



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #06-95-ELI

REPLACEMENT OF FOOD LOST DUE TO A POWER OUTAGE

Date: July 20, 2006	Subtopic(s): Replacement of Food
<p> This procedure can now be accessed on the FIAweb.</p> <p>See Attachments A and B for samples of letters from NYCHA and HRA's Crisis and Disaster Unit.</p>	<p>The purpose of this policy bulletin is to provide instructions to Job Center and Non-Public Assistance (NPA) Food Stamp (FS) Office staff regarding the replacement of food lost as a result of a power outage. The instructions in this procedure will apply to all requests for the replacement of food due to a power outage until further notice.</p> <p>When an applicant/participant experiences a loss of food because of a power outage of <u>at least four hours</u>, such as the July 2006 power outages in Long Island City, Sunnyside, Woodside, Hunter's Point, Astoria and the Butler Houses in the Bronx, s/he may report to a Job Center or NPA FS Office to request funds to replace the lost food. In these instances, the applicant/participant should have documentation to verify the outage.</p> <p>Examples of acceptable documentation include, but are not limited to, letters or referral forms from:</p> <ul style="list-style-type: none"> • New York City Housing Authority (NYCHA) • Human Resources Administration Crisis and Disaster Unit • Consolidated Edison (Con Ed) • Fire department • Red Cross <p>If an applicant/participant does not have a letter from any of the above organizations s/he can still file a claim for replacement of lost food.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call (718) 557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Active Public Assistance/Food Stamp and NPA FS cases (including Transitional Benefit Alternative FS cases)

Persons currently in receipt of food stamps requesting a replacement of lost food due to the power outage must:

- report the loss within 10 days of the outage;
- complete and sign the Request for Replacement of Food Purchased with Food Stamp Benefits (**LDSS-2291**);
- if available, submit a letter verifying that s/he has been affected by the power outage.

Lost of food due to a power outage is considered a misfortune.

Note: If the participant requests a replacement for food lost as a result of a power outage and the request is made in the month following the onset of the outage replacement benefits can still be issued as long as the request is made within 10 days of the misfortune.

Documentation is acceptable

The JOS/Worker must refer the case to the Supervisor on hand. The Supervisor must determine if there is documentation of the power outage. If there is documentation of the outage, the Supervisor must review the documentation and determine if it is appropriate. If the documentation is appropriate, the Supervisor must notify the Center Director/NPA FS Office Site Manager's office of the request for replacement of food and the decision.

No documentation or inappropriate documentation of the power outage

If the participant does not have documentation or the documentation is not appropriate, the power outage must be confirmed. In Job Centers, the Supervisor will refer the case the Utility Liaison, who will contact the utility provider to confirm the outage. In the NPA FS Offices, the Supervisor will refer the case to the FS Office Site Manager's Designee. The Designee will be responsible for contacting the utility provider to confirm the outage.

Once the outage is confirmed, the Job Center Utility Liaison/NPA FS Office Site Manager's Designee is to inform the:

- Supervisor of the confirmation; and
- Job Center Director/NPA FS Office Site Manager's office of both the request and the determination.

Center Director/FS Office Site Manager's log of the request

The Job Center Director/NPA FS Office Site Manager must annotate the request and decision on the Control of Assignments/Referrals Card (**W-708**) and notify the Regional Manager's Office. The Regional Manager's Office must also keep a log of the requests/decisions.

Claim of food lost due to a power outage confirmed

Food Stamp benefits to replace food spoiled as a result of a power outage will be authorized up to the amount of the claim, but must not exceed the monthly Food Stamp allotment. Documentation of the monetary value of the lost food is not required.

JOS/Workers must use the following issuance codes on the Food Stamp Single Issuance Authorization Form (**LDSS-3574**):

PA Centers use code 10

- PA/FS households (Code **10**) – Daily Supplement (Includes Replacement of Food Destroyed in a Disaster)

NPA/FS Offices use code 12

- NPA/FS households (Code **12**) – Daily Supplement (Includes Replacement of Food Destroyed in a Disaster)

Example:

On July 19, 2006, a PA/FS household reports that perishable food was lost as a result of the July 17, 2006, power outage. The Worker checks Welfare Management System (WMS), which indicates that the household received \$220 in FS for the month of July 2006. The participant completes the **LDSS-2291**, claiming a loss of \$200 in food due to the power outage.

A FS replacement benefit of \$200 must be authorized on the **LDSS-3574**, using special grant code **10**, from 07/01/2006 to 07/31/2006. If, however, the participant claimed a loss of \$500 due to the power outage, a FS replacement benefit of \$220 (the maximum allotment) must be authorized.

Codes **10** and **12** can be used to issue a replacement food stamp grant for the current month and the prior month.

If the incident occurred on July 25, 2006 and was reported on August 3, 2006 (within 10 days), a replacement food stamp grant would be issued for July 2006 using special grant code **10**.

Note: there are no limits to the number of times a replacement grant can be issued. Each incident, however, must be confirmed prior to authorizing a replacement grant using the above codes.

Replacement FS not authorized

If the request for food lost due to a power outage cannot be approved (e.g., outage is less than four hours; outage did not occur in participant's building), the JOS/Worker must deny the participant's request by completing the Notice of Action Taken on Your Food Stamp Case (**LDSS-3152**). Households that have their request for replacement food stamps denied can request a Fair Hearing on the issue. Replacement food stamps cannot be authorized pending a Fair hearing decision.


Applicants not in receipt of FS claiming a loss of food due to a power outage

There are no special provisions for applicants not in receipt of FS claiming a loss of food due to a power outage. These households must apply for FS benefits per normal FS eligibility rules and are to be screened for expedited FS service according to current procedure. Food Stamp issuance codes **10** and **12** must not be used for applicant households claiming a loss of food due to a power outage.

Reference:

Food Stamp Source Book Section 10 page 236

Attachments:

 Please use Print on Demand to obtain copies of forms.

Attachment A New York City Housing Authority (NYCHA) letter
Attachment B Crisis and Disaster Unit Referral Form
LDSS-2291 Request for Replacement of Food Purchased with Food Stamp Benefits (Rev. 8/2003)
W-708 Control of Assignments/Referrals Card (Rev. 9/22/05)



**NEW YORK CITY HOUSING AUTHORITY
BUTLER HOUSES
1402 WEBSTER AVENUE
Bronx, New York 10456
☎ (718) 588-8700
☎ (718) 537-3050**

July 20, 2006

Dear Resident,

This letter will serve as a record of yesterday's electrical power outage which occurred at 1348 Webster Avenue and 1368 Webster Avenue from 10:30 PM, July 18th through July 19th, 9:15 PM.

This electrical fire damaged numerous cables that supply electrical power to resident's apartments at the noted addresses. Con Edison and Housing Authority staff worked diligently to restore full electrical service at 9:15 PM. You may have been further unconvinced with unnecessary expenditures with food spoilage due to the timeframe of the outage.

This letter will serve as documentation you may need to recover a voucher from HRA and in the event your employer requires proof of your absence from work, due to the loss of your electrical power.

I would like to thank you for your patience on this matter and if you have any questions or need further assistance, please contact the Butler Houses management office between 8:30AM and 4:00 PM.

Help! The Power Is Out...

Sudden power outages can be **frustrating** and **troublesome**, especially when they are prolonged. Perishable foods should not be held above 40 degrees for more than 2 hours. **If a power outage is 2 hours or less, you need not be concerned.** But how do you save your food when the refrigerator is out for longer times? Being prepared can help. By planning ahead, you can save your perishables.

What do I need?

- One or more **coolers**. Inexpensive styrofoam coolers can do an excellent job as well.
- **Ice**. Surrounding your food with ice in a cooler will ensure that it will stay cold.
- **Shelf-stable foods** such as canned goods and powdered or boxed milk. These can be eaten cold or heated on the grill.
- A digital quick-response **thermometer**. A digital thermometer should be a necessity in your kitchen anyway. With these thermometers you can quickly check the internal temperatures of food for doneness and safety.

What to do...

Do not open the refrigerator or freezer

Tell your little ones not to open the door. An unopened refrigerator will keep foods cold enough for a couple of hours at least. A freezer that is half full will hold for up to 24 hours and a full freezer for 48 hours. (See chart on back for more details.)

If it looks like the power outage will be for more than 2-4 hours pack refrigerated milk, dairy products, meats, fish, poultry, eggs, gravy, stuffing and left-overs into your **cooler** surrounded by **ice**. (See chart on back for more details.)

If it looks like the power outage will be **prolonged**, prepare a cooler with ice for your freezer items.

Q's

What if I go to bed and the power is still not on? Before you go to bed, pack your perishables into your coolers. If you haven't already done so and put in as much ice as you can. Also, when you go to bed, leave a bedroom light switched on. When the power goes back on, it will wake you, so you can check the condition of your foods in the freezer. If freezer foods still have ice crystals they can be refrozen.

A's

What if the power goes out while I'm at work or out of the house and it has been more than a few hours before I get home? Try to determine how long the power has been out. Check the internal temperature of the food in your refrigerator with your quick-response thermometer. A liquid such as milk or juice is easy to check. Spot check other items like steaks or left-overs also. If the internal temperature is above 40 degrees, it is best to throw it out. (Check the chart on the back). If the food in the freezer is not above 40 degrees and there are still ice crystals, you can refreeze.

What if the power goes out and comes back on while I am out? If your freezer is fairly full and you know it was not longer than 24 hours, the food should be OK. There will be loss of quality with refreezing, but the food will be safe. If the refrigerator was out for more than 2-4 hours, you are best to discard the perishables.



American Red Cross

In Greater New York

Prepared by Giant Food, Inc., Landover, Maryland, June 1989. Used with permission. Original content adapted from "Help, Power Outage!" Food News for Consumers, Summer 1989, U.S. Department of Agriculture, Food Safety and Inspection Service.

1-877-REDCROSS www.nyredcross.org

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** TOTAL PAGE 03 **



EMERGENCY INTERVENTION SERVICES
 180 WATER STREET – 24TH FLOOR
 NEW YORK, N.Y. 10038
 (212) 331 - 4427

MILLIE ROSAS - DIRECTOR

CRISIS & DISASTER UNIT REFERRAL FORM

These individuals were seen by the Crisis Unit during the following incident:

Type of Incident: _____ Date: _____

Name: _____

Address _____

Borough _____ Zip Code _____

SAMPLE

Please assist them with the appropriate services. If you need more information, please contact.

 Crisis Supervisor - (212) 331 –

REQUEST FOR REPLACEMENT OF FOOD PURCHASED WITH FOOD STAMP BENEFITS

NEW YORK STATE

OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

CASE NAME	COUNTY
CASE NUMBER	

I _____, am the head of household or an adult household member for the above named case and wish to report the following to the agency representative:

My household experienced a household misfortune and _____ in food purchased with food stamp benefits were destroyed

Worker Comments: _____

SAMPLE

CERTIFICATION

DO NOT SIGN UNTIL YOU HAVE READ AND UNDERSTAND THE STATEMENTS BELOW

I am aware that offering a false instrument for filing as described in Article 175 of the Penal Law is a crime that may have a maximum penalty of four (4) year's imprisonment. If I do so, I will be subject to prosecution under the Civil and Criminal Laws of the United States and New York State and under the regulations of the New York State Office of Temporary and Disability Assistance.

I understand I have a right to a fair hearing to contest the denial or delay of a replacement issuance for my household. Replacements would not be issued pending the fair hearing decision.

I understand that if I do not sign and return this statement to the agency within ten (10) days of the date the loss was reported, the agency will not replace the food stamp benefits.

Signature

Date

SOLICITUD DE REEMPLAZO DE ALIMENTOS ADQUIRIDOS CON BENEFICIOS DE CUPONES PARA ALIMENTOS

New York State Office of Temporary and Disability Assistance
Oficina de Asistencia Temporal y Asistencia para Incapacitados del Estado de Nueva York

NOMBRE DEL CASO	CONDADO
NUMERO DEL CASO	

Yo, _____, siendo el jefe del hogar o integrante adulto del hogar correspondiente al caso mencionado arriba, deseo informar lo siguiente al representante de la agencia.

Mi hogar sufrió una desastacia y como resultado se añ _____ alimentos comprados con cupones para alimentos por un valor de \$ _____

Comentarios del trabajador(_____): _____

SAMPLE

CERTIFICACION

NO FIRME HASTA QUE HAYA LEIDO Y COMPENDIDO LAS DECLARACIONES SIGUIENTES

Estoy consciente que el proveer un instrumento falso para ser archivado en mi caso, tal como lo describe el Artículo 175 de la Ley Penal, es un delito que puede acarrear una pena máxima de cuatro (4) años en prisión. Si lo hago, estaré sujeto(a) a enjuiciamiento bajo las Leyes Civiles y Penales de Estados Unidos y del Estado de Nueva York como también bajo las regulaciones de la Oficina de Asistencia Temporal y Asistencia para Incapacitados del Estado de Nueva York.

Yo comprendo que tengo el derecho a una audiencia imparcial para cuestionar la negación o el retraso de la emisión de reemplazo de beneficios para mi hogar. Los reemplazos no se emitirán si la decisión de la audiencia imparcial está pendiente.

Yo comprendo que si yo no firmo y devuelvo esta declaración a la agencia dentro de diez (10) días a partir de la fecha en que se informó la pérdida de mis beneficios de Cupones para Alimentos, la agencia no reemplazará mis beneficios de Cupones para Alimentos.

Firma

Fecha

