

**Disaster CalFresh Program  
Memorandum Of Understanding #9779  
Mutual Aid Plan**

**Protocol For Post-Disaster Support/Services Accommodation**

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**THIS MEMORANDUM OF UNDERSTANDING (MOU)** is made and entered into by and between the County of Alpine and the County of El Dorado, political subdivisions of the State of California, (referred to collectively as “Mutual Aid Counties,” “counties,” and “parties”).

1. **Purpose of this MOU:** The purpose of the Mutual Aid Plan MOU is to support partnering California county Human Services Agencies and their ability to maintain services in times of disaster or other emergencies.
2. **Definitions related to this MOU:**
  - 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 in need of post-disaster support assistance/services due to a catastrophic disaster and may also be referred to herein as the “Disaster County.”
  - c. **“Supporting Mutual Aid County”** means the county providing the post-disaster support assistance/services to a Disaster County and 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.
3. **General Policy of this MOU:** The general policy of this MOU provides that:
  - a. Each participating county is responsible for the training of its personnel in the implementation of the Mutual Aid Plan (referred to herein as “plan”) as set forth in this MOU.
  - b. Use of this plan is voluntary.
  - c. 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. The County of Alpine’s plan is set forth in Exhibit A marked “County of Alpine Disaster CalFresh Plan” and the County of El Dorado’s plan is set forth in Exhibit B marked “County of El Dorado Disaster CalFresh Plan,” both attached

hereto and by reference incorporated herein. It is understood that Exhibits A and B will be updated and replaced over time. Mutual Aid 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.

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

4. **Term:** This MOU shall become effective upon final execution by both parties hereto and shall cover the period of November 1, 2025 through October 31, 2028.

**Termination:** This MOU may be terminated upon the written agreement of all parties. A county's participation in this MOU may be terminated at any time by the requesting county, or its Welfare Director or designee, upon giving thirty (30) days advance written notice of an intent to terminate to the other party.

5. **Responsibilities of the Mutual Aid Counties:** The Mutual Aid Counties 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 the county contacts set forth in Exhibit C marked "Key County Contacts" attached hereto and incorporated by reference herein. It is understood that the contents of Exhibit C will change over time and such changes shall be communicated between the parties to this MOU.

6. **Responsibilities of the Disaster County:** The Disaster County shall be responsible to invoke the protocol of the Mutual Aid County post-disaster support/services accommodation process and shall:

- 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 newsprint 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.

7. **Responsibilities of the Supporting County in coordination with Mutual Aid Counties:** 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.

**8. Mutual Responsibilities:**

- a. 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.
- b. The Disaster County will be responsible for submitting all required federal, state or local reports to the appropriate agency or agencies.
- c. The Disaster County will be responsible for its own settlement and reconciliation.
- d. 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.

**9. Rules of Invoking the Protocol for Post-Disaster Support/Services Accommodation:**

- a. 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:
  - i. Disaster County will submit a request for Disaster CalFresh Program (D-CalFresh) implementation.
  - ii. Upon authorization from the United States Department (USDA) Food and Nutrition Service (FNS) (referred to as 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.
  - iii. 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, and shall ensure:
    - a. 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 C to this MOU.
    - b. 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; and

- c. This initial communication will allow the Mutual Aid Counties to internally prepare personnel for the additional support/services.
- b. The Supporting County may provide the following post-disaster support services/activities as needed by the Disaster County.
  - i. Assistance with locating and securing lodging or shelter for Disaster County employees;
  - ii. Assistance with locating and procuring meals for Disaster County employees;
  - iii. Assistance with transportation or travel cost reimbursement;
  - iv. Technical Assistance which may include, but is not limited to assistance with consortia system, ebtEDGE functionality access, security and password changes, computer, laptop and connectivity assistance, and telephone and web access assistance;
  - v. Up to ten (10) worksite locations which could be located at county district offices or local assistance centers;
  - vi. 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:
    - 1) On-site support to assist at the disaster response centers in the Disaster County;
    - 2) All costs to transport, house and feed the personnel from the Supporting County in the Disaster County;
    - 3) Virtual support to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files:
      - a) The Supporting County, if feasible, will assist the Disaster County in processing its on-line or paper disaster applications.
      - b) The Mutual Aid Counties agree the Supporting County shall transmit the demographic and benefit authorization files for all of the disaster applications that 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.
    - 4) The Supporting County is responsible to complete timesheets, provide receipts and other verifications and other required documents that are needed for the Disaster County to obtain FEMA reimbursement for the Mutual Aid County assistance.
- c. 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); and
- 9.1. Training in how Supporting County assistance is to be delivered. 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.benefitscal.com](http://www.benefitscal.com); and
- e. Working with the consortium to leverage technical capability when available for remote Mutual Aid County assistance.

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

10. **Contract Administrator:** The County of El Dorado Officer or employee with responsibility for administering this MOU is Kelly Nakamura, Program Manager, Social Services Division, Health and Human Services Agency (HHSA), or successor. In the instance where the named Contract Administrator no longer holds this title with County of El Dorado and a successor is pending, or HHSA has to temporarily delegate this authority, County of El Dorado Contract Administrator's Supervisor shall designate a representative to temporarily act as the primary Contract Administrator of this Agreement and HHSA Administration shall provide the Contractor with the name, title and email for this designee via electronic notice.
11. **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.
12. **Electronic Signatures:** Each party agrees that the electronic signatures, whether digital or encrypted, of the parties included in this MOU, 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.
13. **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.

**Requesting County of El Dorado Contract Administrator Concurrence:**

By: *Kelly Nakamura*  
Kelly Nakamura (Aug 21, 2025 09:43:15 PDT)  
Kelly Nakamura  
Program Manager, Social Services Division  
Health & Human Services Agency

Dated: 08/21/2025

**Requesting County of El Dorado Department Head Concurrence:**

By: *Olivia*  
Olivia Byron-Cooper (Sep 12, 2025 17:09:10 PDT)  
Olivia Byron-Cooper, MPH  
Director  
Health & Human Services Agency

Dated: 09/12/2025

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

-- COUNTY OF EL DORADO --

Dated: 10/28/25

By: [Signature]

Chair  
Board of Supervisors  
"County"

ATTEST:

Kim Dawson

Clerk of the Board of Supervisors

By: [Signature]

Deputy Clerk

Dated: 10/28/25

-- COUNTY OF ALPINE --

By: [Signature]

Nichole Williamson  
Director  
County of Alpine  
"Mutual Aid County"

Dated: 9/18/2025

County of Alpine  
Exhibit A  
County of Alpine Disaster CalFresh Plan

FFY 2026 DISASTER CALFRESH PLAN TEMPLATE



**FFY 2026 County Disaster CalFresh Plan**  
**Annual Plan Template**

**SECTION 1: COVER PAGE AND AUTHORIZED SIGNATURES**

*List the CWD Disaster Point of Contacts (POC) who should be contacted with questions regarding CalFresh Disaster Response. If the county would like to add additional Disaster POCs than what is included in the table below, please email [DisasterCalFresh@dss.ca.gov](mailto:DisasterCalFresh@dss.ca.gov).*

County Welfare Department (CWD) Name:

Date Submitted to CDSS:

	Name	Title	Phone	Email
Disaster POC #1	Patricia Baker	Intergrated Case worker	530.694.2235x234	pbaker@alpinecountycalifornia.gov
Disaster POC #2	Scott Kent	Social Worker III	530.721.5020	skent@alpinecountycalifornia.gov
Disaster POC #3	Angela Slais	HHS Dep Director	530.721.6749	aslais@alpinecountycalifornia.gov

**Certified By:**

The Director of the CWD must sign below to certify that all information in the Annual County Disaster CalFresh Plan for FFY 2026 has been updated and is accurate. Digital Signatures or scanned wet signatures may be used.

Michael J. Williams  
Director

9/12/2025  
Date



## **COUNTY DISASTER CALFRESH PLAN FEDERAL FISCAL YEAR 2026**

**Alpine County Health & Human Services**

**Prepared by:**

**Angela Slais**

**Date: 7.28.25**



## **SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES**

### **THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S)**

When D-CalFresh is operational, Alpine County Health & Human Services 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 distribution.
- Providing staff to operate D-CalFresh at offices or D-CalFresh application sites.
- Selecting and securing D-CalFresh application sites, as well as ensuring human comforts at each site.
- Evaluating the need for assistance from neighboring counties.
- 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 State.
- Maintaining communication with the State and FNS throughout operations.

See **Appendix B** for Contact information for Critical County Staff

### **THE ROLE OF LOCAL LAW ENFORCEMENT**

When D-CalFresh is operational, the Alpine County Sheriff will be responsible for the following:

- Ensuring peace and safety for customers and county staff
- Assistance with security, crowds or dissatisfied customers that escalate past the abilities of first responder staff
- Assistance for customers with concerns not related to the issuance of benefits

HHS staff will have the telephone numbers of local law enforcement available and designated authority to contact them.

### **THE 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.

HHS staff will have the telephone numbers of local fire department available and designated authority to contact them.

### **THE ROLE OF LOCAL EMERGENCY RESPONDERS**

When D-CalFresh is operational, Alpine County work in partnership with additional local emergency responders.

See **Appendix B** for Contact information for Emergency Responders

### **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

See **Appendix A** for CalFresh Policy Contacts

### **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 [Appendix A](#) for CalFresh Operations Contacts

### **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
- CBOs
- 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 [Appendix A](#) for CalFresh Outreach and Programs Contacts

### **THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)**

The CDSS EFAP is responsible for administering 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.

See **Appendix A** for CDSS Emergency Food Assistance Program (EFAP) Contacts

#### **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.

See **Appendix A** for USDA FNS Contacts

## **SECTION 2: D-CALFRESH READINESS**

### **PANDEMIC PLANNING**

<b>Pandemic</b>	A Pandemic is defined as an: Outbreak of a disease occurring over a wide geographic area and affecting an exceptionally high proportion of the population. This occurs when a new virus develops and begins to spread around the world.
<b>Health and Safety</b>	Alpine County Health Department office must protect the health and safety of staff and customers. As the COVID-19 pandemic has taught us, 30 percent or more of the population may be sick at the same time. When a new pandemic occurs, there will likely be no vaccine for the first six months and anti-viral medication will be in very limited supply.
<b>Social distancing</b>	To control the spread of the illness, social distancing, such as closing offices and having staff members stay at home/work from home, will be a primary approach to preventing the spread of the virus. Offices may have to be closed for a few weeks to a month or more if there is an outbreak of a virus in the area.
<b>Office closure</b>	<p>In the event that an office closure due to a pandemic the following guidelines will be followed:</p> <ul style="list-style-type: none"><li>• Staff not affected by the virus are assigned to another office</li><li>• Place in public view an "Office Closed" sign which contains the following information:<ul style="list-style-type: none"><li>○ Addresses of open offices in the county</li><li>○ BenefitsCal.com website information</li><li>○ Place CalFresh applications in public view</li></ul></li></ul>

See **Appendix C** for Alternative Work Locations

### **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.



Demographic information	Alpine County is situated in the northern part of California. Alpine is the least populated County in California.
Population	Per US Census estimates for 2023, there are 1,141 people and 435 households living in Alpine County.
Median income	Per US Census estimates for 2023, the median income for a household in the county was \$101,125. The per capita income for the county was \$55,425. About 16.3% of families were below the poverty line.
Access and Functional Needs	As of the June 2025 HHS emPOWER data update, Alpine County has 15 residents with electricity dependent devices and durable medical equipment. This information is known to the Health & Human Services Department and Alpine County Law Enforcement.
Languages	According to the US Census Bureau 2022 American Community Survey 5-year estimates, 81.8% of Alpine County residents are English-only speakers.

#### **MUTUAL AID REGION AND CROSS-COUNTY SUPPORT**

The Disaster-CalFresh program mandates a regional Memorandum of Understanding between counties to provide mutual aid. Alpine County has two mutual aid plans through Memorandums of Understanding:

1. Alpine County is one of four (4) participating counties, including Alpine, Amador, Calaveras, and Tuolumne counties, which agree to:
  - a. Support Disaster County call centers in answering client questions and processing applications.
  - b. Provide technical support to Disaster Counties.
  - c. Support Disaster County employees with food, lodging and transportation assistance if needed.

The purpose of the Northern Regional Counties Mutual Aid plan is to support partnering county human services agencies and their ability to maintain services in times of disasters or other emergencies. While there is the potential need for in-person support, the preference is to offer virtual, online support whenever possible.

2. Alpine County and El Dorado County agree that:

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. Counties agree to provide up to fourteen (14) calendar days of mutual aid, and may make special arrangements to continue duty assignments of a mutual aid person for more than fourteen (14) calendar days.

#### **D-CALFRESH RESPONDERS**

**First  
Responders**

First Responders are staff located at Alpine County offices and will be called upon to process DCFP applications and/or work at the disaster centers when a disaster is federally approved. They will be working either in the HHS office or at a designated alternate location within the County. First Responders consist of the following staff members:

- Integrated Case Worker (ICW)
- Administrative Assistant
- Fiscal & Technical Specialist

See [Appendix B](#) for First Responder Contacts

**First  
Responder  
role and  
application  
processing**

The role of the First Responder is to ensure all DCFP applications are assigned and processed within the allotted timeframes. The First Responders working at the designated disaster center and those working in the district office have different types of application processing based on whether the application is received in person or via the BenefitsCal.com website.

#### **APPLICATION SITES**

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

- In person at identified locations set-up throughout the county,
- By printing the CF 385 from either the State or Federal website and hand delivered to the local Alpine County office,
- In person at a local Alpine County office, or
- On-line at BenefitsCal.com

D-CalFresh and CalFresh must run concurrently. In order to maintain regular CalFresh daily decisions regarding staffing will be made. Staff may need to be moved from their normal work sites. Suitable alternate facilities / locations will be selected using the following criteria:

- 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.

The DCFP 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 CalSAWS system.

#### **PROCEDURES TO REDUCE APPLICANT HARDSHIP**

**Introduction** Addressing the human comfort needs of applicants is very important to the disaster response effort. Security and crowd control measures are critical to the operation of the issuance site.

**Physical Security** Alpine County Sheriffs' will maintain physical security of all resources and facilities by developing a damage assessment survey that will include the following:

- Conduct office inspection to identify life-threatening hazards and locate any persons in need of assistance.
- Advise if security is needed to maintain office, or to prevent further injury or damage.
- Control accesses to areas identified as hazardous, including areas considered contaminated or toxic.
- Implement identification procedures necessary to control access to office, as needed.
- Search, rescue and recovery of any personnel who may be in a critical situation.
- Maintain communication with Incident Command Center/Disaster Operations Coordinator.

**Basic Needs** Alpine County Health & Human Services will partner with local and emergency agencies to ensure D-CalFresh application sites will offer the following for all applicants:

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

**Employee Health and Safety** Alpine County will maintain employee health and safety by purchasing materials in advance for all offices including gloves and masks. Alpine County Social Services is co-located with Alpine County Health Department and Health Department staff will be available on site to ensure the health and safety of all staff.

Additionally, at the beginning and end of each shift, or at least once daily, a debriefing will be held for staff. This is necessary to maintain the emotional well-being of staff and give them a chance to express their feelings and thoughts. Alpine County Social Services will work closely with Alpine County Behavioral Health and Behavioral Health therapists and outreach staff will be available on site to support staff.

#### **PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS**

If applicable, interpreters are required and are to be used to complete all oral communication with the household during a disaster period.

#### **REASONABLE ACCOMMODATIONS**

The County will provide reasonable accommodations and access to the elderly, persons with disabilities, and other vulnerable populations include:

- 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.
- Zoom or similar technology to facilitate off-site interviews.

## ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

**Introduction** Disaster CalFresh Program (DCFP) benefits are issued to households on Electronic Benefit Transfer (EBT) cards. Alpine County maintains a regular store of 1000 EBT cards on-hand. Additionally, Alpine County has a stock of 100 CA Chip EMV/TAP cards on-hand in advance of the anticipated summer 2024 Go-Live date.

**Card Production** DCFP EBT cards are produced in advance and are stored by the California Department of Social Services (CDSS).

**Delivery and Security** When a DCFP is approved, the Fiscal & Technical Specialist (FTS) in the Health & Human Services Department (HHSD) requests that the cards be sent to the county:

Alpine County Health & Human Services  
75 Diamond Valley Road  
Markleeville, CA 96120

See Appendix B for Contact information for FTS

The EBT cards are stored in a secured storage drawer at HHSD. Only the FTS has access to the cards, they are never handled by the Integrated Case Worker (ICW)

Disaster EBT Cards are delivered within 24 hours after receipt of order. The AC must be onsite to personally take delivery of Disaster EBT cards and validate the number of cards received (in quantities of 500).

A Disaster EBT card is distinguishable from a regular EBT card by the word "DISASTER" printed on the EBT Card.

**PIN Issuance** DCFP 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.



**Account set-up** Account set-up is performed by the CalSAWS eligibility system. If CalSAWS is unavailable, accounts are set up through the EBT EDGE Administrative Application.

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.

### **DISASTER RESPONSE TRAINING**

First responders receive DCFP training on a quarterly basis. This training includes the following:

- DCFP instructions
- Interviewing skills and procedures
- Completion of the DCFP application – CF 385
- Application/eligibility determination and client notices
- Certification
- Exploration of available income/resources, disaster related reimbursements and related expenses
- When and how to replace benefits for ingoing CalFresh households
- Fraud prevention
- Daily reporting procedures
- Roles of Outreach partners
- Self-care

### **PUBLIC INFORMATION AND OUTREACH**

**Overview** Alpine County has an official written policy for sharing information. The process for handling requests consists of:

All requests for information from the media must be referred to the **CAO / HHS Director or County Public Information Officer (PIO)**.

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

- Via media relations through the Public Information Officer
- Having eligibility staff available at evacuation centers to explain and process applications for DCFP.

Information will include:

- The timeframe in which D-CalFresh applications will be accepted.
- The geographic areas eligible for D-CalFresh
- 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.

**Responsibility** The media provides the public with 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 PIO**.

#### **CERTIFICATION PROCESS**

**First  
Responder  
role and  
application  
processing**

The role of the First Responder is to ensure all DCFP applications are assigned and processed within the allotted timeframes. (Application Processing section of this plan). The First Responders working at the designated disaster center and those working in the district office have different types of application processing based on the whether the application is received in person or via the BenefitsCal.com website.

**Processing  
paper  
applications**

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

Stage	Description
1	<p>The First Responder Support Staff:</p> <ul style="list-style-type: none"> <li>• Receives the paper application from the customer.</li> <li>• Completes the file clearance.</li> <li>• Pends the application.</li> <li>• Places the paper application in a bin for a D CalFresh worker to pull when ready to interview.</li> </ul>
2	<p>The First Responder ICW:</p> <ul style="list-style-type: none"> <li>• Pulls the paper application from the bin.</li> <li>• Completes the face-to-face interview.</li> <li>• Determines D-CalFresh eligibility.</li> <li>• Updates County Use Only section on the CF 385.</li> <li>• Completes a journal entry.</li> </ul>

**Processing electronic applications**

The following chart describes the steps required to process a DCFP CF 385 e-application:

Stage	Description
1	<p>The Support Staff:</p> <ul style="list-style-type: none"> <li>• Retrieves the D-CalFresh online application from the eligibility system.</li> <li>• Completes the file clearance.</li> <li>• Links the D-CalFresh online application.</li> <li>• Contacts the household to schedule the face-to-face interview.</li> </ul>
2	<p>The First Responder ICW:</p> <ul style="list-style-type: none"> <li>• At the time of the pre-scheduled face-to-face interview, receives the D-CalFresh online application and completes the interview.</li> <li>• Determines D-CalFresh eligibility.</li> <li>• Completes a journal entry.</li> </ul>

**Interviews**

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. (Refer to the *Reasonable Accommodations* section, p. 10). Interviews may take place at the D-CalFresh application site, or if operational, at the County office.

The application interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance of Disaster CalFresh Program (DCFP) benefits.

Under special circumstances, the County may consider requesting a waiver of the face to face interview requirement as an accommodation for elderly and people with disabilities, working 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.

**Purpose of the interview**

The purpose of the interview is to review the household's CF 385 application or DCFP e-Application to clarify, note upon, and resolve changes and discrepancies, as well as determine DCFP eligibility or regular CalFresh Program eligibility.

**Household requirements**

The DCFP household is required to have at least one household member attend a face-to-face interview with an Integrated Case Worker (ICW) or a phone interview for the DCF e-Application. The individual interviewed may be:

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

**Informing requirements**

ICW is required to advise the household of:  
DCFP rules and eligibility requirements via the CF 385 application Rights and Responsibilities and Penalty Warning  
DCFP benefits are for one month only. If the household needs ongoing assistance, an application for regular CalFresh assistance is required EBT usage process, rules, and requirements. **Note:** All applications and written communication must be provided to the household in their chosen language.

## **ISSUANCE PROCESS**

<b>Introduction</b>	Disaster CalFresh Program (DCFP) benefits will be made available within 72 hours of application (except in cases of questionable applications). Whenever possible, the issuance process should minimize the number of times recipients return to the disaster assistance. This section outlines needed actions to take for processing DCFP applications in order to meet this timeframe.
<b>Processing</b>	<p>The Integrated Case Worker (ICW) follows the instructions in the CalSAWS User Guide for processing the DCFP and the DCFP e-Application. This section provides the information for:</p> <ul style="list-style-type: none"><li>• Coding the DCFP application,</li><li>• Running of the DCFP Eligibility Determination and Benefit Calculation (EDBC),</li><li>• Rush issuing DCFP benefits.</li><li>• Set the appropriate case flag by following the instructions in for CalSAWS</li></ul>
<b>DCFP certification period</b>	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.
<b>DCFP eligible persons</b>	<p>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 (CFP) such as:</p> <ul style="list-style-type: none"><li>• Ineligible non-citizens</li><li>• SSI recipients</li><li>• Drug/fleeing felons</li><li>• IPV convictions</li><li>• Ineligible students</li></ul>
<b>Documenting eligibility</b>	<p>Documenting the disaster information, as well as eligibility is completed on the:</p> <ul style="list-style-type: none"><li>• CF 385: County Use Only Section</li><li>• DCFP e-Application : Journal Template Alpine County CF 126.10 DCF e-App</li></ul>



### **SYSTEMS AND EBT PRINTER CONTINGENCIES**

In the event that Alpine County systems and/or EBT printers fail or go offline, clients would be provided with transportation to El Dorado County offices in South Lake Tahoe, California for assistance. If mass reissuance were required, Alpine County would seek assistance from CDSS.

### **SECURITY AND FRAUD PREVENTION PLAN**

Focusing on integrity during all phases of the disaster response will also minimize the likelihood that problems will need to be addressed through audits. Thorough training of all staff and supervisors on D-CalFresh policy and fraud prevention strategies will aid in this effort.

#### **Fraud Prevention and Site Controls**

To ensure that only eligible households receive benefits and that the amount of benefits issued is accurate, the Integrated Case Worker (ICW) will:

- Input information for all household members into the eligibility determination system as soon as possible, in order to prevent individuals from obtaining D-CalFresh benefits as a member of more than one household.
- Input denied D-CalFresh applications into the eligibility determination system as soon as possible, so that households that are denied and later reapply are detected and referred to fraud prevention staff. (Certain households may be eligible if their circumstances have changed).
- Check for duplicate participation using onsite or offsite computer databases or hardcopy participant lists. Update computer database or hardcopy participant lists every day.

<b>Employee applications</b>	<p>County employees are affected by the disaster and may be eligible for D-CalFresh benefits. To prevent employee fraud, the following measures will be utilized:</p> <ul style="list-style-type: none"> <li>• Separation of duties for certification and issuance.</li> <li>• A question will be included on the D-CalFresh application asking if anyone in the household is employed by Alpine County.</li> <li>• Supervisors or investigators will be utilized to conduct employee certification interviews.</li> <li>• All approved County employee applications will be audited and that policy will be publicized.</li> </ul>
<b>Monitoring and Reporting</b>	<p>Fraud prevention efforts will be implemented throughout the application period. Program integrity procedures will be modified as needed during D-CalFresh operations. Fraud issues, particularly those concerning employees, will be reported promptly.</p>

#### **DAILY REPORTING**

Daily Reporting to CDSS is required during D-CalFresh. Daily reporting will begin on the day following the first day of the D-CalFresh application period and will continue until all D-CalFresh applications have been processed. Daily reports are usually due by 10:00 a.m. each day of the D-CalFresh operation, even if no or very few D-CalFresh applications have been submitted.

Daily Reports will be prepared by the designated Integrated Case Worker, using the daily report template and will contain:

- Number of new households approved
- Number of ongoing households receiving supplements
- Number of new persons 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 new household
- Average benefit per ongoing household

The following log must be completed and submitted to CDSS on a daily basis:



APPENDIX A



DISASTER RESPONSE

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (COSS)

Disaster Response Emergency Contact List

		Phone Number	Email
Alexis Fernandez Garcia	Acting Branch Chief	C: (916) 201-0298*	<a href="mailto:Alexis.Garcia@dss.ca.gov">Alexis.Garcia@dss.ca.gov</a>
Kathy Yang	Policy and Employment Bureau Chief	C: (916) 698-0854*	<a href="mailto:Kat.Yang@dss.ca.gov">Kat.Yang@dss.ca.gov</a>
Amber Bonilla	Policy Section Chief	C: (916) 210-9824*	<a href="mailto:Amber.Bonilla@dss.ca.gov">Amber.Bonilla@dss.ca.gov</a>
Yazmin Saenz	Policy Section Chief	C: (213) 435-2488*	<a href="mailto:Yazmin.Saenz@dss.ca.gov">Yazmin.Saenz@dss.ca.gov</a>
Brian Kaiser	Programs Bureau Chief	C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
Tami Gutierrez	Operations Bureau Chief	C: (916) 661-0825*	<a href="mailto:Tami.Gutierrez@dss.ca.gov">Tami.Gutierrez@dss.ca.gov</a>
Eileen Dubil	Disaster Response Specialist	C: (916) 540-0854*	<a href="mailto:Eileen.Dubil@dss.ca.gov">Eileen.Dubil@dss.ca.gov</a>
Danielle Wilson	Outreach Manager	C: (916) 639-2532*	<a href="mailto:Danielle.Wilson@dss.ca.gov">Danielle.Wilson@dss.ca.gov</a>
Jessica Ampah	Emergency Food Programs Section Chief	C: (916) 210-9268*	<a href="mailto:Jessica.Ampah@dss.ca.gov">Jessica.Ampah@dss.ca.gov</a>
Nai Sisco	Emergency Food Programs Unit Manager	C: (916) 307-1479*	<a href="mailto:Nai.Sisco@dss.ca.gov">Nai.Sisco@dss.ca.gov</a>
Brandon Romano	Emergency Food Programs Manager	C: (279) 200-2637*	<a href="mailto:Brandon.Romano@dss.ca.gov">Brandon.Romano@dss.ca.gov</a>
Jessica Abernethy	Enterprise Data Management Branch Chief	O: (916) 651-3143	<a href="mailto:Jessica.Abernethy@dss.ca.gov">Jessica.Abernethy@dss.ca.gov</a>
Rudy Gloria	Electronic Benefit Transfer (EBT) Section Chief	O: (916) 823-2778	<a href="mailto:Rudy.Gloria@dss.ca.gov">Rudy.Gloria@dss.ca.gov</a>
Dara Candy	State & Federal Reporting Unit 1 Supervisor	O: (916) 653-1800	<a href="mailto:Dara.candy@dss.ca.gov">Dara.candy@dss.ca.gov</a>
EBT Operations	Disaster Support	O: (916) 263-6600 C: (916) 416-0163	<a href="mailto:EBT.Operations@dss.ca.gov">EBT.Operations@dss.ca.gov</a>

\*Do not share COSS staff cell phone numbers broadly. These contacts have been provided for purposes of response to emergency situations only.

**UNITED STATES DEPARTMENT OF AGRICULTURE**

**FOOD AND NUTRITION SERVICE (FNS)**

**Disaster Response Emergency Contact List**

Name	Title	Phone Number	Email
Evan Moss	SNAP Regional Director Coordinator (RDC)	O: (415) 744-2986 C: (415) 635-5867*	<a href="mailto:Evan.Moss@usda.gov">Evan.Moss@usda.gov</a>
Cynthia Houston	SNAP RDC Alternate	O: (415) 645-1922 C: (628) 230-7371*	<a href="mailto:Cynthia.Houston@usda.gov">Cynthia.Houston@usda.gov</a>

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

## APPENDIX B

### Critical Staff List – Alpine County

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Regular Work location for all staff on this list: 75 Diamond Valley Rd, Markleeville, unless indicated under the email address as 40 Diamond Valley Road, Markleeville

Region	Name	Title	Work Phone	Cell Phone
Admin And HHS/BHS	Nichole Williamson <a href="mailto:nwilliamson@alpinecountyca.gov">nwilliamson@alpinecountyca.gov</a> 40 Diamond Valley Road, Markleeville	County Administrative Officer & HHS/BHS Director	530-694-2235	530-863-3242
HHS	Angela Slais <a href="mailto:aslais@alpinecountyca.gov">aslais@alpinecountyca.gov</a>	Deputy Director HHS	530-694-2235	530-721-6749
BHS	Kimball Pier <a href="mailto:kpier@alpinecountyca.gov">kpier@alpinecountyca.gov</a>	Deputy Director BHS	530.694.2235	530-721-1374
HHS	Patricia Baker <a href="mailto:pbaker@alpinecountyca.gov">pbaker@alpinecountyca.gov</a>	Integrated Case Worker (ICW) II	530-694-2235	530-721-9661
HHS	Lauren Slavik <a href="mailto:lslavik@alpinecountyca.gov">lslavik@alpinecountyca.gov</a>	Fiscal & Technical Specialist	530-694-2235	530-721-7623
HHS	Sabrina Ball <a href="mailto:sball@alpinecountyca.gov">sball@alpinecountyca.gov</a>	Administrative Assistant	530-694-2235	530-721-6642
HHS	Kati Forster <a href="mailto:kforster@alpinecountyca.gov">kforster@alpinecountyca.gov</a>	Social Worker I	530-694-2235	530-721-6689
HHS	Dr. Richard Johnson <a href="mailto:rjohnson@alpinecountyca.gov">rjohnson@alpinecountyca.gov</a>	Public Health Officer	530-694-2235	

#### Emergency Responders

Red Cross	<b>Becky Mich</b> Cell: 209.503.3110   <a href="mailto:beatriz.mich@redcross.org">beatriz.mich@redcross.org</a>	Disaster Program Manager (Region)	<b>1-844-236-0153</b>	209.503.3110
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## APPENDIX C

### Alternate Work Locations and Department Operations Center

<b>Overview</b>	Alpine County HHS operates from the HHS building in Woodfords. In the event this location cannot be used, Department administrative functions will be relocated to the alternate site designated below.
<b>Primary Operations</b>	<p>In general, the primary operations are located at the Alpine County Health &amp; Human Services office:</p> <p>75A Diamond Valley Rd Markleeville, CA 96120 (530) 694-2235</p>
<b>Alternate Work Locations</b>	<p>The Alpine County Director may designate alternate or temporary work locations in the event the primary location is deemed unsafe. The alternate location:</p> <p>Alpine County Administration 99 Water St. Markleeville, CA 96120 (530) 694-2287</p>
<b>Alpine County Management Section</b>	Alpine County Management, utilizing the lines of succession will be responsible to provide adequate management support, services and infrastructure for the DOC.
<b>Operations Section</b>	Available staff from Alpine County offices will provide operational support, services and infrastructure for the DOC. The Incident Commander will be responsible for coordinating the effort to ensure that staff is utilized in a way to assist the most clients.

County of Alpine  
Exhibit B  
County Of El Dorado Disaster CalFresh Plan



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# **EL DORADO COUNTY DISASTER CALFRESH PLAN**

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## **DISASTER CalFresh County Plan**

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Jonathan Baer  
Administrative Analyst,  
Health and Human  
Services Agency

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Released: 3/01/2014  
Revised: 06/12/15, 06/07/16, 06/30/17, 07/05/18,  
07/19/19, 07/24/20, 07/16/21, 7/12/2022, 7/07/2023,  
07/09/2024, 7/11/2025



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## SECTION 1: COVER PAGE AND AUTHORIZED SIGNATURES

County Welfare Department (CWD) Name: El Dorado


Date Submitted to CDSS: 07/11/2025

**List CWD Disaster Point of Contacts (POC) who should be contacted with questions regarding CalFresh Disaster Response. If the county would like to add additional Disaster POC's than what is included in the table below, please email [DisasterCalFresh@dss.ca.gov](mailto:DisasterCalFresh@dss.ca.gov).**

	Name	Title	Phone	Email
Disaster POC #1	Jonathan Baer	Administrative Analyst	530-642-4894	Jonathan.baer@edcgov.us
Disaster POC #2	Kelly Nakamura	Program Manager	530-642-7167	kelly.nakamura@edcgov.us
Disaster POC #3	Brian Conway	Administrative Analyst	530-573-3213	brian.conway@edcgov.us

### Certified By:

The Director of the CWD must sign below to certify that all information in the Annual County Disaster CalFresh Plan for FFY 2025 has been updated and is accurate. Digital Signatures or scanned wet signatures may be used.

  
\_\_\_\_\_  
Olivia Byron-Cooper (Jun 16, 2025 12:40 PDT)  
Director

06/16/2025  
\_\_\_\_\_  
Date

## SECTION 2: D-CALFRESH ROLES AND RESPONSIBILITIES

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

### THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S)

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

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

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

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

### THE ROLE OF LOCAL LAW ENFORCEMENT

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

presence may be required to:

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

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

Law Enforcement Agency and Address	Contact Phone Numbers
El Dorado County Sheriff's Office 200 Industrial Drive Placerville, CA 95667	530-621-5655
El Dorado County Sheriff's Office 1360 Johnson Blvd., Ste 100 South Lake Tahoe, Ca 96150	530-573-3000
Placerville Police Department 730 Main St Placerville, CA 95667	530-642-5280
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 -	530-672-7350  -or-
Station 89 3200 Country Club Dr. Cameron Park, CA 95682	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 Station 85/Headquarters 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 S. Shingle Rd Shingle Springs, CA 95682	530-677-6366
Meeks Bay Fire Protection District 8041 Highway 89 Meeks Bay, CA 96142	530-525-7548
Mosquito Bay fire Protection 8801 Rock Creek Road Placerville, CA 95667	530-626-9017
Pioneer Fire Protection District 7061 Mt Aukum Rd Somerset, CA 95684	530-620-4444
Rescue Fire Department 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	530-621-5895

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

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

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

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

### **CALIFORNIA DEPARTMENT OF SOCIAL SERVICES DISASTER RESPONSE EMERGENCY CONTACT LIST**

Name	Title	Phone Number	Email
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<b>Kathy Yang</b>	Policy & Employment Bureau Chief	C: (916) 698-0854*	<a href="mailto:Kat.Yang@dss.ca.gov">Kat.Yang@dss.ca.gov</a>
<b>Amber Bonilla</b>	Policy Section Chief	C: (916) 210-9824*	<a href="mailto:Amber.Bonilla@dss.ca.gov">Amber.Bonilla@dss.ca.gov</a>
<b>Yazmin Saenz</b>	Policy Section Chief	C: (213) 435-2488*	<a href="mailto:Yazmin.Saenz@dss.ca.gov">Yazmin.Saenz@dss.ca.gov</a>
<b>Brian Kaiser</b>	Programs Bureau Chief	C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
<b>Tami Gutierrez</b>	Operations Bureau Chief	C: (916) 661-0825*	<a href="mailto:Tami.Gutierrez@dss.ca.gov">Tami.Gutierrez@dss.ca.gov</a>
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<b>Nai Sisco</b>	Emergency Food Programs Unit Manager	C: (916) 307-1479*	<a href="mailto:Nai.Sisco@dss.ca.gov">Nai.Sisco@dss.ca.gov</a>
<b>Brandon Romano</b>	Emergency Food Programs Manager	C: (279) 200-2637*	<a href="mailto:Brandon.Romano@dss.ca.gov">Brandon.Romano@dss.ca.gov</a>
<b>Jessica Abernathy</b>	Enterprise Data Management Branch Chief	O: (916) 651-3143	<a href="mailto:Jessica.abernathy@dss.ca.gov">Jessica.abernathy@dss.ca.gov</a>
<b>Rudy Gloria</b>	Electronic Benefit Transfer (EBT) Section Chief	O: (916) 823-2778	<a href="mailto:rudylgloria@dss.ca.gov">rudylgloria@dss.ca.gov</a>
<b>Dara Candy</b>	State & Federal Reporting Unit 1 Supervisor	O: (916) 653-1800	<a href="mailto:Dara.Candy@dss.ca.gov">Dara.Candy@dss.ca.gov</a>
<b>EBT Operations</b>	Disaster Support	O: (916) 263-6600 C: (916) 416-0163	<a href="mailto:EBTOperations@osi.ca.gov">EBTOperations@osi.ca.gov</a>

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

#### **THE ROLE OF CDSS CALFRESH OPERATIONS**

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

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

Please see below for the key CDSS CalFresh Operations contact:

Name	Title	Phone Number	E-mail
Tami Guterrez	CalFresh Operations Bureau, Chief	O: (916) 651-2949 C: (916) 661-0825*	<a href="mailto:Tami.Gutierrez@dss.ca.gov">Tami.Gutierrez@dss.ca.gov</a>

## **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 Programs Bureau, Chief	O: (916) 657-3356 C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
Danielle Wilson	CalFresh Outreach Manager	O: (916) 651-0441	<a href="mailto:Danielle.Wilson@dss.ca.gov">Danielle.Wilson@dss.ca.gov</a>

## **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 Programs Bureau, Chief	O: (916) 657-3356 C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
Nai Sisco	CalFresh Emergency Food Program Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	<a href="mailto:Nai.Sisco@dss.ca.gov">Nai.Sisco@dss.ca.gov</a>

#### **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.

**UNITED STATES DEPARTMENT OF AGRICULTURE  
FOOD AND NUTRITION SERVICE (FNS)  
DISASTER RESPONSE EMERGENCY CONTACT LIST**

Name	Title	Phone Number	Email
Scott Jennings	SNAP Regional Disaster Coordinator (RDC)	O: (628) 230-7371	<a href="mailto:scott.jennings@usda.gov">scott.jennings@usda.gov</a>
Cynthia Houston	SNAP RDC Alternate	O: (415) 645-1922 C: (628) 230-7371*	<a href="mailto:Cynthia.Houston@usda.gov">Cynthia.Houston@usda.gov</a>
Barbara Smith	WRO-SNAP-TNI Team Lead	O: (415) 705-2229	<a href="mailto:Barbara.smith@usda.gov">Barbara.smith@usda.gov</a>
Evan Moss	WRO-SNAP-TNI Branch Chief	O: (415) 744-2986 C: (415) 635-5867*	<a href="mailto:Evan.moss@usda.gov">Evan.moss@usda.gov</a>

\*Do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of Responding to emergency situations only.

### **SECTION 3: 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.*

#### **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 Wi-Fi 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. HHSA 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, 2024 United States Census estimates for the County and incorporated jurisdictions are shown below.

Jurisdiction	2024
Placerville (City of)	10,695
South Lake Tahoe (City of)	21,225
El Dorado County (Unincorporated)	160,903
<b>Total Population</b>	<b>192,823</b>

## **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 MOUs 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 HHSA 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
- Deputy Director
- Program Managers
- Office Assistants
- Office Services Supervisors
- Eligibility Specialists Trainees, I/II/III
- Employment & Training Workers I/II/III
- Eligibility Supervisors
- Employment and Training Supervisors
- System Support Analysts
- Administrative Analysts I/II
- Administrative Assistant I/II
- Administrative Technician
- System Support Assistants
- 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	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. Additionally, 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"> <li>• Have ambulance and first aid personnel available on-site.</li> <li>• Allow volunteer doctors, nurses, and other health care workers onsite to handle basic first aid issues.</li> </ul>
Water/Food	<ul style="list-style-type: none"> <li>• Locate application/issuance sites near mass feeding sites.</li> <li>• Provide water tanker trucks with drinking water and/or several smaller water stations.</li> <li>• Provide small, pre-packaged snacks.</li> <li>• Provide baby food and formula for infants (dairy and non-dairy).</li> <li>• Provide a Red Cross canteen or other volunteer-run canteen.</li> <li>• Assign support staff to man water stations.</li> </ul>
Protection from the Elements	<ul style="list-style-type: none"> <li>• Provide tents for shade/protection from rain.</li> <li>• Set up fans/heaters as appropriate.</li> <li>• Use a large, protected structure for the application/issuance sites.</li> </ul>

	<ul style="list-style-type: none"> <li>• Run queues through hallways/breezeways to avoid exposure to the elements.</li> </ul>
Bathrooms	<ul style="list-style-type: none"> <li>• Select sites which include several toilets.</li> <li>• 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.</li> <li>• Ensure that toilets are serviced at least once a day.</li> </ul>

#### **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 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"> <li>• Provide language services onsite for LEP customers. --<i>bilingual staff</i></li> <li>• Provide language services based on county language demographics. --<i>Spanish is the only required language.</i></li> <li>• Provide an American Sign Language interpreter on site ----- <i>bilingual staff or schedule through Language Line, Inc.</i></li> <li>• Assign staff at the application site to identify and direct applicants with language barriers.</li> <li>• Provide access to the Language Line, Inc. for language services not covered by bilingual staff or staff interpreters.</li> <li>• 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.</li> <li>• Post signs in threshold languages at the disaster site for applicants and recipients who do not speak English.</li> </ul>

## **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](mailto: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 daily (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.

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, 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. 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 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**

HHSA 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](http://GetCalFresh.org) or [BenefitsCal.com](http://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 consider 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"> <li>• Damage to home or self-employment property</li> <li>• Disaster related expenses</li> <li>• Income source disrupted</li> <li>• Inaccessible liquid resources</li> <li>• Food loss</li> </ul>	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"> <li>• Temporarily living outside the "Disaster Area" but within the State at the time of the disaster; or</li> <li>• Staying in shelters but not expected to remain for entire D-CalFresh period; or</li> </ul> <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 for D-CalFresh.	Applicant must sign statement under penalty of perjury that information is correct.
SSN	SSNs are not required under D-CalFresh rules. Providing a SSN is voluntary and will not result in ineligibility if not provided.	Obtain where possible.
Student Status	Student status is not applicable under D-CalFresh rules. Students are eligible.	N/A
Fleeing Felons	Fleeing Felon status is not applicable under D-CalFresh rules. Fleeing Felons are eligible.	N/A
IPV Status	Intentional Program Violation (IPV) disqualifications do not apply to D-CalFresh. Committing IPV in the D-CalFresh will count towards disqualification in the regular CalFresh Program.	N/A
Resource Eligibility	Resource limits do not apply in D-CalFresh rules. Liquid resources such as, cash on hand, accessible savings/checking accounts, are included in income eligibility – there is no separate resource test.	N/A
Income Eligibility	Only net (take-home) income expected to be received during the benefit period is counted. Take-home pay is defined as wages a household actually receives after taxes and <i>all</i> payroll withholding, public assistance payments or other unearned income, and net self-employment income. No special provisions for elderly and handicapped.	Verify where possible.
Deductions	Allow only disaster-related expenses.	Verify where possible.
Reporting	The household is not required to report changes.	N/A
Work Requirement	There is no work requirement under D-CalFresh rules.	N/A
Benefit Amount	D-CalFresh benefits are issued according to maximum allotment for household size.	N/A

## **Disaster Related Expenses**

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

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

## **Processing Standards**

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

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

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

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

## **D-CalFresh Certification Period**

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

## Documenting D-CalFresh Eligibility

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

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

Step	Description-Overview
1	<p>The D-CalFresh First Responder OA will:</p> <ul style="list-style-type: none"><li>• Receive the CF 385 from the customer.</li><li>• 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.</li><li>• If CALSAWS access is available, complete necessary data entry to pend the application in CALSAWS.</li><li>• 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.</li></ul> <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"><li>• Remove the CF 385 from the bin.</li><li>• Complete a face-to-face interview.</li><li>• Review results of file clearance.</li><li>• Determine D-CalFresh eligibility.</li><li>• Approve or deny the application. *</li><li>• Update the County Use Only Section on the CF 385.</li><li>• Complete a Journal entry (may be initially completed in the form of a manual narration).</li></ul> <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"><li>• Retrieve the D-CalFresh e-Applications from the e-Application Search page.</li><li>• Complete the file clearance.</li><li>• Link the D-CalFresh e-Application to CALSAWS.</li><li>• Assign the D-CalFresh e-Application to a D-CalFresh First Responder ES using the Intake Schedule in CALSAWS.</li></ul> <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"><li>• Receive the D-CalFresh e-Application in his/her e-Application Workload Inventory.</li><li>• Complete the interview.</li><li>• Determine D-CalFresh eligibility.</li><li>• All application denials and employee cases will be reviewed by a supervisor or designee.</li><li>• Complete a Journal template designed specifically for disaster benefits.</li></ul> <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 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 4: 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
Olivia Byron-Cooper	Director of HHSA	530-621-6270	530-621-6270	<a href="mailto:olivia.byron-cooper@edcgov.us">olivia.byron-cooper@edcgov.us</a>
Kimberly McAdams	Asst Director of Admin and Finance	530-295-6932	530-295-6932	<a href="mailto:kimberly.mcadams@edcgov.us">kimberly.mcadams@edcgov.us</a>
Timalynn Jaynes	Assistant Director of Human Services	530-573-3230	530-573-3230	<a href="mailto:timalynn.jaynes@edc.gov.us">timalynn.jaynes@edc.gov.us</a>
Salina Drennan	Deputy Director	530-642-7246	530-642-7246	<a href="mailto:salina.drennan@edcgov.us">salina.drennan@edcgov.us</a>
Kelly Nakamura	Program Manager	530-642-7167	530-642-7167	<a href="mailto:kelly.nakamura@edcgov.us">kelly.nakamura@edcgov.us</a>
Cynthia Allen	Program Manager	530-573-4311	530-573-4311	<a href="mailto:cynthia.allen@edcgov.us">cynthia.allen@edcgov.us</a>
Brian Quintanilla	Program Manager	530-642-4806	530-642-4806	<a href="mailto:brian.quintanilla@edcgov.us">brian.quintanilla@edcgov.us</a>
Traci Stilwell	Administrative Technician	530-642-7352	530-642-7352	<a href="mailto:traci.stilwell@edcgov.us">traci.stilwell@edcgov.us</a>
Kristen Gurrola	Program Manager	530-295-6917	916-996-5581	<a href="mailto:kristen.gurrola@edcgov.us">kristen.gurrola@edcgov.us</a>
Vacant	Program Manager/PIO			
Amanda Earnshaw	Director of IT	530-621-5128	530-621-5128	<a href="mailto:Amanda.earnshaw@edcgov.us">Amanda.earnshaw@edcgov.us</a>
Jonathan Baer	Administrative Analyst	530-642-4894	530-642-4894	<a href="mailto:Jonathan.baer@edcgov.us">Jonathan.baer@edcgov.us</a>
Brian Conway	Administrative Analyst	530-573-3213	530-573-3213	<a href="mailto:brian.conway@edcgov.us">brian.conway@edcgov.us</a>
Eric M LaComb	Administrative Analyst	530-642-4830	530-642-4830	<a href="mailto:eric.lacomb@edcgov.us">eric.lacomb@edcgov.us</a>



## Exhibit B - First Responders List

<b>D-CalFresh First Responder List</b>	<p>D-CalFresh First Responders include Eligibility Specialists (ES), Employment &amp; Training Workers (E&amp;T), Eligibility Specialist Supervisors (ESS), Employment &amp; 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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<b>Placerville Office</b> <b>Staff with a "*" next to their name are bilingual, Spanish speaking.</b>			
<b>Name</b>	<b>Title</b>	<b>Work Phone</b>	<b>E-Mail Address</b>
Tim King	Supervisor	530-642-4884	tim.king@edcgov.us
Alexis Lua *	ES III	530-642-4873	alexis.lua@edcgov.us
Jeanne Martin	ES III	530-621-7423	jeanne.martin@edcgov.us
Desirey Viramontes	ES III	530-642-7203	desirey.viramontes@edcgov.us
Joo Young Oh	ES III	530-642-4856	jooyoung.oh@edcgov.us
Josh Samuels	ES III	530-642-7357	joshua.samuels@edcgov.us
Sherry Whalen	Supervisor	530-642-7369	sherry.whelen@edcgov.us
Christopher Tanger	E&T III	530-642-7355	christopher.tanger@edcgov.us
Belinda Knittle	E&T III	530-642-4877	belinda.knittle@edcgov.us
Nicolette Klukowski	E&T II	530-642-7260	nicolette.klukowski@edcgov.us
Diane Schwartz	E&T I	530-642-4861	Diane.schwartz@edcgov.us
Carli Darwazeh Fox	SW II	530-642-4834	Carli.fox@edcgov.us
Jessica Mahnken	SWII	530-642-7144	Jessica.mahnken@edcgov.us
Lidiya Voroshilova	SSA	530-642-7184	Lidiya.voroshilova@edcgov.us
Kristle Ayers	Supervisor	530-642-7120	kristle.ayers@edcgov.us
Chase Gordon	ES III	530-642-4898	chase.gordon@edcgov.us
Faith Rich	ES II	530-642-7150	faith.rich@edcgov.us
Rebekah (Beka) Akins	ES II	530-642-7346	rebekah.akers@edcgov.us
Renee Cain	ES II	530-573-4333	renee.cain@edcgov.us
Timothy Storrs	ES II	530-642-4841	timothy.storrs@edcgov.us
William Sowles	ES II	530-642-7245	william.sowles@edcgov.us
Brittany Leonard	ES II	530-642-7272	brittany.leonard@edcgov.us
Heather Ball	Supervisor	530-642-7145	heather.ball@edcgov.us
Hernan Romero *	ES III	530-642-4818	hernan.romero@edcgov.us
Laura Santens	ES II	530-642-7104	laura.santens@edcgov.us
Berenice Vidal	ES II	530-642-7301	berenice.vidal@edcgov.us
Tonya Pena	ES II	530-642-7237	tonya.pena@edcgov.us
Loyd Brush	ES II	530-642-7213	loyd.brush@edcgov.us
Debra Serchia	Supervisor	530-642-7270	debra.serchia@edcgov.us
Shannon Dunne	ES II	530-642-7350	shannon.dunne@edcgov.us

Emily Seezox	ES II	530-642-7259	emily.seezox@edcgov.us
Paul Ogden	ES II	530-642-7225	paul.ogden@edcgov.us
Lelia Marks	ES III	530-642-4892	lelia.marks@edcgov.us
Tivona Kenmonth	ES II	530-642-7229	tivona.kenmonth@edcgov.us
Susan L Quinn	Supervisor	530-642-4862	susan.quinn@edcgov.us
Sarah Schmudlach	E&T III	530-642-4895	sarah.schmudlach@edcgov.us
Melissa McCann	E&T III	530-642-7258	melissa.mccann@edcgov.us
Letty Contreras *	E&T II	530-642-7212	letty.contreras@edcgov.us
Victor Velasquez	E&T I	530-642	Victor.velasquez@edcgov.us
Alec Sanchez	OA I	530-642	Alec.sanchez@edcgov.us
Oscar Alvarez	E&T I	530-642	Oscar.alvarez@edcgov.us
Richelle Rusconi	E&T I	530-642	Richelle.rusconi@edcgov.us
Dava Van Bebber	E&T I	530-642	Dava.vanbebbber@edcgov.us
Nancy Wallace	Supervisor	530-642-7253	nancy.wallace@edcgov.us
Johnny Savage	ES III	530-642-4890	johnny.savage@edcgov.us
Darleen Giampaoli	ES II	530-642-4815	darleen.giampaoli@edcgov.us
Michelle Leggett	ES II	530-642-7107	michelle.leggett@edcgov.us
Jeanette Perez *	ES II	530-642-7344	jeanette.perez@edcgov.us
Stacey Sathis	ES I	530-642-7142	stacey.sathis@edcgov.us
Alyssa Carrera	ES I	530-642-7328	Alyssa.carrera@edcgov.us
Kaylen Bynoe	Supervisor	530-642-7322	Kaylen.bynoe@edcgov.us
Georgia Wheeler	ES III	530-626-2798	georgia.wheeler@edcgo.us
Daniel Marriott	ES III	530-642-4826	daniel.marriott@edcgov.us
Jonathan Zeno	ES II	530-642-4838	jonathan.zeno@edcgov.us
Kris Rankin	ES II	530-621-6248	kristine.rankin@edcgov.us
Karly Gentry	ES II	530-642-7188	karly.gentry@edcgov.us
Kirstin Troglin	ESII	530-642-7262	Kirsten.troglin@edcgov.us
Jacalyn Kiely	ES II	530-642-7393	Jacalyn.kiely@edcgov.us
Darla Vanderlinden	Supervisor	530-642-7333	darla.vanderlinden@edcgov.us
Amanda Khang	Sr. OA	530-642-7320	amanda.khang@edcgov.us
Kim Tengonciang	Sr. OA	530-573-3246	kim.tengonciang@ecgov.us
Meghan Holmes	Sr. OA	530-642-7462	meghan.holmes@edcgov.us
Rebekah Sexton	Sr. OA	530-642-4881	rebekah.sexton@edcgov.us
Alexis Fisher	Sr. OA	530-642-7243	alexis.fisher@edcgov.us
Devin Perry	Sr. OA	530-642-4859	Devin.perry@edcgov.us
Jacob Blume	Sr. OA	530-642-4840	Jacob.blume@edcgov.us
Vida Marie Holmes	ES II	530-642-7305	vidamarie.holmes@edcgov.us
Jennifer Parks	ES II	530-642-4871	jennifer.parks@edcgov.us
Jan Jaaskela	Supervisor	530-621-7450	jan.jaaskela@edcgov.us
Melissa Akers	ES III	530-642-7324	melissa.akers@edcgov.us
Lorena Shoffner *	ES II	530-642-7197	lorena.shoffner@edcgov.us
Casey Vigil	ES II	530-642-7232	casey.vigil@edcgov.us
Mathew Cortez	ES II	530-642-7188	mathew.cortez@edcgov.us

Rikki King	Supervisor	530-642-7151	rikki.king@edcgov.us
Crista Azevedo	ES III	530-642-7196	crista.azevedo@edcgov.us
Austin Bartlett	ES Trainee	530-642-7332	Austin.bartlett@edcgov.us
Lynette Dunnett	ES I	530-642-7333	Lynette.dunnett@edcgov.us
Denise Pirnik	ES I	530-642-7306	Denise.pirnik@edcgov.us
ReOnna Walker	ES I	530-642-7110	Reonna.walker@edcgov.us
Avalon-Rose Wehe-Moody	ES II	530-642-7176	Avalon-rose.wehe-moody@edcgov.us
Yenok Salmanyany	ES I	530-642-7413	yenok.salmanyany@edcgov.us
Sandy Lee	Supervisor	530-642-7342	sandy.lee@edcgov.us
Laurie Rodman	ES III	530-642-7210	laurie.rodman@edcgov.us
Danelle Perez	ES III	530-621-4891	danelle.aros@edcgov.us
Jennifer Friedland	ES I	530-642-7224	Jennifer.friedland@edcgov.us
Luigi Fusano	ES I	530-642-4889	Luigi.fusano@edcgov.us
Gina Reddin	ES I	530-642-7185	Gina.reddin@edcgov.us
Patrick Slean	ES I	530-642-7183	Patrick.slean@edcgov.us
Lauren Snyder	ES I	530-642-7268	Lauren.snyder@edcgov.us
Cailey Vishney	ES Trainee	530-642-7223	Cailey.vishney@edcgov.us
Vacant	Supervisor		
Augustina Garcia *	Sr. OA	530-642-4835	augustina.garcia@edcgov.us
Brian Beair	OA II	530-642-4854	Brian.beair@edcgov.us
Tim Brink	OA II	530-642-4848	timothy.brink@edcgov.us
Kimberly Clough	OA II	530-642-4875	Kimberly.clough@edcgov.us
Kimberly Kent	OA I	530-642-7243	Kimberly.kent@edcgov.us
Jessica Thomas	OA I	530-642-7125	jessica.thomas@edcgov.us
Maria Soto *	OA II	530-642-7252	maria.soto@edcgov.us
Kristie Wilkins	OA II	530-642-7309	Kristie.wilkins@edcgov.us
Jennifer Manseau	OA I	530-642-7316	Jennifer.manseau@edcgov.us
Anna Carrera *	SSA	530-642-7209	anna.carrera@edcgov.us
Destinee Bell	SSA	530-642-7278	destinee.bell@edcgov.us
Hope Balibrera	SSA	530-673-4335	Hope.balibrera@edcgov.us

<b>South Lake Tahoe Office</b> <b>Staff with a "*" next to their name are bilingual, Spanish speaking.</b>			
Name	Title	Work Phone	E-Mail Address
Lisa Peerson	Supervisor	530-573-3221	Lisa.peerson@edcgov.us
Joshua Braafladt	ES I	530-573-3224	joshua.braafladt@edcgov.us
Mark Wiza	E&T II	530-573-3441	mark.wiza@edcgov.us
Teresa Rodriguez *	E&T II	530-573-4332	teresa.rodriguez@edcgov.us
Salvador Rea*	E&T II	530-573-4302	salvador.rea@edcgov.us
Anna Halonen	SW II	530-573-3273	Anna.halonen@edcgov.us
Gisela Estrada	ES I	530-573-3215	gisela.estrada@edcgov.us
Bailey Wockner	SSA	530-573-3203	Bailey.wockner@edcgov.us

Efren Rosales	Supervisor	530-573-3243	efren.rosales@edcgov.us
Jaime Haley	ES II	530-573-3234	jaime.haley@edcgov.us
Maria Ortiz *	ES I	530-573-3241	maria.ortiz@edcgov.us
Miriam Ramos-Urquilla *	ESIII	530-573-3232	miriam.ramos-urquilla@edcgov.us
Sheri Hardy	ES II	530-573-3219	sheri.hardy@edcgov.us
Veronica Verdin *	ES II	530-573-3209	veronica.verdin@edcgov.us
Ana Schwaitzer-Smith	Supervisor	530-573-4301	ana.schwaitzer-smith@edcgov.us
Alexis Riess	ES I	530-573-3247	alexis.riess@edcgov.us
Fabiola Estrada	Supervisor	530-573-3242	fabiola.estrada@edcgov.us
Hector Novoa *	ES III	530-573-3265	hector.novoa@edcgov.us
Carla Muñoz *	ES II	530-573-4307	carla.munoz@edcgov.us
Yvette Velazquez *	ES II	530-573-3240	yvette.velazquez@edcgov.us
Kyle Martinez*	ES II	530-573-3228	kyle.martinez@edcgov.us
Mackenzie Handy	ES I	530-573-3212	mackenzie.handy@edcgov.us
Cynthia Courtney	ES III	530-543-5908	cynthia.courtney@edcgov.us
Minerva Sanchez-Ramos	ES I	530-573-3277	minerva.sanchez-ramos@edcgov.us
Mary Burba	ES III (EH)	530-573-3136	mary.burba@edcgov.us
Jaime Miller	Supervisor	530-573-3214	
Breanna Querin	Sr. OA	530-573-3239	breanna.querin@edcgov.us
Janet Bachakes	OA II	530-573-3211	Janet.bachake@edcgov.us
Maximiliano Roa	OA I	530-573-3406	Mazimiliano.roa@edcgov.us

## Exhibit C – D-SNAP Application Site Review Checklist

Date: \_\_\_\_\_ Location: \_\_\_\_\_

Site Manager: \_\_\_\_\_ Reviewer: \_\_\_\_\_

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

	Review Areas	Observed			Comments
		Yes	No	N/A	
1	<b>PHYSICAL ADEQUACY OF SITE</b> 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	<b>CERTIFICATION PROCESS</b> Location has writing surfaces – tables +/- or 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		N/A	Comments
		Yes	No		
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	<b>LANGUAGE ISSUES</b> Staff/volunteers are on hand to assist with language services.				

	Review Areas	Observed		N/A	Comments
		Yes	No		
26	<p><b>ISSUANCE SITE CONTROLS</b></p> <p>Required Application/Issuance site controls</p> <p><input type="checkbox"/> Inputting information on all household into the system, including denied applications</p> <p><input type="checkbox"/> Checking household size: Asking applicant for names and dates of births of all household members. Asking applicant to repeat information later</p> <p><input type="checkbox"/> Checking for duplicate participation using onsite/offsite databases or participant lists</p> <p><input type="checkbox"/> Updating database or hardcopy participant list daily</p> <p><input type="checkbox"/> Referring clients without required verification or with inconsistent information to onsite investigators or highly experienced staff</p> <p><input type="checkbox"/> Special procedures for handling State agency employee applications</p> <p>Optional Controls:</p> <p><input type="checkbox"/> Asking name &amp; birth date at start of screening; asking to repeat information later</p> <p><input type="checkbox"/> Delaying issuance of EBT cards to allow some verification and/or cross-checking for those with questionable applications</p>				
27	<p>Personnel present to provide security &amp; crowd control:</p> <p><input type="checkbox"/> local/State police</p> <p><input type="checkbox"/> Security guards</p>				

	Review Areas	Observed			Comments
		Yes	No	N/A	
28	<b>STAFF</b>  The following were identified: <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	<b>WIC</b> Program materials are available to people requesting WIC information. List types.				
30	<b>MISCELLANEOUS</b> Other relief organizations are on site (except FEMA).				
31	<i>To be completed if EBT Cards are issued On-site</i>				
32	Are adequate security personnel assigned to the card issuance site?				
33	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				



	Review Areas	Observed		N/A	Comments
		Yes	No		
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 HHSA has collaborated with Mutual Aid Regions to create comprehensive Mutual Aid Plans in the event that El Dorado County experiences an inability to provide required services due to circumstances beyond our control. Please see below for detailed individual County information regarding completed Mutual Aid Plans.

#### **Alpine County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

#### **Tuolumne County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

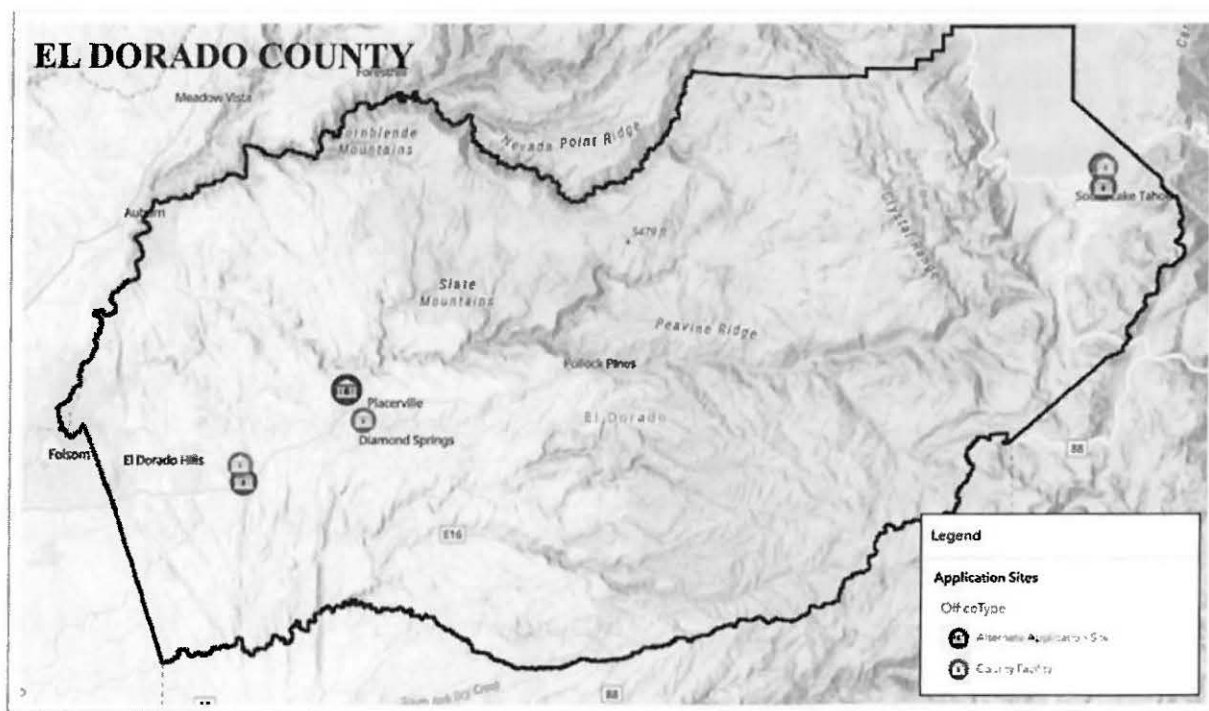
#### **Calaveras County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

#### **Mendocino County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

## 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 (HHS 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

**County of Alpine  
Exhibit C  
Key County Contacts**

County of Alpine	Primary Contact	Back-up Contact
Name:	Patricia Baker	Nichole Williamson
Title:	Integrated Case Worker III	Director
Address:	75A Diamond Valley Road Markleeville, CA 96120	75 A Diamond Valley Road Markleeville, CA 96120
Desk Phone #:	(530) 694-2234	530-694-2235 ext. 233
Back-up #:		
Email:	<a href="mailto:pbaker@alpinecountyca.gov">pbaker@alpinecountyca.gov</a>	<a href="mailto:nwilliamson@alpinecountyca.gov">nwilliamson@alpinecountyca.gov</a>
	MOU Contact	Director (if not already included)
Name:	See Primary	Angela Slais
Title:		Deputy Director, HHS
Address:		75A Diamond Valley Road Markleeville, CA 96120
Desk Phone #:		(530) 694-2235
Back-up#:		
Email:		<a href="mailto:aslais@alpinecountyca.gov">aslais@alpinecountyca.gov</a>

County of El Dorado	Primary Contact	Back-up Contact
Name:	Jonathan Baer	Brian Conway
Title:	Administrative Analyst	Administrative Analyst
Address:	3057 Briw Road, Suite B Placerville, CA 95667	3057 Briw Road, Suite A Placerville, CA 95667
Desk Phone #:	530-642-4894	530-573-3213
Back-up #:		
Email:	<a href="mailto:jonathan.baer@edcgov.us">jonathan.baer@edcgov.us</a>	<a href="mailto:brian.conway@edcgov.us">brian.conway@edcgov.us</a>
	MOU Contact	Director (if not already included)
Name:	Kelly Nakamura	Olivia Byron-Cooper
Title:	Program Manager	Director
Address:	3057 Briw Road, Suite A	3057 Briw Road, Suite B
Desk Phone #:	530-642-7167	530-621-6270
Back-up#:		
Email:	<a href="mailto:kelly.nakamura@edcgov.us">kelly.nakamura@edcgov.us</a>	<a href="mailto:olivia.byron-cooper@edcgov.us">olivia.byron-cooper@edcgov.us</a>

### 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		N/A	Comments
		Yes	No		
1	<b>PHYSICAL ADEQUACY OF SITE</b> 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	<b>CERTIFICATION PROCESS</b> 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		N/A	Comments
		Yes	No		
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	<b>LANGUAGE ISSUES</b> Staff/volunteers are on hand to assist with language services.				

	Review Areas	Observed		N/A	Comments
		Yes	No		
26	<b>ISSUANCE SITE CONTROLS</b> Required Application/Issuance site controls <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  Optional Controls: <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	Personnel present to provide security & crowd control: <input type="checkbox"/> local/State police <input type="checkbox"/> Security guards				

	Review Areas	Observed		N/A	Comments
		Yes	No		
28	<b>STAFF</b>  The following were identified: <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	<b>WIC</b> Program materials are available to people requesting WIC information. List types.				
30	<b>MISCELLANEOUS</b> Other relief organizations are on site (except FEMA).				
31	<b>To be completed if EBT Cards are issued On-site</b>				
32	Are adequate security personnel assigned to the card issuance site?				
33	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				

	Review Areas	Observed		N/A	Comments
		Yes	No		
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 fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

#### **Tuolumne County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

#### **Calaveras County**

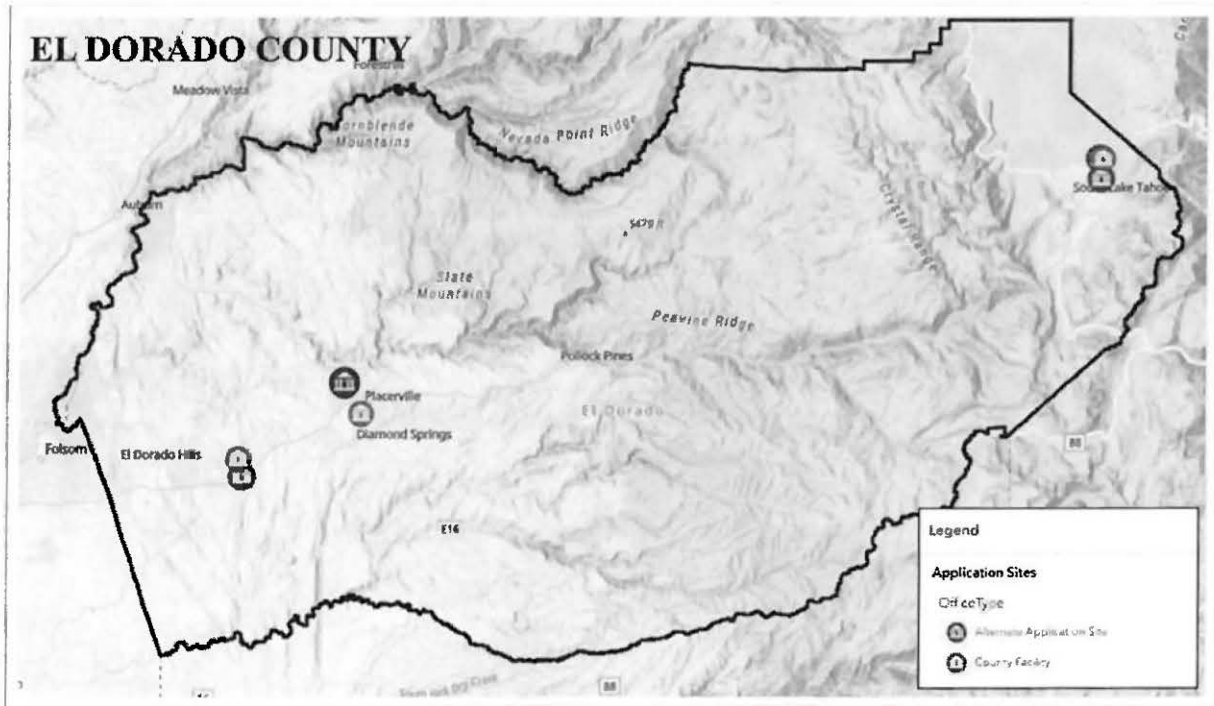
Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.

#### **Mendocino County**

Complete Mutual Aid Plan including fully executed MOU is attached. This MOU became effective on 11/01/2025 and will terminate on 10/31/2028.



## 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 (HHSA 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

**County of Alpine  
Exhibit C  
Key County Contacts**

County of Alpine	Primary Contact	Back-up Contact
Name:	Patricia Baker	Nichole Williamson
Title:	Integrated Case Worker III	Director
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