



# State of California Disaster CalFresh Plan for Federal Fiscal Year 2016 (Oct. 2015-Sept. 2016)

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
CALFRESH BRANCH**

July 24, 2015

The amendments made to the California Disaster CalFresh State Plan are outlined in Exhibit K of this plan and are effective 10/01/2015 through 09/30/2016.

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## **AUTHORITY TO OPERATE A DISASTER CALFRESH (D-CALFRESH) PROGRAM**

The Robert T. Stafford Disaster Relief and Emergency Assistance Act provides the Secretary of Agriculture with the authority to operate a disaster program when affected areas have received a Presidential major disaster declaration with a provision for individual assistance and when commercial channels of food distribution are available. The Food and Nutrition Act provides the Secretary of Agriculture with the authority to establish temporary emergency standards of eligibility for households who are victims of a disaster that disrupts commercial channels of food distribution after those channels have been restored.

Should there arise an extraordinary situation that does not receive a Presidential declaration for individual assistance, yet merits some nutrition response beyond the regular CalFresh, FNS can consider the use of the Food and Nutrition Act authority, but only after consulting with officials empowered to exercise the authority of the Stafford Act.

In addition, state regulations defined in the California Manual of Policies and Procedures (MPP) Section 63-900, All-County Letter (ACL) 08-30, and ACL 06-37 provide additional information regarding Disaster CalFresh in the event of a disaster. CDSS is in the process of making technical changes to this section of the MPP to reflect recent changes to CalFresh.

**State:** California  
**Region:** Western Region

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## ROLES AND RESPONSIBILITIES

State Agency: California Department of Social Services (CDSS)  
Headquarters Office:

*Please note that this plan refers to both the federal program known as the Disaster Supplemental Nutrition Assistance Program (D-SNAP) and the state term known as the Disaster CalFresh (D-CalFresh) program in California.*

- Manages and oversees the implementation of Disaster CalFresh (D-CalFresh) under the guidance and approval of the United States Department of Agriculture, (USDA), Food and Nutrition Service (FNS).
- Provides assistance to County Welfare Departments (CWDs) when applying for D-CalFresh or other modified CalFresh waivers, which may be applicable in a disaster. Additionally, counties can access California's Disaster CalFresh web page which provides useful links and resource information in a disaster. To access the web page click on the following link:  
<http://www.cdss.ca.gov/foodstamps/PG2903.htm>
- Reviews D-CalFresh applications of the affected CWDs and forwards the application(s) to FNS for final approval to implement a full or modified program.
- Coordinates daily conference calls with the CWDs (including neighboring CWDs who have clients evacuating into their areas), FNS, SAWS consortia manager(s), the OSI-EBT Project, and CDSS Program Integrity and CalFresh Branches.
- Provides the following information to CDSS Executive Staff and the California Health and Human Services Agency (CHHSA):
  - Presidential disaster declarations.
  - List of impacted CWDs requesting to implement D-CalFresh.
  - Daily and cumulative reports on individuals applying for D-CalFresh in the affected CWDs.



- Daily status report on conference calls.
- Provides assistance to the affected CWDs in preparing any extension request for D-CalFresh and federal reporting requirements.
- Reviews the electronic California Emergency Management Agency (CalEMA) reports and discusses them with the CWDs.
- Reviews County D-CalFresh plans that are submitted annually.

Local Agency: (CWDs)

- Administers regular CalFresh and D-CalFresh in the event of a disaster.
- Prepares and submits their County D-CalFresh plans annually to CDSS headquarters for review. County D-CalFresh plans for FFY 2015 were due to headquarters by March 5, 2014. However, the due date was extended until May 30, 2014.
- Evaluates the need for D-CalFresh or another program should a disaster occur. The disaster shall be a major disaster where a Presidential declaration for individual assistance has been approved and commercial channels of food distribution were disrupted but have been restored, as defined in MPP Section [63-900.12](#).
- Determines the impacted areas along with the assistance of the CWDs CalEMA Office of Emergency Services personnel as well as other municipalities.
- Provides staff to operate D-CalFresh at the disaster sites or Local Assistance Centers (LACs) in the impacted areas.
- Interviews and processes D-CalFresh [applications](#) (see Exhibit A).
- Provides immediate supervisory review of all denied applications.
- Provides local training.
- Issues D-CalFresh benefits.
- Provides press releases and coordinates the public service announcements for local distribution.
- Provides daily reports of benefit issuance totals to state and federal agencies.
- Reports the total number of persons certified for disaster benefits and the total amount of benefits on the FNS 292B (see Exhibit B). The FNS 292B must be completed and submitted to FNS through CDSS within 30 days after the disaster.
- Acts as a resource to CWDs in the event that a neighboring county may need assistance during a disaster.

Federal Agency:  
USDA-FNS

- Provides food for shelter and other mass feeding sites.
- Provides food for distribution directly to households in need in certain limited circumstances.
- Provides D-SNAP benefits.

CDSS and FNS support the CWDs efforts to provide D-SNAP benefits by providing policy guidance, training, and technical assistance to CWDs as they plan, implement, and assess their D-SNAP activities. FNS provides approval for state D-SNAP plans and county applications to operate a D-SNAP and uses the information provided in post-disaster reviews and assessments to improve D-SNAP policy, training, and technical assistance.

### **Emergency Food Assistance Program (EFAP)**

In disasters where residents are displaced from their homes, congregate feeding sites are established by agencies such as the Red Cross or the Salvation Army to provide emergency food to disaster victims. Congregate feeding sites require institution sized commodities provided by the California Department of Education's Food Distribution Program.

In disasters where residents are not displaced from their homes and have the capability to cook, but are unable to provide for their basic food needs, EFAP may provide up to 30 days of food assistance, if commodities are available. Individuals receiving Disaster CalFresh are not eligible for EFAP. Initially, state regular EFAP commodities would be distributed, subsequently replenished and supplied by USDA for the duration of the disaster. Disasters in which EFAP may provide food assistance include, but are not limited to, earthquakes, floods, drought, fires, pandemic influenza and potential acts of terrorism.

USDA is the lead agency for Emergency Support Function (ESF)-11 Agriculture and Natural Resources and FNS is the lead agency within USDA for the nutrition assistance functions under ESF-11. The FNS Disaster Task Force coordinates all ESF-11 nutrition assistance activities within USDA and with Federal Emergency Management Agency (FEMA), other support agencies, and state and county/local disaster officials.

- Additional resources can be accessed at the following FNS website:  
<http://www.fns.usda.gov/disaster/guide>

### **California 2014 Drought**

In response to the continuing drought in California, in early 2014 the Governor issued an emergency proclamation, and ultimately provided funding for food, rental and other assistance to drought-affected communities. The CDSS is overseeing the Drought Food Assistance Program (DFAP) as part of that statewide effort. DFAP is not a disaster program, but distribution of DFAP food is being done thru EFAP-approved food banks. Funding for DFAP is budgeted through June 30<sup>th</sup>, 2016 with state-only funding.

## **READINESS PLAN**

### **Staffing & Resources**

CWDs will be responsible for providing staff to the affected areas during the disaster. During the D-CalFresh trainings CWD staff received in 2009, San Diego shared many of their lessons learned in regard to staffing issues during the 2007 wildfires. CWDs can also access more information at the below FNS link, regarding staffing suggestions provided in the D-SNAP Toolkit to help identify possible sources for needed staff during the disaster:

[http://www.fns.usda.gov/sites/default/files/D-SNAP\\_Guidance\\_Handbook\\_Toolkit.pdf](http://www.fns.usda.gov/sites/default/files/D-SNAP_Guidance_Handbook_Toolkit.pdf)

### **County Plans**

California is a county-administered state comprised of 58 CWDs, wherein each county is responsible for submitting an annual County D-CalFresh plan to the California Department of Social Services (CDSS). The details contained in each county's plan may vary with each disaster and the county's response, but the basic principles within the framework of the plan will apply to any disaster. More information regarding the basic principles within the county plans is included in this plan under the Certification section. A copy of the County Disaster CalFresh contacts is included at the end of this plan. (see Exhibit E)

### **Application System Development**

CDSS manages and oversees the SNAP (called CalFresh in California) under the federal guidance and approval of the USDA, FNS. California is a county-administered state; therefore, the CWDs are responsible for administering the federal program known as D-SNAP or known in California as D-CalFresh in the event of a disaster. Currently, there are three separate automated welfare eligibility systems in California, Consortium IV (C-IV), CalWORKs Welfare Information Network (CalWIN), and the Los Angeles Eligibility, Automated Determination, Evaluation and Reporting (LEADER) consortia. These three county-managed consortium systems comprise the Statewide Automated Welfare Systems (SAWS), referred to as the consortia. The Office of Systems Integration-Electronic Benefit Transfer (OSI-EBT) provides project management over the EBT

vendor, Xerox, (formerly known as ACS State & Local Solutions, Inc.). CDSS is the project sponsor for the EBT Project and collaborates very closely with OSI-EBT on all EBT-related issues.

### **Issuance System Development**

During a disaster, CDSS is tasked with the specific and direct responsibilities of coordinating and managing D-CalFresh. CDSS consults with the CWDs to assess the disaster impact and in consultation with FNS, to determine which approach (program waivers through a modified D-CalFresh program or a full D-CalFresh program) would be the most appropriate response. After the determination is made with the affected CWDs, an application for waivers through a modified D-CalFresh program or a full D-CalFresh program is submitted by the affected county to CDSS for review and forwarded to FNS for final approval. FNS will provide an approval, usually within 24 hours, depending upon the situation. CDSS and OSI-EBT will continue assisting CWDs by holding daily conference calls with federal, state, county, and SAWS consortia stakeholders to stay abreast of the situation. During these calls (they are held more frequently, if needed), the needs of the disaster CWDs are discussed and information is shared with all stakeholders simultaneously. The conference calls typically cover:

- The status of the disaster and impacted areas,
- The status of the county and infrastructure in the disaster area,
- The information on federal waivers,
- The location of a county's remote disaster site and set-up status,
- The ordering and shipment of pre-pinned D-CalFresh EBT cards and blank EBT cardstock,
- Technical assistance to CWDs and SAWS consortia to activate D-CalFresh functionality,
- Identifying EBT equipment needs, including the Disaster Laptop for local card printing, if needed,
- The daily reporting of the number of D-CalFresh benefits issued,
- The daily reporting of the number of replacement benefits issued etc., and
- Determine the need to add a disaster alert message on the EBT Client website, Customer Service and Retailer Helpline.

The state and FNS work closely with the CWDs and consortia throughout the disaster process to expedite services and facilitate stakeholder communication.

CDSS, FNS, OSI-EBT, and the three automated eligibility systems projects (consortia) have completed disaster preparedness trainings with county staff that are part of C-IV, CalWIN, and LEADER consortia. All trainings were customized for each individual consortium system

and the state EBT processes that support the issuance process of D-CalFresh benefits. All three consortia have an online version of the D-CalFresh application. This will help address disaster responses that require social distancing. Availability of the online D-CalFresh application will be managed at the consortium level to limit access to those CWDs that are affected by the disaster.

CWDs are responsible for processing the D-CalFresh eligibility application(s) and making sure that the issuance process minimizes the number of times recipients return to a disaster assistance location for benefit application and issuance.

CWDs are advised to call OSI-EBT Operations at (916) 263-6600:

- When the EBT Administrative Application is unavailable and to report status on connectivity.
- With questions about the Administrative Application access process.
- To request disaster User IDs.
- To determine the county's need for additional equipment (e.g. disaster laptop, card printer, and Personal Identification Number (PIN) select device).

### **Eligibility Determination System**

- Client applications may be processed on-site in CWDs, off-site via an online application system managed by the consortia.
- System must gather and store information on all household members.
- Duplicate participation checks will be performed for all household members.
- CWDs will track denied applications, so that the households that are denied and later reapply are detected.

### **EBT Card stock**

CWDs are responsible for ordering Disaster EBT cards. EBT Operations must receive requests for Disaster EBT cards via e-mail at [ebtoperations@osi.ca.gov](mailto:ebtoperations@osi.ca.gov) or if email is unavailable by phoning EBT Operations at (916) 263-6600. Ordering instructions for Disaster EBT cards are as follows:

- Provide *complete* physical shipping address for cards. It must be a deliverable address (e.g., no county fairgrounds, no P.O. Box, etc.).
- Provide *complete* contact information for the person receiving cards (signing delivery documentation), including telephone number and cellular number (if available).
- Disaster EBT Cards are delivered within 24 hours after receipt of order.
- Contact person *must* be onsite to personally take delivery of Disaster EBT cards.
- Disaster EBT cards must be kept in *secure* storage.
- For security purposes, the county should validate the number of cards received.
- Orders for Disaster EBT cardstock are placed in quantities of 500.

- EBT Operations works with the prime vendor to authorize the release of Disaster EBT cards from the storage facility.
- A Disaster EBT card is distinguishable from a regular EBT card by the word "DISASTER" printed on the EBT Card.



- Disaster EBT cards are pre-pinned, but not pre-loaded with benefits.
- Cardholders who receive a pre-pinned Disaster EBT card *MUST* use the PIN that is printed on the card carrier.
- PINs can be changed at any time via a PIN Select device or the Automated Response Unit (ARU), if the cardholder has a valid Social Security Number and Date of Birth.
- Disaster benefits can also be authorized for an existing case which would allow the cardholder to use their current, active EBT card.
- Conversely, D-CalFresh recipients who apply for regular CalFresh benefits after the disaster has ended can have their benefits added to the Disaster EBT card. Although, the client should obtain a new EBT card when applying for regular CalFresh benefits.
- The local CWDs have been advised to brief clients on food benefits and the usage of EBT, and have a stock of food benefit training materials, including brochures, posters, etc., in various languages.
- FNS requires a separation of duties for the benefit issuance and card issuance processes.

### Application Sites

CWDs must be familiar with [FEMA](#) guidelines. All site issues, especially possible co-location of D-CalFresh application/issuance sites and FEMA DRCs must be negotiated with FEMA through the appropriate channels as early as possible in the disaster response. CDSS and FNS strongly recommend that CWDs have pre-approved application/issuance sites and contact information of the potential location sites prior to a disaster. All three consortia have an online version of the D-CalFresh application.

### Data

California is the most populous state in the nation with an estimated population of 38.7 million in 2015. The state is divided into 58 CWDs and subdivided into over 482 incorporated cities. Eight of the top 50 U.S. cities in terms of population include Los Angeles, San Diego, San Jose, San Francisco, Long Beach, Fresno, Sacramento, and Oakland. California is the third largest state in the nation, geographically with an area of 155,959 square miles within a land mass that is 770 miles long and 250 miles wide. The state has 1,370 miles of coastline along the Pacific Ocean to the west, shares 990 miles of border with three other states (Oregon to the north and Nevada and Arizona to the east) and has approximately 140 miles of international border with Mexico to the south. Over 40 percent of California's land area is covered by forest and about 25 percent of the total land area is covered in deserts. There are 47 million acres of federal lands in California that are managed by 14 agencies. Federal lands include national parks and forests and military bases. An additional 2.4 million acres are owned by the State of California with 1.3 million acres of that designated as state parks.

*\*Data information taken from U.S. Census Bureau and the California State Department Finance Demographic Research websites.*

## **IMPLEMENTATION PLAN**

### **Public Information and Outreach**

CWDs are responsible for pursuing a public information and outreach approach that best suits the needs of their population and the characteristics of the disaster at hand. CWDs should consider, but are not required, to use any approaches mentioned in the revised [D-SNAP Guidance](#). CWDs can access this information at the following site:  
<http://www.fns.usda.gov/disaster/guide> .

### **Retailer Communication**

Current retailer status information is needed before D-CalFresh benefits can be used.

CDSS must determine if there is an adequate number of authorized food retailers open to deliver food assistance.

OSI-EBT and Xerox should determine:

- How many authorized D-CalFresh retailers have working point-of-sale (POS) terminals;
- If telecommunications are available to process EBT transactions;
- If manual vouchers are needed.

### **Manual Vouchers**



- Manual vouchers are only used when retailers are open but unable to communicate with the EBT host computer to process electronic transactions due to an EBT system failure or during a D-CalFresh event.
- Operating retailers are provided an ample supply of manual voucher forms with instructions on how to use them.
- Instructions on how to process manual vouchers will be provided to EBT-only retailers by Xerox or for retailers using equipment from independent Third Party Processors (TPP) by their TPPs.
- OSI-EBT and Xerox will consider the impact on customer service centers and ensure that adequate staffing is available for increased call volumes.
- Xerox will have the option to extend the timeframe to redeem manual vouchers beyond 15 days. CWDs may submit an exemption request to extend the manual voucher redemption period.
- Manual vouchers can be used during a disaster for individuals using non-California EBT cards.

### **Procedures to Reduce Applicant Hardship**

#### Special Provisions:

CWDs should address special provisions for the elderly and disabled disaster victims at the disaster site by doing the following:

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

#### Security:

CWDs have been encouraged to develop good working relationships with their local law enforcement authorities and media outlets. These particular relationships are essential in getting mass information out to the public and at local assistance centers (LAC) sites, such as basic eligibility information, etc. In addition, adequate security onsite is needed to manage crowd control.

#### Language Issues:

- CWDs have been advised to have translated materials specific for their clientele on hand in case of a disaster and are responsible for determining if interpreters are needed.



- Post signs in different languages at the disaster site for applicants/recipients who do not speak English.

## **Certification Process**

### General Description of Certification Process:

The details of a D-CalFresh program will vary with each disaster and the county's response, but the basic principles with framework contained in this plan will apply to any disaster. CWDs are responsible for the following three areas in a disaster:

1) Completing the application – Applicants must complete a D-CalFresh application. A copy of the D-CalFresh application is included at the end of this plan (see Exhibit A). CWDs can expedite the certification process by making sure applicants have completed their applications before they are seen by an eligibility worker. To help with this process:

- Applicants need a place to fill out the application that is protected from the elements. It is helpful to distribute clipboards that are the same size as the application.
- Staff or volunteers can be assigned to answer questions, spot language issues, and help fill out the application if the applicant cannot see, read or write.
- Signs could be posted with basic information on completing the application, required verification, etc.
- Applicants screening – Formal application screening will also expedite the certification process. Before the applicant is interviewed, a screener can check:
  - To see if the application is complete.
  - To see if the applicant has the required verification of identity.
  - For duplicate or on-going participation as appropriate. (Note: volunteers can assist with screening, but may not conduct duplicate participation checks.)

2) Interview and certification - The interview area should be set up to protect applicants' privacy to the extent feasible. During this stage, the eligibility worker should:

- Conduct the interview - Per the FNS Disaster SNAP Guidance, a face-to-face interview must be conducted unless the county has received an approved waiver from FNS to waive the face-to-face interview specific to D-CalFresh.
- Verify information as required or appropriate.

- Determine eligibility (eligibility may also be determined later, as long as the application is processed and benefits are available to the client within three calendar days of the date the application was filed). FNS generally approves application periods of 7 days, although states retain the option to operate for fewer days at their discretion.
- If the application is approved, eligibility workers/volunteers should inform the household of the allotment, the length of the disaster benefit period, the proper use of D-CalFresh benefits, and provide the household with Notice of Approval/Denial for D-CalFresh.
- If denied, the eligibility worker/volunteer should explain the basis for the denial verbally and in writing using the following forms:

- [DFA 390](#) D-CalFresh Notice of Approval/Denial (see Exhibit C)

- A supervisor at the D-CalFresh site or Local Assistance Center (LAC) will review on the spot all cases that are being denied before the applicant leaves the premises.
- CDSS and FNS suggest that all county employee applications be taken separate from the general population, and treated as employee related applications due to employee confidentiality.
- Applicants are eligible for a one-time payment only during the disaster period.
- CalFresh recipients affected by the disaster may be issued replacement or supplemental benefits up to the difference between the household's monthly allotment already received and the D-CalFresh maximum allotment for the household size.

**Note:** Ongoing households will need to complete the [CF 303](#) Replacement/Affidavit Authorization form. More information can be found in the D-SNAP Guidance under Supplements/Replacements section. (see Exhibit H)

- Prepare a file for the applicant (or for off-site creation, place the application/worksheet in the bin for pick-up by shippers for bundling and shipping to the scanners).

**Note:** Volunteers cannot perform any interview or certification functions.

3) EBT System Functionality - CWDs notify EBT Operations if access to disaster functionality on EPPIC is required. OSI-EBT Operations notifies the affected consortium to activate disaster

services or other system procedures. If the county has access to the eligibility system, they will contact the consortia instructing them to activate disaster services on their system. If the county is not able to access the eligibility system, the county will need to request disaster User IDs to access the disaster set up screens in EPPIC. EBT Operations will request approval from CDSS to issue EPPIC disaster User IDs.

Application Process and Card Issuance - CWDs are responsible for processing the D-CalFresh eligibility application and making sure that the issuance process minimizes the number of times recipients return to a disaster assistance location for benefit application and issuance.

CWDs are advised to call OSI-EBT Operations at (916) 263-6600:

- When the EBT Administrative Application is unavailable and to report status on connectivity.
- With questions about the Administrative Application access process.
- To request disaster User IDs.
- To determine the county's need for additional equipment (e.g., disaster laptop, card printer, or PIN select device).

### **Client Materials**

CWDs have been advised during their Disaster Training to have CalFresh Benefit training materials on hand for all of the languages in their communities. Training materials include brochures in ten languages, as well as posters in English.

### **Security and Fraud Prevention Plan**

Prevent Employee Fraud:

CWDs are responsible for separating duties for certification and issuance. Separation of duties is a part of the Disaster Training for the CWDs. CDSS and FNS require that all county or state employee D-CalFresh applications be reviewed by a county supervisor. CWDs have been trained on this requirement.

Security:

CWDs have been encouraged to develop good working relationships with their local law enforcement authorities and media outlets. These particular relationships are essential in getting mass information out to the public and to the local assistance centers (LAC) sites, such

as basic eligibility information, etc. In addition, adequate security onsite is needed to manage crowd control.

### **Disaster Reporting and Post-Disaster Review Report**

Disaster Issuance Reconciliation and Reporting:

MPP Section 63-900.82 requires that CWDs use the FNS 292B to report the amount of disaster benefits issued and the number of persons and households served. FNS Administrative Notice 07-05, "Disaster Food Stamp Program Guidance," specifies several benefit issuance reports that must be submitted both during and following operation of a D-CalFresh. These reports are from ACL No. 08-30.

Daily D-CalFresh Report (see Exhibit G)

- Number of approved "new" D-CalFresh households, including number of persons in household, average benefits per household and number of households denied;
- Number of approved "Disaster Supplements" for ongoing/currently-certified households, number of persons, value of supplemental benefits and average benefits per ongoing household; and
- Number of approved "Replacements" issued to ongoing/currently-certified households, number of persons and value of benefits.

Report of Disaster Food Stamp Benefit Issuance (FNS 292B) should include the following: (see Exhibit B)

- Number of households – new households issued D-CalFresh benefits;
- Total number of new persons receiving D-CalFresh benefits;
- Number of certified households and persons both ongoing and current;
- Households that received Disaster Supplements; and
- Value of new and supplemental benefits issued.

Monthly Issuance Report (FNS 388)

- This is a regular CalFresh report and should reflect disaster issuance and participation figures, including replacement benefits. CDSS can identify the amount of D-CalFresh Supplemental and Replacement benefits issued using the Statewide Automated Reconciliation System (SARS).

Post Disaster:

OSI-EBT ensures that disaster User IDs are disabled by the prime vendor and that the consortia have disabled disaster services functionality in their SAWS. OSI-EBT also ensures that CWDs:

- Have secured and destroyed remaining Disaster EBT cards.
- Have returned the card containers and the keys and locks according to directions.
- Have returned any additional equipment (disaster laptops, card printers and/or PIN selection devices) (refer to Form EBT-5).

## **Pandemic Flu Outbreak**

CDSS Responsibilities during a Pandemic Flu:

CWDs will clearly communicate to CDSS what flexibilities they feel would be most appropriate to serve their recipients and reduce or eliminate face-to-face contact. CDSS will assist the CWDs affected with applying for policy flexibilities (e.g. waivers that apply to the pandemic conditions) available to state agencies that request Disaster CalFresh such as reduce or eliminate verification of non-mandatory items (only identity is mandatory).

The process for requesting these flexibilities is similar to requesting waivers under modified CalFresh. All-County Information Notice I-55-07 provides further information on pandemic influenza guidance. For additional pandemic flu information (see Exhibit H).

CWDs have been provided with the following information in regards to a pandemic flu:

- 1) To encourage social distancing in the event of a pandemic flu;
- 2) To remember that telephone, internet, energy services and contracted services may be disrupted or unreliable;
- 3) To explore the idea of online grocery delivery, or home delivery etc., to prevent large masses of people gathering in a single area.

### CDSS Headquarters and Out-Stationed Staff Emergency Information in a Disaster:

CDSS headquarters and out-stationed offices have the following plans in place to protect state staff in the event of a disaster:

- 1) All CDSS staff have the Emergency Message Information Hotline on their employee identification card. In the event of an emergency, CDSS staff have been trained to phone that number to receive information on whether the office/offices are open. This number provides up-to-date information to all CDSS staff on the proper actions to take in the event of an emergency.

- 2) CDSS staff are required to take an annual emergency training that covers evacuation procedures, identifies volunteer emergency team members, and other safety precautions and emergency procedures.
- 3) CDSS management is reminded periodically to have staff contact information, such as home and cellular phone numbers, available to them at all times. CDSS has established a statewide Emergency Notification Telephone Tree for the department. The purpose of this is that in the event of an emergency, management can contact staff and advise them on the appropriate actions to take.

## Exhibits

Exhibit A - DFA 385 Application for Disaster CalFresh

Exhibit B – FNS 292B Report of Disaster SNAP Benefit Issuance

Exhibit C – DFA 390 Disaster CalFresh Approval/Denial Notice

Exhibit D – CF 303 Replacement/Affidavit Authorization

Exhibit E – Key County Disaster CalFresh Contact Information

Exhibit F – Consortia Representatives Contacts

Exhibit G – D-SNAP Daily Reporting Sheet

Exhibit H – SNAP Pandemic Planning Guide –December 2013

Exhibit I – All County Information Notice (ACINs) I-37-15/I-37-15E

Exhibit J – FNS Master List of EBT/Retailer-related Disaster Waivers

Exhibit K – List of changes made to the FFY 2016 State of California Disaster CalFresh Plan