

APPLICATION PROCESSING PROCEDURES

The following describes the work flow for processing applications and determining eligibility. Staff working with DNAP applications should highlight their part in the process for quick reference.

Check-In Staff or EBT Card Issuance Staff:

- Provide applicants with the *Sign-In Sheet* (FAA-1360A) to add their name, check in time, and current NA history.
- When currently NA certified, give the participant a *Request for Nutrition Assistance Replacement / Supplement* (FAA-1362A) to complete. Take completed FAA 1362A to the supervisor for AZTECS inquiry to determine whether a replacement and/or supplement have been added to the participant's account. If already added, inform the participant of the additional benefits and that application for DNAP benefits is unnecessary.
- When not currently NA certified, give the applicant the *Application for Disaster Nutrition Assistance* (FAA-1361A) to complete.

If applicants want to apply for Cash Assistance (CA) or Medical Assistance (MA) give them the *Application for Assistance* (FA-001) to complete.

NOTE: Staff completing card issuance can also be responsible for sign-in and use the *Sign-In Sheet* as a cross reference to ensure card issuance is completed.

- Date stamp all DNAP applications with the date the application was received.

AZTECS Inquiry Staff:

- Review the application.
- Verify identity and indicate the Verification Type on the application.
- Write applicant's information on the *DNAP Application Log* (FAA-1374A), including name, SSN, and the number of adults and children.
- Complete an inquiry in AZTECS on all household members.
- When currently active in AZTECS, access HOSU to view the eligibility summary and check the number of household members on HOSU against the DNAP application. When a discrepancy exists, alert the eligibility staff who will be completing the eligibility determination.

FOR PENDING AND ONGOING APPLICATIONS

Eligibility Staff complete the following:

- Reviews the *Request for Nutrition Assistance Replacement/Supplement* (FAA-1362A).
- Verify the household's eligibility for the maximum household allotment for the household's size as it was the day prior to the disaster.
- Explain to the applicant how the Disaster Nutrition Assistance Program (DNAP) works.
- Complete the *DNAP Application Log* (FAA-1374A):
 - **When replacement/supplemental benefits are approved**, identify the amount of nutrition assistance benefits issued and list the amount under the RPLC or SUPP column, as appropriate.
 - **When replacement/supplemental benefits are not approved**, leave the RPLC and SUPP columns blank.
 - **When monthly maximum replacement/supplemental benefits have been paid**, enter the amount paid under the RPLC column and the TOTAL column.
 - **When replacement/supplemental benefits have been paid but not the maximum monthly allowed** for the disaster household size, enter the amount already paid in the RPLC column. Enter the difference between the replacement amount and the maximum amount under the SUPP column. Enter the total amount of benefits paid to the household in the TOTAL column.
 - **When the maximum monthly benefit amount is approved but not yet paid**, enter the amount in the EARLY ISSUE column and nothing in the TOTAL column.

- **When benefits have been approved but not paid and they are not the maximum monthly allowed** for the disaster household size, enter the amount already approved in the EARLY ISSUE column and enter the difference between the early issuance amount and the maximum amount under the SUPP column. Enter only the supplement amount in the TOTAL column. (The TOTAL column is only for DNAP benefit amounts, and early issued benefit amounts are not disaster payments, they are the regular benefits paid early.)
- **When regular NA benefits are pending**, list the case number and maximum monthly benefit amount under BENEFIT AMT and TOTAL columns.
- **When a regular NA pending case is issued initial DNAP benefit amounts prior to initial NA approval**, the non-disaster (regular) case (if approved) is eligible for zero benefits because the household already received the maximum monthly allotment in the benefit month.

FOR CLOSED NA HOUSEHOLDS APPLYING FOR DNAP BENEFITS

AZTECS Inquiry Staff:

- In AZTECS, transfer the case on CARC to the designated disaster site code.
- Register the case using the first day of the disaster benefit period as the application date.

AZTECS Inquiry Staff:

- Document the *DNAP Application Worksheet* (FAA-1370A).
- Explain to the applicant how the Disaster Nutrition Assistance Program works.
- Complete the *DNAP Application Log* (FAA-1374A). Note any last name change in the Name field, when appropriate.
- **When the case is inactive**, list the case number and the maximum monthly benefit amount under the BENEFIT AMT and TOTAL columns.

FOR NEW DNAP BENEFIT RECIPIENTS

AZTECS Inquiry Staff:

- **When the household is not active** in AZTECS, register the case in AZTECS using the first day of the disaster benefit period as the application date.
- List the case number and maximum monthly benefit amount under the BENEFIT AMT and TOTAL columns on the *DNAP Application Log* (FAA-1374).

AZTECS Inquiry Staff:

- Document the *DNAP Application Worksheet* (FAA-1370A).
- Explain to the applicant how the Disaster Nutrition Assistance Program works.
- Complete the *DNAP Application Log* (FAA-1374A).
- **When the case is new**, list the case number and maximum monthly benefit amount under the BENEFIT and TOTAL columns.

FINAL APPLICATION PROCESSING

Eligibility Staff complete the following:

- Ensures the DNAP Application Log (FAA-1374A) is correctly completed.
- Complete two copies of the Approval Notice (FAA-1371A) or Denial Notice (FAA-1372A), as appropriate; give one to the client.
- **When approved**, ensure the case number is on the Approval Notice, and send the client to EBT Card Issuance. Document the DNAP Application Log with an “E”(eligible) in the STATUS column.
- **When denied**, give the client a copy of Denial Notice and enter as “D” (denied) in the STATUS column on the DNAP Application Log.
- Forward the DNAP Application Logs to designated EBT Card Issuance staff.

NOTE: Designated staff double-check the applications, benefit amounts, and logs prior to sending or faxing the logs and applications (including any reverse sides of applications) to the home office.

EBT CARD ISSUANCE

Card issuance staff:

- Review the *DNAP Application Logs* and DNAP applications for accuracy.
- Double check amounts and names and sign off on the review. Denials are also entered so they can be identified in the reporting file and to prevent duplicate assistance.
- Complete DNAP reconciliation as follows:
 - At the end of each day, check the DNAP applications against the *DNAP Application Logs*.
 - The following day, reconcile the AZTECS reports and the *DNAP Application Logs*. The AZTECS report is also transmitted to FNS daily after reconciliation by EBT staff.
- After reconciliation of daily DNAP applications and the *DNAP Application Log* is complete, alphabetize the DNAP applications as time permits.

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- (3) email: program.intake@usda.gov.

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