

## SNAP

The Supplemental Nutrition Assistance Program (**SNAP**) and the Disaster Supplemental Nutrition Assistance Program (**D-SNAP**) are administered by the Connecticut Department of Social Services. Individuals who receive SNAP are not eligible for D-SNAP.

Eligible D-SNAP households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of its size.



## SNAP SUPPLEMENTS

Regular SNAP households that reside in a disaster area may receive supplemental SNAP benefits if they did not receive the maximum SNAP allotment for their household size in the disaster month. Depending on the disaster, these supplemental SNAP benefits may be issued through an automatic load of SNAP benefits on an EBT card or manually on a case-by-case basis. Automatic issuance is allowed only with federal approval.

Regardless of which method is used, current SNAP recipients do not need to complete a D-SNAP application or be interviewed for D-SNAP benefits.

If a disaster area is not approved for automatic issuance of supplemental SNAP benefits, a SNAP household that resided in a disaster area and experienced an adverse effect due to the disaster must report this during the D-SNAP application period for their area by signing the W-1225/W-1225S, Request for Replacement of Food purchased with SNAP Benefits.

## D-SNAP

D-SNAP gives food assistance to low-income households with food loss or damage caused by a natural disaster.

When Connecticut operates a D-SNAP, ongoing SNAP clients can also receive disaster food assistance. Households, but not those eligible to apply for D-SNAP, with disaster losses whose SNAP benefits are less than the monthly maximum allotment can request a supplement. The supplement brings their benefits up to the maximum for the household size. This provides equity between D-SNAP households and SNAP households receiving disaster assistance. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used like a debit card to buy food at eligible grocery stores.

Households not normally eligible for SNAP may qualify for D-SNAP as a result of their disaster-related expenses, such as loss of income, damage to property, and, in some cases, loss of food due to power outages.



## HOW TO ACCESS YOUR D-SNAP BENEFITS

Disaster Supplemental Nutrition Assistance Program benefits (D-SNAP) can be used at most grocery stores and many farmers' markets and online. Look for the Quest Logo or another sign that states EBT or SNAP is accepted. If the store's EBT machine is not working, the store may do a "manual voucher transaction." They will fill out a form and ask you to sign it. Make sure the amount is correct before you sign it.

## KNOW YOUR BALANCE BEFORE USING YOUR CARD

Save your receipt. It will show you information about your D-SNAP transaction and your available balance. EBT card usage is subject to account balance and availability of funds. To see what foods you can and cannot buy with SNAP, go to: <http://www.fns.usda.gov/snap/eligible-food-items>



## LOST EBT CARDS

Residents who lose their regular SNAP EBT card or their D-SNAP EBT card during a disaster should contact either the EBT Customer Service at **1-888-328-2666** or DSS Benefit Center at **1-855-626-6632** to request a new card.

They will receive a new card in the mail in **7-10 business days** with instructions to activate the card and set the PIN.

If you have to relocate during disaster please contact the DSS Benefit Center to provide them with a temporary address so that you can receive your mail and/or your replacement card.



## SNAP REPLACEMENT BENEFITS

DSS can authorize D-SNAP Replacement Benefits if there is a household misfortune, and the household loses food purchased with D-SNAP benefits.

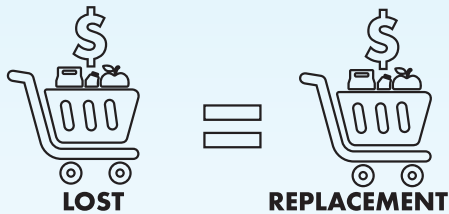
To apply for replacement benefits, the D-SNAP household must report the destruction or loss of food verbally or in writing to DSS within 10 calendar days of the household misfortune and must sign the statement (W-1225/W-1225S). The time for reporting the destruction or loss of food may be extended with federal approval.

W-1225/W-1225S Forms are available online at

<https://bit.ly/W-1225> or

<https://bit.ly/W-1225S>

and at the local DSS offices. If a SNAP recipient cannot download the form or get to an office, the person can call **1-855-626-6632** to request that a form be mailed.



The value of the replacement benefit shall be an amount equal to the value of the lost food purchased with D-SNAP benefits, up to the maximum of one month of the household's D-SNAP benefits. If eligible, the replacement benefits are added to the D-SNAP household's regular EBT card.

If the household misfortune is food loss due to a power outage, the power must have been out for a minimum of 4 hours consecutively. DSS works with the utility companies in CT to obtain reports of specific areas of power outages.

State of Connecticut DSS Publication  
23-01-1, JUNE 2023

## CIVIL RIGHTS POLICY

*In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.*

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800)877-8339.

To file a program discrimination complaint, a Complainant should complete a Form **AD-3027**, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://bit.ly/USDA-Complaint>

from any USDA office by calling **(833)620-1071** or by writing a letter addressed to USDA.

The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation.

The completed AD-3027 form or letter must be submitted to:

MAIL: Food and Nutrition Service, USDA  
1320 Braddock Place, Room 334  
Alexandria, VA 2231; or

FAX: (833)256-1665 or (202)690-7442 or

EMAIL: CIVILRIGHTSCOMPLAINTS@usda.gov

# CONNECTICUT DISASTER SNAP INFORMATION



DISASTER  
SUPPLEMENTAL  
NUTRITION  
ASSISTANCE  
PROGRAM

Connecticut Department  
of Social Services

Making a Difference