

**DISASTER CALFRESH PROGRAM
MEMORANDUM OF UNDERSTANDING (MOU) #6939
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 Tuolumne 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 Tuolumne

By: _____

Tracie Riggs
Tuolumne County Administrator
County of Tuolumne
"Mutual Aid County"

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Dated: 1/10/23

County of El Dorado

By: Wendy Thomas
~~LDH/Parish~~ Chair Wendy Thomas
Board of Supervisors
"County"

Dated: 1/10/23

ATTEST:

Kim Dawson
Clerk of the Board of Supervisors

By: Kyra Schaffter
Deputy Clerk

COUNTY OF TUOLUMNE

DISASTER CALFRESH PLAN

FFY 2023 COVER SHEET

Contact information for person responsible for preparing disaster plan:

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Contents

INTRODUCTION 3
 Background: 3
 Objectives: 3
 Assumptions: 3
1. ROLES & RESPONSIBILITIES 4
 A. THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S) 4
 B. ROLE OF LOCAL LAW ENFORCEMENT 4
 C. ROLE OF LOCAL FIRE DEPARTMENT 4
 D. ROLE OF LOCAL EMERGENCY RESPONDERS 5
 E. THE ROLE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) CALFRESH POLICY 5
 F. THE ROLE OF CDSS CALFRESH OPERATIONS 5
 G. THE ROLE OF CDSS CALFRESH OUTREACH AND PROGRAMS 6
 H. THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP) 6
 I. THE ROLE OF THE UNITED STATES DEPARTMENT OF AGRICULTURE, FOOD AND NUTRITION SERVICE (USDA FNS) 7
2. D-CALFRESH READINESS PLAN 7
 A. DATA 8
 i. Demographic information: 9
 ii. Population: 9
 iii. Median income: 9
 iv. Affected communities: 9
 v. Map of Tuolumne County: 11
 vi. Web Resources for Disaster Impact Data: 11
 B. DATA MUTUAL AID REGION AND CROSS-COUNTY SUPPORT 12
 i. Mutual Aid Region: 12
 C. D-CALFREASH RESPONDERS 13
 i. Administration Chain of Command: 13
 ii. First Responders: 13
 iii. TCDSS Safety Coordinator: 13
 iv. Available Resources 14
 vi. Funding 14
 vii. General process: 14
 viii. Revised process due to human pandemic 14
 ix. Minimum filing requirements: 15
 x. Methods for filing the application for DCFP: 15
 xi. First Responder role and application processing: 15
 xii. Application Processing: 16
 xiii. DCFP certification period: 16
 xiv. DCFP eligible persons: 17
 xv. Application interview: 17

- xvi. DCFP and regular CalFresh 18
- D. APPLICATION SITES 18
 - i. Alternate administrative locations: 18
 - ii. Alternate Application/Issuance sites: 19
 - iii. Operation of alternate locations: 19
 - iv. Issuance site controls:..... 19
- E. PROCEDURES TO REDUCE APPLICANT HARDSHIP 19
 - i. Physical Security..... 20
 - ii. Adequacy of Site: 20
 - iii. Human Needs:..... 20
- F. PROVISION FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS 22
- G. REASONABLE ACCOMMODATIONS..... 22
- H. ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK..... 23
 - i. EBT card stock: 23
 - ii. EBT cards and PINs:..... 23
 - iii. EBT card issuance:..... 23
- I. DISASTER RESPONSE TRAINING 23
- J. PUBLIC INFORMATION AND OUTREACH..... 24
 - i. Responsibility: 24
 - ii. Methods of Communication:..... 24
 - iii. Public Notification/Outreach:..... 25
 - iv. Requests for Information:..... 25
 - i. Terminal Availability/Retailer Contact 26
 - ii. Manual vouchers..... 26
- K. CERTIFICATION PROCESS 26
 - i. Potential Application Sites 26
 - ii. Application Site Requirements: 26
 - iii. Staffing 27
 - iv. Separation of Eligibility and Issuance 27
 - v. Online Applications 27
 - vi. Modified certification process due to human pandemic..... 27
- L. ISSUANCE PROCESS..... 28
- M. SYSTEMS AND EBT PRINTER CONTINGENCIES 28
- N. SECURITY AND FRAUD PREVENTION PLAN 29
 - i. Special Procedures:..... 29
 - ii. Fraud prevention: 29
 - iii. EBT Card Security:..... 29
- O. DAILY REPORTING 30
 - i. Issuance Reconciliation and Reporting 30
 - ii. DCFP Quality Control reviews: 30

INTRODUCTION

Background:

Section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act provides the Secretary of Agriculture with the authority to operate a program for providing emergency food assistance, known as Disaster Supplemental Nutrition Assistance Program (D-SNAP), when affected areas have received a Presidential major disaster declaration. In the state of California, D-SNAP is known as the Disaster CalFresh Program (DCFP).

Tuolumne County has prepared this county Disaster CalFresh Program (DCFP) plan should a major disaster occur in the county. This plan provides an outline of the roles and responsibilities of Tuolumne County Department of Social Services (TCDSS) staff, as well as plans of readiness and implementation in the event of a disaster with regard to the DCFP.

Objectives:

As the County agency responsible for administering the CalFresh program, TCDSS's objectives in relation to this plan are to:

- Establish a system to receive and process applications for the Disaster CalFresh Program (DCFP).
- Establish an outline of steps to secure the safety of TCDSS personnel and applicants.
- Establish a system to provide the necessary resources in a state of emergency, including Federal approval for the issuance of emergency services to customers.
- Ensure the continuing performance of TCDSS's essential operations and functions during an emergency.

Assumptions:

All County employees are to serve as disaster service workers subject to such service activities as may be assigned to them by their superiors or by law pursuant to California Government Code Section 3100.

TCDSS will be aware of significant emergency conditions as they arise through notifications from the Tuolumne County Office of Emergency Services (OES), Tuolumne County Public Health Department for medical emergencies or health related events, such as pandemics, etc., media reports, experiencing an actual event or other means. These conditions will trigger a response consistent with the responsibilities and roles of TCDSS.

The following assumptions are specific to TCDSS:

- TCDSS staff will be in a supporting role assisting emergency personnel.
- Not all County offices will be damaged or destroyed.
- County Administrative Office (CAO), Health and Human Services Agency (HHS), and Facilities Management staff will be able to assist in determining alternate facilities, if necessary, after the first phase of the emergency.

1. ROLES & RESPONSIBILITIES

The D-CalFresh Roles and Responsibilities section is used to provide contact information and responsibilities for several key partners who play a role during D-CalFresh operations. Please reference the CalFresh Emergency Handbook for information pertaining to this section. Tuolumne County maintains several emergency/disaster plans, one or more of which would be followed by TCDSS under direction of HHSA and CAO administration, depending on the nature of the disaster. These include, but are not limited to, the County Emergency Operations Plan (EOP) and Health Emergency Preparedness and Response Plan (HEPREP). These plans include general and specific direction on cross-agency coordination and lines of authority.

A. THE ROLE OF COUNTY HEALTH and HUMAN SERVICES OFFICE(S)

When all or part of the county has been struck by a disaster and the ongoing CalFresh benefits cannot meet the needs of our eligible households, Tuolumne County Health and Human Services Agency (HHSA), based on a declared disaster, may apply for authorization to implement emergency Disaster CalFresh (D-CalFresh) assistance through the CalFresh Branch (CFB) of the California Department of Social Services (CDSS). The county may also request D-CalFresh implementation after receiving a Presidential Declaration of Disaster, with a provision for individual assistance.

The County will contact CDSS-CFB to discuss and receive guidance in the D-CalFresh implementation process upon the notification and authorization of the Department Director. The CalFresh Program Specialist is the County's D-CalFresh Coordinator and is the central point of contact with the CFB and other CDSS staff involved in the D-CalFresh process.

(see attachment 1 for Tuolumne County contacts)

B. 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 TCDSS security 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.

(see attachment 1 for Tuolumne County contacts)

C. ROLE OF 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.
(see attachment 1 for Tuolumne County contacts)

D. ROLE OF LOCAL EMERGENCY RESPONDERS

Responsible for assuring the state's readiness to respond to and recover from both natural and man-made disasters, and for assisting local governments in their emergency preparedness, response, and recovery efforts. Coordinate emergency medical services in compliance with CalEMA. TCDSS will coordinate with OES to determine expectations and responsibilities of the agency, Public Health, and Community Based Organizations.

(see attachment 1 for Tuolumne County contacts)

E. 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 district offices, call centers, 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 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 Executive Staff and the California Health and Human Services Agency (CHHSA) with a daily status report.
(See attachment 1 for CDSS contacts)

F. 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.
(See attachment 1 for CDSS contacts)

G. 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
 - 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.
(See attachment 1 for CDSS contacts)

H. 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.
(See attachment 1 for CDSS contacts)

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

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.

Although the primary responsibility for operating a D-CalFresh rests with the State agency, in the event of a disaster, the State's resources can become overextended. The Federal government can supplement the State's effort. The state/county and federal government may operate their own command centers. The Federal Emergency Management Agency (FEMA) may arrange public information and outreach actions after FNS has authorized a DCF.

If a DCFP application/issuance site is at a location jointly staffed by FEMA, FEMA may directly provide for the cost of leasing the facility, human comfort items for those waiting in lines (e.g., portable toilets, tents), and other shared resources.

(See attachment 1 for CDSS contacts)

2. D-CALFRESH READINESS PLAN

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.

A. PANDEMIC PLANNING

Detail planning efforts that would mitigate delays or the lack of availability of day-to-day CalFresh services if a pandemic outbreak were prevalent in your county. Additionally, the Pandemic Planning section will detail the continuity of services for when clients are not able to physically attend or visit county offices for services or appointments at an impacted CWD.

i. Public Health Order

In the event of a Public Health Order, the County will synthesize recommendations from the guiding organizations listed below to make a coherent policy based on available demographic information.

- Centers for Disease Control and Prevention (CDC)
- California Department of Public Health (CDPH)
- California Division of Occupational Safety and Health (DOSH), better known as Cal/OSHA
- Tuolumne County Public Health Officer

ii. Day-to-Day Services

Our current configuration allows for minimal disruption in services.

- Staff that interact with the Public do so behind bullet-proof glass enclosures, which dramatically reduces the possibility of transmission.
- There is ample space to allow for social distancing for clients and staff.
- Staff can be completely mobile, as they have laptops to enable telework.
- Benefits in C-IV and CalSAWS (estimated September launch) can be accessed through a cloud-based service and processed remotely.

iii. Services for Remote Clients

Staff in the office or working remotely can schedule appointments and conduct client interviews by telephone.

B. DATA

Identify local demographic data that may affect the county's response to a disaster. Include available data and information from sources such as the local office of emergency services, the local sheriff's or fire department, or community-based organizations that can be used to assess language needs and locate persons with disabilities, the elderly, and other vulnerable

populations. Identify resources for disaster impact such as flood maps or electrical outage data.

i. Demographic information:

Tuolumne County is a rural mountain county located in the foothills and mountains above the San Joaquin Valley. Merced, Stanislaus, Mariposa, Calaveras, Alpine, and Mono Counties border Tuolumne County. A large portion of Yosemite National Park falls within Tuolumne County boundaries. Sonora, Tuolumne County’s sole incorporated city, is located 55 miles east of the city of Modesto on Highway 108. The majority of the population resides within twenty-five miles of the county seat of Sonora, which is the location of TCDSS.

ii. Population:

According to the most recent complete data available (2021 U.S. Census), there are 55,810 people, 22,937 households residing in Tuolumne County. 17% of Tuolumne County’s population consists of persons less than 18 years of age (5.4% lower than the California average) and 27.2% consist of persons 65 years and over (12% higher than the California average).

iii. Median income:

According to the most recent complete data available (2020 U.S. Census), the median income household income in Tuolumne County was \$60,509. The per capita income for Tuolumne County was \$35,694. About 12.1% of the population were below the poverty line (0.6% higher than the California average).

iv. Affected communities:

The chart below is a list of communities, by zip codes, which may be affected by a disaster.

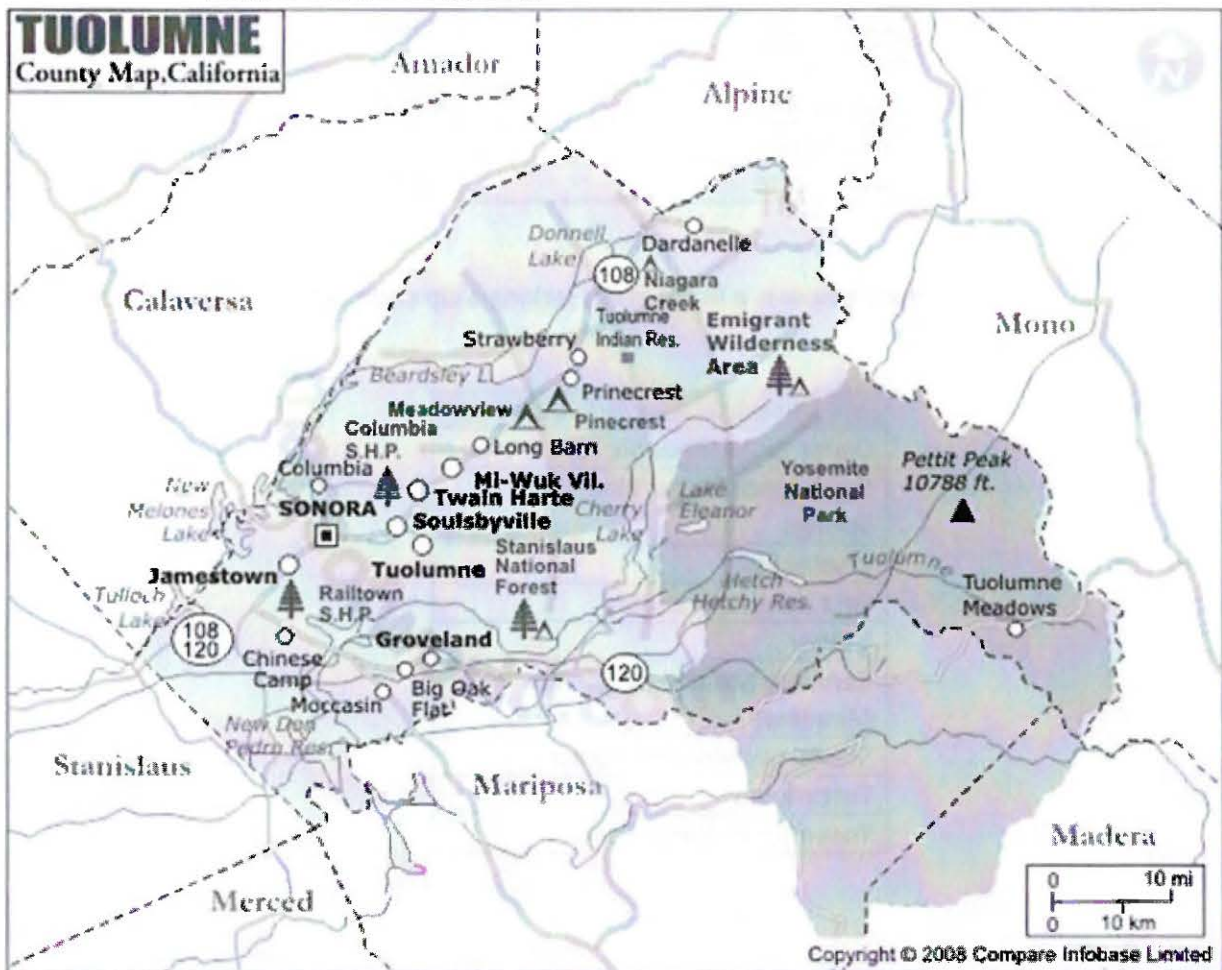
Possible Affected City	Zip Code
Big Oak Flat	95305
Chinese Camp	95309
Columbia	95310
Dardanelle	95314
Groveland	95321
Jamestown	95327
Long Barn	95335
Mi Wuk Village	95346
Moccasin	95347
Pinecrest	95364

Sonora	95370
Soulsbyville	95372
Standard	95373
Strawberry	95375
Tuolumne	95379
Twain Harte	95383

The chart below is a list of areas lacking a zip code, which may be affected by a disaster:

Possible Affected Area
Cedar Ridge/Phoenix Lake
Confidence/Sugar Pine/Cold Springs
Crystal Falls
East Sonora/Standard
Jupiter
Kennedy Meadows/Leland Meadows
Stanislaus National Forest
Tuttletown
Yosemite National Park

v. Map of Tuolumne County:



vi. Web Resources for Disaster Impact Data:

- California Office of Emergency Services web portal: <https://myhazards.caloes.ca.gov/> and resources related to diverse hazards, including fire, flood, earth movement (landslide) and seismic events (earthquake).
- Caltrans Road Conditions website: <https://roads.dot.ca.gov/roadscell.php> provides current highway conditions (Tuolumne County's main highways are 49, 108 and 120). This information is also available by calling (800) 427-7623.
- County of Tuolumne website: <http://www.tuolumnecounty.ca.gov/> includes links to a number of other disaster/emergency resources.

- Incident Information System California website:
<https://inciweb.nwcg.gov/> information about current (mainly wildfire) incidents in California forests.
- My Motherlode website:
<http://www.mymotherlode.com/> local breaking news source.

vii. Location Data for individuals with specialized needs:

- In the event of a disaster, the county will be able to assess language needs and locate person with disabilities, the elderly, and other vulnerable populations through the following means:
 - Run Adhoc reports with language and zip codes
 - Utilizes IHSS data to create list of known vulnerable populations

C. DATA MUTUAL AID REGION AND CROSS-COUNTY SUPPORT

Identify counties or regions (at least two or more) that would assist and support during an emergency response. A mutual aid agreement is co-developed between counties and includes information such as primary contacts, roles and responsibilities, and staff support plans between counties with the intention of establishing a foundation for coordinated emergency response efforts. Please reference the Mutual Aid Region section on page 47 of the CalFresh Emergency Response Handbook for more information.

i. Mutual Aid Region:

If the County is unable to provide required staff or other resources, the following neighboring counties may be contacted for assistance:

- Alpine County
- Amador County
- Calaveras County
- El Dorado County
- Yuba County

For contact information please see *Attachment 3-Region Contacts*. The County has drafted a template cooperative agreement which is being discussed with the neighboring counties listed above (*Attachment 4-Draft Mutual Aid Agreement and Attachment 5- Mutual Aid Agreement*).

D. D-CALFREASH RESPONDERS

The primary roles of D-CalFresh Responders are to ensure all D-CalFresh applications are processed within the allotted timeframe and, as important, they must take all necessary steps to ensure client access and that all human comforts are addressed while operating, whether at a county office or at an offsite application site. Create a master list with all staff that includes current contact information, job classification, and language spoken. It would be beneficial to include a map with all county offices and/or possible D-CalFresh application sites and how many staff they could accommodate.

i. Administration Chain of Command:

The TCDSS chain of command is by position, not by individual. In the event none of the positions are available, the next highest management position will notify the County Emergency Operations Center (EOC) that the Department's chain of command is broken. The EOC will then contact the County Administrator's Office (CAO) for appropriate guidance. The chain of command for TCDSS is as follows:

1. Health and Human Services Agency (HHSA) Director
2. Assistant HHSA Director
3. Department of Social Services (DSS) Director
4. Deputy Director of Social Services, Eligibility
5. Most Senior Eligibility Supervisor

Designated successors in the chain of command have authority to exercise DCFP direction, including the authority to re-delegate functions and activities as appropriate.

ii. First Responders:

First Responders are staff normally located at the TCDSS office (20075 Cedar Road North, Sonoma, CA 95370) and will be called upon to process DCFP applications and/or work at the disaster center(s) when a disaster is federally approved. They will work at either the TCDSS office or at a designated location(s) within the County. First Responders consist of the following staff members:

- Office Assistants (OA)
- Integrated Case Worker (ICW)
- Eligibility Specialist Supervisors (ESS)
- Deputy Director of Social Services, Eligibility

iii. TCDSS Safety Coordinator:

TCDSS has a designated Safety Coordinator. The TCDSS Safety Coordinator will:

- Communicate with TCDSS staff providing status updates
- Attempt to obtain assistance provided by other departments, counties, or vendors when mutual aid agreements exist providing for the required assistance
- Contact the County's Office of Emergency Services (OES) for other assistance as needed

iv. Available Resources

TCDSS will utilize all available resources in order to facilitate DCFP operations, including:

- County-owned vehicles assigned to TCDSS and other county departments to mobilize staff and DCFP materials to the affected area(s)
- County employees from other units within TCDSS and other departments, such as Public Health, Behavioral Health, Information Technology, and Facilities Management to prepare and staff the application site(s)
- County-owned facilities or designated disaster centers/shelters to serve as application site(s)

v. Master List

(See attachment 6- Master List)

vi. Funding

CalFresh administrative funding shall be used to fund staff's travel, overtime pay, and contingencies if Section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act does not provide funding.

vii. General process:

The application process includes:

- Completing and filing an application,
- Being interviewed, and
- Having certain information verified.

The verification requirements for DCFP benefits are different and less strict than the regular CalFresh program.

viii. Revised process due to human pandemic

During a human pandemic (including pandemic influenza outbreak), the DCFP application procedures would be considerably different, as the conditions during a pandemic are unlike other disasters. Regular application processing may not be feasible due to restrictions on social gathering, and staff may need to accommodate an increased workload if a significant percentage of staff is absent from work.

ix. Minimum filing requirements:

The household is required to complete a CF 385 application or Disaster Food Stamp (DFS) e-Application through the C4Yourself website (<https://www.c4yourself.com>) to be approved for the DCFP. In addition, the household must have lived or worked in the affected disaster area at the time the disaster occurred. Note: All applications and written communication must be provided to the household in their chosen language.

x. Methods for filing the application for DCFP:

When a disaster occurs, an application for DCFP can be made in one of the following ways:

- In person at the TCDSS office and/or designated application site(s),
- By printing the CF 385 from either the State or Federal website and hand delivering to the TCDSS office,
- On-line at C4Yourself.com. The Disaster Food Stamp (DFS) e-Application will only be available when a disaster is declared a Federal disaster by the President of the United States and is subsequently activated in the C-IV system.

xi. First Responder role and application processing:

The role of First Responders is to ensure all DCFP applications are assigned and processed within the allotted timeframes. First Responders must process the application differently based on the whether the application is received in person or via the C4Yourself website.

a. Paper applications:

The following chart describes the steps required to process a CF 385 paper application:

Stage	Description
1	<p>The Office Assistant (OA)/Screener</p> <ul style="list-style-type: none">• Receives the CF 385 from the applicant• Completes the file clearance• Pends the application in CalSAWS (as available)• Screener will assign CF 285 to Integrated Case Worker (ICW)• Places the CF 385 in a bin for the Integrated Case Worker (ICW) to pull when ready to interview

2	<p>The Integrated Case Worker (ICW):</p> <ul style="list-style-type: none"> • Reviews the CF 285 • Completes interview with applicant, either face-to-face or by telephone • Determines DCFP eligibility • Orders EBT card if necessary • Approves or denies the application • Updates the County Use Section on the CF 285 <p>Completes a Journal Entry</p>
3	<p>Office Assistant</p> <ul style="list-style-type: none"> • Issues EBT card

b. e-Application:

The following chart describes the steps required to process a Disaster Food Stamp (DFS) e-application:

Stage	Description
1	<p>The Eligibility Screener:</p> <ul style="list-style-type: none"> • Retrieves the e-Applications from the e-Application Search page • Completes the file clearance • Links the e-Application to CalSAWS (as available) • Assigns the e-Application to the ICW using the Intake Schedule in CalSAWS (as available)
2	<p>The ICW:</p> <ul style="list-style-type: none"> • Receives the e-Application in his/her Workload Inventory • Completes a phone interview • Determines DCFP eligibility • Completes a Journal Entry
3	<p>Office Assistant</p> <ul style="list-style-type: none"> • Issues EBT card

xii. Application Processing:

The Integrated Case Worker (ICW) follows the instructions in the CalSAWS User Guide for processing the DCFP paper application and the DFS e-Application. This guide provides the information for:

- Coding the DCFP application
- Running of the DCFP Eligibility Determination and Benefit Calculation (EDBC)
- Rush issuing DCFP benefits
- Setting the appropriate case flag

xiii. DCFP certification period:

The DCFP 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 is posted on the DCFP instructions distributed to staff (see Attachment 2 example).

xiv. DCFP eligible persons:

Every household member living in the home at the time the disaster occurred is eligible to DCFP benefits. This includes those persons who are normally excluded from the regular CalFresh Program such as:

- Ineligible non-citizens
- Supplemental Security Income (SSI) recipients
- Drug/fleeing felons
- Intentional Program Violation (IPV) convictions
- Ineligible students

xv. Application interview:

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 DCFP benefits. The purpose of the interview is to review the household's CF 385 application or Disaster Food Stamp (DFS) e-Application to clarify, note upon, and resolve changes and discrepancies, as well as determine DCFP eligibility.

c. Household requirements:

The DCFP household is required to have at least one household member attend a face-to-face interview or a phone interview with an Eligibility Specialist (ES) for the DFS e-Application. The individual interviewed may be:

- Head of Household (HH)
- Spouse
- Other responsible household member over the age of 18
- Authorized Representative (AR)

d. Informing requirements:

ICWs are required to advise the household of:

- DCFP rules and eligibility requirements
- Rights and Responsibilities and Penalty Warning
- DCFP benefits are for the duration of the disaster certification period only. If the household needs ongoing assistance, an application for regular CalFresh assistance is required
- EBT usage process, rules, and requirements

xvi. DCFP and regular CalFresh

A household applying for or receiving DCFP may also request regular CalFresh benefits. If so, inform the household they must complete a separate application for regular CalFresh and refer them to the TCDSS office, other designated location, or to the BenefitsCAL website.

The household's regular CalFresh eligibility and benefits are determined using regular CalFresh rules and requirements and are effective the first of the month following DCFP discontinuance.

E. APPLICATION SITES

Describe D-CalFresh application and issuance site selection procedures. Consider options for site location and size, as appropriate, for differences in disaster size and scope. Include any agreements in place with potential sites. If a planned D-CalFresh site is also a local CalFresh office, include plan for running D-CalFresh and CalFresh simultaneously. If possible, list the sites here with their address and primary functions. Please reference the Application Site Selection and Set-Up section on page 42-44 of the CalFresh Emergency Response Handbook for more information.

All alternative applications sites must meet the following criteria to be used:

- Safety from natural hazard risk factors
- Sufficient space and equipment to sustain the disaster team
- Accessibility for people with disabilities
- Consideration of human comfort and needs
- Available communications with all 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

i. Alternate administrative locations:

TCDSS Administration operates from the Department of Social Services office located at 20075 Cedar Road North, Sonora, CA 95370. In the event this location cannot be used, TCDSS administrative functions will be relocated to an alternate site designated below.

Building	Address
Public Health Dept.	20111 Cedar Road North, Sonora, CA 95370
Behavioral Health Dept.	105 Hospital Road, Sonora, CA 95370
County Administrative Ofc.	2 South Green Street, Sonora, CA 95370

ii. Alternate Application/Issuance sites:

In addition to evacuation centers, the County Administrator may designate an alternate or temporary work location in the event the primary location is deemed unsafe. The alternate location would depend upon the extent of damages resulting from the event countywide. If possible, alternate issuance sites would be located in the same building as TCDSS administration. If alternate county sites are unavailable, the county will reach out to community partners.

iii. Operation of alternate locations:

Available staff from the TCDSS office will provide operational support, services, and infrastructure during the disaster operations period. The Disaster Incident Commander will be responsible for coordinating the effort with the TCDSS Director to ensure that staff is utilized in a way to assist the most clients.

iv. Issuance site controls:

Required Application/Issuance site controls include:

- Inputting information on all households into the system, including denied applications
- Checking household size: Asking applicant for names and dates of births of all household members. Asking applicant to repeat information later
- Checking for duplicate participation using onsite/offsite databases or participant lists
- Updating database or hardcopy participant list daily
- Referring clients without required verification or with inconsistent information to highly experienced staff, or to Special Investigations Unit (SIU) as needed and available.
- Special procedures for handling State and County employee applications

F. PROCEDURES TO REDUCE APPLICANT HARDSHIP

Describe the steps that will be taken to reduce hardship for D-CalFresh clients and existing caseload. Specifically, include provisions for security and human needs. Counties need to make every effort to reduce hardship for D-CalFresh applicants and for their existing caseload by providing eligibility services in areas close or adjacent to the affected areas. Please reference the Procedures to Reduce Applicant Hardship section on page 47-49 of the CalFresh Emergency Response Handbook for more information.

The County, in cooperation with the disaster's Incident Command Center, will work to reduce applicant hardship by maintaining security, meeting basic human needs, and providing language services to all individuals applying for benefits under the DCFP, using the following guidelines:

i. Physical Security

Conduct an initial damage assessment survey which includes the following:

- Office inspection to identify life-threatening hazards and locate any persons in need of assistance
- Document structural and/or physical damage
- Advise if security is needed to maintain the TCDSS office, or to prevent further injury or damage
- Control access to areas identified as hazardous, contaminated, or toxic
- Implement identification procedures necessary to control access to the office
- Provide access to any locked areas in offices for search, rescue, and recovery personnel
- Maintain communication with Incident Command Center/Disaster Operations Coordinator

ii. Adequacy of Site:

Ensure that each application/issuance site is adequate to allow operation of the DCFP, which includes the following:

- The outside of the building is in order and has the proper signage, security, etc.
- Building is elderly and wheelchair accessible
- Parking is adequate
- Located within close proximity of the affected community
- Public transportation is within close proximity to the site
- Site is large enough to serve multiple applicants at a time
- Adequate power (electricity, generator) to provide air conditioning/heat
- Place to complete application is protected from the elements
- Special location/room with seating to service the elderly/disabled

iii. Human Needs:

Provide for additional basic human needs, including:

- Water/food
 - Portable water dispensers (if needed)
 - Snack foods for the ill (crackers/cookies/juice)
 - Locate application site near mass feeding site, if possible
- Bathrooms
 - Portable toilets (if needed) located for privacy
 - Wheelchair accessible bathrooms/portable toilets
 - Toilets serviced at least once a day

- Medical Care
 - Volunteer doctors, nurses, or other health care workers on site, if available, and/or utilization of County Public Health and Behavioral Health staff
 - First aid kits
 - Ambulance or emergency personnel on-site, if available
 - Protection from the Elements
 - Provide tents for shade/protection from rain
 - Set up fans/heaters as appropriate
 - Use a large, protected structure for application/issuance sites such as a stadium/ gymnasium, etc. as needed
 - Run queues through hallways breezeways to avoid exposure to the elements.
- iv. Crowd Control:
Ensure crowd control during D-CalFresh operations:
- Regulating the Number of People in Line and Wait Times
 - Provide security at the entrance, at the line cut-off point, and at the parking lot entrance.
 - Post signs at certain locations in the line, suggesting alternative ways to apply, estimating the wait time from that point, and listing hours and days of operation.
 - Issues public announcements advising that applicants come later in the day, return later in the application period, or go to another location.
 - Provide staff to screen for basic requirements (residence, ID, etc.) in line to reduce the risk of people who are not eligible waiting in line.
 - Direct applicants with special needs (e.g. elderly, people with disabilities, non-English speaking, ongoing recipients) appropriate lines for special handling.
 - Streamline the Process
 - Use ropes, barriers, or features unique to the facility.
 - Post directional signs (e.g. "Wait Here Until Number is Called").
 - Use bullhorns or public address system to provide information to applicants in line. Pre-recorded, looped informational messages in multiple languages may be used to inform the crowd about the application process, what will be needed, and the various areas located at the site.
 - Arrange the queue to move from one station to another to give applicants a sense of process and reduce anxiety.

- Give out numbers to reduce risk of arguments over place in line.
- Security
 - Provide an adequate number of visible security officers.
 - Maintain Disaster EBT cards in secure location in a lockbox, out of the sight of the crowd.

G. PROVISION FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

Describe how your county will provide meaningful access to D-CalFresh applicants who are LEP through the use of bilingual staff, interpreters, and translated documents. Please reference the Provisions for Serving LEP Applicants section on page 47 of CalFresh Emergency Response Handbook for more information.

- i. Staff/volunteers will be on hand to the greatest extent available to assist with language services. If telecommunications are operating, TCDSS will also utilize the California Relay Service for hearing impaired applicants, and Language Line® service for non-English speaking applicants (See Attachment 1-Contacts & Responsibilities worksheet).

H. REASONABLE ACCOMMODATIONS

Describe how your county will take steps to provide reasonable accommodations to safely ensure access for vulnerable populations, such as the elderly and persons with disabilities. Please reference pages 44-46 Measure to Ensure Access section in the CalFresh Emergency Response Handbook for more information.

i. Adequacy of Site:

The County will ensure that each application/issuance site is adequate to allow operation of the DCFP, which includes the following:

- Buildings will be elderly and wheelchair accessible
- Special location/room with seating to service the elderly/disabled.

ii. Human Needs:

- Provisions for the elderly of disabled
 - Clients helped out of cars or line with wheelchairs, walkers, etc.
 - Elderly and disabled moved to front of regular line
 - Extra staff to assist with completing application

I. ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

Describe the plan for securing sufficient EBT card stock as well as unique, Disaster EBT cards, when applicable. This section must also include the total number of EBT card stock your county regularly has on hand. Please reference the EBT Card Stock & EBT Issuance section on page 56-58 of CalFresh Emergency Response Handbook for more information.

i. EBT card stock:

- ii. The TCDSS Fiscal Unit orders the EBT card stock, the county regularly has at least 500 cards on hand (not including cards in the machine). The fiscal unit always has a count of how many EBT cards are in the safe and does a weekly audit of card stock in the safe and machine; the most recent audit reveal that the county had 1,000 cards on hand.

iii. EBT cards and PINs:

DCFP benefits are issued to households on Electronic Benefit Transfer (EBT) cards. Pre-embossed EBT cards are supplied by the EBT contractor and must be used for new customers eligible for the DCFP. Ongoing customers have the option of either using their existing EBT card or using a Disaster EBT card. Disaster EBT cards do not include the customer's name and come with a pre-selected Personal Identification Number (PIN). EBT card stock and cards are stored by CDSS.

iv. EBT card issuance:

When a DCFP is approved, the TCDSS Fiscal Unit requests that the cards be sent to the County. The EBT cards are stored in a locked fireproof safe in the TCDSS Fiscal Unit office. As EBT cards are negotiable items, only Fiscal Unit staff has access to the cards prior to dispensation by the appropriate Office Assistant. Eligibility Specialist Supervisors cannot issue both the benefits and the EBT card, and never have access to the EBT card.

Account set-up is performed by the Statewide Automated Welfare System (SAWS), which is implemented in Tuolumne County through CalSAWS. If SAWS/CalSAWS is unavailable, accounts are set up through Electronic Payment Processing and Information Control (EPPIC), an administrative application. Only appropriate security profiles have the authority to use EPPIC to set up EBT accounts or add benefits to an existing account outside the SAWS/Cal system.

J. DISASTER RESPONSE TRAINING

Describe what types of trainings will be given to staff, and when. D-CalFresh trainings should, at minimum, be provided to all D-CalFresh Responders, but it is highly encouraged to include all program staff in the trainings. Please reference the Pre-Disaster Training section on page 27-28 of the CalFresh Emergency Response Handbook for more information.

- i. Disaster CalFresh trainings are offered annually to all D-CalFresh Responders and program staff.
- The training includes the following:
 - Introduction to D-CalFresh
 - Overview of the D-CalFresh certification process
 - Eligibility policy, including 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 and benefits, including procedures for when the application site is at an alternative facility.
 - Fraud Prevention
 - Daily reporting procedures

K. PUBLIC INFORMATION AND OUTREACH

Describe your public information strategy to ensure that accurate, clear information reaches disaster affected populations quickly and in languages they understand. Describe procedures to notify retailers of D-CalFresh implementation and special D-CalFresh waivers such as the allowance of hot food purchases. Please reference the Public Information and Outreach section on page 41-42 of the CalFresh Emergency Response Handbook for more information.

Public Information and Outreach

- i. Responsibility:
The media provides the public with local hazard warnings, safety instructions, official announcements, notice of emergency regulations, evacuation procedures, directions on getting to medical and mass care facilities, status reports on the condition of lifelines, and damage assessment information. Providing the media with accurate, timely and uniform information is the responsibility of the County OES Coordinator.
- ii. Methods of Communication:
TCDSS must maintain internal departmental communication and communications with other County departments during a disaster.

In May 2022, TCDSS participated in a county-wide emergency communications drill organized by the County Office of Emergency

Services (OES) through the Homeland Security Exercise and Evaluation Program (HSEEP). During this drill, the ability to utilize various devices in order to establish communication with other departments, employees, or the community was tested for effectiveness and efficiency. It was determined that TCDSS has the ability, either on its own or through the County OES, to establish communication through use of the following device(s) during an emergency situation:

- Audible voice paging system
- Cellular telephones/text messaging
- Computer networks
- County website
- Fax machines
- Ham radio (local Radio Amateur Communication Emergency Services)
- Landline telephones
- Local radio stations (92.7 FM, 93.5 FM, 1450 AM)
- Local television stations (Sacramento, Bay Area)
- Portable radios

iii. Public Notification/Outreach:

The public is notified of Disaster CalFresh Program (DCFP) availability via the following methods:

- Media relations through the County OES Coordinator, who will receive direction from the TCDSS Director. Radio announcements can be in multiple languages, DSS staff can be sent to radio stations to assist if there is no bilingual staff at the radio stations.
- Stationing available Eligibility staff at disaster centers to explain and process applications for DCFP.
- Phone contacts and paper flyers provided to other relevant county departments (such as Public Health and Behavioral Health), the Area 12 Agency on Aging, ATCAA, local charities, food banks, food pantries, and faith-based organizations for distribution to the public.
 - Volunteers will be utilized to the greatest extent possible in distributing DCFP information to the public via phone, flyer, and personal contact.

iv. Requests for Information:

TCDSS policy for sharing information and handling requests for information are as follows:

- All requests for information from the media are referred to the TCDSS Director.

- All request for information from requestors other than the media are referred to the TCDSS Deputy Director (Eligibility) and also to County Counsel, with copy to the TCDSS Director.

Retailer Communication

i. Terminal Availability/Retailer Contact

Closely following a disaster, TCDSS Administration will work with CDSS to determine how many authorized CalFresh retailers in the disaster area(s) have working point-of-sale (POS) terminals and available telecommunications to process EBT transactions, or if manual vouchers need to be used.

TCDSS Administration will then contact all operating authorized CalFresh retailers to notify them of DCFP implementation and any special waivers received, such as the allowance of hot food purchases. TCDSS will use any available methods of notification (as described above in section ii.-Methods of Communication) to communicate with these retailers.

ii. Manual vouchers

Manual vouchers may be used if the Point of Sale (POS) terminals are not functioning due to electrical power and/or telecommunications outages during a disaster. CDSS’s EBT contractor maintains a reserve supply of manual vouchers for rapid distribution to authorized CalFresh retailers. Additionally, in the event retailers’ resort to drive-through service or delivery sales, retailers will be able to utilize manual vouchers for the EBT transactions.

L. CERTIFICATION PROCESS

Describe the specifics of the certification process including potential application sites, staffing, separation of eligibility and issuance, and how application sites will manage large crowds. If online applications are to be used by workers or clients, describe that process and back-up systems in place if technical issues are encountered. Please reference the Interview and Certification section on page 51-52 of the CalFresh Emergency Response Handbook for more information.

i. Potential Application Sites

b. Refer to Section 2. D. Application Sites

ii. Application Site Requirements:

- a. The following requirements will be met in order to ensure that each application/issuance site allows for an efficient certification process:
- Site has writing surfaces, such as tables and/or clipboards

- Designated staff/volunteers available to answer questions, identify language issues, and help complete application if applicant cannot read or write
- Number of Integrated Case Workers processing benefits is reasonable
- Signs are posted with basic information on completing the application, required verification, hours of operation, etc.
- Applicants are screened to check:
 - If the application is complete
 - If the applicant has required verification
 - For duplicate or on-going participation (volunteers cannot check for duplicate participation)
- Applicants are allowed to drop off applications
- Average waiting time to be served is reasonable
- Type of system used to serve the public (numbers, etc.) is reasonable.
- Interview area is set-up to protect applicants' privacy to the extent feasible
- System in place to provide consistent policy guidance: e.g. Q&A session is conducted daily before the start of operations.
- A plan is in place to conduct on-site reviews of denied applications:
 - On-site supervisory reviews are conducted for denied applicants
 - Eligibility Specialist Supervisors are notifying applicants of the right to a review
- Program materials are available for public on:
 - Eligible CalFresh purchase items
 - How to use an EBT card
 - Unusual policies not used in the regular program
- Card inventory is conducted on-site:
 - Beginning and ending inventory
 - New cards received
 - Total cards available
 - Cards issued

iii. Staffing

- a. Refer to Section 2-C. D-CalFresh Responders

iv. Separation of Eligibility and Issuance

- a. Refer to Section 2-D-CalFresh Responders

v. Online Applications

- a. Refer to Section 2-D-CalFresh Responders

vi. Modified certification process due to human pandemic

To streamline certification and issuance during a human pandemic (including a pandemic influenza outbreak), the following policy flexibilities may be made available when implementing the DCFP:

- a. Waive face-to-face interviews for all applicant households.
- b. Allow clients to submit DCFP applications by internet (email) or mail.

- c. Allow households to initiate and secure a filing date for their DCFP application with a telephone interview. In this case, a telephonic signature is acceptable.
- d. Reduce or eliminate verification of items that are not mandatory (only verification of identity is mandatory for the DCFP).
- e. Use standard one-month DCFP certification period and extend as needed if pandemic conditions and/or social distancing continue.

M. ISSUANCE PROCESS

Describe how D-CalFresh benefits will be made available within 72 hours of application (or seven days from the date of application for questionable cases) without compromising service to ongoing CalFresh caseload. Each county must be prepared to issue D-CalFresh benefits through their respective consortia and the state's EBT system. Please reference the D-CalFresh Issuance section on page 53-54 of the CalFresh Emergency Response Handbook for more information.

- i. DCFP benefits are issued through the CalSAWS computer system. The attached staff instructions (Attachment 2) include information on how to issue DCFP benefits to new and existing customers. Disaster Services functionality in CalSAWS is only available during times of a disaster.
- ii. County to ensure 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.
- iii. County will ensure that there is sufficient EBT card stock to operate D-Fresh.
- iv. Minimizing the number of times recipients return to a disaster assistance location for benefit application and issuance.
- v. Checking for duplicate participation of all household members.
- vi. County to work with CDSS to coordinate the supply of Disaster EBT cards.

N. SYSTEMS AND EBT PRINTER CONTINGENCIES

Describe your county's contingency plan and alternative procedures for when your systems and/or EBT printers fail or go offline. Additionally, describe how your county will prepare and act when an EBT printer fails, especially if operating at application sites not located at county offices.

- i. If EBT printing is unavailable and an EBT printer has failed, the county will reach out to our mutual aid partner for assistance in printing and pinning EBT cards.

O. SECURITY AND FRAUD PREVENTION PLAN

Describe special procedures for handling applications submitted by county employees, questionable applications, and a screening process to check all households for duplicate participation. Please reference the Fraud and Prevention section on page 58 of the CalFresh Emergency Response Handbook for more information.

i. Special Procedures:

Refer to Issuance Site Controls

ii. Fraud prevention:

The following measures with regard to fraud control will be implemented in the event DCFP is authorized:

- Applicants will be entered into the C-IV system and MEDS (as available) to check for and avoid duplicate participation
- Input Denied D-CalFresh applications into the eligibility determination system as soon as possible.
- Cases will be chosen randomly to be reviewed prior to issuance (not less than 10% of the cases per day)
- The Fraud Hotline number will be publicized
- A Welfare Fraud Investigator (Special Investigations Unit) will be present as available and necessary
- Staff will work in conjunction with the Welfare Fraud Investigator when fraudulent applications are suspected.
- Include a question on the D-CalFresh application asking if anyone in the household is employed by the affected County Welfare Department (CWD).
- Utilize supervisors or investigators to conduct employee certification interviews.
- Audit all approved CWD employee applications and publicize that policy. CWD can also exercise additional methods of preventing employee fraud, including:
 - Auditing applications from all county employees.
 - Auditing all applications from volunteers and others onsite, such as local police.
 - Auditing denied applications from CWD employees.
 - Conducting a wage match for all CWD employees prior to issuing benefits, if possible, or as part of the post-disaster review process.

iii. EBT Card Security:

Strict audit standards and handling of EBT cards as negotiable items are in place to secure the cards. The same will be in effect for DCFP. County staff is protected by security measures as part of normal operations. Any off-site

handling of DCFP applications, such as at disaster centers/shelters etc., would be subject to similar security measures for staff and potential applicants.

P. DAILY REPORTING

Describe how staff will meet the daily reporting requirements and detail the methods that your county will use to ensure all the appropriate data is included and submitted on a timely basis. Please reference the Daily Reporting During D-CalFresh section on page 64 of the CalFresh Emergency Response Handbook for more information.

i. Issuance Reconciliation and Reporting

The following reports, which are available on the Disaster SNAP Guidance webpage will be completed and submitted to CDSS for review and re-submission to FNS:

- D-SNAP Daily Reporting Sheet
- Report of D-SNAP Benefit Issuance (FNS 292B)

All daily reports will include the following:

- Number of new household approved
- Number of ongoing households receiving supplements
- Number of new person approved
- Number of ongoing persons approved for supplements
- Number of new households denied
- Value of new benefits approved
- Value of supplements approved
- Average benefit per household
- Average benefit per ongoing household

ii. DCFP Quality Control reviews:

DCFP cases are subject to "Post-Disaster Review". TCDSS will provide all relevant information requested by CDSS for completion of the Post Disaster Review Report, including:

- Introduction
 - Disaster Information
 - Program Background & Details
- Comprehensive Review
 - Certification System(s)
 - Application Period
 - Public Information & Outreach
 - Issuance
 - Program Accessibility
 - Security & Fraud Control

- Individual Reviews & Problem Analysis
 - Summary
 - Public Case Reviews
 - State Agency Employee Case Reviews
- Proposed Changes
 - Lessons Learned & Best Practices
 - Changes to Disaster Plan
 - Changes to Internal Policies
 - Recommended Changes to the Guidance



EL DORADO COUNTY DISASTER CALFRESH PLAN

DISASTER CalFresh
County Plan

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

Released: 3/01/2014

Revised: 06/12/15,06/07/16, 06/30/17,07/05/18, 07/19/19,
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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, HHS 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 (CHSA) 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
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*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 (HHSA 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
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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.
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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>
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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
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South Lake Tahoe Office

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

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Cynthia Courtney	ESIII	543-5908	Cynthia.courtney@edcgov.us
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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 with inconsistent 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><i>To be completed if EBT Cards are issued On-site</i></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- _____				

Exhibit E – Sign In/Out Log

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.

Exhibit F – Mutual Aid Partners Contracts

Mutual Aid Regions

El Dorado County HHS 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.

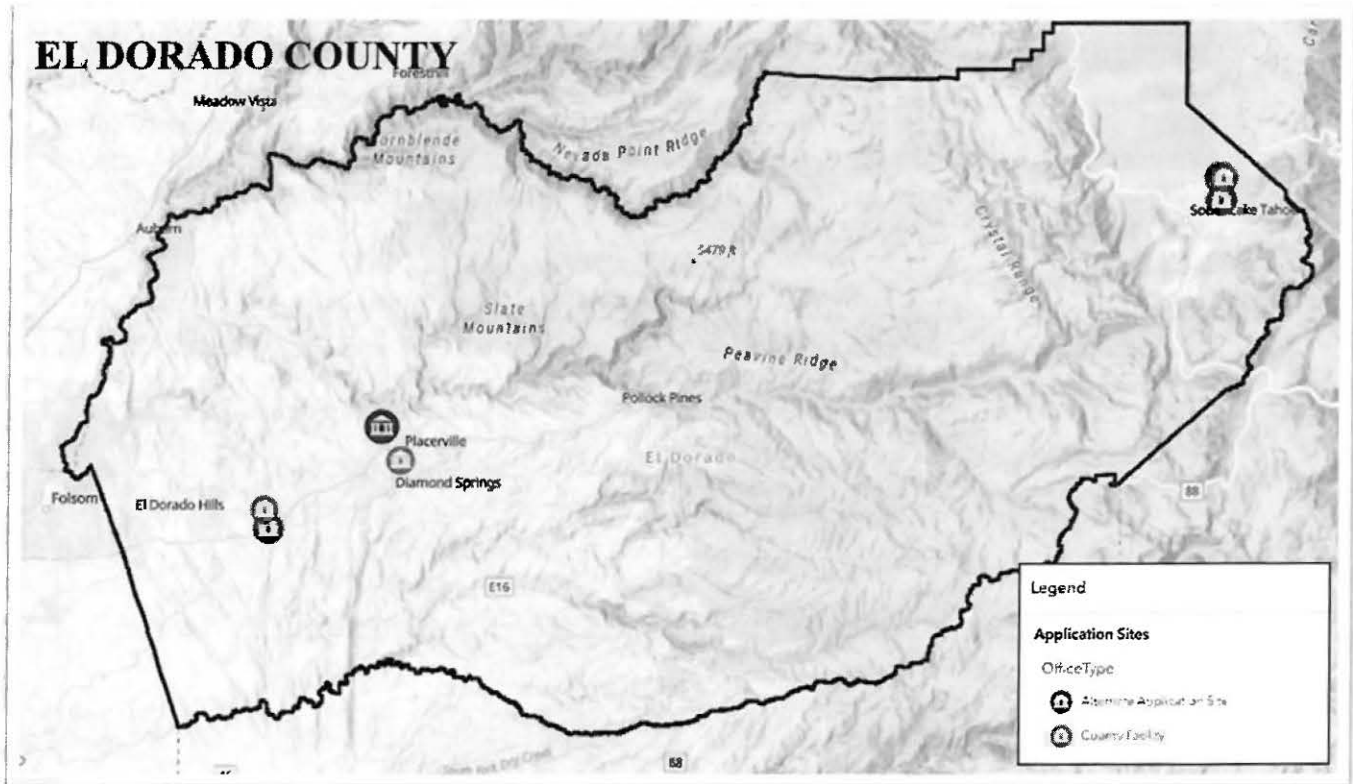
Calaveras County

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 (HSA 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 Tuolumne	Primary Contact	Back-up Contact
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	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	Daniel Lamendola Staff Services Analyst 20075 Cedar Road North Sonora, CA 95370 209-533-6832 DLamendola@co.tuolumne.ca.us	Rebecca Espino Director of Human Services Agency 20075 Cedar Road North Sonora, CA 95370 209-533-5746 REspino@co.tuolumne.ca.us

County of El Dorado	Primary Contact	Back-up Contact
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	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