

**DISASTER CALFRESH PROGRAM  
MEMORANDUM OF UNDERSTANDING (MOU) #6936  
MUTUAL AID PLAN  
PROTOCOL FOR POST-DISASTER SUPPORT/SERVICES ACCOMMODATION**

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

**1. Purpose**

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

**2. General Policy**

The general policy provides that:

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

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

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

**3. Term**

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

**4. Termination**

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

## 5. Definitions

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

## 6. Responsibilities of the Mutual Aid Counties

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

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

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

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

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

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

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

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

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

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

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

**8. Counterparts**

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

**9. Electronic Signatures**

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

**10. Entire MOU**

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

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

Dated: \_\_\_\_\_

**County of Alpine**

By: \_\_\_\_\_

Nichole Williamson  
County Administrative Officer  
County of Alpine  
“Mutual Aid County”

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Dated: \_\_\_\_\_

**County of El Dorado**

By: \_\_\_\_\_

Lori Parlin, Chair  
Board of Supervisors  
"County"

Dated: \_\_\_\_\_

ATTEST:

Kim Dawson  
Clerk of the Board of Supervisors

By: \_\_\_\_\_

Deputy Clerk





# **COUNTY DISASTER CALFRESH PLAN FEDERAL FISCAL YEAR 2023**

**Alpine County Health & Human Services**

**Prepared by:**

**Erin Dobyns**

**Date: July 29, 2022**

## **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**

- Pandemic** 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.
- Health and Safety** 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.
- Social distancing** 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.
- Office closure** In the event that an office closure due to a pandemic the following guidelines will be followed:
- Staff not affected by the virus are assigned to another office
  - Place in public view an “Office Closed” sign which contains the following information:
    - Addresses of open offices in the county
    - BenefitsCal.com website information
    - Place CalFresh applications in public view

**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	As of the 2020 census, there were 1,204 people and 397 households living in Alpine County.
Median income	As of the 2020 census, the median income for a household in the county was \$85,750. The per capita income for the county was \$37,690. About 14.3% of families were below the poverty line.
Access and Functional Needs	As of the March 2022 HHS emPOWER data update, Alpine County has 17 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	As of the 2020 census, 90.7% 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. Under this agreement, Alpine County will be one of five (5) participating counties, including Alpine, Amador, Calaveras, Tuolumne and Yuba counties, which agree to:

1. Support Disaster County call centers in answering client questions and processing applications.
2. Provide technical support to Disaster Counties.
3. 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.

**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 the 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.

**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	The First Responder Support Staff: <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	The First Responder ICW: <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**

**Introduction** 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.

**Processing** 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:

- Coding the DCFP application,
- Running of the DCFP Eligibility Determination and Benefit Calculation (EDBC),
- Rush issuing DCFP benefits.
- Set the appropriate case flag by following the instructions in for CalSAWS

**DCFP certification period** The DCFP certification period is exclusive to each disaster and is usually for a period not to exceed one month. This period is set by the State and is posted on the DCFP instructions distributed to staff.

- DCFP eligible persons** Every household member living in the home at the time the disaster occurred is eligible to DCFP benefits. This includes those persons who are normally excluded from the regular CalFresh Program (CFP) such as:
- Ineligible non-citizens
  - SSI recipients
  - Drug/fleeing felons
  - IPV convictions
  - Ineligible students
- Documenting eligibility** Documenting the disaster information, as well as eligibility is completed on the:
- CF 385: County Use Only Section
  - DCFP e-Application : Journal Template Alpine County CF 126.10 DCF e-App

**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.

**Employee applications**

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:

- Separation of duties for certification and issuance.
- A question will be included on the D-CalFresh application asking if anyone in the household is employed by Alpine County.
- Supervisors or investigators will be utilized to conduct employee certification interviews.
- All approved County employee applications will be audited and that policy will be publicized.

**Monitoring and Reporting**

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.

**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:

<b>D-SNAP DAILY REPORT</b>												
Note: If additional counties are added, the formulas in Location & Program Totals will need to be adjusted.												
	Date	New Apps Taken	New Approved			Avg Benefit per New HH	Households Denied	Supplements Approved			Avg Benefit per Ongoing HH	Total New + Ongoing Benefits
			Households	Persons	Total Benefits			Households	Persons	Total Benefits		
<b>Program TOTAL:</b>			0	0	\$0	0		0	0	\$0		\$0
<b>DISASTER LOCATION:</b>	Date	New Apps Taken	New Approved			Avg Benefit per New HH	Households Denied	Supplements Approved			Avg Benefit per Ongoing HH	Total New + Ongoing Benefits
			Households	Persons	Total Benefits			Households	Persons	Total Benefits		
<b>Location TOTAL:</b>		0	0	0	0			0	0	0.00		0

**POST-DISASTER REPORTING**

The County will prepare to respond in a timely fashion to CDSS post-disaster final data and comprehensive review requests.

*Within 45 days of the termination of D-CalFresh operations, CDSS must submit final disaster figures on the FNS-292B Report of SNAP Benefit Issuance for Disaster Relief.*

*CDSS must review a random sample of 0.5 percent of new D-CalFresh cases, up to a maximum of 500 cases, with a minimum sample size of 25 cases. The sample*

*should include both approved and denied cases. Ongoing CalFresh households that received supplemental/replacement benefits should not be included in the sample, nor should CWD employee cases.*

*CDSS must review 100 percent of all approved CWD employee D-CalFresh cases and may, at its option, also review denied applications. In determining whether appropriate action was taken on the employee cases, CDSS must verify that the application was handled appropriately by a supervisor.*

APPENDIX A



**CDSS DISASTER RESPONSE EMERGENCY CONTACT LIST**

Name	Title	Phone Number	Email
Kathy Yang	Acting Branch Chief	O: (916) 651-3319 C: (916) 698-0854*	<a href="mailto:Kat.Yang@dss.ca.gov">Kat.Yang@dss.ca.gov</a>
Amber Bonilla	Acting Policy & Employment Bureau Chief	O: (916) 657-3434 C: (916) 210-9824*	<a href="mailto:Amber.Bonilla@dss.ca.gov">Amber.Bonilla@dss.ca.gov</a>
Yazmin Saenz	Policy Section Chief	O: (213) 457-1465 C: (213) 435-2488*	<a href="mailto:Yazmin.Saenz@dss.ca.gov">Yazmin.Saenz@dss.ca.gov</a>
Brian Kaiser	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>
Tami Gutierrez	Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825*	<a href="mailto:Tami.Gutierrez@dss.ca.gov">Tami.Gutierrez@dss.ca.gov</a>
Kyle Priess	Policy Manager	O: (916) 651-6023 C: (916) 701-3164*	<a href="mailto:Kyle.Priess@dss.ca.gov">Kyle.Priess@dss.ca.gov</a>
Danielle Wilson	Outreach Manager	O: (916) 651-0441	<a href="mailto:Danielle.Wilson@dss.ca.gov">Danielle.Wilson@dss.ca.gov</a>
Jessica Ampah	Emergency Food Programs Section Chief	O: (916) 651-5243 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	O: (916) 653-5420 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>
Raquel Givon	Enterprise Data Management Branch Chief	O: (916) 654-1770 C: (916) 764-4019*	<a href="mailto:Raquel.Givon@dss.ca.gov">Raquel.Givon@dss.ca.gov</a>
Emily Caruso	Data, Automation & Projects Section Chief	O: (916) 823-2778	<a href="mailto:Emily.Caruso@dss.ca.gov">Emily.Caruso@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>
Joan Gifford	OSI/EBT Operations Lead	O: (916) 263-4163 C: (916) 416-0163*	<a href="mailto:Joan.gifford@osi.ca.gov">Joan.gifford@osi.ca.gov</a>

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

## USDA FNS DISASTER RESPONSE EMERGENCY CONTACT LIST

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

\*Please 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**

Regular Work location for ALL staff on this list: 75 Diamond Valley Rd, Markleeville

Region	Name	Title	Work Phone	Cell Phone
Admin and HHS	Nichole Williamson <a href="mailto:nwilliamson@alpinecountyca.gov">nwilliamson@alpinecountyca.gov</a>	County Administrative Officer & HHS Director	530-694-2235	530-863-3242
HHS	Erin Dobyms <a href="mailto:edobyms@alpinecountyca.gov">edobyms@alpinecountyca.gov</a>	HHS Deputy Director	530-694-2235	530-721-6673
HHS	Tim Streeper <a href="mailto:tstreeper@alpinecountyca.gov">tstreeper@alpinecountyca.gov</a>	Public Health Program Manager & Emergency Coordinator	530-694-2235	530-721-5020
HHS	Janel Morales <a href="mailto:jmorales@alpinecountyca.gov">jmorales@alpinecountyca.gov</a>	Fiscal & Admin Supervisor	530-694-2235	530-721-2116
HHS	Lauren Slavik <a href="mailto:lslavik@alpincountyca.gov">lslavik@alpincountyca.gov</a>	Fiscal & Technical Specialist	530-694-2235	530-721-7623
HHS	Gabriel Chavarin <a href="mailto:gchavarin@alpinecountyca.gov">gchavarin@alpinecountyca.gov</a>	Integrated Case Worker (ICW) III	530-694-2235	530-721-0817
HHS	Vacant	Administrative Assistant	530-694-2235	
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	Mathieu David <a href="mailto:mdavid@alpinecountyca.gov">mdavid@alpinecountyca.gov</a>	Social Worker III	530-694-2235	530-721-0303
HHS	Dr. Richard Johnson <a href="mailto:rjohnson@alpinecountyca.gov">rjohnson@alpinecountyca.gov</a>	Public Health Officer	530-694-2235	

**Emergency Responders**

Red Cross	Tami Martin <a href="mailto:Tami.Martin@redcross.org">Tami.Martin@redcross.org</a>	Disaster Program Manager (Region)	916-835-8503	916-709-3146
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APPENDIX C

## Alternate Work Locations and Department Operations Center

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**Overview** 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.

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**Primary Operations** In general, the primary operations are located at the Alpine County Health & Human Services office:

75A Diamond Valley Rd  
Markleeville, CA 96120  
(530) 694-2235

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**Alternate Work Locations** The Alpine County Director may designate alternate or temporary work locations in the event the primary location is deemed unsafe. The alternate location:

Alpine County Administration  
99 Water St.  
Markleeville, CA 96120  
(530) 694-2287

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**Alpine County Management Section** Alpine County Management, utilizing the lines of succession will be responsible to provide adequate management support, services and infrastructure for the DOC.

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**Operations Section** 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.



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# EL DORADO COUNTY DISASTER CALFRESH PLAN

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DISASTER CalFresh  
County Plan

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Ashley Smith,  
Administrative Analyst II,  
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



**SIGNATURE PAGE**

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**Self Sufficiency**

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07/18/2022

**Patty Moley, Assistant Director of**

**Self Sufficiency and Community Resources**

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# SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES

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

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

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

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

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

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

## THE ROLE OF LOCAL LAW ENFORCEMENT

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

presence may be required to:

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

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

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

## THE ROLE OF THE LOCAL FIRE DEPARTMENT

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

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

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

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

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

**THE ROLE OF LOCAL EMERGENCY RESPONDERS**

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

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

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

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

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

Please see below for key [CDSS CalFresh Policy and Automation](#) contacts:

## CDSS Disaster Response Emergency Contact List

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

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

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

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

Please see below for the key CDSS CalFresh Operations contact:

Name	Title	Phone Number	E-mail
Tami Guterrez	CalFresh and Nutrition Branch, Operations Bureau, Chief	O: (916) 653-5420 C: (916) 661-0825	<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 and Nutrition Branch, Programs Bureau, Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Danielle Wilson	CalFresh and Nutrition Branch, Programs Bureau, Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov

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

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

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

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



impacted area(s).

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

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

Please see below for key CDSS EFAP contacts:

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

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

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

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

Please see below for USDA FNS Contacts:

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

Bradford Williams	Operations Lead Program Specialist	O: (415) 744-3801 C: (415) 844-0251*	Bradford.williams@usda.gov
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\*Please do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

## SECTION 2: D-CALFRESH READINESS

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

### PANDEMIC PLANNING

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

### DATA

#### **El Dorado County Emergency Operations Plan**

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

#### **Community Profile**

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

## Population

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

Jurisdiction	2021
Placerville (City of)	10,869
South Lake Tahoe (City of)	21,414
El Dorado County (Unincorporated)	160,938
<b>Total Population</b>	<b>193,221</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 MOU's for all Mutual Aid Regions are included as Exhibit F of this plan.

## **D-CALFRESH RESPONDERS**

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

D-CalFresh First Responders are Health and Human Service Agency staff who will be called upon to process D-CalFresh applications and/or work at the disaster centers when a disaster is federally approved. They will be working either in an 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
- Program Managers (PM)
- Office Assistants (OA)
- Office Services Supervisors (OSS)
- Eligibility Specialists I/II/III (ES)
- Employment & Training Workers I/II/III (E&T)
- Eligibility Supervisors (ESS)
- Employment and Training Supervisors (ETS)
- System Support Analysts (SSA)
- Administrative Analysts I/II (AA)
- Administrative Assistant I/II
- System Support Assistants (SSAsst)
- Assistant Director
- SAWS Consortia Regional Managers

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

## **APPLICATION SITES**

### **Alternate Work Location**

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

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

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

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

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

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

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

Site Operations:

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

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

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

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

This checklist is included in this plan as Exhibit C.

**PROCEDURES TO REDUCE APPLICANT HARDSHIP**

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

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

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

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

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

Human Comforts List	
Possible Need	Suggestions
Medical Care	<ul style="list-style-type: none"> <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 also through bilingual staff who are considered First Responders.

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

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

LEP Provisions List	
Language Services	<ul style="list-style-type: none"> <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 on a daily basis (when possible).
- Supervisory or management staff will ensure EBT cards are maintained in a safe and secure location at the emergency site location.
- Issuance of EBT Cards will be tracked utilizing the current EBT Card Log included in this plan as Exhibit D. A separate EBT Card Log will be utilized to track Disaster EBT Cards.
- Supervisory or management staff will reconcile number of cards set up with EBT accounts and the number of cards issued. Any discrepancies will be researched and explained.
- Fiscal staff will have the primary responsibility for tracking disaster benefits separately from ongoing benefit issuance. Staff will utilize the reports outlined in the **Daily Reporting** section of this plan to track and report data to CDSS.

## **DISASTER RESPONSE TRAINING**

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

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

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

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

## **PUBLIC INFORMATION AND OUTREACH**

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

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

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

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

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

### **Public Announcements**

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

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

### **Outreach Partners**

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

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

## **Volunteers**

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

## **Retailer Communication**

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

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

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

## **CERTIFICATION PROCESS**

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

### **Completing the Application**

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

### **Methods for filing the CF 358 Application for D-CalFresh**

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

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

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

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

### **Screening**

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

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

### **Duplicate Participation Information**

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

CWDs are required to screen for duplicate participation in:

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

### **Interview and Certification**

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

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

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

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

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

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

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

### **Alternative Interview Methods to Ensure Access**

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

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

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

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

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

## **Verification**

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

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

## **D-CalFresh Eligibility Requirements**

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

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

Eligibility Factor	Explanation	Verification Requirement
Application	Must apply during the D-CalFresh application period.	CF 385 date or D-CalFresh e-APP date
Disaster Status at time of application	<p>The household must have suffered one of the following events:</p> <ul style="list-style-type: none"> <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 to D-CalFresh.	Applicant must sign statement under penalty of perjury that information is correct.
SSN	SSNs are not required under D-CalFresh rules. Providing a SSN is voluntary and will not result in ineligibility if not provided.	Obtain where possible.
Student Status	Student status is not applicable under D-CalFresh rules. Students are eligible.	N/A
Fleeing Felons	Fleeing Felon status is not applicable under D-CalFresh rules. Fleeing Felons are eligible.	N/A
IPV Status	Intentional Program Violation (IPV) disqualifications do not apply to D-CalFresh. Committing IPV in the D-CalFresh will count towards disqualification in the regular CalFresh Program.	N/A
Resource Eligibility	Resource limits do not apply in D-CalFresh rules. Liquid resources such as, cash on hand, accessible savings/checking accounts, are included in income eligibility – there is no separate resource test.	N/A
Income Eligibility	Only net (take-home) income expected to be received during the benefit period is counted. Take-home pay is defined as wages a household actually receives after taxes and <i>all</i> payroll withholding, public assistance payments or other unearned income, and net self-employment income. No special provisions for elderly and handicapped.	Verify where possible.
Deductions	Allow only disaster-related expenses.	Verify where possible.
Reporting	The household is not required to report changes.	N/A
Work Requirement	There is no work requirement under D-CalFresh rules.	N/A

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

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

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

**Processing Standards**

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

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

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

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

**D-CalFresh Certification Period**

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

## Documenting D-CalFresh Eligibility

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

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

Step	Description-Overview
1	<p>The D-CalFresh First Responder OA will:</p> <ul style="list-style-type: none"> <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:

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

### D-CalFresh Post-Disaster Reviews

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

### IEVS

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

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

## **Fraud**

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

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

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

## **DAILY REPORTING**

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

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

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

See Exhibit E for Sign In/Out Sheet

## SECTION 3: EXHIBITS

### Exhibit A - Administrative Services/Information Technologies Staff List

D-CalFresh Administrative Services/Information Technologies Responder List	D-CalFresh Administrative Services Staff are responsible for notifying, deploying, and maintaining communication with the First Responders, other departments, employees, and the community in the event of a disaster. County Information Technologies staff are responsible for ensuring network and telephone connectivity if possible.
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Name	Title	Work Phone	Emergency Contact Phone	E-Mail Address
Daniel Del Monte	Director, Acting	530-295-6907	530-295-6907	Daniel.DelMonte@edcgov.us
Kimberly McAdams	Chief Fiscal Officer	530.295.6932	530.295.6932	Kimberly.McAdams@edcgov.us
Patty Moley	Assistant Director	530.642.4806	530.409.4794	Patty.moley@edcgov.us
Machelle Rae	Deputy Director	530.642.7246	530.620.8350	Machelle.rae@edcgov.us
Karen Thomas	Program Manager	530.621.7421	209-781-6343	Karen.Thomas@edcgov.us
Timalynn Jaynes	Program Manager	530.573.3230	530.957.7868	Timalynn.Jaynes@edcgov.us
Jennifer Rogers	Program Manager	530.642.7284	530-663-6545	Jennifer.Rogers@edcgov.us
Traci Stilwell	Executive Assistant	530.642.7352	530.642.7352	Traci.Stilwell@edcgov.us
Ashley Smith	Administrative Analyst	530.621.5418	530.621.5418	Ashley.Smith@edcgov.us
Katie Baer	Administrative Analyst	530.642.7229	530.642.7229	Katherine.Baer@edcgov.us
Maggie Williams	Health Program Manager/PIO	530.642.7164	916.365.5034	Margaret.Williams@edcgov.us
Tonya Digiorno	Information Technologies Director	530.621.5575	916-337-1465	Tonya.digiorno@edcgov.us
Kristen Gurrola	Program Manager, Administration	530-295-6917	916-996-5581	kristen.gurrola@edcgov.us



**Exhibit B - First Responders List**

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

Johnny Savage	ESII	642-7228	Johnny.savage@edcgov.us
Jacalyn Kiely	ESII	642-4871	Jacalyn.kiely@edcgov.us
Lelia Marks	ESII	642-4892	Leila.marks@edcgov.us
Sharon McNeil	ESII	621-7462	Sharon.mcneil@edcgov.us
Loyd Brush	ESII	642-7148	Loyd.brush@edcgov.us
Jonathan Zeno	ESII	642-4838	Jonathan.zeno@edcgov.us
Paul Ogden	ESII	642-7225	Paul.ogden@edcgov.us
Chase Gordon	ESII	642-4898	Chase.gordon@edcgov.us
Erin Martin	ESII	642-7224	Erin.martin@edcgov.us
Crista Azevado	ESII	642-7196	Crista.azevado@edcgov.us
Daniel Marriot	ESII	642-4826	Daniel.marriot@edcgov.us
Faith Rich	ESII	642-7150	Faith.rich@edcgov.us
Patti Ward	ESII	642-7308	Patricia.ward@edcgov.us
Jeanette Perez	ESII	642-7344	Jeanette.perez@edcgov.us
Berenice Vidal	ESII	642-7301	Berenice.vidal@edcgov.us
Kevin Sowles	ES I	642-7245	William.sowles@edcgov.us
Vida Marie Holmes	ES I	642-7305	Vidamarie.holmes@edcgov.us
Alexis Farr	ES I	642-7259	Alexis.farr@edcgov.us
Alicia Ferris	ES I	642-7237	Alicia.ferris@edcgov.us
Joo-Young Oh	ES I	642-7176	Jooyoung.oh@edcgov.us
Regan Reed	ES Trainee	642-7125	Regan.reed@edcgov.us
Tori Cleveland	ES Trainee	642-7110	Tori.cleveland@edcgov.us
Darleen Aiello	ES Trainee	642-4815	Darleen.aiello@edcgov.us
Tamta Pereau	ES Trainee	642-7410	Tamta.pereau@edcgov.us
Danelle Aros	ES Trainee	642-4891	Danelle.aros@edcgov.us
Michelle Derr	ES Trainee	621-7422	Michelle.derr@edcgov.us
Christina McDaniel	ES Trainee	642-7316	Christina.mcdaniel@edcgov.us
Emily Seezox	ES Trainee	642-7187	Emily.seezox@edcgov.us
Michaela Hughes	ES Trainee	642-7262	Michaela.hughes@edcgov.us
Ariana Khang	ES Trainee	642-7189	Ariana.khang@edcgov.us
Melissa Nicol	ES Trainee	642-7306	Melissa.nicol@edcgov.us
Alex Khang	ES Trainee	642-7295	Alex.khang@edcgov.us
Melissa Rice	SR. OA	642-7303	melissa.rice@edcgov.us
Joshua Samuels	SR. OA	642-7261	Joshua.samuels@edcgov.us
Amanda Khang	SR. OA	642-7320	amanda.khang@edcgov.us
Katelyn McGrath	SR. OA	642-4840	katelyn.mcgrath@edcgov.us
Tim Brink	OAll	642-4848	Tim.brink@edcgov.us
Karen Caballero	OAll	642-7252	Karen.caballero@edcgov.us
Leon Phaby	OAll	295-6911	Leon.phaby@edcgov.us
Rebekah Sexton	OAll	642-4881	Rebekah.sexton@edcgov.us
Chere Ashmead	OA II	642-4835	chere.ashmead@edcgov.us
Ann D'Amico	E&TIII	642-4825	Ann.d'amico@edcgov.us
Sherry Whalen	E&TIII	642-7369	Sherry.whelen@edcgov.us
Sarah Schmudlach	E&TIII	642-4897	Sarah.schmudlach@edcgov.us
Penny Shervey	E&TIII	642-7163	Penny.shervey@edcgov.us
Melissa McCann	E&TII	642-7258	Melissa.mccann@edcgov.us
Sandra Reece	E&TII	642-4861	Sandra.reece@edcgov.us
Katelin Conley	E&TII	642-7226	Katelin.conley@edcgov.us
Belinda Knittle	E&TII	642-7262	Belinda.knittle@edcgov.us
Christopher Tanger	E&TII	642-7262	Christopher.tanger@edcgov.us
Mindy Bravo	E&T I	642-4880	mindy.bravo@edcgov.us

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

## South Lake Tahoe Office

Staff with a “ \* ” next to their name are bilingual, Spanish speaking.

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

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

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

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

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

	Review Areas	Observed		Comments
		Yes	No	
1	<b>PHYSICAL ADEQUACY OF SITE</b> Observation of area outside of the building appears to be in order (signage, security, etc).		N/A	
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		Comments
		Yes	No	
16	<p>Applicants are being screened to check:</p> <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)			N/A
17	<p>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?</p>			
18	<p>Average waiting time to be served appears reasonable</p>			
19	<p>Type of system used to serve the public (numbers, etc) appears reasonable.</p>			
20	<p>Interview area is set-up to protect applicants' privacy to the extent feasible.</p>			
21	<p>System is in place to provide consistent policy guidance: e.g. a hotline to answer policy questions or a policy Q&amp;A session is conducted daily before the start of operations.</p>			
22	<p>A plan is in place to conduct on-site reviews of denied applications:</p> <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	<p>Program materials are available for public on:</p> <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	<p>Card inventory is conducted on-site:</p> <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	<p><b>LANGUAGE ISSUES</b> Staff/volunteers are on hand to assist with language services.</p>			

	Review Areas	Observed		Comments
		Yes	No	
26	<p><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</p> <p>Optional Controls:  <input type="checkbox"/> Asking name &amp; 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</p>			N/A
27	<p>Personnel present to provide security &amp; crowd control:  <input type="checkbox"/> local/State police  <input type="checkbox"/> Security guards</p>			

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



	Review Areas	Observed		Comments
		Yes	No	
34	Are cards and manifest being kept out of the sight of applicants?			N/A
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

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

## Sign In/Out Sheet

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**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**

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

#### **Tuolumne County**

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

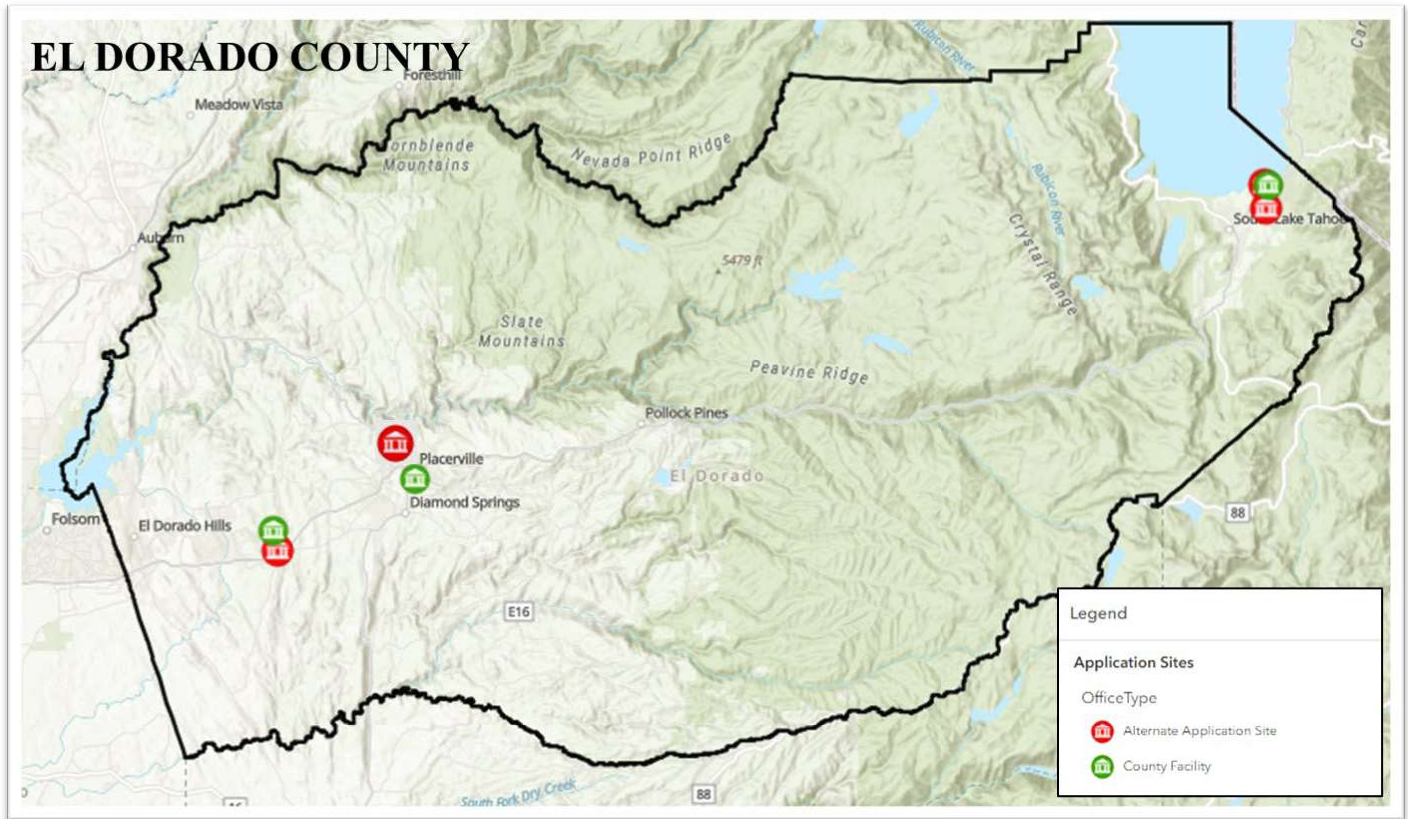
#### **Calaveras County**

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

#### **Mendocino County**

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

**Exhibit G – Application Sites**



Possible Alternate Worksites	
Name of Location	Address of Location
El Dorado County Fair Grounds	100 Placerville Dr. Placerville, Ca 95667
Shingle Springs Office (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

## Exhibit B

County of Alpine	Primary Contact	Back-up Contact
Name: Title: Address:  Desk Phone #: Back-up #: Email:	Nichole Williamson County Administrative Officer 75 Diamond Valley Rd Markleeville, CA 96120 530-694-2235 530-863-3242 nwilliamson@alpinecountyca.gov	Erin Dobyons Deputy Director 75 Diamond Valley Rd Markleeville, CA 96120 530-694-2235 530-721-6673 edobyons@alpinecountyca.gov
	MOU Contact	Director (if not already included)
Name: Title: Address:  Desk Phone #: Back-up#: Email:	Erin Dobyons Deputy Director 75 Diamond Valley Rd Markleeville, CA 96120 530-694-2235 530-721-6673 edobyons@alpinecountyca.gov	See Primary

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