number	Unit	Direction	*St / Rural Rt / Box Number	Suffix	Quadrant	Apt
4900		N - NORTH	Lamar	BLVD - BOULEVARD		

Additional Address Info

*City: Austin

*State: TX - TEXAS

*ZIP: 78751 - 2316

Phone:

Census Tract:

Region Number:

Contact Information

Work Phone: x

Message Phone: x

Cell Phone:

Email Address:

Preferred Contact Method:

Preferred Contact Time:

Preferred Contact Method if Deaf or Hard of Hearing:

Alternate Address

Household has an alternate mailing address:

Number	Unit	Direction	St / Rural Rt / Box Number	Suffix	Quadrant	Apt
1		W - WEST	Wilson			

Additional Address Info

City: Madison

State: WI - WISCONSIN

ZIP: 53703 -

Phone:

Figure 2 Additional Data page

- When the Additional Data page is complete, click **Next** to continue.
- On the Program Requests page, select **Yes** for both FoodShare and DSNAP, and click **Next**.
Note: The DSNAP option will only be available if the worker entered the Texas Zip code given in step 5 above.

Programs	
* Health Care (Including Medicare Savings Programs):	No
* Family Planning Waiver:	No
* Caretaker Supplement:	No
* FoodShare:	Yes
DSNAP:	Yes
* Child Care:	No
* W-2:	No

Figure 3 Program Requests page

- On the Priority Service Determination page, it does not matter what the worker enters because the page is not relevant for DSNAP applications. The worker can use 9/1/2017 as the priority service determination date.
- On the Complete Request for Assistance page, enter a filing date of **09/01/2017** for both FoodShare and DSNAP, and then click **Next**.

RFA Dates	
Contact Date:	09 / 01 / 2017
Registration Filing Date:	09 / 01 / 2017

Program Filing Dates	
Make all blank Program Filing dates the same as Registration filing date	
Health Care (Including Medicare Savings Programs):	Not Requested
Family Planning Waiver:	Not Requested
Caretaker Supplement:	Not Requested
FoodShare:	09 / 01 / 2017
DSNAP:	09 / 01 / 2017
Child Care:	Not Requested
W-2:	Not Requested

Extension	
Extension Date:	MM / DD / YYYY
Extension Reason:	

Withdraw	
Withdraw RFA?	No
Withdraw Reason:	

Figure 4 Complete Request for Assistance

- On the RFA Summary page, choose **Begin Intake Interview** and click **Next**. (Tip: Enter **9/2017** as the begin month for new data at the bottom of the page.)

12. Proceed through the FoodShare driver flow. The following table provides guidance on what to enter in various pages to ensure the application is processed correctly:

CWW Page	Guidance
Household Members	Enter data for each household member, based on answers from the evacuee application and interview.
General Case Information	FoodShare Signature: Yes
Permanent Demographics	See the Verification section of this Memo for information on U.S. citizenship.
Current Demographics	Resides in Wisconsin: Yes
FoodShare Gatepost	Is anyone in your household requesting DSNAP benefits: Yes
DSNAP	<p>Answer the questions on the DSNAP page based on answers from the evacuee application and interview.</p> <ul style="list-style-type: none"> • “How many DSNAP-eligible individuals are in your household?”: Enter the number of individuals, based on the evacuee application and interview. Note: It is very important to enter the correct number here because the system will check whether the requested allotment matches the maximum allotment for a household of this size. The benefit will be held if the requested allotment is not the correct amount for the household size entered here. • “Is anyone in your household a County/State/Contracted employee working with IM/CC/W2 agency?”: No • Disaster Type: Hurricane Harvey <p>Note: If an evacuee DSNAP applicant is not eligible for disaster benefits, see Processing an Application Denial for information on how to fill out the DSNAP page.</p>

The screenshot shows the DSNAP application interface. At the top, there are 'Cancel' and 'Reset' buttons. Below is the 'Effective Period' section with fields for 'Issuance Month' (09/2017), 'Last Updated:', and 'Sequence' (0). A 'Delete Reason' dropdown is also present. The 'Additional Information' section contains several questions:

- * Are you requesting DSNAP? (Yes)
- * Are you also requesting regular FoodShare? (No)
- * Was this DSNAP application approved? (Yes)
- * How many DSNAP-eligible individuals are in your household? (1)
- * Is anyone in your household a County/State/Contracted employee working in a IM/CC/W2 agency? (No)
- Disaster Type: (HURRICANE HARVEY)

 An 'Effective Date' field (MM/DD/YYYY) is also visible. At the bottom, there is a navigation bar with 'Sequence', 'Updated on or before' (MM/DD/YYYY), and 'Go' buttons, along with 'Previous' and 'Next' navigation buttons and a 'Cancel' button.

Figure 5 DSNAP Page

13. Run eligibility when the FoodShare driver flow is complete.

CWW will process the eligibility as a failure (for a generic disaster reason), but the system will suppress the denial notice. Workers will use the FoodShare Supplement Management page to provide the benefits.

Eligibility Run Results							
The following event has occurred:							
GL314: No Potential Errors detected.							
Health Care / CTS Program Results							
Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	10/01/2017		DENIED	FAIL	054
			09/01/2017	09/30/2017	DENIED	FAIL	054
1	MA Z - MEDICAL ASSISTANCE - DID NOT APPLY	1	10/01/2017		DENIED	FAIL	054
			09/01/2017	09/30/2017	DENIED	FAIL	054
Other Program Results							
Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	FS - FOODSHARE	1	10/01/2017		DENIED	FAIL	741
			09/01/2017	09/30/2017	DENIED	FAIL	741
1	CC Z - CHILD CARE-DID NOT APPLY	1	10/01/2017		DENIED	FAIL	054
			09/01/2017	09/30/2017	DENIED	FAIL	054
1	WW Z - W-2 DID NOT APPLY	1	10/01/2017		DENIED	FAIL	054
			09/01/2017	09/30/2017	DENIED	FAIL	054

Figure 6 Eligibility Run Results showing FoodShare AG failure for reason 741

14. Confirm the FoodShare Results on the Confirm Eligibility page and click **Next**.

15. On the left navigation menu, under FS Benefit Issuance, choose **Supplement Issuance** to navigate to the FoodShare Supplement Management page.

16. Enter the amount of the maximum allotment available to that household size for the month of September 2017.

Important: If the benefit amount entered does not match the 2017 maximum benefit amount for the number of individuals in the household, the supplement will be held and the October 2017 supplement will not be created. A report will be generated daily and sent to the Cares Call Center listing all benefit issuance amounts that have the status of “HOLD.” The worker will have to correct the supplement promptly to ensure that the correct supplement is issued for both months.

17. For the supplement reason, use the code **960** for a new DSNAP applicant.

Reason Code	Description	When to Use	Text that Displays on the FoodShare Supplement Letter
960	DSNAP New App – Issued	A DSNAP applicant is not currently receiving FoodShare and qualifies for DSNAP benefits.	Your request for Disaster FoodShare benefits was approved. This is a one-time benefit.

Note: There is no requirement for this supplement type to be approved by a supervisor. Any worker with security level 25 or greater will allow this supplement to be automatically approved for issuance in the nightly processing. CWW will generate the positive supplement disaster benefits notice of decision.

FoodShare Supplement Management

Issuance Information

* Begin Month: 09 / 2017

* Benefit Amount: \$ 194

* Is this a benefit replacement? No

* Supplement Reason 1: 960 - DSNAP New App - Issued

Supplement Reason 2: [Dropdown]

Supplement Reason 3: [Dropdown]

* Sequence: 1

Benefit Number: [Text]

Benefit Date: MM / DD / YYYY

Offset Indicator: N/A

Status: Select

Reset Add

Benefit Month	Benefit Amount	Supplement Reason(s)	Benefit Number	Benefit Date	Offset Indicator	Status	Seq	Issuance Type	Last Updated	Worker

Add Case Comment

Cancel Previous Save

Figure 7 FoodShare Supplement Management page

See Operations Memo [17-17](#) for more details on issuing supplements in CWW.

During special nightly processing, the system will automatically create the second month of disaster benefits for the month of October 2017. The positive disaster supplemental notice of decision will be automatically updated with this information, and benefit issuance history screens will be updated to reflect the total issued to the household for disaster benefits.

The system will create a case comment during this process to indicate the second month was added and what the two-month total issued was.

Case Comments

Add/Edit Comments

Date Entered: 09/13/2017 Entered By: XCTT42 Comment Type: G - General Flag as Important? []

Comment: [Text Area]

Current Size = 0 characters (1000 characters max.)

Add

Review Comments (Past 90 Days)

Flag	Date Entered	Entered Time	Entered By	Type	Comments
	09/13/2017	9:54 AM	CARES	General	HURRICANE HARVEY - 09/2017 - \$709
	09/13/2017	9:57 AM	CARES	Supplement	FS SUPPLEMENT/REPLACEMENT APPROVED BY XCTT42 FOR THE MONTH(S) OF 09/2017,10/2017.

From Date: MM / DD / YYYY To Date: MM / DD / YYYY Go

Figure 8 Case Comments page showing system-generated comments

PROCESSING AN APPLICATION DENIAL

If an evacuee DSNAP applicant is not eligible for the disaster benefits, the worker will need to enter the applicant’s information on the DSNAP page.

1. Process the application as described in the last section in steps 1-11.
2. In step 12 on the DSNAP page, for the question “Was this DSNAP application approved?” select **No**.
3. Run eligibility.
4. Check the box to indicate the disaster application was denied.
5. In the “Explanation” section, clearly explain why the application was denied. Include the income and expenses used to determine/calculate the application’s failure to meet DSNAP limits. Additional reasons for denying an evacuee disaster application include:
 - The applicant did not reside in disaster area at the time of the disaster.
 - The applicant is already receiving a SNAP, DSNAP, or evacuee benefit. (Document the state in which they received the benefit for September 2017 and October 2017.)
 - The declared income and expenses did not qualify the household for this benefit.
6. Because CARES will suppress the denial notice for all DSNAP failure reasons, the worker must send the [Disaster FoodShare Notice of Decision, F-16105](#), manually.

ADDITIONAL PROCESSING INFORMATION

This section provides additional information related to DSNAP processing in CARES.

ELECTRONIC CASE FILE (ECF)

All evacuee disaster applications and any negative notices must be scanned into the ECF.

WORKLOAD DASHBOARD AND FOODSHARE ON-DEMAND TOOL

If a new DSNAP request occurs on the RFA level, the FoodShare work item will not be created on the Workload Dashboard and/or FoodShare On-Demand Tool. The Workload Dashboard does not create separate work items types for DSNAP.

NEW INFORMATIONAL MESSAGES

The following DSNAP-related messages may be displayed on the Confirm Eligibility page:

Message type	Message text	Explanation
Informational Message	AG will continue to fail because passing month is the same as Disaster Issuance.	Displayed when a worker runs eligibility with passing dates for a month that has already failed for DSNAP reasons and the passing month is the disaster issuance month.
Informational Message	XE136: Please navigate to the FoodShare Supplement Management page in CWW and issue DSNAP benefits.	Prompts workers to issue a DSNAP supplement.
Action item and alert	“Proceed to the FS Supp Mgt Page” (alert code 529 in CARES Mainframe).	Appears when a DSNAP supplement has been requested.

CONTACTS

BEPS CARES Information and Problem Resolution Center

ATTACHMENTS

- [Disaster Standard Expense Deduction Option \(DSED\) – FY 2017](#)
- [Disaster Standard Expense Deduction Option \(DSED\) – FY 2018](#)

DHS/DMS/BEPS/JT