Toolkits

Contents

State Agency D-SNAP Toolkit

Regional Office D-SNAP Toolkit

State Agency
D–SNAP Toolkit

Part 1: Templates for State Agencies

1.1 D-SNAP Waiver Request

<div align="center">

WAIVER REQUEST

DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

</div>

Type of request: *Initial, Extension, Expansion, or Modification*

State: Click here to enter text.

Region: Click here to enter text.

Regulatory Citations: 7CFR 273.1(a), 273.2(f), 273.7, 273.8(e), 273.9(a), 273.10(e), and 273.10(f)

Disaster Information: *Identify type of disaster. Date the disaster struck or date of mandatory evacuation order. Counties or other areas included in the Presidential disaster declaration for individual assistance. Explain which counties or areas are included under this request and why.*

Disaster Impact: *Include number of households/businesses impacted. Use joint FEMA, state and local Preliminary Damage Assessments (PDAs); power outage information; and/or flood/mandatory evacuation maps. Are commercial channels of food distribution up and running?*

Benefit Period: *List the start and end dates for the 30-day benefit period beginning date disaster struck/date of mandatory evacuation order.*

Application Period: *List the start date and end date for the application period (typically 7 days). Describe locations, dates and hours of operation for application sites (note if sites are opened on weekends/holidays).*

Eligibility Criteria: *Will eligibility extended to households who lived or who lived/worked in the disaster area? Is food loss alone a qualifying factor? Is the State using the DSED?*

Ongoing Households: *Will the State issue supplements? If so, automatic or by affidavit? If automatic, who is eligible? If by affidavit what is the process for requesting?*

Anticipated Issuance: *Include estimated number of new D-SNAP applicants. Estimated number of ongoing clients that will request/receive supplements. If automatic supplements, include total estimated value of benefit issuance. How was estimate derived?*

EBT: *Describe issuance procedures; number of disaster EBT cards on hand' plans for requesting, receiving, and distributing additional cards as needed. State whether the cards on hand have been tested and are viable. Include name of card vendor.*

Duplicate Participation: *Describe how/when checks will be conducted.*

Program Integrity: *Describe fraud prevention strategies and security measures in place.*

Logistics: *Describe application sites, plans for publicity, and security/crowd control. Include plans for ensuring access to persons with disabilities, the elderly and other vulnerable populations, as appropriate (e.g. authorized representatives, satellite application sites, special public transport, home visits, use of Skype or similar technology to conduct interviews, or other alternative procedures).*

Staffing:	Describe plans for utilizing staff from other areas, as appropriate. Indicate number of staff/supervisors available and how they will be distributed among application sites.
Employee Applications:	Describe procedure for handling applications from State agency employees.
Attachments:	Required supporting documentation including: draft press releases, D-SNAP application, PDAs, FEMA declaration, map of disaster area. Any other optional supporting information (such as client notices).

1.2 D-SNAP Application (English)

<table>
<tr>
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APPLICATION FOR DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE (D-SNAP)

DO NOT WRITE IN SHADED AREAS
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<td>

Disaster Benefit Period

Begin:_____   End:_____

Number:_____
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<tr>
<td colspan="2"></td>
<td>

Application Date:_____
</td>
</tr>
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<td colspan="3">

INSTRUCTIONS: Complete this application honestly and to the best of your knowledge. If your household knows but refuses to give any required information, it will not be eligible to receive D-SNAP benefits. When you are interviewed, you must show identification and may be required to verify your residency {inset "place of work" if applicable to disaster} in the disaster area at the time of the disaster, household composition, and disaster-related expenses.   You can authorize someone outside your household to apply for, receive, or use your Disaster Supplemental Nutrition Assistance benefits.
</td>
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<tr>
<td>

Head of Household
</td>
<td>

Verifie d
</td>
<td>

Authorized Representative
</td>
</tr>
<tr>
<td>

Permanent Home Address with zip code
</td>
<td>

Verifie d
</td>
<td>

Temporary Address and Telephone Number (if different)
</td>
</tr>
</table>

Phone Number(s):	Mailing Address (if different) with zip code
County:	

PART A – HOUSEHOLD SITUATION		
Was your household living {inset "working" if applicable to disaster} in the disaster area at the time of the disaster? If yes, please answer the following questions:	YES	NO
Did the disaster damage or destroy your home or self-employment property?		
Does your household have any additional expenses as a result of the disaster?		
Does your household plan to buy food before {insert end date of disaster period}?		
Did the disaster delay, reduce or stop any of your household's income?		
Does your household have money in checking/savings accounts which you cannot get to because the bank is closed or inaccessible due to the disaster?		
Is anyone in your household employed by (insert name of State SNAP agency)?		
Are you a current Supplemental Nutrition Assistance (Food Stamp Program) participant? If yes, State: _____ County: _____		

List the members of your household, including yourself, who were living and eating with you at the time of the disaster. List each household member's social security number (SSN) if available. Applicants are *not required* to have or give their Social Security Number on this application in order to qualify for D-SNAP.   Also list each household member's date of birth, sex, race and source and amount of take-home pay. List any other income your household members have received or expect to receive during the D-SNAP benefit period (list start/end dates). DO NOT INCLUDE PEOPLE WHO WERE NOT PART OF YOUR HOUSEHOLD WHEN THE DISASTER HAPPENED. IF YOU ARE TEMPORARILY STAYING WITH ANOTHER HOUSEHOLD BECAUSE OF THE DISASTER, DO NOT LIST MEMBERS OF THAT HOUSEHOLD.

PART B – HOUSEHOLD MEMBERS (Attach paper for more space)	PART C – INCOME

First Name / Last Name	Social Security No. (if available)	Birth Date	Sex	Race	Source/Type	Amount

PART D – RESOURCES		PART E – EXPENSES	
List all cash your household will be able to get to during the disaster		List disaster-caused expenses that your household paid or expects to pay during this disaster. DO NOT INCLUDE EXPENSES THAT WERE PAID OR WILL BE PAID BY SOMEONE OUTSIDE YOUR HOUSEHOLD.	
	AMOUNT		AMOUNT
Checking accounts		Dependent care due to disaster	
Saving accounts		Funeral/medical expenses due to disaster	
Cash on hand		Moving and storage costs due to disaster	
		Temporary shelter expenses	
		Cost to protect property during disaster	
		Cost to repair/replace home or self-employment property	

		Other disaster-related expenses	
		Food destroyed in disaster	

PART F – CERTIFICATION AND SIGNATURE

I understand the questions on this application and the penalties for hiding or giving false information. My household is in need of immediate food assistance as a result of the disaster. I certify, under penalty of perjury, that the information I have given is correct and complete to the best of my knowledge. I also authorize the release of any information necessary to determine the correctness of my certification. I understand that if I disagree with any action taken on my case, I have the right to request a fair hearing orally or in writing.

APPLICANT, AUTHORIZED REPRESENTATIVE, OR WITNESS (if signed with an X)

_____ DATE: _____

PART G – PENALTY WARNING

If your household gets Supplemental Nutrition Assistance benefits, it must follow the rules listed below. This application is subject to review by Federal and State authorities to make sure you were eligible for disaster aid.

DO NOT give false information or hide information to get or to continue to get Supplemental Nutrition Assistance benefits.
DO NOT give or sell Supplemental Nutrition Assistance benefits or authorization documents to anyone not authorized to use them.
DO NOT alter any Supplemental Nutrition Assistance authorization documents to get benefits you are not entitled to.
DO NOT use Supplemental Nutrition Assistance benefits to buy unauthorized items such as alcohol or tobacco.
DO NOT use another household's Supplemental Nutrition Assistance benefits or authorization documents for your household.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination

Complaint Form, *found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at http://www.fns.usda.gov/snap/contact_info/hotlines.htm. USDA is an equal opportunity provider and employer.*

1.3 D-SNAP Application (Spanish)

SOLICITUD DE AYUDA PARA NUTRICIÓN EN SITUACIONES DE DESASTRE (D-SNAP) NO ESCRIBA EN LAS SECCIONES SOMBREADAS.	Período de Beneficio en Caso de Desastre Inicio:_____ Fin:_____ Número:_____
	Fecha de Solicitud:_____

INSTRUCCIONES: Complete la presente solicitud honestamente según su leal saber y entender. Si su unidad familiar conoce, pero se niega a dar cualquier dato solicitado, no será elegible para recibir ayuda para nutrición. Cuando lo entrevisten, deberá presentar una identificación. Deberá presentar documentación que pruebe que su unidad familiar vivía {insertar "o trabajaba" si corresponde a la situación de desastre} en la zona de desastre al momento de ocurrido el desastre, los edades, generos de los miembros de su familia, y egresos relacionados al desastre. Usted puede autorizar a alguien ajeno a su unidad familiar para que solicite, reciba o utilice su ayuda para nutrición en situaciones de desastre.		
Jefe de la Unidad Familiar	Verificado	Representante Autorizado
Dirección Particular Permanente con Código Postal	Verificado	Dirección Temporal y Número de Teléfono (si son diferentes)

Número de Teléfono	Dirección Postal (si es diferente) con código postal
Condado:	

SECCIÓN A – SITUACIÓN DE LA UNIDAD FAMILIAR		
¿Su unidad familiar vivía {insertar "o trabajaba" si corresponde a la situación de desastre} en la zona de desastre al momento de ocurrido el desastre? Si responde que sí, conteste las siguientes preguntas:	SÍ	NO
¿El desastre dañó o destruyó su casa o la propiedad donde trabaja por cuenta propia?		
¿Como consecuencia del desastre, ¿su unidad familiar tiene algún gasto adicional?		
¿Su unidad familiar planea comprar alimentos antes del {insertar fecha de finalización del período de desastre}?		
¿El desastre retrasó, redujo o interrumpió cualquiera de los ingresos de su unidad familiar?		
¿Su unidad familiar tiene dinero depositado en cuentas corrientes o cuentas de ahorro a las que no puede acceder porque el banco está cerrado debido al desastre?		
¿Participa actualmente en SNAP (el programa de cupones para alimentos)? Si responde que sí, indique Estado: _____ Condado: _____		
¿Alguien en su familia tiene empleo en (insert name of State SNAP agency)?		
Indique los integrantes de su unidad familiar, incluido usted, que se vieron afectados por el desastre y que viven y se alimentan en su unidad familiar. Indique el número de seguro social de cada integrante de la unidad familiar si está disponible. No obstante, los solicitantes *no están obligados* a tener o dar un número de seguro social en esta solicitud, a fin de tener derecho a recibir Ayuda Para Nutrición en Situaciones de Desastre. Además, indique la fecha de nacimiento, el sexo, la raza (opcional) y la fuente y el monto de ingresos netos de cada integrante de la unidad familiar. Indique cualquier otro ingreso que los integrantes de su unidad familiar hayan recibido o esperen recibir mientras esté vigente el Programa de Ayuda para Nutrición en Situaciones de Desastre.		

NO INCLUYA A PERSONAS QUE NO INTEGRABAN SU UNIDAD FAMILIAR CUANDO OCURRIÓ EL DESASTRE.

SI DEBIDO AL DESASTRE SE ENCUENTRA VIVIENDO TEMPORALMENTE CON OTRA UNIDAD FAMILIAR, NO INCLUYA A LOS INTEGRANTES DE DICHA UNIDAD FAMILIAR.

SECCIÓN B – INTEGRANTES DE LA UNIDAD FAMILIAR (Agregue hojas si necesita más espacio)					SECCIÓN C – INGRESOS	
Nombre / Apellido	N° de Seguro Social	Fecha de Nacimiento	Sexo	Raza (opcional)	Fuente / Tipo	Monto

SECCIÓN D – RECURSOS Indique todo el dinero al que su unidad familiar *podrá* tener acceso durante el período de beneficio en caso de desastre.		SECCIÓN E – GASTOS Indique los gastos *provocados por el desastre* que su unidad familiar pagó o espera pagar durante este desastre. NO INCLUYA GASTOS QUE FUERON O SERÁN PAGADOS POR ALGUIEN AJENO A SU UNIDAD FAMILIAR. NO INCLUYA GASTOS QUE LE FUERON O LE SERÁN REEMBOLSADOS ANTES DEL FINAL DEL PERÍODO DE BENEFICIO EN CASO DE DESASTRE.	
	MONTO		MONTO
Cuentas corrientes		Gastos del cuidado de los dependientes	
Cuentas de ahorros		Gastos de funeral o médicos por lesiones personales	

Dinero en efectivo		Gastos de evacuación	
		Gastos de albergue temporal	
		Costos de protección de vivienda o propiedad comercial	
		Gastos de reparación de vivienda o propiedad comercial	
		Otros gastos por el desastre	
		Gastos de almacenamiento	

SECCIÓN F – CERTIFICACIÓN Y FIRMA

Entiendo las preguntas de esta solicitud y las sanciones por ocultar datos o suministrar información falsa. Mi unidad familiar necesita asistencia alimentaria inmediata como consecuencia del desastre. Certifico, bajo pena de falso testimonio, que la información que he suministrado es correcta y está completa a mi leal saber y entender. Además, autorizo la divulgación de toda información necesaria para determinar la exactitud de mi certificación. Entiendo que si no estoy de acuerdo con cualquier medida que se tome en mi caso, tengo derecho a solicitar oralmente o por escrito una audiencia justa e imparcial.

SOLICITANTE, REPRESENTANTE AUTORIZADO O TESTIGO (si firma con una X)

_____ FECHA: _____

SECCIÓN G – ADVERTENCIA SOBRE SANCIONES

Si su unidad familiar recibe ayuda para nutrición, debe observar las siguientes reglas. Podemos seleccionar su unidad familiar para un control federal o estatal en algún momento luego de que reciba sus beneficios de ayuda para nutrición, a fin de asegurarnos de que usted era elegible para recibir ayuda para nutrición en situación de desastre.

NO dé información falsa ni oculte información para obtener o continuar obtener ayuda para nutrición en situación de desastre.
NO dé ni venda los beneficios de ayuda para nutrición o la documentación de autorización.
NO modifique ninguna documentación de autorización a fin de obtener ayuda para nutrición a los que no tiene derecho.
NO utilice los beneficios de ayuda para nutrición a fin de comprar artículos no autorizados como alcohol o tabaco.

NO utilice los beneficios de ayuda para nutrición ni la documentación de autorización de otra unidad familiar para su unidad familiar

El Departamento de Agricultura de los Estados Unidos (por sus siglas en inglés "USDA") prohíbe la discriminación contra sus clientes, empleados y solicitantes de empleo por raza, color, origen nacional, edad, discapacidad, sexo, identidad de género, religión, represalias y, según corresponda, convicciones políticas, estado civil, estado familiar o paternal, orientación sexual, o si los ingresos de una persona provienen en su totalidad o en parte de un programa de asistencia pública, o información genética protegida de empleo o de cualquier programa o actividad realizada o financiada por el Departamento. (No todos los criterios prohibidos se aplicarán a todos los programas y/o actividades laborales). Si desea presentar una queja por discriminación del programa de Derechos Civiles, complete el USDA Program Discrimination Complaint Form (formulario de quejas por discriminación del programa del USDA), que puede encontrar en internet en http://www.ascr.usda.gov/complaint_filing_cust.html, o en cualquier oficina del USDA, o llame al (866) 632-9992 para solicitar el formulario. También puede escribir una carta con toda la información solicitada en el formulario. Envíenos su formulario de queja completo o carta por correo postal a U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, por fax al (202) 690-7442 o por correo electrónico a program.intake@usda.gov. Las personas sordas, con dificultades auditivas o con discapacidad del habla pueden contactar al USDA por medio del Federal Relay Service (Servicio federal de transmisión) al (800) 877-8339 o (800) 845-6136 (en español). Para obtener más información acerca de cuestiones del programa SNAP, las personas deben contactar al número de línea directa del USDA SNAP al (800) 221-5689, que también está en español, o llamar a State Information/Hotline Numbers (dé clic en el enlace para obtener un listado de números de línea directa por estado); lo puede encontrar en internet en http://www.fns.usda.gov/snap/contact_info/hotlines.htm. El USDA es un proveedor y empleador que ofrece igualdad de oportunidades.

1.4 Affidavit of Disaster Loss

States may use this template or utilize a currently available form (such as the one used for replacement benefits) to allow ongoing clients to request supplemental benefits. A single form may be used for both replacements and supplements. This template may be modified, as appropriate, to incorporate standard perjury statement language in use by the State.

NAME (HEAD OF HOUSEHOLD): _____

CASE NUMBER: _____

HOUSEHOLD ADDRESS: _____

CITY/TOWN/STATE/ZIP CODE: _____

INDIVIDUAL BENEFIT(S) REQUESTED:

____ SUPPLEMENTAL BENEFITS

I certify under penalty of perjury that my household experienced one or more adverse effects (loss of income, inaccessible liquid resources, or out of pocket, unreimbursed disaster-related expenses) as a result of the (to be completed by the S/A) that occurred in my county of residence during the period of _____ through _____ (to be completed by the S/A).

Client Signature: _____

Date: _____
_____
____ REPLACEMENT BENEFITS

Please provide collateral contact information in order for the State agency to verify your loss. Depending on the availability of power outage data or flood maps to verify your loss, the State agency may decide collateral contact information is not necessary.

Name of Collateral Contact: _____

Street Address: _____

City, State, Zip Code: _____

Phone: _____

Client signature: _____

Date: _____

1.5 Daily Reporting Sheet

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

2.1 Application Site Posters

STOP

If you are currently receiving benefits through the Supplemental Nutrition Assistance Program you are not eligible for the Disaster Supplemental Nutrition Assistance Program.

SNAP households affected by the disaster may request replacements and supplemental disaster benefits.

ATTENTION

ANTI-FRAUD WARNING

You must tell the truth when you apply for D-SNAP benefits, replacements, and supplements.

You may not sell, trade, or give away your EBT card.

You may NOT receive Disaster Supplemental Nutrition Assistance twice for the same disaster.

All applications are subject to review.

If you get benefits to which you are not entitled, you WILL be required to pay them back.

If you break the SNAP rules you may be disqualified from the program, fined up to $250,000, and/or put in jail for up to 20 years.

ATTENTION

Duplicate Participation Check

All D-SNAP applications will be reviewed to ensure that your household is not participating in SNAP and that you have not already applied for or received D-SNAP benefits for this disaster.

You may not receive D-SNAP more than once for the same disaster.

Households applying for D-SNAP more than once will be referred to fraud investigators for review.

2.2 Sample Press Releases

DHS ANNOUNCES DISASTER FOOD ASSISTANCE (SNAP) RELIEF FOR BENTON, CLAY, FAULKNER, GARLAND, LINCOLN, PULASKI, RANDOLPH, AND SALINE COUNTIES

LITTLE ROCK – The Department of Human Services has announced counties eligible to receive SNAP Disaster Assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The Department of Agriculture, Food and Nutrition Service, has approved the following counties for the Disaster SNAP (DSNAP) as a result of the April 23rd severe storms and tornados: **Benton, Clay, Faulkner, Garland, Lincoln, Pulaski, Randolph, and Saline Counties**. Any household that resided within one of the designated counties at the time of the April 23rd severe storms and tornados and suffered disaster losses may be eligible to receive temporary DSNAP assistance. DSNAP benefits are provided via an electronic debit-like card and can be used to purchase food items at grocery stores and other authorized retailers.

Residents in any of the designated counties may be eligible if the household experienced at least one of the following conditions as a direct result of the **April 23rd, 2011 storms and tornados:**

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

Please note that residents seeking assistance may apply beginning Tuesday, May 10, 2011 through Wednesday, May 18th 2011 for the Disaster SNAP. To apply, please contact your local DHS office.

Households applying for Disaster SNAP must actually have lived in the disaster area at the time of the storms and must have suffered loss or damages.

###

DISASTER SNAP PROGRAM BENEFITS AVAILABLE FOR RECENT FLOOD VICTIMS

Affected residents in Alexander, Franklin, Gallatin, Hardin, Jackson, Lawrence, Massac, Perry, Pope, Pulaski, Randolph, Saline, White and Williamson counties may be eligible

CHICAGO – Residents who lived or worked in Alexander, Franklin, Gallatin, Hardin, Jackson, Lawrence, Massac, Perry, Pope, Pulaski, Randolph, Saline, White and Williamson counties between April 19 and May 18, 2011 may be eligible for disaster Supplemental Nutrition Assistance Program (SNAP) benefits, known in Illinois as LINK. The U.S. Department of Agriculture and the Illinois Department of Human Services (IDHS) have approved disaster SNAP benefits for flood-affected residents of these counties.

Residents of affected counties who would not be eligible under the regular SNAP rules may qualify temporarily if their business, home or belongings were damaged or destroyed and they have un-reimbursed disaster-related expenses, or if they have a loss or reduction of income as a result of the flooding. Also, residents who currently receive SNAP may be eligible for additional benefits.

Flood victims may apply for disaster SNAP benefits at the following IDHS Family Community Resource Centers (FCRC) locations beginning **Friday, June 24 through Thursday, June 30, 2011** from 8:30 a.m. until 4:00 p.m. each day:

Alexander
1401 Washington Ave   .
Cairo, IL 62914-1810
Phone: (618) 734-0762
TTY/Nextalk: (866) 383-2345

Pulaski
422 S. Blanche St.
Mounds, IL 62964-1108
Phone: (618) 745-9411
TTY/Nextalk: (866) 740-3951

Franklin
1602 N. Main St.
Benton, IL 62812-1900
Phone: (618) 439-4351
TTY/Nextalk: (866) 324-4802

Randolph
870 Lehmenn Dr.
Chester, IL 62233-0307
Phone: (618) 826-4559
TTY/Nextalk: (866) 876-7176

Jackson
342 North St.
Murphysboro, IL 62966-2295
Phone: (618) 687-1705
TTY/Nextalk: (866) 325-5149

Lawrence
RR 1, Box 418
Lawrenceville, IL 62439-9796
Phone: (618) 943-2334
TTY/Nextalk: (866) 326-0247

Massac
2301 Metropolis St.
Metropolis, IL 62960-1399
Phone: (618) 524-2631
TTY/Nextalk: (866) 326-9638

Perry
120 S. Town Shopping Center
DuQuoin, IL 62832
Phone: (618) 542-2901

Saline/Gallatin
320 E. Raymond St.
Harrisburg, IL 62946-2120
Phone: (618) 253-7161
TTY/Nextalk: (866) 847-6174

White
1112 Oak St.
Carmi, IL 62821-1344
Phone: (618) 382-4685
TTY/Nextalk: (866) 740-3928

Williamson
1107 W. DeYoung Suite 20
Marion, IL 62959-4403
Phone: (618) 997-6591
TTY/Nextalk: (866) 740-3927

Pope/Hardin
106 N. Market St., PO Box 130
Golconda, IL 62938-0130
Phone: (618) 683-2921
TTY/Nextalk: (866) 383-1866

The local IDHS offices will determine eligibility for victims based on available income, minus unreimbursed disaster-related expenses. All resources except cash on hand and bank accounts will be excluded from the eligibility determination. A qualifying two-person family with net monthly income of less than $1,815 would receive $367, and a one-person household with net monthly income of less than $1,503 would receive $200. Most benefits will be available within three days of the date of application.

Individuals receiving regular SNAP benefits that were affected by the disaster may also apply for this special program. They may qualify for additional SNAP benefits to bring their benefit level up to the maximum benefit amount for the month of the disaster.

Starting Friday, flood victims in Massac County currently receiving SNAP benefits may apply for disaster SNAP benefits online at www.dhs.state.il.us. Applicants should click on the Disaster SNAP link then on the Currently Receive SNAP – Massac County Only link. Users should then follow the directions on the Active SNAP Clients in Massac County – Online Request for Disaster SNAP Benefits Web page to file their request for additional benefits.

Applicants must bring photo proof of identity and should bring a driver's license or other picture ID. Applicants also must bring a document that verifies their home address or job in the disaster area prior to the disaster.

SNAP benefits can be used to purchase food for human consumption, but cannot be used to buy alcoholic beverages, tobacco or non-food items. Benefits must be used within 90 days. Persons who purposely provide wrong information on a SNAP application may be denied benefits and legal action may be taken.

###

2.3 Post-Disaster Review Report Template

POST-DISASTER REVIEW REPORT

DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

State: Click here to enter text.

Region: Click here to enter text.

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1. INTRODUCTION

Disaster Information

Background on disaster including date the disaster struck and affected area.

Program Background & Details

Include application period information, sites, and options selected by the State (such as use of DSED or food loss only). Also include staffing information and number of approved applications/amount of benefits issued.

2. COMPREHENSIVE REVIEW

Certification System(s)

Describe certification process and systems used.

Application Period

Describe issuance procedures.

Public Information & Outreach

Describe publicity and outreach efforts, including any involvement with partner organizations.

Issuance

Outline issuance procedures.

Program Accessibility

Describe procedures for ensuring program accessibility, particularly for persons with disabilities, the elderly, and other vulnerable populations.

Security & Fraud Control

Describe efforts to manage crowds and promote program integrity.

3. INDIVIDUAL REVIEWS & PROBLEM ANALYSIS

Summary

Total number of each type of review conducted, procedures used in review process, any issues encountered in conducting reviews.

- **Public Case Reviews**

(0.5% of new D-SNAP cases both approved & denied. Minimum of 25, maximum of 500.) Include completed chart below for all public cases and attach Excel file with charts for each project are (generally County).

All Public Cases Reviewed					
Problem	**# of Cases**	**# of Claims Established**	**Value of Claims**	**# of Cases Entitled to Restored Benefits**	**Value of Restored Benefits**
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					
TOTAL:					

- State Agency Employee Case Reviews

Required 100% of all approved State agency employee cases. If States has opted to review additional applications (such as denied State agency employees, D–SNAP site volunteers, etc…) those should be listed on a separate chart. I Include completed chart below for all State agency employee cases and attach Excel file with charts for each project are (generally County).

All Employee Case Reviews					
Problem	# of Cases	# of Claims Established	Value of Claims	# of Cases Entitled to Restored Benefits	Value of Restored Benefits
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					
TOTAL:					

4. PROPOSED CHANGES

Lessons Learned & Best Practices
Describe any of the State's best practices in planning and implementing the program. Also include problems encountered and lessons learned from those issues.

Changes to Disaster Plan

Based on lessons learned, include any changes the State will incorporate into its next disaster plan.

Changes to Internal Policies

Indicate any planned policy changes based on D-SNAP experience.

Recommended Changes to the Guidance

Describe any proposed improvements to the D-SNAP Guidance that would assist State in planning and administering future programs.

Part 3: State Agency Planning Resources

3.1 State D-SNAP Plan Template

<div align="center">

DISASTER PLAN
DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

</div>

State: Click here to enter text.
Region: Click here to enter text.

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1. **ROLES & RESPONSIBILITIES**

Describe approach to D-SNAP planning and implementation, including cross-agency coordination and lines of authority. Use the Contacts & Responsibilities worksheets to outline roles and responsibilities by agency/organization as well as primary and secondary contacts for each, including a point of contact for State Civil Rights compliance.

2. **READINESS PLAN**

Staffing & Resources

Identify staffing and related resources available for D-SNAP operations. Consider how they will be mobilized to the affected area, impact on existing SNAP caseload and local offices, funding for staff travel and overtime pay, and contingencies (ex., central office is in the affected area.

County Plans

If State is County-administered, include plans/agreements for sharing information, resources, and staff among the counties throughout the State.

Application System Development

Describe the systems to be used for D-SNAP client application and management. Explain any potential workarounds or adaptations to your regular SNAP system, while accounting for running D-SNAP and SNAP concurrently.

Issuance System Development

Describe D-SNAP benefit issuance systems that will deliver benefits within the three-day (or 7 days, if questionable) time limit. Refer to the EBT Planning section of the Toolkit.

EBT Card Stock

Evaluate and quantify your available EBT card stock. Describe what type of cards will be used in D-SNAP. Include procurement timeline of additional cards, if needed. Consider any special procedures or resources that might be needed to meet ongoing D-SNAP and SNAP issuance timeframes.

Application Sites

Describe D-SNAP application and issuance site selection procedures. Consider options for site location and size as appropriate for differences in disaster size and scope. Include any agreements in place with potential sites. If planned D-SNAP site is also a local SNAP office, include plan for running D-SNAP and SNAP simultaneously.

Data

Identify county or regional demographic data that may affect your State's response to a disaster, including available data and information from sources such as Social Security, Supplemental Security Income, Medicaid, or community-based organizations that can be used to locate persons with disabilities, the elderly and other vulnerable populations. Identify resources for disaster impact data, such as preliminary data assessments, flood maps, or electrical outage data.

3. Implementation Plan

Public Information and Outreach

Create a public information strategy to ensure that accurate, clear information reaches disaster affected populations quickly. This should include any potential special services available to persons with disabilities, the elderly and other vulnerable populations. Outline roles, expectations, and responsibilities of any regular SNAP outreach partners included in the State Outreach Plan that will also assist with D-SNAP. Include a plan for community volunteers to participate in outreach.

Retailer Communication

Describe procedures to notify retailers of D-SNAP implementation and special D-SNAP waivers such as the allowance of hot food purchases.

Procedures to Reduce Applicant Hardship

Outline steps your State will take to reduce hardship for D-SNAP clients and existing caseload. Specifically include provisions for security, human needs, and language services.

Certification Process

Describe the specifics of the certification process including potential application sites, staffing, separation of eligibility and issuance, and how application sites will manage large crowds. If online applications are to be used by workers or clients, describe that process and back-up systems in place if technical issues are encountered. Include

potential plans for ensuring access to persons with disabilities, the elderly and other vulnerable populations.

Client Materials

Include all D-SNAP application forms and notices (English and Spanish).

Issuance Process

Create a detailed plan for how D-SNAP benefits will be made available within 72 hours of application (or 7 days from the date of application, in questionable cases) without compromising service to ongoing SNAP caseload. Indicate how your State will monitor EBT card stock. Describe EBT card issuance security procedures.

Security and Fraud Prevention Plan

Create a detailed fraud prevention plan that includes special procedures for handling applications submitted by State employees, questionable applications, and a screening process to check all households for duplicate participation.

Disaster Reporting and Post-Disaster Review Report

Describe procedures to ensure daily reporting to USDA and the completion of a Post Disaster Review Report.

3.2 EBT Planning

Introduction

Each State needs to be prepared to implement a disaster EBT system that can deliver D-SNAP benefits during an emergency, while successfully interacting with that State's eligibility system and their EBT contractor's system. States must maintain a disaster issuance plan and share it with FNS. States that have not conducted D-SNAP issuance planning activities will find that they are at a significant disadvantage when disasters do occur.

FNS Expectations

FNS has several expectations for an EBT disaster issuance system:

- FNS expects an EBT system that is easy to access and use for recipients, and State and county/local staff.
- FNS expects a disaster application and issuance process that minimizes the number of times recipients return to a disaster assistance location for benefit application and issuance. Ideally, this would require only one visit. If recipients must return to pick up their EBT cards, FNS expects cards and benefits to be available as soon as possible, but no later than 3 calendar days from the date the application was filed, except in questionable cases where issues may be delayed up to 7 days from the date of application.
- FNS expects the disaster EBT system to provide easy integration and reconciliation with both the State's eligibility system and the EBT processor's database, and ready access to information on a State's disaster EBT system via on-line data and off-line reports.

Request for Proposal

Implementation of the EBT disaster response system may require extensive negotiations and work with a State's EBT processor to design, develop, and incorporate an EBT disaster system within the processor's current operating platform. FNS recommends that this occur as part of the Request for Proposals (RFP) process

Advantages of the State incorporating requirements in an RFP include:

- Take advantage of competition in terms of getting competitive pricing for the disaster system
- Know upfront what those costs will be
- Have the requirements in place for the disaster system at the point in time when the full contract is signed.

The answer as to which approach may be more suitable for a State may be in how well the State can specify its needs as part of the original procurement. One approach

would be to permit flexibility to negotiate disaster design features after the contract is awarded.

States may find the following language helpful when preparing a Request for Proposals (RFP). Disaster preparation and contingency planning covers three areas. The first is the Contractor's system; the second is the State's eligibility systems; and the third is natural disasters impacting a large number of the State's population.

Contractor Systems

- The Contractor shall provide an alternate means of authorization of EBT transactions during short-term outages, when switching over to the back-up site is not considered appropriate. The response to this requirement shall also include how the Contractor will notify both the State and the retailer community that an outage is occurring, and alternate means of authorizations are currently in place.

- However, in the event of a disaster impacting the availability of the Contractor's primary data processing site, the Contractor shall have available a back-up site for host processing and telecommunications network services. The Contractor shall provide information about the site and a point of contact at the alternate site. The Contractor shall have the EBT hot back-up site begin processing transactions within one hour of a disaster declaration.

- The Contractor's disaster recovery plan shall also include a State notification process as well as disaster declaration criteria and timeframes that are acceptable to the State. The Contractor shall notify the State immediately upon Contractor's decision to move to a disaster back-up site to provide EBT services. If the Contractor is providing EBT services to multiple States, the disaster recovery plan shall address the timing and order of recovery of the State as compared to the other agencies being processed. The recovery of the State's of EBT system shall not be delayed because the Contractor is recovering other States' EBT systems.

- The disaster back-up site shall be tested annually, and the Contractor shall provide the State with copies of such test results within thirty (30) days of receipt of the test results.

State Systems

- The Contractor shall support the recovery of the State's eligibility and EBT interface systems at a back-up site (identify site) in the event of a disaster at the State's primary data center. This support shall consist of providing connectivity to the State's back-up site to support the transmission of data files and reports between the State and the EBT Contractor. During the initial days of a disaster, if communications cannot be established, data can be transferred between the Contractor and the State using portable media. The Contractor shall provide support to the State in ensuring that benefits are still being provided to clients through the EBT system during the recovery of the State's data processing systems. Following the declaration of a disaster by the State and movement to a back-up data center, the Contractor shall work with the State technical staff to provide EBT administrative terminal support.

Natural Disasters within State

- The EBT contractor shall support providing benefits to State clients subsequent to the occurrence of a natural disaster within the State. The basic assumption in this scenario is that there is sufficient infrastructure available within the retailer community to support EBT as a means for benefit payments. This section provides the requirements to the EBT contractor for providing these benefits.

- The State's plan in supporting natural disasters is to maintain an inventory of pre-embossed and pre-encoded EBT cards within the State that would be used in the event of a disaster. Following the declaration of a disaster supporting issuance of D-SNAP benefits by USDA, the State would issue the disaster EBT cards to eligible clients within the disaster areas. Following the issuance of the card, the State would update the respective EBT account on the Contractor's EBT system through the batch interface with the associated demographic information, including the

assigned case number and client name. Benefits would also be added to the EBT account through the batch interface.

- To support the State's plan for EBT disaster services, the Contractor shall establish and maintain on the EBT database predefined disaster accounts and the related EBT card. The Contractor shall create [insert appropriate number] EBT accounts to be used for disaster services, and the associated EBT cards and system assigned PINs. These EBT accounts shall remain on the Contractor's EBT system until utilized for a disaster. The EBT cards and PIN mailers shall be delivered to the State in EBT account number ascending sequence. The State will store the cards and related PIN mailers until they are needed for a disaster. The EBT account number shall be used as an identifier on both the Card and PIN mailer, so the two can be matched and provided to clients during a disaster. The Contractor shall work with the State during the design phase of the project to finalize and document these requirements.

- For localized disasters impacting a small geographic area, such as an area hit by a tornado, the Contractor shall support the option of drop shipping all requested EBT cards to a specified address within the impacted area. The impacted area would be identified by zip code. Following written notification by the State, the State requires that all EBT cards that would normally be mailed to clients within the impacted zip codes instead be dropped shipped to the location specified by the State. The EBT cards would be dropped shipped until written notification is received from the State to discontinue drop shipping and begin mailing cards again. This is a Fee for Service option that the State could choose to include in their CPCPM or price separately.

Contract and Design Requirements

The State must use one basic guiding principal in designing their contract that will drive many other aspects of the disaster response system: client must have their benefits available to them within 3 calendar days (or 7 days for questionable cases) from the date they filed their application. Specific considerations include:

- Will the cards be ordered, set up, pinned, etc., only after a case is approved?

- Will cards be pre-made, stored, and ready to be issued before a disaster ever strikes?

Many factors will need to go into making this decision:
- What type and size of disasters does the State anticipate?
- Is the State system capable to handle several different levels and types of disasters?
- How comfortable is the State that required data can be captured and communicated in order to create cards and still meet required time frames?
- Can PINs be created using an over-the-counter issuance approach?

States should revisit the EBT portion of their D-SNAP Plan whenever their EBT contract is up for renewal, to ensure that innovations desired for their D-SNAP are included in the RFP and new contract.

Disaster EBT system design and development also requires working with a State's information technology (IT) staff to integrate the disaster system with a State's eligibility system. Policy staff needs to ensure that reporting (replacements, supplements, and new DSNAP are identified and reported accurately.

It is also worthwhile considering changes to the State's eligibility system that would enable the State to better meet the needs of emergency issuance. For example, States that decide to issue pre-made cards with a partial benefit immediately available are likely to have to change their eligibility and/or EBT interfaces.

State Program Expectations

Prior to negotiations with a contractor, State Program and EBT staff should determine, to the degree possible, what general features are needed in the overall design of the EBT disaster response system. As part of this preliminary design phase, a State should strive to delineate its expectations of how the State wants its EBT disaster system to operate. The State should address particular requirements such as:

- Card and benefit issuance
- PIN assignment and selection
- Card handling and security

- Data entry and access
- Disaster issuance reconciliation and reporting
- Reporting for all aspects of disaster activities, such as the number of cards issued vs. used, percent of benefits redeemed by day, and customer service call center data.

In finalizing contractual arrangements for an EBT disaster system, States and their contractors should address which party will be responsible for the specific activities. The State should address the following key areas and related activities in the disaster system design.

Retail access points and equipage

Terminal Availability

Before disaster SNAP benefits can be issued, the State must determine if there is an adequate number of authorized food retailers open to deliver food assistance. States should work primarily with their EBT contractors to determine how many authorized SNAP retailers in a disaster area have working point-of-sale (POS) terminals and available telecommunications to process EBT transactions or if manual vouchers need to be used.   State agencies may also contact the Retailer Policy and Management Division through their FNS Regional or Headquarters EBT contact for current store status information.   FNS can determine, through the ALERT system, which authorized retailers in any geographic area are able to process transactions.

Manual vouchers

The manual voucher process can be used if the Point of Sale (POS) terminals are not functioning due to a power outage. When phone lines are operational, the manual voucher process entails the retailer calling into the EBT host's call center, receiving approval for the purchase amount with an authorization number, and the recipient signing the voucher. The retailer can later process the voucher through its point-of-sale equipment once electricity is restored. If the State has a manual voucher ceiling written into its EBT Contract for disasters, then the process below can apply. If phone lines are not working, the manual process can still be used and the retailer can call in the voucher once phone service has been restored.

If retailers are open but unable to communicate with the EBT host computer to process electronic transactions, the State may want to have in place an emergency manual voucher process. In defining this process, the State would need to consider:

- Establishing ceiling limits (i.e., a maximum per transaction amount guaranteed to the retailers without making an authorizing call).
- Providing operating retailers an ample supply of manual voucher forms with instructions on how to use them.
- Instructions can be provided to EBT-only retailers by the State's EBT vendor or to retailers using independent Third Party Processor (TPP) equipment by their TPP vendor.

EBT processors usually give retailers 15 calendar days from the authorization date to redeem manual vouchers. This timeframe may need to be extended during a disaster. Also, it is inadvisable for retailers using manual vouchers during a disaster to accept out-of-state recipient cards. It is difficult for EBT vendors to process these types of transactions, and the retailer most likely will be responsible for the associated costs

Disaster EBT Cards and PINs
Issuance System Design
Issuance of EBT cards and PINs to eligible households is one of the key elements to be decided by States as they develop their EBT disaster response system. In designing the system, the State should address:

- Card production
- Card storage
- Card delivery and security
- PIN issuance/selection and security
- Account setup and access.

States have varied in how they have addressed these areas of system functionality. In part, such variances depend on how account setup and card issuance occur in the ongoing EBT system:

- Are cards issued over-the-counter or are they mailed in the regular program?

- Are PINs assigned or do recipients select them?
- What linkages already exist between the State's eligibility system and the EBT system to facilitate account setup?

Variance in disaster issuance also depends on the severity of the disasters a State expects to experience. Some States experience disasters that can overwhelm the selection of PINs in an over-the-counter situation. Other States are more likely to experience disasters that are very localized in impact, and less likely to overwhelm the over-the-counter PIN selection and card issuance process.

Pre-established disaster EBT cards

Among the scope of alternatives for card issuance, States may choose to have pre-established disaster EBT cards loaded with a limited amount of benefits which are ready to go at the time eligibility is determined. States vary in how they approach pre-established cards.

Card production

Decisions on card production are critical in terms of developing the solution for disaster responses. Basic choices include whether to produce cards in advance, to produce necessary quantities once a disaster strikes, or some combination of the two. Options abound in this area:
- States may want to have the capability to produce their own disaster cards locally or in-house rather than producing cards under their normally contracted off-site card production.
- If States choose to continue using their regular card production contractor, States should consider negotiating a separate, expedited process to produce emergency EBT cards in disaster situations.

Card storage and security

States must have secure facilities to store disaster EBT cards and procedures in place for handling and reconciling card storage and distribution. If a state develops and warehouses a stock of pre-made, disaster EBT cards, the cards must be stored in a secure, climate-controlled facility. Even if the State is not warehousing pre-made

disaster cards, during the process of disaster card issuance, the State will need to establish in-state card storage and security procedures for the temporary housing of EBT cards prior to issuance. This includes the handling of cards at county/local offices where they are distributed. Security measures must be coordinated with local police, National Guard or other security personnel.

PIN Issuance

States can choose amongst several alternatives for PIN assignment to EBT cards:

- PIN selection by clients
- Pre-PINed, pre-activated EBT cards
- Pre-PINed EBT cards that require activation

Site Delivery Capability

In designing a disaster issuance system, designers must be aware that conventional card delivery systems, such as mail or overnight express, may not be able to reach disaster areas. The disaster plan should include alternative methods for delivering EBT cards to various issuance sites.

Household Card Delivery and Issuance

State designers should develop procedures for delivering EBT disaster cards to recipients when mail is interrupted or when households are temporarily housed outside the disaster area. In major disasters, mail service may be interrupted altogether or may be unavailable inconsistently due to conditions in certain neighborhoods. States with a high number of displaced households will also have difficulty ensuring that households received mailed EBT cards. States should consider onsite issuance to avoid a large number of returned EBT cards and to avoid the need for applicants to return a second time to the D-SNAP issuance site.

Telecommunications Needs

In designing an EBT disaster issuance system, States, together with their EBT contractors, should consider potential telecommunication issues. This includes considering what telecommunication alternatives will be available if there are significant failures in regular telecommunications systems in the disaster area. In most

cases, telecommunications can be restored to a disaster area by the time a D-SNAP is approved. From experience, telecommunications are among the earliest services to be reactivated in a disaster area. However, the most severe disasters may leave telecommunications inoperable for longer periods of time.

Alternatively, functioning telecommunications may reach their maximum capacity for use, as in Louisiana in the aftermath of Hurricane Katrina. Cell towers were inundated with calls and communications were restricted to those who could get a signal, preventing easy access to benefit call centers and the ability to change a card's PIN. Situations requiring alternative processes include:

Retailers unable to communicate with the EBT host computer
In this case, States might consider operating a manual EBT voucher process. One option might be to establish limits on those vouchers when the retailer cannot make calls at the time of transaction.

Telecommunication issues between disaster application/issuance sites and state eligibility, card production and distribution systems
States should prepare alternative procedures for handling applications and card and benefit distribution when the state's eligibility and EBT systems cannot communicate with staff taking disaster applications and issuing EBT cards and benefits. As technology evolves, new options for remote access to State and contractor systems become available. States can now set up laptops with software that allows users at a remote disaster site to connect with an EBT host system. To successfully make use of this technology, States should:

- Create and maintain an inventory of user identification numbers.
- Make a sufficient number of dial-up ports available or have alternatives such as buying bandwidth and creating a mobile telecom environment with a local area network and supporting satellite linkages.
- Consider whether or not limited dial-up capability will suffice for a disaster of a large scale or whether changes must be made, potentially on short notice.
- Offer training to users on the types of technology deployed.

- Make certain they have the ability to troubleshoot modem problems or other technological problems.
- Consider the potential impact of weather and disaster site conditions on the function of the equipment.

Cellular and satellite telecommunication options are emerging as potential solutions. States adopting any such technology must thoroughly test it prior to a disaster event to ensure it is sufficiently accessible and reliable and can transmit information quickly. Again, there may be limited cell service during peak hours in a larger disaster.

Recipient and Retailer Training and Customer Service

Recipient training

When developing an EBT Disaster system, design staff needs to keep in mind that many of the applicants for disaster benefits are first time recipients. The disaster system design will need to provide for EBT training and the disaster plan should include information on how and when the State will train clients and what material they will distribute to clients. Training should include:
- Eligible food items for purchase.
- How to use the EBT card.
- Unusual policies not used for the regular program. For example, if the State plans to expunge the disaster benefits from the EBT account after a more limited time frame than is done in the ongoing program.

States also may want to consider ways to inform ongoing recipients of changes in the normal EBT system due to the disaster. Use of recorded messages on State hot lines or on the EBT audio response unit (ARU) and posting on the State's public web site may help in this regard. For example, such messages could convey information about the specific geographic area(s) impacted by the disaster or identify those areas not impacted.

Retailer training

Retailer training is also a critical consideration, given that EBT operations and practices may differ with each disaster response and that there will be many first time recipients using EBT. Retailer training should include:

- Information on disaster manual vouchers, if they differ from those used during ongoing operations.
- Differences in card features (e.g., no recipient name, different color).

As with recipient–targeted messages, States may want to consider ways to inform retailers of changes to the status of emergency processing due to the disaster circumstances. States often choose to use ARU messages, which can be placed at the beginning of any greeting on the retailer toll–free customer service number or the automated voucher approval toll–free number that is often printed on the back of client cards. States may also consider sending mass emails or auto–dialed recorded mass telephone messages. In any case, it is imperative for States to develop some method of communicating with retailers that is not mail dependent, as mail systems may be impeded in major disaster and any information or vouchers sent out to retailers through the mail may be delayed.

Customer service

During a disaster, and even prior to a disaster, States and their contractors should expect a significant spike in customer service calls. Designers should consider the impact of an unusually large influx of recipient callers with questions about their EBT accounts. Designers should also expect an increase in retailer calls, especially in areas where emergency manual voucher use is approved. The increase in calls from both recipients and retailers may be compounded by any decision to expedite or streamline recipient training. Consequently, States must take the training approach into consideration when planning for customer service demands.

The development of scripts for customer service personnel – some of whom will be new to the job -- will assist them in providing appropriate assistance during a possibly chaotic time. States should examine provisions for updating the scripts to ensure callers get the most current information, as it becomes available.

Data entry accessibility

Data entry is another critical consideration in an EBT disaster response system. In many EBT disaster response designs, data may need to be transmitted to the State's eligibility system and on to the EBT contractor before cards can be issued and/or the recipients can access benefits.

On-site data entry

In order to enter data on-line from the disaster application/issuance sites, the State will likely need to deploy computers, laptop or otherwise, to the site. These computers need to have the necessary hardware features to achieve on-line communication as well as to handle the software necessary to communicate with the State's eligibility system. In making these decisions, States will need to consider the cost of portable equipment, available access to electricity and/or sufficient battery capability, equipment security and storage, and capability to communicate with the State's eligibility system and/or the State's EBT contractor processing system from a remote location. The State must also consider data security from the point of obtaining application information at the site to completion of eligibility determination and delivery of benefits under less than ideal conditions.

Off-site data entry

If State system designers decide to enter data off-site (i.e., away from the disaster application/issuance site), then attention must be given to several areas. Design features must focus on:

- Data collection document handling and security at disaster benefit issuance sites.
- Data entry form delivery and drop-off points.
- Access to data entry terminals and data entry staffing.
- Cut-off times for non-disaster, benefit program data entry, and the overall time delay between entering applicant data and recipients' receipt of EBT cards and benefits.

These areas involve major workload considerations that impact other areas such as card production and benefit access. Specifically, delays in data entry can lead to delays

in benefit access and, minimally, complicate public announcements regarding the timing of benefit access.

Data entry cut-off times

Designers need to be aware of system data entry cut-off times for entering disaster related benefit eligibility and issuance information. Cut-off times may not only impact data entry options, but impact other design elements as well, such as card production and delivery and staff availability. In disaster situations, States may want to consider eliminating the data entry cut off times or operating under extended hours. State may also opt to increase batch processing of eligibility and issuance files so that benefits can be made available more quickly.

On-going caseload benefits & card delivery

Card replacement for on-going caseload

Ongoing SNAP recipients may lose their EBT cards in a disaster, especially when they have to relocate quickly to avoid harm. The EBT disaster system design should incorporate procedures and protocols for ongoing cases to receive replacement cards as soon as possible. The EBT system may need to recognize that these ongoing recipients need to get their replacement card more quickly than under ordinary circumstances and in a different manner. For example, if the normal EBT replacement process is to mail the replacement card to the recipient's home, and the disaster response requires card delivery to a disaster issuance site or alternative address in a non-disaster area, the State must be able to override the regular EBT system.

States may also consider allowing the customer service contractor to make address changes without requiring the household to contact their county or local office to prompt an address change from the State's eligibility system. If a State chooses this process, the system must ensure that such changes appear on the State's eligibility system and the State must take measures to address any risk of fraud. To ease the burden on current recipients, the card replacement process ideally should not affect the recipients' current PIN.

States may apply for a waiver that allows for the PAN on an EBT card to be key-entered at a retailer location with the card not present, if the card was lost in a disaster. States may also request a waiver to issue regular monthly benefits early for impending natural disasters.

System Testing

The State should test their disaster response systems before use during an actual disaster. Moreover, State agencies should consider conducting periodic tests of the EBT disaster system to ensure that it remains up-to-date. For EBT, it is suggested that at least annual testing be conducted. The State should consider at minimum the following factors during their periodic tests:

- Modifications that have been made to software or equipment that may impact the disaster design.
- Training needs of new and experienced staff

3.3 Outreach

Outreach plays an essential role in a D-SNAP. Outreach activities can take the form of communicating information to the public on what D-SNAP is, how it works, and who may be eligible. Outreach can also take the form of screening and application assistance at a D-SNAP site. Whatever the form, outreach should be incorporated into the planning and implementation of a D-SNAP. FNS reimburses up to 50 percent of outreach activities under a D-SNAP. State agencies and their outreach partners are encouraged to carefully plan and track outreach activities in order to facilitate appropriate reimbursement after the close of program operations.

Planning	
Check State Outreach Plan	States have the option of providing outreach as part of their regular SNAP operations. Check the State outreach plan, if one exists, to see what partners are providing outreach services, what those services are, and whether those services include a disaster plan.
Contact SNAP outreach partners; identify additional outreach partners for a D-SNAP	If your State agency partners with outside organizations, like food banks and community organizations, contact these partners to discuss what services they might be able to offer in the event of a disaster. New relationships might be established with partners that will only provide services during a D-SNAP.
Develop Outreach Section of Implementation Plan	Describe the public information strategy. Outline the roles, expectations, and responsibilities of outreach partners.
Include outreach in trainings	Ensure that State agency staff are familiar with outreach operations and partners during D-SNAP trainings and briefings. Outreach partners will also need training to understand how a D-SNAP is different from SNAP, the specific eligibility criteria and operational details.

Implementation	
Reaffirm roles and responsibilities	Ensure all parties are on the same page regarding the roles and responsibilities for outreach according to the D-SNAP implementation plan.
Establish one point of contact for outreach partners	Having a single point of contact within the State agency for outreach partners will keep the message and directives consistent.
Share public information announcements immediately	As soon as public information announcements are cleared within the State, share these announcements with outreach partners. Keep outreach partners up-to-date on new announcements or information.
Monitor outreach activities	As part of close out, State agencies need to complete time sheets for all personnel, including temporary staff. During a D-SNAP, the State agency should be tracking outreach activities, including public information efforts, screening activities, and application assistance. Outreach partners should also track these activities and report these activities to their State agency contact.

Additional Resources	
State Outreach Guidance	For more information on SNAP outreach, allowable costs and activities, see the SNAP Outreach Plan Guidance.
D-SNAP Outreach Toolkit	Find more information about effective disaster outreach and the use of partners in the Disaster Outreach Toolkit.

Part 4: Site Preparedness

4.1 Application Site Selection Guide

(✓)	Factor	Examples	Notes
	Can the site be co-located with FEMA's DRC?	Agreements in place with FEMA, site facilities can accommodate all staff and applicants, there are procedures in place for coordinated delivery of services	
	Public transportation and/or Adequate parking available?	Shuttle service from other location, parking limited to handicapped cars, large conference center type facility	
	Site accessible to trucks or other large vehicles?	Sanitation and medical services, delivery of food, water, supplies, etc.	
	Adequate space and/or facilities to address human comfort concerns?	Protection from the elements, space for portable toilets, food/water tent, etc.	
	Space large enough to serve the expected number of applicants?	Space for tents or trailers, large auditoriums, space for waiting	
	Issuance facility can be adequately secured? (Consult with local police on site selection and security issues).	Isolated rooms or areas, building protected from public access, parts that can be closed off by security, traffic flow directed away from issuance sites	
	Accessible to the elderly and disabled, or can they be made more accessible?	Wheelchair ramps, bathroom facilities, separate location/room for elderly & disabled, plenty of seating available	

In close proximity to all affected segments of the community?	Several sites spread geographically over the area, large centrally-located stadium with easy access, mobile vans to elderly/disabled centers
Adequate power?	Electricity, generators and fuel

4.2 Application Site Supply Checklist

For	Item	Number	Sources	Notes	(✓)
Physical Plant	Tables				
	Chairs				
	Generators				
	Fuel				
	Fans or heaters				
	Tents				
	Copy machines				
	Computers				
	Printers				
	Surge protectors				
	Extension Cords				
	Garbage bags				
	Garbage cans				
	Barricades (flexible preferred)				
	Caution tape				
	Message board				
	Erasable markers				
	Dollies				
	Porta-potties with service				
	Hand washing stations				
	Dumpsters				
	Cones				
	Tower lighting				
	Fire extinguishers				
	Bins or garbage cans for clipboard storage				
	Numbers/tickets				
Communication	Bull horns				
	Radios				
	Walkie-talkies				
	Cell Phones				
	Fraud flyers				
	Eligibility flyers				
	EBT card guidance flyers				
	Shopping tips flyers				
	Signage				
	PA equipment & recording on how to complete application				
	Cameras or video-cameras so offsite staff can get visuals				
	Orange vests for crowd control staff				

For	Item	Number	Sources	Notes	(✓)
Issuance	EBT cards				
	Issuance documents/manifests				
	Allotment tables				
	EBT card readers				
	Secure onsite EBT card storage				
Certification	Applications				
	Calculators				
	Batteries for calculators, radios, etc.				
	Staplers				
	Staples				
	File folders				
	Clip boards (to match form size)				
	Pens				
	Eligibility and verification checklists				
	Rubber bands				
	Storage bins				
	Scissors				
	Box cutters				
	Trays				
	Packing tape				
	Phone books				
	Map of affected area				
	List of ongoing clients				
Human Comforts	Coolers				
	Ice				
	Water				
	Water containers				
	Cups				
	Toilet paper				
	Paper towels				
	Sunblock				
	Insect repellant				
	First aid kits				
	Rain ponchos				
	Meals ready to eat (MRE)				
	Snack foods for the ill/elderly (cookies/crackers/ juice)				
	Golf carts				
	Wheel chairs				

4.3 Human Comforts Checklist

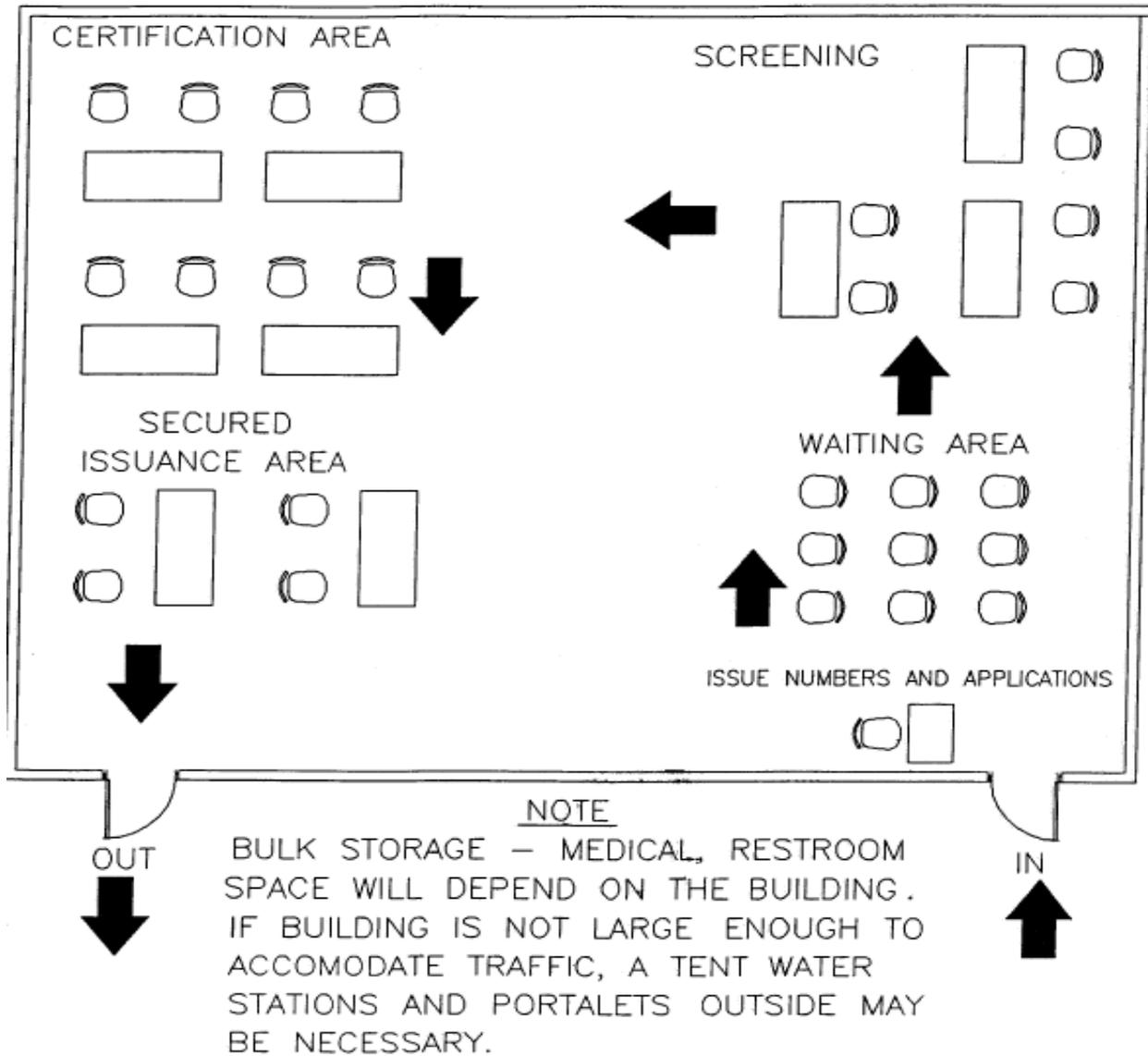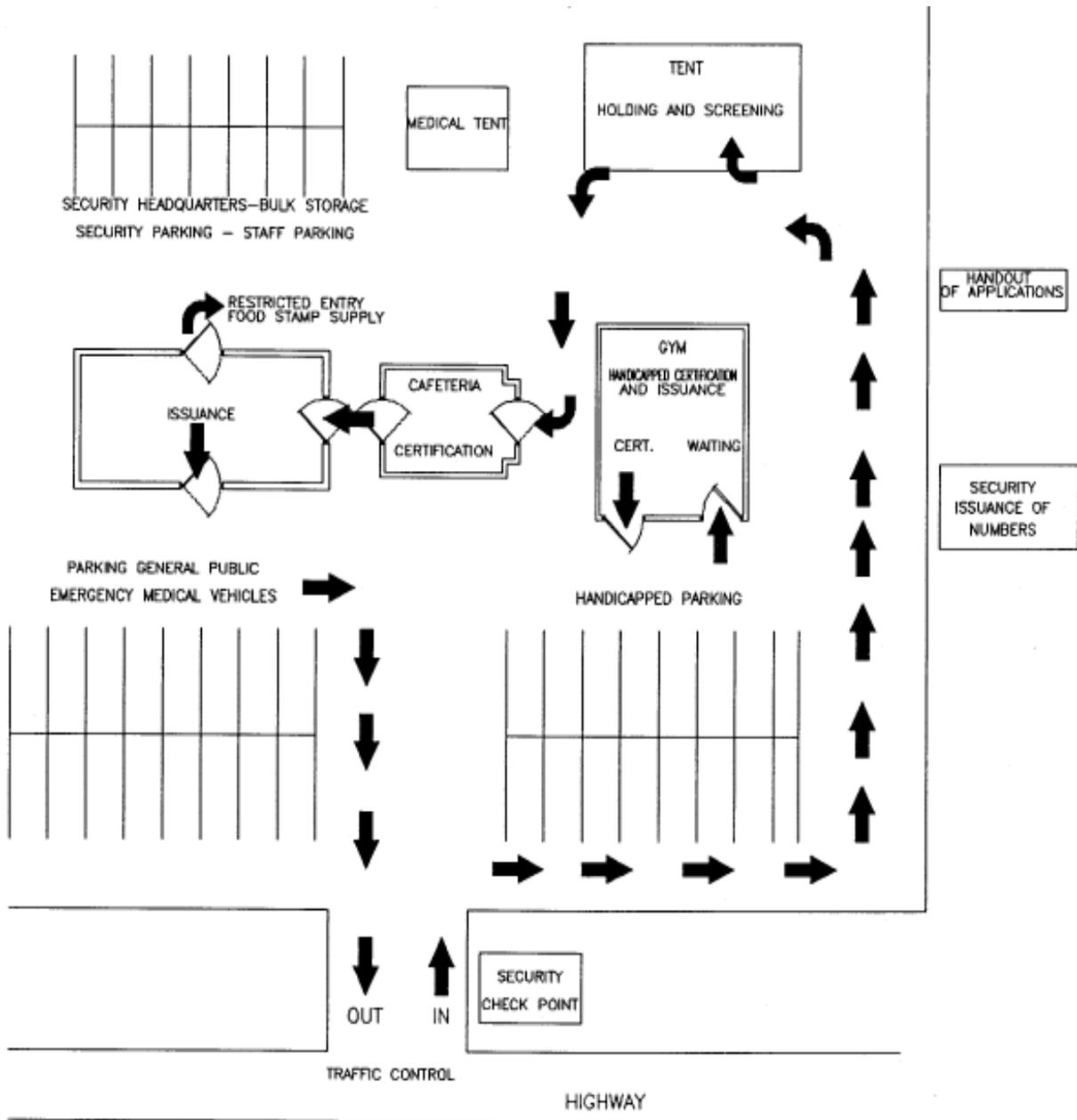| (✓)	Need	Suggestions	Notes
	Water/food	• Portable water dispensers • Large water storage containers • Snack foods for the ill (crackers/cookies/juice) • Red Cross or other volunteer-run canteen • Support staff for water stations • Locate application site near mass feeding site	
	Protection from the elements	• Tents for protection from elements • Fans/heaters • Use covered stadium • Run lines through hallways/breezeways • Develop severe weather alternatives	
	Bathrooms	• Portable toilets located for privacy • Handicapped-accessible portable toilets • Toilets serviced at least once a day	
	Medical Care	• Ambulance or rescue squad on-site • Volunteer doctors, nurses, or other health care workers • First aid kits	
	Provisions for the Elderly and Disabled	• Service at special location within the application site • Elderly and disabled moved to front of regular line • Handicapped parking • Appropriate areas of building easily accessible • Clients helped out of cars or line with wheelchairs or golf cart • Snacks available (crackers/cookies/juice) • Extra measures to heat/cool special waiting area • Extra staff to assist with completing application • Nurse/other health care professionals available • Access to special or designated bathrooms	

4.4 Application Site Readiness Checklist

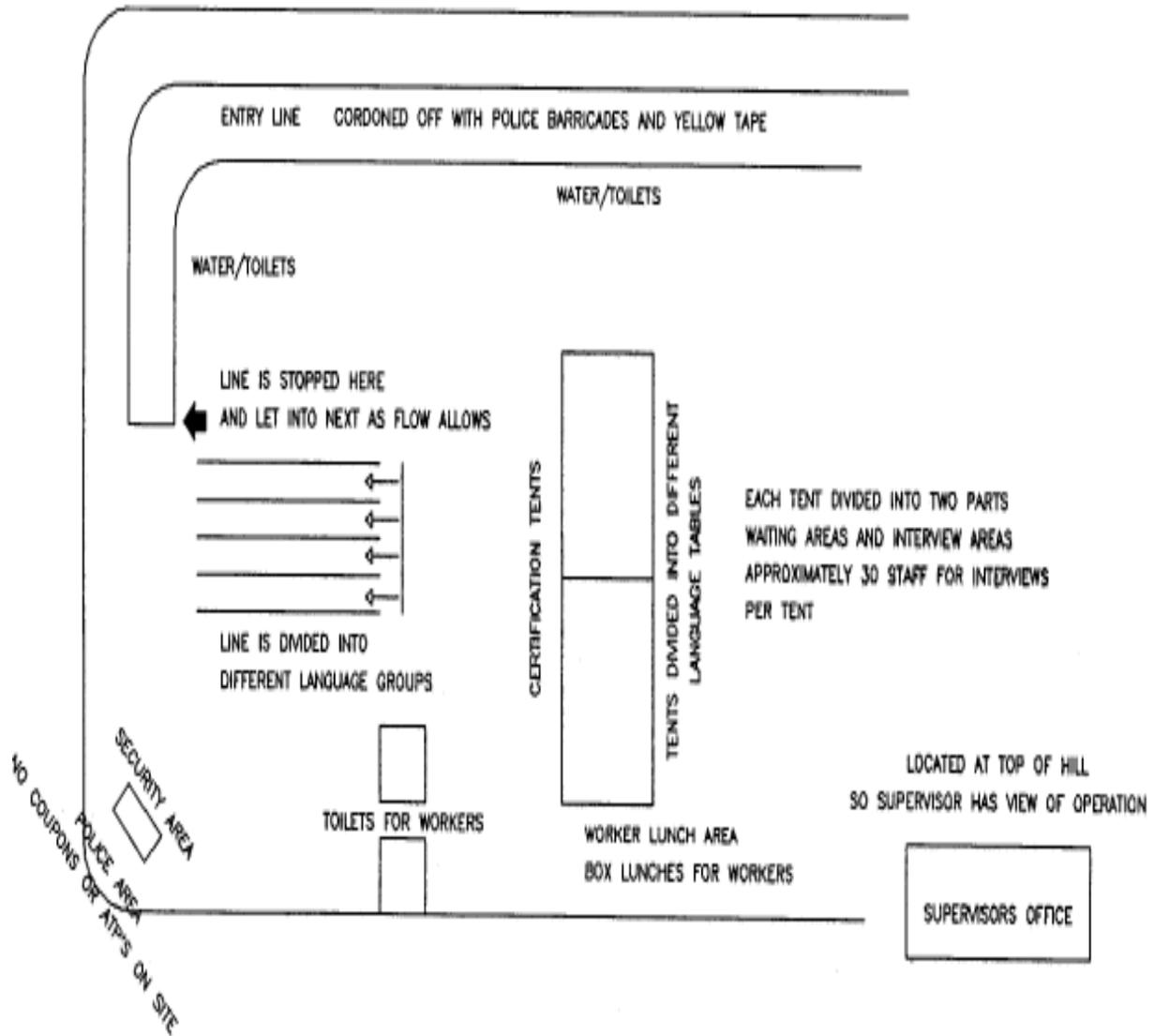| (✔)	Action	Notes	Reference
	Main points of contact, spokesperson, and lines of authority cleary identified and communicated to all staff and volunteers		
	Staff identified and trained for screening, certification, issuance, program integrity, clerical, reporting, human comforts, and other areas		
	Bi-lingual staff or translators available		
	Volunteers recruited for helping complete applications, screening, human comforts, or other tasks		
	Staff comforts met (meals, food storage, break area, toilets)		
	Sufficient amount of EBT cards ready		
	Secure transportation for EBT card arranged		
	Issuance documents ordered and in adequate supply		
	Application translated and copied in sufficient numbers		
	Fliers translated and copied (eligibility, EBT, fraud, shopping)		
	Duplicate participation check technology available		
	Anti-fraud measures identified/coordinated with OIG		
	Security measures coordinated with police		
	Traffic flow/layout check for bottlenecks, security, crowd control		
	Tables, chairs, phones, fans/heaters, tents, and other supplies obtained and inventoried		
	Human comforts addressed		
	Severe weather plan developed		
	Provisions developed for elderly and disabled		
	Crowd control measures developed		
	Bullhorns, walkie-talkies, cell phones, PA equipment ordered/procured		
	Directional, instructional, informational signs made or ordered		
	Publicity on hours, parking/transportation, elderly/disabled measures ready		
	Publicity on eligibility and verification requirements, anti-fraud measures, authorized representative requirements ready		
	Outreach to non-English speaking, deaf, other special needs communities arranged with partners		
	Office supplies/equipment obtained and inventoried		
	Daily reporting system and methods for capturing data in place		
	Is certification/issuance system readied to capture and provide complete, credible reports?		

4.5 Site Flowcharts

General

CERTIFICATION AREA

SCREENING

SECURED
ISSUANCE AREA

WAITING AREA

ISSUE NUMBERS AND APPLICATIONS

OUT

IN

NOTE

BULK STORAGE — MEDICAL, RESTROOM SPACE WILL DEPEND ON THE BUILDING. IF BUILDING IS NOT LARGE ENOUGH TO ACCOMODATE TRAFFIC, A TENT WATER STATIONS AND PORTALETS OUTSIDE MAY BE NECESSARY.

Multi–building

Stadium

LOTS 23 & 25, DODGER STADIUM, L.A., CALIF.

ENTRY LINE   CORDONED OFF WITH POLICE BARRICADES AND YELLOW TAPE

WATER/TOILETS

WATER/TOILETS

LINE IS STOPPED HERE
AND LET INTO NEXT AS FLOW ALLOWS

LINE IS DIVIDED INTO
DIFFERENT LANGUAGE GROUPS

CERTIFICATION TENTS

TENTS DIVIDED INTO DIFFERENT LANGUAGE TABLES

EACH TENT DIVIDED INTO TWO PARTS
WAITING AREAS AND INTERVIEW AREAS
APPROXIMATELY 30 STAFF FOR INTERVIEWS
PER TENT

SECURITY AREA

NO COUPONS OR ATP'S ON SITE

POLICE AREA

TOILETS FOR WORKERS

WORKER LUNCH AREA
BOX LUNCHES FOR WORKERS

LOCATED AT TOP OF HILL
SO SUPERVISOR HAS VIEW OF OPERATION

SUPERVISORS OFFICE

Part 5: Waivers

5.1 RPMD Waivers

Policy Area	Food and Nutrition Act/Regulation	Policy	Description
Hot Foods	Section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act and Sections 3(k)(1) of the Food and Nutrition Act of 2008, as amended. 7 CFR 271.2		This waives the mandate in the Food and Nutrition Act of 2008 that hot food purchases with SNAP benefits are ineligible. Retail food stores licensed by FNS to accept SNAP benefits in designated disaster areas can accept SNAP benefits from SNAP customers in exchange for hot foods. No sales tax can be charged during the effective period. This waiver can be requested on a statewide or county by county basis. Requires a Presidential Major Disaster Declaration for Individual Assistance,
Key-Entered Transactions		April 3, 2001 (Index No. BRD/EBT 2001-1)	This relaxes the requirement that an Electronic Benefits Transfer (EBT) card be present during a key-entered, SNAP transaction. Displaced residents of disaster areas can shop without their EBT cards, but they will need to know their card and PIN number. Residents may call either their State office or the EBT contractor if they have lost their card and do not remember their card number.
Early Issuance	7 CFR 274.2(d)		This waiver allows a State agency to issue monthly benefits, early, on a county or Statewide basis (i.e., issuance of two months worth of benefits in one month). States' Account Management Agent system entries should be based

Policy Area	Food and Nutrition Act/Regulation	Policy	Description
			on the dates benefits are posted and are made available. The FNS 46 and FNS 388 reports, however, should reflect the month the benefits are intended rather than when they are made available.
Expungement of Disaster Benefits	Food and Nutrition Act of 2008, as ameneded 7 CFR 274.2 (h)(2) Food and Nutrition Act of 2008, as amended		EBT regulations at 7 CFR 274.12 (f)(7)(ii) require that the State agency expunge benefits that have not been accessed by a household after a period of one year. This waiver allows disaster benefits to be expunged from a household's account after a period of less than one year, usually after each benefit has reached the age of 90 days, regardless of whether that benefit has been accessed by the household within 90 days of issuance or not.
Timely Household Reporting of Food Loss	7 CFR 274.6(a) and 7 CFR 274.6(a)(5)		Section 7 CFR 274.6(b)(1) of the SNAP regulations requires that replacement issuances shall be provided only if a household reports a loss of food purchased with SNAP benefits orally or in writing to the State within 10 days of the date the food is destroyed in a household misfortune. This waiver allows the State agency to extend the amount of time households have to report the loss of food purchased with SNAP benefits, beyond the 10 days. Household misfortunes such as mass power outages and floods would qualify under this waiver.
Automatic Replacement of	7 CFR 274.6(a)(3) and 7 CFR 274.6(a)(4)		This waiver allows a State agency to replace a portion/percentage of currently certified households' monthly

Policy Area	Food and Nutrition Act/Regulation	Policy	Description
SNAP Benefits			SNAP allotments in a disaster without the requirement that a household request a replacement, individually, and travel to a local office to sign an affidavit of loss. Under this waiver, households will not have the added burden of signing paperwork and local offices will not have to process cases manually for each household needing a benefit replacement. *Note: The replacement percentage is not fixed and generally depends on the time of the month in which the disaster took place and the State's issuance cycle.*
Stand-in Process	7 CFR 274.3 (a)(1)(i) 7 CFR 3016.20		EBT regulations at 7 CFR 274.3 (a)(1)(i) hold retailers liable for EBT purchases not authorized at the time of purchase. This waiver allows FNS to accept this liability, up to a certain floor limit, per transaction per retailer per day per client. If the client has insufficient funds in their account to cover their transaction, FNS will reimburse the store up to the designated dollar amount once the store obtains authorization. *Note: This is an* **extremely rare** *waiver and will only be approved in cases of extreme devastation when power and telephones are out and they will be non-operational for a significant amount of time. Also, this waiver does not replace the language typically in place in standard EBT Contracts in which a State's EBT vendor assumes the liability for purchases up to a certain floor limit when the processor's host system is down.*

Regional Office
D–SNAP Toolkit

Part 6: Templates for Regional Offices

6.1 D-SNAP Waiver Request Review Sheet

WAIVER REQUEST REVIEW SHEET
DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

Type of request: *Initial, Extension, Expansion, or Modification*

State: Click here to enter text.

Region: Click here to enter text.

Disaster Information

- *Type of disaster:*
- *Date of disaster or mandatory evacuation order:*
- *Areas Included in Disaster Declaration:*
- *Any differences between request/FEMA regarding date and/or disaster area*

Disaster Impact

- *Number of Households/Businesses impacted:*
- *Are commercial channels of food distribution up and running?*

Benefit Period

- *Start/end dates:*

Application Period

- *Site locations:*
- *Dates of operation:*
- *Hours of operation*
- *Will sites be open on weekends/holidays?*

Eligibility Criteria

- *Open to households that lived or lived/worked in disaster area?*
- *Is food loss alone a qualifying factor?*

- *Is State using the DSED?*

Ongoing Households
- *Will supplements be issued automatically or by affidavit?*
  - *What is the process/who is eligible?*

Anticipated Issuance:
- *Estimated number of new D-SNAP applicants*
- *Estimated number of ongoing households to receive supplements*
  - *How were estimates derived?*

EBT
- *Number of EBT cards on hand/ordered:*
- *Issuance procedures:*
- *Card vendor:*

Duplicate Participation
- *How/when checks will be conducted*

Program Integrity
- *Appropriate fraud prevention/security measures in place*

Logistics
- *Request addresses plans for publicity, security, and plans for serving persons with disabilities, the elderly, and other vulnerable populations, as appropriate.*

Staffing
- *Number of staff/supervisors available for D-SNAP*
- *Plans for sharing staff*

Employee Applications
- *Procedure for handling State agency employee applications*

Attachments

- *Draft press releases, D-SNAP application, PDAs, FEMA declaration, map of disaster area are included?*

6.2 D-SNAP Site Visit Review Checklist

D-SNAP Application Site Review Checklist

Date:_____ State/Location:_____

Site Manager:_____   Reviewer:_____

There is a lot of flexibility in how to set-up a disaster site. Some items answered as "No" are not necessarily problems. The reviewer should not discuss their observations with local staff but direct any apparent problems or concerns to FNS Regional, FO or National Office SNAP Staff. *(Include any Region-specific instructions for completion)*

	Review Areas	Observed			Comments
		Yes	No	N/A	
1	**PHYSICAL ADEQUACY OF SITE** Observation of area outside of the building appears to be in order (signage, security, etc).				
2	Building is elderly and wheelchair accessible.				
3	Parking is adequate.				
4	Located within close proximity of the affected community.				
5	Public transportation is within close proximity to the site.				
6	Site is large enough to serve applicants.				
7	Place to complete application is protected from the elements.				
8	Separate location/room with seating to service the elderly/disabled.				
9	Adequate power (electricity, generator)				
10	Site has air conditioning/heat, chairs, restrooms, drinking water, snacks, etc.				
11	Bathrooms are wheelchair accessible.				

	Review Areas	Observed			Comments
		Yes	No	N/A	
12	**CERTIFICATION PROCESS** Location has writing surfaces – tables +/or clipboards.				
13	Designated staff/volunteers are available to answer questions, spot language issues, and help complete application if applicant cannot read or write.				
14	Number of workers processing benefits appears reasonable.				
15	Signs are posted with basic information on completing the application, required verification, hrs of operation, etc.				
16	Applicants are being screened to check: ☐ If the application is complete ☐ If the applicant has required verification ☐ For duplicate or on-going participation (volunteers cannot check for duplicate participation)				
17	Applicants are being allowed to drop off applications.				
18	Average waiting time to be served appears reasonable				
19	Type of system used to serve the public (numbers, etc) appears reasonable.				
20	Interview area is set-up to protect applicants' privacy to the extent feasible.				
21	System is in place to provide consistent policy guidance: e.g. a hotline to answer policy questions or a policy Q&A session is conducted daily before the start of operations.				

	Review Areas	Observed			Comments
		Yes	No	N/A	
22	A plan is in place to conduct on-site reviews of denied applications: ☐ On-site supervisory reviews are being conducted for denied applicants ☐ Eligibility workers are notifying applicants of the right to a review				
23	Program materials are available for public on: ☐ Eligible SNAP purchase items ☐ How to use an EBT card ☐ Unusual policies not used in the regular program				
24	Card inventory is conducted on-site: ☐ Beginning and ending inventory ☐ New cards received ☐ Total cards available ☐ Cards issued				
25	**LANGUAGE ISSUES** Staff/volunteers are on hand to assist with language services.				

	Review Areas	Observed			Comments
		Yes	No	N/A	
26	*ISSUANCE SITE CONTROLS* Required Application/Issuance site controls ☐ Inputting information on all household into the system, including denied applications ☐ Checking household size: Asking applicant for names and dates of births of all household members. Asking applicant to repeat information later ☐ Checking for duplicate participation using onsite/offsite databases or participant lists ☐ Updating database or hardcopy participant list daily ☐ Referring clients without required verification or with inconsistent information to onsite investigators or highly experienced staff ☐ Special procedures for handling State agency employee applications Optional Controls: ☐ Asking name & birth date at start of screening; asking to repeat information later ☐ Delaying issuance of EBT cards to allow some verification and/or cross-checkingfor those with questionable applications				

27	Personnel present to provide security & crowd control:
	    ☐ local/State police
	    ☐ Security guards				

	Review Areas	Observed			Comments
		Yes	No	N/A	
28	**STAFF** The following were identified: ☐ Site manager(s) ☐ Assistant site manager(s) ☐ Supervisors ☐ Eligibility workers ☐ Bi-lingual eligibility workers ☐ Anti-fraud staff ☐ Issuance workers ☐ Application screeners ☐ Troubleshooters ☐ On-site reviewers ☐ Volunteers ☐ Medical staff				
29	**WIC** Program materials are available to people requesting WIC information. List types.				
30	**MISCELLANEOUS** Other relief organizations are on site (except FEMA).				

6.3 Disaster Plan Review Checklist

Required Component	Page Number (s) in D-SNAP Plan	Summary of requirements
		Regional Office Comments / Concerns
Roles & Responsibilities		
1.) Government Agencies		▪ *Identify county/local, State, and Federal agencies, and include their responsibilities in disaster assistance.*
Government Agencies' Points of Contact		▪ *Roster of names, positions, and phone #'s of county/local, State, and Federal agencies lead personnel/officials and their back-ups, including a State Contact for compliance with Civil Rights laws.*
2.) Community Partners		▪ *Identify private disaster relief agencies, community/civic organizations, private businesses, and volunteer groups and describe their role in D-SNAP implementation (e.g. Red Cross, Salvation Army, religious groups).*

	Community Partners' Points of Contact		▪ *Roster of the leadership and contact information of these groups.*

Readiness Plan			
	1.) Staffing and Resources		▪ *Explain how they will employ existing staff and resources with the flexibility needed to implement D-SNAP, and how they will manage the increased burden of running D-SNAP and SNAP simultaneously.*

	2.) Application System Development		▪ *Describe the systems to be used for D-SNAP client application and management.* ▪ *Workarounds or adaptations to the regular SNAP system, while accounting for running D-SNAP and SNAP simultaneously.*
	3.) Issuance System Development		▪ *Describe benefit issuance systems that will deliver benefits within the three-day time limit.*
	4.) EBT Card Stock		▪ *Quantity of available EBT card stock.* ▪ *Types of cards to be used.* ▪ *Steps and timeline for procurement of additional cards.*

	5.) Application Sites		▪ *Describe site selection procedures.* ▪ *Options for application/issuance sites based upon disaster size and scope.* ▪ *Agreements in place with potential locations.* ▪ *If site is a local office, plan for running SNAP and D-SNAP simultaneously.*
	6.) Data		▪ *County and regional demographic data that may affect State response to disaster, including identification of persons with disabilities, the elderly and other vulnerable populations.* ▪ *Identify resources for disaster impact data (preliminary data assessments, flood maps, or electrical outage data).*
Implementation Plan			

	1.) Public Information and Outreach		• *Strategy for ensuring accurate information reaches those in need quickly, including special services for persons with disabilities, the elderly, and other vulnerable populations.* • *D-SNAP specific directives for existing SNAP outreach partners.* • *Plan for community volunteers to participate in outreach.*
	2.) Retailer Communication		• *Procedures to notify retailers of D-SNAP implementation and special D-SNAP waivers such as hot food purchase.*
	3.) Procedures to Reduce Applicant Hardship		• *Steps to reduce hardship for D-SNAP applicants and ongoing caseload.*

	4.) Certification Process		▪ *Potential application sites.* ▪ *Staffing.* ▪ *Separation of eligibility and issuance for prevention of employee fraud.* ▪ *Crowd control.* ▪ *If online applications are to be used, describe process and contingency plan.* ▪ *Include potential plans for ensuring access to vulnerable populations and providing reasonable accommodation for applicants with disabilities.*
	Client Materials		▪ *D-SNAP application (English and Spanish).* ▪ *Client notices.*

	Issuance Process		- *Detailed plan for how D-SNAP benefits will be made available within 72 hrs. of application without compromising service to ongoing SNAP caseload.* - *Plan to monitor EBT card stock.* - *Procedures to re-issue EBT cards which existing clients lost in disaster.* - *EBT card issuance security procedures.*
	Security and Fraud Prevention Plan		- *Fraud prevention plan.* - *Special procedures for handling applications submitted by State employees.* - *Procedures for handling questionable applications.* - *Screening process to check all households for duplicate participation.*

	Disaster Reporting and Post-Disaster Review Report		• *Procedures to ensure daily reporting to USDA and the completion of a Post Disaster Review Report.*

Note: This checklist is designed to capture only the D-SNAP specific portions of State disaster plans. Regional Offices may wish to adapt this template to incorporate required planning elements for other FNS disaster programs.

Part 7: Regional Office Planning Resources

7.1 ESF-11 Support Agencies and Other Federal Assistance

In post-disaster situations, other Federal agencies may be needed to help carry out non-food related functions (e.g., to build D-SNAP facilities, provide potable water, etc.). As mentioned in the D-SNAP Policy Guidance, USDA works with other support agencies to fulfill its ESF-11 function of providing, storing and transporting USDA Foods to disaster areas. A list of the most common non-food related needs and the agencies that can assist is included below. Regional ESF-11 coordinators can serve as a resource in communicating across agencies.

ESF-11 Support Functions

Agency	Responsibility
Department of Defense	• Assess the availability of DOD food supplies and storage facilities for dry, chilled, and frozen food, and arrange for their delivery and distribution. • Assess the availability of DOD transportation or material handling equipment and personnel. Note: this obligation is limited to the posts, camps, and stations within or adjacent to the disaster area.
Department of Health and Human Services	• Determine which foods are fit for human consumption and identify potential problems of contaminated food. • Provide health education concerning food preparation and storage.
Department of Transportation	• Assess the availability of all modes of transportation that are equipped to keep food cold or frozen. • Coordinate with the General Services Administration to arrange for transportation of emergency food supplies into and within the designated area.
American Red Cross	• Identify and assess the requirements for food and distribution services for the critical emergency phase, and for longer term needs after the emergency phase is over. • Coordinate the food distribution efforts of other

Department of Homeland Security	• Coordinate the recovery and restoration of critical infrastructure including the allocation and prioritization of resources and demographic data about the disaster area.
	• Provide consolidated information on State, local, and private sources of food to help determine the types and quantities of USDA Foods FNS must provide.
Environmental Protection Agency	• Provides technical assistance in determining the suitability of food and water for human consumption.
	• Identify potential hazardous materials impact on the food supply.

More information about the National Response Framework and ESFs is found on FEMA's website, http://www.fema.gov/emergency/nrf/.

The following table identifies some sources of federal assistance that do not relate *directly* to the ESF-11 objectives of obtaining, transporting and distributing USDA Foods.

Other Federal Assistance

Agency	Responsibility
Army Corps of Engineers	Public works and engineering (ESF-3) includes: • Providing potable water • Structural inspection for damage assessment
Forest Service	• Fighting fires (ESF-4) • FS can provide FNS with supplies including: tents, trailers, portable buildings, ropes, etc. • FS can provide staff to assist as appropriate.
Department of Homeland Security	Providing technical services (ESF-5) such as: • Aerial reconnaissance • Meteorology and seismology • Structural engineering • Flooding and dam safety • Law enforcement issues

GSA	Resource support (ESF-7), including emergency provision of office space, equipment and supplies
Department of Energy	**Provision of emergency power and fuel to support immediate disaster response functions (ESF-12)**
National Guard	• Transporting or guarding electronic benefits transfer (EBT) cards • Crowd control or other application/issuance site security CONTACT: Governor's Office

To get assistance from any other Federal agency, or any other agency within USDA, contact your Regional ESF-11 Coordinator or the FNS Office of Emergency Management.

7.2 Additional Disaster Resources

Resource	Description
The National Response Plan	FEMA's formal all-hazards response plan for domestic incidents required by Public Law 93-288. www.dhs.gov/xprepresp/committees/editorial_0566.shtm
An Advocate's Guide to the Disaster Food Stamp Program	Published by the Food Research and Action Center, this guide provides basic D-SNAP information to non-profits interested in supporting State agencies as they deliver the D-SNAP. www.frac.org/pdf/D-SNAPguide06.pdf
FNS Commodity Program Disaster Manual	Guidance on providing congregate feeding or household distribution in response to a disaster: http://www.fns.usda.gov/fdd/programs/fd-disasters/CommodityDisasterManual.pdf
Tips for Managing and Preventing Stress: A Guide for Emergency and Disaster Response Workers	Developed by the Department of Health and Human Service's Substance Abuse and Mental Health Services Administration, this tip sheet includes information on identifying and managing excess stress amongst workers during disaster recovery. http://mentalhealth.samhsa.gov/publications/allpubs/KEN-01-0098/
Guide to Distributing Assistance after a Disaster: Lessons learned from the 2004 and 2005 Gulf Coast Hurricanes	The Electronic Benefits and Services Council's guide is based upon conversations with government officials and EBT contractors. http://ebt.nacha.org/docs/Guide_to_Distributing_Assistance_After_Disaster.pdf
A Consumer's Guide to Food Safety: Severe Storms and Hurricanes	Developed by the USDA Food Safety and Inspection Service to help consumers keep food safe in preparation for and after disasters. http://www.fsis.usda.gov/fact_sheets/Severe_Storms_and_Hurricanes_Guide/index.asp.
FNS Disaster Assistance Webpage	Information on the D-SNAP, program flexibilities available to the Child Nutrition Program and WIC in the event of a disaster, disaster-related program data for recent disasters, and other disaster resources. http://www.fns.usda.gov/disasters/disaster.htm