

Arizona Disaster Nutrition Assistance Program (DNAP)

**QuickPrint Policy and Procedures
Effective 01-01-14**

**Arizona Disaster Nutrition Assistance Program (DNAP)
Table of Contents**

FAA6.G	Disaster Nutrition Assistance Program (DNAP)	1
01	Disaster Nutrition Assistance Program (DNAP) – Overview	1
02	DNAP – Definitions	3
03	DNAP - Application Process – Overview	5
	A Application Process - Availability of DNAP Applications	6
	B Application Process - DNAP Applications	6
	C Application Process - DNAP Application Date	6
	D Application Process - DNAP Systems Inquiry	7
	E Application Process - DNAP Interview Requirement	7
	F Application Process - DNAP Budgetary Unit Cooperation	7
	G Application Process - DNAP Time Limits	8
	H Application Process - DNAP Verification and Documentation	8
	I Application Process - DNAP Approval Periods	9
	J Application Process - DNAP Decision Notices	9
	K Application Process - DNAP Renewal	9
	L Application Process - Transition To and From Regular NA	10
04	DNAP - Nonfinancial Eligibility – Overview	10
	A Nonfinancial Eligibility - Disaster Status	10
	B Nonfinancial Eligibility - Residency in the Disaster Area	12
	C Nonfinancial Eligibility - DNAP Budgetary Unit	13
	D Nonfinancial Eligibility - DNAP Social Security Number (SSN)	14
	E Nonfinancial Eligibility - Plan to Purchase Food	14
05	DNAP - Financial Eligibility – Overview	14
	A Financial Eligibility - DNAP Resources	15
	B Financial Eligibility - DNAP Income	15
	C Financial Eligibility - DNAP Expenses	15
	D Financial Eligibility - DNAP Verification	16
06	DNAP - Eligibility and Benefit Determination – Overview	16
	A Eligibility and Benefit Determination - DNAP Treatment of Income	16
	B Eligibility and Benefit Determination - DNAP Net Income Determination	16
	C Eligibility and Benefit Determination - Maximum Income Limit	17
	D Eligibility and Benefit Determination - DNAP Eligibility and Benefit Amount	17
	E Eligibility and Benefit Determination - Controls to Minimize Duplicate DNAP Food Assistance	18
07	DNAP - Benefit Issuance – Overview	18
	A Issuance - DNAP Benefit Issuance Security	18
	B Issuance - Replacement of Regular NA and Lost Food	19
08	DNAP - Fair Hearings	20
09	DNAP - Overpayment Claim Determination	20

**Arizona Disaster Nutrition Assistance Program (DNAP)
Table of Contents**

10	DNAP - Restoration of Lost Benefits	20
11	DNAP - General Information – Overview	20
	A General Information – Nondiscrimination	21
	B General Information - Information Available to the Public	22
	C General Information - Using DNAP Benefits	22
	D General Information - NA as Obligations of the U.S. - Crimes and Offenses	22
	E General Information - Release of Information	22
	F General Information - DNAP Case Files	23
	G General Information - Monitoring DNAP Operations	24
	H General Information - Post-Disaster Review	24
	I General Information – DNAP Personnel Requirements	26
	J General Information - DNAP Volunteers	26
	K General Information - DNAP Case File Retention	26
12	DNAP – Form Listing	27

**Arizona Disaster Nutrition Assistance Program (DNAP)
Policy and Procedures**

FAA6.G Disaster Nutrition Assistance Program (DNAP)

01 Disaster Nutrition Assistance Program (DNAP) – Overview

In the event of a disaster, Arizona may choose to issue emergency NA benefits using any of the following:

- The regular NA program
- A modified NA program
- A Disaster Nutrition Assistance Program (DNAP)

NOTE To operate a DNAP, the state must have obtained a Presidential disaster declaration. When a disaster is not presidentially declared, FNS may still provide very limited disaster assistance.

The regular NA program may be used when all of the following occur:

- Minimal damage has occurred
- Benefits can be issued using current policy and procedures
- FAA can keep up with the increase in applications for benefits

A modified NA program may be implemented when all of the following occur:

- The affected area is limited
- Participants are able to meet most of the NA eligibility requirements
- Waivers can be requested to address the needs of a portion of the population

The DNAP is implemented when both of the following occur:

- An area is declared a disaster by the President of the United States (using Robert T. Stafford Disaster Relief and Disaster Assistance Act of 1988 criteria) or commercial channels of food distribution were disrupted and have since been restored (using Food Stamp Act of 1977, as amended, criteria)

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- The state is not able to handle the expected increase in applications for benefits

NOTE An abbreviated application is used. Eligibility and verification requirements are limited. Applicants may be eligible who would not otherwise be eligible for the regular NA program.

As with the regular NA program, when determining eligibility in a disaster situation, any questionable or unusual situations must be explored, resolved, and documented.

The [USDA FNS](#) approves Arizona's request to implement a DNAP.

FNS provides food assistance in the following ways:

- Food for shelters and other mass feeding sites
- Food for distribution directly to budgetary units in need
- Disaster food stamp benefits

The DNAP is a completely different program from the regular NA program. The usual NA program eligibility, verification, and benefit calculation do not apply. For the budgetary unit to be eligible for the DNAP, the following requirements apply:

- Disaster status
- Verification of identity
- Verification of residency in the disaster area, when possible
- Net income received during the disaster benefit period
- Accessible liquid resources (cash, checking accounts, savings accounts)
- Meets the disaster monthly income standard

NOTE Applicants currently disqualified from participation in the NA program are potentially eligible for the DNAP.

The DNAP supports Arizona's State Emergency Preparedness Plan. DES coordinates all efforts with the Arizona Department of Emergency Management, Arizona's lead agency in disaster situations.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

Policy and procedures regarding the DNAP are outlined as follows:

- [DNAP Definitions](#)
- [DNAP Application Process](#)
- [DNAP Nonfinancial Eligibility](#)
- [DNAP Financial Eligibility](#)
- [DNAP Eligibility and Benefit Determinations](#)
- [DNAP Reporting Changes](#)
- [DNAP Benefit Issuance](#)
- [DNAP Fair Hearings](#)
- [DNAP Overpayment Claim Determinations](#)
- [DNAP Restoration of Lost Benefits](#)
- [DNAP General Information](#)
- [DNAP Form Listing](#)

02 DNAP – Definitions

Definitions as they relate to DNAP are as follows:

- **ACCESSIBLE LIQUID RESOURCES**
Includes cash on hand and funds in accessible checking and savings accounts.
It does NOT include IRA accounts, disaster insurance payments or disaster assistance received or expected to be received during the benefit period, and payments from federal, state, or local government agencies or disaster assistance organizations. This includes disaster-related Unemployment Compensation.
- **DEDUCTIBLE DISASTER-RELATED EXPENSES**
Out-of-pocket expenses that the budgetary unit has paid or expects to pay during the disaster benefit period; however, when the budgetary unit receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible. If the budgetary unit pays expenses using a credit card and will pay their credit card bill after the disaster benefit period, that expense is not considered out-of-pocket.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- **DISASTER APPLICATION PERIOD**

The period during which the state agency may accept applications for DNAP benefits from new budgetary units and applications for supplements from ongoing budgetary units. The period is usually less than seven days. (It is better to request fewer days to administer the DNAP benefits and request an extension if necessary.)
- **DISASTER BENEFIT PERIOD**

The budgeting period for the DNAP (only income, resources, and expenses during the benefit period are considered for DNAP eligibility). The benefit period approved by FNS for each DNAP is 30 days, except in extraordinary circumstances. The benefit period begins on the date of the disaster or the date of any mandatory evacuation preceding the disaster.
- **DISASTER GROSS INCOME LIMIT**

The maximum gross income limit for the DNAP equals the sum of the maximum monthly NET income limit plus the maximum standard income deduction amount and the shelter expense deduction.
- **INACCESSIBLE LIQUID RESOURCES OR INCOME**

Liquid resources that are not available to the budgetary unit for a substantial portion of the benefit period (e.g. the bank is closed due to the disaster). Income may be inaccessible when there is a delay in receipt of the income for a substantial portion of the benefit period.
- **INCOME**

The total net (take-home) pay expected to be received by the budgetary unit during the benefit period. Take-home pay is defined as wages a budgetary unit actually receives after taxes and all other payroll withholding, public assistance payments or other unearned income, and net self-employment income.
- **MAXIMUM DISASTER BENEFIT**

An allotment equal to the maximum monthly allotment established for the regular Nutrition Assistance Program for the appropriate budgetary unit size. States may choose to supplement the regular NA benefits of ongoing budgetary units to bring them to the maximum allotment.

When a disaster-affected budgetary unit is approved under the regular NA program, the allotment equals the budgetary unit's regular monthly allotment plus a supplement to bring the budgetary unit's disaster benefit up to the maximum nutrition assistance allotment for the budgetary unit size.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

When a disaster-affected budgetary unit was participating in the regular NA program prior to the start of the DNAP received a replacement allotment and was later determined eligible for disaster benefits, the budgetary unit receives only a supplement to bring its allotment up to the maximum NA allotment for the appropriate budgetary unit size.

Budgetary units cannot receive more than one DNAP allotment in any benefit period. If a state operates two programs for two different disasters in the same project area, the state would need to ensure that budgetary units only participate in one program in any benefit period. If a second disaster destroys the benefits obtained from a DNAP serving victims of the first disaster, the budgetary unit may be issued replacement benefits.

- **SHELTER EXPENSE DEDUCTION**

The maximum standard and shelter expense deductions already incorporated into the disaster eligibility standards. Disaster-related expenses that are not expected to be reimbursed during the 30-day disaster benefit period are allowed.

03 DNAP - Application Process – Overview

The DNAP application process includes the following:

- Completing and turning in an application
- Being interviewed
- Verifying certain information

Applications must be received during the [disaster authorization period](#) to be processed according to the following DNAP procedures:

- [Availability of DNAP Applications](#)
- [DNAP Applications](#)
- [DNAP Application Date](#)
- [DNAP Systems Information](#)
- [DNAP Interview Requirement](#)
- [DNAP Budgetary Unit Cooperation](#)
- [DNAP Time Limits](#)
- [DNAP Verification and Documentation](#)

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- [DNAP Approval Periods](#)
- [DNAP Decision Notices](#)
- [DNAP Renewal](#)
- [Transition to and from regular NA](#)

A Application Process - Availability of DNAP Applications

DNAP applications, as well as applications for cash assistance (CA) and Medical Assistance (MA), are available at designated sites as established by the region Program Manager (PM). These sites may be in addition to local offices operating in the area.

B Application Process - DNAP Applications

FAA recognizes only one [official FAA application](#) (FA-001) to apply for benefits. During implementation of the DNAP, the [Application for Disaster Nutrition Assistance](#) (FAA-1361A) is used to determine NA eligibility for disaster victims.

WARNING

Budgetary units whose circumstances have changed after they filed an application and were denied must reapply for the DNAP during the [application period](#). A denied case cannot be reopened to redetermine eligibility when the budgetary unit's circumstances have changed during or after the application period.

When a budgetary unit does not qualify for benefits under the DNAP and wants to apply for regular NA, the FA-001 must be completed by the budgetary unit.

C Application Process - DNAP Application Date

The application date is the date the application is received at the designated site, as established by the region Program Manager (PM). The PI or the budgetary unit's [NA representative](#) may submit the application in person. In the event that the applicant is unable to travel to the issuance/application site, the application may be FAXed or mailed.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

D Application Process - DNAP Systems Inquiry

When systems information is available at the designated site, complete a thorough inquiry in AZTECS before determining eligibility.

E Application Process - DNAP Interview Requirement

All budgetary units must be interviewed. In the event that the applicant is unable to travel to the application and issuance site, a phone interview may be conducted. Any of the following may complete the interview:

- The applicant who signed the application
- The applicant's spouse
- Any other adult participant of the budgetary unit
- An [NA representative](#)

Conduct the interview as an official discussion of the budgetary unit's circumstances. However, complete the interview quickly so as not to impede disaster operations.

Resolve all unclear or incomplete information on the application.

Explain the following to the budgetary unit:

- The regular NA program
- [Using DNAP benefits](#)
- Civil and criminal provisions and penalties for violations of the NA program (See [DNAP - NA as Obligations](#))
- The budgetary unit may be subject to a post-disaster review

F Application Process - DNAP Budgetary Unit Cooperation

The budgetary unit must complete the following:

- Turn in a completed application
- Be interviewed
- Provide the necessary verification

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

To make a determination of refusal to cooperate, both of the following must occur:

- The budgetary unit must be able to cooperate
- The budgetary unit must clearly demonstrate that it is not taking actions that are required to complete the application process

When the budgetary unit refuses to cooperate, deny the application.

G Application Process - DNAP Time Limits

DNAP benefits must only be issued during the approved [disaster benefit period](#) unless an extension of the disaster benefit period is approved by **FNS**.

Process disaster applications on the date received; issue NA benefits the same day, but under no circumstances later than the following day.

The budgetary unit must receive their DNAP benefits no later than three days following the DNAP application date.

H Application Process - DNAP Verification and Documentation

Applicants for the DNAP must reside in the disaster area and they must plan to buy food during the disaster benefit period.

The budgetary unit is required to provide verification of the following:

- [Identity](#) of the PI
- [Residency in the disaster area](#)

For additional information regarding types of verification and documentation necessary for a DNAP eligibility determination, see the following:

- [DNAP Nonfinancial Eligibility](#)
- [DNAP Financial Eligibility](#)

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

I Application Process - DNAP Approval Periods

The budgetary unit's DNAP approval period coincides with the [disaster benefit period](#) as established by FNS, regardless of the date of application.

(See Example [DNAP Approval Period](#))

J Application Process - DNAP Decision Notices

When the application is approved, advise the PI of the following:

- The eligibility decision
- The amount of benefits
- The approval period

Complete and send, or give, the DNAP Approval Notice (FAA-1371A) to the participant.

When the application is denied, inform the PI of the reason for the denial. Complete and send, or give, the DNAP Denial Notice (FAA-1372A) to the participant.

When the budgetary unit disagrees with any action taken, they may request a fair hearing. (See [DNAP Fair Hearings](#))

K Application Process - DNAP Renewal

FNS may grant an extension of the [disaster benefit period](#) and establish another approval period. In this situation, FAA prepares a press release notifying budgetary units of the extension and the possibility of renewal.

To be eligible for an extension, budgetary units must apply for an additional approval period and be interviewed. Budgetary units must continue to meet the DNAP eligibility requirements to be entitled to an additional approval period.

Process the application on the day the application is received and issue NA benefits no later than the following day.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

L Application Process - Transition To and From Regular NA

Budgetary units who were approved under the regular NA program may be eligible for supplements or replacements or both rather than apply for additional NA through the DNAP. Automatic supplements and replacements help to relieve congestion at the recovery site and ensure that participants who are currently receiving NA are not required to reapply for benefits. Participants who are currently receiving NA are advised of this through media broadcasts.

Budgetary units who are issued DNAP benefits may subsequently be determined eligible for the regular NA program. When the budgetary unit applies before their DNAP approval period ends, prorate the NA benefits to the following month.

04 DNAP - Nonfinancial Eligibility – Overview

Policy and procedures regarding nonfinancial eligibility factors are outlined as follows:

- [Disaster Status](#)
- [Identity](#) of the PI
- [Residency in the Disaster Area](#)
- [DNAP Budgetary Unit](#)
- [DNAP SSN Requirement](#)
- [Plan to Purchase Food](#)

A Nonfinancial Eligibility - Disaster Status

To be potentially eligible for emergency benefits under the DNAP, the budgetary unit must have experienced at least one of the following adverse effects as a result of the disaster:

- Damage to or destruction of the home or self employment business
- [Disaster-related expenses](#)
- [Inaccessibility of liquid resources](#)

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- [Loss of food in the disaster](#)
- [Loss or inaccessibility of income](#)

.01 Disaster Status - Disaster-Related Expenses

Allow as disaster-related expenses only those expenses that meet all of the following conditions:

- The budgetary unit paid or is expected to pay the expense during the [disaster benefit period](#).
- The budgetary unit does not expect to receive full reimbursement for the expense during the disaster benefit period.
- The expense is for one or more of the following:
 - To repair damage to the budgetary unit's home
 - To repair damage to other property essential to the employment or self employment of a participant
 - For temporary shelter when the budgetary unit's home is uninhabitable or they cannot reach their home
 - For moving out of the evacuation area due to the disaster
 - To protect property from disaster damage
 - For medical, funeral, and burial expenses due to disaster-related injury to a participant at the time of the disaster

WARNING

When a reimbursement is reasonably certain to be received for all or part of the expense during the disaster benefit period, allow only the net expense to the budgetary unit.

When reimbursement is expected, but it is not reasonably certain to be provided during the disaster benefit period, allow the full amount of the expense to the budgetary unit.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

.02 Disaster Status - Inaccessibility of Liquid Resources

Loss or inaccessibility of liquid resources includes the following:

- The financial institution is expected to be closed due to the disaster for most of the [disaster benefit period](#).
- The budgetary unit meets both of the following:
 - Unable to access their cash resources
 - Not expected to be able to access their resources for most of the disaster benefit period

.03 Disaster Status - Loss of Food in the Disaster

Loss of food due to a disaster meets the Disaster Status requirement. Eligible budgetary units are potentially eligible for the maximum monthly NA allotment amount for their budgetary unit size.

.04 Disaster Status - Loss or Inaccessibility of Income

Loss or inaccessibility of income includes the following:

- A reduction or termination of income through one of the following:
 - The place of employment has closed due to the disaster
 - Work hours have been reduced due to the disaster
 - The place of employment is inaccessible
- There will be a significant delay in receipt of income due to the disaster.

B Nonfinancial Eligibility - Residency in the Disaster Area

The budgetary unit must have resided in the disaster area at the time of the disaster. The following apply:

- The budgetary unit must provide proof of its place of residence at the time of the disaster, when possible. In some unusual situations, it may not be possible to verify residency in the disaster area. In such cases, document the circumstances but do not deny benefits on this basis.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- Ensure that the budgetary unit's residential address is within the prescribed disaster boundaries.
- A budgetary unit that lives in a temporary shelter that provides all of their meals is only eligible for NA benefits when they are not expected to remain there for the entire benefit period.
- A budgetary unit that has an application pending for the regular NA program is potentially eligible for the DNAP.
- Ongoing participants who are residents of institutions and otherwise meet the disaster eligibility criteria are potentially eligible for the DNAP.

Acceptable verification of residential address within the disaster area includes, but is not limited to, the following:

- Driver's license
- Rent receipts or utility bills
- City directory
- Telephone directory
- Collateral contact when documentary evidence is not available, and the use of a collateral contact would expedite application processing

NOTE When the budgetary unit did not live within the disaster area but someone in the budgetary unit worked in the disaster area, refer the budgetary unit to the local office that serves their residential address.

C Nonfinancial Eligibility - DNAP Budgetary Unit

The budgetary unit consists of those listed on the application unless information is available that makes that information questionable. When questionable, the budgetary unit must explain any discrepancies.

For budgetary unit's currently receiving NA benefits, the budgetary unit includes everyone listed in the AZTECS case regardless of any current disqualification status. The following disqualifications do not apply to the DNAP:

- ABAWD status
- Citizenship or Noncitizen status

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- Cooperation with work programs
- Drug convictions
- Fleeing felon
- Fraud or IPV
- Social Security enumeration
- Striker status
- Student status
- Violating a condition of probation or parole
- Voluntary quit status

WARNING

When the budgetary unit is temporarily living with others due to the disaster, do not include the others in the NA budgetary unit.

For budgetary units living in temporary shelters, see [DNAP Residency in the Disaster Area](#).

D Nonfinancial Eligibility - DNAP Social Security Number (SSN)

Request the PI to provide each participant's Social Security Number (SSN). When the PI is unable to do so, assign a pseudo SSN as needed.

E Nonfinancial Eligibility - Plan to Purchase Food

The budgetary unit must be planning to purchase food during the [disaster benefit period](#).

05 DNAP - Financial Eligibility – Overview

Policy and procedures regarding financial eligibility factors are outlined as follows:

- [DNAP Resources](#)
- [DNAP Income](#)
- [DNAP Expenses](#)
- [DNAP Financial Verification](#)

**Arizona Disaster Nutrition Assistance Program (DNAP)
Policy and Procedures**

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

A Financial Eligibility - DNAP Resources

Count the following accessible resources when determining eligibility for DNAP benefits:

- Cash on hand
- Checking accounts
- Savings accounts

When the budgetary unit claims that a resource is inaccessible, do not count that resource. (See [DNAP Inaccessible Resources](#))

B Financial Eligibility - DNAP Income

Count only the budgetary unit's NET income received, or reasonably expected to be received, during the [disaster benefit period](#) when determining eligibility. The budgetary unit's net income includes the following:

- Public assistance payments
- Other unearned income
- Self-employment income after expenses
- Wages after deductions (take home pay)

WARNING

When calculating the DNAP budgetary unit's financial eligibility, do not use the gross income amount.

Do not count disaster-related Unemployment Insurance (UI) payments.

C Financial Eligibility - DNAP Expenses

Allow only those expenses meeting the criteria listed in [Disaster-Related Expenses](#) when determining eligibility.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

D Financial Eligibility - DNAP Verification

Use the budgetary unit's statements on the application to determine the following during the disaster benefit period:

- [DNAP Countable Resources](#)
- [DNAP Countable Income](#)
- [Allowable Disaster-Related Expenses](#)

Require no further verification. When there are discrepancies, discuss and document how the situation was clarified.

06 DNAP - Eligibility and Benefit Determination – Overview

Policy and procedures regarding determining DNAP eligibility and benefit amount are outlined as follows:

- [DNAP Treatment of Income](#)
- [Determining DNAP Net Income](#)
- [DNAP Maximum Income Limit](#)
- [DNAP Eligibility and Benefit Amount](#)
- [Controls to Minimize Duplicate DNAP Assistance](#)

A Eligibility and Benefit Determination - DNAP Treatment of Income

Using the DNAP Application Work Sheet, count only the actual NET income received, or expected to be received, during the [disaster benefit period](#) when calculating the budget. To determine the NET income, see [DNAP Net Income](#).

B Eligibility and Benefit Determination - DNAP Net Income Determination

Using the DNAP Application Work Sheet, add the budgetary unit's countable income for the [disaster benefit period](#) to the budgetary unit's available liquid resources. (See [DNAP Income Treatment](#) and [DNAP Resources](#))

Then subtract allowable [disaster-related expenses](#) from the total to arrive at the DNAP net income.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

C Eligibility and Benefit Determination - Maximum Income Limit

The [Disaster Monthly Income Eligibility Standard](#) identifies the limit to which the budgetary unit's adjusted income amount is compared. When AZTECS is not available, to determine the DNAP maximum monthly income limit, complete the following:

- Add the following to the regular [NA net income standard](#) for the appropriate budgetary unit size:
 - The [NA standard deduction](#)
 - The [maximum shelter deduction](#)
 - The [dependent care deduction](#) for which the budgetary unit is eligible
- The result is the full-month maximum income limit.

D Eligibility and Benefit Determination - DNAP Eligibility and Benefit Amount

Compare the budgetary unit's DNAP net income amount to the appropriately calculated DNAP maximum income limit. (See [Determining the DNAP Net Income](#) and [DNAP Maximum Income Limit](#))

When the DNAP net income is equal to or less than the DNAP maximum income limit, the budgetary unit is eligible for disaster benefits.

The budgetary unit is eligible to receive the full NA allotment for their budgetary unit size as authorized by the [Thrifty Food Plan](#). The allotment is issued based on the [disaster benefit period](#).

Budgetary units cannot receive more than one DNAP allotment in any benefit period. If a state operates two programs for two different disasters in the same project area, the state would need to ensure that budgetary units only participate in one program in any benefit period. If a second disaster destroys the benefits obtained from a DNAP serving victims of the first disaster, the budgetary unit may be eligible for replacement benefits.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

E Eligibility and Benefit Determination - Controls to Minimize Duplicate DNAP Food Assistance

Policy and procedures regarding detecting duplicate applications for NA benefits are outlined as follows:

- **Systems Inquiry**
Access systems information when the programs are available to the disaster site.
Make contact with local offices by phone when the contact does not delay disaster application processing.
- **Communication With Other Disaster Sites**
Contact the other disaster sites before issuing disaster benefits when possible. However, do not contact the other disaster sites when the contact delays the DNAP benefit issuance.
Compile an alphabetical list of participants by close of business each day. Duplicate the list and provide the list to every other site providing DNAP benefits.

07 DNAP - Benefit Issuance – Overview

Policy and procedures regarding DNAP issuance are outlined as follows:

- [DNAP Benefit Issuance Security](#)
- [DNAP Replacement of Regular NA and Lost Food](#)

A Issuance - DNAP Benefit Issuance Security

The following apply when issuing DNAP benefits:

- **Security at the Issuance Site**
FAA coordinates security efforts with the following:
 - The Arizona Department of Public Safety
 - The County Sheriff's Office
 - The local police department
 - Security in Transit

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- Overnight Storage of EBT Cards

EBT cards may be stored overnight at any of the regular FAA local office sites. When storing EBT cards at a local office is not practical, EBT cards may be stored at any of the following locations with whom FAA coordinates security:

- Police Department
- County Sheriff
- Bank Institution

- NA Issuance Accountability

Use the EBT forms, as appropriate, to track all EBT cards issued:

- EBT Daily Issuance Log (FAA-1007)
- Daily EBT Card Audit Report (FAA-1206A)
- Designation of EBT Alternate Card Holder (FAA-1004AS)
- EBT Client Card Replacement - No Positive ID - No Case File or Out of Area (FAA-1006A)
- EBT Emergency Benefits Cancellation of Benefits (FAA-1003A)

B Issuance - Replacement of Regular NA and Lost Food

A budgetary unit may request a replacement for food purchased with NA benefits and subsequently destroyed in a disaster.

[FAA Systems](#) will add the replacement amount to the EBT account of currently receiving NA budgetary units who live in the disaster area. This limits the number of applications turned in and interviews needed at the application/issuance site.

WARNING

The amount of the issuance is limited to the original NA benefit amount that was issued to the budgetary unit for the month in which the disaster occurs.

When the budgetary unit is not eligible for DNAP benefits, see [Food Destroyed in a Disaster](#).

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

08 DNAP - Fair Hearings

Budgetary units who do not agree with actions taken on their case may request a [fair hearing](#). Follow the fair hearing process for the regular NA program. In addition, offer the budgetary unit an IMMEDIATE supervisory review of their case due to the delay that is likely to occur when a fair hearing decision must be rendered.

The supervisory review does not replace the fair hearing. However, when the budgetary unit is satisfied with the results of the supervisory review, they may choose to withdraw their hearing request. When this occurs, obtain a written hearing request withdrawal from the budgetary unit.

NOTE In order to request a fair hearing, the complainant must have turned in an application for DNAP benefits.

09 DNAP - Overpayment Claim Determination

A budgetary unit may receive more NA benefits than it was entitled. When this occurs, establish an [overpayment](#) claim. The overpayment claim must be established as soon as possible, but no later than six months after the close of the disaster operation.

10 DNAP - Restoration of Lost Benefits

[Restore the NA benefits](#) to the budgetary unit when a budgetary unit does not receive the correct disaster benefit amount for either of the following reasons:

- Due to an agency error
- When a denial of benefits is subsequently reversed

11 DNAP - General Information – Overview

Policy and procedures regarding DNAP general information are outlined as follows:

- [Nondiscrimination](#)
- [Information Available to the Public](#)
- [Using DNAP Benefits](#)

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

- [NA as Obligations of the U.S. - Crimes and Offenses](#)
- [Release of Information](#)
- [DNAP Case Files](#)
- [Monitoring DNAP Operations](#)
- [Post-Disaster Review](#)
- [DNAP Personnel Requirements](#)
- [DNAP Volunteers](#)
- [DNAP Case File Retention](#)

A General Information – Nondiscrimination

The Department of Economic Security (DES) does not discriminate against any applicant or participant in any aspect of program administration, including, but not limited to, the following:

- Approving budgetary units
- Issuing benefits
- Conducting fair hearings
- Providing any other program services

DES does not discriminate for any of the following reasons:

- Age
- Color
- Disability
- Marital or family status
- National origin
- Political beliefs
- Race
- Religion
- Sex
- Sexual orientation

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

Enforcement action may be brought under any applicable federal law.

Individuals who believe they have been subject to discrimination may file a complaint. Follow the procedures in [Right to File Discrimination Complaint](#).

B General Information - Information Available to the Public

Arizona's DNAP policy and procedures must be available for examination by the public. DNAP policy and procedures are available from the DES Internet web page, at disaster sites, and in any FAA office.

The following are available on the Internet for examination:

- Federal regulations
- State Plans of Operation
- Federal procedures

C General Information - Using DNAP Benefits

Budgetary units who are issued NA under the DNAP must use those benefits in the same manner as budgetary units approved under the regular NA program. (See [Allowable NA Items](#))

D General Information - NA as Obligations of the U.S. - Crimes and Offenses

Because NA benefits are obligations of the United States, they are subject to federal laws regarding counterfeiting, misuse, and alteration. (See [NA as Obligations](#) for information regarding penalties attached to criminal activities)

E General Information - Release of Information

Use or release of information obtained from budgetary units is restricted to persons directly connected with the administration or enforcement of the following:

- The Food Stamp Act or regulations
- Other federal or federally-aided, means tested assistance programs
- The general assistance programs that are subject to joint application processing

**Arizona Disaster Nutrition Assistance Program (DNAP)
Policy and Procedures**

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

Written consent from the participant is required for disclosure of information to other requestors. (See [Release of Confidential Information](#))

F General Information - DNAP Case Files

Place each application and all information and documentation in a [case file\(g\)](#) paper folder consisting of no fewer than two parts. (See [Case File Format](#))

The following apply to transferring DNAP case files:

- Transfer all DNAP case files to the regular FAA local office serving the budgetary unit's ZIP Code as indicated on the application.
- Transfer the case files following the end of the disaster authorization period as follows:

Complete a Case File/Verification Transmittal (FA-556) form for cases and applications being transferred from the disaster site to the regular local office.

A copy of each FA-556 must be maintained by the disaster site supervisor or designee for review purposes. Forward the copy to the FAA Disaster Coordinator, site code 939A.

The receiving office must immediately combine the disaster case file with the regular case file when one exists.

The following apply to transferring applications:

- Refer budgetary units who are not eligible for DNAP benefits and want to apply for regular NA to their regular FAA local office. Provide an application for the budgetary unit's use.
- A budgetary unit may complete an application for regular NA or for other program benefits and present it to FAA staff at the disaster site. In this situation, forward the application on the same day to the appropriate local office for processing.
- Follow the regular [application date](#) procedures for NA and other programs. Attach an FA-556 to the application when forwarding it.

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

G General Information - Monitoring DNAP Operations

Maintain case files in alphabetical order in a secure, central location at the disaster site. File all case information in the case file.

Supervisory responsibilities include the following:

- Crowd control
- Maintaining proper work flow
- Arranging for appropriate physical facilities
- Preventing duplicate issuances.
- Copy the Disaster Application Log daily and deliver the Log to other disaster sites.

H General Information - Post-Disaster Review

FAA must conduct a post-disaster review of disaster approvals and issuances and fraud prevention. The following occurs:

- **FNS** determines the number of cases to be reviewed

NOTE Currently, the state must select and review a 1% sample of cases approved for disaster issuance. The minimum sample size should be 25 cases, while the maximum sample size should be 1,200 cases. The state must also review 100% of applications filed by state agency employees participating in the DNAP.

- Management Evaluation (ME) staff conducts the review unless other staff is designated.
- The review of case approvals includes the following:
 - A case file audit
 - An interview with the participant
 - Verification of the information in the case file
 - A check for duplicate participation
 - Data matching, such as wage matching, SVES, and other matching the state agency uses to ensure that all income sources were disclosed
 - A redetermination of the participant's eligibility for disaster assistance

**Arizona Disaster Nutrition Assistance Program (DNAP)
Policy and Procedures**

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

After reviewing the case files, the state agency must complete the following:

- Conduct an error analysis that should include the following:
Break down information by geographical area and by type of budgetary unit (state employee or regular case)
Error rates, the dollar issuance issued in error, and the number of cases in error
- Determine whether to file overpayment claims.
- Take corrective action to prevent future occurrences.

The case review information is used to formulate corrective actions to improve the disaster approval process.

FNS completes the following:

- Reviews on-site operations during the period authorized for processing DNAP applications
- Examines the case review information
- Evaluates corrective action taken by FAA

A post-disaster review report must be provided to FNS within six months after the end of the disaster application period. The due date for the final report may be included in the documentation approving the state agency's request to operate a DNAP. The report should include the following:

- A brief description of the DNAP design, including waivers employed
- Major problems encountered
- Interventions used to solve major problems
- Results of the error analysis
- Information on any claims established

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

I General Information – DNAP Personnel Requirements

The following are the FAA staff requirements:

- FAA staff is trained in the operation of the DNAP
- FAA staff is utilized in the issuance of DNAP benefits

J General Information - DNAP Volunteers

The use of volunteers is encouraged for various program activities other than eligibility determination and benefit issuance. Tasks that volunteers may complete include, but are not limited to, the following:

- Assisting the applicant in completing the application
- Providing transportation to applicants
- Caring for children when adults are being interviewed

K General Information - DNAP Case File Retention

FAA retains DNAP case files and submits reports and information as required by federal regulations. (See [Retention of Case Files](#))

Arizona Disaster Nutrition Assistance Program (DNAP) Policy and Procedures

12 *DNAP – Form Listing*

The following forms are located in the [Digital Library](#) and can be used:

- Sign In Sheet (FAA-1360)
- DNAP Application – English (FAA-1361A)
- DNAP Application – Spanish (FAA-1361A-S)
- Request for Nutrition Assistance Replacement / Supplement – English (FAA-1362A)
- Request for Nutrition Assistance Replacement / Supplement – English (FAA-1362A-S)
- Affidavit of Loss of Income or Disaster Related Expenses (FAA-1363A)
- Application Processing Procedures (FAA-1364A)
- Definition of Terms (FAA-1365A)
- Eligibility Requirements (FAA-1366A)
- Verification Requirements (FAA-1367A)
- Income Limits (FAA-1368A)
- AZTECS Keying Procedures (FAA-1369A)
- Application Worksheet (Eligibility/Benefit Calculation) (FAA-1370A)
- Approval Notice (FAA-1371A)
- Denial Notice (FAA-1372A)
- Application Log (FAA-1374A)
- Posters and Signage (FAA-1375A) which includes the following items:
 - Computer Check in Progress
 - Duplicate Participation
 - Nutrition Assistance Shopper Tips
 - Application Issuance
 - Wait Time
 - Wait Here
 - Entrance / Exit