

**DISASTER CALFRESH PROGRAM
MEMORANDUM OF UNDERSTANDING (MOU) #6938
MUTUAL AID PLAN
PROTOCOL FOR POST-DISASTER SUPPORT/SERVICES ACCOMMODATION**

This Memorandum of Understanding (MOU) is made and entered into by and between the County of Calaveras and the County of El Dorado, (referred to collectively as “Mutual Aid Counties”).

1. Purpose

The purpose of the Mutual Aid Plan is to support partner County Human Services Agencies and their ability to maintain services in times of disaster or other emergencies.

2. General Policy

The general policy provides that:

- Each County is responsible for the training of its personnel in the implementation of this plan.
- Use of this plan is voluntary.

Mutual aid between counties will be for a specific, agreed upon period of time for each emergency response related to operating a Disaster CalFresh Program, in accordance with each County’s Disaster CalFresh Plan, set forth in Exhibits A-1 and A-2, attached hereto and by this reference incorporated herein. It is understood that Exhibits A-1 and A-2 will be updated and replaced over time. Counties agree to provide up to fourteen (14) calendar days of mutual aid. The requesting Agency Director, or designee, may make special arrangements with the providing Agency Director to continue duty assignments of a mutual aid person for more than fourteen (14) calendar days.

This MOU does not prevent the Disaster County from seeking assistance from another Mutual Aid County outside of this agreement.

3. Term

This MOU shall become effective upon final execution by both parties hereto and shall cover the period of November 1, 2022 through October 31, 2025.

4. Termination

A County’s participation in this MOU may be terminated at any time by the County, or its Welfare Director or designee, upon giving thirty (30) days advance written notice of an intent to terminate to the other party. The termination of a County’s participation in this MOU will not terminate this MOU as it relates to the remaining parties. This MOU may be terminated upon the written agreement of all parties.

5. Definitions

- a. **“Mutual Aid Counties”** means the counties that have entered into this MOU to provide post-disaster recovery support in the event of a catastrophic disaster – either natural or man-caused.
- b. **“Disaster Mutual Aid County”** means the County is need of post-disaster support assistance/services due to a catastrophic disaster. This County may also be referred to as the Disaster County.
- c. **“Supporting Mutual Aid County”** means the County providing the post-disaster support assistance/services to a Disaster County. This County may also be referred to as the Supporting County.
- d. **“Disaster CalFresh (D-CalFresh)”** in California and Disaster Supplemental Nutrition Assistance Program (D-SNAP) means the Federal post-disaster food assistance program. The program is authorized by the Food Stamp Act of 1977, as amended, and the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, administered by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS).
- e. **“EBT”** means the Electronic Benefits Transfer system, which is the electronic issuance of CalFresh and/or cash benefits to eligible households.
- f. **“CalFresh Program benefit issuance services”** means any CalFresh/SNAP benefit issuance disaster assistance program which the County is obligated to initiate/implement during the aftermath of a disaster occurrence within the County’s jurisdiction.
- g. **“Catastrophic Disaster”** means a Presidential Declaration for Individual Assistance has been declared in the affected area.

6. Responsibilities of the Mutual Aid Counties

- 6.1. The Mutual Aid Counties (MAC) shall have the following shared responsibilities:
 - a. To immediately notify the other Mutual Aid County of any changes to the post-disaster cross-County support activities/services that are set forth in this MOU. Amendments to this MOU will only be effective when agreed to in writing by all of the parties.
 - b. Establish the rules for invoking the protocol for post-disaster support accommodation as agreed upon in this MOU.
 - c. Establish disaster security profiles to enable their designated disaster employees to process the Mutual Aid County’s disaster applications.

- d. To notify the other mutual aid counties of any changes to Key County Contacts set forth in Exhibit B, attached hereto and by this reference incorporated herein. It is understood that the contents of Exhibit B will change over time.
- 6.2 The Disaster County shall be responsible to invoke the protocol of the Mutual Aid County post-disaster support/services accommodation process and:
- a. Obtain approval for waivers of program policies that are specific to that catastrophic disaster event from the appropriate Federal oversight agencies to include the Mutual Aid County providing recovery services to the Disaster County under this MOU.
 - b. Create all public statement templates, which the Disaster County will be asking the Supporting County to disseminate to the various broadcasting and news print media in the Supporting County's jurisdiction. Standard public statement templates shall include:
 - i. The location of the disaster processing sites and the capacity of computers/workstations,
 - ii. The dates and times when the disaster processing sites will be operating,
 - iii. The required documents needed to apply for the disaster assistance programs, and
 - iv. The various methods of applying for the disaster assistance programs.
- 6.3 If possible, the Supporting County shall:
- a. Be responsible to act upon the Disaster County's request to implement the Mutual Aid County protocol for disaster support/services accommodation process along with other responsibilities as soon as administratively feasible, but no greater than forty-eight (48) hours after receipt of the request.
 - b. In the event the Supporting County is unable to comply with any of the post-disaster support/services that are negotiated in the MOU, the Supporting County shall immediately inform the Disaster County of its inability to comply with the specific terms of the MOU.
 - c. The Mutual Aid Counties agree that there will be no financial penalty upon that Supporting County's inability to comply with the specific post-disaster support / services requested in this MOU.
- 6.4 The Disaster County acknowledges it shall be liable for all errors and overpayments made by the Supporting County, and no claims or request for financial restitution shall be made against the Supporting County.

- 6.5 The Disaster County will be responsible for submitting all required Federal, State or local reports to the appropriate agency or agencies.
- 6.6 The Disaster County will be responsible for its own settlement and reconciliation.
- 6.7 Each Mutual Aid County acknowledges it shall be liable for bodily or personal injury or death of any person, or loss of any property arising out of actions or inactions taken by its own officer, agents, or employees.

7. Rules of Invoking the Protocol for Post-Disaster Support/Services Accommodation

7.1. In the event of a catastrophic disaster, the Mutual Aid Counties shall follow the rules of invoking the protocol for post-disaster support/services accommodation which are:

- a. Disaster County will submit a request for Disaster CalFresh Program (D-CalFresh) implementation.
- b. Upon authorization from the USDA-FNS to implement a D-CalFresh Program, the Disaster County will conduct a full evaluation on the extent of damages from the catastrophic disaster to assess the scope of assistance that will be needed from the Supporting Mutual Aid Counties.
- c. As soon as administratively feasible, the Disaster County will notify the Supporting Mutual Aid County by telephone, fax or email when post-disaster support services or assistance are needed from the Supporting Mutual Counties:
 - i. The level of communication will be between the head or designee of the agency overseeing the County's Disaster CalFresh Program and the head or designee(s) of the Supporting Mutual Aid County overseeing the County's CalFresh Program, with additional communications being conducted between the appropriate County personnel who will have to implement the agreed upon services as stated in this MOU. D-CalFresh Program Mutual Aid County Contact information is set forth in Exhibit B to this MOU;
 - ii. The initial communication shall include the County's analysis of the devastation, to the extent known the type of assistance support/services the Disaster County is requesting from the Supporting County, and the estimated time period the assistance support is needed. As conditions change, the Disaster County can submit modified requests for assistance;
 - iii. This initial communication will allow the Mutual Aid Counties to internally prepare personnel for the additional support/services.

7.2. The Supporting County may provide the following post-disaster support services/activities as needed by the Disaster County.

- a. Assistance with locating and securing lodging or shelter for Disaster County employees;
- b. Assistance with locating and procuring meals for Disaster County employees;
- c. Assistance with transportation or travel cost reimbursement;
- d. Technical Assistance which may include, but is not limited to assistance with consortia system, ebtEDGE/EBT functionality access, security and password changes, computer, laptop and connectivity assistance, and telephone and web access assistance;
- e. Up to ten (10) worksite locations which could be located at County district offices or local assistance centers;
- f. Personnel support – The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for personnel support provided by Supporting County. Disaster County Personnel support services may include, but are not limited to, the following:
 - i. On-site support to assist at the disaster response centers in the Disaster County;
 - ii. All costs to transport, house and feed the personnel from the Supporting County in the Disaster County;
 - iii. Virtual support to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files:
 - a) The Supporting County, if feasible, will assist the Disaster County in processing its on-line or paper disaster applications.
 - b) The Mutual Aid Counties agree the Supporting County shall transmit the demographic and benefit authorization files for all of the disaster applications that it processes to the Disaster County's EBT contractor.

- c) Call Center Support – to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files and will assist callers in the Disaster County with answering general questions about resources and D-CalFresh.
 - iv. The Supporting County is responsible to complete timesheets, provide receipts and other verifications and other required documents that are needed for the Disaster County to obtain FEMA reimbursement for the Mutual Aid County assistance.
 - g. Technical support – The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for the technical support provided by the Supporting County. Technical support services may include, but are not limited to, the following:
 - i. Lending of Personal computer (PC) software and/or hardware;
 - ii. Issuance of the Disaster County’s disaster EBT cards;
 - iii. Issuance of the Disaster County’s disaster CalFresh benefits;
 - iv. On-line or batch set-up and benefit authorization;
 - v. Creation of “special” security profiles for Mutual Aid Counties assignment to personnel (inquiry and update profiles).
 - vi. Training in how Supporting County assistance is to be delivered.

7.3. To the extent possible, the Mutual Aid Counties are to explore options of remote assistance to avoid travel to the disaster zones and exposure to potential harm. Remote assistance options may include:

- a. Processing faxed, scanned, mailed or emailed disaster applications,
- b. Using Skype or other forms telecommuting such as webinars and conference calls to interview or meet,
- c. Using Virtual Private Network accounts (VPN),
- d. Using www.mybenefitscalwin.org or www.C4Yourself.com and
- e. Working with the consortium to leverage technical capability when available for remote Mutual Aid County assistance.

7.4. Prior to the end of the assigned application period, the Mutual Aid counties shall jointly agree to an end date of the support activities.

8. Counterparts

This MOU may be executed in any number of counterparts and by the parties hereto in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same MOU.

9. Electronic Signatures

Each party agrees that the electronic signatures, whether digital or encrypted, of the parties included in this Agreement, are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic Signature means any electronic visual symbol or signature attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record, including facsimile or email electronic signatures, pursuant to the California Uniform Electronic Transactions Act (Cal. Civ. Code §§ 1633.1 to 1633.17) as amended from time to time.

10. Entire MOU

This document and the documents referred to herein or exhibits hereto are the entire MOU between the parties and they incorporate or supersede all prior written or oral MOUs or understandings.

IN WITNESS THEREOF, the Parties hereto have caused this Memorandum of Understanding to be executed and attested by their proper offices thereunto duly authorized, as of the day and year written.

Dated: _____

County of Calaveras

By: _____

Cori Allen, Director
County of Calaveras
"Mutual Aid County"

//

//

//

//

Dated: 1/10/23

County of El Dorado

By: Wendy Thomas
~~Chair~~ Chair Wendy Thomas
Board of Supervisors
"County"

Dated: 1/10/23

ATTEST:
Kim Dawson
Clerk of the Board of Supervisors

By: Kyra Scheuffuly
Deputy Clerk

**FFY
2023**

Disaster CalFresh Plan



Calaveras Health and Human Services

Table of Contents

Section 1: D-CALFRESH ROLES AND RESPONSIBILITIES

Introduction

The Role of County Human Services Offices	4
The Role of Local Law Enforcement	6
The Role of the Local Fire Department	7
The Role of Local Emergency Responders	7
The Role of California Department of Social Services (CDSS) CF Policy	7
The Role of CDSS CalFresh Operations	10
The Role of CDSS CalFresh Outreach and Programs	10
The Role of CDSS Emergency Food Assistance Program (EFAP)	11
The Role of the United States Department of Agriculture, Food and Nutrition Service (USDA FNS)	12

Section 2: D-CALFRESH READINESS

Pandemic Planning	13
Data	14
Mutual Aid Region and Cross-County Support	14
D-CalFresh Responders	15
DCF Time Sheet	16
Application Sites	16
Procedures to Reduce Applicant Hardship	17
Provision for Serving Limited English Proficiency (LEP) Applicants	18
Reasonable Accommodations	19
Electronic Benefits Transfer (EBT) Card Stock	19
Disaster Response Training	20
Public Information & Outreach	20
Certification Process	20
Issuance Process	26
Systems & EBT Printer Contingencies	26

Security & Fraud Prevention Plan	27
Daily Reporting	27
Attachments & Exhibits	29

Section 1: D- CAL FRESH ROLES AND RESPONSIBILITIES

Introduction

The Robert T. Stafford Disaster Relief and Emergency Assistance Act provides the Secretary of Agriculture with the authority to operate a Disaster CalFresh Program when affected areas have received a Presidential major disaster declaration.

The Calaveras Health and Human Services Agency (CHHSA) has prepared this County Disaster CalFresh Plan should a major disaster occur in the County of Calaveras. The purpose of the Disaster CalFresh Plan is to outline the county's roles and responsibilities, policies and procedures, and general certification process, in the event of a natural or man-made disaster, thus ensuring a coordinated disaster response and timely issuance of disaster benefits to affected disaster households.

The CHHSA will become aware of significant emergency conditions as they arise through notifications from the County Office of Emergency Services (OES), media reports, experiencing an actual event or other means. These conditions will trigger a response consistent with the responsibilities and roles of the Department.

The CHHSA is responsible for administering the financial support programs to individuals in need of financial and/or nutritional and/or medical assistance. In a disaster or catastrophic event, the agency's primary goals are to provide individuals with emergency services as prescribed by law and to ensure the needs of the client are adequately met for a safe recovery from the disaster. To accomplish these goals, the Department will determine eligibility as appropriate for programs it administers in addition to the Disaster CalFresh Program and provide information and referrals based on the individual's needs.

The CHHSA's objectives are to establish a system to receive and process applications for the Disaster CalFresh Program, initiate steps to secure the safety of department personnel, establish a system to provide the necessary resources to the CHHSA in a state of emergency, including State and Federal approval for the operation of the Disaster CalFresh Program, and ensure the continuing performance of the department's essential operations and functions during an emergency.

The CHHSA has appropriately considered and put into effect all planning and implementation requirements as required in order to implement and operate a CalFresh Disaster Program. We are prepared to work cooperatively with the appropriate State and Federal Agencies and appropriate agencies that provide disaster relief.

THE ROLE OF THE COUNTY HUMAN SERVICES

The CHHSA is responsible to plan in advance in order to effectively operate the Disaster CalFresh program as required in accordance with the guidance provided by the FNS and CDSS. The CHHSA submits a request to CDSS and FNS to implement and operate a Disaster CalFresh program in the event of a declared disaster (See sample letter). The CHHSA has two designated DEC who are responsible to coordinate the CHHSA's activities with respect to the Disaster CalFresh Program. The CHHSA DEC obtains assistance from other Departments, counties or vendors as required and contacts the Calaveras County OES for other assistance as needed. The CHHSA is responsible to provide First Responders to interview Disaster CalFresh applicants and process Disaster CalFresh Program applications in accordance with Disaster CalFresh eligibility criteria, and is responsible to issue Disaster CalFresh Program benefits to eligible households. CHHSA staff will also be responsible for issuing supplemental benefits to ongoing households and replacement benefits. Supervisory staff will immediately review all of the denied D-CalFresh applications. CHHSA provides staff to operate D-CalFresh at the district office, call centers, or other D-CalFresh application sites. CHHSA currently has Outstations in West Point, Copperopolis and Arnold which, depending on the extent and type of disaster, would be able to open and issue Disaster CalFresh as needed. The CHHSA is responsible to provide press releases regarding the Disaster CalFresh Program and coordinate public service announcements for local distribution. (Attachment 1)

The CHHSA provides daily reports of benefit issuance totals to CDSS and the FNS. CHHSA will maintain communication with the State and FNS throughout the operation time period. The CHHSA also reports the total number of persons certified for Disaster CalFresh and the amounts of benefits issued to CDSS and FNS within 30 days after the disaster.

The CHHSA acts as a resource to neighboring counties in the event a fellow county may need assistance. The CHHSA has created an MOU with our "Mutual Aid Counties" which is pending final revisions and approval. (Draft MOU Attachment 2)

The CHHSA is responsible for evaluating the need for other disaster waivers, extension requests, or other food programs. CHHSA will provide local training to internal and external partners. The CHHSA is responsible for selecting and securing D-CalFresh application sites and ensuring human comforts at each site.

SAMPLE DISASTER CALFRESH PROGRAM LETTER REQUEST

A Request for a Disaster CalFresh Program is sent to the California Department of Social Services (CDSS) in the event the county decides to implement a program.

This letter is sent by email to the CDSS Director with a copy to the Cal Fresh Bureau Chief. The following is an example of a Disaster CalFresh Program request:

Kimberly Johnson, Director
California Department of
Social Services
744 P Street, M.S. 8-17-11
Sacramento, CA 95814
Email: Kimberly.Johnson@dss.ca.gov

Subject: REQUEST TO IMPLEMENT A FULL DISASTER CALFRESH PROGRAM

Dear Ms. Johnson,

The purpose of this letter is to request approval for the County of

Calaveras to operate a Disaster CalFresh Program. This request is needed to address the tremendous losses caused by the (enter type of disaster) that started on (enter date disaster started). Attached is the required information needed to approve this request including a map of the affected areas.

If you have any questions, please contact (enter name, telephone number and email of primary and secondary county contacts). Thank you in advance for your prompt response.

Sincerely,

Cori Allen, Director
Calaveras Health and Human Services Agency

THE ROLE OF THE LOCAL LAW ENFORCEMENT

Security and safety can be a concern in the event of a disaster. In large disasters, crowds may disrupt disaster assistance efforts. If a situation escalates past the abilities of the CHHSA Staff, the Staff will call the Calaveras County Sheriff's Departments 911 number.

- ~ Law Enforcement may be required to assist the CHHSA staff to ensure peace and safety for the CHHSA staff and customers.
- ~ Law Enforcement may be required to assist with unruly crowds or dissatisfied customers.
- ~ Law Enforcement may need to assist customers with concerns not related to the issuance of benefits.

All of the CHHSA Staff have authorization to call the local Calaveras County Sheriff's department. CHHSA will connect with local law enforcement early and often, particularly if D-CalFresh operations will take place at a remote application site such as one of the rural Outstations and a significant number of applicants are anticipated. CHHSA would call (209) 754-6500 in non-emergency situations. The address of the Calaveras County Sheriff's Office is 1045 Jeff Tuttle Dr. San Andreas, CA 95249.

THE RULE OF THE LOCAL FIRE DEPARTMENT

CHHSA will contact CAL FIRE Tuolumne Calaveras Unit located at 785 Mountain Ranch Road, San Andreas, California 95249 if we need assistance in determining if any hazardous substances may be affecting the issuance sites.

CHHSA would either call 911 or the main number 209-754-3831 depending on the urgency of the situation. Local Fire Departments located all around the county can help with emergency medical assistance if needed.

All of the CHHSA Staff have authorization to contact the local Fire Departments.

- San Andreas Fire Department - (209) 754-4693
- Central Calaveras Fire Protect - (209) 754-4330 (Mokelumne Hill)
- Cal FIRE Valley Springs - (209) 772-1330
- Jenny Lind Fire Department - (209) 786-2227
- CAL FIRE Murphys Station - (209) 728-0398
- Ebbetts Pass Fire District - (209) 795-1646
- Angels Camp Fire Department - (209) 736-4081
- CAL FIRE Copperopolis Station - (209) 785-2234

THE ROLE OF LOCAL EMERGENCY RESPONDERS

When D-CalFresh is operational; CHHSA will work in partnership with all local emergency responders including the local OES, Public Health Agency and Community Based Organizations. Included in this Calaveras County CalFresh Disaster Plan is an attachment with the contact information of all of the above-mentioned agencies and organizations. (Attachment 3)

THE ROLE OF CDSS CALFRESH POLICY

When D-CalFresh is operational, CDSS CalFresh Policy will be responsible for the following:

- ~ Assisting the CWD in submitting any additional waiver(s) or extension requests, or in implementing any other food programs.
- ~ Providing policy training and/or policy resources as needed.

- ~ Providing on-site policy support at remote application sites as needed.
- ~ Assisting with the coordination of additional staff or technology support to operate D-CalFresh at district offices, call centers or D-CalFresh application sites.
- ~ Evaluation the need for assistance from neighboring counties.
- ~ Providing daily reports of D-CalFresh issuance totals to FNS.
- ~ Maintaining communication with CWD's and FNS throughout the operation.
- ~ Coordination and leading daily conference calls between CWD's, FNS, consortia, the office of System Integration (OSI) - EBT, CDSS Program Automation and Technology and other applicable stakeholders.
- ~ Providing the CDSS Executive Staff and the CHHSA with daily status reports.



CDSS DISASTER RESPONSE EMERGENCY CONTACT LIST

Name	Title	Phone Number	Email
Kathy Yang	Acting Branch Chief	O: (916) 651-3319 C: (916) 698-0854*	Kat.Yang@dss.ca.gov
Amber Bonilla	Acting Policy & Employment Bureau Chief	O: (916) 657-3434 C: (916) 210-9824*	Amber.Bonilla@dss.ca.gov
Yazmin Saenz	Policy Section Chief	O: (213) 457-1465 C: (213) 435-2488*	Yazmin.Saenz@dss.ca.gov
Brian Kaiser	Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Tami Gutierrez	Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825*	Tami.Gutierrez@dss.ca.gov
Kyle Priess	Policy Manager	O: (916) 651-6023 C: (916) 701-3164*	Kyle.Priess@dss.ca.gov

Danielle Wilson	Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov
Jessica Ampah	Emergency Food Programs Section Chief	O: (916) 651-5243 C: (916) 210-9268*	Jessica.Ampah@dss.ca.gov
Nai Sisco	Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	Nai.Sisco@dss.ca.gov
Brandon Romano	Emergency Food Programs Manager	C: (279) 200-2637*	Brandon.Romano@dss.ca.gov
Raquel Givon	Enterprise Data Management Branch Chief	O: (916) 654-1770 C: (916) 764-4019*	Raquel.Givon@dss.ca.gov
Emily Caruso	Data, Automation & Projects Section Chief	O: (916) 823-2778	Emily.Caruso@dss.ca.gov
Dara Candy	State & Federal Reporting Unit 1 Supervisor	O: (916) 653-1800	Dara.Candy@dss.ca.gov
Joan Gifford	OSI/EBT Operations Lead	O: (916) 263-4163 C: (916) 416-0163*	Joan.gifford@osi.ca.gov

*Please do not share CDSS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

Name	Title	Phone Number	Email
Young Ihm	Operations Branch Chief	O: (415) 645-1909	Young.Ihm@usda.gov
Bradford Williams	Operations Lead Program Specialist	O: (415) 744-3801 C: (415) 844-0251*	Bradford.Williams@usda.gov
Megan Stupi	Policy Program Specialist	O: (415) 645-1923	Megan.Stupi@usda.gov

*Please do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

THE ROLE OF CDSS CALFRESH OPERATIONS

When D-CalFresh is operational, CDSS CalFresh Operations will be responsible for the following:

- Providing operations training and/or operations support as needed.
- Providing on-site operations support at remote application sites as needed.
- Attending daily conference calls.
- Conducting site visits in impacted counties as needed.
- Coordinating and completing Quality Control (QC) reviews.

Please see below for the key CDSS CalFresh Operations contact:

Tami Gutierrez	Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825*	Tami.Gutierrez@dss.ca.gov
----------------	----------------------------	---	--

THE ROLL OF CDSS CALFRESH PROGRAMS

When D-CalFresh is operational, CDSS CalFresh Programs will be responsible for the following:

Implementing the D-CalFresh Outreach Plan, which includes:

- ~ Updating the CDSS D-CalFresh webpage.
- ~ Developing and distributing D-CalFresh outreach materials to affected counties and D-CalFresh community partners including:

- SNAP Education implementing agencies.
- Emergency Food Assistance Program (EFAP) providers.
- CBOs.
- Employment and Training or Community College partners.
- Immigration and Refugee groups (in coordination with the California Department of Public Health).
- Women, Infant and Children's Program centers (in coordination with the California Department of Public Health).

- Local Schools (in coordination with the California Department of Education.)

NOTE: The CHHSA CalFresh Disaster Plan has listed the local contact information for Calaveras County in an attachment to this document. (Attachment 3)

~ Developing and distributing template press releases to affected counties.

~ Coordination with CDSS' Public Information Officer to manage statewide press releases and other media engagement.

Please see below for key CDSS CalFresh Program Contacts:

Brian Kaiser	Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Danielle Wilson	Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov

THE ROLL OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM

The CDSS EFAP is responsible for administrating the program at the state level and works with the local EFAP providers to support individuals and families impacted by a disaster. The CDSS EFAP and local EFAP providers, with FNS approval, can provide individuals and families who remain in their homes with emergency food assistance through a Household Disaster Feeding Program. This program provides additional commodity foods to EFAP providers to supplement the nutritional needs of the community. Commodity foods may be provided without an approval to operate D- CalFresh.

When D-CalFresh is operational, CDSS EFAP will be responsible for the following:

- Acquiring and analyzing information provided by local EFAP providers in the disaster impacted areas.
- Coordinating appropriate disaster assistance and distribution of food or funds, as needed.
- Establishing the Household Disaster Feeding

- Program using USDA Foods, as needed.
- Supporting necessary documentation and follow-up as it pertains to the disaster.

PLEASE NOTE: Households that receive food through the Household Disaster Feeding Program at their local EFAP provider are not eligible to receive D-CalFresh benefits.

Please see below for key CDSS EFAP contacts:

Jessica Ampah	Emergency Food Programs Section Chief	O: (916) 651-5243 C: (916) 210-9268*	Jessica.Ampah@dss.ca.gov
Nai Sisco	Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	Nai.Sisco@dss.ca.gov
Brandon Romano	Emergency Food Programs Manager	C: (279) 200-2637*	Brandon.Romano@dss.ca.gov

THE ROLE OF THE UNITED STATES DEPARTMENT OF AGRICULTURE, FOOD & NUTRITION SERVICES (USDA FNS)

FNS reviews, approves or denies requests to operate D-CalFresh. In addition, FNS is responsible for the following:

- Providing policy and operations guidance.
- Providing on-site support at remote application sites, as needed.
- Approving all media and outreach materials related to the operation of D- CalFresh.
- Providing USDA Foods for shelters and other mass feeding sites.
- Providing USDA Foods for distribution directly to households in need in certain limited circumstances.
- Providing funding for 100 percent of D-CalFresh benefits and 50 percent of the State administrative costs.
- Liaising with FEMA.

USDA FNS DISASTER RESPONSE EMERGENCY CONTACT LIST

Name	Title	Phone Number	Email
Young lhm	Operations Branch Chief	O: (415) 645-1909	Young.lhm@usda.gov
Bradford Williams	Operations Lead Program Specialist	O: (415) 744-3801 C: (415) 844-0251*	Bradford.Williams@usda.gov
Megan Stupi	Policy Program Specialist	O: (415) 645-1923	Megan.Stupi@usda.gov

*Please do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

SECTION 2: D-CALFRESH READINESS

PANDEMIC PLANNING

CHHSA has delivered CalFresh benefits through the original Federal Declaration of the COVID-19 Emergency starting on March 14, 2020. The lobby doors were closed by order of the Board of Supervisors; however, applications were available on racks outside the door. A locked drop box was also available and was checked once an hour for applications. Phone interviews were conducted for CalFresh and many different methods of document signatures were allowed. Telephonic, text to sign and e- signatures. EBT cards were mailed to the client or the client could arrange to come in to the main office in San Andreas to physically pick up their EBT Cards. Employees were given masks and gloves which they were recommended to wear. Employees were available to go outside, masked and gloved, to help clients with their paperwork. Some of the employees telecommuted from home because of not being able to social distance in the office and because some of them had children that had to be homeschooled due to the schools closing down. Plastic barriers were installed between desks and some workers were seated in the interview booths to keep the proper amount of distance. There was never a lapse during and continuing through this Pandemic, in the delivery of CalFresh benefits. CHHSA met the ES (Expedited Services) and regular processing timeframes for 98% of the cases during this time. All of our Outstations: Arnold, Copperopolis and West Point, have been allowed to re-open because of the ability to social distance. All of our workers have returned to the office at this time and are still recommended to wear masks and screen anyone in the building with COVID symptoms.

DATA

Calaveras County is situated in the central part of California. Calaveras County is composed of 1,020.04 square miles. Statistics collected in 2020 state the population of Calaveras County is 45,828. The median age is 52.8. The median household income is \$67,054. The poverty rate is 11.4% and the median property value is \$445,000. The most common employment sectors are Health Care and Social Assistance, Retail Trade and Construction. 96.9% are citizens and 5.79% of residents were born outside of the country. The ethnic composition of the population of the County is composed of 76.54% White, 12.95 % Hispanic or Latino, 1.56% Asian, 1.1% American Indian & Alaska Native, .74% Black or African American, .17% Hawaiian & Other Pacific Islander, .59% Other Races.

MUTUAL AID REGION AND CROSS COUNTY SUPPORT

CHHSA has participated in creating the "**Disaster CalFresh Program Memorandum of Understanding (MOU) Mutual Aid Plan - Protocol for Post-Disaster Support/Services Accommodation.**" Currently this plan is in DRAFT form. (Attachment 2)

The proposed participating counties in this MOU are:

- Alpine
- Calaveras
- Amador
- Tuolumne
- Yuba

CHHSA has listed the information we have been able to gather on the Mutual Aid Counties. (Exhibit B) The counties that border our county are Tuolumne, Amador and Alpine. The county that is further away is Yuba. CHHSA does have an individual MOU with El Dorado County.

D-CALFRESH RESPONDERS

Attached to this CalFresh Disaster Plan FFY 2023 is a current organization chart and a CalFresh First Responder list with names and contact information for everyone. (Attachment 4 and 5.) First Responders are staff located at the CHHSA office that will be called upon to process Disaster CalFresh applications whether taken at the CHHSA Main Office in San Andreas or taken at the disaster centers when a disaster is federally approved. First Responders consist of the following staff members:

- Eligibility Specialists (ES)
- Eligibility Supervisors
- Eligibility/Employment and Training Program Manager
- Employment and Training Workers
- Employment and Training Supervisor
- Clerical Office Technicians
- Clerical Supervisor
- Fiscal Workers
- Fiscal Supervisors
- Staff Service Analysts

Arnold. Listed below are the locations of each of the Outstations.
(Attachment 6 - Map)

Arnold Outstation
Mark Twain Medical Clinic
2182 Highway 4
Arnold, CA 95223
209-768-7588

Copperopolis Outstation
Calaveras County Sheriff's Office Substation
3505 Spangler Lane Suite 105
Copperopolis, CA 95228
209-768-7540

West Point Outstation
429 Main Street Suite #3
West Point, CA 95255
209-293-4200

PROCEDURES TO REDUCE APPLICANT HARDSHIP

The CHHSA will maintain physical security of all resources and facilities by developing a damage assessment survey that will include the following:

- Conduct office inspection to identify life-threatening hazards and locate any persons in need of assistance.
- Document structural, physical or cosmetic damage.
- Advise if security is needed to maintain the office or to prevent further injury or damage.
- Control access to areas identified as hazardous, including areas considered contaminated or toxic.
- Implement identification procedures necessary to control access to the office as needed.
- Provide access to any locked areas in offices for search, rescue and recovery personnel.
- Maintain communication with the Calaveras County OES.

In order to ensure that adequate staff is available and able to serve the public, employee health and safety items such as masks, etc. will be provided by the CHHSA. Periodic checks will be conducted with staff and counseling will be provided if requested in order to maintain emotional well-being.

To reduce hardship for ongoing regular CalFresh households, benefits can be replaced as a result of a disaster. Ongoing CalFresh households who have been evacuated or lost their homes, may be eligible to replacement for the dollar amount of the food that has been destroyed. The total is not to exceed the maximum allotment for the given month. Households must complete the "Replacement or Supplement Affidavit/Authorization" (CF 303) form to request a replacement. A replacement benefit must be issued within 10 days of the request. Customers who report a loss of food due to fire or loss of power may also be eligible to replacement benefits. In these cases, benefits should be prorated from the time the fire or loss of power occurred.

At Disaster CalFresh application sites, First Responders will assist individuals by directing individuals to the appropriate area, distributing Disaster CalFresh applications and providing assistance in completion of the application as required and assisting with human comfort items such as distributing food and water and directing applicants to the restrooms or medical facilities as needed.

PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

CHHSA can provide access to D-CalFresh applicants who are LEP through use of our bilingual staff. Currently there are three staff members that are fluent in Spanish. Spanish is the main foreign language spoken in the county. The CHHSA Staff is also trained to use the Language Line for interpreting for Spanish speaking individuals and any other languages that may be required to assist customers and workers with. Once a year CHHSA gives training to the staff on use of interpreters and language line services. CHHSA has one person that is proficient in American Sign Language. CHHSA will provide interpreters, application and written communication to the household in their chosen language.

REASONABLE ACCOMODATIONS

CHHSA will take steps to provide reasonable accommodations to safely ensure access for vulnerable populations such as the elderly and persons with disabilities. The main office located at 509 E. St. Charles St., San Andreas, CA 95249 is ADA compliant. Many of the emergency shelter and Outstation locations are not as compliant however CHHSA will provide staff to ensure special provisions are made for the elderly and people with disabilities for their safety and comfort. CHHSA has the capability of sending Eligibility Staff out to individual applicant homes as resources allow. CHHSA will equip eligibility and issuance staff assigned to different sites with large print, Braille and/or staff that can read the materials to the client if needed. All regulations governing the use of an authorized representative (AR) for regular CalFresh will be applied to D- CalFresh, including:

- The AR designation will be made in writing by the head of household, spouse or another responsible member of the household.
- The CHHSA will verify the identity of the AR and the applicant.
- Public Service announcements will inform potential applicants that elderly people and people with disabilities may designate an AR to apply for them.

A phone interview will be conducted due to the rural nature of the Calaveras County area and the lack of consistent and convenient mass transit.

ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

Disaster EBT cards are produced in advance and are stored by the CDSS. When a Disaster CalFresh Program is approved, the Fiscal Supervisor requests that the cards be sent to the county. Disaster CalFresh EBT cards are pre-pinned. Account set-up is performed through the CalSAWS eligibility system. If CalSAWS is unavailable, accounts are set up through the Administrative Application.

DISASTER RESPONSE TRAINING

CHHSA Staff Service Analysts will be responsible for conducting a once a year training on how to facilitate an efficient and effective D-CalFresh operation and emergency response. CHHSA will provide staff with introductory and ongoing topics such as D- CalFresh eligibility, application and issuance procedures. CHHSA will incorporate introductory D-CalFresh training in the Induction Training for new Eligibility Specialists. Training sessions prior to the start of the D-CalFresh operations will include information that is specific to the type of the disaster response required.

PUBLIC INFORMATION AND OUTREACH

All requests for information from the media are referred to the County Public Information Officer (PIO) in the Calaveras County OES. All requests for information from requestors other than the media are referred to the CHHSA DEC. The CHHSA is responsible to prepare information on the availability of the Disaster CalFresh Program, general eligibility criteria and such items as fraud prevention and how to report fraud.

CHHSA provides this information to the county's PIO for distribution to the media. Additionally, eligibility staff that are available at shelter sites explain the application process and process application for the Disaster CalFresh Program. The media also needs to provide the public with hazard warnings, safety instruction, official announcements, notice of emergency regulations, evacuation procedures, directions on getting to medical and shelter facilities. The Media will also report the status on the condition of lifelines and damage assessment information. Providing the media with accurate, timely and uniform information is the responsibility of the OES PIO based on information provided by the CHHSA.

CERTIFICATION PROCESS

Application Sites

If the current CHHSA office at 509 E. St. Charles St, San Andreas, CA 95249 is useable, Disaster CalFresh applications will be taken at the main office. CHHSA has one primary and one back up worker assigned to Worker of the Day duties and they can assist in separating lines for Disaster CalFresh applicants, ongoing households and applicants for regular CalFresh. Signs will be posted and CHHSA staff will be utilized as needed to direct clients to the appropriate areas and will answer questions as required. As previously mentioned we have three rural Outreach stations which are set up to interview and issue all programs. If the San Andreas CHHSA office is not useable, the office can operate out of alternate work sites as identified on the next pages.

Certification Post-Disaster Reporting

Within 45 days of the termination of a Disaster CalFresh operation, the CHHSA must submit the number of new households issued Disaster CalFresh benefits, the total number of new persons assisted, the number of ongoing households issued supplements and the total benefits issued to new households and supplements issued to ongoing households. The CHHSA provides certification reporting post-disaster by completing the required Report of Supplemental Nutrition Assistance Program Benefit Issuance for Disaster Relief. (FNS-292B)

Post-Disaster Review Report

The CDSS shall compile and submit to their FNS Regional Office the completed Post- Disaster Review Report no later than 6 months after the close of program operations. The post-disaster review report is comprised of four parts: comprehensive review, individual reviews, problem analysis and proposed improvements as described below.

The comprehensive review contains an overview of the Disaster CalFresh operation, including where and when it took place, how it was staffed and the total number of applications approved and the amount of benefits issued. The report describes the systems or methods employed, discusses any major problems encountered and discussed the interventions used to solve those problems in the area of certification systems, fraud control, issuance, public information and outreach, program accessibility and security.

For individual reviews, the CDSS is required to pull a random sample that is 0.5 percent of the public cases issued not to exceed 500 or be less than 25. For CHHSA employee Disaster CalFresh cases, 100% of the cases will be reviewed.

After completing the individual reviews, the CDSS will conduct a problem analysis and create a separate list of charts for both the general public cases and the CHHSA agency employee reviews that contains required details about the identified number and nature of case problems, restored benefits and claims and any further action taken against employees as a result of the findings.

The proposed improvements portion of the report includes lessons learned and best practices, specific additions/changes or additions to the FNS Guidance Handbook.

**Calaveras County Office of Emergency Services
Emergency Shelter List – Alternate Work Sites
Updated April 2017**

Town	Type of Facility	Site Name & Address	Contact Person	Phone Number	Capacity	WHS Room Available	Riser Rooms	Wheeled Instruct	Generator	Comments
Angels Camp	Elementary School	Mark Tassin Elementary 645 Stanislaus Ave Angels Camp	Paul Gehres – Principal J.Aa Toland – Superintendent Pill Davis / Jason – Transportation	709-6533 Main # 904-4933 Home 708-0300 Cell 708-6802	500	Yes	Yes	Yes	No	550 Assembly (Gymnasium) 152 Dining (Lunchroom)
Angels Camp	Fair Grounds	Frogfoot 101 Frogfoot Road Angels Camp	Main Office Luane Gannon	709-2591 Main # 708-3700 Cell 304-1808 Cell	5000 A	Yes	Yes	Yes	No	Showers, Hookups for trailers & motor homes still added, 24/24 sign in/out table
Angels Camp	High School	Blair Hark High School 304 Murphy's Grade Rd Angels Camp	Main Office Mike Chimento – Superintendent Michelle Miller – Nurse Gloria Cardillo – District Office Tanya Luchetti – Principal Paul Muley – Maintenance	709-2592 Main # 708-3512 Office 708-3374 Home 708-6833 Cell 502-3814 Home 505-8974 Cell 708-8320 Office 708-8299	1000 =	Yes	Yes	Yes	No	First Gymnasium 920 Second Gymnasium approx 420
Arnold	Church	Chapel of the Cross 2280 Cedar Lane Arnold	Main Office Marilyn Williams – Associate Pastor Chris Katten – Senior Pastor Jill Jody – Family Minister	705-1204 Main # 705-1204 100 705-4303 100 705-2785	200 = 150	Yes	Yes	Yes	Yes	Also have three houses across from Chapel with showers Lower level has 2 restrooms
Arnold	Elementary School	Madal Fischer Elementary 1605 Blagen Road Arnold Fax #705-6033	Main Office Ron Russ – Head Custodian Karen Pesta – Computer Lab Tech	705-6033 Main # 705-2117 Home 900-7108 Cell	150 = 180	Yes	Yes		No	Multi-Purpose Room holds 150 (if portable buildings classroom is available also)
Arnold	Hall	Mountain Play School Independence Hall 1445 Blagen Road Arnold	Main Office – Jennifer Monetta John – Maintenance ***Also see Independence Hall***	705-6094 Main # 504-4033 Home 800-7310 Cell	700	Yes	Yes		No	None
Arnold	Middle School	Avery Middle School 4545 Moran Road Arnold Riser built emergency # 769-6833	Main Office Kathleen Oswald – Secretary Devin Johnson – Dr Operations Jared Hungerford – Principal Sherry Souza – Custodian	708-8320 Main # 710-2639 Home 988-4793 Cell 705-6513 728-8301	400	Yes	Yes	Yes	No	Multi-Purpose Room holds 400
Arnold	Hall	Independence Hall 1445 Blagen Road Arnold	Don Cooper – Custodian Walt Patterson – President Jackie Tom Sullivan Glynnie Nelson	705-1585 Home 705-1464 Home 705-2490 Home 705-1770 Home		Yes	Yes	Yes	No	Several Rooms
Arnold	Hall	Elliott's Pass Moose Lodge #1123 1945 Blagen Road Arnold	Josh Heller – President joshheller@jnet.net	705-2023 Home 320-4420 Cell	100	Yes	Yes	Yes		Large Hall and kitchen Two RV Hookups

**Calaveras County Office of Emergency Services
Emergency Shelter List – Alternate Work Sites
Updated April 2017**

Town	Type of Facility	Site Name & Address	Contact Person	Phone Number	Capacity	Kitchen Facilities	Rest Rooms	Windows Intact	Generator	Comments
Copperopolis	Elementary School	Copperopolis Elementary 217 School Street Copperopolis	Main Office Karen Vail – Principal * * Julie Paulson – Secretary * Jill Douglas – Custodian *	705-2358 Main # 705-4510 Home 809-9221 Cell 705-9235 Home 742-8897 Cell 735-8000 Home 743-0410 Cell	250	Yes	Yes	Yes	No	None
Glencoe	Town Hall	American Legion Hall 2709 Dunay Road Glencoe	Main Office Tom Correa – Primary Contact * Tony Arrip – Commander *	202-7248 Main # 202-7331 Home 202-7142 Home	100	Yes	Yes		Yes	None
Jerry Lind Fax 772-2510	Elementary School	Jerry Lind Elementary 5100 Driver Road	Main Office Wendy McCormick – Child Mgr * *	754-2350 Main # 743-1074 Cell	600	Yes	Yes	No	No	Multi-Purpose Room
Mokelumne Hill	Elementary School	Mokelumne Hill Elementary 8380 Highway 26 Mokelumne Hill	Main Office Sandy Holman – Secretary * 1 st Michele Bezman – Princip * 2 nd Jan Shannon – Custodian *	764-2140 Main # 209-7166 Home 209-1581 Home 752-8271 Cell	100	Yes	Yes	Yes	No	None
Mokelumne Hill	Town Hall	Community Town Hall 8213 Main Street Mokelumne Hill	Ruby Yocum – Rental Clerk * Tom & Sara Regino *	209-1163 Home 849-2364 Cell 209-1244 Home	300	Yes	Yes	No	No	None
Mountain Ranch	Church	Community Church 8423 E. Murray Creek Rd Mountain Ranch	Main Office Pastor Al Hass * Ann Hass * Marilyn Truesdell – Church Leader *	754-1659 Main # 754-2747 Home 754-8959 Work 754-4100	200	Yes	Yes	Yes	No	134 Upstairs 50 Downstairs Windows
Mountain Ranch	Youth Center	7209 Whiskey Slip Road Mountain Ranch	Allison Charter-Smith – President LeeAnn Bryant – Secretary Pam Colver – Treasurer KEY BOX OUTSIDE DOOR CODE: 4075	726-2787 Home 754-8888 Home 726-8208	100	Yes	Yes			None
Mountain Ranch	Town Hall	Mt. Ranch Community Hall 8040 Washington Street Mountain Ranch	Gene Dehemera – Hall Manager * Susan Galvin – President * Susan Galvin @kingsport.net Tom Damsted – Park Manager * Mdamsted@gmail.com	754-4432 Hall 754-8518 Home	250	Yes	Yes	No	No	Hall Living Area chairs are associated @ Post Office and Mountain Ranch Ranch
Murphys	Hall	Masonic Temple 304 Church Street Murphys	Tom Thomas – Lodge Master Walt Patterson – Secretary	726-8026 755-1854 Home	100	Yes	Yes		No	None

**Calaveras County Office of Emergency Services
Emergency Shelter List – Alternate Work Sites
Updated April 2017**

Town	Type of Facility	Site Name & Address	Contact Person	Phone Number	Capacity	Phone Facilities	Rest Rooms	Washers / Dryers	Generator	Comments
Murphys	Elementary School	Adrian Monahan Elem. 141 Pennsylvania Gulch Murphys	Main Office Erik Loring – Principal Devin Johnson (W.P. Access) Judy Bergant – Secretary Kurt Ernst – Day Custodian Craig G. Pitts – EVE Custodian	726-3441 Main # 726-3224 888-4058 Cell 726-4648 Home 726-0366 Home 726-4028 Cell 726-2424 Home	400+	Yes	Yes	Yes	No	Multi-Purpose Room capacity of 120 seating
Murphys	Hall	Native Sons of the Golden West Hall 302 Main Street Murphys	1 st Robert Loeffler – Secretary Albert Knochli – President Bruce Bass – Director	726-2072 726-4054 726-2743	200	Yes	Yes	Yes	No	Main Hall - Kitchen and Lobby Loaded 2 blocks from First Congregational Church
Murphys	Church	First Congregational Church 714 Adams Murphys	1 st – Leo Demantovsky – Secretary 2 nd – Barbara Diener 3 rd – Marilyn Breen – Treasurer	726-3141 Main # 861-112-8446 726-8043	100	Yes	Yes	Yes	No	Main Church Building Eastern Engineering Room and Fellowship Halls
Rail Road Flat	Youth Hall	Rail Road Flat Community Hall 252 Rail Road Flat Road	Janet Bell – President Phyllis Fuld-Treza	704-4102 Home 784-1413	250	Yes	Yes	Yes	No	2 Halls – Handicapped Accessible
Rail Road Flat	Elementary School	Rail Road Flat Elementary 258 Rail Road Flat Road Rail Road Flat	Main Office Deb Ruggaber – Secretary Renee Youngblood – Teacher Angela Howard – Principal Tracy Taylor	726-2275 Main # 724-4028 Home 724-1228 Home 747-2422 Cell 326-1423 Home	100	Yes	Yes	NO	NO	Multi-Purpose Room Faculty & working on parking lot
San Andres	Church	Community Covenant Church 201 Treat Street San Andres	1 st – Tommie Archa Doree Mathews Dave Mathews Cynthia Batten – Secretary	Main Office M-F: 9:00-2:00 724-3281 Main # 724-3282 Work 724-3283 Cell 724-4028 724-1570 Home 326-2225 Cell 724-8312 Home	?	Yes	Yes		No	Auditorium Room 4,222 2 Showers
San Andres	Elementary School	San Andres Elementary 225 Lanes Ave San Andres	Main Office Terra Crothers – Principal Jeff Lassen – Head Custodian	724-2265 Main # 818-808-5191 Cell 745-7721 Cell	200	Yes	Yes	Yes	No	Multi-Purpose Room
San Andres	High School	Calaveras High 300 High School Street San Andres	Alan Gilroy Mike McMillan – Principal Lynne Stewart – VP Joe Craig – Maintenance Matt Macdonald	724-1511 Main # 824-8749 Cell 726-1108 Home 724-8179 Home 726-5861 Cell 824-5304	500	Yes	Yes	Yes	No	max showers – Used by CCV

**Calaveras County Office of Emergency Services
Emergency Shelter List - Alternate Work Sites
Updated April 2017**

Town	Type of Facility	Site Name & Address	Contact Person	Phone Number	Capacity	Kitchen Facilities	Rest Rooms	Wireless Internet	Generator	Comments
San Andreas	Model School	Taylor Middle School 3412 Double Springs Road San Andreas	Main Office Amy Hasselwander - Principal 1 st Jennifer Merrill - grade 7 2 nd Francisco "Paco" - Custodian 3 rd Andrew Gardner - VP	754-2137 Main # 351-2753 Cell 754-2877 Home 418-0620 Cell 525-528-9708	200	Yes	Yes	No	No	Showers in girls locker room
San Andreas	Town Hall	San Andreas Town Hall 24 Church Hill Road	Donna Schantz Jim Kuehnaugh	754-0127 Home 754-3307 Home	200 +	Yes	Yes	No	No	Upstairs and Downstairs kitchen
Valley Springs	Elementary School	Valley Springs Elementary 240 Pine Street Valley Springs	Main Office Angela Kook - Principal Connie Gleason - Custodian	754-2141 Main # Eck 3202 772-3120 Home	200	Yes	Yes		No	Adjacent to Veterans Hall
Valley Springs	Hall	Jenny Lind Memorial Hall 180 Pine Street Valley Springs	Main Office Frank Garcia - General Manager Gail Belmont - Director Karin Larson Office hrs 8:30 - 12:30	772-9650 Main # 788-1007 Home 483-3187 Cell 503-4540 772-9656 Home 772-9940 Work	150	Yes	Yes	Yes	No	Adjacent to Elementary School
West Point	Church	Community Covenant Church 22204 Highway 20 West Point	Main Office Karen Boshier Jeff Haight, Pastor Jenny Meyers	293-4220 Main # 293-2100 Home 293-4405 Home 293-7918 Home	80- 80	Yes	Yes	Yes	No	Adjacent to Elementary School Generator to keep hot or light Gas stove and heat
West Point	Hall	Blue Mountain Coalition for Youth and Families 264 Main Street West Point	Main Office Peggy Chambers Joni Stamba Catherine Lambie Alan Willard	293-7445 Main # 951-0079 293-1229 243-1177 293-4979	100	No	Yes		No	Would be good for Red Cross Staff Shelter and/or Red Cross office for a large event coupled with other facilities available nearby
West Point	Hall	VFW Hall 202 Spink Rd West Point	Main Office Jack Cummins Larry Burns	293-3322 Main # 293-7470 Home 293-7477 Work 416-0522 Cell	200	Yes	Yes	Yes	No	None
West Point	Elementary School	West Point Elementary 54 Eric McLellan Road West Point	Main Office Katherine Wood - Principal L. Kelly Weatherly - Secretary	754-2255 Main # 293-4260 Home 293-7162 Home	200	Yes	Yes			Kitchen in Multi-Purpose Room Stove only. Adjacent to Community Church

**Calaveras County Office of Emergency Services
Emergency Shelter List - Alternate Work Sites
Updated April 2017**

Town	Type of Facility	Site Name & Address	Contact Person	Phone Number	Capacity	Kitchen Facilities	Rest Rooms	Wireless Internet	Generator	Comments
West Point	Hall	West Point Community Hall 22283 Highway 20 West Point	Daryl Deaver - President	293-1227 Home	200	Yes	Yes	Yes		Adjacent to Veterans Hall, across street from Elementary School and Community Church
West Point	Hall	Adjacent to Lions Club West Point Veterans Memorial Hall	Main Office	293-7244 Main #	120	Yes	Yes	Yes	No	Adjacent to Town Hall, across street from Elementary School and Community Church 78 - Upstairs 50 - Downstairs 5 ranchers used for livestock Cages set up in emergency at 78 for dogs and cats 5 main radio antennas used for operations in LA #15047 2 stoves one propane 1 electric
Calaveras County County Council	Headquarters	22273 Highway 20 West Point	Primary Emergency Contact Dennis Lewis - Chair	293-712-3120						

ISSUANCE PROCESS

CHHSA is prepared to issue D-CalFresh benefits through their respective consortia and the State's EBT system.

CHHSA's D-CalFresh issuance plan incorporates procedures for:

- Ensuring that benefits are made available as soon as possible and no later than three calendar days (except for questionable cases in which issuance may be delayed up to seven days) from the date the application was filed.
- Fiscal Unit will be responsible for having sufficient EBT card stock to operate D-CalFresh.
- CHHSA Staff will minimize the number of times recipients have to return to a disaster assistance location for benefit application and issuance.
- CHHSA Staff will also be checking for duplicate participant of all household members.

EBT cards are negotiable items and must be handled by benefit issuance staff only. Procedures are in place to ensure that eligibility specialists do not issue both the benefits and the EBT card.

SYSTEMS AND EBT PRINTER CONTINGENCIES

Special Disaster EBT cards may be required if the CHHSA is unable to issue EBT cards using normal systems. In these circumstances, the CHHSA will work with CDSS to coordinate the supply of Disaster EBT cards. Disaster EBT cards are produced and pre-pinned in advance of disasters.

In the Draft MOU that we have with several counties, there are contingency plans available to print EBT cards in another county and have staff pick up those cards on a daily basis.

CHHSA is not capable of printing EBT cards at the rural Outstations however there are procedures in place for the Outstation worker to deliver the EBT card to the client within a day or two. If we have a worker that lives in the area CHHSA has developed an EBT card issuance form which requires the customer to sign the form that they received the EBT card. The staff member that delivers the card brings the form back to Fiscal with the client's signature. Staff would document in the case journal that the EBT card has been delivered. The date, time and location of the delivery is included in those comments.

If a CHHSA customer wants to they can also come in the main office in San Andreas and pick up the EBT card on site.

SECURITY AND FRAUD PREVENTION PLAN

All D-CalFresh applicants will be appropriately file cleared in MEDS and in CalSAWS in order to check for and avoid duplicate participation. Additionally, the phone number to report fraud will be publicized.

All D-CalFresh applications from county employees will be reviewed by Supervisory staff prior to the issuance of benefits.

Questionable applications will be reviewed immediately by Supervisory staff and will be appropriately referred to the Fraud Investigator as required to ensure that the seven calendar day requirement is met.

Information will be posted in applications sites relating to duplicate participation and fraud prevention.

DAILY REPORTING

The Daily/Cumulative Report provides the number of approved new D-CalFresh Program households. The number of approved Disaster Supplements and approved Replacements for ongoing households. The Daily/Cumulative Report is included below.

Attachment 1 – Sample Press Release

The California Department of Social Services (CDSS) today announced that, as part of the continuing disaster recovery effort, individuals and families impacted by the wildfires in Butte County may be eligible to receive one month of Disaster CalFresh food assistance.

A family of four with a monthly income up to \$2,818 per month may be eligible to receive up to \$642 in food assistance through California's Disaster CalFresh program. Households can apply for this assistance December 12, 2018, through December 14, 2018 and December 17, 2018 through December 20, 2018. In most cases, Disaster CalFresh food assistance benefits will be available within three days of the date of application.

On November 29, 2018, the United States Department of Agriculture approved California's request for Disaster CalFresh food assistance to enhance the recovery effort in Butte County. The program is known nationally as the Disaster Supplemental Nutrition Assistance Program or D-SNAP. Wildfire victims may apply for CalFresh disaster food assistance in-person at local social service agency offices in Butte County.

Disaster CalFresh benefits will be provided via an Electronic Benefits Transfer (EBT) card, which is similar to a debit card that can be used to purchase food items at grocery stores and other authorized retailers.

WHO CAN APPLY?

Individuals and families who lived or worked in Butte County may be eligible for Disaster CalFresh food assistance if the household experienced at least one of the following as a direct result of the wildfires:

- Damage to or destruction of the home or self-employment business;
- Loss or inaccessibility of income, including a reduction or termination of earned income or a significant delay in receiving income due to disaster related problems; or
- Disaster-related expenses (e.g. home or business repairs, temporary shelter, evacuation, etc.) that are not expected to be reimbursed during the disaster benefit period.

Households already participating in CalFresh are not eligible to receive Disaster CalFresh food assistance, but may be eligible to receive supplemental benefits up to the maximum monthly allotment for their household size. Households already participating in CalFresh may contact their local social service agency to request supplemental benefits by phone or in person. Some households already participating in CalFresh may also automatically receive supplemental benefits based on the direct impact, such as mandatory evacuations, of the wildfires in their community.

WHEN TO APPLY?

Individuals and families affected by the wildfires who are seeking food assistance may apply for Disaster CalFresh beginning December 12 by visiting a social service agency in Butte County. Additional application sites and more information is available at <http://www.cdss.ca.gov/Disaster-Help-Center>.

In addition, individuals or families with new needs for assistance due to the wildfires may always apply for regular CalFresh benefits and CalWORKs cash aid at their local social service agency or online at www.benefitscal.com.

QUESTIONS: CALL YOUR COUNTY

Butte County at 1-877-410-8803

Attachment 2 – Memorandum of Understanding

DISASTER CALFRESH PROGRAM MEMORANDUM OF UNDERSTANDING (MOU) NORTHERN AND VALLEY REGIONAL COUNTIES MUTUAL AID PLAN PROTOCOL FOR POST-DISASTER SUPPORT/SERVICES ACCOMMODATION

This Memorandum of Understanding (MOU) is made and entered into by and between the Counties of Alpine, Amador, Calaveras, Tuolumne and Yuba (referred to collectively as "Mutual Aid Counties").

1. Purpose

The purpose of the Valley Regional Counties of Human Services Mutual Aid Plan is to support partner county human services agencies and their ability to maintain services in times of disaster or other emergencies.

Participating counties in this MOU listed alphabetically:

- Alpine
- Amador
- Calaveras
- Tuolumne
- Yuba

2. General Policy

The general policy provides that:

- Each county is responsible for the training of its personnel in the implementation of this plan.
- Use of this plan is voluntary.

Mutual aid between counties will be for a specific, agreed upon period of time for each emergency response related to operating a Disaster CalFresh Program. Counties agree to provide up to fourteen (14) calendar days of mutual aid. The requesting Welfare Director, or designee, may make special arrangements with the providing Welfare Director to continue duty assignments of a mutual aid person for more than fourteen (14) calendar days.

This MOU does not prevent the Disaster County from seeking assistance from another Mutual Aid County outside of this agreement.

3. Term

This MOU shall become effective upon the date signed by each County's Board of Supervisors, or designee, and shall terminate on June 30, 2023. This MOU may be extended for two additional twelve-month periods upon the written approval of all parties no later than thirty (30) days prior to expiration.

4. Termination

A County's participation in this MOU may be terminated at any time by the County, or its Welfare Director or designee, upon giving thirty (30) days advance written notice of an intent to terminate to the other parties. The termination of a County's participation in this MOU will not terminate this MOU as it relates to the remaining parties. This MOU may be terminated upon the written agreement of all parties.

5. Definitions

- a. **"Mutual Aid Counties"** means the counties that have entered into this MOU to provide post-disaster recovery support in the event of a catastrophic disaster - either natural or man-caused.
- b. **"Disaster Mutual Aid County"** means the county is in need of

post-disaster support assistance/services due to a catastrophic disaster. This county may also be referred to as the Disaster County.

- c. **"Supporting Mutual Aid County"** means the county providing the post-disaster support assistance/services to a Disaster County. This county may also be referred to as the Supporting County.
- d. **"Disaster CalFresh (D-CalFresh)"** in California and Disaster Supplemental Nutrition Assistance Program (D-SNAP) means the Federal post-disaster food assistance program. The program is authorized by the Food Stamp Act of 1977, as amended, and the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 administered by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS).
- e. **"EBT"** means the electronic benefits transfer system, which is the electronic issuance of CalFresh and/or cash benefits to eligible households.
- f. **"CalFresh Program benefit issuance services"** means any CalFresh/SNAP benefit issuance disaster assistance program which the county is obligated to initiate/implement during the aftermath of a disaster occurrence within the county's jurisdiction.
- g. **"Catastrophic Disaster"** means a Presidential Declaration for Individual Assistance has been declared in the affected area.

6. Responsible of the Mutual Aid Counties

6.1 The Mutual Aid Counties (MAC) shall have the following shared responsibilities:

- a. To immediately notify the other Mutual Aid County of any changes to the post-disaster cross-county support activities/services that are set forth in this MOU. Amendments to this MOU will only be effective when agreed to in writing by all of the parties.

- b. Establish the rules for invoking the protocol for post-disaster support accommodation as agreed upon in this MOU.
 - c. Establish disaster security profiles to enable their designated disaster employees to process the Mutual Aid County's disaster applications.
 - d. To notify the other mutual aid counties of any changes to Key County Contacts set forth in Exhibit A, attached hereto and by this reference incorporated herein. It is understood that the contents of Exhibit A will change overtime.
- 6.2 The Disaster County shall be responsible to invoke the protocol of the Mutual Aid County post-disaster support/services accommodation process and:
- a. Obtain approval for waivers of program policies that are specific to that catastrophic disaster event from the appropriate Federal oversight agencies to include the Mutual Aid County providing recovery services to the Disaster County under this MOU.
 - b. Create all public statement templates, which the Disaster County will be asking the Supporting County to disseminate to the various broadcasting and news print media in the Supporting County's jurisdiction. Standard public statement templates shall include:
 - 1. The location of the disaster processing sites and the capacity of computers/workstations.
 - 2. The dates and times when the disaster processing sites will be operating.
 - 3. The required documents needed to apply for the disaster assistance programs, and
 - 4. The various methods of applying for the disaster assistance programs.
 - c. This MOU does not prevent the "disaster" County from seeking

assistance from another Mutual Aid County outside of this agreement.

6.3 If possible, the Supporting County shall:

- a. Be responsible to act upon the Disaster County's request to implement the Mutual Aid County protocol for disaster support/services accommodation process along with other responsibilities as soon as administratively feasible, but no greater than forty-eight (48) hours after receipt of the request.
- b. In the event the Supporting County is unable to comply with any of the post- disaster support/services that are negotiated in the MOU, the Supporting County shall immediately inform the Disaster County of its inability to comply with the specific terms of the MOU.
- c. The Mutual Aid Counties agree that there will be no financial penalty upon that Supporting County's inability to comply with the specific post-disaster support / services requested in this MOU.

6.4 The Disaster County acknowledges it shall be liable for all errors and overpayments made by the Supporting County, and no claims or request for financial restitution shall be made against the Supporting County.

6.5 The Disaster County will be responsible for submitting all required Federal, State or local reports to the appropriate agency or agencies.

6.6 The Disaster County will be responsible for its own settlement and reconciliation.

6.7 Each Mutual Aid County acknowledges it shall be liable for bodily or personal injury or death of any person, or loss of any property arising out of actions or inactions taken by its own officer, agents, or employees.

7. Rules of Invoking the Protocol for Post-Disaster Support/Services Accommodation

7.1 In the event of a catastrophic disaster, the Mutual Aid Counties shall follow the rules of invoking the protocol for post-disaster

- support/services accommodation which are:
- a. Disaster County will submit a request for Disaster CalFresh Program (D- CalFresh) implementation.
 - b. Upon authorization from the USDA-FNS to implement a D- CalFresh Program, the Disaster County will conduct a full evaluation on the extent of damages from the catastrophic disaster to assess the scope of assistance that will be needed from the Supporting Mutual Aid Counties.
 - c. As soon as administrative feasible, the Disaster County notify the Supporting Mutual Aid County by telephone, fax or email when post-disaster support services or assistance are needed from the Supporting Mutual Counties:
 1. The level of communication will be between the head or designee of the agency overseeing the county's Disaster CalFresh Program and the head or designee(s) of the Supporting Mutual Aid County overseeing the county's CalFresh Program, with additional communications being conducted between the appropriate county personnel who will have to implement the agreed upon services as stated in this MOU. D- CalFresh Program Mutual Aid County Contact information is set forth in Exhibit A to this MOU;
 2. The initial communication shall include the county's analysis of the devastation, to the extent known the type of assistance support/services the Disaster County is requesting from the Supporting County, and the estimated time period the assistance support is needed. As conditions change, the Disaster County can submit modified requests for assistance;
 3. This initial communication will allow the Mutual Aid Counties to internally prepare personnel for the additional support/services.

7.2 The Supporting County, may provide the following post-disaster support services/activities as needed by the Disaster County.

- a. Assistance with locating and securing lodging or shelter for Disaster County employees;
- b. Assistance with locating and procuring meals for Disaster County employees;
- c. Assistance with transportation or travel cost reimbursement;

- d. Technical Assistance which may include, but is not limited to assistance with consortia system, ebtEDGE/EBT functionality access, security and password changes, computer, laptop and connectivity assistance, and telephone and web access assistance;
- e. Up to ten (10) worksite locations which could be located at County district offices or local assistance centers;
- f. Personnel Support – The Mutual Aid Counties agree Disaster County shall be responsible to reimburse all associated costs for personnel support provided by Supporting County. Disaster County Personnel support services may include, but are not limited to, the following:
 - 1. On-Site Support to assist at the disaster response enters in the Disaster County;
 - 2. All costs to transport, house and feed the personnel from the Supporting County in the Disaster County;
 - 3. Virtual support to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files:
 - a) The supporting county, if feasible, will assist the Disaster County in processing its on-line or paper disaster applications.
 - b) The Mutual Aid Counties agree the Supporting County shall transmit the demographic and benefit authorization files for all of the disaster applications that is processes to the Disaster County’s EBT contractor.
 - c) Call Center Support – to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files, and will assist callers in the Disaster County with answering general questions about resources and D-CalFresh.
 - 4. The Supporting County is responsible to complete timesheets, provide receipts and other verifications and other required documents that are needed for the Disaster County to obtain FEMA reimbursement for the Mutual Aid County assistance.
- g. Technical support - The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for the technical support provided by the Supporting County. Technical support services may include, but are not limited to, the following:
 - 1. Lending of personal computer (PC) software and/or hardware;
 - 2. Issuance of the Disaster County’s disaster EBT cards;

3. Issuance of the Disaster County's disaster CalFresh benefits;
4. On-line or batch set up and benefit authorization;
5. Creation of "special" security profiles for Mutual Aid Counties assignment to personnel (inquiry and update profiles)
6. Training in how supporting county assistance is to be delivered.

7.3 To the extent possible, the Mutual Aid Counties are to explore options of remote assistance to avoid travel to the disaster zones and exposure to potential harm. Remote assistance options may include:

- a. Processing faxed, scanned, mailed, or emailed disaster applications,
- b. Using Skype or other forms telecommuting such as webinars and conference calls to interview or meet,
- c. Using Virtual Private Network accounts (VPS),
- d. Using www.mybenefitscalwin.org or www.benefitscal.com and
- e. Working with the consortium to leverage technical capability when available for remote Mutual Aid County assistance.

7.4 Prior to the end of the assigned application period, the Mutual Aid counties shall jointly agree to an end date of the support activities.

IN WITNESS THEREOF, the parties hereto have caused this Memorandum of Understanding to be executed and attested by their proper offices thereunto duly authorized, as of the day and year written.

Dated: _____ County of Alpine

By: _____

[FIRST, LAST NAME], Chairperson of the
Board of Supervisors of the County
of Amador

Attest: _____

[NAME]

[TITLE]

By: _____

[TITLE]

Dated: _____ County of Amador

By: _____

[FIRST, LAST NAME], Chairperson of the
Board of Supervisors of the County
of Amador

Attest: _____

[NAME]

[TITLE]

By: _____

[TITLE]

Dated: _____ County of Calaveras

By: _____

[FIRST, LAST NAME], Chairperson of the
Board of Supervisors of the County
of Calaveras

Attest: _____

[NAME]

[TITLE]

By: _____

[TITLE]

Dated: _____ County of Yuba

By: _____

[FIRST, LAST NAME], Chairperson of the
Board of Supervisors of the County
of Merced

Attest: _____

[NAME]

[TITLE]

By: _____

[TITLE]

Dated: _____ County of Tuolumne

By: _____

[FIRST, LAST NAME], Chairperson of the
Board of Supervisors of the County
of Mariposa

Attest: _____

[NAME]

[TITLE]

By: _____

[TITLE]

Attachment 3 – Local Agencies and Community Based Organizations

Calaveras Health and Human Services Agency

Cori Allen	Director CHHSA Dept. Emergency Coordinator	209-754-6445
Jessica Wharregard	Department Emergency Coordinator	209-754-6450

CalOES

Mark Ghilarducci	Emergency Services Coordinator - Sac	916-845-8506
John Osbourn	Calaveras OES Office	209-754-2890

Mutual Aid Region

Alpine County - Dirk Nuttle	Disaster CalFresh Contact	530-694-2235 Ext. 234
Amador County - Bethany Ford	Disaster CalFresh Contact	209-223-6271
Tuolumne County - Laurie Darby	Disaster CalFresh Contact	209-533-5753
Yuba County - Lavena Decamp	Disaster CalFresh Contact	530-749-6676

Other

Local Fire Department	Emergency Fire Services	911 or 209-754-6500
Calaveras County Sheriff	Law Enforcement	911
Ambulance/Paramedics	Emergency Medical	911
Public Health		209-754-6460
Behavioral Health		209-754-6625
Resource Connection/WIG		209-754-2000
Humane Society		209-736-9417
Calaveras Community Television		209-754-3666
Habitat for Humanity		209-754-5331
Hicap		209-532-6272

Exhibit B

Alpine County	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up#: Email:	Dirk Nuttle Social Services Prog. Manager 75 A Diamond Valley Road Markleeville, CA 96120 530-694-2235 ext. 234 <u>dnuttle@alpinecounty.ca.gov</u>	Nichole Williamson Director 75 A Diamond Valley Road Markleeville, CA 96120 530-694-2235 ext. 233 <u>nwilliamson@alpinecounty.ca.gov</u>
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	See Primary	See Back-Up

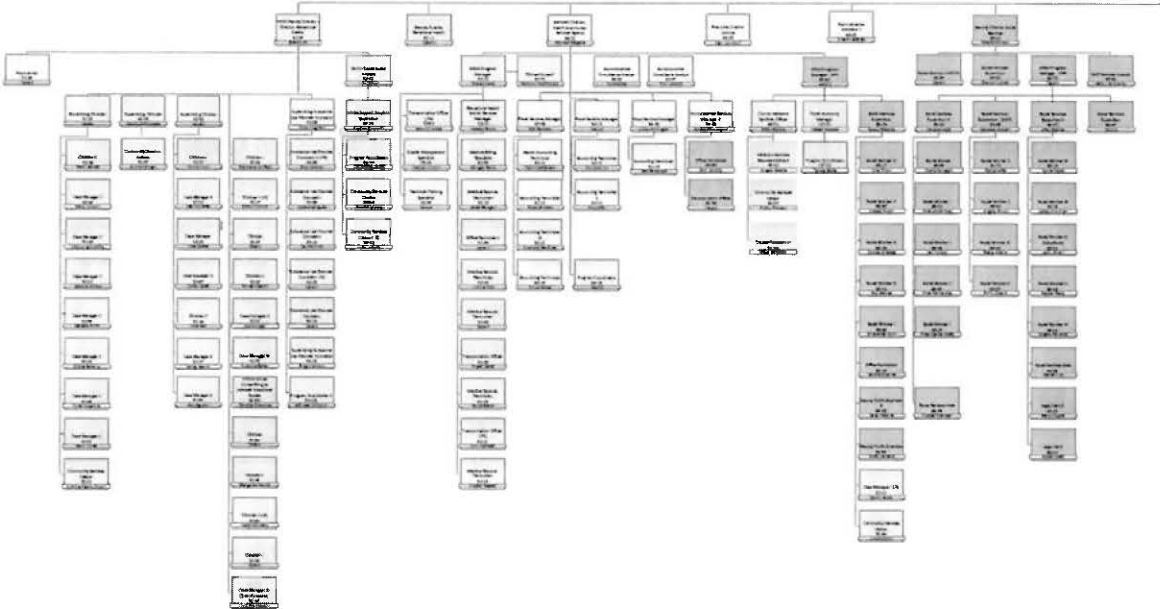
Calaveras County	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone# Back-up#: Email:	Jennifer Pruden Eligibility Supervisor 509 E St Charles Street San Andreas, CA 95249 209-754-6670 <u>jpruden@co.calaveras.ca.us</u>	Stephanie Kearney Staff Analyst 509 E St Charles Street San Andreas, CA 95249 209-754-6812 <u>skearney@co.calaveras.ca.us</u>
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone# Back-up#: Email:	See Primary	Cori Allen Director 509 E St Charles Street San Andreas, CA 95249 209-754-6445 <u>callen@co.calaveras.ca.us</u>

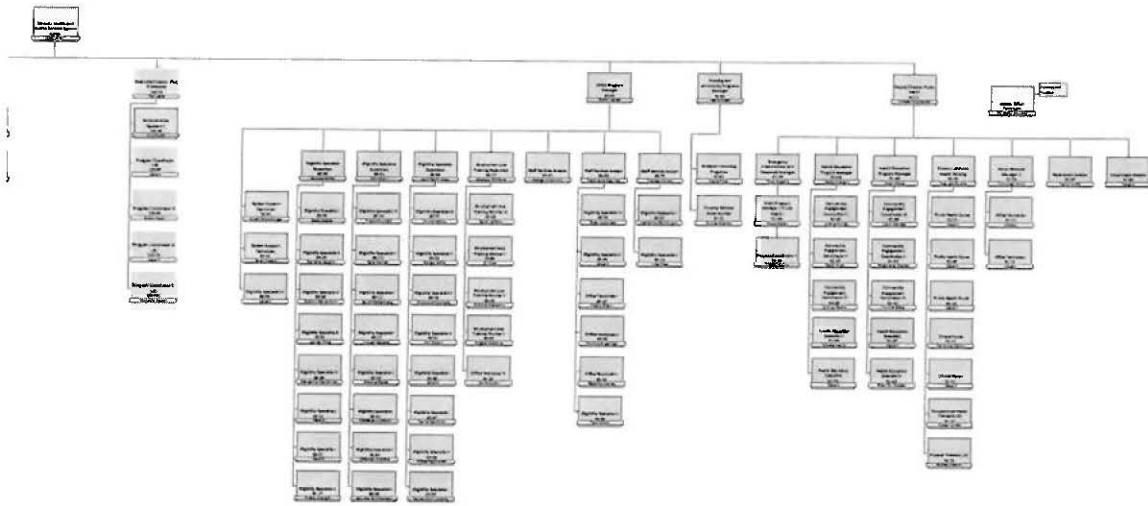
Amador County	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up#: Email:	Bethany Ford Staff Service Analyst 10877 Conductor Blvd. Ste. 200 Sutter Creek, CA 95685 209-223-6271 bford@amadorgov.org	Judy Brown Staff Service Analyst 10877 Conductor Blvd. Ste. 200 Sutter Creek, CA 95685 209-223-6611 jbrown@amadorgov.org
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	Donna Swanner 10877 Conductor Blvd. Ste. 200 Sutter Creek, CA 95685 209-223-6641 dswanner@anadorgov.org	Anne Watts Director 10877 Conductor Blvd. Ste. 200 Sutter Creek, CA 95685 awatts@amadorgov.org

Tuolumne County	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up#: Email:	Laurie Darby Deputy Director 20075 Cedar Road North Sonora, CA 95370 209-533-5753 LDarby@co.tuolumne.ca.us	Shauna Ambright Eligibility Specialist Supervisor 20075 Cedar Road North Sonora, CA 95370 209-533-5753 SAmbright@co.tuolumne.ca.us
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	Len De Groot Staff Services Analyst 20075 Cedar Road North Sonora, CA 95370 209-533-7370 LDegroot@co.tuolumne.ca.us	Rebecca Espino Director 20075 Cedar Road North Sonora, CA 95370 209-533-5746 REspino@co.tuolumne.ca.us

Yuba County	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up#: Email:	Lovena Decamp CalFresh Program Specialist 5730 Packard Avenue Marysville, CA 95961 530-749-6676 <u>ldecam12@co.uba.ca</u>	Carla Jara Finance and Admin Supervisor 5730 Packard Avenue Marysville, CA 95961 530-749-6411 <u>ciara@co.uba.ca</u>
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	See Primary	Jennifer Vasquez Director 5730 Packard Avenue Marysville, CA 95961 <u>jvasquez@co.uba.ca.us</u>

**Attachment 4: Calaveras Health & Human Services
Organization Chart**





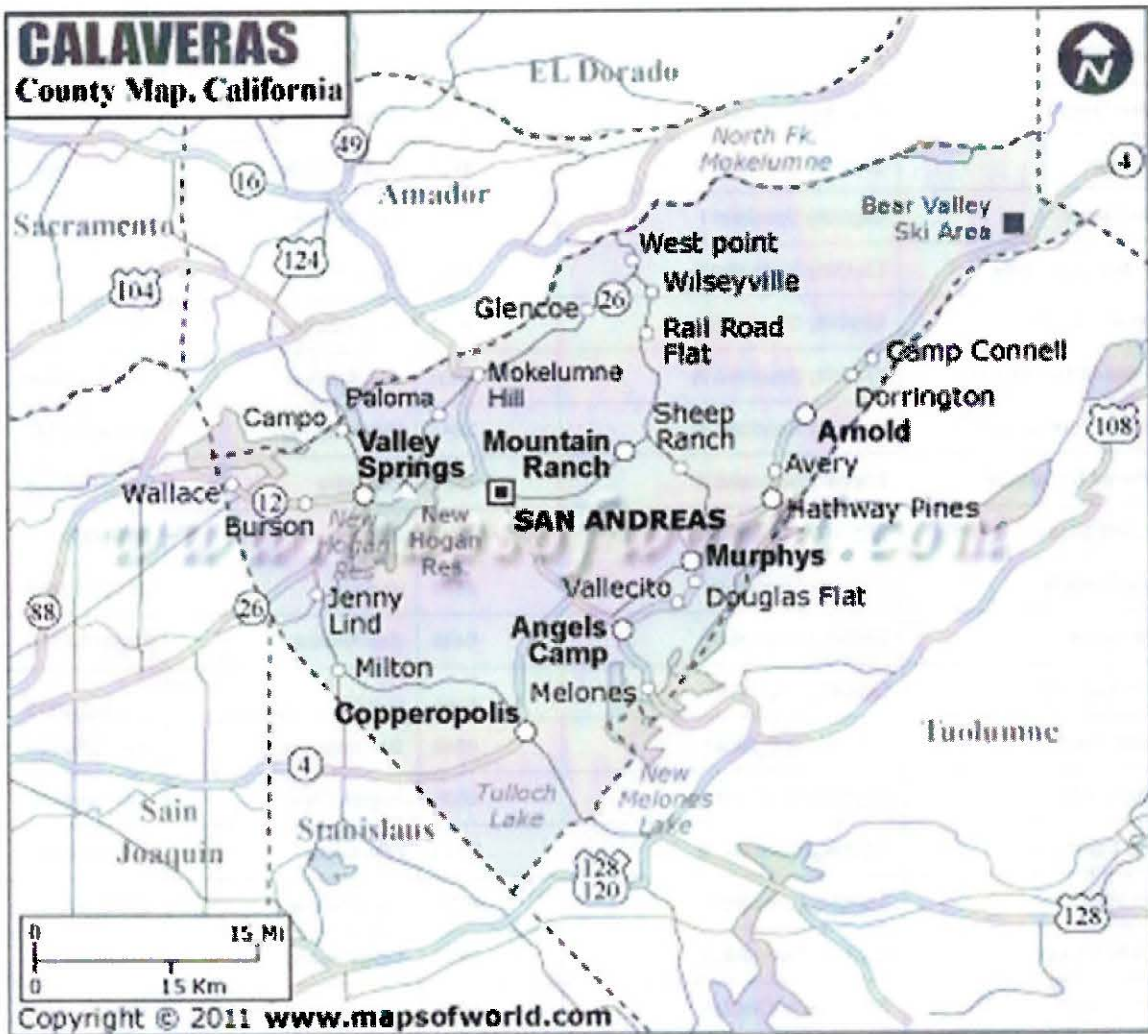
Attachment 5 – First Responders of Calaveras Health & Human Services

Name	Job Title	Ext	Residence	Cellular
Kris Redman	Fiscal Admin Svcs Manager	6613	Pine Grove	209-296-6905
Darbi DeMasters	Senior Account Tech	6681	Valley Springs	209-772-1776
Kristena Martinez	Account Tech III	6036	Valley Springs	209-283-0320
Susan Brower	Account Tech II	6869	Valley Springs	209-606-3879
Mona Denia	Account Tech III	6449	Sacramento	907-957-6077
Loren Skrimager	Fiscal Services Manager	6611	Pioneer	909-702-5352
Debbie Rangel	BH Acct Tech III	6462	Mokelumne Hill	209-419-1186
Kim Bystrom	Behavioral Health Fiscal	6856	Valley Springs	209-604-1456
Robin Carter	Eligibility Program Manager	6424	San Andreas	209-401-3089
Deldee Kittrell	Staff Services Analyst	6628	Hathaway Pines	209-795-4962
Margo Ilonummi	Staff Services Analyst	6545	Lodi	209-351-0735
Stephanie Kearney	Staff Services Analyst	6812	Sonora	209-536-0522
Susan Stockburger	System Support Technician	6619	Copperopolis	209-785-6448
Sarah Heard	System Support Technician	6858	San Andreas	805-363-4035
Marisa Williams	Employment Services Sup	6563	Valley Springs	209-623-9826
Sara Jeffers	Employment Services III	6873	Angels Camp	209-743-8476
Jill Gray	Employment Services II	6864	Copperopolis	
Angela Gibbons	Employment Services II	6606	Angels Camp	209-559-2593
Kristina Diangson	Employment Services II	6444	Valley Springs	408-775-9237
Lars Roundy	Office Tech II- ES	6770	West Point	
Lee Kimball	Housing Manager	6734	Sonora	
Kayla Piper	Housing Screener	6325	Rail Road Flat	
Mike Harrison	Educational Therapy-ES	---		
Staci Johnston	CMCAA Executive Director	6054	San Andreas	209-743-5788
Sabrina Smith	Eligibility Supervisor	6626	Douglas Flat	209-736-2930

Tracey Rundell	Eligibility Specialist III	6599	San Andreas	209-273-7862
Leslie Morrison	Eligibility Specialist III	6484	Douglas Flat	209-984-3177
Lauren Fong	Eligibility Specialist II	6729	San Andreas	209-418-8054
Sharon Richardson	Eligibility Specialist II	6860	Angels Camp	209-559-0199
Tara Smyth	Eligibility Specialist II	6724	Valley Springs	209-770-6407
Shawna Baker	Eligibility Specialist I	6649	Valley Springs	209-601-6007
Rebecca Cookson	Eligibility Specialist I	6610	Angels Camp	209-552-5548
Deborah Holland	Eligibility Specialist II	6625	Sutter Creek	209-295-5805
Kimberlee Ryan	Eligibility Supervisor	6867	Jamestown	209-591-3177
Annie Heinle	Eligibility Specialist III	6513	Sheep Ranch	209-985-8031
Arlene Gianelli	Eligibility Specialist II	6441	Angels Camp	209-753-8557
Jolie Biles	Eligibility Specialist II	6857	Valley Springs	209-787-5027
Helen Keller	Eligibility Specialist I	6561	San Andreas	209-419-0304
Samantha Conrardy	Eligibility Specialist I	6426	Sutter Creek	209-418-8690
Jennifer Pruden	Eligibility Supervisor	6670	Valley Springs	209-481-1275
Rhonda McDonald	Eligibility Specialist III	6806	San Andreas	209-674-8044
Margarita Hernandez	Eligibility Specialist III	2847	Valley Springs	209-406-6184
Katherine McClintock	Eligibility Specialist II	6686	Columbia	209-454-7048
Kimberly Stuart	Eligibility Specialist II	--	Galt	209-890-9007
Terrie Danforth	Eligibility Specialist I	6543	Jackson	209-217-7438
Sara Garner	Eligibility Specialist II	6436	San Andreas	209-286-9550
Sarah Falkenberg	Eligibility Specialist I	6766	Rail Road Flat	916-545-0312
Yousef Saidam	Eligibility Specialist I	6746	San Andreas	209-762-0720
Ashley Willis	Eligibility Specialist II	6526	Angels Camp	209-694-9438
Elissa Espindola	Eligibility Specialist II	6549	Pine Grove	925-826-8545
Ryan Voluntad	Eligibility Specialist III	6523	San Andreas	559-514-5979
Danielle Vaughn	Eligibility Specialist II	6437	Valley Springs	818-648-1133
Cheryl Ritson	Office Tech -Clerical	6067	Pine Grove	209-256-9591
Savanna Juarez	Office Tech -Clerical	6440	Valley Springs	209-954-8890

Rhonda Braidman	Office Tech -Clerical	6855	Valley Springs	209-772-1563
Cori Allen	HHSa Director	6445	Sonora	209-768-1399
Michael Magana	HHSa Assistant Director	6577	San Andreas	209-419-7321
Grace Cadenas	Admin Asst to Director	6433	Valley Springs	209-286-9387
Jessica Wharregard	Admin Services Manager	6450	Mountain Ranch	209-743-2434

ATTACHMENT 6- COUNTY MAP



ATTACHMENT 7- INSTRUCTIONS AND FORMS FOR ISSUING DISASTER CALFRESH

Application Processing

Applications for the Disaster CalFresh Program can be made by the head of household, any responsible household member, or an Authorized Representative (AR). Applications may be made by submitting a paper "Application of Disaster CalFresh (CF385) form (see attachment) in person at identified locations that accept Disaster CalFresh Program applications, by printing the CF 385 from either the State or Federal website and hand delivering it to the CHHSA, applying in person at the CHHSA, or applying online via e-Application at benefitscal.com. The charts below provides an overview of the steps required to process the CF 385 and e- Applications.

Paper Applications:

Stage	Description
1	<p>The Clerical Assistant:</p> <ul style="list-style-type: none">• Receives the CF 385 from the client• Completes the file clearance.• Places the CF 385 in a bin for the First Responder EW to pull when ready to interview.
2	<p>The First Responder EW:</p> <ul style="list-style-type: none">• Removes the CF 385 from the bin.• Pends the application in CalSAWS.• Completes a face-to-face interview.• Determines Disaster CalFresh eligibility.• Approves or denies the application.• Updates the County Use Only section on the CF 385.• Completes a Journal entry.

Processing an E-Application:

Stage	Description
1	<p>The Clerical Assistant:</p> <ul style="list-style-type: none"> • Retrieves the Disaster CalFresh e-Application from the e-Application Search page. • Completes the file clearance. • Links the Disaster CalFresh e-Application to CalSAWS. • Assigns the Disaster CalFresh e-Application to a First Responder EW.
2	<p>The First Responder EW:</p> <ul style="list-style-type: none"> • Receives the Disaster CalFresh e-Application in his/her e-Application Workload Inventory. • Contact the applicant to come to the appropriate location for a face-to-face interview. • Conduct the interview and determine Disaster CalFresh eligibility. • Complete a Journal entry.

The application interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance of Disaster CalFresh Program benefits. The purpose of the interview is to review the household's CF 385 application or Disaster CalFresh e-Application to clarify, note upon, and resolve changes and discrepancies, as well as determine Disaster CalFresh Program eligibility. The Disaster CalFresh household is required to have at least one household member (the head of household, spouse, other responsible household member over the age of 18, or AR) attend a face-to-face interview with an EW for the Disaster CalFresh e-Application. EWs are required to advise the household of Disaster CalFresh rules and eligibility requirements, Rights and Responsibilities and Penalty Warning, that Disaster CalFresh benefits are for one month only, and that if the household needs ongoing assistance, an application for the regular CalFresh Program is required. The EWs are required to provide information about the EBT usage process, rules, and requirements. Posters at application sites will also provide EBT information. A Disaster CalFresh Program application or e-Application must be processed so that benefits are made available no later than three (3) calendar days from the date the application was

filed, unless the application is questionable, in which case benefits may be delayed up to seven (7) days from the date the application was filed.

The EW follows the instructions provided by CalSAWS for processing the Disaster CalFresh Program application and the Disaster CalFresh e-Application. These instructions include:

1. Coding the Disaster CalFRESH program application
2. Running of the Disaster CalFRESH
3. Program Manual eligibility determination and benefit calculation (EDBC)
4. Rushing issuance of Disaster CalFRESH Program benefits

The Disaster certification period, which is usually for a period not to exceed one month is set by the State and is posted on the Disaster CalFresh instructions distributed to staff. Documenting the disaster information, as well as eligibility is completed on the:

1. CF 385 on the County Use Only section
2. Disaster CalFRESH Program in journal comments

Eligibility Requirements for the Disaster CalFresh Program; there are specific eligibility requirements that are different than regular CalFresh. The chart below describes these criteria and identifies the verification requirements for each eligibility criteria. The CHHSA can request that the household bring verification of non-required items, such as household composition, residency and income/resources, provided that applicants are not denied solely on the unavailability of verification.

Eligibility Factor	Explanation	Verification Requirement
Application	Must apply during the Disaster CalFresh application period.	CF 385 or Disaster CalFresh e-application date.
Residency	<p>Must have been living in the "Disaster Area" at the time of disaster, including households who are:</p> <ul style="list-style-type: none"> • Temporarily living outside the "Disaster Area" but within the State at the time of the disaster. • Staying in shelters but not expected to remain for the entire Disaster CalFresh period. • Verify if possible (use utility or tax bills, insurance policies or bills, etc.). 	Verify when possible.

Food Buying	Plan on buying food during the Disaster CalFresh Benefit Period (i.e. if the shelter provides all meals, the household is ineligible to the Disaster CalFresh Program).	Customer statement .
Adverse Effect	<p>Experience at least one of the following:</p> <ul style="list-style-type: none"> • Damage to or destruction of the household's home. • Damage to or destruction of the household's self-employment business. • Disaster-related expenses not expected to be reimbursed during the Disaster CalFresh benefit period. For example: <ul style="list-style-type: none"> - Home or business repairs, - Temporary shelter expenses, - Evacuation expenses, - Home/business protection, or - Disaster Related personal injury including funeral expenses. • Lost or inaccessible income, including income reduction or termination, or a delay in the receipt of income for half of the Disaster CalFresh benefit period. • Inaccessible liquid resources. For example, the bank is closed due to the disaster. 	Verify when possible.

Eligibility Factor	Explanation	Verification Requirement
Identity	Provide proof of identity of the applicant.	Mandatory
HH Comp	Use the household composition that existed at the time of the disaster (do not include individuals with whom the applicant household is temporarily staying during the disaster). Certain individuals, as identified below, such as noncitizens, students, etc. that would normally not receive regular CalFresh benefits are included for purposes of determining eligibility and benefits for Disaster CalFresh.	Verify if questionable (such as by asking the client to verbally list household members' names, ages And DOB)

Eligibility Factor	Explanation	Verification Requirement
Deductions	<p>Allow only disaster-related expenses, which are those expenses incurred by the household as an adverse effect of the disaster, and the household has paid or is expected to pay. Disaster related expenses are only those items for which the household does not receive full reimbursement during the disaster period. The following are some examples of expenses related to a disaster that a household may incur:</p> <ul style="list-style-type: none"> • Expenses related to repair damage to the household's home or other property essential to employment or self-employment of a household member, • Temporary shelter expenses if the home is uninhabitable or the household cannot reach it, • Expenses for moving out of the area which was evacuated due to the disaster, • Expenses related to protection of a home or business from disaster damage, or • Medical expenses for disaster related injury, which occurred to a household member at the time of the disaster, including funeral and burial expenses in the event of a death. 	Verify where possible.

Reporting

N/A The household is not required to report changes.	N/A
--	------------

Client Materials

The "Application of Disaster CalFresh" (CF 385 English and Spanish) form is the application form for Disaster CalFresh. Applicants for the Disaster CalFresh Program are required to be notified in writing as to the outcome of the determination on their Disaster CalFresh Program application. The "Notice of Approval/Denial for Disaster CalFresh" (DFA 390 English and Spanish) is the notice of action to either approve or deny Disaster CalFresh benefits. Information regarding Fair Hearing rights is included on the Notice of Action. Additionally, Fair Hearing rights information will be posted at all application sites.

The "Replacement of Supplement Affidavit/Authorization" (CF 303 English and Spanish) form is used to replace lost benefits. The CF 303 form is also used to supplement ongoing households for the Disaster CalFresh Program. Ongoing

clients must make their request for these affidavits during the Disaster CalFresh application period. They may request the affidavit in person at the CHHSA or at any of the Disaster CalFresh Program Application sites or by phone to request an affidavit be mailed. Households may return the completed affidavit in person or by mail within ten (10) days. Allowing clients to return the completed affidavit by mail alleviates potential crowd control issues at the Disaster CalFresh site or CHHSA office in San Andreas. Affidavits mailed to the local office must be postmarked by the last day of the application period.

Issuance Process

Overtime will be authorized by the CHHSA Director to ensure that there is enough staff to process Disaster CalFresh benefits within the appropriate required time frames and to ensure that services will not be compromised for the ongoing CalFresh caseload and for new applicants applying for regular CalFresh. Applications must be processed so that benefits are made available no later than three (3) calendar days from the date the application was filed, unless the application is questionable, in which case benefits may be delayed up to seven (7) days from the date the application was filed.

The Fiscal Supervisor and/or the lead fiscal worker will monitor and inventory EBT card stock at the end of each day that the Disaster CalFresh program is in operation and will work with the OSI to ensure that enough card stock is on hand to accommodate the quantity of Disaster CalFresh recipients. The EBT cards are stored in a secured safe located in the storage room near the Business Administrator's office. The safe requires two people to open it; one with a key and the second with the combination. The Fiscal Supervisor and/or the lead worker has access to the cards. If Disaster CalFresh Program applications are taken at alternate work sites, access to issuance storage sites will be restricted by arranging seating, eligibility determination areas and queues away from the issuance storage sites.

**APPLICATION FOR
DISASTER CALFRESH**

COUNTY USE ONLY	
CASE NUMBER	
WORKER	
DATE RECEIVED	

Disaster benefit period: _____ to _____

IMPORTANT INFORMATION - READ CAREFULLY

YOUR RIGHTS AS AN APPLICANT OR RECIPIENT:

- To be served without regard to race, color, national origin, religion, political affiliation, sex, handicap, or age, and to file a complaint if you feel you have been discriminated against.
- To get Disaster CalFresh benefits within one to three calendar days of the date the application is filed, if you are eligible.
- To talk about any action regarding your case with the County Welfare Department and to ask for a state hearing within 90 days of approval or denial of application.
- To have an immediate review by a supervisor if your application is denied.
- To file a complaint or ask for a state hearing by writing to your County Welfare Department or by calling toll-free 1-800-952-5253. The toll-free number for the deaf (TDD) is 1-800-952-8348.
- To represent yourself at a state hearing or be represented by a household member, friend, attorney, or any other person.
- To have another member of your household, or another adult who knows you, complete this application. If it is completed by an adult who is not a member of your household, attach written approval signed by the head of household or another adult household member.

YOUR RESPONSIBILITIES AS AN APPLICANT OR RECIPIENT:

- Answer the questions truthfully and completely, the best you can. If you refuse to provide any of the needed information, you will not get Disaster CalFresh benefits.
- At your interview, you must verify the identity of the head of household, the identity of the person completing the application, and if possible, proof of the household's residence and/or work address at the time of the disaster.
- You must cooperate with county, state and federal staff if you are selected for a review after the disaster period.

- You can authorize someone to receive, or use your Disaster CalFresh benefits. If you would like to authorize someone, complete the information below:

NAME OF AUTHORIZED REPRESENTATIVE	TELEPHONE NUMBER
-----------------------------------	------------------

ADDRESS INCLUDING CITY AND ZIP CODE

- PICK UP EBT CARD ONLY PICK UP EBT CARD TO PURCHASE FOOD FOR HOUSEHOLD

PENALTY WARNING!!

IF YOUR HOUSEHOLD GETS DISASTER CALFRESH BENEFITS YOU MUST FOLLOW THE RULES LISTED BELOW. FAILING TO REPORT INFORMATION OR MISREPRESENTATION OF FACTS CAN RESULT IN LEGAL PROSECUTION WITH PENALTIES OF A FINE, IMPRISONMENT OR BOTH. THE PENALTIES CAN RESULT IN DISQUALIFICATION FROM THE PROGRAM. FINES UP TO \$250,000 OR IMPRISONMENT FOR UP TO 20 YEARS. THE DISQUALIFICATION PENALTIES ARE 12 MONTHS FOR THE FIRST VIOLATION, 24 MONTHS FOR THE SECOND VIOLATION, AND PERMANENT DISQUALIFICATION FOR THE THIRD VIOLATION.

- Do not give false information or withhold information to get Disaster CalFresh benefits.
- Do not trade or sell your Disaster CalFresh benefits, or any other issuance device.
- Do not alter your EBT card or any other issuance device to get Disaster CalFresh benefits you are not entitled to receive.
- Do not use Disaster CalFresh benefits to buy ineligible items such as alcoholic drinks and tobacco.
- Do not use someone else's EBT card, or any other issuance device for your household.

INSTRUCTIONS. Please complete the questions on this form for your expected circumstances during the disaster benefit period shown above.

NAME HEAD OF HOUSEHOLD: _____

PERMANENT HOME ADDRESS AT TIME OF DISASTER	TELEPHONE NUMBER
TEMPORARY ADDRESS	TELEPHONE NUMBER
MAILING ADDRESS	TELEPHONE NUMBER
WORK ADDRESS AT THE TIME OF DISASTER	TELEPHONE NUMBER

PART A - HOUSEHOLD SITUATION. (You must check Yes or No for each question)

- Was anyone in your household living working or both (check appropriate box) in the disaster area at the time of the disaster?
- Are you unable to get to your household's income or cash resources? YES NO
- Have your income or cash resources been lowered, delayed or stopped because of the disaster? YES NO
- Will you be buying food and preparing meals during the disaster benefit period? YES NO
- Is anyone in your household employed by _____? YES NO

NAME OF COUNTY STATE CALFRESH AGENCY

COUNTY USE ONLY

Disaster Application
Can the identity of the authorized representative be verified?

YES NO

Type of verification:

Can the head of household's identity be verified?

YES NO

Type of verification:

Is permanent residence in disaster area?

YES NO

Type of verification:

Is work address in the disaster area?

YES NO

Type of verification:

Can the household's residence be verified?

YES NO

Type of verification:

PART B – HOUSEHOLD MEMBERS

5 List the names of all persons applying for Disaster CalFresh benefits. Include only persons who were living with you at the time of the disaster. If you are temporarily staying with another household because of the disaster, do not list members of that household. *Telling your Social Security Number (SSN) is voluntary. It will be used for identification purposes only.

NAME (HEAD OF HOUSEHOLD) (HH)	SSN*	BIRTHDATE
a. NAME	RELATION TO HH	SSN*
b. NAME	RELATION TO HH	SSN*
c. NAME	RELATION TO HH	SSN*
d. NAME	RELATION TO HH	SSN*
e. NAME	RELATION TO HH	SSN*
f. NAME	RELATION TO HH	SSN*
g. NAME	RELATION TO HH	SSN*

COUNTY USE ONLY

Household size for the number of persons listed in 5 _____

PART C – INCOME/RESOURCES/EXPENSES

6 a. What is the total amount of take home pay or other income all persons listed above have received or will get during the disaster benefit period? \$ _____
 b. List all your income sources: _____

7. List all cash resources the persons listed above will be able to get to during the disaster benefit period. Do not include any money listed in number 6.

Cash on Hand	Savings Accounts	Checking Accounts	Other
\$	\$	\$	\$

8 Enter the amount of expenses for losses or damages related to the disaster which you have paid or expect to pay during the disaster period. Do not list amounts which will be paid by someone who is not listed above or which will be reimbursed during the disaster period. Eligible expenses may include some of the following:

- a. Expenses to repair damage to the household's home or other property essential to employment or self-employment of a household member \$ _____
- b. Temporary shelter expenses if the home is uninhabitable or the household cannot reach it \$ _____
- c. Expenses for moving out of the area which was evacuated due to the disaster \$ _____
- d. Expenses related to protection of a home or business from disaster damage \$ _____
- e. Medical expenses due to personal injury \$ _____
- f. Disaster-related funeral expenses \$ _____
- g. Disaster-related pet boarding fees \$ _____
- h. Expenses related to replacing necessary personal and household items, such as clothing, appliances, tools and education materials \$ _____
- i. Fuel for primary heating sources \$ _____
- j. Clean-up items expense \$ _____
- k. Disaster-damaged vehicle expenses \$ _____
- l. Storage expenses \$ _____

9 a. Is anyone listed above currently getting CalFresh benefits? YES NO
 If yes, Who? _____ County _____ State _____ Monthly Allowment \$ _____
 b. Did they ask for or get replacement CalFresh benefits for this month? YES NO
 If yes, how much did they receive or will receive? _____

YOUR CERTIFICATION

I certify that I understand the questions on the application and that my household is in need of Disaster CalFresh benefits. I have read the above Penalty Warning (or had it read to me). I authorize the release of any information necessary to determine the accuracy of my eligibility. If I am selected, I will fully cooperate with county, state and federal staff in a review to be conducted after the disaster benefit period. I also understand that I may be required to repay any benefits which are overpaid because I, another adult household member, or the authorized representative reports incorrect or incomplete information.

I declare under penalty of perjury under the laws of the United States of America and the State of California that the information contained on my application is true, correct, and complete.

SIGNATURE (ADULT HOUSEHOLD MEMBER OR AUTHORIZED REPRESENTATIVE) _____ DATE _____
 WITNESS IF YOU SIGNED WITH AN "X" _____ DATE _____

Computation

- A. Anticipated income (from 6) \$ _____
- B. Accessible Cash Resources (from 7) \$ _____
- C. Total disaster period income = (A+B) \$ _____
- D. Total allowable disaster-related expenses (from 8) \$ _____
- E. Accessible disaster period income (C-D) \$ _____
- F. Maximum Disaster Income Limit for household size (from Table) \$ _____

If E is equal to or less than F, the household is eligible.

Eligible: YES NO

- Allowment**
- 1. Disaster Allowment (from Table) \$ _____
 - 2. Regular Allowment Already Received \$ _____
 - 3. Net Disaster Allowment (1-2) \$ _____

EBT Card Number issued # _____
 YES NO

WORKER'S SIGNATURE _____ DATE _____
 SUPERVISOR'S SIGNATURE _____ DATE _____

All County Information Notice No. I-68-20
Page Two

The following computation table demonstrates how FNS computes the DGIL for a **one-person** household for FFY 2021 (October 1, 2020 through September 30, 2021):

DGIL COMPUTATION (FOR A HOUSEHOLD SIZE OF ONE)

Net Income and Deductions	Amount
Maximum Monthly Net Income Limit for household size of one (100% of Federal Poverty Level)	+ \$1,064
Maximum Standard Income Deduction	+ \$167
Maximum Shelter Expense Deduction	+ \$586
Disaster Gross Income Limit	= \$1,817

D-SNAP INCOME ELIGIBILITY STANDARDS AND ALLOTMENTS FFY 2021 FOR 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA

Household Size	Disaster Gross Income Limit	Maximum Allotment
1	\$1,817	\$204
2	\$2,190	\$374
3	\$2,563	\$535
4	\$2,951	\$680
5	\$3,355	\$807
6	\$3,759	\$969
7	\$4,133	\$1,071
8	\$4,506	\$1,224
Each Additional Member	+ \$374	+ \$153

If you have any questions regarding this notice, please contact the CalFresh Policy section at CalFreshPolicy@dss.ca.gov.

REPLACEMENT OR DISASTER SUPPLEMENT AFFIDAVIT

(CF 303)

Instructions: Check the box(es) that apply to your household, then sign and return this form.
Note: this form must be submitted within 10 days of your reported food-loss or your household may not be eligible to receive replacement benefits.

State Hearing: If you think this action is wrong, you can ask for a hearing. The back of this page tells you how. Your benefits may not be changed if you ask for a hearing before this action takes place.

CURRENT HOUSEHOLD INFORMATION

Name: _____
 Address: _____
 Phone: _____

DISASTER SUPPLEMENT

My household resides in a federally declared disaster area with individual assistance and I have experienced one or more adverse effects as a result of the disaster.

I declare that my statement is true and correct to the best of my knowledge. I also understand that if I give wrong or incomplete facts I may be disqualified from the CalFresh Program, fined, imprisoned, or all three.

HOUSEHOLD AFFIDAVIT

I, _____, declare that the household:

ELECTRONIC BENEFITS TRANSFER (EBT)

EBT card was not received in the mail at the address below and the benefits have been transacted by an unauthorized person:

Mailing Address (Number, Street, P.O. Box)

 City State Zip

EBT card was reported lost/stolen to the county or to EBT hotline and the county, or the EBT hotline failed to cancel the EBT card and the benefits have been transacted by an unauthorized person.
 Reported on _____ at _____
 Date Time

REPLACEMENT

Food destroyed in household misfortune or disaster. What happened and when:

Signature Of Responsible Household Member Or Representative _____ Date _____

COUNTY USE ONLY

Case Name: _____
 Case Number: _____
 Worker: _____
 Date CF 303 Received: _____

REPLACEMENT/DISASTER SUPPLEMENT

APPROVED - EBT Replacement Date _____
 APPROVED - Benefit Replacement Date _____
 Benefit Replacement Amount \$ _____
 APPROVED - Disaster Supplement Date _____
 Disaster Supplement Amount \$ _____
 DENIED - Reason for Denial (Explain)

Signature (Person Authorizing Or Denying Request) _____ Date _____

Rules: These rules may apply and you may review at your welfare office MPP 16-515 and 16-517.

YOUR HEARING RIGHTS

You have the right to ask for a hearing if you disagree with any county action. You have only 90 days to ask for a hearing. The 90 days started the day after the county gave or mailed you this notice. If you have good cause as to why you were not able to file for a hearing within the 90 days, you may still file for a hearing. If you provide good cause, a hearing may still be scheduled.

If you ask for a hearing before an action on Cash Aid, Medi-Cal, CalFresh, or Child Care takes place:

- Your Cash Aid or Medi-Cal will stay the same while you wait for a hearing.
- Your Child Care Services may stay the same while you wait for a hearing.
- Your CalFresh benefits will stay the same until the hearing or the end of your certification period, whichever is earlier.

If the hearing decision says we are right, you will owe us for any extra Cash Aid, CalFresh or Child Care Services you got. To let us lower or stop your benefits before the hearing, check below:

Yes, lower or stop: Cash Aid CalFresh
 Child Care

While You Wait for a Hearing Decision for:

Welfare to Work:

You do not have to take part in the activities.

You may receive child care payments for employment and for activities approved by the county before this notice.

If we told you your other supportive services payments will stop, you will not get any more payments, even if you go to your activity.

If we told you we will pay your other supportive services, they will be paid in the amount and in the way we told you in this notice.

- To get those supportive services, you must go to the activity the county told you to attend.

- If the amount of supportive services the county pays while you wait for a hearing decision is not enough to allow you to participate, you can stop going to the activity.

Cal-Learn:

- You cannot participate in the Cal-Learn Program if we told you we cannot serve you.
- We will only pay for Cal-Learn supportive services for an approved activity.

OTHER INFORMATION

Medi-Cal Managed Care Plan Members:

The action on this notice may stop you from getting services from your managed care health plan. You may wish to contact your health plan membership services if you have questions.

Child and/or Medical Support: The local child support agency will help collect support at no cost even if you are not on cash aid. If they now collect support for you, they will keep doing so unless you tell them in writing to stop. They will send you current support money collected but will keep past due money collected that is owed to the county.

Family Planning: Your welfare office will give you information when you ask for it.

Hearing File: If you ask for a hearing, the State Hearing Division will set up a file. You have the right to see this file before your hearing and to get a copy of the county's written position on your case at least two days before the hearing. The state may give your hearing file to the Welfare Department and the U.S. Departments of Health and Human Services and Agriculture. (W&I Code Sections 10850 and 10950.)

TO ASK FOR A HEARING:

- Fill out this page.
- Make a copy of the front and back of this page for your records. If you ask, your worker will get you a copy of this page.
- Send or take this page to:

OR

- Call toll free: 1-800-952-6253 or for hearing or speech impaired who use TDD, 1-800-952-8349.

To Get Help: You can ask about your hearing rights or for a legal aid referral at the toll-free state phone numbers listed above. You may get free legal help at your local legal aid or welfare rights office.

If you do not want to go to the hearing alone, you can bring a friend or someone with you.

HEARING REQUEST

I want a hearing due to an action by the Welfare Department of _____ County about my: Cash Aid CalFresh Medi-Cal Other (list) _____

Here's Why: _____

- If you need more space, check here and add a page.
- I need the state to provide me with an interpreter at no cost to me. (A relative or friend cannot interpret for you at the hearing.)
 My language or dialect is: _____

Name of Person Whose Benefits Were Denied, Changed or Stopped		Date of Birth	Phone Number
Street Address		City	State Zip Code
Signature			Date
Name of Person Completing This Form			Phone Number

- I want the person named below to represent me at this hearing. I give my permission for this person to see my records or go to the hearing for me. (This person can be a friend or relative but cannot interpret for you.)

Name		Phone Number	
Street Address		City	State Zip Code

NA BACK 9 (Replaces NA BACK 8 And EP 5) (Revised 2/19)
 Required Form - No Substitute Permitted



EL DORADO COUNTY DISASTER CALFRESH PLAN

**DISASTER CalFresh
County Plan**

Released: 3/01/2014

**Revised: 06/12/15,06/07/16, 06/30/17,07/05/18, 07/19/19,
07/24/20,07/16/21, 7/12/2022**

**Ashley Smith,
Administrative Analyst II,
Health and Human
Services Agency**

SIGNATURE PAGE

ELECTRONICALLY SUBMITTED BY:



Ashley Smith, Administrative Analyst II

Self Sufficiency

APPROVED BY:

Karen Thomas
Karen Thomas (Jul 15, 2022 14:20 PDT)

07/15/2022

Karen Thomas, Program Manager

Self Sufficiency

APPROVED BY:

Patty Moley
Patty Moley (Jul 18, 2022 10:13 PDT)

07/18/2022

Patty Moley, Assistant Director of

Self Sufficiency and Community Resources

TABLE OF CONTENTS

PAGE

SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES 4

- THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S) 4**
- THE ROLE OF LOCAL LAW ENFORCEMENT 4**
- THE ROLE OF THE LOCAL FIRE DEPARTMENT 6**
- THE ROLE OF LOCAL EMERGENCY RESPONDERS 7**
- THE ROLE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) CALFRESH POLICY 7**
- THE ROLE OF CDSS CALFRESH OPERATIONS..... 8**
- THE ROLE OF CDSS CALFRESH OUTREACH AND PROGRAMS..... 9**
- THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP) 9**
- THE ROLE OF THE UNITED STATES DEPARTMENT OF AGRICULTURE, FOOD AND NUTRITION SERVICE (USDA FNS) 10**

SECTION 2: D-CALFRESH READINESS..... 11

- PANDEMIC PLANNING 11**
- DATA..... 11**
- MUTUAL AID REGION AND CROSS-COUNTY SUPPORT 13**
- D-CALFRESH RESPONDERS..... 13**
- APPLICATION SITES 13**
- PROCEDURES TO REDUCE APPLICANT HARDSHIP 15**
- PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS 16**
- REASONABLE ACCOMMODATIONS..... 17**
- ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK 17**
- DISASTER RESPONSE TRAINING 19**
- PUBLIC INFORMATION AND OUTREACH..... 19**
- CERTIFICATION PROCESS 21**
- ISSUANCE PROCESS..... 29**
- SYSTEMS AND EBT PRINTER CONTINGENCIES..... 30**
- SECURITY AND FRAUD PREVENTION PLAN 30**
- DAILY REPORTING..... 32**

SECTION 3: EXHIBITS..... 33

SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES

This section provides contact information and responsibilities for several key partners who play a role during D-CalFresh operations.

THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S)

When D-CalFresh is operational, El Dorado County Health and Human Services Agency will be responsible for the following:

- Evaluating the need for other disaster waivers, extension requests, or other food programs.
- Reviewing the most current D-CalFresh County Plan.
- Providing local training to internal and external partners.
- Issuing press releases and coordinating public service announcements for local food program distribution.
- Selecting and securing D-CalFresh application sites, as well as ensuring human comforts at each site.
- Providing staff to operate D-CalFresh at offices, call centers, or D-CalFresh application sites.
- Evaluating the need for assistance from neighboring counties (see Cross-county Support and Mutual Aid section for more information).
- Receiving and processing D-CalFresh applications.
- Issuing D-CalFresh benefits.
- Issuing supplemental benefits to ongoing CalFresh households.
- Providing immediate supervisory review of all denied D-CalFresh applications.
- Ordering additional EBT cards, including Disaster EBT cards if needed.
- Providing data for daily reports of D-CalFresh issuance totals to the State.
- Maintaining communication with the State and FNS throughout operations.

All divisions within El Dorado County Health and Human Services Agency (EDC-HHSA) have taken part in an analysis of their functions and business processes in the event of an emergency or disaster and a Continuity of Operations Plan (COOP) has been developed. During this process, internal and external dependencies have been identified, including departments, agencies and outside vendors that the Agency relies on in order to perform its services/functions, including those associated with D-CalFresh.

El Dorado County Health and Human Service Agency Site Addresses	Contact Phone Numbers
3057 Briw Rd Placerville, CA 95667	530-642-7300
3368 Sandy Way South Lake Tahoe, CA 96150	530-573-3200

THE ROLE OF LOCAL LAW ENFORCEMENT

Security is a concern in the event of a disaster. In very large disasters, crowds may disrupt disaster assistance efforts. If a situation escalates past the abilities of HHSA staff, police

presence may be required to:

- Ensure peace and safety for customers and county staff.
- Assist with unruly crowds or dissatisfied customers.
- Assist customers with concerns not related to the issuance of benefits.

The telephone numbers of local law enforcement are listed below. After notification of the disaster or emergency, the Health and Human Services Agency Director, or designee, may initiate the COOP activation which includes directions laid out in the Orders of Succession and Delegations of Authorities section of the COOP for delegation of authority to contact. In the case of a major disaster, HHSA personnel will connect with local law enforcement early and often, particularly if D-CalFresh operations will take place at a remote application site and a significant number of applicants are anticipated.

Law Enforcement Agency and Address	Contact Phone Numbers
El Dorado County Sheriff's Department 200 Industrial Drive Placerville, CA 95667	530-621-5655
El Dorado County Sheriff's Department 1360 Johnson Blvd., Ste 100 South Lake Tahoe, Ca 96150	530-573-3000
Placerville Police Department 730 Main St Placerville, CA 95667	530-642-5298
South Lake Tahoe Police Department 1352 Johnson Blvd. South Lake Tahoe, CA 96150	530-542-6100

THE ROLE OF THE LOCAL FIRE DEPARTMENT

Health and hazards can become a concern in the event of a disaster. The Fire Department may assist in the following ways:

- Determine if any hazardous substances are affecting the issuance sites.
- Provide medical assistance if needed.

The contact information for the local fire departments are listed below. After notification of the disaster or emergency, the Health and Human Services Agency Director, or designee, may initiate the COOP activation which includes directions laid out in the Orders of Succession and Delegations of Authorities section of the COOP for delegation of authority to contact.

Fire Agency	Contact Phone Numbers
El Dorado County Fire District 4040 Carson Rd Camino, CA 95709	530-644-9630
Cameron Park Fire Department Station 88 2961 Alhambra Dr. Cameron Park, CA 95682 - Station 89 3200 Country Club Dr. Cameron Park, CA 95682	530-672-7350 -or- 530-677-6190
Diamond Springs-El Dorado Fire Protection District 501 Pleasant Valley Rd Diamond Springs, CA 95619	530-626-3190
El Dorado Hills Fire Department 1050 Wilson Blvd. El Dorado Hills, CA 95762	916-933-6623
Garden Valley Fire Protection District 4860 Marshall Rd Garden Valley, CA 95633	530-333-1240
Georgetown Fire Department 6283 Main St Georgetown, CA 95634	530-333-4111
Lake Valley Fire Protection District 2211 Keetak St South Lake Tahoe, CA 96150	530-577-3737
Latrobe Fire Protection District 7660 Shingle Rd Shingle Springs, CA 95682	530-677-6366
Meeks Bay Fire Protection District 8041 Highway 89 Tahoma, CA 96142	530-525-7548
Mosquito Fire Protection District 8801 Rock Creek Road	530-626-9017

Placerville, CA 95667	
Pioneer Fire Protection District 7061 Mt Aukum Rd. Somerset, CA 95684	530-620-4444
Rescue Fire Protection District 5221 Deer Valley Rd Rescue, CA 95672	530-677-1868

THE ROLE OF LOCAL EMERGENCY RESPONDERS

When D-CalFresh is operational, HHSA staff will work with the County Office of Emergency Services following El Dorado County’s Emergency Operations Plan to determine Agency responsibilities.

Office of Emergency Services	Contact Phone Number
Sheriff’s Office of Emergency Services 200 Industrial Drive Placerville, CA 95667	530-621-5655

THE ROLE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) CALFRESH POLICY

When D-CalFresh is operational, CDSS CalFresh Policy will be responsible for the following:

- Assisting the CWD in submitting any additional waiver(s) or extension requests, or in implementing any other food programs.
- Providing policy training and/or policy resources as needed.
- Providing on-site policy support at remote application sites as needed.
- Assisting with the coordination of additional staff or technology support to operate D-CalFresh at offices, or D-CalFresh application sites.
- Evaluating the need for assistance from neighboring counties. (Refer to the Regional Planning – Mutual Aid section for more information.);
- Providing daily reports of D-CalFresh issuance totals to FNS.
- Maintaining communication with CWDs and FNS throughout the operation.
- Coordinating and leading daily conference calls between CWDs, FNS, consortia, the Office of System Integration (OSI) - EBT, CDSS Program Automation and Technology, and other applicable stakeholders.
- Providing the CDSS Management Staff and the California Health and Human Services Agency (CHHSA) with a daily status report.

Please see below for key CDSS CalFresh Policy and Automation contacts:

CDSS Disaster Response Emergency Contact List

Name	Title	Phone Number	Email
Kathy Yang	Acting Branch Chief	O: (916) 651-3319 C: (916) 698-0854*	Kat.Yang@dss.ca.gov
Amber Bonilla	Acting Policy & Employment Bureau Chief	O: (916) 657-3434 C: (916) 210-9824*	Amber.Bonilla@dss.ca.gov
Yazmin Saenz	Policy Section Chief	O: (213) 457-1465 C: (213) 435-2488*	Yazmin.Saenz@dss.ca.gov
Kyle Priess	Policy Manager	O: (916) 651-6023 C: (916) 701-3164*	Kyle.Priess@dss.ca.gov
Jessica Ampah	Emergency Food Programs Section Chief	O: (916) 651-5243 C: (916) 210-9268*	Jessica.Ampah@dss.ca.gov
Nai Sisco	Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	Nai.Sisco@dss.ca.gov
Brandon Romano	Emergency Food Programs Manager	C: (279) 200-2637*	Brandon.Romano@dss.ca.gov
Raquel Givon	Enterprise Data Management Branch Chief	O: (916) 654-1770 C: (916) 764-4019*	Raquel.Givon@dss.ca.gov
Emily Caruso	Data, Automation & Projects Section Chief	O: (916) 823-2778	Emily.Caruso@dss.ca.gov
Richard Terwilliger	Data Literacy, Training & Division Support Bureau Chief	O: (916) 653-1368 C: (916) 531-3607*	Richard.Terwilliger@dss.ca.gov
Joan Gifford	OSI/EBT Operations Lead	O: (916) 263-4163 C: (916) 416-0163*	Joan.gifford@osi.ca.gov

THE ROLE OF CDSS CALFRESH OPERATIONS

When D-CalFresh is operational, CDSS CalFresh Operations will be responsible for the following:

- Providing operations training and/or operations support as needed.
- Providing on-site operations support at remote application sites as needed.
- Attending daily conference calls.
- Conducting site visits in impacted counties as needed.
- Coordinating and completing Quality Control (QC) reviews.

Please see below for the key CDSS CalFresh Operations contact:

Name	Title	Phone Number	E-mail
Tami Guterrez	CalFresh and Nutrition Branch, Operations Bureau, Chief	O: (916) 653-5420 C: (916) 661-0825	Tami.Gutierrez@dss.ca.gov

THE ROLE OF CDSS CALFRESH OUTREACH AND PROGRAMS

When D-CalFresh is operational, CDSS CalFresh Programs will be responsible for the following:

- Implementing the D-CalFresh Outreach Plan, which includes:
 - Updating the CDSS D-CalFresh webpage.
 - Developing and distributing D-CalFresh outreach materials to affected counties and D-CalFresh community partners, including:
 - SNAP Education implementing agencies
 - Emergency Food Assistance Program (EFAP) providers
 - CBO’s
 - Employment and Training or Community College partners
 - Immigration and Refugee groups (in coordination with the CDSS Immigration and Refugees Branch)
 - Women, Infant, and Children’s Program centers (in coordination with the California Department of Public Health)
 - Local schools (in coordination with the California Department of Education)
- Developing and distributing template press releases to affected counties.
- Coordinating with CDSS’ Public Information Officer to manage and issue statewide press releases and other media engagement.

Please see below for key CDSS CalFresh Programs contacts:

Name	Title	Phone Number	E-mail
Brian Kaiser	CalFresh and Nutrition Branch, Programs Bureau, Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Danielle Wilson	CalFresh and Nutrition Branch, Programs Bureau, Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov

THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)

The CDSS EFAP is responsible for administrating the program at the state level and works with local EFAP providers to support individuals and families impacted by a disaster. The CDSS EFAP and local EFAP providers, with FNS approval, can provide individuals and families who remain in their homes with emergency food assistance through a Household Disaster Feeding Program. This program provides additional commodity foods to EFAP providers to supplement the nutritional needs of the community. Commodity foods may be provided without an approval to operate D-CalFresh.

When D-CalFresh is operational, CDSS EFAP will be responsible for the following:

- Acquiring and analyzing information provided by local EFAP providers in the disaster

impacted area(s).

- Coordinating appropriate disaster assistance and distribution of food or funds, as needed.
- Establishing the Household Disaster Feeding Program using USDA Foods, as needed.
- Supporting necessary documentation and follow-up as it pertains to the close out of the Household Disaster Feeding Program.

Please note: Households that receive food through the Household Disaster Feeding Program at their local EFAP provider are not eligible to receive D-CalFresh benefits.

Please see below for key CDSS EFAP contacts:

Name	Title	Phone Number	E-mail
Brian Kaiser	CalFresh and Nutrition Branch, Programs Bureau, Chief	O: (916) 657-3356 C: (916) 261-9759	Brian.Kaiser@dss.ca.gov

THE ROLE OF THE UNITED STATES DEPARTMENT OF AGRICULTURE, FOOD AND NUTRITION SERVICE (USDA FNS)

FNS reviews, approves, or denies requests to operate D-CalFresh. In addition, FNS is responsible for the following:

- Providing policy and operations guidance.
- Providing on-site support at remote application sites, as needed.
- Approving all media and outreach materials related to the operation of D-CalFresh.
- Providing USDA Foods for shelters and other mass feeding sites.
- Providing USDA Foods for distribution directly to households in need in certain limited circumstances.
- Providing funding for 100 percent of D-CalFresh benefits and 50 percent of State administrative costs.
- Liaising with the FEMA.

Please see below for USDA FNS Contacts:

Name	Title	Phone Number	E-Mail
Young Ihm	Branch Chief, SNAP Program Operations/Regional Disaster Coordinator	O: (415) 645-1909	Young.Ihm@usda.gov
Megan Stupi	Policy Program Specialist	O: (415) 437-8549 C: (415) 645-1923*	Megan.Stupi@usda.gov

Bradford Williams	Operations Lead Program Specialist	O: (415) 744-3801 C: (415) 844-0251*	Bradford.williams@usda.gov
-------------------	---------------------------------------	---	----------------------------

*Please do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

SECTION 2: D-CALFRESH READINESS

The D-CalFresh Readiness section is intended to outline the county’s “readiness” to operate D-CalFresh when a Presidential Declaration for Individual Assistance is granted and D-CalFresh operations are subsequently approved. Please provide as much information as possible and reference the CalFresh Emergency Handbook for more details on how your county can properly prepare to operate D-CalFresh.

PANDEMIC PLANNING

When operating under Pandemic conditions, El Dorado County will modify business practices to ensure Centers for Disease Control, County Public Health and State governing guidelines are followed. As a result of the COVID-19 Pandemic, staff are now assigned personal laptop computers with secure network connectivity instead of stationary desktop computers. Staff utilize soft phones on their laptops, providing the ability to work from any location that has WiFi capability. This versatility allows the County the ability to meet public need based on Pandemic situations. Customers are able to conduct their business utilizing online or telephone services when regulations allow. Staff have been thoroughly trained to maximize the usage of electronic signatures where permissible, minimizing the need for in person interaction. Teleworking and alternative workstations are utilized to strengthen our ability to handle the scope of the operation. Messaging platforms for the public will be temporarily updated to advise of alternative options for communications (online, telephone, IVR).

DATA

El Dorado County Emergency Operations Plan

El Dorado County and ten local government planning partners worked together to create an El Dorado County Emergency Operations Plan (EOP) Plan, fulfilling the DMA requirements for all participating partners. The EOP provides a framework for the El Dorado County Operational Area agencies to respond to any emergency requiring multi-agency participation and/or activation of the County Emergency Operations Center. HHS staff will work with the Office of Emergency Services during a disaster to identify resources for disaster impact.

Community Profile

El Dorado County is located in northern California and stretches from Sacramento County to Lake Tahoe and the Nevada border. The Counties of Sacramento, Placer, Amador and Alpine counties border El Dorado County. Regional access to the County is provided via Highway 50, which runs east-west through the entire County. El Dorado County includes the incorporated cities of Placerville and South Lake Tahoe and 5 Board of Supervisor Districts.

Population

The July 1, 2021 United States Census estimates for the County and incorporated jurisdictions are shown below.

Jurisdiction	2021
Placerville (City of)	10,869
South Lake Tahoe (City of)	21,414
El Dorado County (Unincorporated)	160,938
Total Population	193,221

MUTUAL AID REGION AND CROSS-COUNTY SUPPORT

El Dorado County has partnered with both neighboring and further away Counties to develop a Mutual Aid Region. Comprehensive mutual aid plans are outlined in MOU's for all Mutual Aid Regions are included as Exhibit F of this plan.

D-CALFRESH RESPONDERS

All Public employees will serve as disaster service workers and are subject to such service activities as may be assigned to them by their supervisor or by law pursuant to Government Code Section 3100.

D-CalFresh First Responders are Health and Human Service Agency staff who will be called upon to process D-CalFresh applications and/or work at the disaster centers when a disaster is federally approved. They will be working either in an HHS office or at a designated location within the county.

D-CalFresh First Responders include, but are not limited to, the following staff members:

- First Responder Team
- Program Managers (PM)
- Office Assistants (OA)
- Office Services Supervisors (OSS)
- Eligibility Specialists I/II/III (ES)
- Employment & Training Workers I/II/III (E&T)
- Eligibility Supervisors (ESS)
- Employment and Training Supervisors (ETS)
- System Support Analysts (SSA)
- Administrative Analysts I/II (AA)
- Administrative Assistant I/II
- System Support Assistants (SSAsst)
- Assistant Director
- SAWS Consortia Regional Managers

A master list with all staff that includes current contact information and job classification is included in this plan as Exhibits A and B.

APPLICATION SITES

Alternate Work Location

The Health and Human Services Agency Director or their designee may designate alternate or temporary work locations in the event the primary location is deemed unsafe. The alternate location would depend upon the extent of damages resulting from the event Countywide. It will be the goal of the Agency to provide full-scope business operations for both D-CalFresh and ongoing caseload support at alternate work locations when necessary based on management directives.

Management, utilizing the lines of succession, will be responsible for providing adequate management support, services and infrastructure for the Emergency Site Operations as well as adequate management support, services and infrastructure for operating the D-CalFresh and CalFresh Program simultaneously.

Potential alternate sites for the Western Slope of El Dorado County include the following:

Name of Location	Address of Location
El Dorado County Fair Grounds	100 Placerville Dr. Placerville, Ca 95667
Shingle Springs Office (HHSO Outstation office that could be utilized)	3883 Ponderosa Rd Shingle Springs, CA 95682

Potential alternate sites for the Lake Tahoe region of El Dorado County include the following:

Name of Location	Address of Location
El Dorado County Library	1000 Rufus Allen Blvd. South Lake Tahoe, CA 96150
Lake Tahoe Community College	One College Dr. South Lake Tahoe, CA 96150

Exhibit G includes a map of all county offices and possible D-CalFresh application sites; identified and described in detail in the following section.

Site Operations:

Available staff from El Dorado County will provide operational support, services and infrastructure for the emergency site. Management will ensure adequate support, services and infrastructure are in place to operate D-CalFresh and CalFresh concurrently. This support includes;

- Safety from natural hazard risk factors.
- Sufficient space and equipment to sustain the disaster team.
- Accessibility for people with disabilities.
- Consideration of human comfort needs.
- Available communications with essential internal and external organizations, other departments, affected customers, and the public.
- Reliable logistical support, services, and infrastructure systems, including water, electrical power, heating, air conditioning, restroom, parking, etc.
- Ability to sustain operations for at least 30 days.
- Appropriate physical security and access controls.

The D-SNAP Application Site Review Checklist will also be used when pre-planning to support potential D-CalFresh application sites.

This checklist will also be used during site setup, to determine if the site meets the needs of the particular disaster. It will be utilized in situations at the time of a D-CalFresh operation, where a planned site becomes unavailable and an alternative site must be selected.

This checklist is included in this plan as Exhibit C.

PROCEDURES TO REDUCE APPLICANT HARDSHIP

El Dorado County Health and Human Services Agency will strive to reduce hardship for D-CalFresh customers and for the existing caseload by providing eligibility-based services in areas close to or adjacent to the affected areas.

Staff will travel to the affected areas and assist customers with the completion and submittal of D-CalFresh applications as necessary. Health and Human Services Agency will ensure that provisions for security, human needs, and language services are provided to D-CalFresh and existing customers.

D-CalFresh application sites will offer the following for applicants:

- Water
- Protection from the elements
- Bathrooms
- Snacks, when feasible
- Minor medical care, when feasible

The Human Comforts List below lists potential steps the County may take to address human comforts during the operation of D-CalFresh:

Human Comforts List	
Possible Need	Suggestions
Medical Care	<ul style="list-style-type: none"> • Have ambulance and first aid personnel available on-site. • Allow volunteer doctors, nurses, and other health care workers onsite to handle basic first aid issues.
Water/Food	<ul style="list-style-type: none"> • Locate application/issuance sites near mass feeding sites. • Provide water tanker trucks with drinking water and/or several smaller water stations. • Provide small pre-packaged snacks. • Provide baby food and formula for infants (dairy and non-dairy). • Provide a Red Cross canteen or other volunteer-run canteen. • Assign support staff to man water stations.
Protection from the Elements	<ul style="list-style-type: none"> • Provide tents for shade/protection from rain. • Set up fans/heaters as appropriate. • Use a large, protected structure for the application/issuance sites.

	<ul style="list-style-type: none"> • Run queues through hallways/breezeways to avoid exposure to the elements.
Bathrooms	<ul style="list-style-type: none"> • Select sites which include several toilets. • Provide portable toilets and, if possible, place them in areas with privacy, as well as making them accessible to the elderly and people with disabilities. • Ensure that toilets are serviced at least once a day.

PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

As an ongoing service to customers of El Dorado County Health and Human Services Agency, new and ongoing customers are provided with language services at no cost to the customer. The service will continue to be available in the event of a disaster through contracted services (when available), Language Line, Inc. and also through bilingual staff who are considered First Responders.

Language Line, Inc. is a service that can be used for translation, verbal interpretation over the telephone and/or via scheduled on-site office visits with the contracted interpreter and customer. Language Line also provides communication services for deaf or hearing-impaired clients.

All staff are trained on County language access policies and procedures annually. D-CalFresh staff will use the LEP Provisions List below to ensure customers have access to communicate in their preferred language:

LEP Provisions List	
Language Services	<ul style="list-style-type: none"> • Provide language services onsite for LEP customers. --<i>bilingual staff</i> • Provide language services based on county language demographics. --<i>Spanish is the only required language</i> • Provide an American Sign Language interpreter on site. ----<i>bilingual staff or schedule through Language Line, Inc.</i> • Assign staff at the application site to identify and direct applicants with language barriers. • Provide access to the Language Line, Inc. for language services not covered by bilingual staff or staff interpreters. • Where documents have not been translated into the applicant's language, offer translation such as oral interpretation of original English-language documents into the language spoken by the applicant. • Post signs in threshold languages at the disaster site for applicants and recipients who do not speak English.

REASONABLE ACCOMMODATIONS

All application sites will be carefully inspected utilizing the D-SNAP Application Site Review Checklist included as Exhibit C of this document to ensure reasonable accommodations are met.

Special provisions for the elderly and disabled disaster victims at the disaster site will be provided by doing the following, when feasible:

- Provide separate lines for the elderly and/or disabled victims;
- Staff extra volunteers, to assist the elderly and/or disabled;
- Provide extra tables and chairs for the elderly and/or disabled;
- Provide seating area(s) for the elderly and/or disabled victims; and
- Ensure elderly and/or disabled victims are protected from the elements.

El Dorado County currently employs bi-lingual ES's and utilizes a telephonic interpreting service for languages outside of our threshold languages. Each office is equipped with a TDD telephone and a TDD telephone will be set up at disaster application sites when possible. HHSA will have signature cards available for visually impaired customers.

Additionally, the County currently uses a case flag methodology to track requested reasonable accommodations and will continue with this practice.

ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

HHSA Accounting is responsible for ordering sufficient EBT cards. EBT Operations must receive requests via e-mail at ebtoperations@osi.ca.gov, online via Card Connect Pro, or by calling EBT Operations at (916) 263-6600.

In addition to regular EBT cardstock, HHSA may need to order special Disaster EBT cards. Disaster EBT cards are only required when regular EBT operations have been disrupted.

CWD ordering instructions for Disaster EBT cards are as follows:

- Provide complete physical mailing address for cards. It must be a deliverable address (e.g., no county fairgrounds, no P.O. Box, etc.).
- Provide complete contact information for the person receiving cards (signing delivery documentation), including telephone number and cellular number, if available.

When ordering Disaster EBT cards, CWDs should be aware of the following:

- Disaster EBT Cards are delivered within 24 hours after receipt of order.
- The CWD contact person must be onsite to personally take delivery of Disaster EBT cards.
- Disaster EBT cards must be kept in secure storage.

- For security purposes, the county will validate the number of cards received.
- Disaster EBT cardstock can be ordered in quantities of 500.
- A Disaster EBT card is distinguishable from a regular EBT card by the word “DISASTER” printed on the EBT Card.
- Disaster EBT cards are pre-pinned, but not pre-loaded with benefits.
- Cardholders who receive a pre-pinned Disaster EBT card MUST use the Personal Identification Number (PIN) that is printed on the card carrier.
- PINs can be changed at any time via a PIN Select device or the Automated Response Unit, if the cardholder uses a valid Social Security Number and date of birth.
- D-CalFresh recipients who apply for regular CalFresh benefits after the disaster has ended can have their benefits added to the Disaster EBT card. However, a client should eventually obtain a new EBT card.

Replacement Cards for Ongoing Clients

Ongoing CalFresh households may lose their EBT cards in a disaster. HHSA will be prepared to assist ongoing CalFresh households in securing a replacement EBT card. The South Lake Tahoe office generally keeps 150 blank EBT card stock, while the Placerville office keeps 500 and the Shingle Springs office keeps about 300 for immediate use. Additional blank EBT card stock can be requested from Accounting. HHSA Accounting keeps between 1,000-5,000 blank EBT cards in a locked safe. HHSA has identified a need for 2 EBT printers and pinners to be set up at disaster sites in the COOP to accommodate issuance of EBT cards.

Reconciliation

When D-CalFresh is approved, the Accounting Supervisor (or designee) in the Accounting service area will request that the cards be sent to the County. Upon receipt by the County, all Disaster EBT cards are stored in a secure and locked safe along with ongoing benefit cards. Only select staff will have access to the safe contents including EBT cards.

- EBT Cards will be delivered to the emergency site location on a daily basis (when possible).
- Supervisory or management staff will ensure EBT cards are maintained in a safe and secure location at the emergency site location.
- Issuance of EBT Cards will be tracked utilizing the current EBT Card Log included in this plan as Exhibit D. A separate EBT Card Log will be utilized to track Disaster EBT Cards.
- Supervisory or management staff will reconcile number of cards set up with EBT accounts and the number of cards issued. Any discrepancies will be researched and explained.
- Fiscal staff will have the primary responsibility for tracking disaster benefits separately from ongoing benefit issuance. Staff will utilize the reports outlined in the **Daily Reporting** section of this plan to track and report data to CDSS.

DISASTER RESPONSE TRAINING

D-CalFresh First Responders will receive D-CalFresh training on an annual basis. This training will include the following:

- D-CalFresh instructions.
- Completion of the D-CalFresh application – CF 385.
- Application/eligibility determination.
- Certification periods.
- Exploration of available income/resources, disaster related reimbursements and related expenses.
- When to replace or supplement benefits for ongoing CalFresh households.

When D-CalFresh is implemented, prior to the start of operations, managers and supervisory staff will provide refresher training for First Responders. The pre-operations training will include the following topics:

- Overview of the D-CalFresh certification process.
- Roles and responsibilities for each person.
- Eligibility policy including eligibility criteria, eligibility calculations, benefit period identification, and deductible disaster-related expenses.
- Verification requirements and acceptable documentation and procedures for handling questionable applications.
- Application forms and client notices.
- Issuance of benefits, including procedures for when the application site is at an alternative facility.
- Access to services for people with disabilities and Limited English Proficiency (LEP).
- Fraud prevention.
- Daily reporting procedures.
- Roles of outreach partners.
- Self-care.

PUBLIC INFORMATION AND OUTREACH

HHS Managers, Assistant Director and the Public Information Officer will be responsible for developing disaster communications. Disaster communications will address the following information when possible:

- The timeframe in which D-CalFresh applications will be accepted.
- The geographic areas eligible for D-CalFresh, as well as whether or not those individuals who lived or worked in the area, or both may apply.

- Application site locations and operating hours.
- D-CalFresh eligibility and verification requirements, including reminders to bring proof of identification to the application site.
- D-CalFresh application information, including information specific to applicants with special needs, availability of language services, and assistance for people with disabilities.
- Instructions for ongoing CalFresh households, including information on supplements.
- Non-discrimination policy.
- Civil and criminal penalties for fraud.
- Comprehensive lists of additional resources to assist people in need, including information on 211 and emergency food.

The Health and Human Services Agency has an official procedure for sharing of media information. The process for handling requests consists of the following:

- All requests for information from the media must be referred to the Health and Human Services Agency Director, or the Public Information Officer (PIO) as indicated in the procedure.

Public Announcements

The general public will be notified of Disaster CalFresh Program (D-CalFresh) availability via the following methods:

- Media relations including but not limited to radio announcements, newspaper announcements, 211, social media and other media outlets.
- Telephone messages will be left on ES direct phone lines when accessible.
- Direct communication with community based partners.
- County Websites.

Outreach Partners

Outreach partners play vital roles in regular CalFresh operations and are especially crucial for public awareness during the operation of D-CalFresh. In order to increase public awareness during the operation of D-CalFresh, outreach partners may be responsible for the following:

- Providing a lead Outreach Coordinator and staff in the field when deemed necessary by CDSS CalFresh Outreach and HHSA.
- Assisting and collaborating with CDSS CalFresh Outreach and HHSA in the development and implementation of the public information plan, particularly for LEP, elderly, people with disabilities, and other hard-to-reach populations.
- Distributing Outreach flyers and press releases to local partners in the designated affected disaster areas.

Volunteers

Outreach partners and other volunteers from CBO's may be utilized at D-CalFresh application sites for things such as crowd control, translation, application assistance, etc. However, volunteers cannot perform any eligibility or certification functions.

Retailer Communication

Retailers will be notified of D-CalFresh Program availability via the following methods:

- Media relations including but not limited to radio announcements, newspaper announcements, 211 and other media outlets.

Providing media and Community Based Partners with accurate, timely and uniform information is the responsibility of County staff and the department at the Office of Emergency Services Command Center.

CERTIFICATION PROCESS

HHS is responsible for complying with the following areas during a disaster:

Completing the Application

Applicants must complete a D-CalFresh application in person or online. All D-CalFresh applicants, including online applicants, almost always need to be interviewed in person. (For more information, refer to the **Alternative Interview Methods to Ensure Access** section.) Interviews may take place at the D-CalFresh application site, or if operational, at the CWD office.

Methods for filing the CF 358 Application for D-CalFresh

An application for D-CalFresh can be filed as indicated below:

- In person at identified locations set-up throughout the County.
- By printing the CF 385 from either the State or Federal website and hand delivering or faxing the application to the local Health and Human Services Agency office.
- By applying on-line at GetCalFresh.org or BenefitsCal.com. The D-CalFresh e-App will only be available when a disaster is declared a federal disaster by the President of the United States, with a provision for individual assistance, and the functionality to access the D-CalFresh application is subsequently activated in the CalSAWS system.

Who May Complete the CF 385 or D-CalFresh e-App

The head of household, any responsible household member or an Authorized Representative (AR) may complete the CF 385 application or D-CalFresh e-App for D-CalFresh benefits.

Screening

Office Assistants will be deployed to lines or the pre-interview waiting area to improve customer service and needs. Office Assistants should be familiar with basic eligibility requirements so that they can readily share this information with applicants. No applicant should be discouraged from applying. Office Assistants should simply offer information, so that each household can make an informed decision about whether or not to apply. Office Assistants can also check to see if applicants have the required verification documents. They can also direct ongoing clients and new D- CalFresh applicants to the correct lines.

Clerical and Eligibility Staff and/or volunteers should be available at the D-CalFresh application site to distribute applications and answer questions. Ensuring that applications are as complete as possible before clients reach the interview stage will help to keep the process moving quickly. Posting signs with simple instructions may also aid in this effort. Managers and supervisory staff should take into account LEP applicants and customers when preparing to make staff and/or volunteers available, as well as when creating signage.

Duplicate Participation Information

Information regarding duplicate participation checks should be announced in publicity materials and posted at the application site. Staff may check for duplicate information up front or may accept applications and inform applicants that eligibility is contingent upon the subsequent duplicate check.

CWDs are required to screen for duplicate participation in:

- D-CalFresh and CalFresh;
- D-CalFresh and household disaster distribution of USDA Foods;
- Multiple D-CalFresh issuances with overlapping benefit periods;
- Approved D-CalFresh and denied D-CalFresh applicants.

Interview and Certification

A face to face interview is required prior to certifying the household for benefits. The D-CalFresh interview is an important element in the certification process because it allows the ES time to review potentially confusing concepts (such as the benefit period or deductible disaster related expenses) with the applicant and to verify the information presented on the application. The interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance of D

CalFresh Program benefits. Similar to regular CalFresh, households unable to apply in person may designate an AR to apply on their behalf.

Interview areas should be set up to protect applicant privacy to the extent possible. During the D-CalFresh interview, the ES should ask about:

- Proof of Identity for head of household (Confirm names and birthdays of other household members.)
- Household composition as it existed on the day the disaster struck.
- Residency (or employment, if applicable) in the disaster area.
- Income available/anticipated during the entire benefit period (Confirm places of employment for all working members of the household and record this information on the application.)
- Accessible liquid resources available at the start of the benefit period.
- Impact of the disaster on the household.
 - What adverse effects did the household suffer (i.e., flooding, fire damage, power outage)?
 - How much did they pay (or do they anticipate paying) for these expenses during the benefit period?
 - How did they pay (or anticipate paying) for these expenses? (Expenses which are incurred, but not paid during the benefit period, such as those paid by credit card if the bill is due after the benefit period ends, are not considered out-of-pocket and are not deductible.)
 - Did they receive reimbursement for any of these expenses?

ES are required to advise the household of certain requirements as indicated below:

- D-CalFresh rules and eligibility requirements.
- Rights and Responsibilities including Penalty Warnings.
- Duration of D-CalFresh benefits for one-month only. If the household needs ongoing assistance, an application for regular CalFresh assistance is required.
- EBT usage process, rules and requirements.

Tip: Households applying for D-CalFresh may not be familiar with the CalFresh “purchase and prepare” definition of a household. During the interview, staff may need to provide information distinguishing the definition of a CalFresh household from a household based on a group of individuals who live together. This may prove especially true if families have applied for other disaster assistance for the household based on residence address.

Alternative Interview Methods to Ensure Access

All interviews must be conducted face-to-face at a D-CalFresh application site, except in circumstances where the county determines that special alternative procedures are required to

facilitate the interview for applicants otherwise unable to appear physically at the D-CalFresh application site.

In order to provide reasonable accommodations and interview access, HHSA Managers and Assistant Director will evaluate the nature of the disaster to determine what reasonable accommodations will be implemented to provide interview access to the elderly, persons with disabilities, and other vulnerable populations include. Accommodations to consider will be:

- Satellite application sites strategically located to serve vulnerable populations (i.e., community or senior centers).
- Special public transport to and from application sites.
- Home visits to conduct interviews for applicants with disabilities that make them otherwise unable to visit the application site.
- Skype or similar technology to facilitate off-site interviews.

As previously mentioned, in addition to the special provisions highlighted above, under special circumstances, HHSA will consider requesting a waiver of the face to face interview requirement as an accommodation for elderly and people with disabilities. HHSA Managers and Assistant Director will work closely with CDSS to incorporate a waiver of the face to face interview requirement into their D-CalFresh request since FNS has not regularly approved waivers of the D-SNAP face to face interview requirement.

Verification

Verification rules are eased during a disaster to reduce administrative burdens and to reflect the reality that households and ES's may not have access to the usual verification sources. County ES should exercise reasonable judgment when evaluating the truthfulness of applicant statements. (See the section on D-CalFresh **Verification Requirements** for more information.)

Public information campaigns will indicate that applicants are expected to bring all available verification documents. In addition, staff will use data matching systems, such as the Income and Eligibility Verification System (IEVS), whenever possible. The data in the system will not be able to provide an updated picture of household circumstances post-disaster; however, the matches may assist in finding unreported sources of income, and suspect cases will be referred to program integrity staff for further investigation.

D-CalFresh Eligibility Requirements

Staff will utilize the CF 385 "Application for Disaster CalFresh Assistance" or Disaster CalFresh e-APP, along with information gathered at the interview to determine if the household meets the D-CalFresh Program Eligibility Requirements as indicated in the chart listed below.

The chart listed below is an overview of program eligibility and should be used for illustrative uses only. Full instructions on program eligibility will be released in the form of an Interim Instruction Notice at the time of the D-CalFresh implementation.

Eligibility Factor	Explanation	Verification Requirement
Application	Must apply during the D-CalFresh application period.	CF 385 date or D-CalFresh e-APP date
Disaster Status at time of application	<p>The household must have suffered one of the following events:</p> <ul style="list-style-type: none"> • Damage to home or self-employment property • Disaster related expenses • Income source disrupted • Inaccessible liquid resources • Food loss 	Customer statement
Food Buying	Must plan on buying food during the D-CalFresh Benefit Period (i.e. if the shelter provides all meals, the household is ineligible to D-CalFresh).	Customer statement
Residency	<p>Must have been living and/or working in the “Disaster Area” at the time of disaster, including households:</p> <ul style="list-style-type: none"> • Temporarily living outside the “Disaster Area” but within the State at the time of the disaster; or • Staying in shelters but not expected to remain for entire D-CalFresh period; or <p>Worked in the “Disaster Area” and an income source has been disrupted.</p>	Verify if possible (use utility or tax bills, insurance policies or bills, etc.).
Identity		Verify if possible or accept an affidavit if not available.
Household Composition	Defined as persons living and eating together at the time of the disaster (do not include individuals with whom the applicant household is staying temporarily during the disaster).	Verify if questionable.

Noncitizen Status	Noncitizen Status is not applicable (N/A) under D-CalFresh rules and is not considered when determining eligibility to D-CalFresh.	Applicant must sign statement under penalty of perjury that information is correct.
SSN	SSNs are not required under D-CalFresh rules. Providing a SSN is voluntary and will not result in ineligibility if not provided.	Obtain where possible.
Student Status	Student status is not applicable under D-CalFresh rules. Students are eligible.	N/A
Fleeing Felons	Fleeing Felon status is not applicable under D-CalFresh rules. Fleeing Felons are eligible.	N/A
IPV Status	Intentional Program Violation (IPV) disqualifications do not apply to D-CalFresh. Committing IPV in the D-CalFresh will count towards disqualification in the regular CalFresh Program.	N/A
Resource Eligibility	Resource limits do not apply in D-CalFresh rules. Liquid resources such as, cash on hand, accessible savings/checking accounts, are included in income eligibility – there is no separate resource test.	N/A
Income Eligibility	Only net (take-home) income expected to be received during the benefit period is counted. Take-home pay is defined as wages a household actually receives after taxes and <i>all</i> payroll withholding, public assistance payments or other unearned income, and net self-employment income. No special provisions for elderly and handicapped.	Verify where possible.
Deductions	Allow only disaster-related expenses.	Verify where possible.
Reporting	The household is not required to report changes.	N/A
Work Requirement	There is no work requirement under D-CalFresh rules.	N/A

Benefit Amount	D-CalFresh benefits are issued according to maximum allotment for household size.	N/A
----------------	---	-----

Disaster Related Expenses

Expenses incurred by the household as a result of the disaster that the household has paid or is expected to pay out of pocket for are considered disaster related expenses. Disaster related expenses are only those items for which the household does not receive full reimbursement during the disaster period. The following are some examples of expenses related to a disaster that a household may incur:

- Expenses related to repair for damage to the household’s home or other property essential to employment or self-employment of a household member;
- Temporary shelter expenses if the home is uninhabitable or the household cannot reach it;
- Expenses for moving out of the area which was evacuated due to the disaster;
- Expenses related to protection of a home or business from disaster damage; or
- Medical expenses for disaster related injury, which occurred to a household member at the time of the disaster, including funeral and burial expenses in the event of death.

Processing Standards

A Disaster CalFresh Program (D-CalFresh) application or e-App must be processed within 24 hours from the date of the application. This section outlines required actions for processing D-CalFresh applications in order to meet this processing standard.

The ES will follow the instructions in the CalSAWS Job Aid for processing the D-CalFresh and the D-CalFresh e-APP. This section provides basic information for:

- Coding the D-CalFresh application;
- Running of the D-CalFresh Eligibility Determination and Benefit Calculation (EDBC); and
- Rush issuance of D-CalFresh benefits.

The ES will set the appropriate case flag by following the instructions in the CalSAWS Job Aid by selecting Case Management – Adding case flag.

D-CalFresh Certification Period

The D-CalFresh certification period is exclusive to each disaster and is usually for a period not to exceed one month. This period is set by the State and will be posted on the D-CalFresh Interim Instructional Notice distributed to staff upon approval by CDSS and FNS.

Documenting D-CalFresh Eligibility

Documentation of D-CalFresh benefit issuance will be completed on the:

- CF 385: County Use Only Section; and
- D-CalFresh Journal Template (manual copies of the template will be made available in hard-copy format if system access is unavailable).

Step	Description-Overview
1	<p>The D-CalFresh First Responder OA will:</p> <ul style="list-style-type: none"> • Receive the CF 385 from the customer. • If MEDS access is available at the emergency site location, complete file clearance. This request may be routed to the main office location via secure fax. If secure fax is not available, the request will be communicated verbally. Results of the file clearance may be provided verbally, with hard copy documentation for the file to follow. • If CALSAWS access is available, complete necessary data entry to pend the application in CALSAWS. • If CALSAWS is not available, the application will be processed manually but must be entered into the CALSAWS system at the main office location by close of the next business day, when CALSAWS becomes available. <p>Place the CF 385 in a bin for the First Responder ES to retrieve when the application is marked “ready to interview”.</p>
2	<p>The D-CalFresh First Responder ES will:</p> <ul style="list-style-type: none"> • Remove the CF 385 from the bin. • Complete a face-to-face interview. • Review results of file clearance. • Determine D-CalFresh eligibility. • Approve or deny the application. * • Update the County Use Only Section on the CF 385. • Complete a Journal entry (may be initially completed in the form of a manual narration). <p>*NOTE: All applications identified as “employee” cases, and all denied applications will be reviewed by a supervisor or designee.</p> <p>Based on staffing levels, the D-CalFresh First Responder ES may complete both Stage 1 and 2 duties.</p>

Processing an e-APP

The following chart provides an overview of the steps required to process a D-CalFresh e-APP:

Step	Description
1	<p>The D-CalFresh First Responder OA will:</p> <ul style="list-style-type: none">• Retrieve the D-CalFresh e-Applications from the e-Application Search page.• Complete the file clearance.• Link the D-CalFresh e-Application to CALSAWS.• Assign the D-CalFresh e-Application to a D-CalFresh First Responder ES using the Intake Schedule in CALSAWS. <p>NOTE: Depending on availability of electricity at the emergency shelter location, these actions may be completed at the main office location. Receipt of all identified eApps will be communicated to the emergency site manager or supervisor covering D-CalFresh actions.</p>
2	<p>The D-CalFresh First Responder ES will:</p> <ul style="list-style-type: none">• Receive the D-CalFresh e-Application in his/her e-Application Workload Inventory.• Complete the interview.• Determine D-CalFresh eligibility.• All application denials and employee cases will be reviewed by a supervisor or designee.• Complete a Journal template designed specifically for disaster benefits. <p>Based on staffing levels, the D-CalFresh First Responder ES may complete both Stage 1 and 2 duties.</p>

In El Dorado County, staff will utilize the CalSAWS and BenefitsCal User Guide and/or Job Aids made available in CalSAWS to complete necessary and required data entry.

ISSUANCE PROCESS

As mentioned previously, a D-CalFresh application or e-App must be processed within 24 hours from the date of the application. Services to both D-CalFresh and ongoing customers will be maintained at alternate locations/emergency sites. Provision of new and ongoing service will be based on demographic need, safety for customers and staff based on management directive.

Refer to the **ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK** section above for detailed instruction as to how EBT card stock will be ordered and delivered to alternate sites. HHSA's

COOP lists a need for two EBT Card Printers and Pinning machines which will be set up at the alternate sites. Customers will pick up and PIN their EBT Cards when onsite for the face to face interview.

SYSTEMS AND EBT PRINTER CONTINGENCIES

In the event the EBT functionality is inoperable through the CalSAWS system, County staff will request EBT Card transactions directly through the EBT management system (FIS) as follows:

- Eligibility Staff will submit a Help Desk ticket requesting the EBT card be printed.
- System Support Analysts with authority to order cards directly through FIS will process the request.
- Clerical staff will issue the card to the customer waiting.

In the event EBT functionality is inoperable through FIS, management will notify Fiscal staff of the need to order specific pre-loaded and pinned Disaster EBT Cards. Cards will be tracked and distributed as outlined above in the **Electronic Benefit Transfer (EBT) Card Stock** section.

SECURITY AND FRAUD PREVENTION PLAN

Security, fraud prevention, and crowd control measures are critical to the operation of the D-CalFresh location. El Dorado County Health and Human Services Agency will maintain physical security of all resources and facilities. Staff will include evaluation of the following criteria:

- Conduct office inspection to identify life-threatening hazards and locate any persons in need of assistance;
- Document structural, physical or cosmetic damage;
- Advise if security is needed to maintain office, or to prevent injury to customers and staff;
- Control accesses to areas identified as confidential or “off-limits”, or hazardous, including areas considered contaminated or toxic;
- Utilize current Agency security procedures including use of identification badges in order to control access to designated “off limit” areas at the emergency shelter location;
- Provide staff access to locked areas as appropriate;
- Maintain communication with the Office of Emergency Services.

Employee Health and Safety

Health and Human Services Agency will maintain employee health and safety by purchasing materials in advance for all offices including gloves and masks.

Additionally, at the beginning and end of each shift, or at a minimum once daily, a debriefing will be held for all staff. This is necessary to maintain the emotional well-being of staff and give them a chance to express their feelings and thoughts.

Case Reviews

This section explains the role of supervisory reviews, including approvals, denials, and Post-Disaster reviews while the D-CalFresh Program is operational.

Supervisory staff will review the following D-CalFresh applications:

- All application denials to ensure appropriate denial;
- All County or State employee D-CalFresh cases prior to issuance of benefits;
- All "Questionable" applications prior to issuance of benefits; and
- A minimum of three (3) "approved" applications will be selected for review every day for each ES processing such applications.

The following results will be tracked in an Excel spread sheet:

No Problem with Case
Missing Documentation in Case File
Household Error
State Agency Error
Intentional Program Violation
Incomplete Case Reviews
Inability to Locate Client
Client Failure to Cooperate

D-CalFresh Post-Disaster Reviews

All D-CalFresh cases may be subject to a "Post-Disaster Review." At direction of CDSS, the County will pull a sample that is 0.5 percent of the cases issued, not to exceed 500 or be less than 25 cases. The sample shall include both approved and denied cases and exclude ongoing cases.

IEVS

An IEVS report will be requested after D-CalFresh cases have been selected as part of a review sample. The approving ES does not need to obtain IEVS prior to issuing D-CalFresh.

Clarification of Income at the Time of the Disaster: Verification of income is intended to hold households accountable for accurately reporting sources of income or work loss responsible for not being able to accurately predict his/her future income/employment during the benefit month.

Fraud

The following measures regarding fraud control will be implemented in the event D-CalFresh is authorized:

- Applicants will be entered into the CalSAWS eligibility system to avoid duplicate participation;
- A Fraud Investigator will be present as deemed necessary; and
- The Fraud Hotline number will be publicized at the D-CalFresh location.

Certification and issuance responsibilities will be separated in order to minimize the risk of employee fraud. All county or state employee D-CalFresh applications will be reviewed by a county supervisor or designee.

DAILY REPORTING

El Dorado County Health and Human Services Agency will comply with Federal regulations which require that the County use the FNS 292 to report the amount of disaster benefits issued, and number of persons, and households served. The Fiscal Unit will have primary responsibility for compiling necessary data for submittal of the FNS 292. This report will be sent by electronic submittal, facsimile, or by hard-copy to the appropriate Agency as per the report instructions.

The following reports will be completed by management or designee, and will be submitted to the California Department of Social Services (CDSS).

- Daily CalFresh Report (Daily Logs), obtained from the FNS website, including but not limited to the following information:
 - Number of approved “new” D-CalFresh households;
 - Number of approved “Disaster Supplements” for ongoing/currently certified households; and
- Report of CF Benefit Issuance for Disaster Relief (FNS 292) including but not limited to the following information:
 - Number of new households issued D-CalFresh benefits;
 - Total number of new persons receiving D-CalFresh benefits;
 - Number of certified households and persons;
 - Households that received Disaster Supplements; and
 - Value of new and supplemental benefits issued.
 - Form D-CalFresh Worker Sign In/Out Sheet. The Sign In/Out sheet will be used exclusively for tracking time of D-CalFresh activities, one worker per sheet.

See Exhibit E for Sign In/Out Sheet

SECTION 3: EXHIBITS

Exhibit A - Administrative Services/Information Technologies Staff List

D-CalFresh Administrative Services/Information Technologies Responder List	D-CalFresh Administrative Services Staff are responsible for notifying, deploying, and maintaining communication with the First Responders, other departments, employees, and the community in the event of a disaster. County Information Technologies staff are responsible for ensuring network and telephone connectivity if possible.
--	--

Name	Title	Work Phone	Emergency Contact Phone	E-Mail Address
Daniel Del Monte	Director, Acting	530-295-6907	530-295-6907	Daniel.DelMonte@edcgov.us
Kimberly McAdams	Chief Fiscal Officer	530.295.6932	530.295.6932	Kimberly.McAdams@edcgov.us
Patty Moley	Assistant Director	530.642.4806	530.409.4794	Patty.moley@edcgov.us
Machelle Rae	Deputy Director	530.642.7246	530.620.8350	Machelle.rae@edcgov.us
Karen Thomas	Program Manager	530.621.7421	209-781-6343	Karen.Thomas@edcgov.us
Timalynn Jaynes	Program Manager	530.573.3230	530.957.7868	Timalynn.Jaynes@edcgov.us
Jennifer Rogers	Program Manager	530.642.7284	530-663-6545	Jennifer.Rogers@edcgov.us
Traci Stilwell	Executive Assistant	530.642.7352	530.642.7352	Traci.Stilwell@edcgov.us
Ashley Smith	Administrative Analyst	530.621.5418	530.621.5418	Ashley.Smith@edcgov.us
Katie Baer	Administrative Analyst	530.642.7229	530.642.7229	Katherine.Baer@edcgov.us
Maggie Williams	Health Program Manager/PIO	530.642.7164	916.365.5034	Margaret.Williams@edcgov.us
Tonya Digiorno	Information Technologies Director	530.621.5575	916-337-1465	Tonya.digiorno@edcgov.us
Kristen Gurrola	Program Manager, Administration	530-295-6917	916-996-5581	kristen.gurrola@edcgov.us

Exhibit B - First Responders List

D-CalFresh First Responder List	<p>D-CalFresh First Responders include Eligibility Specialists (ES), Employment & Training Workers (E&T), Eligibility Specialist Supervisors (ESS), Employment & Training Supervisors (ETS), Office Assistants (OA), Office Services Supervisors (OSS), and System Support Analysts (SSA) trained to assist customers and process D-SNAP applications during a disaster when approved by the federal government.</p> <p>The following is a current list of all D-CalFresh First Responders:</p>
--	---

Placerville Office			
Staff with a "*" next to their name are bilingual, Spanish speaking.			
Name	Title	Work Phone	E-Mail Address
Jan Jaaskela	ESS	621-7450	Jan.jaaskela@edcgov.us
Alicia Hinkle	ESS	642-7333	Alicia.hinkle@edcgov.us
Debbie Serchia	ESS	642-7270	Debra.serchia@edcgov.us
Darla Ray	ESS	642-7313	Darla.ray@edcgov.us
Kristle Hester	ESS	642-7120	kristle.hester@edcgov.us
Kelly Nakamura	ESS	642-7167	Kelly.nakamura@edcgov.us
Heather Ball	ESS	642-7145	Heather.ball@edcgov.us
Cheyne Close	ESS	642-7332	Cheyne.close@edcgov.us
Susan Quinn	ETS	642-4862	Susan.quinn@edcgov.us
Nina Birks	ETS	642-7326	Nina.birks@edcgov.us
Christian Green	OSS	642-4876	Christian.green@edcgov.us
Hernan Romero*	ESIII	642-7210	Hernan.romero@edcgov.us
Georgia Wheeler	ESIII	626-2798	Georgia.wheeler@edcgov.us
Theresa Solomon	ESIII	642-4820	Theresa.solomon@edcgov.us
Linda Nadolski	ESIII	642-4816	Linda.nadolski@edcgov.us
Jeanne Martin	ESIII	621-7423	Jeanne.martin@edcgov.us
Laurie Rodman	ESIII	642-7210	Laurie.rodman@edcgov.us
Melissa Akers	ESIII	642-7324	Melissa.akers@edcgov.us
Tim King	ESIII	642-4884	Tim.king@edcgov.us
Mindy Bravo	ESIII	642-4880	Mindy.bravo@edcgov.us
Khrista Ringnes	ESIII	642-4856	Khrista.ringnes@edcgov.us
Alexis Lua*	ESIII	642-4873	Alexis.lua@edcgov.us
Jon Baer	ESIII	642-7268	Jonathan.baer@edcgov.us
Alexxa Lotze	ESIII	642-4889	Alexxa.lotze@edcgov.us
Nancy Wallace	ESIII	642-7253	Nancy.wallace@edcgov.us
Kaylen Bynoe	ESIII	642-7322	Kaylen.bynoe@edcgov.us
Rikki King	ESIII	642-7151	Rikki.king@edcgov.us
Sherri Herman	ESII	642-7188	Sherri.herman@edcgov.us
Kris Rankin	ESII	621-6248	Kristine.rankin@edcgov.us
Destinee Bell	ESII	642-7278	Destinee.upton@edcgov.us

Johnny Savage	ESII	642-7228	Johnny.savage@edcgov.us
Jacalyn Kiely	ESII	642-4871	Jacalyn.kiely@edcgov.us
Lelia Marks	ESII	642-4892	Leila.marks@edcgov.us
Sharon McNeil	ESII	621-7462	Sharon.mcneil@edcgov.us
Loyd Brush	ESII	642-7148	Loyd.brush@edcgov.us
Jonathan Zeno	ESII	642-4838	Jonathan.zeno@edcgov.us
Paul Ogden	ESII	642-7225	Paul.ogden@edcgov.us
Chase Gordon	ESII	642-4898	Chase.gordon@edcgov.us
Erin Martin	ESII	642-7224	Erin.martin@edcgov.us
Crista Azevado	ESII	642-7196	Crista.azevado@edcgov.us
Daniel Marriot	ESII	642-4826	Daniel.marriot@edcgov.us
Faith Rich	ESII	642-7150	Faith.rich@edcgov.us
Patti Ward	ESII	642-7308	Patricia.ward@edcgov.us
Jeanette Perez	ESII	642-7344	Jeanette.perez@edcgov.us
Berenice Vidal	ESII	642-7301	Berenice.vidal@edcgov.us
Kevin Sowles	ES I	642-7245	William.sowles@edcgov.us
Vida Marie Holmes	ES I	642-7305	Vidamarie.holmes@edcgov.us
Alexis Farr	ES I	642-7259	Alexis.farr@edcgov.us
Alicia Ferris	ES I	642-7237	Alicia.ferris@edcgov.us
Joo-Young Oh	ES I	642-7176	Jooyoung.oh@edcgov.us
Regan Reed	ES Trainee	642-7125	Regan.reed@edcgov.us
Tori Cleveland	ES Trainee	642-7110	Tori.cleveland@edcgov.us
Darleen Aiello	ES Trainee	642-4815	Darleen.aiello@edcgov.us
Tamta Pereau	ES Trainee	642-7410	Tamta.pereau@edcgov.us
Danelle Aros	ES Trainee	642-4891	Danelle.aros@edcgov.us
Michelle Derr	ES Trainee	621-7422	Michelle.derr@edcgov.us
Christina McDaniel	ESTrainee	642-7316	Christina.mcdaniel@edcgov.us
Emily Seezox	ESTrainee	642-7187	Emily.seezox@edcgov.us
Michaela Hughes	ESTrainee	642-7262	Michaela.hughes@edcgov.us
Ariana Khang	ESTrainee	642-7189	Ariana.khang@edcgov.us
Melissa Nicol	ESTrainee	642-7306	Melissa.nicol@edcgov.us
Alex Khang	ESTrainee	642-7295	Alex.khang@edcgov.us
Melissa Rice	SR. OA	642-7303	melissa.rice@edcgov.us
Joshua Samuels	SR. OA	642-7261	Joshua.samuels@edcgov.us
Amanda Khang	SR. OA	642-7320	amanda.khang@edcgov.us
Katelyn McGrath	SR. OA	642-4840	katelyn.mcgrath@edcgov.us
Tim Brink	OAll	642-4848	Tim.brink@edcgov.us
Karen Caballero	OAll	642-7252	Karen.caballero@edcgov.us
Leon Phaby	OAll	295-6911	Leon.phaby@edcgov.us
Rebekah Sexton	OAll	642-4881	Rebekah.sexton@edcgov.us
Chere Ashmead	OA II	642-4835	chere.ashmead@edcgov.us
Ann D'Amico	E&TIII	642-4825	Ann.d'amico@edcgov.us
Sherry Whalen	E&TIII	6427369	Sherry.whelen@edcgov.us
Sarah Schudlach	E&TIII	642-4897	Sarah.schudlach@edcgov.us
Penny Shervey	E&TIII	642-7163	Penny.shervey@edcgov.us
Melissa McCann	E&TII	642-7258	Melissa.mccann@edcgov.us
Sandra Reece	E&TII	642-4861	Sandra.reece@edcgov.us
Katelin Conley	E&TII	642-7226	Katelin.conley@edcgov.us
Belinda Knittle	E&TII	642-7262	Belinda.knittle@edcgov.us
Christopher Tanger	E&TII	642-7262	Christopher.tanger@edcgov.us
Mindy Bravo	E&T I	642-4880	mindy.bravo@edcgov.us

Letty Contreras*	E&T I	642-7212	Letty.contreras@edcgov.us
Anna Carrera*	SSA	642-7209	Anna.carrera@edcgov.us
Austin Clatte	SSA	642-4894	Austin.clatte@edcgov.us
Homa Izadian	SSAsst	642-7272	Homa.izadian@edcgov.us
Ruth Brown	SSAsst	642-7153	Ruth.brown@edcgov.us
Katy Martin	SSAsst	642-7323	Katy.martin@edcgov.us

South Lake Tahoe Office

Staff with a "*" next to their name are bilingual, Spanish speaking.

Name	Title	Work Phone	E-Mail Address
Cynthia Allen	ESS	573-4311	Cynthia.allen@edcgov.us
Miriam Ramos-Urquilla*	ESS	573-3232	miriam.ramos-urquilla@edcgov.us
Efren Rosales*	ESS	573-3243	Efren.rosales@edcgov.us
Brian Quintanilla	ETS	573-3321	Brian.quintanilla@edcgov.us
Cynthia Courtney	ESIII	543-5908	Cynthia.courtney@edcgov.us
Fabiola Estrada*	ESIII	573-3242	Fabiola.estrada@edcgov.us
Mary Burba	ESIII	573-3239	Mary.burba@edcgov.us
Ana Schwaitzer-Smith	ESII	573-4301	Ana.schwaitzer-smith@edcgov.us
Kyle Martinez*	ESII	573-3228	Kyle.martinez@edcgov.us
Salvador Rea*	ESII	573-3236	Salvador.rea@edcgov.us
Victor Cruz*	ESII	573-3233	Victor.cruz@edcgov.us
Shannon Fox	ESII	573-3224	Shannon.geris@edcgov.us
Sheri Hardy	ESII	573-3219	Sheri.hardy@edcgov.us
Veronica Verdin*	ESI	573-3211	Veronica.verdin@edcgov.us
Elena Stevens	ESI	573-3211	Elena.stevens@edcgov.us
Yvette Velazquez*	ES I	573-3240	Yvette.velazquez@edcgov.us
Hugo Nova*	ES I	573-3265	Hugo.nova@edcgov.us
Carla Munoz*	ES I	573-4307	Carla.munoz@edcgov.us
Jamie Haley	ES Trainee	573-3234	Jamie.haley@edcgov.us
Maria Ortiz*	ES Trainee	573-3241	Maria.ortiz@edcgov.us
Stacey Vizcaino*	ES Trainee	573-3247	Stacey.vizcaino@edcgov.us
Melinda Weldy	ES Trainee	573-4333	Melinda.weldy@edcgov.us
Hope Balibrera	ES Trainee	573-3245	Hope.balibrera@edcgov.us
Mark Wiza	E&TII	573-3441	Mark.wisa@edcgov.us
Terryl Woodard	E&TIII	573-3295	Terryl.woodard@edcgov.us
Teresa Rodriguez*	E&T I	573-4332	Teresa.rodriguez@edcgov.us
Darrian Hustler	OSS	573-3215	Darrian.hustler@edcgov.us
Iris Olson	OAll	573-3215	Iris.olson@edcgov.us
Minerva Sanchez-Ramos*	OAll	573-3211	Minerva.sanchez-ramos@edcgov.us
Diana Cervantes*	SR. OA	573-3277	Diana.cervantes@edcgov.us
Kim Tengonciang	SR. OA	573-3225	Kim.tengonciang@edcgov.us
Lucie Morotti	SSA	573-4335	Lucie.morotti@edcgov.us

Exhibit C – D-SNAP Application Site Review Checklist

Date: _____ Location: _____

Site Manager: _____ Reviewer: _____

There is a lot of flexibility in how to set-up a disaster site. This is not an ME review. Focus on identifying items that the State or County can implement improvements. Be sensitive. Consult with Young Ihm, FNS Branch Chief, SNAP Program Operations/Regional Disaster Coordinator, as to items that may need to be escalated. Provide a situation report to Young by noon every day.

	Review Areas	Observed			Comments
		Yes	No	N/A	
1	PHYSICAL ADEQUACY OF SITE Observation of area outside of the building appears to be in order (signage, security, etc).				
2	Building is elderly and wheelchair accessible.				
3	Parking is adequate.				
4	Located within close proximity of the affected community.				
5	Public transportation is within close proximity to the site.				
6	Site is large enough to serve applicants.				
7	Place to complete application is protected from the elements.				
8	Separate location/room with seating to service the elderly/disabled.				
9	Adequate power (electricity, generator)				
10	Site has air conditioning/heat, chairs, restrooms, drinking water, snacks, etc.				
11	Bathrooms are wheelchair accessible.				
12	CERTIFICATION PROCESS Location has writing surfaces – tables +/- clipboards.				
13	Designated staff/volunteers are available to answer questions, spot language issues, and help complete application if applicant cannot read or write.				
14	Number of workers processing benefits appears reasonable.				
15	Signs are posted with basic information on completing the application, required verification, hrs of operation, etc.				

	Review Areas	Observed			Comments
		Yes	No	N/A	
16	Applicants are being screened to check: <input type="checkbox"/> If the application is complete <input type="checkbox"/> If the applicant has required verification <input type="checkbox"/> For duplicate or on-going participation (volunteers cannot check for duplicate participation)				
17	Is there an option to drop off documents? If so, what kind? (D-SNAP application/affidavit for supplement/etc) How is this managed to meet the D-SNAP timelines?				
18	Average waiting time to be served appears reasonable				
19	Type of system used to serve the public (numbers, etc) appears reasonable.				
20	Interview area is set-up to protect applicants' privacy to the extent feasible.				
21	System is in place to provide consistent policy guidance: e.g. a hotline to answer policy questions or a policy Q&A session is conducted daily before the start of operations.				
22	A plan is in place to conduct on-site reviews of denied applications: <input type="checkbox"/> On-site supervisory reviews are being conducted for denied applicants <input type="checkbox"/> Eligibility workers are notifying applicants of the right to a review				
23	Program materials are available for public on: <input type="checkbox"/> Eligible SNAP purchase items <input type="checkbox"/> How to use an EBT card <input type="checkbox"/> Unusual policies not used in the regular program				
24	Card inventory is conducted on-site: <input type="checkbox"/> Beginning and ending inventory <input type="checkbox"/> New cards received <input type="checkbox"/> Total cards available <input type="checkbox"/> Cards issued				
25	LANGUAGE ISSUES Staff/volunteers are on hand to assist with language services.				

	Review Areas	Observed			Comments
		Yes	No	N/A	
26	<p>ISSUANCE SITE CONTROLS</p> <p>Required Application/Issuance site controls</p> <ul style="list-style-type: none"> <input type="checkbox"/> Inputting information on all household into the system, including denied applications <input type="checkbox"/> Checking household size: Asking applicant for names and dates of births of all household members. Asking applicant to repeat information later <input type="checkbox"/> Checking for duplicate participation using onsite/offsite databases or participant lists <input type="checkbox"/> Updating database or hardcopy participant list daily <input type="checkbox"/> Referring clients without required verification or withinconsistent information to onsite investigators or highly experienced staff <input type="checkbox"/> Special procedures for handling State agency employee applications <p>Optional Controls:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Asking name & birth date at start of screening; asking to repeat information later <input type="checkbox"/> Delaying issuance of EBT cards to allow some verification and/or cross-checking for those with questionable applications 				
27	<p>Personnel present to provide security & crowd control:</p> <ul style="list-style-type: none"> <input type="checkbox"/> local/State police <input type="checkbox"/> Security guards 				

	Review Areas	Observed			Comments
		Yes	No	N/A	
28	<p>STAFF</p> <p>The following were identified:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Site manager(s) <input type="checkbox"/> Assistant site manager(s) <input type="checkbox"/> Supervisors <input type="checkbox"/> Eligibility workers <input type="checkbox"/> Bi-lingual Eligibility workers <input type="checkbox"/> Anti-fraud staff <input type="checkbox"/> Issuance workers <input type="checkbox"/> Application Office Assistants <input type="checkbox"/> Troubleshooters <input type="checkbox"/> On-site reviewers <input type="checkbox"/> Volunteers <input type="checkbox"/> Medical staff 				
29	<p>WIC</p> <p>Program materials are available to people requesting WIC information. List types.</p>				
30	<p>MISCELLANEOUS</p> <p>Other relief organizations are on site (except FEMA).</p>				
31	<p>To be completed if EBT Cards are issued On-site</p>				
32	<p>Are adequate security personnel assigned to the card issuance site?</p>				
33	<p>Does the layout of the issuance area allow for proper traffic flow? There should not clients roaming in the area. Only those clients picking up cards should be allowed in the card</p>				

	Review Areas	Observed			Comments
		Yes	No	N/A	
34	Are cards and manifest being kept out of the sight of applicants?				
35	Are cards and manifest which are not being used kept in a secure location?				
36	Are cards and manifest being stored in a vault or safe on site or if moved are they being transported in a secure manner?				
37	Are cards and manifests under the control of one person with backup?				
38	When cards are being drop shipped, are cards being delivered to only the designated individual who is allowed to sign for delivery?				
38	Do applicants have to make a second trip to pick up a card?				
40	Is the worker getting proper identification prior to issuing the card?				
41	How are cards pinned?				
42	Is reconciliation being performed at the beginning and end of each day of operation?				
43	Are discrepancies in reconciliation being reported immediately to the next level supervisor?				
44	Is there proper training on use of EBT card?				
45	Are employees who personally have CalFresh/D-SNAP cases being processed by a supervisor or a lead worker?				
46	How is the County coordinating and processing claims when the applicant has submitted the application and been interviewed by another County?				

Daily situation report (due by noon):

- Are there long lines?
- What are the average wait times?
- Was there any media encountered on-site?
- Why types of issues have you seen?
- What good things are you seeing that the State and/or County are doing?

End of day recap:

- Highlight any significant changes since the noon report.
- Recommendation if next day's observation is needed.
- Any recommendations for areas of focus for tomorrow's observations (at this site or any site)?

Exhibit D – EBT Card Log

EBT CARD LOG					
Client Name and Case Number	EBT CARD NUMBER	Emboss Date	Embossed By	Card Distributed and Pinned By	Destruction Memo to EW & EBT Card Destroyed By
1	5077- _____				
2	5077- _____				
3	5077- _____				
4	5077- _____				
5	5077- _____				
6	5077- _____				
7	5077- _____				
8	5077- _____				

Sign In/Out Sheet

Time Sheet The following is an example of an employee Sign In/Out sheet:

SIGN IN/OUT SHEET
FOR: (Name of Disaster)

Lunch Period

Date	Time In	Time Out	Time In	Time Out	Total Hours	Function

Total Hours

Grand total

I certify to the best of my knowledge that the hours stated on this form are true and correct.

Print Name/ Employee #

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Only report the time worked for emergency. DO NOT report regular work time. Example: If you report to your office for regular duty at 8:00 a.m., then report for emergency function at 10:00 only record time-In as 10:00 a.m. When finished with emergency function then sign out at the time assignment is completed. Only use the lunch time in/out if lunch occurs during the emergency shift.

Mutual Aid Regions

El Dorado County HHSa has collaborated with Mutual Aid Regions to create comprehensive Mutual Aid Plans in the event that El Dorado County experiences an inability to provide required services due to circumstances beyond our control. Please see below for detailed individual County information regarding completed Mutual Aid Plans.

Alpine County

Complete Mutual Aid Plan including MOU attached. This MOU will terminate on October 31, 2022, however, both Counties are engaged in formally renewing the MOU which will have an effective date of 11/1/2022. The term will be perpetual.

Tuolumne County

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU will terminate on October 31, 2022, however, both Counties are engaged in formally renewing the MOU which will have an effective date of 11/1/2022. The term will be perpetual.

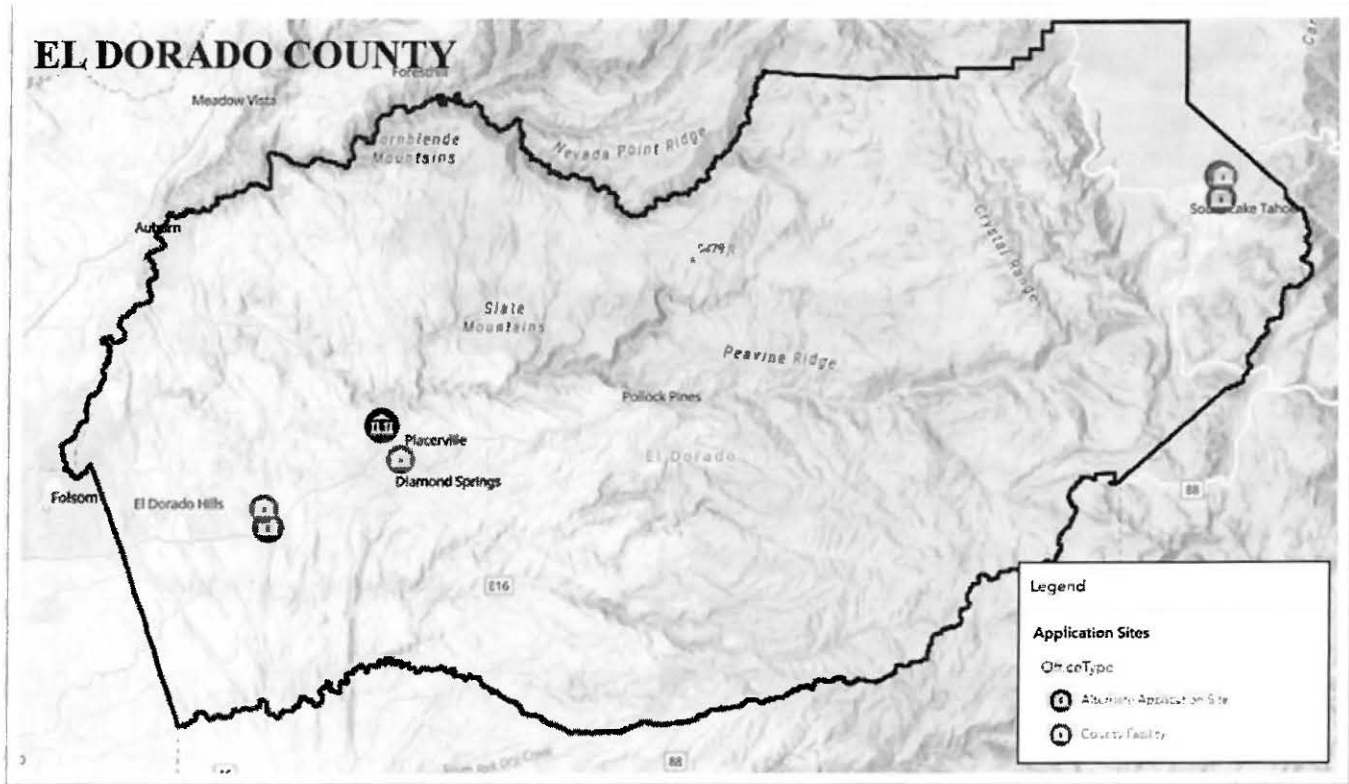
Calaveras County

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU will terminate on October 31, 2022, however, both Counties are engaged in formally renewing the MOU which will have an effective date of 11/1/2022. The term will be perpetual.

Mendocino County

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU will terminate on October 31, 2022, however, both Counties are engaged in formally renewing the MOU which will have an effective date of 11/1/2022. The term will be perpetual.

Exhibit G – Application Sites



Possible Alternate Worksites	
Name of Location	Address of Location
El Dorado County Fair Grounds	100 Placerville Dr. Placerville, Ca 95667
Shingle Springs Office (HHSO Outstation office that could be utilized)	3883 Ponderosa Rd Shingle Springs, CA 95682
El Dorado County Library	1000 Rufus Allen Blvd. South Lake Tahoe, CA 96150
Lake Tahoe Community College	One College Dr. South Lake Tahoe, CA 96150

Application Sites	
Name of Location	Address of Location
Placerville Social Services Office	3057 Briw Road Placerville CA 95667
South Lake Tahoe Social Services Office	3368 Sandy Way South Lake Tahoe, CA 96150

Exhibit B

County of Calaveras	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up #: Email:	Jennifer Pruden Eligibility Supervisor 509 E St Charles Street San Andreas, CA 95249 209-754-6670 jpruden@co.calaveras.ca.us	Stephanie Kearney Staff Analyst 509 E St Charles Street San Andreas, CA 95249 209-754-6812 skearney@co.calaveras.ca.us
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	See Primary	Cori Allen Director 509 E St Charles Street San Andreas, CA 95249 209-754-6445 callen@co.calaveras.ca.us

County of El Dorado	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up #: Email:	Evelyn Schaeffer Director 3057 Briw Road, Suite B Placerville, CA 95667 530-621-6270 Evelyn.schaeffer@edcgov.us	Machelle Rae Deputy Director 3057 Briw Road, Suite A Placerville, CA 95667 530-642-7246 Machelle.rae@edcgov.us
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	Karen Thomas Program Manager 3057 Briw Road, Suite A 530-642-7421 Karen.thomas@edcgov.us	See Primary