STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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REASON FOR THIS TRANSMITTAL

[ ] State Law Change
[ ] Federal Law or Regulation Change
[ ] Court Order
[ ] Clarification Requested by One or More Counties
[x] Initiated by CDSS

May 6, 2015

ALL COUNTY INFORMATION NOTICE NO. I-37-15

TO: ALL COUNTY WELFARE DIRECTORS
ALL CONSORTIUM PROJECT MANAGERS
ALL QUALITY CONTROL PROGRAM COORDINATORS
ALL DISASTER CALFRESH PROGRAM COORDINATORS
ALL CALFRESH PROGRAM SPECIALISTS
ALL ELETRONIC BENEFIT TRANSFER (EBT) COORDINATORS

SUBJECT: FEDERAL FISCAL YEAR 2016 COUNTY DISASTER CALFRESH PLANS

The purpose of this letter is to inform counties that their Federal Fiscal Year (FFY) 2016 County Disaster CalFresh (D-CalFresh) Plans are due to the California Department of Social Services (CDSS) by June, 2015. County disaster plans are intended to be an internal guide for county staff for use in the event of a natural or man-made disaster.

In order to streamline the process of approving disaster plans counties should only submit updates to their existing plans. Counties can submit updates by highlighting the changes in their disaster plan and listing the changes on the cover sheet.

For those counties who haven't submitted D-CalFresh plans in the most recent past, please read and follow the plan guidance and instructions below.

Disaster CalFresh Plans

Counties must ensure their disaster plans provide detailed information regarding the following components: (1) roles and responsibilities of county staff and their back-ups, (2) a readiness plan, (3) an implementation plan, and (4) general certification processes required in the event of a disaster, including certification processes required during a pandemic flu outbreak. The plans should also address staffing and resources unique to the county's geographic circumstances. To access the United States Department of Agriculture, Food and Nutrition (FNS) disaster template counties can click on the FNS link found at the end of this All County Information Notice (ACIN).

County Roles and Responsibilities

- The disaster plan should provide a list of key local, state, and federal personnel, including their contact information (such as phone numbers and e-mail addresses), and a description of their roles during a disaster.

- List of names, positions, phone numbers and e-mail address of county local, state and federal agency lead personnel/officials and their back-ups.

County Readiness Plan

The County Readiness plan should:

- Identify private disaster relief agencies, community or civic organizations, private businesses, and volunteer groups (such as American Red Cross, Salvation Army, etc.), and describe their role in the implementation of D-CalFresh.
- Identify staffing and related resources available to assist during a disaster and how that staff will be mobilized to the disaster area. Counties should include any agreements in place that allow for sharing information, resources, and staff across county lines.
- Describe application systems to be used for D-CalFresh client application, including any workarounds to the regular CalFresh system and any workarounds for the issuance of benefits in a non-federally declared disaster.
- Identify Electronic Benefit Transfer (EBT) card stock available, type of cards to be used, steps and timeline for ordering additional cards, and any special procedures or resources that will be needed to meet ongoing CalFresh and D-CalFresh issuance timeframes. More information can be found in the D-SNAP Guidance under the “EBT issuance” section.

* Please note that the “Excessive Card Replacement Process” specified in CDSS All County Letter (ACL) 13-53, does not apply in a D-CalFresh circumstance.

- Identify general demographic data that can help the agency tailor its response to a disaster. Identify resources for disaster impact data, including preliminary data assessments, flood maps, or electrical outage data.

County Implementation Plan

This County Implementation plan should:

- Describe the public information strategy to ensure that timely and accurate information reaches those in need.

- Outline steps counties will take to reduce hardships for D-CalFresh applicants and the ongoing caseload, including provisions for security, human needs, language services, etc.

- 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 on-line applications are to be used by workers or clients, describe the process and back-up systems in place if technical issues are encountered.

- Include recipient application and client notices.

- Describe how the county will ensure security and mitigate the risk of fraud, including 1) a specific plan for handling applications submitted by county employees, 2) procedures for handling questionable applications, and 3) processes for checking all household members for duplicate participation.

- Describe procedures to ensure that required federal reporting and the post-disaster review report will be complete and timely.

CDSS encourages counties to access the following FNS website for additional information on developing a disaster plan: http://www.fns.usda.gov/disaster/disaster-snap-guidance .

A copy of the above mentioned template is included in this ACIN and is strictly for informational purposes. Counties will receive a Microsoft Word version of the template for actual use in preparing their plans. The Microsoft Word version of the template will be e-mailed to counties immediately following issuance of this ACIN. Counties should inform CDSS immediately if they did not receive a Microsoft Word version of the plan template. Those counties that did not receive an e-mailed version of the template should e-mail updated contact information to the following CDSS Disaster CalFresh e-mail address at: DisasterCalFresh@dss.ca.gov . The contact information should include the name, title, address, telephone number, fax, and e-mail address of the individual who will be responsible for preparing the disaster plan.

Please forward an electronic copy of your D-CalFresh plan in Microsoft Word to the following CDSS e-mail address at: DisasterCalFresh@dss.ca.gov as soon as your plan is completed.

If you have any questions regarding this letter, please contact your CalFresh county consultant or call the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

Original Document Signed By:

RYAN FRUCHTENICHT, Acting Branch Chief
CalFresh Branch

Attachment

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.

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. 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. 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.

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.