

**DISASTER CALFRESH PROGRAM
MEMORANDUM OF UNDERSTANDING (MOU) #6937
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 Mendocino 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 or www.C4Yourself.com and
- e. Working with the consortium to leverage technical capability when available for remote Mutual Aid County assistance.

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

8. Counterparts

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

9. Electronic Signatures

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

10. Entire MOU

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

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

Dated: _____

County of Mendocino

By: _____

Bekkie Emery, Director
County of Mendocino
“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

Exhibit A-1

SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES

THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S)

In the event of a major disaster, designated County Health & Human Services Agency staff will perform the following actions:

- Work with CDSS to prepare waivers under the provisions of AB607, such as a Hot Foods, Mass Replacement and/or Timely Reporting of Food Loss Waiver(s).
- Evaluate the need for a D-CalFresh program.
- Prepare and submit a letter to CDSS to operate a D-CalFresh program.
- Distribute press releases to media in collaboration with the HHSA Communications Coordinator.
- Provide training to staff as needed.
- Provide staff to interview customers and process D-CalFresh applications.
- Issue D-CalFresh benefits.
- Provide immediate supervisory review of all denied benefits.
- Act as a resource to neighboring counties in the event that that a neighboring county requires assistance.
- Provide daily and post D-CalFresh reports to CDSS and FNS as required.

Points of Contact

The D-CalFresh Program Coordinator is a designated individual to communicate and coordinate with the Care and Shelter Team (CAST), formally known as the Disaster Response Team, CDSS, FEMA, the County Disaster CalFresh Program Implementation Team and Mutual Assistance County. This person also coordinates implementation of the D-CalFresh program in Mendocino County. The Employment and Family Assistance Services (EFAS) Deputy Director is designated as the coordinator.

Rachel Ebel-Elliott	EFAS Deputy Director	(707) 463-7836	Ebel-ElliottR@mendocinocounty.org
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The D-CalFresh Program Liaison is a designated individual responsible for communication and coordination between the county and state when the D-CalFresh program is discussed. The EFAS Program Manager in Fort Bragg is the designated liaison.

Isabel Oglesby	CF Program Manager	(707) 962-1065	oglesbyi@mendocinocounty.org
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The D-CalFresh Program Implementation Team is a team consisting of the HHSA Director, Social Services Director, EFAS Deputy Director, EFAS Program Managers and EFAS Program Specialists. This team develops action plans and options, seeks

and prepares issuance sites, arranges staff assignments, conducts training on the D-CalFresh program and prepares press releases.

- * The Program Administrator of the PATHS Unit is responsible for facilitating the implementation of the D-CalFresh program.
- ** The Account Specialist Supervisor or EBT Subject Matter Expert in PATHS is responsible for monitoring EBT card stock, ordering EBT cards and maintaining EBT card issuance equipment.

Bekkie Emery	Social Services Director	(707) 463-7761	emeryb@mendocinocounty.org
Kelsey Rivera	Social Services Asst Dir	(707) 463-7777	riverak@mendocinocounty.org
Rachel Ebel-Elliott	EFAS Deputy Director	(707) 463-7836	ebel-elliott@mendocinocounty.org
Laura Cameron	EFAS Program Manager	(707) 463-7858	cameronl@mendocinocounty.org
Pauline Rantala	EFAS Program Manager	(707) 463-7865	rantalapa@mendocinocounty.org
Isabel Oglesby	EFAS Program Manager	(707) 962-1065	oglesbyi@mendocinocounty.org
Chris Kier	CJS Program Manager	(707) 467-5587	kierc@mendocinocounty.org
**Sabrina Vandervort	Account Spec. Supe	(707) 467-5887	vandervorts@mendocinocounty.org
*Diane Delgado	Program Administrator	(707) 463-7811	delgadod@mendocinocounty.org
Yolanda Luque	Sr. Program Specialist	(707) 463-7771	luquey@mendocinocounty.org
Lilly Caravello	Program Administrator	(707) 467-5907	caravello@mendocinocounty.org
Rae Iannetta	Program Specialist	(707) 463-7492	iannettar@mendocinocounty.org
Fangling Zhang	Program Specialist	(707) 467-7877	zhangf@mendocinocounty.org
Jenna Bunker	Program Specialist	(707)962-1038 & (707) 463-7735	bunkerj@mendocinocounty.org
Tami Voris	Program Specialist	(707) 467-5506	vorist@mendocinocounty.org
Willie Green III	Program Specialist	(707) 467-5933	greenw@mendocinocounty.org
Candy Prairie	Sr. Program Specialist	(707) 467-5566	prairie@mendocinocounty.org
Elaine Chan	Program Specialist	(707) 467-5514	chane@mendocinocounty.org

The Care and Shelter Team (CAST) is comprised of various members of the Agency who are trained to mobilize and set up shelters in the event that a disaster is declared.

Kimberly Andrews	Social Worker Supervisor	(707) 463-7946	andrewsk@mendocinocounty.org
Teresa Baumeister	Social Worker III	(707) 962-1078	baumeistert@mendocinocounty.org
Jackie Branick	Eligibility Specialist III	(707) 463-7830	branickj@mendocinocounty.org
Sandi Canaday	Program Administrator	(707) 463-7938	canadays@mendocinocounty.org
Ira Caughron	Emp/Trng Worker	(707) 463-7948	caughroni@mendocinocounty.org
Jessica Christensen	Social Worker Assistant	(707) 463-7853	christensenj@mendocinocounty.org
David Corcoran	Program Specialist II	(707) 463-7964	corcorand@mendocinocounty.org
David de Noon	Eligibility Spec. Supe	(707) 463-7924	denoond@mendocinocounty.org
Nichole Dewald	Health Prog Elig Wrkr	(707) 467-5899	dewaldn@mendocinocounty.org
Cierra Diaz	Account Spec. Supe	(707) 463-7912	diazc@mendocinocounty.org
Bekkie Emery	Social Services Director	(707) 463-7761	emeryb@mendocinocounty.org
Jessica England	Eligibility Specialist III	(707) 463-7918	englandj@mendocinocounty.org
Katherine Ferrante	Program Specialist II	(707) 463-7793	ferrantek@mendocinocounty.org
Paulina Frank-Barnett	Eligibility Specialist I	(707) 463-7968	frankp@mendocinocounty.org
Jessica Gold	Eligibility Spec. Supe	(707) 463-7720	goldj@mendocinocounty.org
Steve Gornyeczc	Program Specialist II	(707) 463-7894	gornyeczs@mendocinocounty.org
Carrie Harpe	Eligibility Specialist III	(707) 468-7047	harpec@mendocinocounty.org
Margaret Herold (Cahill)	Social Worker III	(707) 456-3721	heroldm@mendocinocounty.org
Karen Jason	Program Administrator	(707) 467-5896	jasonk@mendocinocounty.org
Christine Kelly	Staff Assistant III	(707) 962-1169	kellyc@mendocinocounty.org
Brian Klovski	Program Specialist II	(707) 463-7841	klovskib@mendocinocounty.org
Kristi Koopman	Emp/Trng Supervisor	(707)456-3745	koopmank@mendocinocounty.org
Sarah Miles	Social Worker III	(707) 463-7991	miless@mendocinocounty.org
Krista Miller	Screeener	(707) 463-7871	millerk@mendocinocounty.org
Marie Moon	Eligibility Specialist III	(707) 456-3724	moonm@mendocinocounty.org
Aya Moran	Program Specialist II	(707) 467-5825	corcorand@mendocinocounty.org
Kimberly Nailor	Eligibility Specialist II	(707) 463-7900	nailork@mendocinocounty.org
Tamera Newell	Social Worker III	(707) 467-5832	newellt@mendocinocounty.org
Hannah Orsi	Social Worker I	(707) 962-1021	orsih@mendocinocounty.org
Ashley Otis	Social Worker III	(707) 463-7929	otisa@mendocinocounty.org
Jacqueline Otis	Social Worker III	(707) 467-5898	otisj@mendocinocounty.org

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Lily Perez	Social Worker III	(707) 463-7826	perezl@mendocinocounty.org
Kimberly Pickering	Social Worker III	(707) 463-7921	pickeringk@mendocinocounty.org
Terry Ramos	Eligibility Specialist III	(707) 463-7784	ramost@mendocinocounty.org
Shane Reynolds	Eligibility Specialist II	(707) 463-7837	reynoldss@mendocinocounty.org
Kelsey Rivera	Social Services Asst Dir	(707) 463-7777	riverak@mendocinocounty.org
Chela Ruano	Social Worker Assistant	(707) 962-1031	ruanoc@mendocinocounty.org
Elizabeth Sedano	Social Worker III	(707) 456-3723	sedanoe@mendocinocounty.org
Daniele Shields	Social Worker Supervisor	(707) 463-7810	shieldsd@mendocinocounty.org
Marie Tuttle	Program Administrator	(707) 463-7951	tuttlem@mendocinocounty.org
Jeff Weston	Eligibility Specialist III	(707) 467-5812	westonj@mendocinocounty.org
Tracy Wright	Eligibility Specialist III	(707) 463-7752	wrightt@mendocinocounty.org
Berdette Wymer	Social Worker IIII	(707) 463-7889	wymerb@mendocinocounty.org
Mary Zigler	Emp/Trng Supervisor	(707) 463-7947	ziglerm@mendocinocounty.org

Mendocino County is located geographically in Region 3 in the CalSAWS consortia. Region 3 is made up of 14 northern California counties. There is 1 Regional Project Manager who covers this area.

Bobbi Wibbenhorst	Regional Manager	(707) 476-4763	bwibbenhorst@co.humboldt.ca.us
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The Health & Human Services Agency has a Special Investigations Unit that consists of 6 sworn officers on staff that will be available in the event of a major security issue. The Agency also contracts with American Guard Services and has an unarmed guard on duty during business hours at each site. The security guards will be assigned to monitor the issuance sites and de-escalate any potential confrontations or security risks. Below is a listing of their contact information.

SPECIAL INVESTIGATIONS UNIT			
FOR IMMEDIATE ASSISTANCE: (707) 467-5800			
Investigators	Work schedule	Phone number	Email address
John Martire, Chief	M-TH 7:00-5:00	(707) 467-5856/272-7095 (cell)	martirej@mendocinocounty.org
Patrick McCloskey	T-FR 7:00-5:00	962-1123 (FB)/467-5830 (UK)/ 391-3140 (cell)	mccloskeyp@mendocinocounty.org
Brad Walker	M-TH 7:00-5:00	(707) 467-5859/391-4736 (cell)	walkerb@mendocinocounty.org
Billy Arms	M-TH 7:00-5:00	(707)463-7847 (UK)/456-3743 (WL)/ 391-4736 (cell)	armsb@mendocinocounty.org
Curtis Labus	M-TH 7:00-5:00	(707) 463-7846/367-3125 (cell)	labuscu@mendocinocounty.org

Brandon McGregor	T-FR 7:00-5:00	(707)463-7956/367-8598 (cell)	mcgregorb@mendocinocounty.org
AMERICAN GUARD SERVICES			
American Guard Services			
Location	Phone number	Work schedule	
Yokayo Social Services Campus (UK)	(707) 671-5542	M-TH 10:00-6:00/FR 8:30-4:30	
Fort Bragg Avila Center	(707) 671-5591	M-TH 7:00-5:00	
Willits Campus (WISC)	(707) 972-2605	M-TH 8:30-6:30	

THE ROLE OF LOCAL LAW ENFORCEMENT

In the event a disaster is declared and security becomes a concern and a situation escalates past the abilities of the Agency’s Special Investigators or security guards, staff may need to contact local law enforcement as an alternative. Below is a listing of contact information.

UKIAH POLICE DEPARTMENT		
300 Seminary Ave., Ukiah, CA 95482		
ALL EMERGENCIES: 911		
Dispatch (Non-Emergency)	(707-463-6262	24-hour line
Office Number	(707) 463-6242	M-TH 8:00-4:00
Fax Number	(707) 462-6068	
Acting Police Chief, Cedric Crook		

FORT BRAGG POLICE DEPARTMENT		
250 Cypress St., Fort Bragg, CA 95437		
ALL EMERGENCIES: 911		
Dispatch (Non-Emergency)	(707-964-0200	24-hour line
Office Number	(707) 961-2800	M-F 9:00-5:00, closed last FR/mthly
Fax Number	(707) 961-2806	
Police Chief, John Naulty		

WILLITS POLICE DEPARTMENT		
125 E. Commercial St., Ste 150, Willits, CA 95490		
ALL EMERGENCIES: 911		
Dispatch (Non-Emergency)	(707-459-6122	24-hour line
Office Number	(707) 459-6122	24-hour line; Office open 6am-6pm
Fax Number	(707) 459-0405	
Police Chief, Alexis Blaylock		

THE ROLE OF LOCAL FIRE DEPARTMENT

In the event that health and/or hazard become a concern that escalates beyond the abilities of County Facilities, staff may need to contact the fire department. Below is a listing of the main fire departments in the county.

UKIAH VALLEY FIRE AUTHORITY		
1500 S. State St., Ukiah, CA 95482		
ALL EMERGENCIES: 911		
Office Number	(707) 462-7921	M-F 8:00-5:00
Fax Number	(707) 462-2938	
Fire Chief, Doug Hutchison		

FORT BRAGG FIRE DEPARTMENT		
141 N. Main St., Fort Bragg, CA 95437		
ALL EMERGENCIES: 911		
Office Number	(707) 961-2831	
Fax Number	(707) 961-2821	
Fire Chief, Steve Orsi		

LITTLE LAKE FIRE PROTECTION DISTRICT		
1575 Baechtel Rd., Willits, CA 95490		
ALL EMERGENCIES: 911		
Office Number	(707) 459-6271	M-F 8:00-5:00
Deputy Fire Chief, John Thomen		

THE ROLE OF LOCAL EMERGENCY RESPONDERS

Community partners can play a critical role in getting the word out about the D-CalFresh program, as they serve some of the neediest populations through their services. Providing flyers to these partners will be an important strategy to outreach to more residents, because electronic methods of communication may become unusable. Additionally, the County can refer households to these community resources when the household's needs cannot be met through the D-CalFresh Program alone. These Partners may be able to assist clients with personal care needs, housing resources, and other non-food items.

COMMUNITY ORGANIZATIONS		
Ukiah		
Plowshares Dining Room	1346 S. State Street	(707) 462-8582
Ukiah Community Center & Food Bank	888 N. State Street	(707)462-8879
Ukiah Senior Center	499 Leslie Street	(707) 462-4343
Ford Street Project	139 Ford Street	(707) 462-1934

COMMUNITY ORGANIZATIONS		
Fort Bragg		
Fort Bragg Food Bank	910 N. Franklin Street	(707) 964-9404
Redwood Coast Seniors, Inc.	490 N. Harold Street	(707) 964-0443
Mendocino Coast Hospitality Center	101 N. Franklin Street	(707) 961-0172
Mendocino Coast Hospitality House	237 N. McPherson Street	(707) 961-1150

COMMUNITY ORGANIZATIONS		
Willits		
Willits Community Services & Food Bank	229 E. San Francisco Street	(707) 459-3333
Sherwood Valley Food Program	1220 Blosser Lane	(707) 456-1710
Willits Seniors, Inc.	1501 Baechtel Road	(707) 459-6826

COMMUNITY ORGANIZATIONS		
County Wide		
American Red Cross	5297 Aero Dr., Santa Rosa, CA 95403	(707) 577-7600
Salvation Army Corp Center	93 Stony Cr., Santa Rosa, CA 95401	(707) 542-0981

Information about the County Emergency Operations Plan can be obtained from the Mendocino County Office of Emergency Services (OES). The County OES representative can be contacted at:

Office of Emergency Services
Brentt Blaser
Emergency Services Coordinator

951 Low Gap Road
Ukiah, CA 95482
Office: (707) 467-6497

Additionally, the County Multi-Hazard mitigation plan including maps of hazard areas for various natural and other disasters is located on the County OES web site at:

<http://www.mendocinocounty.org/>

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

When a D-CalFresh program is operational, CDSS CalFresh Policy staff will be responsible for:

- Assisting the county in submitting waiver(s), extension requests or implementing other food programs.
- Providing policy training or resources.
- Providing policy support at remote application sites.
- Assisting with coordinating additional staff or technology support to operate the D-CalFresh program at any of the 2 offices or remote application sites.
- Helping to determine if mutual aid needs to be implemented.
- Providing daily reports of D-CalFresh to FNS and CDSS Executive Staff and CA HHSA.
- Coordinating daily conference calls between the county, FNS, C-IV, OSI, EBT, CDSS Automation & Technology & any other stakeholders.

The CDSS CalFresh Policy & Automation contacts are as follows:

Kathy Yang	Acting Branch Chief	(916) 651-3319 (916) 698-0854*	Kat.Yang@dss.ca.gov
Amber Bonilla	Acting Policy & Employment Bureau Chief	(916) 657-3434 (916) 210-9824*	Amber.Bonilla@dss.ca.gov
Yazmin Saenz	Policy Section Chief	(213) 457-1465 (213) 435-2488*	Yazmin.Saenz@dss.ca.gov
Brian Kaiser	Programs Bureau Chief	(916) 657-3356 (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Kyle Priess	Policy Manager	(916) 651-6023 (916) 701-3164*	Kyle.Priess@dss.ca.gov
Raquel Givon	Enterprise Data Management Branch Chief	(916) 654-1770 (916) 764-4019*	Raquel.Givon@dss.ca.gov

Emily Caruso	Data, Automation & Projects Section Chief	(916) 823-2778	Emily.Caruso@dss.ca.gov
Dara Candy	State & Federal Reporting Unit 1 Supervisor	(916) 653-1800	Dara.Candy@dss.ca.gov
Joan Gifford	OSI/EBT Operations Lead	(916) 263-4163 (916) 416-0163*	Joan.Gifford@osi.ca.gov

*Please do not share CDSS staff cell phone numbers broadly. Usage strictly for the purposes of responding to emergency situations.

THE ROLE OF CDSS CALFRESH OPERATIONS

When D-CalFresh is operational, CDSS CalFresh Operations will assist the county with the following:

- Providing operations training and/or operations support as needed.
- Providing on-site operations support at remote applications sites as needed.
- Attending daily conference calls.
- Conducting site visits as needed.
- Coordinating and completing QC reviews.

The CDSS CalFresh Operation contact is:

Tami Gutierrez	Operations Bureau Chief	(916) 653-5420 (916) 661-0825*	Tami.Gutierrez@dss.ca.gov
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*Please do not share CDSS staff cell phone numbers broadly. Usage strictly for the purposes of responding to emergency situations.

THE ROLE OF CDSS CALFRESH OUTREACH AND PROGRAMS

When D-CalFresh is operational, CDSS CalFresh Outreach and Programs staff will assist the county with the following:

- Updating the CDSS D-CalFresh webpage.
- Developing and distributing outreach materials to the county and community partners such as:
 - SNAP Ed implementing agencies
 - Emergency Food Assistance Program (EFAP) providers
 - CBO's
 - E&T or Community College partners
 - Immigration & Refugee groups (in coordination with CDSS Immigration & Refugee Branch)
 - WIC centers (in coordination with CA Dept of Public Health)
 - Local schools (in coordination with CA Dept of Education)

- Developing and distributing press releases
 - Coordinating with CDSS PIO to manage and issue statewide press releases
- The CDSS CalFresh Outreach and Programs contacts are:

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

*Please do not share CDSS staff cell phone numbers broadly. Usage strictly for the purposes of responding to emergency situations.

THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)

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

- Acquiring and analyzing information provided by local EFAP providers in the impacted area(s) in the county.
- 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

Important Note: households that receive food through the Household Disaster Feeding Program by a local EFAP provider are not eligible to receive D-CalFresh benefits.

The CDSS CalFresh EFAP contacts are:

Brian Kaiser	Programs Bureau Chief	(916) 657-3356 (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Nai Sisco	Emergency Food Programs Unit Manager	(916) 653-5420 (916) 307-1479*	Nai.Sisco@dss.ca.gov
Brandon Romano	Emergency Food Programs Manager	(279) 200-2637	Brandon.Romano@dss.ca.gov

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

Once USDA FNS reviews and approves a request to operate a D-CalFresh program, they are also responsible for the following:

- Providing policy and operations guidance.
- Providing on-site support at remote applications sites, as needed.

- Approving all media and outreach materials related to the operation of the program.
- Providing USDA Foods for shelters & other mass feeding sites.
- Providing USDA Foods for distribution directly to households in need in certain limited circumstances.
- Providing funding for 100% D-CalFresh benefits and 50% of State admin costs.
- Being the liaison with FEMA.

The FNS D-CalFresh contacts are:

Young Ihm	Operations Branch Chief	(415) 645-1909	Young.Ihm@usda.gov
Bradford Williams	Operations Lead Program Specialist	(415) 744-3801 (415) 884-0251 *	Bradford.Williams@usda.gov
Megan Stupi	Policy Program Specialist	(415) 645-1923	Megan.Stupi@usda.gov

*Please do not share USDA FNS staff cell phone numbers broadly. Usage strictly for the purposes of responding to emergency situations.

SECTION 2: D-CALFRESH READINESS

PANDEMIC PLANNING

As an alternative service delivery model if a pandemic or Public Health Emergency affected Mendocino County, customers may not be able to be seen face to face. We would conduct appointments with customers over the phone or virtually if the customer requested. If customers are able to pick up their EBT cards at one of the local offices, we would issue them at the lobby doors, following whatever in-person contact protocols have been detailed by our Public Health Office and CDPH. An alternative would be to mail the EBT card to the customer’s mailing address. Customers who had no means to conduct a phone or virtual interview could be seen face-to-face on a limited basis as we have the ability to see customers with plexi-glass barriers that are currently in place at reception stations and in interview booths to comply with All County Informational Notice I-76-20. If customers are seen face-to-face, we would also ensure social distancing for customers, allowing only limited customers in the office at any given time and making note of social distancing outside our office with the use of signage and/or decals. Applications would continue to be made available outside each office to ensure that customers would have the ability to pick up and file an application during the disaster application period, following our normal protocols. Signage posted outside the building would also have the information on electronic and phone application options, as well as detail the options and processes for expedited services. Drop boxes are positioned outside each office and checked regularly throughout the day as well as the end of the day to ensure that applications can be routed to be processed in real time. If one office

was particularly affected by the pandemic, we would mobilize resources in the other office or use remote workers to process transactions.

DATA

Although Mendocino County has a relatively low population (approximately 90,000 residents) in comparison to other more urban counties, Mendocino County is a particularly large county in terms of square mileage (nearly 4,000 square miles). Significant factors which could hinder service delivery are the rugged terrain of the unincorporated parts of the County and the distance of travel required to some of the more isolated communities. Mountain roads can become impassable in inclement weather which could restrict or prevent the ability of applicants to access services.

Mendocino County has two predominant north-south transportation routes which are US Highways 1 and 101 and two predominant east-west routes which are State Highways 20 and 128. In the event that these roads are closed due to disaster and residents are unable to access an application location to conduct their in-person interview, Mendocino County residents may travel to Lake or Humboldt County for assistance.

Mendocino County also has limited depth for cellular access in the event of cellular tower loss and one main fiber optic cable for wired internet service. The impact of losing access to the C-IV eligibility system, which is web-based, shall be mitigated by maintaining no fewer than 25 each of English and Spanish D-CalFresh paper application packets and the CF 303 Application for Replacement benefits at each current EBT issuance location (Ukiah, Fort Bragg, and Willits).

Some local resources for information about road closures are:

California Department of Transportation

1-800-427-7623

<http://www.dot.ca.gov/cgi-bin/roads.cgi>

Mendocino County Department of Transportation

340 Lake Mendocino Drive

Ukiah, CA 95482

(707) 463-4363

<http://www.co.mendocino.ca.us/dot/roadClosures.htm>

or on Facebook at: <http://www.facebook.com/MendocinoCountyDOT>

Another factor that could affect disaster response in Mendocino County is the number of non-English speaking residents which may need to be served. As of the 2011 Census, roughly 23 percent of the County population identified as Hispanic and 21% of the population spoke a language other than English. The County will need to have translation service available during a disaster so that all populations can be provided equal access to services.

Mendocino County Health & Human Services Agency has bilingual staff available to assist Spanish-speaking customers. Our Agency also has a contract with Language Line Services which can provide instant telephone translation in as many as 175 different languages. Translated forms are also available to clients with many Spanish forms pre-printed and stocked. Translated forms in a variety of other languages are quickly accessed through the California Department of Social Services Forms Website at: http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm

MUTUAL AID REGION AND CROSS-COUNTY SUPPORT

AB 607 Mutual Aid County

Mutual Aid County			
Monique Upshaw-Smith	Humboldt County	MUpshaw-Smith@humboldt.ca.us	(707) 467-4705
Rachael Dillman	Lake County	rachael.dillman@lakecountyca.gov	(707) 995-4290
Timalynn Jaynes	El Dorado	timalynn.jaynes@edcgov.us	(530) 573-3230

Lake and Mendocino County have an existing MOU from 2005 that is in effect. We are in the beginning stages of getting a new MOU with Lake County. We also have an active MOU between El Dorado and Mendocino County. We are actively pursuing an MOU with Humboldt County and are in the beginning stages of our planning process.

Additionally, when individuals from other counties submit applications, for D-CalFresh or CalFresh, they are to be reviewed for completion, accepted and forwarded to the appropriate county. When appropriate, Mendocino County will contact the county of residence and coordinate completion of as much of the application process as possible to reduce the need for the applicant to travel to their county of residence.

D-CALFRESH RESPONDERS

Below are three separate lists of staff that are considered CalFresh Responders in the event that a D-CalFresh program is initiated in our county. The lists separate staff by the different regional locations where our CalFresh offices are located. Information also includes notation of which staff are Bi-Lingual (BL). Staff with this designation are fluent in the Spanish language.

CALFRESH RESPONDERS			
Ukiah Office			
Comprises 4 reception stations, 2 EBT issuance window, 15 interview spaces & 90 workspaces			
Bekkie Emery	Social Services Director	(707) 463-7761	emeryb@mendocinocounty.org
Kelsey Rivera	Social Services Assistant Director	(707) 463-7777	riverak@mendocinocounty.org
Debra Reed	Facilities	(707) 463-7802	reedd@mendocinocounty.org
Rachel Ebel-Elliott (BL)	Deputy Director	(707) 463-7836	ebel-elliott@mendocinocounty.org
Chris Kier	Program Manager	(707) 467-5587	kierc@mendocinocounty.org
Laura Cameron	Program Manager	(707) 463-7858	cameronl@mendocinocounty.org
Diane Delgado	Program Administrator	(707) 463-7811	delgadod@mendocinocounty.org
Steve Gornyeczc	Acting Program Administrator	(707) 463-7894	gornyeczc@mendocinocounty.org
Yolanda Luque	Sr. Program Specialist	(707) 463-7771	luquey@mendocinocounty.org
Fangling Zhang	Program Specialist II	(707) 467-7877	zhangf@mendocinocounty.org
Rae Iannetta (BL)	Program Specialist II	(707) 463-7942	iannettar@mendocinocounty.org
Vanesa Trejo (BL)	Eligibility Spec. Supe	(707) 463-7925	trejov@mendocinocounty.org
David de Noon	Eligibility Spec. Supe	(707) 463-7924	denoond@mendocinocounty.org
Lisa-Marie Daly	Eligibility Spec. Supe	(707) 463-7737	dalyl@mendocinocounty.org
Jessica Gold	Eligibility Spec. Supe	(707) 463-7720	goldj@mendocinocounty.org
Sabrina Vandervort	Account Spec. Supe	(707) 467-5887	vandervorts@mendocinocounty.org
Soledad Muniz (BL)	SA Supervisor	(707) 463-7926	munizs@mendocinocounty.org
Mary Zigler	Emp/Trng Supervisor	(707) 463-7947	ziglerm@mendocinocounty.org
Ira Caughron	Emp/Trng Worker	(707) 463-7984	caughroni@mendocinocounty.org
Jackie Branick	Eligibility Specialist III	(707) 463-7830	branickj@mendocinocounty.org
Veronica Jimenez (BL)	Eligibility Specialist III	(707) 467-5851	jimenezv@mendocinocounty.org
Terry Ramos (BL)	Eligibility Specialist III	(707) 463-7784	ramost@mendocinocounty.org
Jessica England	Eligibility Specialist III	707-463-7918	englandj@mendocinocounty.org
Ginger Ford	Eligibility Specialist III	(707) 463-7754	fordg@mendocinocounty.org
Dustin Cantrell	Eligibility Specialist III	(707) 468-7040	cantrelld@mendocinocounty.org
George Hembree	Eligibility Specialist III	(707) 463-7973	hembreeg@mendocinocounty.org
Marissa Parsons	Eligibility Specialist III	(707) 463-7758	parsonsm@mendocinocounty.org
Taylor Cameron	Eligibility Specialist III	(707) 467-5827	cameront@mendocinocounty.org
Carrie Lynn Harpe	Eligibility Specialist III	(707) 468-7047	harpec@mendocinocounty.org
Marie Moon	Eligibility Specialist III	(707) 468-7060	moonm@mendocinocounty.org

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Jeff Weston	Eligibility Specialist III	(707) 467-5812	westonj@mendocinocounty.org
Sarah Hoffart	Eligibility Specialist III	(707) 468-7044	hoffarts@mendocinocounty.org
Brandie Hansen	Eligibility Specialist III	(707) 468-7048	hansenb@mendocinocounty.org
Kayla Carlson	Eligibility Specialist	(707) 463-7998	carlsonk@mendocinocounty.org
Ana Nunez Sanchez (BL)	Eligibility Specialist	(707) 463-7902	nuneza@mendocinocounty.org
April Beebe	Eligibility Specialist	(707) 463-7852	beebea@mendocinocounty.org
Leticia Sanchez (BL)	Eligibility Specialist	(707) 467-5808	sanchezl@mendocinocounty.org
Ben Anderson	Eligibility Specialist	(707) 468-7041	andersonb@mendocinocounty.org
Kim Nailor	Eligibility Specialist	(707) 468-7069	nailork@mendocinocounty.org
Kristi Beeler	Eligibility Specialist	(707) 463-7817	beelerk@mendocinocounty.org
Edith Fuentes-Ruiz (BL)	Eligibility Specialist	(707) 463-7829	fuentesf@mendocinocounty.org
Moana Sessions	Eligibility Specialist	(707) 467-5846	sessionsm@mendocinocounty.org
Yaritzi Dominguez	Eligibility Specialist	(707) 463-7869	dominguez@mendocinocounty.org
Jesse Carlstedt	Eligibility Specialist	(707) 463-7812	carlstedtj@mendocinocounty.org
Wendy Owen	Eligibility Specialist	(707) 467-5862	owenw@mendocinocounty.org
Karen Fuesz	Eligibility Specialist	(707) 463-7954	fuesz@mendocinocounty.org
Yadira Chavez (BL)	Eligibility Specialist	(707) 468-7066	chavez@mendocinocounty.org
Samuel Sanchez	Eligibility Specialist	(707) 467-5869	sanchezs@mendocinocounty.org
Paulina Frank-Barnett	Eligibility Specialist	(707) 463-7968	frankp@mendocinocounty.org
Yesenia Escamilla (BL)	Eligibility Specialist	(707) 463-7842	escamillay@mendocinocounty.org
Kathie Smith	Eligibility Specialist	(707) 467-5803	smithka@mendocinocounty.org
Melissa Garcia-Reyes (BL)	Eligibility Specialist	(707) 467-5865	garciam@mendocinocounty.org
Dellanira Fuentes-Ruiz (BL)	Eligibility Specialist	(707) 463-7798	fuentesde@mendocinocounty.org
Julia Garcia	Account Specialist	(707) 463-7723	garciaj@mendocinocounty.org
Jose Reynoso (BL)	Account Specialist	(707) 463-7809	reynosoj@mendocinocounty.org
Erin Roberts	Account Specialist	(707) 463-7723	robertser@mendocinocounty.org
Lea Harris	Screeener	(707) 463-7991	harrisl@mendocinocounty.org
Rebecca Kisling	Screeener	(707) 463-7871	kislingr@mendocinocounty.org
Yesenia Escamilla (BL)	Screeener	(707) 463-7842	escamillay@mendocinocounty.org
Vanessa Torres (BL)	Screeener	(707) 467-5863	torresv@mendocinocounty.org
Krista Miller	Screeener	(707) 463-7895	millerkr@mendocinocounty.org
Beverly Lehman	Screeener	(707) 463-7769	lehmanb@mendocinocounty.org

CALFRESH RESPONDERS			
Fort Bragg Office			
Comprises 3 reception stations, 1 EBT issuance window, 6 interview spaces & 20 workspaces			
Isabel Oglesby	Program Manager	(707) 962-1065	oglesby@mendocinocounty.org
Kristina Garcia (BL)	Eligibility Spec. Supe	(707) 962-1023	garciak@mendocinocounty.org
Katie Linville	Eligibility Spec. Supe	(707) 962-1060	linvillek@mendocinocounty.org
Hattie Johnson-Holaway	Account Spec. Supe	(707) 962-1003	holawayh@mendocinocounty.org
Jenna Bunker	Program Specialist II	(707) 962-1038	bunkerj@mendocinocounty.org
Rae Anderson	Eligibility Specialist III	(707) 962-1075	andersonr@mendocinocounty.org
Stacy Palmer	Eligibility Specialist III	(707) 962-1170	palmers@mendocinocounty.org
Leah Moss	Eligibility Specialist III	(707) 962-1067	mossl@mendocinocounty.org
Michelle Ross	Eligibility Specialist	(707) 962-1072	rossm@mendocinocounty.org
Jennifer Clark	Eligibility Specialist	(707) 962-1029	clarkje@mendocinocounty.org
Krystal Strickland	Eligibility Specialist	(707) 962-1177	stricklandk@mendocinocounty.org
Savannah Moore	Eligibility Specialist	(707) 962-1063	moores@mendocinocounty.org
Michelle Ebel-Vega (BL)	Eligibility Specialist	(707) 962-1089	ebelm@mendocinocounty.org
Denise Dawley	Screeener	(707) 962-1175	dawleyd@mendocinocounty.org
Jessica Gonzalez (BL)	Screeener	(707) 962-1176	gonzalezj@mendocinocounty.org
Cherie Ryden	Screeener	(707) 962-1070	rydenc@mendocinocounty.org
Christine Kelly	Staff Assistant III	(707) 9621169	kellyc@mendocinocounty.org

CALFRESH RESPONDERS			
Willits Office			
Comprises 1 reception station/EBT issuance window, 2 interview spaces & 1 workspace			
Tami Holcomb	SA Supervisor	(707) 456-3705	holcombt@mendocinocounty.org
Carry Saucedo (BL)	Screeener	(707) 456-3714	saucedoc@mendocinocounty.org

APPLICATION SITES

Potential Primary Aid Locations		
Ukiah	737 S. State St	90 work stations, 15 interview booths, 6 reception stations, EBT & on-site security
Fort Bragg	764 S. Franklin St	20 work stations, 6 interview booths, 4 reception stations EBT & on-site security

Potential Secondary Aid Location		
Willits	472 E. Valley St	1 work station, 2 interview booths, 1 reception station, EBT

Mendocino County has three primary offices where EBT card printing normally takes place (Ukiah, Fort Bragg and Willits) and application processing happens in two of the offices (Ukiah and Fort Bragg). During a disaster, one of the application processing centers shall be designated as the Primary Application Location. The Primary Application Location (PAL) shall be where all applications are stored during the Disaster Period, regardless of where the applications are processed. The PAL will also be the preferred location for application processing and EBT card issuance. The D-CalFresh Officer of the Day shall be stationed at the PAL. An Eligibility Specialist Supervisor shall be designated as the D-CalFresh OD.

Secondary Application Locations (SALs) can be, the application processing center not designated as the PAL or the Willits office. Both SALs should be ready to become a PAL if conditions require relocation of the PAL. A SAL may process any applications received at that location, but the documents must be transported to the PAL for storage at the end of the business day.

The County of Mendocino has numerous buildings occupied by other HHSA agencies that could be designated a PAL or SAL in the event all three locations are compromised by using portable equipment to support processing of applications and issuing EBT cards. The DCFP Coordinator should coordinate the opening of SALs, including the inspection of the premises.

Remote Application Locations(s) (RALs) are locations where applications can be received but do not meet the minimum characteristics for application processing. A RAL can be any designated location where Eligibility or Outreach staff are available to assist applicants with completing their applications and/or receive verifications. There may be any number of RALs as staffing allows and circumstances permit. All documents received at a RAL must be transported to a PAL before the end of the business day for processing.

PROCEDURES TO REDUCE APPLICANT HARDSHIP

If it is determined by utility data that a majority of households in a U.S. Postal Service Zip Code area lost power for more than 3 hours, the DCFP Coordinator will apply for the Mass Replacement Waiver as soon as possible to reduce potential load on application sites, even in the absence of a Presidential Declaration.

The DCFP Coordinator will apply for the Mass Supplement Waiver concurrently with the request to operate D-CalFresh Program, to reduce the potential load on application sites.

As stated above Mendocino County has Spanish translators on staff which will be available in the event of a disaster to assist Spanish speaking clients. Mendocino County also has a contract with Language Line Services which can provide telephone translation 24/7 in over 175 different languages. Fliers and signage developed as part of the D-CalFresh Program response will be provided in both English and Spanish. This will ensure the majority of county residents have information available in their primary language. All forms are also available in English and Spanish.

In the event of a disaster security and crowd control will be especially important. The Mendocino County Special Investigations Unit has six sworn Peace Officers on staff that will be available in the event of a major security issue. Mendocino County also contracts with American Guard Services and has an unarmed guard on duty during most hours at each site. The Security Guard will be assigned to monitor the issuance site and de-escalate any potential confrontations or security risks.

The possibility of crowding and long lines is a potential if a major portion of the County population is affected. In order to assure efficient delivery of D-CalFresh Program supplements to existing CalFresh recipients as well as promptly processing D-CalFresh applications for new applicants, these two populations will be diverted to separate lines. In most circumstances the issuance of supplements will take less time than the processing of a new application. By allowing for a separate processing station for existing and new customers the process will be streamlined and prompt service can be provided.

The issuance site will be prepared so that areas where lines are formed will be roped off in order to encourage an orderly single-file line and discourage cutting. Staff will be assigned to monitor the lines and identify people with special needs. The elderly and disabled will be queried for additional assistance and offered chairs to provide relief from an extended wait. Staff assigned to monitor the lines will also make water available in lobbies and save a spot in line to allow customers' bathroom breaks as needed or if the wait time is extensive.

In the event of injury or other sudden illness which occurs at the issuance site, Local Emergency Medical Service (EMS) will be contacted. County CAST members have

received training in CPR and defibrillation devices as well. The County has a portable defibrillation unit which will be made available at the issuance site. In order to reduce liability, County staff will provide stabilization for an ill or injured customer but will not directly provide treatment. CPR or Defibrillation can be used as an emergency measure but EMS will be contacted and relied upon for any severe injury or illness.

PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

Mendocino County Health & Human Services Agency has Bi-Lingual staff available to assist Spanish-speaking customers. Our Agency also has a contract with Language Line Services which can provide instant telephone translation in as many as 175 different languages. Translated forms are also available to clients with many Spanish forms pre-printed and stocked. Translated forms in a variety of other languages are quickly accessed through the California Department of Social Services Forms Website at: http://www.dss.cahwnet.gov/cdssweb/FormsandPu_274.htm

REASONABLE ACCOMMODATIONS

Mendocino's service delivery for the CalFresh program is conducted out of two offices, Ukiah and Fort Bragg. In these offices we have designated ADA interview booths which will allow people with mobility issues to be interviewed in a confidential setting. For customers who need assistance with forms, we can provide customers with an clerical staff person to help walk them through forms, provide additional assistance during interviews and even fill out the forms if needed, so that the eligibility staff can process applications. Will give customers the option of an in person appointment or phone interview. Staff are also well versed in explaining the Authorized Representative option to customers as well.

ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

The county keeps a stock of approximately 2000 EBT cards on hand. Once our reserve drops below that amount, a request is submitted to acquire additional card stock. Mendocino County has three operational EBT sites in our county. Unused EBT card stock is kept in a secure locked area at each location. If the need arises for Mendocino County to keep a supply of Disaster EBT cards, they will be located at the Main office in Ukiah in a secured area and then disbursed to the two satellite offices on an as needed basis.

DISASTER RESPONSE TRAINING

Staff is required to know the eligibility criteria for the D-CalFresh Program and how to administer the plan. If a D-CalFresh Plan is implemented, all available staff will be called to assist.

Training Plan

Once a year when the Eligibility and Verification Chart is updated listing the revised Gross Income Limit and Maximum Allotment, Supervisors will be asked to review the D-CalFresh Program requirements and eligibility criteria at a unit meeting.

Training will be given to all new eligibility staff during their induction training and annually thereafter on a voluntary basis. During a disaster, when it becomes apparent that D-CalFresh will be necessary, eligibility staff will be required to attend a disaster briefing and D-CalFresh training to ensure they have the most current information.

The CalFresh Program Specialist will be responsible for ensuring training materials are kept current and providing D-CalFresh training to staff in the event that a D-CalFresh plan is implemented.

Current training materials are located in **ATTACHMENT A and B**

PUBLIC INFORMATION AND OUTREACH

Information will be developed by the DCFP Coordinator and DCFP Implementation team to provide to the Agency's Communications Coordinator so that a press release can be issued. Once the press release is developed using the standard County approved format it will be sent to the HHS Director for final review and issuance. The standard delivery format for press releases is via email to local media outlets. If electronic delivery is not available due to the disaster, alternative forms of delivery such as telephone, fax, or courier will be utilized.

CalFresh Outreach Partners will be contacted directly to notify them that D-CalFresh program has been enacted and to provide information about issuance sites. Please see roles for Community Partners listed previously for additional information.

Food retailers in the most populous areas of Mendocino County will be contacted directly with information about any temporary waivers granted as part of the D-CalFresh, if these waivers pertain to food retailers. The information will be provided to the Manager of the store via telephone to ensure that all staff within these retailers is advised of the temporary changes in regulation. The following Food retailers have been identified in the cities and outlying communities which would serve the majority of County residents in the event of a disaster:

Fort Bragg

Harvest Market
171 Boatyard Dr.
Fort Bragg, CA 95437
(707) 964-7000

Purity Market
242 N. Franklin St.
Fort Bragg, CA 95437
(707) 964-0747

Safeway
660 S. Main St.
Fort Bragg, CA 95437
(707) 964-4079

Ukiah

Ukiah Natural Foods
721 S State St.
Ukiah, CA 95482
(707) 462-4778

Food Maxx
1235 Airport Park Blvd.
Ukiah, CA 95482
(707) 467-9007

Lucky Supermarket
502 E. Perkins St.
Ukiah, CA 95482
(707) 472-0974

Raley's
1315 N. State St.
Ukiah, CA 95482
(707) 468-5178

Safeway
653 S. State St.
Ukiah, CA 95482
(707) 467-2700

Willits

Mariposa Market Natural Foods
500 S. Main St.
Willits, CA 95490
(707) 459-9630

Safeway
845 S. Main St.
Willits, CA 95490
(707) 459-5862

Grocery Outlet
1718 S. Main St.
Willits, CA 95490
(707) 456-0400

Outlying areas

Keith's Market IGA
76201 Covelo Road
Covelo, CA 95428
(707) 983-6633

Geiger's Long Valley Market
44951 U.S. 101
Laytonville, CA 95454
(707) 984-6911

Sanel Valley Market
741 Highway 175
Hopland, CA 95449
(707) 744-1171

Point Arena General Store
187 Main St.
Point Arena, CA 95468
(707) 882-2280

Gualala Supermarket
39225 California 1
Gualala, CA 95445
(707) 884-1205

Harvest @ Mendosa's Market
10501 Lansing St.
Mendocino, CA 95460
(707) 937-5879

In order to ensure information reaches retailers not listed above, the County will need to make retailer specific press releases to provide information about any waivers granted for affected areas. Although it would be preferable to contact all CalFresh retailers in the County to provide this information, it is not logistically feasible in the event of a disaster.

CERTIFICATION PROCESS

A D-CalFresh Program application or e-application must be processed within 3 days from the date of the application. This section outlines needed actions for processing D-CalFresh applications in order to meet this timeframe.

The D-CalFresh certification period is exclusive to each disaster and is usually for a period of seven (7) days, not to exceed one month. This period is set by the State and FNS and is posted on the D-CalFresh instructions distributed to staff.

For new participants in case of a major disaster and a manual system must be implemented, Mendocino County will use the series of case numbers 174200 - 174900. This series of case numbers has been designated for use any time a manual process must be implemented. Each issuance site will be issued a log with a series of case numbers to use at that site.

Recipients of regular CalFresh are ineligible to D-CalFresh benefits, but may apply for replacement or supplemental benefits. The amount of replacement or supplemental benefits available is determined by FNS when the plan is approved, and is dependent on the type and scope of the D-CalFresh incident.

Recipients who have lost their EBT card, or food purchased with CalFresh benefits, are eligible to the replacement amount and a supplement up to the maximum allotment for the household size. The existing case number will be used for recipients.

D-CalFresh applications may be received from any designated location shall be routed to the D-CalFresh Officer of the Day stationed at the PAL.

All applications shall be kept in a single location at the PAL for reference until the Disaster Period has been closed and reconciled through Benefits Issuance and Fiscal. This includes applications of all statuses- received, pending, processed or withdrawn. Designated SALs without existing EBT printing capacity will be provided with equipment to facilitate application processing in SALs as safety and confidentiality permit. All applications processed in a SAL shall be transported to the PAL at the end of the business day.

When C-IV is available, all D-CalFresh applications shall be pended to and kept in the 23LS01HN09 D-CF banked caseload for the duration of the disaster period and through the post-disaster reconciliation period, even if the household elects to participate in other programs.

Every HH member living in the home at the time the disaster occurred may be eligible to D-CalFresh benefits. This includes those persons who are normally excluded from the regular CalFresh Program such as:

- Ineligible non-citizens
- Fleeing felons/Probation or Parole Violators
- IPV convictions
- Ineligible students
- HH who receive Native American Commodities

Document the disaster information, as well as eligibility completed on the:

- CF 385 – County Use Only Sections & Journal Entry (on paper and/or in C-IV)
- D-CalFresh e-Application & Journal Entry
- DFA 390 – Notice of Approval/Denial for Disaster CalFresh – complete appropriate fields and budget calculation.

Applications being denied must be reviewed by an Eligibility Specialist

Supervisor prior to the applicant leaving the premises.

D-CalFresh application CF 385 Application for Disaster CalFresh (Attachments C and C1)

The CF 385 Application for D-CalFresh shall be used for all HH's who wish to apply for D-CalFresh benefits, including those HH's who are seeking replacement or supplemental benefits. The D-CalFresh application is independent of an application for regular CalFresh benefits. Once the application is complete, the HH must complete an interview.

All new applicants must attend a face-to-face (FTF) interview.

The county may apply for a waiver to this requirement that must be granted by FNS before any applicant may be interviewed by phone.

HH's who are unable to attend the FTF interview may designate an Authorized Representative to complete the application process for them.

The ES must be sure to advise the HH of the following during the interview:

- Rights and Responsibilities;
- The civil and criminal penalties which may apply if a violation of the Food and Nutrition Act of 2008 is committed;
- The HH may be subject to post disaster review; and
- The address and telephone number of where the HH may apply for regular CalFresh benefits.

Notice of Action – DFA 390 Approval/Denial of CalFresh Benefits - (Attachments D and D1)

The DFA 390 – Approval/Denial of CalFresh Benefits must be used to notify the customer of his/her D-CalFresh application status.

Discontinuance: Since D-CalFresh benefits are certified for a maximum of one month only, a separate discontinuance NOA is not required.

Existing CalFresh Households Affected by the Disaster

The following waivers have been granted for existing CalFresh households within the disaster area:

- Households residing within the Declared Disaster Area shall be granted automatic Good Cause for a late SAR 7. If SAR 7 is turned in, process as usual.
- Households residing within the Declared Disaster Area shall be granted automatic Good Cause for a late RE. If RE Packet is turned in, process as usual.
- If the HH is also in receipt of CalWORKs benefits, there is no excusal from reporting requirements for CalWORKs, though good cause will be considered.
- Under the regular CalFresh program, it is the policy of our County to ask recipients to provide a list of lost food items by type and amount of loss. Under the D-CalFresh, this policy is waived.

A thorough journal entry MUST be completed for all actions taken and why. Journal short description and title: mm/yy name of disaster.

D-CalFresh HH's Applying for Regular CalFresh During the D-CalFresh Period

A HH applying for or receiving D-CalFresh Program may also request regular CalFresh benefits. If so, inform the HH they must complete a separate application (CF 285) for regular CalFresh and refer them to the closest office or to the C4Yourself or GetCalFresh websites.

The HH's regular CalFresh eligibility and benefits is determined by using regular CalFresh rules and requirements, and are effective the first of the month following D-CalFresh Program discontinuance.

When the C-IV system is not available please refer to **Attachment E** for a step by step process to issue benefits.

If C-IV is operational during the time of a Disaster, C-IV shall be used to ISSUE D-CalFresh benefits or for the replacement of CalFresh benefits. The paper CF 385 and DFA 390 shall still be used. All paper documents shall be imaged and indexed into C-IV, as soon as reasonably possible.

THE D-CalFresh PROCESS

Attachment F outlines the steps to process the D-CalFresh application, including adding a case flag to ALL approved AND denied applications.

Application Interview

Current recipients of CalFresh who are applying for supplemental or replacement benefits do not need to complete an interview as long as the HH's residency in the disaster area is verified, and the rest of the HH's circumstances are known to the county and not questionable.

The application interview is an official and confidential discussion of the HH's circumstances, which directly relates to the determination of eligibility and issuance of D-CalFresh benefits.

All new applicants must attend a face-to-face (FTF) interview.

The county may apply for a waiver to the FTF interview but the waiver must be granted by FNS before any applicant may be interviewed by phone.

HH's who are unable to attend the FTF interview may designate an Authorized Representative to complete the application process for them.

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

The D-CalFresh HH is required to have at least one HH member attend a face-to-face interview with an ES. The individual interviewed may be:

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

ESs are required to advise the HH of:

- D-CalFresh Program rules and eligibility requirements (on the front of the CF 385).
- Rights and Responsibilities and Penalty Warning (on the front of the CF 385).
- D-CalFresh benefits are for one month only. If the HH needs ongoing assistance, an application for regular CalFresh assistance is required (CF 285).
- EBT usage process, rules, and requirements.

NOTE: All applications and written communication must be provided to the HH in their chosen language.

If applicable, interpreters are required and are to be used to complete all oral communication with the HH during a disaster period. The County has contracted with Language Line Services, to provide this service when county employees are not available.

D-CALFRESH PROGRAM ELIGIBILITY REQUIREMENTS

Use the CF 385 “Application for D-CalFresh Assistance” and interview information to determine if the HH meets the D-CalFresh Program eligibility requirements. The chart is included in the attachments.

D-CALFRESH PROGRAM COUNTABLE RESOURCES, INCOME, AND DEDUCTIONS

Attachment G provides a chart to determine the HH’s countable income, resources and deductions.

**Disaster Supplemental Nutrition Program
Income Eligibility Standards and Allotments
October 1, 2021 – September 30, 2022**

Household Size	Disaster Income Limit	Maximum Allotment
1	\$1,848	\$250
2	\$2,226	\$459
3	\$2,604	\$658
4	\$2,990	\$835
5	\$3,399	\$992
6	\$3,808	\$1,190
7	\$4,187	\$1,316
8	\$4,565	\$1,504
Each Additional Member	+\$379	+ \$188

All Income Limit computations use the formula:

Maximum net monthly income + standard deduction + maximum shelter deduction

Under the D-CalFresh Program, if a HH meets the “D-CalFresh Program Income limit (this includes accessible liquid resources), then the HH is eligible for the “Maximum D-CalFresh Allotment”. There are no prorated amounts unless the HH is already in receipt of regular CalFresh benefits.

Each year, FNS establishes the Disaster Gross Income Limit (DGIL) for use by State agencies to determine eligibility for D-CalFresh. The DGIL combines the maximum monthly net income, the maximum standard income deduction and the maximum

capped shelter expense deduction for the current fiscal year. The table below shows the FNS computation for the DGIL for a one-person HH:

DGIL Computation	
Maximum Monthly Net Income Limit for HH of 1 (100% of FPL)	+ \$1,074
Maximum Standard Income Deduction	+ \$177
Maximum Shelter Expense Deduction	+ \$597
Disaster Gross Income Limit	= \$1,848

Use the following chart to determine how much to issue eligible HH's D-CalFresh benefits for the month:

If the HH is...	Then...
Not receiving regular CalFresh	Issue the "Maximum D-CalFresh Program Allotment" amount
Receiving regular CalFresh or Receiving regular CalFresh, received a replacement issuance, and was then deemed eligible for D-CalFresh benefits	Issue a supplement to bring the HH's original allotment amount up to the "Maximum D-CalFresh Program Allotment" amount. (Maximum D-CalFresh allotment, less regular/replacement amount, equals supplement amount).

Example: Ongoing CalFresh HH of 6 received an allotment of \$400 for the month of April 2019. They apply for D-CalFresh and are deemed eligible. The D-CalFresh Program maximum allotment for a HH of 6 is \$1,190. The customer is eligible to \$790 in D-CalFresh (\$1,190 - \$400 = \$790).

D-CalFresh benefits are issued on the day of approval, but no later than three business days from application. **Benefits must be available to the HH within 3 business days.**

Upon request, the Eligibility Specialist Supervisor will provide an immediate review of the application when D-CalFresh benefits are denied.

Ending the D-CalFresh Program

At the end of the D-CalFresh Program benefit period, the HH is no longer eligible to receive D-CalFresh benefits. End D-CalFresh Program benefits as follows:

If the D-CalFresh HH is receiving...	Then at the end of the D-CalFresh Program benefit period....
Regular CalFresh benefits,	<ul style="list-style-type: none"> • Keep existing case open. • Do not issue any more supplemental DCalFresh Program benefits.
D-CalFresh Program benefits only,	Discontinue D-CalFresh case. The HH may apply for regular CalFresh.

Individuals From Other Counties

Courtesy CalFresh applications, either D-CalFresh Program or regular CalFresh program applications, are to be reviewed for completion, accepted and forwarded to the appropriate county. When appropriate, Mendocino County will contact the county of residence and coordinate completion of as much of the application process as possible to reduce the need for the applicant to travel to their county of residence.

ISSUANCE PROCESS

Account set-up is performed in CalSAWS. If CalSAWS is unavailable, accounts are set up through the Administrative terminal.

When benefits cannot be issued in Mendocino County, the mutual aid counties will allow issuance from their site. Please refer to **Attachment H**.

CalSAWS Process – How To Issue Benefits Through CalSAWS

Disaster Services functionality in CalSAWS is only available during times of a disaster. If CalSAWS is accessible, D-CalFresh Program benefits are issued through CalSAWS. The following tables include information on how to issue D-CalFresh benefits to new and/or existing customers at an evacuation site or using Disaster EBT card with PIN-Issuance method. All other types of applications need to follow the regular issuance process.

There are two steps to completing this action. Setting up the Issuance Method of Disaster and running a Manual EDBC for Disaster Services.

Re-Issuing an EBT Card – Benefits Issuance (BI)

Please refer to **Attachment I** for instructions on how to reissue an EBT card on an existing case using the pre-embossed disaster cards.

On-Going Customers – Replacing CalFresh Benefits

Customers who are already receiving CalFresh benefits, who have been evacuated or have lost their homes, may be eligible to replacement CalFresh benefits for the dollar amount of food that has been destroyed, not to exceed the total allotment for the given

month. Customers must complete the CF 303, “Replacement Affidavit/Authorization” for a replacement, see **attachments J and J1**. Replacement benefits must be issued within 10 days of the request.

Complete a Journal entry for all replacement CalFresh benefits issued with the title of, “*Month/Year and Name of Disaster*” indicating the amount re-issued.

Use the following chart to determine what benefit amount to issue:

If issuing...	Then...
Replacement benefits prior to the effective date of D-CalFresh Program period:	Reissue original allotment authorized for the month.
Replacement benefits during the D-CalFresh Program benefit period:	Issue the total D-CalFresh Program Maximum Benefit amount for the D-CalFresh household size.

SYSTEMS AND EBT PRINTER CONTINGENCIES

D-CalFresh Program benefits are issued to HH’s on EBT Cards. In addition to regular EBT cardstock, Mendocino County designee may need to order special Disaster EBT cards. These Disaster cards are only required when regular EBT operations are disrupted. EBT Operations must receive requests via e-mail at:

ebtoperations@osi.ca.gov or by calling (916) 263-6600, if email is unavailable. Disaster EBT cards are delivered within 24 hours after receipt of order. Disaster EBT cardstock can be ordered in quantities of 500. D-CalFresh EBT cards are pre-pinned, but not pre-loaded with benefits. Only the County Cardstock Administrator(s) can order cards and will need to be onsite to personally take delivery of Disaster EBT cards.

When a D-CalFresh Program is approved, the Account Specialist Supervisor in the Benefits Issuance (BI) Unit requests that the cards be sent to the County. The EBT cards are stored in a secured area in BI and must be used for new customers eligible to the D-CalFresh Program. On-going customers have the option of either using their existing EBT card or using a Disaster EBT card.

SECURITY AND FRAUD PREVENTION PLAN

Quality Assurance, Post Disaster Review and Fraud

D-CalFresh Program cases are subject to “Post-Disaster Review”. The state is required to pull a sample that is 0.5% of the cases issued, not to exceed 500 or be less than 25. All employee D-CalFresh cases are also included in this sample.

CDSS & FNS require a Supervisor or higher level to review all employee cases prior to issuance of benefits.

The IEVS report is requested by the Program Integrity Division (PID), in Mendocino County referred to as the Special Investigations Unit (SIU), after the D-CalFresh cases have been selected as part of the sample. The ES does not need to obtain the IEVS to issue D-CalFresh.

Verification of income is intended to hold HH's accountable for accurately reporting sources of income or work loss that were known to them at the time of the disaster, not to hold households responsible for not being able to accurately predict his/her future income/employment during the benefit month.

FRAUD

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

- Applicants will be entered into the C-IV eligibility system to check for and to avoid duplicate participation.
- Cases will be chosen randomly to be reviewed prior to issuance (not less than 10% of the cases per day).
- A Fraud Investigator will be present and deemed necessary.
- The Fraud Hotline number will be publicized.

DAILY REPORTING

The following reports will be completed and submitted to the CDSS on a daily basis:

- D-CalFresh Program Daily Report – **Attachments K**
 - Number of approved “new” D-CalFresh HH's.
 - Number of approved “Disaster Supplements” for ongoing/currently certified HH's.
 - Number of approved “Replacements” issued to ongoing/currently certified HH's.
- Report of CalFresh Benefit Issuance and Commodity Distribution for Disaster Relief (FNS 292A/292B) – **Attachment L**
 - Number of new HH's issued D-CalFresh benefits.
 - Total number of new persons receiving D-CalFresh benefits.
 - Number of certified HH's and persons.
 - HH's that received Disaster Supplements.
 - Value of new and supplemental benefits issued.

Employee Daily Report Time Sheet

CalFresh Program benefits are different from regular CalFresh benefits; therefore the County is required to report time spent working on the D-CalFresh Program to the federal and state government. This is done by completing the Employee Daily Report Time Sheet.

At the end of each day, staff who worked on the D-CalFresh Program must:

- Complete an Employee Daily Report Time Sheet.
- Submit to on call Supervisor at end of each day.

- By 8:00am the following day, send to Social Services Payroll Department.

Employee Time Study

All employees who participate in D-CalFresh activities, including Staff Assistants, must identify disaster hours on their payroll entry. The EFAS Program Manager will need to notify Fiscal for appropriate code(s) to be added to payroll.



EL DORADO COUNTY DISASTER CALFRESH PLAN

DISASTER CalFresh
County Plan

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

Released: 3/01/2014

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

SIGNATURE PAGE


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07/15/2022

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07/18/2022

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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	Tami.Gutierrez@dss.ca.gov

THE ROLE OF CDSS CALFRESH OUTREACH AND PROGRAMS

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

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

Please see below for key CDSS CalFresh Programs contacts:

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

THE ROLE OF CDSS EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)

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

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

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

impacted area(s).

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

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

Please see below for key CDSS EFAP contacts:

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

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

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

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

Please see below for USDA FNS Contacts:

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

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

SECTION 2: D-CALFRESH READINESS

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

PANDEMIC PLANNING

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

DATA

El Dorado County Emergency Operations Plan

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

Community Profile

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

Population

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

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

MUTUAL AID REGION AND CROSS-COUNTY SUPPORT

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

D-CALFRESH RESPONDERS

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

D-CalFresh First Responders are Health and Human Service Agency staff who will be called upon to process D-CalFresh applications and/or work at the disaster centers when a disaster is federally approved. They will be working either in an 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"> • Have ambulance and first aid personnel available on-site. • Allow volunteer doctors, nurses, and other health care workers onsite to handle basic first aid issues.
Water/Food	<ul style="list-style-type: none"> • Locate application/issuance sites near mass feeding sites. • Provide water tanker trucks with drinking water and/or several smaller water stations. • Provide small pre-packaged snacks. • Provide baby food and formula for infants (dairy and non-dairy). • Provide a Red Cross canteen or other volunteer-run canteen. • Assign support staff to man water stations.
Protection from the Elements	<ul style="list-style-type: none"> • Provide tents for shade/protection from rain. • Set up fans/heaters as appropriate. • Use a large, protected structure for the application/issuance sites.

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

PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

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

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

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

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

REASONABLE ACCOMMODATIONS

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

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

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

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

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

ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

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

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

CWD ordering instructions for Disaster EBT cards are as follows:

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

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

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

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

Replacement Cards for Ongoing Clients

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

Reconciliation

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

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

DISASTER RESPONSE TRAINING

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

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

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

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

PUBLIC INFORMATION AND OUTREACH

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

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

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

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

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

Public Announcements

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

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

Outreach Partners

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

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

Volunteers

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

Retailer Communication

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

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

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

CERTIFICATION PROCESS

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

Completing the Application

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

Methods for filing the CF 358 Application for D-CalFresh

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

- In person at identified locations set-up throughout the County.
- By printing the CF 385 from either the State or Federal website and hand delivering or faxing the application to the local Health and Human Services Agency office.
- By applying on-line at [GetCalFresh.org](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"> • Damage to home or self-employment property • Disaster related expenses • Income source disrupted • Inaccessible liquid resources • Food loss 	Customer statement
Food Buying	Must plan on buying food during the D-CalFresh Benefit Period (i.e. if the shelter provides all meals, the household is ineligible to D-CalFresh).	Customer statement
Residency	<p>Must have been living and/or working in the “Disaster Area” at the time of disaster, including households:</p> <ul style="list-style-type: none"> • Temporarily living outside the “Disaster Area” but within the State at the time of the disaster; or • Staying in shelters but not expected to remain for entire D-CalFresh period; or <p>Worked in the “Disaster Area” and an income source has been disrupted.</p>	Verify if possible (use utility or tax bills, insurance policies or bills, etc.).
Identity		Verify if possible or accept an affidavit if not available.
Household Composition	Defined as persons living and eating together at the time of the disaster (do not include individuals with whom the applicant household is staying temporarily during the disaster).	Verify if questionable.

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

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

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

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

Processing Standards

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

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

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

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

D-CalFresh Certification Period

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

Documenting D-CalFresh Eligibility

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

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

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

Processing an e-APP

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

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

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

ISSUANCE PROCESS

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

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

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

SYSTEMS AND EBT PRINTER CONTINGENCIES

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

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

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

SECURITY AND FRAUD PREVENTION PLAN

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

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

Employee Health and Safety

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

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

Case Reviews

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

Supervisory staff will review the following D-CalFresh applications:

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

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

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

D-CalFresh Post-Disaster Reviews

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

IEVS

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

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

Fraud

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

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

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

DAILY REPORTING

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

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

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

See Exhibit E for Sign In/Out Sheet

SECTION 3: EXHIBITS

Exhibit A - Administrative Services/Information Technologies Staff List

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

Exhibit B - First Responders List

D-CalFresh First Responder List	D-CalFresh First Responders include Eligibility Specialists (ES), Employment & Training Workers (E&T), Eligibility Specialist Supervisors (ESS), Employment & Training Supervisors (ETS), Office Assistants (OA), Office Services Supervisors (OSS), and System Support Analysts (SSA) trained to assist customers and process D-SNAP applications during a disaster when approved by the federal government. The following is a current list of all D-CalFresh First Responders:
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Placerville Office			
Staff with a “ * ” next to their name are bilingual, Spanish speaking.			
Name	Title	Work Phone	E-Mail Address
Jan Jaaskela	ESS	621-7450	Jan.jaaskela@edcgov.us
Alicia Hinkle	ESS	642-7333	Alicia.hinkle@edcgov.us
Debbie Serchia	ESS	642-7270	Debra.serchia@edcgov.us
Darla Ray	ESS	642-7313	Darla.ray@edcgov.us
Kristle Hester	ESS	642-7120	kristle.hester@edcgov.us
Kelly Nakamura	ESS	642-7167	Kelly.nakamura@edcgov.us
Heather Ball	ESS	642-7145	Heather.ball@edcgov.us
Cheyne Close	ESS	642-7332	Cheyne.close@edcgov.us
Susan Quinn	ETS	642-4862	Susan.quinn@edcgov.us
Nina Birks	ETS	642-7326	Nina.birks@edcgov.us
Christian Green	OSS	642-4876	Christian.green@edcgov.us
Hernan Romero*	ESIII	642-7210	Hernan.romero@edcgov.us
Georgia Wheeler	ESIII	626-2798	Georgia.wheeler@edcgov.us
Theresa Solomon	ESIII	642-4820	Theresa.solomon@edcgov.us
Linda Nadolski	ESIII	642-4816	Linda.nadolski@edcgov.us
Jeanne Martin	ESIII	621-7423	Jeanne.martin@edcgov.us
Laurie Rodman	ESIII	642-7210	Laurie.rodman@edcgov.us
Melissa Akers	ESIII	642-7324	Melissa.akers@edcgov.us
Tim King	ESIII	642-4884	Tim.king@edcgov.us
Mindy Bravo	ESIII	642-4880	Mindy.bravo@edcgov.us
Khrista Ringnes	ESIII	642-4856	Khrista.ringnes@edcgov.us
Alexis Lua*	ESIII	642-4873	Alexis.lua@edcgov.us
Jon Baer	ESIII	642-7268	Jonathan.baer@edcgov.us
Alexxa Lotze	ESIII	642-4889	Alexxa.lotze@edcgov.us
Nancy Wallace	ESIII	642-7253	Nancy.wallace@edcgov.us
Kaylen Bynoe	ESIII	642-7322	Kaylen.bynoe@edcgov.us
Rikki King	ESIII	642-7151	Rikki.king@edcgov.us
Sherri Herman	ESII	642-7188	Sherri.herman@edcgov.us
Kris Rankin	ESII	621-6248	Kristine.rankin@edcgov.us
Destinee Bell	ESII	642-7278	Destinee.upton@edcgov.us

Johnny Savage	ESII	642-7228	Johnny.savage@edcgov.us
Jacalyn Kiely	ESII	642-4871	Jacalyn.kiely@edcgov.us
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.whalen@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	PHYSICAL ADEQUACY OF SITE 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	CERTIFICATION PROCESS Location has writing surfaces – tables +/- clipboards.			
13	Designated staff/volunteers are available to answer questions, spot language issues, and help complete application if applicant cannot read or write.			
14	Number of workers processing benefits appears reasonable.			
15	Signs are posted with basic information on completing the application, required verification, hrs of operation, etc.			

	Review Areas	Observed		Comments	
		Yes	No		
16	<p>Applicants are being screened to check:</p> <ul style="list-style-type: none"> <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&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> <ul style="list-style-type: none"> <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> <ul style="list-style-type: none"> <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> <ul style="list-style-type: none"> <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>LANGUAGE ISSUES Staff/volunteers are on hand to assist with language services.</p>				

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

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

	Review Areas	Observed		Comments
		Yes	No	
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

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

Sign In/Out Sheet

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

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

Lunch Period

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

Total Hours

Grand total

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

Print Name/ Employee #

Employee Signature: _____

Date:

Supervisor Signature:

Date:

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

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.

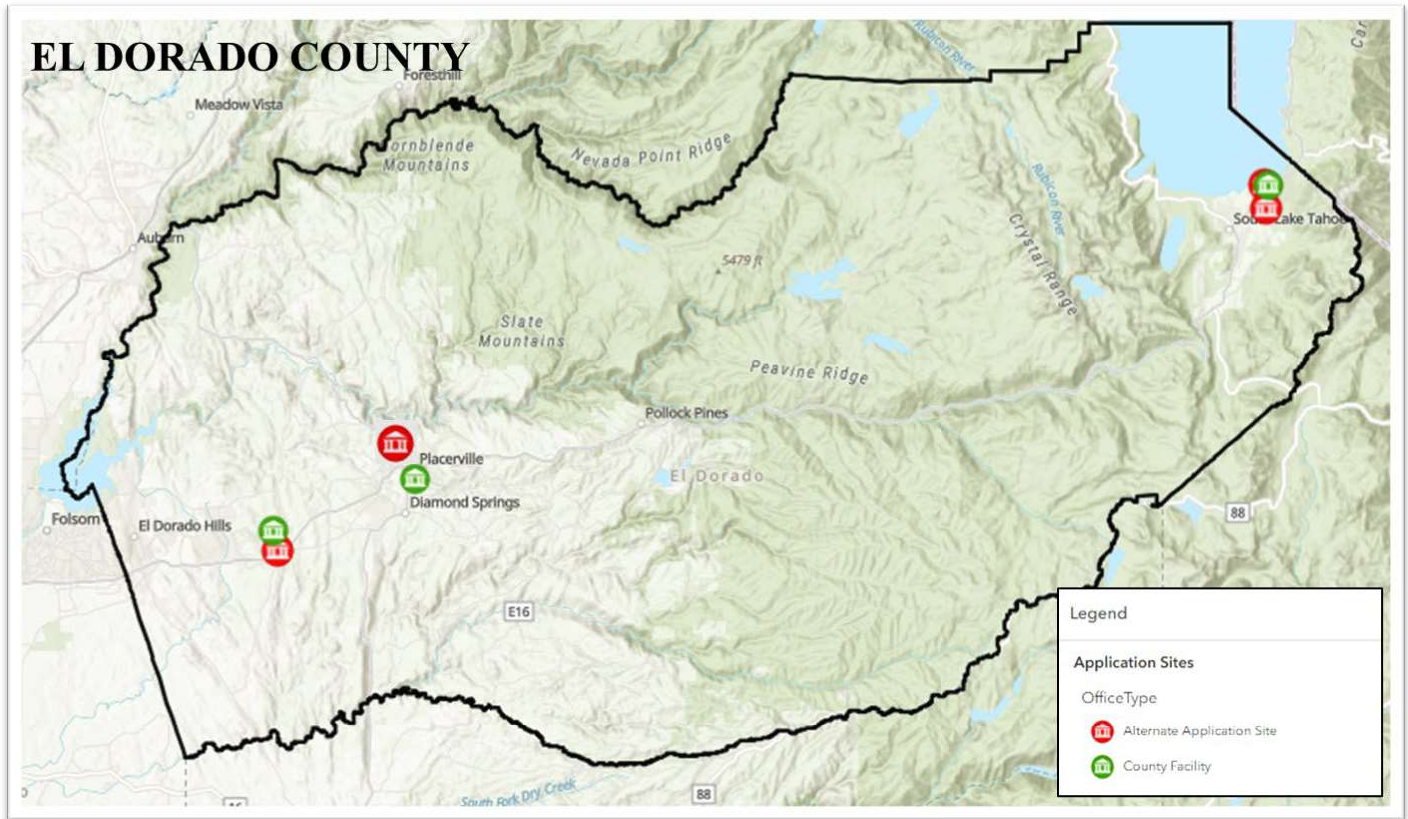
Calaveras County

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 Mendocino	Primary Contact	Back-up Contact
Name: Title: Address: Desk Phone #: Back-up #: Email:	Kelsey Rivera Assistant Director 747 S State Street Ukiah, CA 95482 707-463-7777 707-391-3180 <u>riverak@mendocinocounty.org</u>	Rachel Ebel-Elliott Deputy Director 737 S State Street Ukiah, CA 95482 707-463-7836 707-367-1407 ebel- elliotr@mendocinocounty.org
	MOU Contact	Director (if not already included)
Name: Title: Address: Desk Phone #: Back-up#: Email:	Isabel Oglesby Program Manager 764 S Franklin Street Fort Bragg, CA 95437 707-962-1065 707-367-8884 <u>oglesbyi@mendocinocounty.org</u>	Bekkie Emery Director 747 S State Street Ukiah, CA 95482 707-463-7761 707-972-3472 emeryb@mendocinocounty.org

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 <u>Evelyn.schaeffer@edcgov.us</u>	Machelle Rae Deputy Director 3057 Briw Road, Suite A Placerville, CA 95667 530-642-7246 <u>Machelle.rae@edcgov.us</u>
	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 <u>Karen.thomas@edcgov.us</u>	See Primary