

Department of Social and Health Services  
Olympia, Washington  
**EAZ Manual**

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Category Emergency Food Supplements  
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**Summary**

Updated [EAZ Chapter: Emergency Food Supplements](#), updated language and months of Emergency Supplements approved by FNS.

See below for new text:



## Emergency Food Supplements

Created on:

Mar 31 2020

Revised ~~September 30~~ February 3, 2020 2021

**Note: Pandemic EBT benefits ended as of 9/30/2020.**

## Purpose:

This section lists emergency rules related to food assistance programs in response to the COVID-19 pandemic.

## WAC 388-437-0005 - Changes to food assistance in response to the COVID-19 pandemic.

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

## WAC 388-437-0010 - Pandemic EBT Benefits (Ended as of 9/30/2020)

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

## WAC 388-437-0020 - Availability of Pandemic EBT benefits (Ended as of 9/30/2020)

- [Clarifying Information](#)

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## Clarifying Information - [WAC 388-437-0005](#)

**NOTE:** Emergency Food Supplements were issued in the months of March to ~~November 2020~~[February 2021](#). Ongoing supplements are subject to federal approval.

### Supplemental Issuance

- Households on food assistance are eligible for a supplemental benefit issuance to increase their benefits to the maximum allotment for their household size starting with the month of March and will continue on a month to month basis.
  - Supplements may continue if the Food and Nutrition Service (FNS) approves and the federal public health proclamation and state disaster declaration continues.
- Households already receiving the maximum allotment will not receive this supplement.
- Households that qualify for a supplement include:
  - Households on TFA, WASHCAP, SNAP and FAP.
  - Approved applications regardless of their application date (i.e. prorated benefits).
  - Households approved for assistance, but receiving a \$0 allotment.
- Staff will continue to determine the correct regular eligibility amount for the household.
  - Historic overpayments/underpayments will need to be reviewed to see if the household received the maximum allotment for the month.
  - Household cannot receive more benefits than the maximum allotment for their household size.

- These supplements are not subject to overpayment, unless the household is found ineligible for Basic Food.

**Example:** Tomas applied for benefits on ~~March~~ November 16th and completed an interview the same day. The worker processes and approves the case with prorated benefits in ~~March~~ November of \$97 and full allotment of \$~~194~~ 204 in ~~April~~ December. Tomas receives combined issuance of \$~~291~~ 301 on his EBT card the next day. After the system delivers the mass issuance, an additional \$~~97~~ 107 emergency supplement will appear on Tomas's EBT to ensure he receives the maximum food amount of \$~~194~~ 204 for ~~March~~ November, but the system will not issue an emergency supplement for ~~April~~ December as Tomas already qualifies for the maximum benefit of \$~~194~~ 204.

- If the only reason the household is receiving less than the maximum is due to a recoupment, then the household is not eligible for the emergency supplement.

**Example:** Heather was approved in January for the maximum food allotment of \$~~194~~ 204, but due to an overpayment, \$10 is recouped each month. Heather receives \$~~184~~ 194 per month. She will not be eligible for an emergency supplement ~~in March and April~~ as she is eligible for the maximum allotment.

#### Automatic Issuance:

Prior to April 16<sup>th</sup>, ~~2020~~ 2020, :-

~~a~~ An automatic mass supplement was issued for March and/or April benefits to all households on the evening of April 3, 2020. ~~and was available the following day, April 4th.~~

- Review the Aces.Online Benefit Issuance history will show to see when the emergency supplements were issued. Emergency supplements are coded as as ~~FS/EBT-Supplemental Issuance – 863~~ for the months of March and/or April after automatic mass supplements are completed.
- ~~The April supplements were available either:~~
  - ~~April 4th if the households normal availability date is between April 1st to April 3rd,~~
  - ~~On the client's normal availability date.~~
- ~~AU's that are closed with a paid thru date of 3/31/2020 will receive a supplement for March, but not automatically for April.~~
- Notices ~~will be~~ were suppressed and not required for Emergency Supplements.

~~Starting After~~ After April 16, ~~2020th~~ 2020th,

The ACES system will automatically determine the emergency supplement amount owed to the client after approving an application or reinstatement in overnight batch.

- Staff only need to complete a manual BEG when adding a person. See Worker Responsibilities.
  - Emergency supplements will show in Aces.Online as *FS/EBT-Supplemental Issuance* – 863 after overnight batch.
- Mass supplements will be performed at the beginning of the each month as we receive FNS approval.
  - We will confirm that the federal and state public health emergencies are intact one day of the month.
  - The mass supplement dates may vary depending on the availability of our system and FNS approval.

**Example:** Jon and his partner were certified from ~~November-January 30th 2020~~ to ~~October 31st~~December 2020 to receive \$200 per month in food assistance due to household income. Their issuance date is the 11th of each month. As the maximum allotment for a two-person household is ~~\$355-374~~ per month, Jon and his partner will receive ~~\$155-174~~ emergency supplement ~~after the automatic issuance for March~~ each month that FNS approves of the emergency supplements., ~~and the full maximum allotment of \$355 on April 11th.~~

**Example:** Pheobe applies for food assistance on ~~April-October 5, 2020th~~ after she lost her job. The worker interviews her on ~~April-October 17th~~17, 2020, determines her eligible and approves the prorated benefit amount of \$168 from the date of application. The system will automatically issue emergency supplements in overnight batch for ~~\$26-36~~ to give her the maximum ~~\$194-204~~ standard for a one person household in April.

**Example:** Anita and her spouse applied for benefits on ~~March 27th~~November 27, 2020 and interviewed on the ~~April~~December 16th, 2020. The worker was able to verify Anita is receiving Unemployment Compensation of \$400 per week. The worker processes and approves the case with \$0 benefits in ~~March~~November 2020 and the minimum allotment of \$16 in ~~April~~December 2020. The system will automatically issue emergency supplements in overnight batch for ~~\$355-374~~ in ~~March~~November 2020 and ~~\$339-358~~ to the household in ~~April~~December 2020.

**Example:** Peter works and normally receives \$124 per month in food assistance. Peter forgot to complete his March MCR. He received a termination notice that his benefits are closed as of ~~March~~October 2020~~31st~~. Peter calls to complete his MCR on ~~April~~November 16th, 2020 reporting no changes. Peter asks about an extra ~~\$73-80~~ on his EBT card. The worker explains the supplement was issued in response to the COVID-19 pandemic as we are issuing maximum monthly allotments. The extra \$80 was a supplement for October 2020. -in March and April. The worker reinstates Peter for ~~April~~November 2020 and he is still eligible for \$124 per month in food assistance. The system will automatically issue an emergency supplement in overnight batch for ~~\$73-80 for November 2020~~April, and are available the following day.

## Manual BEGS

- Starting April 16th, staff will need to review cases for a Manual BEG only when adding a new person to the assistance unit.
- A new BEG type **Emergency Supplement – ES** was created to provide supplements manually for cases needing to add a person.
  - This is important to track the funds for this program.
- Letters will not generate when the BEG **Emergency Supplement– ES** is released.
  - We do not require a notice for these emergency supplements.

## Worker Responsibilities - [WAC 388-437-0005](#)

### Confirming automatic mass issuances:

Staff can confirm the automatic benefits by reviewing Benefit Issuance history in Aces.Online. The emergency supplements for the month will display as *FS/EBT – Supplemental Issuance (863)*.

Emergency Supplements after March and/or April will vary from month to month. We require FNS approval on a month to month basis and the issuance dates may vary depending on approval and system availability for April and any future months will be available to the household on their regular availability date.

~~Starting After~~ April 16, 2020~~th~~, households finalized or reinstated will receive the emergency supplement in overnight batch. Advise the household that if they qualify for an emergency supplement, it will be available the following day.

**Note:** If the household is a SNAP/FAP mixed household, each month will display a *FS/EBT – Supplemental Issuance (863)* for a SNAP supplement and a FAP supplement.

### Manual BEGs:

~~Starting After~~ April 16~~th~~16, 2020, staff are no longer required to process a manual BEG unless they are adding a person(s) to the AU. Follow the ACES Manual - [How do I add a person to an existing Assistance Unit \(AU\)?](#)

1. Once finalized, the individual will be denied in the initial month and then added in the following month.
  - a. As the individual is not eligible in the initial month, do not issue an emergency supplement.
2. In the following month, confirm the supplement reason as Add a Person (AP). Release the supplement and add text to the notice.
3. Review the new total benefit amount for the household to determine if an emergency supplement is needed:
  - i. If the new benefit amount is the maximum allotment for the new household size, no emergency supplement is needed.

- ii. If the new AP supplement and original monthly allotment amount does not total the new household maximum benefit amount, review if an additional emergency supplement (ES) is needed.
  1. Subtract the new benefit amount from the maximum household allotment.
  2. Create a Manual BEG in ACES mainframe for the difference using ES type. To create a manual BEG, see [Mainframe Processing - How do I manually create an overpayment or underpayment?](#)

**Note:** You may be prompted for either soft edit:

1598, " REASON SHOULD NOT BE USED IF AUTO WILL OR DID ISSUE THE SUPPLEMENT"

0294, "SHOULD AMOUNT BE > \$499?"

Once you verify the Manual BEG is needed and correct, press F4 to pass the soft edit.

**Example:** Robert gets the regular benefit amount of ~~\$194-204~~ per month. In ~~March~~November 2020, he requested his daughter be added to his active food assistance. The worker pends the case for the daughters SSN. On ~~April-December~~ 10th, 2020, the SSN is provided and the daughter is added to the food assistance. The worker confirms denies the daughter for November, but is prompted for an supplement in December for \$70. The household is eligible amount of the supplement of \$355-374 for a two person household~~in December 2020~~, he is not eligible for an additional emergency supplement.

**Example:** Jose and his partner regularly receive \$200 per month in food assistance. Jose has taken custody of his grandchild with income and completed a change of circumstance in ~~March~~October 2020. Jose received an emergency supplement of ~~\$155-174~~ received ~~on April 4th for October 2020~~ after mass issuance for a two person household.

On ~~April~~November 6, 2020th, the worker processes the request to add the child. After completing the add a person, it results in a supplement of \$100. The worker reviews the total allotment issued to the household:

\$200 + ~~\$155-174~~ emergency supplement + \$100 add a person = ~~\$455-474~~ April-November 2020 total issuance

~~\$509-535~~ (3 person max) - ~~\$455-474~~ = ~~\$54-61~~ is what is owed for ~~April~~November 2020. The worker ~~creates~~ a Manual ES BEG and releases the BEG. The \$61 emergency supplement will be available the next day.