



**DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM
(DSNAP)**

MANUAL

Vol. 13

2/26/2024



DISASTER
Supplemental Nutrition
Assistance Program

TABLE OF CONTENTS

CHAPTER 1 INTRODUCTION 6

1.1 FEDERAL GOVERNMENT RESPONSE IN A DISASTER6

1.2 STATE GOVERNMENT RESPONSE IN A DISASTER.....9

1.3 SOUTH CAROLINA DSS RESPONSE IN A DISASTER.....11

CHAPTER 2 PRE-DISASTER PLANNING FOR DSNAP 17

2.1 OFFICE OF ECONOMIC SERVICES.....17

2.2 COUNTY OFFICE ACTIVITIES.....17

2.3 ASSISTANT SITE MANAGER (ASM) DUTIES18

2.4 STAFFING PLANNING.....18

CHAPTER 3 DISASTER RESPONSE FOR DSNAP 19

3.1 LINES OF AUTHORITY.....19

3.2 EXECUTIVE MANAGEMENT.....19

3.3 DSNAP COORDINATOR.....19

3.4 OFFICE OF ECONOMIC SERVICES.....19

3.5 COUNTY OFFICE RESPONSE20

3.6 DAMAGE ASSESSMENT20

3.7 STATE EMERGENCY DISASTER SYSTEM (SEDS).....21

3.8 NOTIFYING THE PUBLIC.....21

3.9 SUPPLIES AND EQUIPMENT.....23

3.10 STAFFING.....24

3.11 VEHICLES AND TRANSPORTATION25

3.12 PROGRAM INTEGRITY/FRAUD PROTECTION26

3.13 THE DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)27

CHAPTER 4 DSNAP APPLICATION /ISSUANCE SITES..... 30

4.1 DSNAP APPLICATION30

4.2 FACTORS IN CHOOSING A SITE FOR A DSNAP30

4.3 SITE LAYOUT AND TRAFFIC FLOW.....32

4.4 SITE SECURITY.....34

4.5 EQUIPPING THE DSNAP APPLICATION/ISSUANCE SITE35

4.6 HUMAN COMFORTS.....37

4.7 ELDERLY AND DISABLED PROVISIONS.....38

4.8 LANGUAGE SERVICES.....41

4.9 CROWD CONTROL42

4.10 STAFFING THE DSNAP APPLICATION/ISSUANCE SITE.....43

4.11 INITIAL INVENTORY LIST44

CHAPTER 5 DSNAP CERTIFICATION PROCESS 45

5.1 TRAINING45

5.2 COMPARING DSNAP AND THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)47

5.3 DSNAP CERTIFICATION PROCESS49

5.4 ONSITE DENIALS51

5.5 DSNAP ELIGIBILITY CRITERIA52

5.6	DSNAP VERIFICATION	53
5.7	DSNAP INCOME AND RESOURCE TESTS	54
5.8	DSNAP BENEFIT CALCULATION	56
5.9	TRANSITIONING TO THE REGULAR SNAP PROGRAM.....	57
5.10	DSNAP FEDERAL REPORTING REQUIREMENTS.....	57
CHAPTER 6 DSNAP ISSUANCE/EBT		58
6.1	DISASTER SERVICES PROCESSES	58
6.2	DSNAP BENEFIT ISSUANCE.....	58
6.3	SEDS DSNAP	58
6.4	EBT CARD NEEDS ASSESSMENT AND DELIVERY	59
6.5	EBT CARD SECURITY AND CONTROL.....	60
6.6	RECONCILIATION/SECURITY AND CONTROL PROCEDURES – EBT ISSUANCE.....	60
6.7	DISASTER SITE REPORTING	61
6.8	STATE RESPONSIBILITIES REGARDING FOOD RETAILER AVAILABILITY	61
6.9	POS OPERATIONS AND MANUAL SALES DRAFTS	62
6.10	RESPONSIBILITIES OF THE SCEBT OFFICE REGARDING COUNTY OFFICE OPERATIONS	62
6.11	CONDUENT DISASTER SUPPORT SERVICES OVERVIEW	63
6.12	STATE EMERGENCY DISASTER SYSTEM (SEDS).....	68
6.13	REPORTING AND RECONCILIATION	79
CHAPTER 7 POST DSNAP FOLLOW UP		81
7.1	CLOSING THE APPLICANT/ISSUANCE SITE	81
7.2	RETURNING TO THE REGULAR SNAP	82
7.3	REPORTS	83
7.4	RESTORED BENEFITS	83
7.5	FAIR HEARINGS.....	84
7.6	POST DSNAP CERTIFICATION REVIEW	84
7.7	POST DSNAP APPLICATION OF DSS EMPLOYEES.....	87
7.8	POST DSNAP HOUSEHOLDS WHO RECEIVED DSNAP BENEFITS	88
7.9	POST DISASTER REVIEW REPORT	91
CHAPTER 8 GLOSSARY		92
APPENDIX I: DSNAP MANUAL REVISIONS		96
Vol. 2	9/2009.....	96
Vol. 3	7/2010.....	96
Vol. 4	5/2016.....	96
Vol. 5	5/2017.....	96
Vol. 6	5/2018.....	96
Vol. 7	7/2019.....	97
Vol. 8	6/2020	97
Vol. 9	5/2021	97
Vol. 10	5/2022	95
Vol. 11	7/2022.....	97
APPENDIX II: DSNAP PREPARATION AND RESPONSE PLAN TEMPLATE.....		99
APPENDIX III: DSNAP APPLICATION – ENGLISH		100
APPENDIX IV: DSNAP APPLICATION - SPANISH		101

APPENDIX V: DSS FORM 1634B - AFFIDAVIT OF LOSS..... 103
APPENDIX VI: DSNAP DENIAL/REVIEW FORM 104
APPENDIX VII: DSNAP SEDS DENIAL NOTICE 105
APPENDIX VIII: POSTERS, BROCHURES, AND PRESS RELEASES.....103

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Chapter 1 Introduction

This manual is designed to serve as a tool to help the South Carolina Department of Social Services (DSS) tailor its Disaster Supplemental Nutrition Assistance Program (DSNAP) response to:

1. The nature of the disaster and the scope of the damage and
2. Its unique geographic, economic, political and demographic circumstances.

This manual has been organized to assist in the implementation of a DSNAP with the corresponding subsections:

- I. Federal Government Response in a Disaster
- II. State Government Response in a Disaster
- III. DSS Response in a Disaster
 - Pre-Disaster Planning
 - Disaster Response
 - Application/Issuance Site
 - Certification Process
 - EBT (Electronic Benefit Transfer) Issuance
 - Post-Disaster Follow-up
 - Glossary
 - DSNAP Tool Kit

To use the manual effectively and make it a more useful tool:

1. Review the entire manual to become familiar with its substance, organization, and format.
2. Use the manual in pre-disaster planning exercises and disaster training.
3. Utilize forms and charts in the DSNAP Tool Kit in pre and post disaster activities.

1.1 Federal Government Response in a Disaster

Federal Emergency Management Agency (FEMA) Role

FEMA is charged with the overall management of the federal response in a presidential declared disaster.

United States Department of Agriculture (USDA) Role

USDA is the lead agency for Emergency Support Function (ESF)-11 Agriculture and Natural Resources and Food and Nutrition Services (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 FEMA, other support agencies, and State and local disaster officials.

Food and Nutrition Services (FNS) Role

FNS provides food assistance in three ways:

- Provides foods for shelters and other mass feeding sites.
- Provides foods for distribution directly to households in need in certain limited circumstances.
- Provides DSNAP benefits.

FNS supports the State's efforts to provide DSNAP benefits by providing policy guidance, training, and technical assistance to state agencies as they can plan, implement, and assess their DSNAP activities. FNS provides approval for state DSNAP Plans and state applications to operate the DSNAP and uses the information provided in post-disaster reviews and assessments to improve DSNAP policy, training, and technical assistance.

The Robert T. Stafford Disaster Relief and Emergency Assistance Act provide the Secretary of Agriculture with the authority to operate a DSNAP when affected areas have received a Presidential major disaster declaration and when commercial channels of food distribution are available. The Food Stamp 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.

To provide DSNAP resources to areas most in need, FNS will distribute DSNAP resources to communities that are largely affected by the disaster. Therefore, for most disasters, FNS has elected to approve the operation of the DSNAP under Stafford Act authority when affected areas have received a Presidential declaration for individual assistance. This is because project areas that have Presidential declaration of individual assistance clearly contain an appreciable

number of households in need of personal assistance and are much more likely to require intensive food aid than areas without such a declaration.

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

Other Support Assistance

There are seven support agencies in place to assist USDA in fulfilling the ESF-11 function of providing, storing, and transporting food to disaster areas. Most of these functions will not be relevant to the DSNAP. However, when operating a DSNAP, other Federal agencies may be needed to help carry out non-food related functions (e.g., to build DSNAP facilities, provide potable water, etc.). A list of the most common non-food related needs and the agencies that can assist are listed below.

Federal Agency Emergency Support Functions	
Agency	Responsibilities
Department of Defense (DOD)	<ul style="list-style-type: none"> 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 (DHHS)	<ul style="list-style-type: none"> Determine which foods are fit for human consumption and identify potential problems of contaminated foods. Provide health education concerning food preparation and storage.
Department of Transportation (DOT)	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 volunteer organizations.

Department of Homeland Security (DHS)	<ul style="list-style-type: none"> • 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 foods FNS must provide.
Environmental Protection Agency (EPA)	<ul style="list-style-type: none"> • Provide technical assistance in determining the suitability of food and water for human consumption. • Identify potential hazardous materials impact on the food supply.
Salvation Army	<ul style="list-style-type: none"> • 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.

Other Federal Assistance

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

Other Federal Assistance	
Agency	Responsibilities
Army Corps of Engineers	Public works and engineering (ESF-3) includes: <ul style="list-style-type: none"> • Providing potable water • Structural inspection for damage assessment
Forest Service	<ul style="list-style-type: none"> • Fighting fires (ESF-4) • SNAP can provide staff to assist as appropriate.
Department of Homeland Security (DHS)	Providing technical services (ESF-5) such as: <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Transporting or guarding electronic benefits transfer (EBT) cards • Crowd control or other application site security

1.2 State Government Response in a Disaster

When a disaster is imminent/occurs, state and local entities are called into action. The state government initial response to a disaster requires close coordination and communication among the following agencies:

State Agency Emergency Support Functions	
Agency	Responsibilities
Office of the Governor	The Office of the Governor issues the Executive Order for a declared disaster and communicates to other state agencies the appropriate action to be taken by these agencies.
State Emergency Management Division (EMD)	EMD coordinates all activities relating to a disaster and communicates to other agencies involved on actions to be taken throughout the disaster response.
Department of Social Services (DSS)	DSS is responsible for emergency social services and administers federal disaster recovery programs when authorized.
South Carolina National Guard (SCNG)	SCNG transports or guards SNAP Electronic Benefits Transfer (EBT) cards within the disaster area. SCNG assists with crowd control or other application site security.
State Law Enforcement Division (SLED)	SLED assists local law enforcement agencies with security and crowd control.
Department of Education, County School System	Department of Education, County School Systems, manages the requisitioning of USDA food under the particular programs which they administer.

1.3 South Carolina DSS Response in a Disaster

The South Carolina Department of Social Services is responsible for the planning, implementation, and administration of DSNAP in the State. DSS must design its own DSNAP Plan, evaluate the need for a DSNAP or another feeding program should a disaster strike, submit to FNS a detailed request to operate a DSNAP, effectively implement the DSNAP, perform post-disaster reviews, and report their findings to FNS. If a determination is made that a DSNAP may be warranted, the following DSS areas are called into action:

South Carolina DSS Emergency Support Functions	
DSS Area	Responsibilities
Human Resource Management	Coordinates with the Deputy State Director of Economic Services regarding temporary staff assignments in affected areas.
Support Services	Is responsible for the provision of supplies and equipment when a disaster is declared.
Vehicle Management	Coordinates vehicles and transportation.
Information Systems	Is responsible for: <ol style="list-style-type: none"> 1. System support 2. Communication 3. System contingencies 4. Terminals, laptops, etc. Data entry resources, if necessary.
EBT Unit	Is responsible for issuance in a DSNAP to include: <ol style="list-style-type: none"> 1. Assessment of EBT online capability of all retailers in the affected area and 2. Determination of the operability of EBT equipment in affected county offices.
Division of Audits	Is responsible for accountability and post-disaster activities as well as the monitoring and investigation of employee disaster applications.
Constituent Services and Media Relations	Is responsible for media coordination and implementation of the Agency's Communication Plan.
Affected County Offices	The County Director of a disaster affected county will coordinate all activities relating to disaster response within his/her county, to include

	shelter operations and disaster relief programs DSS is assigned to administer in addition to the implementation of DSNAP, if authorized.
Office of Economic Services	Upon a major disaster declaration by the President of the United States, the Office of Economic Services will be responsible for, the authorization, planning, and implementation of a DSNAP.
Division of Investigation	Is responsible for post-disaster activities and monitoring of employee disaster applications.

**South Carolina Department of Social Services
State Disaster Team**

Name	Phone Number	Position	Agency
Michael Leach	803-898-0585	State Director	DSS
Amber Gillum	803-898-7474	Deputy Director, Office of Economic Services (OES)	DSS
Erika Anderson	803-898- 7228	Division Director of Program Support (OES)	DSS
Dana Outlaw	803-898-9473	Division Director of County Operations (OES)	DSS
Tammy James	803-898-1097	Division Director of Employment Services (OES)	DSS
Robert Burress	803-636-6600	Director of Disaster Services	DSS
Jim Casserly	(803) 528-1679	Deputy Director of Disaster Services	DSS
Ereka Jamison	803-898- 7802	Program Manager of Food and Nutrition, ESF-11 Lead	DSS
Tionia Owens	803-898-7468	DSNAP Coordinator, ESF-11	DSS
Katie Hayden	803-898-1946	Program Manager, SNAP Policy Unit	DSS
Berry Kelly	803-898-0744	WIC Director	SCDHEC
Phillip Truesdale	803-734-8209	SCDE Lead USDA Foods	SCDE
Kelly Blevins	803-315-6097	Program Coordinator	SCDE
Stephanie Diaz	803-357-4289	PA USDA FD/On Call	SCDE
Donna Davis	803.734.0080	Director Disaster	SCDE
Karen Bailey	803-734-4619	Program Assistant, USDA FD	SCDE
Seandra Kelly	803-734-8205	Program Coordinator USDA FD	SCDE
Chris Doyle	803-734-0328	TEFAP Program Coordinator	SCDA

**South Carolina Department of Social Services
Community Partners**

Name	Phone Number	Position	Agency
Sloan Griffin	803- 737-4476	ESF-1 Lead	DOT
Robert Steadman	803-331-1901	ESF-2 Lead	DTO
Dennison Coomer	803-760-4485	ESF-2 Back up	DTO
COL Carol Dobson	803-667-2210	ESF-3 Lead	Public Works
LTC Mike Moyer	803-360-1288	ESF-3 Back up	Public Works
Darryl Jones	803-667-1039	ESF-4 Lead	Forestry Commission
Marilyn McMillian	803-429-4405	ESF-5 Lead	Public Information
Trishum Milhouse	803-737-1508	ESF-5 Back up	Public Information
Robert Burress	803-636-6600	ESF-6 Lead	DSS
James Casserly	803-734-2847	ESF-6 Back up	DSS
Adam Lawrence	803-737-8559	ESF-7 Lead	SC EMD
Whitney Cofield	803-429-0315	ESF-8 Lead	Public Health
Dave Harbison	803-673-2661	ESF-8 Back up	Public Health
Robin Mack	803-403-3140	ESF-10 Lead	DHEC
Renee Shealy	803-667-0761	ESF-10 Back up	DHEC
Ereka Jamison	803-587-2245	ESF-11 Lead	DSS
Tionia Owens	839-228-3874	ESF-11 Back up	DSS
CPT Brandon Landrum	803-896-7217	ESF-13 Lead	Law Enforcement
Kenny Williamson	803-260-7937	ESF-13 Back up	Law Enforcement
Derec Becker	803-530-2193	ESF-15 Lead	SCEMD
Capt. Christian Logdon	843-209-0533	ESF- 16 Lead	SCDPS
Lt. Shaun Sherriff	803-206-1779	ESF-16 Back up	SCDPS
Dr. Kathryn MacDonald	803-312-3120	ESF-17 Lead	Animal/ Agriculture
Jenny Barber	803-737-1625	ESF-18 Lead	Donated Goods
Mike Patterson	704-972-3498	Salvation Army	Salvation Army
Rebekah Horne	803-830-2323	American Red Cross	American Red Cross

**South Carolina Department of Social Services
County Office Disaster Contacts**

County	County Director	SNAP Supervisor or Assistant Site Manager	Phone Number
Abbeville	Bailey Johnson	Crystal Glassburn	864-366-0463
Aiken	Christine Wright	Carolina James	803-642-3623
Allendale	Salley Branch	Tawanda Jenkins	803-702-2044
Anderson	Bailey Johnson (Interim)	Melinda Atkinson	864-366-0463
Bamberg	Melinda Tyler	Terrance McMillan	803-956-6033
Barnwell	Ethel Milhouse-Williams	Leigh Still	803-541-1219
Beaufort	Tyran Murray	Lisa M. Hayes	843-255-6199
Berkeley	Valerie Davis	Johana Cadiz	843-719-1090
Calhoun	Theresa Spellman	Clayann Fields	803-813-1473
Charleston	Darrell Morris	Rhonda Coleman	843-953-9543
Cherokee	Monita Dawkins		864-649-8079
Chester	Sandra Johnson	Maria Simpson	803-385-1051
Chesterfield	Tumeka Watson	Johnny Magnum	843-623-5201
Clarendon	Amanda Quinlan-Head	Mattie Logan	803-825-5086
Colleton	Sandra Polk	Carrie Myers	843-584-4177
Darlington	Adrienne Wingate	Beth Campbell	843-332-1180
Dillon	Karen English	Ressie Jones	843-627-7017
Dorchester	Kristi Bear	Johana Cadiz	843-486-1883
Edgefield	Moronda Talley	Sherri Saxon	803-384-4073
Fairfield	Kermisha Golden	Erica Anthony	803-589-8024
Florence	Orbree Friday Widder	Kimberly Hobbs	843-519-0134
Georgetown	Delore Vereen	Nicyko Dorsey	843-904-9197
Greenville	Edward "Ned" Moore	Andrena Rice	864-467-7797
Greenwood	Fran Broome	Deresa Burton	864-227-7838
Hampton	Bridget Gray-Peebles	Amanda Cope	803-914-1640
Horry	Richard Culbertson	Debi Coburn	843-366-1584
Jasper	Rochelle Priester	Roxann Hipp	843-726-7753
Kershaw	Robin Smith	Cynthia Hunter	803-425-7674
Lancaster	Nakia Griffin	Tanya Willis	803-286-7108
Laurens	Shebby Neely Aiken		864-547-8093
Lee	Kijuana Tate	Kisha Montgomery	803-856-5062
Lexington	Greg Frohnappel	Corrina Duncan	803-785-5150

County	County Director	SNAP Supervisor or Assistant Site Manager	Phone Number
Marion	Melissa Alexander	Cynthia Rogers	843-423-3410
Marlboro	Denise O’Neal	Lisa Smith	843-479-7181
McCormick	Daniel Lott	Fannie Stevens	864-465-5204
Newberry	Antionette Alston	Beverly Shealy	803-768-8411
Oconee	Stephanie Gentry	Lesley Kirkpatrick	864-916-6046
Orangeburg	Charlene Nimmons	Anne Williamson	803-515-1701
Pickens	Katrice Seawright	Dana Taylor	864-898-5270
Richland	Kijuana Tate (Interim)	Christina Jones	803-856-5062
Saluda	Angela Erhardt	Shera Glenn	864-803-1012
Spartanburg	Brian Gotses	Candice McCombs	864-345-1102
Sumter	Robin “Holly” Morris	Deanna Marsh	803-473-6868
Union	Jesse Kaylor	Melodi Gault	864-424-8112
Williamsburg	Tara Bradshaw	Kimberly McCullough	843-355-0902
York	Jeffery Sanders	Annette Killian	803-909-7721

Chapter 2 Pre-Disaster Planning for DSNAP

Although it is impossible to be completely prepared for disasters, as the State cannot predict the timing or extent of damage for a given disaster, DSS can take actions that lead to the best possible level of disaster preparedness. This chapter will outline some pre-planning exercises to increase disaster preparedness.

2.1 Office of Economic Services

To ensure a timely and appropriate disaster response, the Office of Economic Services will organize staff assignments, including personnel to manage emergency phone lines with division staff, provide training on the implementation of the DSNAP and provide technical assistance on site at DSNAP sites. The Office of Economic Services will develop and review state DSNAP plans of operation, submit a state plan of operation for a DSNAP to FNS for approval and ensure adequate forms are available to operate a DSNAP.

2.2 County Office Activities

Each County Director will coordinate disaster response within his/her county. The following actions will be ongoing activities in county offices to ensure preparedness in the event of a disaster:

- Designate a staff member to be the Assistant Site Manager (ASM) and identify other key staff members to assume lead responsibilities in disaster response activities. These designees should be trained in the implementation of DSNAP.
- Develop a staffing plan to identify county staff who will work in shelter operations and other disaster relief programs.
- Select main and alternate sites for distribution of DSNAP as the local county offices are not feasible options to conduct a DSNAP. The main and alternate sites must be secure for the operation of a DSNAP.
- Appoint a regional Benefit Integrity Claims Specialist (BICS) to be responsible for all DSNAP applications filed by DSS employees. All documents used to determine eligibility for these employees must be maintained in a secure area by the County Director or his/her designee.
- Counties can refer to the County DSNAP Preparation and Response Plan Template for county Demographic information ([Appendix II](#)). This template will

be completed yearly by each SC county and includes the availability of resources both internal (DSS resources) and external (Vendors and DSS Partners) to the agency. The template also lists the roles and responsibilities of each counties Emergency Response team member, county logistics data, crowd control, DSNAP Certification and Issuance, and Staffing data.

2.3 Assistant Site Manager (ASM) Duties

The ASM in each county will have the following pre-disaster planning responsibilities:

- Coordinate with the DSS DSNAP Coordinator on the process to be used to provide data for damage assessment, securing disaster approval, and requesting emergency food assistance services.
- Develop the county plan for the implementation of the DSNAP and
- Identify staff members to be assigned lead responsibility for logistics, crowd control, DSNAP certification, DSNAP issuance, DSNAP program integrity.

2.4 Staffing Planning

To the extent possible, each county office will identify, in advance of a disaster, the staff it will need to operate a DSNAP. Offices should plan not only for the staff needed at DSNAP sites, but also for increased staffing at all work areas that support the DSNAP offsite. County offices should anticipate that staff residing in areas affected by the disaster will need time away to prepare for or recover from the disaster, so not all local staff will be available to contribute to the DSNAP. In cases where inadequate local staff is available to staff DSNAP sites, county offices will request from the DSS State Disaster Team the temporary transferring of staff from unaffected areas of the State.

County offices should consider staff comforts and, if possible, staff should be provided with private break rooms and separate bathroom facilities. It may also be necessary and appropriate to provide meals, drinking water, and insect repellent for staff. In past disasters, staff meals have been:

- Provided by the Red Cross as part of canteen service at site.
- Bag lunches prepared and delivered by community or church groups.
- Pre-packaged military meals (MRE's) purchased by site manager or acquired through the EMD through ESF-7.
- Meals provided by contracted service providers.
- Brought by staff and kept in designated coolers or refrigerators.

Chapter 3 Disaster Response for DSNAP

Under the Disaster Relief and Emergency Assistance Amendments of 1988, the President of the United States may declare a “major disaster” when requested to do so by the Governor. The Secretary of the USDA is authorized to make an independent evaluation following a presidential declared “major disaster” when requested to do so by the Governor to determine if there should be an authorization to implement a DSNAP.

3.1 Lines of Authority

The State Director must establish clear lines of authority that delineate who can speak to the press, draft and clear press releases, and handle other aspects of public relations at command centers and application/ issuance sites. Make sure all staff is aware of the lines of authority and who can speak to the press.

3.2 Executive Management

Immediately following a disaster, the executive management staff will begin to assess the damage and to evaluate response options and strategies. A major element of the disaster response is to determine whether the DSNAP should be implemented and to develop the State’s request to USDA-FNS to implement a DSNAP.

3.3 DSNAP Coordinator

To coordinate DSNAP activities, the DSNAP Coordinator will be the central point of contact for all DSS offices to provide information regarding damage assessments, to request supplies, assistance, etc.

The DSNAP Coordinator will be the central point of contact to provide information to county DSS offices regarding disaster assistance activities such as regular SNAP replacements and the implementation of a DSNAP.

3.4 Office of Economic Services

The Office of Economic Services will:

- Have staff available within 24 hours to coordinate with affected counties through the State Disaster Team.

- Review the DSNAP State Plan of Operation; and
- Submit the State’s official request to implement a DSNAP to USDA-FNS for approval once authorization is received from the Governor’s Office and the State Director.

3.5 County Office Response

County staff will report to their regular duty stations, if not otherwise given special assignments. Staff will be briefed by the County Director (his/her designee) or the ASM on their roles and responsibilities in the DSNAP process. The ASM in a county affected by a disaster has the following responsibilities:

- Obtain damage estimates from reliable entities.
- Report to the State Disaster Team within 24 hours following a disaster to give a limited damage assessment to be included in the request by the Office of Economic Services for a DSNAP.
- Request DSNAP activation through the State Disaster Team.
- Request any equipment or supplies needed through the State Disaster Team.
- Discuss with the State Disaster Team the pre-determined need for the maximum number of additional staff upfront to implement the DSNAP to minimize the need to train staff during disaster activities.
- Implement the pre-arranged staffing assignments as needed.
- Plan with local hotels for lodging for additional staff from other counties if appropriate and
- Plan to have lunch provided on site for employees during DSNAP implementation.

NOTE: Ongoing communications between the County and the State Disaster Team is essential to ensure adequate service delivery.

3.6 Damage Assessment

A comprehensive, in-depth assessment of a disaster situation is critical to determining the appropriate response. The damage assessment provides the basis of development of a DSNAP plan of operation. The DSNAP Coordinator will collect and compile damage assessments from the State EMD, FEMA, DSS county offices, American Red Cross and the Salvation Army. Data related to power outages will be collected from local power companies. Damage assessments to support a request for the DSNAP will be limited to the effect of the disaster on populated areas. The Damage Assessment Teams(s) will conduct a comprehensive damage assessment. The DSNAP Coordinator will rely on regional and state officials and agency staff who are familiar with the geographical area or have experience with disasters or damage assessment. USDA-FNS

field office personnel and DSS county office employee are an excellent resource at this stage because they are often the first at the scene and familiar with the locale. Damage assessment data will determine:

- The geological boundaries of the affected populated areas.
- The effect upon commercial channels of food; and
- An estimate of the total households affected.

3.7 State Emergency Disaster System (SEDS)

South Carolina has internally developed a computer program for the implementation of a DSNAP. This is the State Emergency Disaster System (SEDS). The SEDS application was created to assist the South Carolina Department of Social Services with the delivery of emergency SNAP benefits. SEDS aids in the application keying and benefits issuance processes, EBT card inventory and tracking, and Disaster reporting. SEDS can perform the following tasks:

- Tracking of all DSNAP applications and denials.
- Issuance of denial letters for denials done on-site as well as after keying into SEDS, if keying is done off-site.
- Compare DSNAP application data to South Carolina’s SNAP eligibility system to prevent DSNAP fraud.

3.8 Notifying the Public

Experience with disasters has taught that it is essential to take a proactive approach to public information and outreach from the start of the disaster response. Planning is critical to successfully making the public aware of DSNAP. The Office of Constituent Services and Media Relations will:

Public Information and Outreach Actions	
Action	When
Arrange with FEMA to have initial press releases given "priority use" in official FEMA statements.	Immediately
Issue press release(s) with: <ul style="list-style-type: none"> • DSNAP eligibility and verification requirements • Civil and criminal penalties for fraud • Proper use of SNAP benefits • Non-discrimination statement. 	Any time after it is clear that DSNAP will be operated
Contact advocate community groups to enlist their support with outreach.	As soon as possible

<ul style="list-style-type: none"> • Retailers Association • Hospital Association • SC Appleseed 	
<p>Issue press release(s) with:</p> <ul style="list-style-type: none"> • Location and operating hours of application/issuance sites • Special provisions (e.g., approved waivers) • Instructions for on-going participants and "special needs" applicants • Fraud control measures 	Any time after these details are determined
Set up news conferences to make major announcements.	As appropriate
Utilize social media to spread the word. Manage misinformation	Immediately and throughout the recovery period

When it is determined that a DSNAP will be implemented, a press release will be issued by Constituent Services and Media Relations to include:

1. Location and operating hours of application/issuance sites.
2. Special provisions (i.e., approved waivers).
3. Instructions for ongoing participants and "special needs" applicants.
4. DSNAP eligibility and verification requirements.
5. Fraud control measures and civil and criminal penalties for fraud.
6. Proper use of SNAP benefits; and
7. Non-discrimination statement.

As soon as the State determines its disaster response, the SC EBT Office will: Contact retailers with information to post to their stores regarding:

- Whether Temporary IDs will be issued or required
- Any relevant waivers (e.g., hot food waiver)
- The estimated number of new SNAP clients
- DSNAP sites, hours, etc.

The Office of Constituent Services and Media Relations will also provide DSNAP information to the DSS Website. Although potential clients living in disaster areas might have limited access to the web, experience has shown that their friends and family outside of the disaster area will seek information on their behalf and provide it to them by telephone.

County Offices should make special efforts to contact segments of the community that may not be able to be reached through the mainstream media. The Agency will set up a TTY/TDD service to answer questions from deaf or hard-of-hearing populations and will arrange with

television stations to provide close-captioned public service announcements regarding disaster aid and the DSNAP that will publicize the TTY/TDD number during the announcements.

The table below contains ideas on how to reach some of the special segments of the community:

Potential Community Outreach Partners	
Community	Suggestions for Contact
Rural/agricultural	<ul style="list-style-type: none"> • Community churches • Agriculture/extension offices • Local papers/radio/TV stations • Community partner’s websites
Elderly & Disabled	<ul style="list-style-type: none"> • Advocate groups (e.g., AARP and Council on Aging) • Retirement/health care facilities • Post materials in banks, stores • Local papers/radio/TV stations • Community partner’s websites • Lieutenant Governor’s Office
Deaf and Hearing Impaired	<ul style="list-style-type: none"> • Advocate groups • Colleges/universities for the deaf • Targeted publications • Local papers and TV stations • Community partner’s websites
Non-English Speaking	<ul style="list-style-type: none"> • Advocate/community groups • Local churches • Language-specific papers/radio/TV • Community partner’s websites

3.9 Supplies and Equipment

The State Disaster Team is responsible for the coordination of supplies and equipment during a disaster. Purchase of emergency supplies or equipment to implement a DSNAP should be made immediately following the approval of the waiver and prior to the implementation of the DSNAP using the following procedures:

- Use the P card to purchase the supplies allowable through that avenue.
- Use the DSS -1402, Purchasing Requisition, if there is enough time to do so, to purchase bulk items.
- Use Project Fair as a last resort to purchase DSNAP supplies. These funds will be reimbursed.
- Mark each request "DSNAP" and indicate the proper cost center.

Note: A separate PCA/Index Code will be established by the Chief Financial Officer as soon as possible to maintain a special account.

3.10 Staffing

The decision to temporarily halt nonessential functions in order to release staff for temporary assignments in affected areas will be jointly made by the Executive Management staff with the State Director's concurrence. State and county offices of unaffected counties will be required to temporarily assign employees as needed to assist disaster affected county offices that exhaust their employee resources in disaster operations. These temporary assignments will be coordinated by The Deputy State Director of Economic Services and Human Resource Management.

The State Director may direct the use of Temp Agencies to provide temporary staff to assist in meeting extraordinary demands for manpower in a disaster situation. Temporary assignments to assist in disaster affected counties will be made from surrounding unaffected counties within commuting distance, unaffected counties around the state, and/or State office.

It is not recommended that counties use the county office to implement D-SNAP, but if approved by executive directors, and if the facility has the capacity to do so, there must be two separate lines. One to conduct and implement D-SNAP and the other to continue serving regular SNAP recipients. If a county uses a site other than the county office, the county office will remain open to conduct SNAP benefits as usual.

The following three categories of temporary employees are possibilities:

- **Regular:** Persons individually contacted by agency officials (e.g., appointing authorities, etc.) to work on a temporary hourly wage basis for a specific time period.
- **Employment Agency:** Persons provided by private employment agencies (e.g., Kelly, Manpower, or Roper Temporary Services, etc.)
- **Federally Funded:** Persons hired using federal funds made available due to the emergency.

The appointing authority may employ temporary staff as needed and as supported by their budget. The requesting official or designee hires the individual to fill the temporary position, completes all required personnel forms and completes DSS-1855, Hourly Employee Time Sheet.

The appointing authority places the order for employees using the Temporary State Employment Contract to include the following:

- Job title
- Qualifications
- Work to be done
- Where to report
- Working hours
- Length of employment

The requesting official or designee must review and approve time reports completed by temporary employees. The employment agency determines reporting requirements and forms to be used.

If disaster areas have a shortage of motel room accommodations, the Office of Economic Services will make efforts to coordinate staff from unaffected counties with relatives in the affected areas for temporary assignment. Others will be called upon as the disaster county notifies the Office of Economic Services of motel rooms that have become available.

3.11 Vehicles and Transportation

In the event of a declared disaster requiring the implementation of a DSNAP, Vehicle Management staff will have the following responsibilities:

- Provide and procure necessary vehicles to provide delivery to designated disaster areas.
- Provide vehicles to state office staff traveling to designated disaster area and
- Obtain law enforcement escort assistance as necessary

NOTE: County staff being sent to assist a county with implementation of a DSNAP will use vehicles from the sending county and designate expenses to a specific disaster Index Code/PCA.

Vehicle Management will be responsible for obtaining vehicles from all state office pool vehicles and non-state vehicles (vans and tractor trailers) in accordance with established State Fleet Management and Procurement procedures. When using a state vehicle, the traveler will be responsible for reviewing and complying with the regulations as with regular travel. These rules are found in each vehicle. Any problems with the vehicle are to be reported to Vehicle Management staff immediately.

3.12 Program Integrity/Fraud Protection

DSS has developed strategies to prevent fraud and ensure program integrity from the start of the disaster response through recovery and closeout. Government agencies and the public will be supportive of disaster response efforts but will still expect the State to operate a DSNAP responsibly. DSS must find a balance between responding quickly to meet emergency food needs, encouraging the eligible public to participate in the program, and protecting program integrity by ensuring that the correct amount of benefits only go to eligible participants. To find this balance, strategies to prevent fraud and ensure program integrity from the start of the program must be implemented. The more information applicants have about eligibility and verification requirements, the less likely they are to provide erroneous information. Providing widespread information on fraud control measures will also reduce the number of intentional program violations.

The Division of Audits will be involved with the implementation of a DSNAP from the start of the disaster response to ensure that program integrity issues are addressed proactively. Working in partnership with Audits during all phases of the disaster response will also minimize the likelihood that problems will need to be addressed through audits.

The DSNAP staff will work with the Division of Investigation (DOI) and or county Benefit Integrity staff from the start of the disaster response to ensure that program integrity issues are addressed proactively and, during all phases of the disaster response, to minimize the likelihood that problems will need to be addressed through audits.

All individuals applying for DSNAP benefits will have their application information entered into. If a Social Security Number (SSN) is provided by the applicant, SEDS will perform a matching process against regular SNAP participation in our mainframe eligibility system, CHIP, as well as within SEDS itself, to determine duplicate participation in either the SEDS or the regular SNAP for the same time period. If the SSN of the applicant, or any member of the household, has participated in the DSNAP or the regular SNAP for the same time period, SEDS will automatically deny the DSNAP application, and no benefits will be issued for DSNAP.

If duplicate participation is found, SEDS will issue an error message that identifies the denial as a result of matching with CHIP or matching with SEDS. All applications denied for duplicate participation will be investigated by Benefit Integrity Claims Specialists. When contact is made by the denied applicant household, if the duplicate participation match can be resolved, the Benefit Integrity Claims Specialists will be able to override the denial in SEDS and authorize an appropriate DSNAP benefit.

Trained Benefit Integrity Claims Specialists will also be employed at the DSNAP site to manage marked tables to which eligibility workers can refer clients without verification or with inconsistent information for an immediate onsite review.

DSS will provide information to applicants using posters along the waiting lines at the application/issuance sites, distribution of fliers and playing recorded messages (both audio and visual) at sites (in appropriate languages). As previously stated, the more information applicants have about eligibility and verification requirements, the less likely they are to inadvertently provide erroneous information. This information will include:

- Program requirements.
- Administrative, criminal, and civil penalties for fraud.
- Notice that anti-fraud measures are in place.
- Results of completed investigations and/or arrests for fraud.
- Any existing State hotline number, website, or email address for reporting applicant or recipient fraud; and
- Information on what cannot be purchased with SNAP benefits.

SC EBT will communicate with retailers to let them know:

- Whether temporary IDs will be issued or required.
- Of any relevant waivers (e.g., hot food waiver); and
- The estimated number of new SNAP clients.

DSS, during the implementation of a DSNAP, will take special measures to prevent employee fraud. To adhere to regulations, DSS will:

- Use separation of duties for certification and issuance.
- Use special authorization procedures and/or locations for employees applying for disaster benefits. The DSNAP will use Benefit Integrity Claims Specialists to take DSS employee DSNAP applications.
- Conduct a Quality Control (QC) review of all employee applications. This policy will be publicized as part of DSNAP public information.
- Inventory office equipment/supplies and compare at close-out.

3.13 The Disaster Supplemental Nutrition Assistance Program (DSNAP)

The Robert T. Stafford Disaster Relief and Emergency Assistance Act provides the Secretary of Agriculture with the authority to operate a DSNAP when affected areas have received a Presidential major disaster declaration and when commercial channels of food distribution are available. The Food Stamp 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.

As the DSNAP provides an entire month’s benefits and is administratively challenging for states to deliver, FNS must target DSNAP resources to areas where they are most needed. Therefore, for most disasters, FNS has elected to approve the operation of the DSNAP under Stafford Act authority when affected areas have received a Presidential declaration for Individual Assistance. This is because project areas that have Presidential declaration of Individual Assistance clearly contain an appreciable number of households in need of personal assistance and are much more likely to require intensive food aid than areas without such a declaration.

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

DSS may request approval from USDA-FNS to implement a DSNAP or may request waivers to the regular SNAP that narrow the disaster application process.

Waivers can be granted based on the size and scale of the disaster and areas affected. For these reasons, specific disaster certification procedures will be established and issued at the time of each disaster. The DSNAP is a separate program from the regular SNAP, with very different eligibility criteria.

Workers must be trained to know the difference between the two programs to avoid confusion and errors during the application process.

The details of a DSNAP will vary with each disaster, but the basic principles and framework will apply to any disaster.

Authorities to Operate DSNAP		
Factor	Required for Food and Nutrition Act?	Required for Stafford Act?
Presidential declaration of "Major Disaster"	No	Yes
Commercial channels of food distribution disrupted	Yes	No
Commercial channels of food distribution available	Yes	Yes

Prior to a decision to enact the DSNAP, replacements for food destroyed as a result of the disaster may be authorized according to regular SNAP policy.

For details regarding a DSNAP see:

[Chapter 4](#): DSNAP Application/Issuance Sites

[Chapter 5](#): DSNAP Certification Process

[Chapter 6](#): DSNAP Issuance/EBT

Chapter 4 DSNAP Application /Issuance Sites

4.1 DSNAP Application

Applicants who are not currently participating in the SNAP program will utilize the Application for Disaster Supplemental Nutrition Assistance program to apply for DSNAP benefits. See [Appendix III](#) for English version and [Appendix IV](#) for Spanish Version.

South Carolina Department of Social Services SNAP recipients not eligible for Disaster SNAP benefits, whom suffer disaster related household misfortunes can complete the DSS Form 1634B: Affidavit of Loss Due to Household Misfortune (see [Appendix V](#)) and submit verification of misfortune for Agency review. Once completed, the Affidavit is reviewed and if approved the client will receive replacement benefits. If the SNAP recipient is ineligible to receive replacement benefits, the Agency will contact the SNAP recipient.

4.2 Factors in Choosing a Site for a DSNAP

DSNAP Application/Issuance sites have been operated in schools, local welfare offices, stadiums, police stations, libraries, mobile vans, and out of rented trailers and tents. Consult with police or other security personnel in developing the layout and traffic flow within the site. In some national disasters, the layout of the application site, including the location of portable toilets, has been at issue because of reports of threatened robberies or violence. To avoid problems and confusion, especially in large application sites, having and using portable radios, walkie-talkies, and cell phones is essential. Depending on the local climate, facilities and the setup, the site manager should develop a severe weather plan. In some national disasters, large tents had to be evacuated during lightning storms and hundreds of applicants moved to safety.

County Offices should consider the factors in the table below when determining the number and placement of sites to operate a DSNAP.

Application/Issuance Site Selection Guide		
(✓)	Factor	Examples
	Can the site be co-located with FEMA's DRC?	
	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/area can be adequately secured? (Consult with local police on site selection and security issues).	Isolated rooms/areas, building(s) are protected from public access. There are sections of the facility that can be closed off by security. Traffic flow can be 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.

FEMA will not provide funds for costs incurred for the sole purpose of administering the DSNAP (e.g., overtime for staff working solely on the DSNAP). Administrative costs associated solely with the DSNAP are subject to the usual 50/50 cost share provisions. However:

- FEMA will pay for extra expenses incurred by FNS in performance of its ESF-11 mission assignment (e.g., overtime for Disaster Field Office staff).
- FEMA may contribute funds for staff assigned to perform functions associated with both an ESF-11 mission assignment and the DSNAP (e.g., staff gathering information at DSNAP sites for use in FEMA-required reports).
- If a DSNAP application site is at a location jointly staffed by FEMA, FEMA may provide directly for the cost of leasing the facility, human comfort items for those waiting in lines (e.g., portable toilets, tents), and other shared resources. Whether to co-locate Disaster Recovery Centers (DRC) and DSNAP sites should be coordinated early with FEMA, FNS and the State agency so that needs are identified, and agreements made as to whether and to what extent FEMA will provide funding or other resources.

4.3 Site Layout and Traffic Flow

Establish the layout of the application/issuance site and traffic flow through the site immediately. Develop a flow chart identifying the layout and traffic flow through the site and use it while setting up and managing the site. The chart will assist in spotting potential bottlenecks and other trouble spots and identifying staffing, security, supply and other administrative needs. The layout and traffic flow through the site should address the following issues.

Site Layout Guidance		
Issue	Layout Solution	Additional Information
EBT Card Security	Restrict access to issuance storage sites by arranging seating, eligibility determination areas, and queues away from this area and block all but one door into issuance area.	
Staff/Applicant Security	Arrange site to minimize crowd density during wait, provide private break rooms and bathrooms to staff and minimize visibility of special treatment for elderly/disabled to people waiting in long lines.	Contact local police and private security companies.
Crowd Control	<ul style="list-style-type: none"> • Arrange for the queue to move from one station/event to another to give clients a sense of progress and reduce their anxiety. • Post signs at intervals throughout the queue to alert clients to the estimated wait time from that point and to inform new arrivals of the queue’s starting point. • Manage a long queue at a compact site 	<p>Combined, these will calm those with a long wait and discourage people from “cutting” in line.</p> <p>See Section 4.9 Crowd Control</p>

Site Layout Guidance		
	with a zigzag queue, formed with ropes or other movable barriers.	
Human Comforts	<ul style="list-style-type: none"> • Arrange queues to maximize protection from elements. • Place water/food station(s) near areas of long wait. • Place toilets to maximize privacy (away from lines) Set up special areas for those waiting for shuttles and rides.	See Section 4.6 Human Comforts

Some suggested aids to address the layout and traffic flow issues are listed in the table below. Add any additional ideas developed during pre-disaster planning.

Site Layout Suggestions	
Tools	Examples
Ropes and barriers	<ul style="list-style-type: none"> • To establish lines • To block or limit access to secure areas • To direct traffic flow through site
Signs	<ul style="list-style-type: none"> • IN/OUT • Household size signs on issuance lines • Expected wait times. Example: "There is a 3 hour wait from here". • Site hours of operation. Example: "Applications will be taken at this site until 7:00 p.m. every day through Friday". • Fraud information • Brief benefit information
Check points	<ul style="list-style-type: none"> • Set up check point just outside the facility to give applicants a number and to help control who comes into the site. • Set up check point before applicants enter issuance

Site Layout Suggestions	
	<p>area to ensure that only approved households can enter.</p> <ul style="list-style-type: none"> • Stop applicants before they get to interview area and let them in one at a time to see eligibility worker to ensure applicants have completed application and to maximize confidentiality of interviews.

4.4 Site Security

Security at the DSNAP application/issuance site is critical. Each county office should contact local law enforcement authorities during the DSNAP planning process, to design and locate sites to reduce crowd control and other security problems; determine the level of security needs for application/issuance sites; identify the kinds of services local law enforcement can provide and make agreements for onsite security services. County Offices may find the need to supplement security from local law enforcement with assistance from private security firms and may need to make agreements with private security firms in advance as well, to arrange for private security guards for application/issuance sites.

DSS will ensure the security of EBT cards during storage, transportation, and issuance. SCEBT will arrange security for:

- Any stock of pre-made, disaster EBT cards stored in a permanent facility inside or outside of the State.
- Transportation of cards from permanent storage facilities to temporary storage and distribution sites and vice versa.
- Storage of cards held at temporary storage and distribution sites.
- EBT handling at application/issuance sites.

The following EBT card security measures will be in place at application/issuance sites:

- Develop the application/issuance site layout and traffic flow to minimize the movement of EBT cards.
- Keep EBT cards out of sight of applicants.
- Keep EBT card shipment boxes and trays closed prior to actual need.
- Store cards in vaults or safes on site (arrange overnight security).
- Remove EBT cards from site by secure carrier each night

4.5 Equipping the DSNAP Application/Issuance Site

After the layout, traffic flow, and staffing issues are addressed, it is important to determine how to equip the site. These issues involve the physical location itself. Suggestions for supplies for the certification system are included in the table below.

Application/Issuance Site Supplies					
For	Item	Number	Sources	Notes	(✓)
Physical Location	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				

Application/Issuance Site Supplies					
For	Item	Number	Sources	Notes	(✓)
	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				
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 (2 colors)				
	Eligibility and verification checklists				
	Rubber bands				
	Storage bins				
	Scissors				
	Box cutters				
	Trays				
	Packing tape				
Phone books					
Map of affected area					

Application/Issuance Site Supplies					
For	Item	Number	Sources	Notes	(✓)
	List of ongoing clients				
Human Comforts	Coolers				
	Ice				
	Water				
	Water containers				
	Cups				
	Toilet paper				
	Paper towels				
	Sun block				
	Insect repellent				
	First aid kits				
	Rain ponchos				
	Meals ready to eat (MRE)				
	Snack foods for the ill/elderly (cookies/crackers/juice)				
	Golf carts				
Wheelchairs					

4.6 Human Comforts

Addressing the human comfort needs of applicants is very important to the disaster response effort. Not only must these issues be addressed for humanitarian reasons, but also to decrease the likelihood of crowd control problems. DSNAP application/issuance sites should offer the following for all applicants:

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

Use the table below as a checklist. Add any additional ideas developed during pre-disaster planning.

Human Comforts Tools and Actions		
(✓)	Need	Suggestions
	Water/Food	<ul style="list-style-type: none"> • Water tanker trucks with drinkable water • Several smaller water stations • Small snacks available in case of illness • Baby food for infants • Red Cross canteen • Other volunteer-run canteen • Support staff to man water station(s) • Locate application site(s) near mass feeding site(s)
	Protection from the Elements	<ul style="list-style-type: none"> • Tents for shade/protection from rain • Fans/heaters as appropriate • Use indoor stadium/coliseum • Run lines through hallways/breezeways • Develop severe weather alternatives
	Bathrooms	<ul style="list-style-type: none"> • Portable toilets located to provide some privacy and accessible to the elderly/disabled. • Toilets serviced at least once a day
	Medical Care	<ul style="list-style-type: none"> • Ambulance or rescue squad on-site Volunteer doctors, nurses, other health care workers to handle emergencies.

4.7 Elderly and Disabled Provisions

Special provisions must be made for the elderly and disabled to ensure their safety and comfort.

Elderly and Disabled Provisions		
(✓)	Need	Suggestions
	Access to the site	<ul style="list-style-type: none"> • Choose sites that are served by public transportation. Notify para-transit authorities of location of sites. • Designate parking spots near site entrance for elderly or disabled use only. • Ensure site is physically accessible to the elderly and disabled. • Have staff or volunteers assist elderly or disabled clients from their cars/bus using wheelchairs or golf carts and escort them to the elderly/disabled area.

Elderly and Disabled Provisions		
(✓)	Need	Suggestions
	Reduce the wait time	<ul style="list-style-type: none"> • Create a special waiting/eligibility/issuance determination area for use by the elderly and disabled only. Volunteers or staff can help identify elderly or disabled persons in the regular queue or their cars/bus and can escort them to the special waiting/eligibility/issuance area where they can be seated during their wait and given quick service. • Eligibility and issuance staff assigned to the elderly/disabled site should be equipped with large print, Braille, or audio versions of their DSNAP application materials. Staff should be prepared to provide especially attentive service to clients who might need extra explanation of questions on the application, assistance filling in the application, or extra explanation of use of the EBT card. States should consider having on hand a sign language interpreter to assist clients who require one. • Volunteers or staff should be on hand to assist the elderly and disabled with completing their application and moving from their seat to the interview and issuance tables.
	Human Comforts	<ul style="list-style-type: none"> • Instead of assembling waiting elderly and disabled persons into a standing queue, agencies should consider seating the elderly and disabled in a covered waiting area, using tear-off numbers or any other appropriate system to keep track of each individual's place in the queue. • States should arrange for heating or cooling equipment at the elderly/disabled site if the community is experiencing temperature extremes. • Station first-aid staff at the elderly/disabled waiting area or close-by for emergencies. • Station volunteers or other human comforts staff in the elderly/disabled area to offer snacks and beverages to applicants and to periodically query applicants about any immediate human comforts needs they might have. • Make sure that bathrooms are easily accessible from the elderly/disabled area (short distance, free of obstacles). States using portable toilets should arrange for an appropriate number of handicapped-accessible portable toilets and hand washing units. Volunteers or human comforts staff may need to escort clients to the bathrooms.

Elderly and Disabled Provisions		
(✓)	Need	Suggestions
	The Use of an Authorized Representative	<ul style="list-style-type: none"> • All regulations governing the use of an authorized representative for the SNAP apply to the DSNAP, including: • The authorized representative designation must be made in writing by the head of the household, the spouse, or another responsible member of the household. • State must verify the identity of the authorized representative and the applicant. • For complete regulations on this subject, see CFR 273.2(n).

Evaluate and monitor crowd control implications of special provisions made for elderly and disabled applicants. The table below addresses some ways that special provisions for the elderly and disabled can raise crowd control issues.

Controlling Use of Special Provisions	
Issue	Solution
There are too many elderly and disabled applicants to serve appropriately	<ul style="list-style-type: none"> • Issue a public service announcement suggesting that elderly and disabled applicants send authorized representatives to apply for them. • Issue a public service announcement asking community for more volunteers to help with elderly and disabled. • Increase issuance and/or certification staff for elderly or disabled clients. Create separate area or site to serve elderly or disabled clients.
People are feigning illness, injury or disability to get faster service	<ul style="list-style-type: none"> • Have nurses/other medical professionals screen for special treatment. • Make special/faster service less conspicuous to crowd in regular line. Send people who do not fall into the "special" group back to the "regular" line to reduce the likelihood that people will try to falsely take advantage of the special service.

4.8 Language Services

County Offices should identify and coordinate with the standard Agency language services resources that can assist with language services in the event of a disaster. The County Offices should utilize the same language services, identify those contacts and any arrangements made so the information is available at the time of a disaster.

To the extent possible, the State Office will translate materials into required major languages during pre-disaster planning. Materials that require translation might include:

- Client applications
- General information handouts
- Eligibility requirements
- Fraud flier/posters
- DSNAP-related public web or hotline recording content
- Press releases for use on television and radio

Language Service Requirements	
Resource	Guideline
Program information materials	<ul style="list-style-type: none"> • In project areas with less than 2,000 low-income households if approximately 100 or 5% of those households are of a single language minority, or • In project areas with a certification office that provides bilingual service.
Program information materials, certification materials (including applications) and interpreters	<ul style="list-style-type: none"> • In offices that provide service to areas containing 100 single language minority households, or • In project area with a total of less than 100 low-income households if most of those households are of a single language minority, or • In project areas with a seasonal influx of non-English-speaking households, if during the seasonal influx the number of single-language minority low-income households which move into the area meets or exceeds the requirements in the paragraphs above.

4.9 Crowd Control

Crowd control measures are critical to the operation of the DSNAP application-issuance site. Very large crowds can cause unanticipated problems, and even smaller crowds raise issues. Issues that should be include:

- Managing the crowd
- Security
- Regulating the number of people in line

The table below lists some suggestions to address crowd control issues.

Crowd Control Strategies		
(✓)	Issue	Suggestions
	Regulating the number of people in line (the length of the wait)	<ul style="list-style-type: none"> • Give out a certain amount of numbers each day and tell people who do not get numbers to come back the next day (eligibility workers should be able to see six applicants an hour). • Toward the end of the day, cut off the line for newcomers (security at the entrance, block off parking lot, put security officer at end of line). • Post signs at certain places in the line estimating the wait from that point and list hours and days of operation. • Issue public service announcements suggesting that applicants come later in the day, later in the application period, come to another location, etc. • Have volunteers screen for basic requirements (residence in area, ID, etc.) in line to reduce the risk of many people waiting who are not eligible. • Direct applicants with special needs (e.g., elderly/disabled, non-English speaking, on-going participants) to appropriate lines for special handling.

Crowd Control Strategies		
(✓)	Issue	Suggestions
	Managing the crowd	<ul style="list-style-type: none"> • Use ropes, barriers, or the facility's features to direct the crowd. Manage a long queue at a compact site with a zigzag queue, formed with ropes or other movable barriers. • Post directional signs (e.g., IN/OUT, "Wait here until number is called"). • Use bullhorns or public-address system to instruct/inform crowd. Use prerecorded, looped informational messages in multiple languages to inform the crowd about the application process, what will be needed, and the various areas located at the site. • Arrange for the queue to move from one station/event to another to give clients a sense of progress and reduce their anxiety. • Post signs at intervals throughout the queue to alert clients to the estimated wait time from that point and to inform new arrivals of the queue's starting point. Combined, these will calm those with a long wait and discourage people from "cutting" in line.
	Security	<ul style="list-style-type: none"> • Give out numbers to reduce risk of arguments over someone's place in line. • Have plenty of security officers present and visible. • Keep SNAP benefit instruments out of sight of the crowd.

4.10 Staffing the DSNAP Application/Issuance Site

County DSS staff in affected and non-affected areas may serve as eligibility workers to take applications and determine eligibility. Bilingual workers should be available to conduct interviews with non-English speaking applicants where there is such a need. Other DSS workers may perform issuance functions, applicant screening and other administrative functions as necessary. Volunteer workers may be found through churches, community organizations and local ethnic groups and can conduct human comfort functions such as:

- Assisting the elderly and disabled
- Helping applicants in line (spotting language and other barriers)
- Passing out fliers and answering questions
- Translating/interpreting functions and

- Application assistance

Medical volunteers can provide human comfort functions, minor medical treatment and assist with the elderly and disabled. Medical volunteers may be found through Red Cross, hospitals, health care organizations and public health offices.

4.11 Initial Inventory List

The Site Manager with the ASM, should create an initial inventory list to include equipment (computers, copiers, fax machines, telephones, etc.), other supplies (clipboards, signs, etc.), and EBT supplies.

Chapter 5 DSNAP Certification Process

Applications for the DSNAP can be filed and processed only during the disaster authorization period designated by USDA-FNS. To apply, the household must file a DSNAP application, complete the required interview and provide limited verification. The staff processing DSNAP applications must act promptly on all applications and provide benefits immediately or within three days of approval.

In the event communications (phone lines and/or data lines) are not functional in the disaster area, DSNAP applications will be taken on a predetermined schedule, to a site where communications with the DSS mainframe is available. This will serve to reduce/identify duplicate participation, forecast inventory needs and provide other reporting and reconciliation information.

5.1 Training

The Food and Nutrition Programs Unit will provide ongoing training to all relevant county and State staff annually, on disaster eligibility, application, and issuance procedures. County or local eligibility staff that will work in the DSNAP site will be given introductory or refresher training by the Food and Nutrition Services Unit before beginning work at DSNAP sites. The following will be addressed in DSNAP training.

Training Content	
Content	Section Reference
Overview of the DSNAP certification process	
Roles and responsibilities for each position (screener, eligibility worker, supervisor, etc.) and lines of supervision	
Eligibility, including: <ul style="list-style-type: none"> • Eligibility criteria • Calculating eligibility • Approved DSNAP waivers that affect eligibility 	
Verification requirements and acceptable documentation	

Training Content	
Content	Section Reference
Applicant applications and other forms	
Issuance of Benefits, including: <ul style="list-style-type: none"> • Use of allotment tables, if applicable • Any onsite card/PIN issuance activities, if applicable • Client training on card usage, lost card replacement, PIN changes, etc. 	
Use of automated application entry process in the State Emergency Disaster System (SEDS)	
Fraud Prevention, including: <ul style="list-style-type: none"> • Formal fraud control measures in place • Duplicate participation procedures in SEDS <ul style="list-style-type: none"> • Special procedures for staff applications, including that 100% reviews will be conducted of employee applications. 	
Public information: <ul style="list-style-type: none"> • Who is authorized to issue statements to the media 	
Personnel matters <ul style="list-style-type: none"> • Transportation to sites • Hours • Breaks • Pay • Safety • Stress management • Communication with disaster victims 	

Each county office should develop a county specific DSNAP Preparation & Response Plan. This will prove extremely helpful to all staff during a disaster operation. The guide can be prepared to include some or all the following:

- Maps showing disaster service sites, hotels, airport, etc.
- Transportation arrangements to and from site(s)
- Identification needed for access to site(s)
- Lines of supervision, time sheets
- List of contacts, their hotels, and phone numbers
- Safety information (e.g., water use, aftershock precautions)
-

5.2 Comparing DSNAP and the Supplemental Nutrition Assistance Program (SNAP)

The DSNAP is a *completely* different program from the regular SNAP. The chart below compares the programs.

Eligibility Element	Supplemental Nutrition Assistance Program (SNAP)	Disaster Supplemental Nutrition Assistance Program (DSNAP)
Disaster Status	N/A	One of the following: <ul style="list-style-type: none"> • Damage to home or self-employment property • Disaster related expenses • Income source disrupted • Inaccessible liquid resources • Food loss
Identity of applicant	Verified	Verified
Residency	<ul style="list-style-type: none"> • Project area • Verified 	<ul style="list-style-type: none"> • Disaster area • Verified if possible
Household Composition	As defined in 7 CFR 273.1(a)	<ul style="list-style-type: none"> • Includes members of a household who are living and eating together during the disaster • Does NOT include members of the household with whom the applicants are temporarily staying during the disaster.
Benefit amount	Benefit calculation according to 7 CFR 273.10	Maximum allotment for household size
Alien Status	<ul style="list-style-type: none"> • Citizenship and alien status is verified • Applicant must sign statement under penalty of perjury that 	Citizenship and alien status is NOT Applicable

Eligibility Element	Supplemental Nutrition Assistance Program (SNAP)	Disaster Supplemental Nutrition Assistance Program (DSNAP)
	information is correct	
Students	As defined in 7 CFR 273.5	Status is not applicable
Social Security Numbers	Failure to provide SSNs of household members results in disqualification	Failure to provide SSNs of household members does NOT result in disqualification
Work Requirements	Yes	No
Resources	<ul style="list-style-type: none"> • Cannot exceed \$2,000 if there is NOT an elderly household member • Cannot exceed \$3,000 if there is an elderly household member • Verification is optional 	<ul style="list-style-type: none"> • No separate resource tests • Only liquid resources are counted • Verified WHERE POSSIBLE
Income	<ul style="list-style-type: none"> • Special provisions for elderly and handicapped • Verified 	<ul style="list-style-type: none"> • Only net (take-home) income expected to be received during the benefit period counted • No special provisions for elderly and handicapped • Verified WHERE POSSIBLE
Expenses	Deductions include standard, earned income, excess shelter, dependent care, and medical (elderly/disabled members only).	<ul style="list-style-type: none"> • Maximum standard and shelter deductions used • Expenses that the household has paid or expects to pay <i>out-of-pocket</i> during the disaster benefit period. • If the household has received or anticipates receiving a reimbursement for these expenses during the disaster period, only the

Eligibility Element	Supplemental Nutrition Assistance Program (SNAP)	Disaster Supplemental Nutrition Assistance Program (DSNAP)
		net expense is deductible. <ul style="list-style-type: none"> • If the household pays expenses using a credit card and will pay their credit card bill after the disaster benefit period, that expense is not considered out-of-pocket and is not deductible.
Intentional Program Violations	Penalties are 12 months, 24 months, and permanent disqualification	<ul style="list-style-type: none"> • Disqualification status from regular program does NOT disqualify an applicant from the DSNAP • Committing IPV in the DSNAP WILL count towards disqualification in the regular SNAP

5.3 DSNAP Certification Process

The DSNAP certification process includes four areas:

- 1. Completing the application:** Applicants must complete the Application for Disaster Supplemental Nutrition Assistance Program, DSS Form 3456. Each applicant is given an application packet that contains:

 - Application for Disaster Supplemental Nutrition Assistance Program Instructions and Penalty Warnings (DSS Form 3461). See attachment entitled DSNAP Form 3461.
 - The Application for Disaster Supplemental Nutrition Assistance Program (DSS Form 3456). See [Appendix III](#) DSNAP Application (English) and [Appendix IV](#) DSNAP Application (Spanish) or attachment entitled DSNAP Application – Form 3456.
 - Food Watch during a Disaster (DSS Brochure 3459). See attachment entitled DSNAP Brochure 3459.
 - Truth or Consequences Disaster Supplemental Nutrition Assistance Program (DSS Brochure 3460). See attachment entitled DSNAP Brochure 3460.
- 2. Application screening:** Before the applicant is interviewed, “screeners” can be used to see if the application is complete and if the applicant has required verification.

- 3. Interview:** The interview is an official discussion of the household's circumstances designed to quickly process the DSNAP application. The interview area should be set up to protect applicants' privacy to the extent feasible. The interview will be conducted by DSS eligibility workers. The eligibility worker may interview the head of household, spouse, responsible household member or authorized representative. The authorized representative must be designated in writing by the head of household, spouse or another responsible household member to act on behalf of the household in applying for, obtaining or using DSNAP benefits.

All questions on the DSNAP application must be answered and the application signed by the responsible member or authorized representative. All statements must be understood by all parties. In processing the application, verification of eligibility factors must be obtained by examining and documenting any forms, cards, IDs, etc., the applicant may have in his/her possession during the interview. The applicant must be informed of:

- Disposition of the application
- Rights and responsibilities
- Certification period
- Ongoing SNAP
- Civil and criminal penalties
- Post-disaster review
- Proper use of DSNAP benefits

The applicant should be referred to other disaster related programs for assistance, if necessary.

- 4. Certification:** The eligibility worker will process the DSNAP by:

- If needed, providing applicant assistance with completing an application for DSNAP.
- Completing a DSNAP application worksheet (this may be combined with the application form). If the application is approved, checking and initialing the "APPROVED" block in the "DISPOSITION" section of the worksheet. The eligibility worker will also complete the certification period, household size and allotment sections.
- Signing and dating the worksheet and
- Retaining a copy of the worksheet and providing the original to the applicant.

If approved for DSNAP benefits, the applicant will present the original worksheet for EBT card issuance to staff at the issuance station.

Note: Volunteers can assist with screening but may not conduct duplicate participation checks. Volunteers cannot perform any interview or certification functions, unless approved by USDA-FNS.

To ensure that applicants are treated consistently:

- All staff, including volunteers, will be trained by State Office DSNAP staff on DSNAP policies appropriate to their job.
- These training sessions will take place onsite at least 1-3 days prior to the implementation of the DSNAP.
- At least one (depending on the size of the DSNAP certification center) State Office DSNAP staff member will be on site in the certification center to provide consistent policy guidance on questions that arise during the disaster operation. A policy "hotline" to state office SNAP staff will be set up to answer policy questions for issues that cannot be resolved by the DSNAP staff member on site.

5.4 Onsite Denials

Measures must be taken at the application/issuance site to ensure the applicants are notified of their right to a fair hearing. Any household denied DSNAP benefits may request a fair hearing. If a household requests a fair hearing, an immediate on-site supervisory review of the case must be conducted and documented.

The supervisory review does NOT replace the fair hearing. If the household wishes to pursue a fair hearing following the supervisory review, a fair hearing request form must be completed and submitted to the Division of Individual and Provider Rights. If a household wants to withdraw its request for a fair hearing, it may do so verbally or in writing.

Clients whose circumstances have changed after they filed an application and were denied must reapply for the DSNAP during the application period. Clients do not have the right to reopen their denied case in order to have their eligibility recalculated because their personal circumstances have changed during or after the application period.

Clients who are denied for the following reasons will receive a Denial Notice/Review Form (see [Appendix VI](#)) and instruction on how to file for a Fair Hearing.

- Client was not living/working in the disaster area at the time of disaster.
- Client did not plan on purchasing food during the disaster benefit period.
- Client did not experience food damage by disaster event or spoiled due to power outage because of disaster.
- Client total net (take-home) income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses (disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period) has exceeded the disaster gross income limit.

- Client household did not experience any loss during disaster.
- Other (Give reason)

DSS Form [2457](#) will be used for DSNAP applications that are denied onsite. For DSNAP applications that are denied away from the DSNAP location site, SC DSS will distribute DSS Form [2458](#), Offsite Denial/Review form.

5.5 DSNAP Eligibility Criteria

Household Eligibility Requirements	
Requirement	The household...
Residency	<ul style="list-style-type: none"> • Must have lived in the disaster area at the time of the disaster. The Agency may also choose to extend eligibility to those who worked in the disaster area at the time of the disaster. May be eligible if it is temporarily living outside of the disaster area but within the State at the time of the disaster.
Purchase Food	<ul style="list-style-type: none"> • Must plan on purchasing food during the disaster benefit period.
Adverse Effect	<p>Must have experienced at least one of the following adverse effects:</p> <ul style="list-style-type: none"> • Food damaged by disaster event or spoiled due to power outage. • Damage to or destruction of the household's home or self-employment business. • Disaster-related expenses not expected to be reimbursed during the benefit period (e.g., home or business repairs, temporary shelter expenses, evacuation expenses, home/business protection, disaster-related personal injury including funeral expenses). • Lost or inaccessible income, including reduction or termination of income, or a delay in receipt of income for a substantial portion of the benefit period. • Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period.
Income and Resource Test	<ul style="list-style-type: none"> • Total net (take-home) income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses (disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period) shall not exceed the disaster gross income limit.

Household Eligibility Requirements	
Special Cases	<ul style="list-style-type: none"> • An applicant who is staying in a shelter, but not expected to remain there for the entire benefit period, IS eligible for DSNAP benefits. • If an applicant for the DSNAP has an application pending for the regular program, then he/she is NOT an on-going recipient for purposes of determining eligibility or amount of disaster benefits. • <i>Ongoing</i> clients who are residents of institutions and otherwise meet the eligibility criteria can receive DSNAP benefits.

Note: When considering DSNAP eligibility for The Emergency Food Assistance Program (TEFAP) recipients, it is important to distinguish between regular TEFAP distributions and the distribution of commodities to households in a disaster. Under regular TEFAP distributions, households may participate in both TEFAP and the DSNAP or SNAP in the same month. However, under a household disaster commodity distribution, households cannot receive both DSNAP and disaster commodities.

5.6 DSNAP Verification

Verification rules are eased during a disaster to reduce administrative burdens and to reflect the reality that households and eligibility workers will not have access to usual verification sources. Some things must be verified, some things should be verified where possible, and others can be verified, if questionable. The table below describes the verification requirements:

Verification		
Applicant's Information	Status	Suggested Ways to Verify
Identity	Mandatory	<ul style="list-style-type: none"> • Photo ID • Two documents that verify identity and residency • A signed affidavit from a collateral contact attesting to the identity of the applicant verification for the head of household for which application is being made as well as for himself/herself. <p><i>NOTE: An authorized representative must provide identity.</i></p>
Residency	Where Possible	<ul style="list-style-type: none"> • Utility bills, tax bills, insurance policies, driver's licenses, other ID with address, bills, or other documents that establish the applicant's home or work address.

Verification		
Applicant's Information	Status	Suggested Ways to Verify
Household Composition	If questionable	<ul style="list-style-type: none"> After taking the application, the eligibility worker can ask applicant to orally list the names, ages, and birthdays of all household members.
Loss or inaccessibility of liquid resources or of income	Where possible	<ul style="list-style-type: none"> Obtain a list of banks that were closed due to the disaster and compare with damage maps. Remember that in this day of ATM cards and electronic transmission, few liquid resources are truly inaccessible. Check with the State Banking Commission.
Food Loss	If questionable	<ul style="list-style-type: none"> See if residence is within the most seriously damaged areas. Check with the power company. <p><i>NOTE: A power outage lasting over 4 hours can cause food spoilage.</i></p>

5.7 DSNAP Income and Resource Tests

A household must meet the income and resource test to qualify for the DSNAP. The household's net (take-home) income received (or expected to be received) during the benefit period plus its accessible liquid resources minus a deduction for disaster-related expenses (disaster related expenses paid or anticipated to be paid out of pocket during the disaster benefit period) shall not exceed the disaster gross income limit. The following are the definitions of terms related to the income and resource tests.

Definitions of Terms	
Term	Definition
Accessible Liquid Resources	<p>Includes cash on hand, and funds in accessible checking and saving accounts.</p> <p>It does NOT include IRA accounts, disaster insurance payments, or disaster assistance received or expected to be received during the benefit period, and payments from Federal, State or Local Government agencies or disaster assistance organizations. This includes disaster-related Unemployment Compensation.</p>

Definitions of Terms		
Term	Definition	
Income	The total net (take-home) pay of household members. Includes the wages a household receives after taxes and all other payroll withholding, public assistance payments or other unearned income, and a net self-employment income.	
Inaccessible Liquid Resources or Income	<ul style="list-style-type: none"> • Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period. • Delay in receipt of income for a substantial portion of the benefit period 	
Disaster Gross Income Limit	The maximum gross income limit for the DSNAP equals the sum of the maximum monthly net income limit PLUS the maximum standard income deduction amount and the shelter expense deduction.	
Deductible Disaster-related Expenses	Expenses that the household has paid or expects to pay during the disaster benefit period, however, if the household receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.	
Disaster Benefit Period	The period for which disaster benefits are issued (usually 30 days). The benefit period begins on the date of the disaster or the date of any mandatory evacuation preceding the disaster.	
Maximum Disaster Benefit	An allotment equal to the maximum monthly allotment established for the regular SNAP for the appropriate household size.	
	If . . .	Then . . .
	A disaster-affected household is certified under the regular SNAP	The allotment equals the household's regular monthly allotment PLUS a supplement to bring the household's disaster benefit up to the maximum SNAP allotment for the household size.
	A disaster-affected household was participating in the regular SNAP prior to the start of the DSNAP, received a replacement allotment and was later determined eligible for disaster benefits	The household would receive only a supplement to bring its allotment up to the maximum SNAP allotment for the appropriate household size.

Definitions of Terms	
Term	Definition
Shelter Expense Deduction	The maximum excess shelter expense deduction from the regular SNAP.

5.8 DSNAP Benefit Calculation

To determine the household's total countable income, add together the following types of income if the household has received or expects to receive them during the disaster period:

- Net pay
- Public assistance payments
- Unearned income
- Self-employment income (deduct personal income taxes, social security taxes and costs of producing income)
- Cash on hand (do not count income already counted above)
- Accessible savings and checking account balances
- Accessible stocks and bonds
- Charitable cash contributions

Allowable disaster related expenses are those the household has paid or expects to pay during the disaster benefit period and for which the household has not received or does not expect to receive reimbursement during the disaster period. Only payments for the following expenses are allowable:

- To repair damage to home
- To repair property essential to employment and self-employment
- For temporary shelter if the home is uninhabitable or inaccessible
- To move out of an evacuated area
- To protect property from disaster damage
- For medical expenses for disaster related injury to a household member when the disaster struck
- For funeral or burial expenses due to disaster related death of a household member when the disaster struck

Determine the total amount of countable income expected to be received during the disaster benefit period to include the total amount of accessible cash. Deduct the total disaster related expenses paid/expected to be paid during the disaster benefit period. Compare the remaining countable income to the maximum income limit for the household size. If countable income is less than or equal to this limit, the household is eligible.

The DSNAP allotment is determined from the Eligibility Limits and Allotments Table supplied by FNS. Households qualifying for DSNAP benefits will receive one-month allotment for their household size. Case will close after the one-month certification period.

Certification periods for eligible households coincide with the disaster benefit period as declared by FNS. Applicant households must be notified of the disposition of their applications. This is usually accomplished at the time of application. If a household is determined eligible for a DSNAP benefit, the eligibility worker must:

- Check and initial the "APPROVED" block in the "DISPOSITION" section of the DSNAP application.
- Sign and date the DSNAP application.
- Notify the household of the benefit amount and the certification period.
- Retain a copy of the application and provide the original to the household.
- Direct the household to the issuance site.

5.9 Transitioning to the Regular SNAP Program

Households which are issued DSNAP benefits and subsequently apply for and are determined eligible as new participants under the regular SNAP shall have their DSNAP benefits applied against their regular SNAP benefits if the two certification periods overlap. To calculate the regular SNAP benefits, the following procedures must be utilized:

1. Determine the number of days which overlap in the certification periods.
2. Prorate DSNAP over the number of days in the disaster benefit period to determine DSNAP per day.
3. Determine the amount of regular SNAP benefits to be issued; and
4. Subtract the amount of DSNAP benefits for the overlapping days from the regular SNAP benefits for the month.

5.10 DSNAP Federal Reporting Requirements

The following statistics regarding DSNAP certification activities must be reported to FNS and the DSNAP Coordinator daily during the disaster authorization period.

The application/issuance site shall prepare a daily report. If nothing different is specified in the memorandum from USDA-FNS approving the DSNAP request, the daily report shall contain:

- Number of households approved - new & on-going (supplements)
- Number of persons approved - new & on-going (supplements)
- Value of benefits approved - new & on-going (supplements)
- Average benefit per household
- Number of households denied

Chapter 6 DSNAP Issuance/EBT

6.1 Disaster Services Processes

The South Carolina Department of Social Services (SCDSS) will provide the state with the ability to swiftly respond to disaster or other similar events that require a temporary or expedited issuance of DSNAP benefits.

6.2 DSNAP Benefit Issuance

The SCEBT Office will be responsible for coordinating the following:

- Once the disaster has been declared, the SCEBT office will order all disaster EBT cards in sufficient numbers to meet estimated needs
- Perform card file processing and inputting batches into the State Emergency Disaster System (SEDS)
- Disaster EBT Card security (bulk inventory)
- Disaster EBT Card procurement
- Disaster EBT Card reconciliation
- Monitoring disaster sites and providing assistance as needed
- Liaison with EBT Contractor
- Technical assistance
- Assistance in retailer contact/availability
- Coordination with Food and Nutrition Services (FNS)
- Replacement cards for existing SNAP clients and DSNAP clients

6.3 SEDS DSNAP

If the State enacts DSNAP, individuals needing assistance will be screened to determine whether they are regular Supplemental Nutrition Assistance Program (SNAP) participants. If the CHIP system is available, the eligibility worker should inquire in CHIP to verify participation by checking HOSU (Household Summary) and FSIH (Food Stamp Issuance History). If the CHIP system is not available, a listing of regular SNAP cases can be provided.

If the applicant is a regular SNAP participant, he/she will be directed to the appropriate area for assistance. Regular SNAP applicants will be authorized for benefit replacements based on the state's waivers in place at the time of the disaster. If no waivers address this, replacement

benefits may be processed in CHIP, with authorization by FNS, in an amount not to exceed the previous month's authorized benefit amount.

If the applicant is not a regular SNAP participant, he/she will be instructed to fill out a disaster SNAP application. Once the application is completed, the client will be asked to go to the next station for eligibility determination. If the application is approved, the client will be given a copy of the application and instructed to go to the card issuance station. The card issuer will review the application for general correctness and affix a bar code label from the card [manifest](#) to the application. The client is then issued the card matching the bar code label. South Carolina issues a new disaster EBT card to approved DSNAP applicants with each operation. The client shall be instructed to sign the card [manifest](#) to the right of the proper card/bar code listing. The processed applications are held until pick-up for data entry. The application shall not be given back to the client at this point. The applications will be keyed in SEDS daily by data entry staff. Applications are to be processed within three days, unless questionable. Applications which are questionable should be processed within seven days.

Once the disaster SNAP application is keyed into the disaster system, and no error(s) are noted, benefits will be loaded into the client's EBT account during batch processing performed periodically during each day. (See Section [6.11.1](#)) The card is automatically activated once the application is keyed, and benefits are posted to the household's account. The client/head of household will be pre-assigned a Personal Identification Number (PIN). The PIN will be the client's 2-digit birth month and 2-digit birthday recognized in the contractor's system. For instance, a client's birthday is July 4. The pre-assigned PIN is 0704. The PIN can be changed if desired by calling the toll-free Customer Services Helpline number shown on the card and simply following the automated instructions.

If a disaster SNAP application is not approved for benefit eligibility, the case is denied, and no card is issued. If the application was denied onsite an [Onsite Denial/Review](#) Form is given to the client. If the application is denied after keying, the EBT card issued will not be loaded with benefits and therefore is of no use to the applicant and an [Offsite Denial/Review](#) Form is mailed to the client. After collection from the application station, these applications will also be keyed for statistical reporting reasons.

6.4 EBT Card Needs Assessment and Delivery

During the planning of DSNAP benefit issuance (immediately after the disaster occurs), the State Disaster Team will communicate with the SCEBT Office and provide an estimation of the disaster caseload and approximately how many households in each issuance site are forecasted on a daily basis during the disaster issuance period. These estimations will be used to forecast EBT card inventory needs in each county. EBT cards will be packaged in groups of three hundred (300) cards per box. Each box will be accompanied by an appropriate Disaster EBT Card Manifest (See [Image 1](#)) and information brochures. If the applicant is a regular SNAP participant

or a DSNAP applicant needs a replacement card, he/she will be instructed to contact the toll-free Customer Services Helpline number to receive another card in the mail within three to five days business days.

6.5 EBT Card Security and Control

All disaster EBT cards issued to disaster sites shall be retained under lock and key when not being issued. This pertains to both SCEBT bulk inventory and issuance sites working inventories. Access to disaster site inventories shall be limited to the DSNAP Issuance Coordinator and one additional person. Card inventory and card issuance shall be closely monitored and controlled by the Site Manager or his/her designee.

6.6 Reconciliation/Security and Control Procedures – EBT Issuance

At all disaster issuance sites, the following Disaster EBT card reconciliation procedures will be followed:

- Disaster EBT cards will be delivered from the card production site to the disaster issuance sites via entities providing secure transportation. All transferred cards will be in the form of sealed cartons and each transfer will be accompanied by Disaster EBT Card Manifest (See [Image 1](#)) inside the carton(s). Upon delivery, a representative at the disaster issuance site will confirm the receipt on a separate receipt confirmation form. A copy of the receipt confirmation will be given to the disaster issuance site representative and the original copy of the confirmation will be returned to the SCEBT office
- As cards are issued, the issuance staff at the disaster site will have the client sign the card [manifest](#) in the signature line.
- At the end of the issuance day, the disaster EBT card inventories remaining at the issuance site will be inventoried (physically counted) and returned to a secure site.

For reconciliation purposes, the card issuance count for the day (based on number to number) will be matched to numbers of signatures in the [manifest](#).

- All inventories of disaster EBT cards shall be kept under lock and key with access limited to the person or persons assigned to maintain and issue cards. Daily reconciliations must be conducted to detect misappropriation or misuse of un-issued cards. Should this security be compromised or unexplained losses occur, the person in charge shall immediately contact the Site Manager and the SCEBT Office. All cards that are lost, stolen or otherwise unaccounted for shall be immediately system destroyed by going to the Batch Management menu option in SEDS.

- During the card issuance process, clients shall be instructed on the pre-assigned PIN, the toll-free client help line number, the PIN change process, and reporting lost/damaged/stolen cards.

6.7 Disaster Site Reporting

Disaster card receipt and issuance will be captured in SEDS. Daily, if applicable, the EBT Site Supervisors and/or designees, as well as the SCEBT Office, shall confirm the following SEDS data:

SCEBT Office – Batches reconciliation only

Disaster Site – Both batch and card reconciliation

6.7.1 SCEBT Office Daily Reconciliation Data

- Beginning Inventory (No. Batches X 300)
- Cards Received from Vendor (+)
- Cards Returned by Disaster Sites (+)
- Cards Assigned to Disaster Sites (-)
- Cards Destroyed (-)
- Ending Inventory

6.7.2 Disaster Site Daily Reconciliation Data

- Beginning Inventory
- Cards Received from State Office (+)
- Cards Issued (-)
- Cards Destroyed (-)
- Cards Returned to State Office (-)
- Ending Inventory

6.8 State Responsibilities Regarding Food Retailer Availability

Immediately prior to the pending disaster, SCEBT staff will direct the SCEBT Contractor to implement disaster preparedness procedures. These include:

- Determining retailers in affected areas that will be operational during the disaster period.
- Stockpiling supplies of replacement retailer equipment in the potential affected areas.

- Reviewing with retailers the number of manual vouchers on hand and supplementing supplies as needed.
- Stockpiling manual sales drafts (MSD). This includes contacting retailers to determine the approximately number of MSDs needed.

Once the disaster takes place, the SCEBT Office, in coordination with the SCEBT Contractor, will assess the online capability of all retailers in the affected area(s). This includes both Point-of-Sale (POS) devices and phone line communication. This will be accomplished either by on-site assessments or actual determination by automated means (phone call or system testing). If applicable, retailers shall also provide the number of MSDs on hand and an estimated number needed. SCEBT staff, SCEBT Contractor staff, and retail corporate level staff shall make all retailer assessments in the cases of major chain stores.

The SCEBT Contractor has the capability of identifying, by automated means, the on-line capability of retailers in the affected area(s). SCEBT and SCEBT Contractor staff will coordinate the efforts of determining which retail stores are open for business.

6.9 POS Operations and Manual Sales Drafts

If POS communication exists, transactions would be performed in the usual manner. POS communication assumes that electrical power is available and the communication link from the retailer to the SCEBT Contractor operational.

When POS communication does not exist, but phone communication is operational, all operating retailers would be instructed to use the Manual Sales Draft (MSD) procedure for food purchases. If this is the case, the SCEBT Office will determine the approximate number of eligible households in the affected area(s) and advise the SCEBT Contractor of the number of MSD's to be distributed. Supplies will be drop-shipped depending on delivery services availability.

If delivery services are interrupted, local DSS offices will be supplied for pickup by retailers. Although the MSD will be the same form used in the normal food purchase situation, at the time these supplies are delivered, the retailer will receive a brief explanation on how the MSD forms are to be accounted for, completed, and processed for payment.

6.10 Responsibilities of the SCEBT Office Regarding County Office Operations

6.10.1 Operations Capability in Disaster Counties

The SCEBT Office will determine the availability of service operations in the affected county offices. This includes the following:

- Disaster cards under control of the SCEBT Office must reach the county office/disaster site by the time the DSNAP application processing begins.

- In the event phone communication does not exist, but the CHIP and SEDS is/are operational, the SCEBT Office will communicate with the counties through the agency electronic E-News system or E- mail.

6.10.2 Advising Counties Regarding Retailer Availability

The SCEBT Office will advise the county office as to which retailers in the county or adjacent counties are open for business regardless if they are manual purchase or on-line. The county office will attempt to convey this information to all eligible households. Local media and/or lists posted at the county offices are two examples of available means to satisfy this requirement. In addition, this information will be provided to the DSS Public Relations Office and to the SCEBT Contractor's Customer Service Hot Line.

6.11 Conduent Disaster Support Services Overview

6.11.1 Systems Support

The State's combinations of systems are designed to support disaster benefit issuance primarily through batch processing.

- CHIP: The process will work like regular daily file processing for regular Supplemental Nutrition Assistance Program (SNAP) recipients and therefore will be sent once per day. Disaster benefits will be identified by a unique benefit type with each benefit record (SNAPDS).
- SEDS: The process will work slightly different. The EBT vendor can accept and process (post) benefits to the system every three (3) hours starting at 9:00 AM ET on the first day of issuance. The South Carolina Division of Technology Services (DTS) will submit a file for batch processing every three hours to the EBT Vendor to expedite the assignment of benefits to the DSNAP EBT cards.

Note that any files not posted before 6:00 PM ET will most likely be reflected on the next day's settlement/reconciliation. Disaster benefits will be identified by a unique benefit type (FDDS).

- Both Systems: There will be no pre-loading or set disaster benefit amount.

Note: All demographics and benefits will be transmitted via batch files. The State will not use the Conduent Disaster Screens for disaster Account Setup or for Benefit Add.

6.11.2 Disaster EBT Card Production – Conduent

The state contracts the production of disaster cards through the EBT vendor, Conduent. Disaster vault cards will be used as over the counter (OTC) cards by the State staff in disaster benefit issuance sites for the initial issuance of DSNAP benefits to recipients who are deemed eligible. The State will use the SEDS system to monitor distribution of the cards to the issuance site(s). These cards will be issued over a period of five (5) days and in large numbers. The Conduent EBT System will be updated with the disaster over the counter (OTC) card number as part of the demographic data when South Carolina DSS sends and Conduent processes the disaster demographic files.

Conduent will create a Disaster vault card production file and send it to Fiserv (the card vendor), with the following information:

- Cards will contain a “9” in the seventh position of the card number (PAN).
- Cards will contain a “sequence” (serial) number in the PAN and in the last name field (which the State will use for inventory control purposes using card readers).
- The first name field will contain the word “Disaster “.
- The last name field will contain the card serial (sequence) number.

Conduent will provide a “Disaster Card Inventory File” to the State for input into the State’s Disaster Card Inventory System. The file will contain the batch number, serial number, and card number (PAN). All batch, serial and card numbers will be in sequential order.

Initial shipment must be received by the State within two (2) days of the order from State.

Cards will be packaged as follows:

- 300 cards without activation stickers on them in small, slim box inside a larger box
- 300 regular card carriers – no cardholder name/address – English/Spanish
- 300 regular pamphlets – English/Spanish
- Two (2) manifests (See [Image 1](#)) with card number, space for recipient’s signature, etc. and two (2) labels that have the card number printed and bar coded
- Label on outside of large box with box number, batch number, card start and end numbers (Note: Each box of 300 cards equals one batch)

- Tamper-proof tape sealing the boxes

BOX NUMBER _____ START DATE: _____ END DATE: _____

LOCATION _____

SEQUENCE NUMBER	CARD NUMBER	BAR CODE / PAN NUMBER	BAR CODE / PAN NUMBER	DCF INIT	RECIPIENT	SIGNATURE
001-000001	6104708000360503					
001-000002	6104708000360511					
001-000003	6104708000360529					
001-000004	6104708000360537					
001-000005	6104708000360545					
001-000006	6104708000360552					
001-000007	6104708000360560					
001-000008	6104708000360578					
001-000009	6104708000360586					
001-000010	6104708000360594					
001-000011	6104708000360602					
001-000012	6104708000360610					
001-000013	6104708000360628					
001-000014	6104708000360636					
001-000015	6104708000360644					

SIGNATURE OF VERIFIER/RECEIVER 1 _____ DATE: _____

SIGNATURE OF VERIFIER/RECEIVER 2 _____ DATE: _____

Worker Assigned To This Page: _____ DATE: _____

1429 07 Meridian

Image 1: Disaster EBT Card Manifest

Process for ordering cards:

- Initial quantity of 100,200 vault cards will be produced and stored at Fiserv, in a secured vault.
- Conduent (Conduent will create a disaster vault card file for Fiserv to use in producing the cards.)
- Fiserv will produce, package, and drop ship the cards to the State (when requested) as per instructions in the order, to the following address:
 SC Dept. of Social Services – EBT
 ATTN: EBT Director
 1535 Confederate Avenue – Room 204-2
 Columbia, SC 29201
 803-898-2113
- Fiserv will send shipment notification with carrier information (carrier name, tracking number, etc.) to Conduent.
- Conduent will forward shipment notification to State.
- State will acknowledge receipt of cards and close the order.

Conduent will create and send another vault card production file to Fiserv to replenish stock, on request from the State. As per the contract, “Depending on the nature and depth of the disaster, the State may need additional cards created and provided to the State. The State will

provide five (5) days' notice to the Contractor if this is expected. Additional cards orders will be in blocks of 10,200 or 34 batches each".

Replacement of the over-the-counter disaster cards will follow BAU (business as usual) procedures like those used for the regular SCEBT expedited cards.

SCEBT Disaster cards will be auto activated upon receipt and processing of the demographic record.

Over the Counter (OTC) cards issued will be sent in the demographic record file every time, including demographic updates.

Initial PIN assignment will be the month and day (MMDD) of the recipients' date of birth shown on the Conduent file. As with the regular, non-disaster cards issued, the PIN can be changed by the cardholder via the Conduent Customer Service IVR Single Call PIN process.

6.11.3 Batch File Transmission

The following are the batch transmission methods that will be used to transmit disaster demographic and benefit files to/from Conduent:

- CHIP: The State will transmit the disaster files using NDM, via their current Frame Relay setup. (This is the same method used for the existing non-disaster file transmissions.)
- SEDS: The State will transmit files, using FTP, via their current Frame Relay setup.

Note: Confirmation of files received and processed by Conduent will be available via the "File Processing Status" function in the EBT Web Admin System. Also, after the file(s) have been processed, a return file will be sent back to the State.

6.11.4 Disaster Benefit Expungement

South Carolina Disaster Benefits will be expunged at 274 days of benefit purchase inactivity as part of the regular SNAP expungement process.

6.11.5 Disaster Benefit Types

- CHIP will issue disaster benefits using the Benefit Type of SNAPDS in the benefit record
- SEDS will issue disaster benefits using the Benefit Type of FDSD in the benefit record.

Note: Both will be treated as federally funded SNAP Benefits and included in ASAP/AMA draw for settlement.

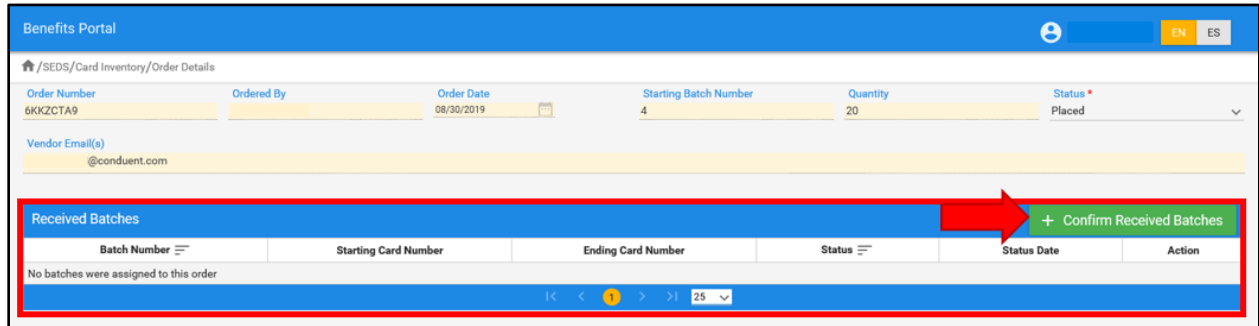
6.11.6 Customer Service and Reporting

- Customer Service Representatives (CSRs) will have ability to status disaster cards and refer callers back to local office. There will be no special card cancellation status assigned to disaster cards.
- Conduent Customer Service Platform (CSP) will capture telephony statistics including number of calls, calls to the CSRs and other standard statistics.
- Customer Service will provide reporting of telephony statistics and will not separate disaster-related calls vs. business-as-usual calls.
- Reporting of cases having activity for the month and rolling up into the totals on the Benefit Issuer Report (BIT).

6.12 State Emergency Disaster System (SEDS)

6.12.1 Card Receipt by SCEBT

After cards are received in the State Office; the number of batches should be manually verified by EBT staff. These batches should be keyed into the SEDS system by utilizing the ‘Confirm Received Batches’ tab.

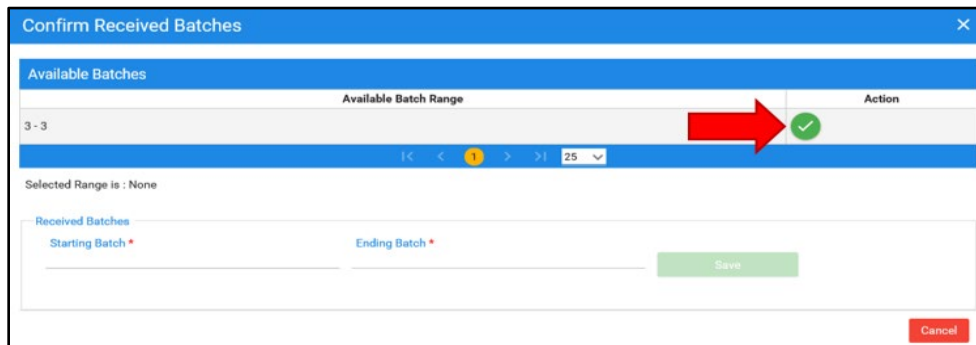


Picture needs to be updated

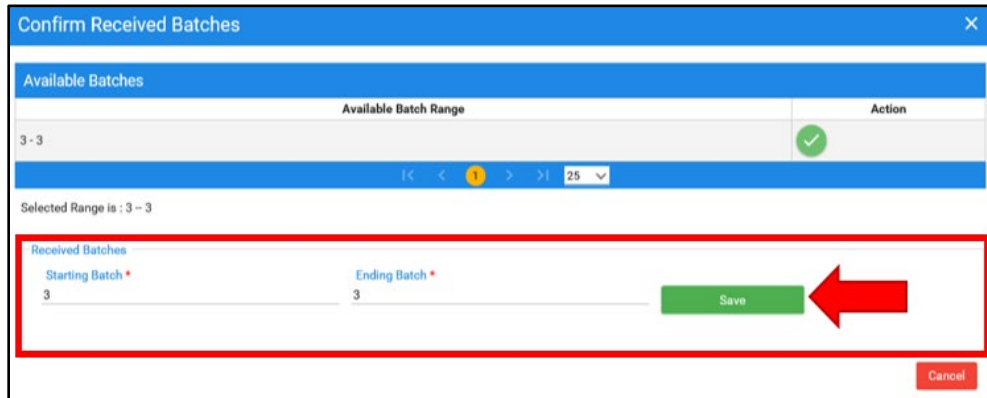
6.12.1.1 Batch Confirmation

SCEBT staff should receive the batches into the State Office with a combination of a manual process and utilizing the SEDS system. The label on each box of cards should be checked to see that the batch number and starting and ending card numbers match a batch (and corresponding starting and ending card numbers).

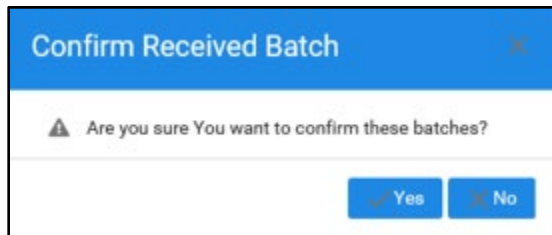
In the SEDS system, after selecting the ‘Confirm Received Batches’ button, the ‘Confirm Received Batches’ pop-up box (displayed below) will appear. To confirm the batches, the SCEBT staff will select the green checkmark, under the ‘Action’ field.



Once the green checkmark has been selected, the 'Received Batches' (Starting Batches, and Ending Batches) fields will automatically populate. Then the 'Save' button will become selectable. The SCEBT staff will click 'Save' to confirm the batches.

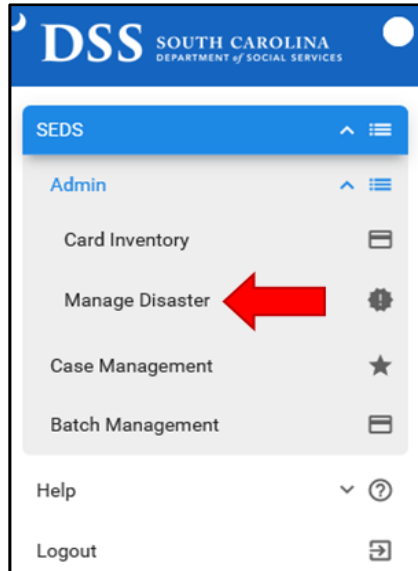


When the State EBT Coordinator clicks the 'Save' button at the end of the 'Confirm Received Batches' screen, the 'Confirm Received Batch' pop-up box will appear. Select 'Yes' if you want to continue. If not, click 'No' to make any changes.



6.12.1.2 Batch Assignment

After confirming received batches, the State EBT Coordinator must then select the 'Manage Disaster' option under 'Admin' to begin assigning batches.



The State EBT Coordinator must then click the 'Manage' button, under the 'Action' field, that corresponds with the proper disaster (in this example we used Florence).

Benefits Portal

/SEDS/Disaster

Disaster Queue						+ Add Disaster
Disaster Name	Description	Disaster Type	Start Date	End Date	Action	
FLORENCE	Florence hit coast of SC on 08/09/2019, damaged a lot of houses and businesses in and around Florence, Charleston and Beaufort counties	Hurricanes and Tropical Storms	01/10/2020		Manage	
CJ	Volcanic Eruption destroyed homes, businesses, forest, wildlife and land in Columbia, Hartsville and	Volcanic Eruptions	01/03/2020	01/17/2020	Manage	
Anna	Heavy Rain, High Wind Speed	Tornadoes and Severe Storms	10/23/2019		Manage	
Henry	Tornadoes and severe storms hit the coast of South Carolina on 9/25/2019. Homes, businesses and roads were destroyed in Georgetown, Charleston & Beaufort.	Tornadoes and Severe Storms	10/16/2019		Manage	

After clicking the 'Manage' button, the State EBT Coordinator will be directed to the 'Disaster Details' screen.

Benefits Portal

/SEDS/Disaster Queue/Disaster Details

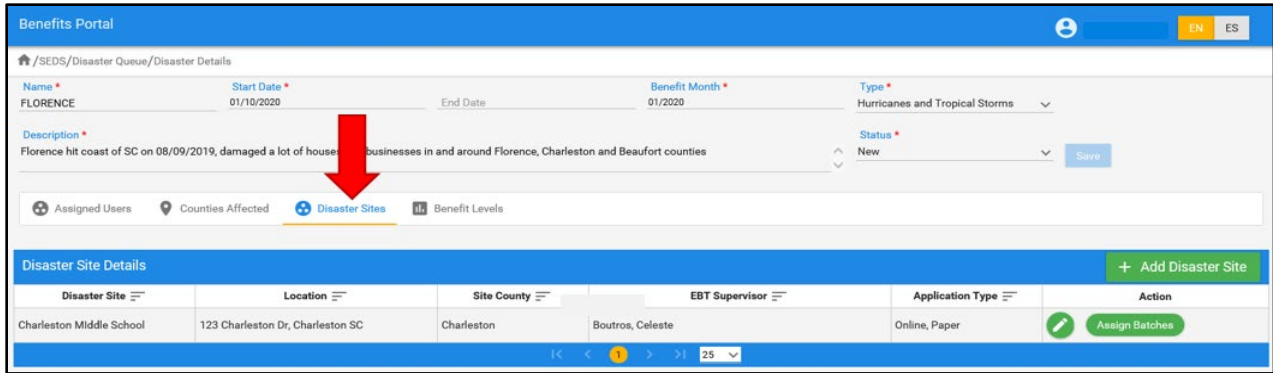
Name: FLORENCE Start Date: 01/10/2020 End Date: Benefit Month: 01/2020 Type: Hurricanes and Tropical Storms

Description: Florence hit coast of SC on 08/09/2019, damaged a lot of houses and businesses in and around Florence, Charleston and Beaufort counties Status: New

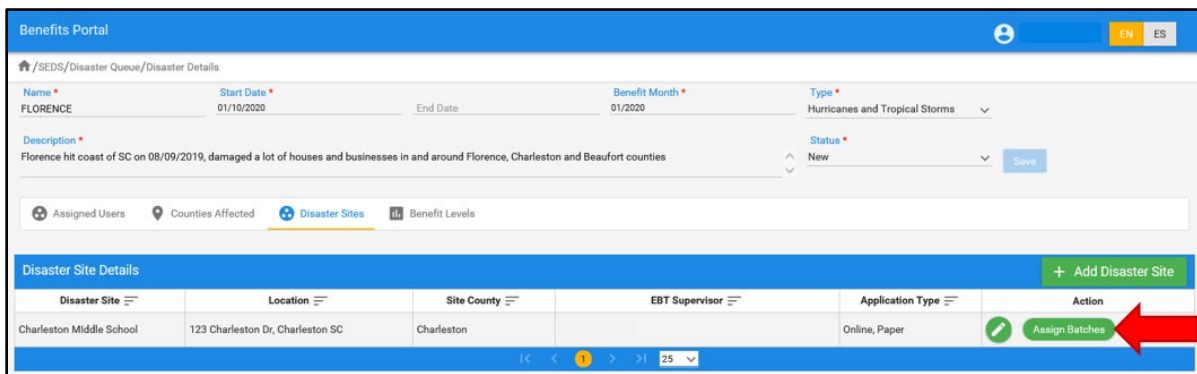
Assigned Users Counties Affected Disaster Sites Benefit Levels

Disaster Assigned Users			+ Add Disaster User
User Name	Supervisor?	Status	
Mike Mouse	Yes	Active	

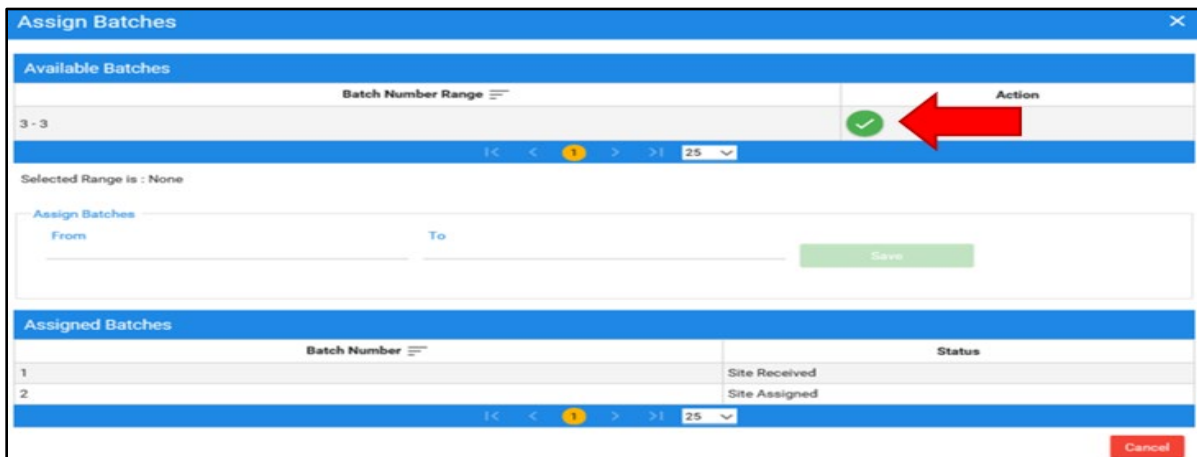
On the 'Disaster Details' screen, the State EBT Coordinator will then select the 'Disaster Sites' tab in order to assign batches.



After the 'Disaster Sites' tab has been selected, the State EBT Coordinator will then click the 'Assign Batches' button under the 'Action' field.



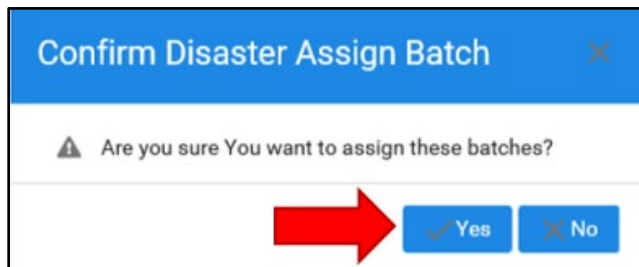
The State EBT Coordinator will then be directed to the 'Assign Batches' screen. Select the green checkmark under the 'Action' field.



Once the green checkmark has been selected, the 'Assign Batches' (From and To) fields will automatically populate and the 'Save' button will become selectable. Click 'Save' to confirm the batches.



When the State EBT Coordinator clicks the 'Save' button at the end of the 'Assign Batches' screen, the 'Confirm Disaster Assign Batch' pop-up box will appear. Select 'Yes' if you want to continue. If not, click 'No' to make any changes.

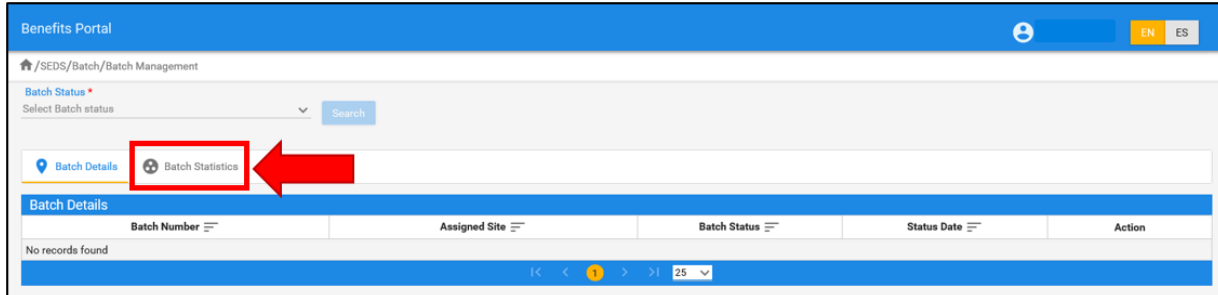


6.12.1.3 Batch Inventory

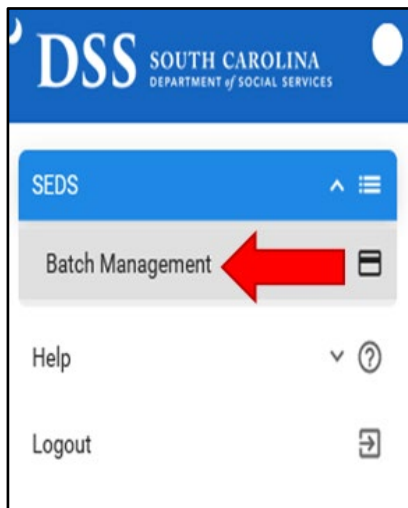
To view the Disaster EBT card data, the Site EBT Coordinator must select the 'Batch

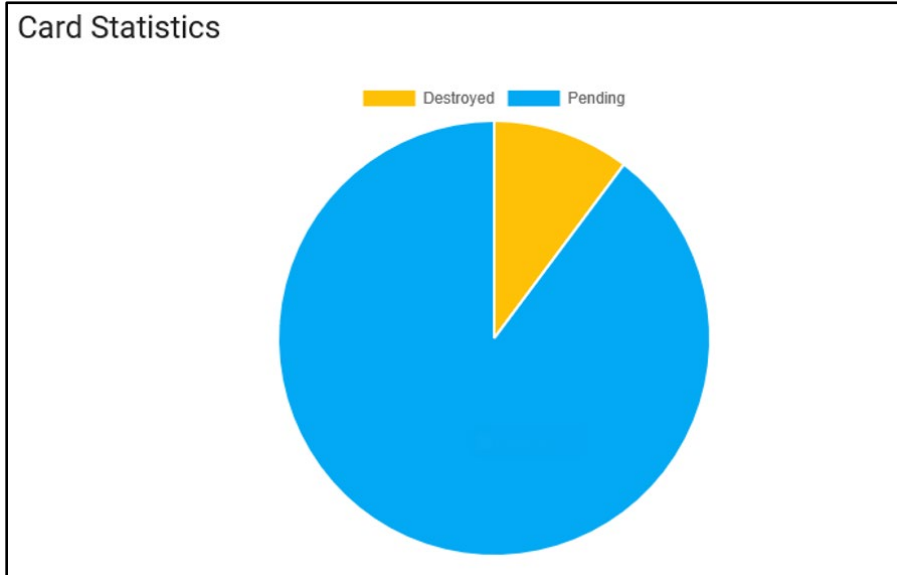
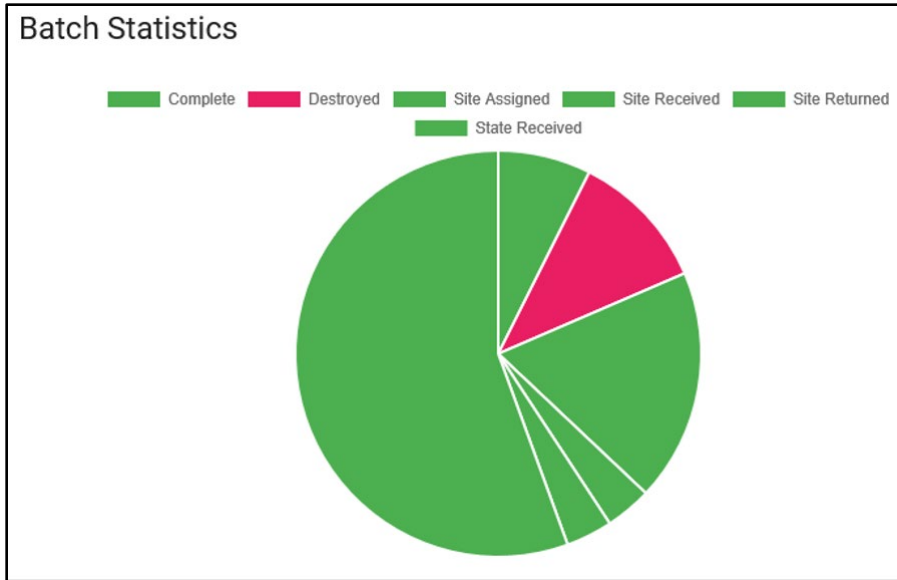
Management' option on the Menu Bar.

After selecting the 'Batch Management' menu option the Site EBT Coordinator will be directed to the 'Batch Management' screen. Click the 'Batch Statistics' tab to view the data.



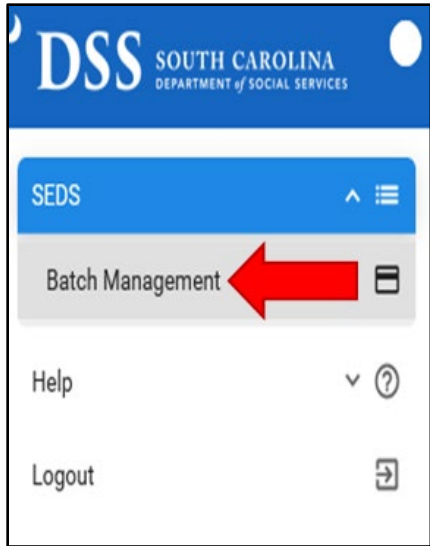
Once the 'Batch Statistics' tab has been selected, the Site EBT Coordinator will be able to review the statistics.





6.12.2 Batch/Card Destruction

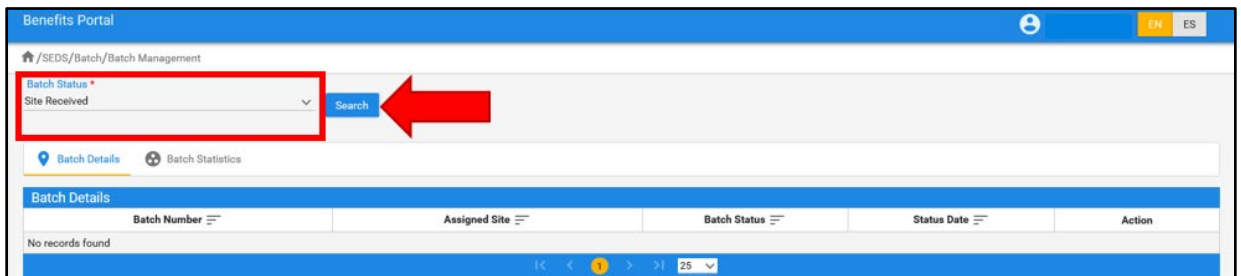
Once DSNAP is over, the remaining used and unused batches of disaster EBT cards status must be changed to 'Site Returned' and sent back to State Office. To do so, the Site EBT Coordinator must select the 'Batch Management' menu option.



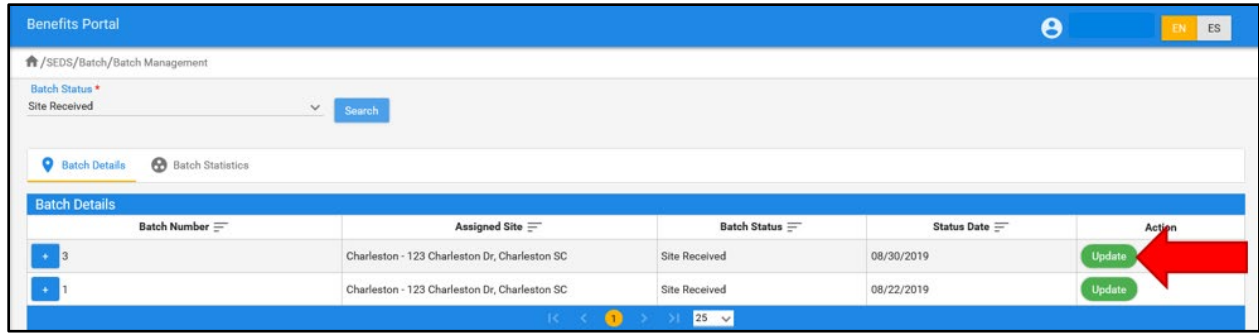
After selecting the 'Batch Management' menu option the 'Batch Management' screen will appear.



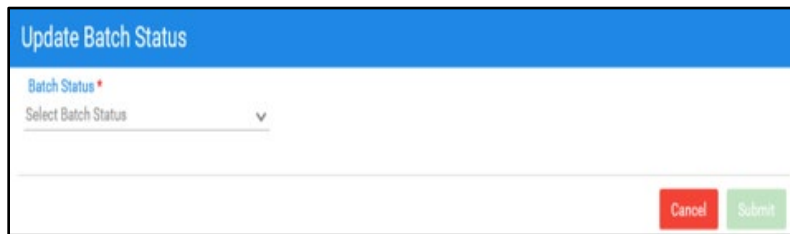
The Site EBT Coordinator must select the drop-down arrow under 'Batch Status' and select 'Site Received'. Then click 'Search'.



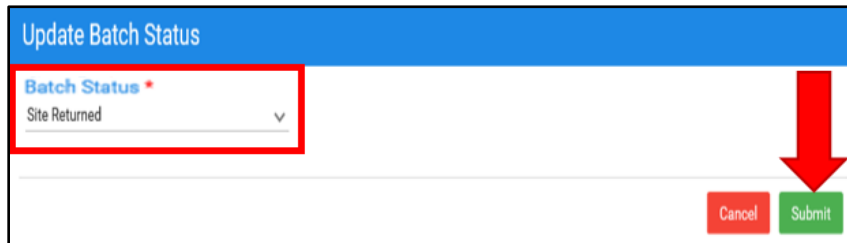
Then select 'Update' under the 'Action' field to change the status of the disaster EBT card batches assigned to your site.



After selecting 'Update' the 'Update Batch Status' pop-up box will appear.



The Site EBT Coordinator must then select the drop-down arrow under 'Batch Status', select 'Site Returned' to indicate the return of the batches from the site to the State office. Then click

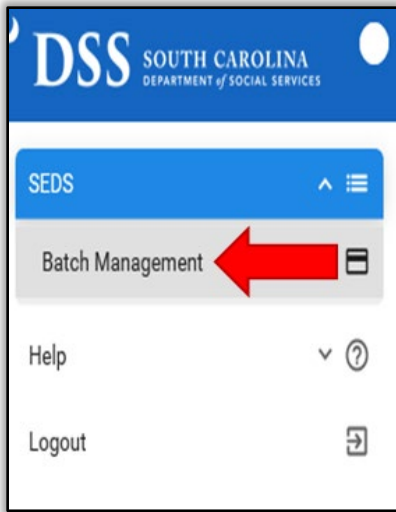


'Submit'.

6.12.3 EBT Site Coordinator for Card Inventory

After logging in to the SEDS system, the Site EBT.

Coordinator's homepage displays. Click the 'Batch Management' option. 'Batch Management' is used for the function of managing the Disaster EBT cards, from 'Site Assigned' to 'Site Received'. This process should be performed when the disaster EBT card batches have physically been received and verified on site.



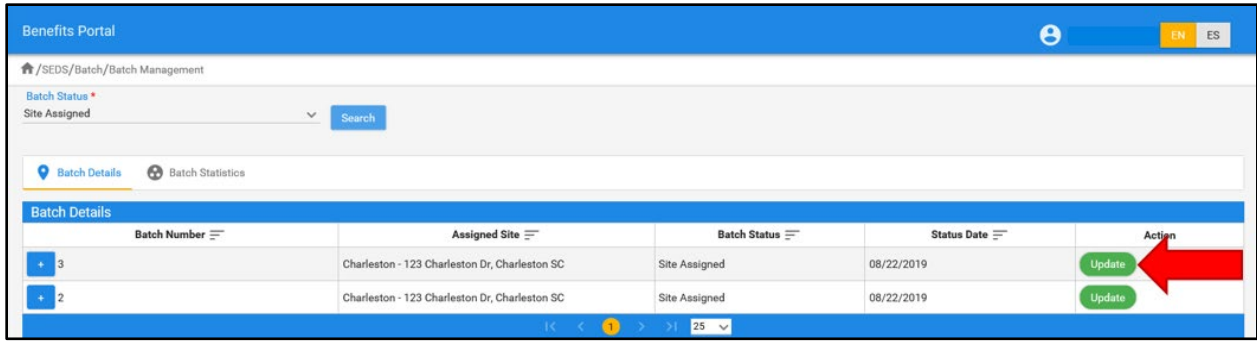
After selecting the 'Batch Management' menu option, the 'Batch Management' screen will appear.



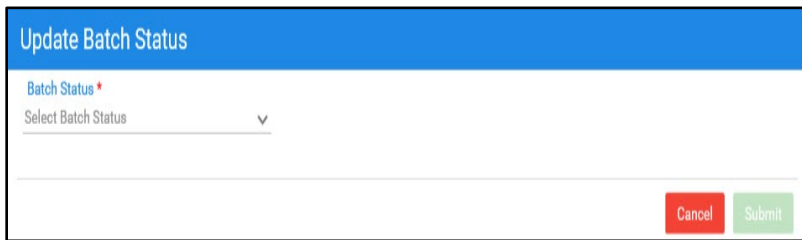
The Site EBT Coordinator must then select the drop-down arrow under 'Batch Status' in order to assign, receive, or return disaster EBT cards. In order to receive batches of disaster EBT cards, select 'Site Assigned' under 'Batch Status', then click 'Search'.



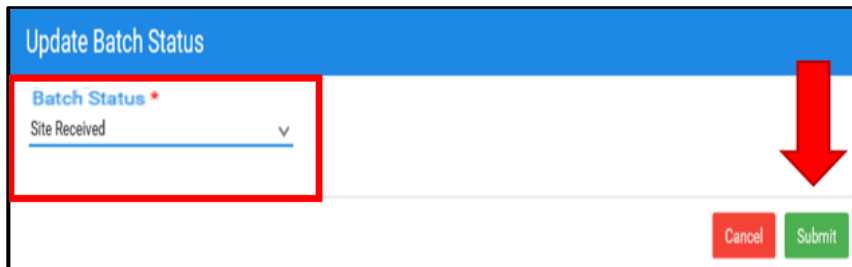
After selecting 'Site Assigned', the batches assigned to a site will appear. Select 'Update' under the 'Action' field to change the status of the batch(es) to 'Site Received' in order to confirm receipt.



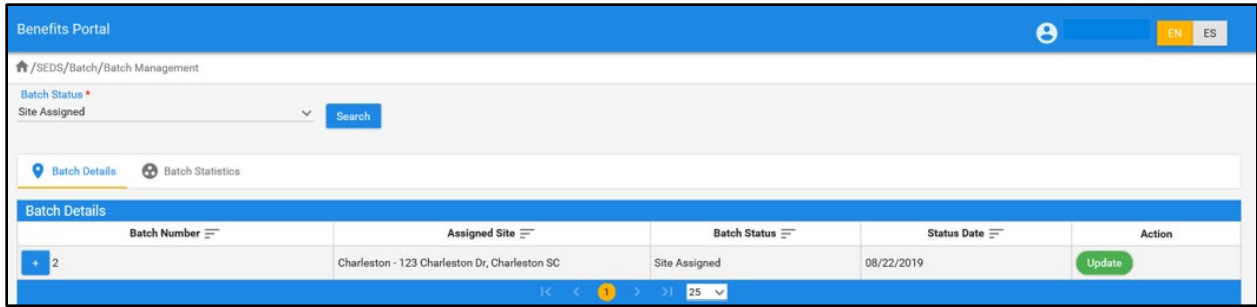
Once 'Update' is selected, the 'Update Batch Status' pop-up box will appear.



The Site EBT Coordinator must then select the drop-down arrow under 'Batch Status' to change the status of the batch from 'Site Assigned' to 'Site Received' for the disaster EBT cards. Then click 'Submit'.

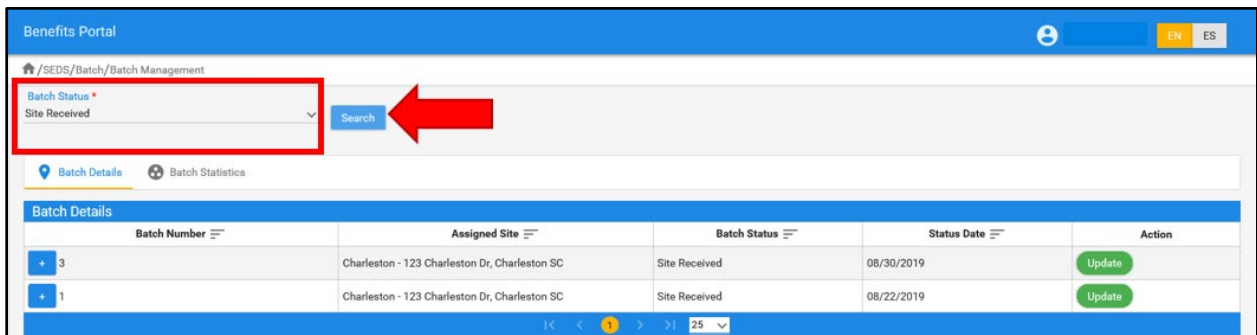


After the Site EBT Coordinator clicks the 'Submit' button on the 'Update Batch Status' pop-up box, they will be re-directed to the 'Batch Management' screen.



PLEASE NOTE: If there are any remaining batches to be received by the site, this process will be repeated.

Once the Site EBT Coordinator has received the assigned batches, select the drop-down arrow under 'Batch Status' and select 'Site Received', then click 'Search'. To confirm in the SEDS system batches were received on site.



6.13 Reporting and Reconciliation

This is a future enhancement. This role will have READ ONLY access to SEDS for the retrieval of defined reports.

6.13.1 Card Destroyed

The Site EBT Coordinator – Batch Management screen is utilized by the EBT Site Supervisor whenever a card is damaged, missing from inventory or stolen.

Benefits Portal EN ES

Home / SEDS / Batch / Batch Management

Batch Status *
Destroyed

[Batch Details](#) [Batch Statistics](#)

Batch Details

Batch Number	Assigned Site	Batch Status	Status Date	Action
No records found				

Navigation: |< < 1 > >| 25

Chapter 7 Post DSNAP Follow Up

This chapter covers the period following the Disaster Supplemental Nutrition Assistance Program (DSNAP) application period.

7.1 Closing the Applicant/Issuance Site

State Office, in conjunction with the county office responsible for the delivery of a DSNAP, will complete the activities in the following chart to close out DSNAP application and issuance sites:

Closing Out Checklist		
Subject	Suggestions	(✓)
Files	<ul style="list-style-type: none"> Organize applicant files using State’s standard practice. Include issuance documents in files. Review files to determine duplication. Determine length to retain files – Federal standard is minimum of 3 years plus current. Put alphabetized files in boxes marked with site and box number. 	
Issuance Records	<ul style="list-style-type: none"> Reconcile issuance at all sites Put issuance logs and records in boxes marked with site and box number Forward to State office 	
EBT Cards	<ul style="list-style-type: none"> Take final inventory of EBT cards Return EBT cards to secure storage site 	
Equipment	<ul style="list-style-type: none"> Take inventory of all equipment (computers, copiers, FAX machines, telephones) and other supplies, and compare with initial inventory Return equipment to lender, as appropriate 	
Staff	<ul style="list-style-type: none"> Complete time sheets for all personnel, including temporary personnel. Records are subject to 3-year retention. 	

Building	<ul style="list-style-type: none"> • Clean as much as possible • Maintain security until site is emptied 	

7.2 Returning to the Regular SNAP

Near the end of the certification period, State Office, in conjunction with the county office responsible for the delivery of a DSNAP, will assess the number of people left to serve and determine whether or not to extend the DSNAP or return to the regular program. In response to most disasters, the DSNAP adequately serves the disaster population. Upon completion of the DSNAP, the State generally will return immediately to the regular program.

After extraordinarily severe disasters, the Agency may need to operate with waivers to the regular program to ease the transition from the DSNAP to the regular program for the Agency and clients. Such situations which might warrant waivers of the regulations governing the regular program following the DSNAP are:

Post-DSNAP Waivers	
Situation	Example
There is a large population affected by the disaster that would not qualify for the regular program but are still in need of assistance.	The State agency could suspend Employment and Training requirements.
The State agency needs administrative relief. For example, the State has had to displace workers to assist in disaster relief efforts.	The State agency could apply to extend certification periods to ease the eligibility workers' administrative burdens. State should note that this may cause backlogs on the back end.

7.3 Reports

State Office is responsible for compiling and transmitting the following reports to USDA-FNS in a timely fashion:

Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief (FNS-292B)

State Office, in conjunction with the county office responsible for the delivery of a DSNAP, will prepare a Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief (FNS-292B) within 45 days of the termination of the DSNAP operation. The due date of the FNS-292B will be determined by the circumstances surrounding the disaster. The FNS-292B should contain the following information on DSNAP operations:

- Number of households issued DSNAP benefits (new households)
- Total number of persons assisted (new persons)
- Number of certified persons (ongoing households that received supplements)
- Value of benefits issued (total of benefits to new and ongoing households that received supplements)

The FNS-292B should not include the value of any replacements issued, since replacements are from regular SNAP program funds. The value of replacements will be reported on the FNS-388 Monthly Issuance Report.

Monthly Issuance Report (FNS-388)

State Office will submit the Monthly Issuance Report (FNS-388) which will reflect disaster issuance and participation figures, including replacement benefits.

Other Reports

State Office will submit regularly submitted issuance and benefit inventory reports which will also reflect disaster issuance such as the FNS 46.

7.4 Restored Benefits

The Agency will restore to households the amount of SNAP benefits that were lost:

- Due to an agency error
- When a denial of benefits is subsequently reversed

The CHIP System identifies all issuance that are a restored benefit.

7.5 Fair Hearings

Any household who applied for DSNAP benefits and were denied benefits may request a fair hearing. Households who never applied for the DSNAP for any reason do not have a right to a fair hearing. This includes households who were unaware of the DSNAP or who were not able to reach the site during the application period. A household which has requested a fair hearing is entitled to an immediate expedited onsite supervisory review, which in no way shall interfere with the applicant's right to a fair hearing. If a household wants to withdraw its request for a fair hearing, it may do so verbally or in writing. Verbal withdrawals must be followed up by a written confirmation issued by Individual and Provider Rights of the verbal withdrawal. State Office will report the number of fair hearings on the FNS-366B, Program Activity Statement.

7.6 Post DSNAP Certification Review

State Office will conduct a post-disaster review of DSNAP certification. With the assistance of Division of Technology Services, the Benefit Integrity Unit will select and review a random sample of 0.5 percent of new cases (not ongoing cases that received supplements), up to a maximum of 500 cases with a minimum sample size of 25 cases. Benefit Integrity will also review 100% of applications filed by State agency employees participating in the DSNAP. For each sample case, the review must include:

- Reviews of the case file - a review the client's application for problems (such as missing or inconsistent information, lack of signature, etc.) and recalculate their eligibility using the information given. Additionally, the review will note any information the client has given on their place of employment at the time of the disaster, which is helpful for both seeking verification of income and for locating the client for their interview.
- An interview with the participant - The purposes of the interview are to review the client's statements on their DSNAP application, explore any inconsistencies found through data matching or other sources, and to gather the client's reflections on the quality of the DSNAP service they received. The interview will be a telephone interview for all or any clients. A reasonable attempt to contact the client to schedule the interview will be made, using the resources available in the normal course of business, such as internet searches, data brokering services, credit reporting services, etc. The interview may be conducted at the same time as a scheduled certification interview for the regular SNAP, if the household is now participating in the regular SNAP.
 - If the client cannot be reached or does not attend the interview, the reviewer should continue to review the case and report the results. The

reviewer will exercise due diligence in their attempts to complete these reviews to produce meaningful results.

- Verification of the information in the case file – this review will focus on identifying clients who failed to report accurately information known to them about their circumstances, such as residency, food loss, income sources, or loss of work, not on clients who could not accurately project their circumstances for the disaster benefit period.
 - Residency: Verify that the client lived in the disaster area defined for that DSNAP.
 - Food Loss: If the DSNAP allowed food loss as a sole qualifier for DSNAP eligibility, the review will confirm that the household resided in a geographical area that experienced power outages lasting longer than four hours, experienced flooding, or otherwise was affected by the disaster in a way that would be expected to lead to food loss.
 - Income: Verification of income is intended to hold households accountable for accurately reporting sources of income or work loss that were known to them at the time of the disaster, not to hold households responsible for not being able to accurately predict their future income/employment during the benefit period. This review will focus on detecting unreported sources of income. The reviewer will perform data matching for each selected case, which will include wage matching with IEVS (Income and Eligibility Verification System), SVES (State verification system) and the TALX (The Work Number) to ensure that all known income sources were disclosed.

If the wage match shows that the client was employed in the months prior to the disaster, the reviewer will contact that last known employer and inquire as to whether the client was employed there at the time of the disaster. If the client was employed there at the time of the disaster, the reviewer should inquire as to whether at the time of application, it was reasonable for the client to expect their income to be interrupted due to the disaster. If the employer states that the client should have had no reason to believe that their income should have been interrupted due to the disaster, the reviewer should explore the client's rationale for reporting an expected interruption in income during the client interview. If it appears that the client gave their best prediction of their circumstances, then the reviewer should accept the household's statement of income.

If the client was not employed at that business at the time of the disaster or the employer refuses to cooperate with the reviewer, and attempts to contact the household have been unsuccessful, the reviewer can discontinue attempts to verify the client's income.

If an IEVS/SVES match finds undisclosed unearned income during the benefit period, the reviewer should explore with the client during their interview why they believed that income would be unavailable during the benefit period. Government benefits generally remain available post-disaster; accordingly, there would have to be very unusual circumstances present to support a household's failure to report income from these sources. However, unearned income from private sources, such as alimony, direct child support and contributions, may well be delayed or unavailable. If it appears that the client gave their best prediction of their circumstances, then the reviewer should accept the household's statement of income.

- Duplicate Participation: Verify that the client was not known to CHIP and/or SEDS, meaning they had received regular SNAP or DSNAP benefits during the DSNAP benefit period.
- Redetermination: A re-determination of the participant's eligibility for disaster assistance.

The post-disaster review will not include:

- Disaster-related Expenses: Disaster-related expenses do not need to be verified as clients are not required to retain receipts for their disaster-related expenses and therefore likely will not be able to verify their expenses.

After reviewing the case files, the State Disaster Team will conduct an error analysis, which will include the number of cases with problems broken down by:

- DSNAP project area.
- The type of household (State employee or general public cases)
- The nature of the problem (client or worker-caused; income or resource related; math error, etc.).
- The number of case reviews that were not complete due to inability to locate the client or client failure to cooperate, and
- The number of cases in which recipient claims were established.

The SNAP Policy Unit will develop corrective action to prevent future occurrences based on the error analysis.

7.7 Post DSNAP Application of DSS Employees

Upon termination of the disaster authorization period, Division of Audits (DA) will review all applications of DSS employees who received DSNAP benefits.

DA will use the Application Review Sheet Relative to Agency Employees Receiving Disaster Issuances to verify that the following information was correctly reported:

- Name
- Address
- Household members
- Household income
- Household resources

If the checklist review determines that correct information was reported, DA will take no further action on the case. DA will thoroughly investigate and document the case if review findings indicate one or both of the following occur:

- Incorrect information was reported and/or
- Employee refuses to supply information to DA.

If the investigation results in a determination that a DSS employee received DSNAP benefits erroneously, the errors will be classified according to the following:

- Agency error
- Inadvertent household error
- Intentional Program Violation (IPV)

If DSS made an error in determining the employee eligible for DSNAP benefits, the employee will be required to repay the amount of benefits received incorrectly. If the employee made an inadvertent household error in reporting information on his/her DSNAP application, the employee will be required to repay the amount of benefits received incorrectly.

If a determination is made that any one of the following IPV situations exist, the appointing authority of the employee will implement disciplinary action as appropriate:

- Employee's residence was not in a disaster declared county.
- Employee incorrectly reported the number of household members.
- Employee incorrectly reported household income resulting in issuance error.
- Employee received duplicate disaster issuance.
- Employee made any false statement material to the employee's eligibility of the DSNAP, or other disaster benefit issued by DSS.

DA will refer cases classified as IPV, which lack enough evidence for prosecution but meet the proof requirements for administrative proceedings, to the employee's appointing authority for

review. If the appointing authority agrees with the classification, he/she will contact Human Resource Management (HRM) with a request that appropriate disciplinary action be taken.

In keeping with DSS policy on the handling of suspected criminal cases involving DSS employees, DA will refer cases classified as "Suspected Fraud" to the State Law Enforcement Division (SLED) for investigation and referral to prosecution authorities if appropriate. Upon request, the Division of Investigation (DOI) will aid SLED in these investigations. DOI will notify the appointing authority of the SLED referral and will report the findings of the SLED investigation and the actions of prosecutors to the employee's appointing authority so he/she may coordinate with HRM on disciplinary action.

To ensure that employee DSNAP receivables are handled consistently, confidentially, and in accordance with acceptable accounting procedures, the following collection steps should be taken:

1. DOI will complete DSS-1158, Accounts Receivable Certification.
2. Person collecting money will complete DSS-1111, ensuring that all information is completed as requested
3. Receivables must be collected in accordance with SNAP claims policy.
4. Collections are promptly deposited in the county's State Treasurer bank account, and receipts are forwarded to the cashier, Financial Services and
5. DSNAP receipts and other receipts are not mixed on the DSS-1189C.

7.8 Post DSNAP Households Who Received DSNAP Benefits

Each county will be responsible for DSNAP accountability. Each region will process claims resulting from any duplicate or ineligible issuances discovered by the county and as directed by recipient claims policy or the Division of Investigations (DOI) following the results of an audit or review of the certification and issuance operations.

The process of reviewing/investigating households who received DSNAP benefits is a joint effort involving Benefit Integrity Claims Specialists (BICS), State Office staff and affected county offices.

In general, the Agency will follow its procedures for establishing claims found in the SNAP/TANF Benefit Integrity Manual. Claims shall be established as soon as possible, but no later than six months after the close of the disaster operation.

The Agency will establish claims and issue repayment demand letters for over-issuances which are the result of:

- Intentional Program Violations (IPVs)
- Inadvertent household errors

- Administrative errors
- Post-disaster reviews conducted by SNAP-QC

BICS staff will:

1. Secure computer printouts identifying the following individuals:

- DSS personnel receiving DSNAP benefits.
- Current SNAP recipients who also received DSNAP benefits.
- Recipients of duplicate issuance based on either/or names, addresses, SSNs, dependents and receipt of DSNAP benefits in more than one county.

2. Determine actions taken by the county office in identifying recipients of duplicates and over-issuances by:

- Ascertaining the status of any claims established by the county.
- Reviewing the DSNAP voluntary returns.
- Ascertaining the status of any recoupments made on county established claims; and
- Reviewing information compiled by county staff.

3. Develop a plan to address specific county concerns. Priority for working cases should be:

- DSS personnel receiving DSNAP benefits
- Disaster issuances to current recipients
- Duplicate issuance
- Complaints/hotline calls
- Cases identified by disaster eligibility workers
- Selected cases for verification of reported information
- Lost or stolen EBT cards.

BICS staff will take the following actions relative to voluntary returns:

1. Work with the county in securing information for the DSNAP Voluntary Returns.
2. Obtain copies of DSS-1111 to verify cash returned and
3. Trace deposits of cash into the State Treasurer's account.

Regional BICS staff for a disaster declared county have primary responsibility for establishing DSNAP claims. The following steps should be applied:

1. Establish a claim file.
2. Mail DSS-3444, Disaster Supplemental Nutrition Assistance Program Demand Letters, to current SNAP recipients who received DSNAP and regular benefits during the disaster period.

3. Mail DSS-3445, Disaster Supplemental Nutrition Assistance Program Appointment Letters, to all other recipients suspected of receiving benefits to which they were not entitled.
4. Conduct recipient interviews.
5. Complete DSS-3447, Disaster Supplemental Nutrition Assistance Program Recipient Claim Determination.
6. Enter DSNAP claim on CHIP. A special disaster code (DI) must be entered when claim is created on CHIP.

A separate claim file must be maintained for each DSNAP household against whom a claim is established. The file should contain the following:

1. Correspondence with the recipient (chronological order with most recent information on top)
2. DSS-3446, Disaster Supplemental Nutrition Assistance Program Case Status Sheet (affix to left side of file)
3. DSS-3447, Disaster Supplemental Nutrition Assistance Program Recipient Claim Determination
4. Application for DSNAP
5. DSNAP Worksheet
6. Other documentation
7. DSS-1648, Administrative Consent Agreement
8. DSS-1678, SNAP Repayment Agreement
9. DSS-1111, receipt

The following general policies apply if a DSNAP case has been determined to be an overpayment:

- Normal collection procedures should be followed as detailed in the SNAP/TANF Benefit Integrity Manual.
- The claim must be referred to the Claims Collection Unit (CCU) if a person agrees to repay but becomes 90 days delinquent.
- Current recipients may elect allotment reduction as a repayment method.
- All DSS-1111s and FNS-135s related to DSNAP issuance should be designated as such and
- DSNAP claims established, and any subsequent collections should be reported on a separate FNS 209 Report, Status of Claims Against Households.

7.9 Post Disaster Review Report

The Economic Services Policy Unit will provide a report on the post-disaster review to FNS Southeast Regional Office containing the results of the comprehensive review and the individual reviews within 6 months of the close of each DSNAP operation.

The State's DSNAP Plan of Operation will also be updated to reflect lessons learned during the post-disaster review process and reflect, specific to the recent DSNAP:

- A brief description of the DSNAP design, including waivers employed
- Major problems encountered
- Interventions used to solve major problems
- Results of the error analysis
- Information on any claims established

Chapter 8 Glossary

Actual Income: Income which is known to have been received or is to be received in a given time period.

AR: Authorized Representative

Biweekly: Occurring every two weeks.

Boarder: An individual residing in a household and paying a reasonable payment to a head of household for lodging and meals.

Certification Period: Period for which benefits are authorized.

Client History Information Profile (CHIP): Computer system used by DSS staff to determine eligibility for benefits.

Depreciation: A decrease or lessening in price or estimated value.

Destitute: A determination applied to migrant or seasonal farm workers which may qualify them for expedited processing.

Disaster: Natural disaster such as hurricanes, tornadoes, violent storms, floods, high water, wind-driven water, tidal waves, earthquakes, drought and fires, or man-made disaster such as explosions, fires, riots and nuclear/chemical contamination.

Disaster Authorization Period: Period of time during which Disaster Supplemental Nutrition Assistance Program (DSNAP) certification procedures are authorized by Food and Nutrition Service (FNS).

Disaster Benefit Period: Length of time corresponding to the portion of the allotment authorized by FNS.

Disaster Supplemental Nutrition Assistance Program Benefits: Food benefits distributed to a presidential declared disaster.

Disaster Relief Agency: All recognized institutions or associations of persons engaged in charitable activities.

Disaster Victims: Those persons who, because of acts of God or man-made disasters and emergencies, need emergency food assistance/commodities.

Earned Income: Wages and salaries or commissions received as an employee.

Elderly: An individual who is 60 years of age or older.

Electronic Benefits Transfer (EBT): The method of SNAP issuance in South Carolina in which benefits are electronically deposited into accounts and accessed using a debit card.

Equity Value: Fair market value of a resource minus any indebtedness.

Expungement: The removal of the account balance from the EBT accounts from the EBT system.

Fair Hearing: Formal appeal process to protect a household's rights to due process of law when an adverse action is proposed or when the household is aggrieved by an action of DSS which affects the household's participation in the Disaster Supplemental Nutrition Assistance Program (DSNAP).

Federal Emergency Management Agency (FEMA): Federal agency designated by the President of the United States to coordinate all federal and state disaster recovery efforts.

Food and Nutrition Service (FNS): Federal agency responsible for approving the implementation of DSNAP procedures.

Fraud: A false representation of facts by words or conduct, by false or misleading allegations or by concealment of that which should have been disclosed which deceives and is intended to deceive another to obtain benefits.

Homeless Individual: An individual who lacks a fixed and regular nighttime residence or an individual whose primary residence is one of the following:

- A supervised shelter designed to provide temporary accommodations
- A halfway house or similar institution that provides temporary residence for individuals intended to be institutionalized
- A temporary (90 days or less) accommodation in the residence of another individual
- A place not designed for, or ordinarily used as a regular sleeping accommodation for human beings.

In-kind Income: Any gain or benefit not in the form of money.

Inaccessible: Not attainable.

Inactive EBT Account: An account with a balance in which there has been no withdrawal activity within a calendar month.

Individual and Family Grant (IFG) Program: A federal program that provides funds to meet needs of disaster victims that cannot be met through other forms of disaster assistance.

Intentional Program Violation (IPV): Classification of a claim which is the result of the intentional failure of a household member or authorized representative to report correct information or changes properly.

Jointly Owned: Owned by more than one individual.

Judicial Review: The claimant's right to request relief through the court system if he/she is dissatisfied with the results of the fair hearing.

Liquid Resources: Assets that can be readily converted to cash.

Live-in Attendant: Individual whose presence in the household is solely for medical, housekeeping, childcare or similar reasons and who is not part of the normal household

Lump Sum: A nonrecurring or infrequently occurring payment.

Migrant: An individual who travels away from home on a regular basis, usually with a group of laborers to seek employment in an agriculturally related activity.

Misfortune: Isolated personal disasters such as fire and flooding which destroys or substantially damages food purchased with SNAP benefits.

Monthly Benefit: Amount of benefit to which a household is entitled in a given month.

MSD: Manual Sales Draft

NADA: National Automobile Dealers Association

Nonrecurring: Expected to happen only one time. Example: a tax refund is a nonrecurring payment.

Non-reimbursable: An expense paid by a household for which the household cannot file a claim or receive any money back. Example: medical bills which are not refunded by an insurance company.

Personal Effects: Items essential to daily living such as clothing, furniture and appliances.

Personal Property: Items owned by an individual such as boats, vehicles or livestock.

PI: Primary Informant (person)

PIN: Personal Identification Number

Policies: Writings whereby a contract of insurance is made.

POS: Point of Sale

Pro rata Share: An individual's proportionate or equal share of income and/or resources.

Pro-ration: A method of calculating benefits due to a household based on the application filing date.

Reimbursement: Payment by a third party intended to repay expenses incurred by the household.

Replacement: SNAP benefits issued as a result of the original issuance being lost or destroyed in a household misfortune.

Resources: Cash or other assets that are owned by an individual(s) and can be turned into cash.

Roomer: Individual the household furnishes lodging for compensation, but not meals.

Self-employment Income: Income earned directly from one's own business, trade or profession.

Semimonthly: Occurring two times a month.

Severance Pay: Money received by an individual upon termination of employment.

Shared Living Arrangement: When more than one household share a residence.

SSN: Social Security Number

State Office: South Carolina Department of Social Services

SUA: Standard Utility Allowance

Temporary Absence: Out of the home without benefit of establishing a new residence.

Temporary Accommodations: A place to stay for a limited time, 90 days or less.

Thrifty Food Plan: The diet required to feed a family of four persons consisting of a man and a woman, age 20 through 50, a child aged six through eight and a child age nine through 11, determined in accordance with federal calculations. The cost of such diet shall be the basis for uniform allotments for all households regardless of their actual composition.

Trafficking: The buying or selling of SNAP benefits for cash or consideration other than eligible food, or the exchange of firearms, ammunition, explosives or controlled substances for benefit instruments.

Unearned Income: Any income that is not earned by a household member through receipt of wages, salary or commissions as an employee.

Unemployment Compensation Benefits: Unearned income paid from Employment Security Commission to those eligible individuals because of a job loss or layoff.

Waiver: Relinquishment of a particular right or privilege.

Withdrawal: Voluntary request by an applicant that application for benefits not be processed.

Appendix I: DSNAP Manual Revisions

Vol. 2 9/2009

These changes are effective September 2009

- Chapters 1-8 of The DSNAP Manual have been revised to reflect the change from food stamp to SNAP throughout the entire manual.
- Section 1.3 South Carolina Department of Social Services (DSS) Response in a Disaster
- Chapter 5 Disaster Supplemental Nutrition Assistance Program (DSNAP): Certification Process.
 - Comparing the Disaster Supplemental Nutrition Assistance Program (DSNAP) and the Supplemental Nutrition Assistance Program (SNAP)

Vol. 3 7/2010

These changes are effective July 2010

- Section 1.3 South Carolina Department of Social Services (DSS) Response in a Disaster

Vol. 4 5/2016

These changes are effective May 2016

- Section 1.3 South Carolina Department of Social Services (DSS) Response in a Disaster

Vol. 5 5/2017

These changes are effective May 2017

- Added Section 4.9 Initial Inventory List
- Added Section – Denial Process

Vol. 6 5/2018

These changes are effective May 2018

- Section 1.3 South Carolina DSS Response in a Disaster: Updated State Disaster Contacts, Community Partners, and County Office Disaster Contact listings
- Addition of Denial/Review Form
- Addition of updated DSNAP Preparation and Response Plan Template
- Addition of Section 5.4 Onsite Denials

[Vol. 7 7/2019](#)

These changes are effective July 2019

- As of December 2018, The TEFAP (The Emergency Food Assistance Program) and CSFP (Commodity Supplemental Food Program) programs are now administered by the South Carolina Department of Agriculture
- As of May 2019, Michael Leach is the new State Director for DSS

[Vol. 8 6/2020](#)

These changes are effective June 2020

- Updated Section 1.3 South Carolina DSS Response in a Disaster: Updated State Disaster Contacts, Community Partners, and County Office Disaster Contact listings
- Updated Chapter 6 to reflect changes to SEDS system; 6.12.1.2 Batch Assignment; 6.12.1.3 Batch Inventory; 6.12.3 EBT Site Coordinator for Card Inventory; and 6.13.1 Card Destroyed
- Updated DSNAP Preparation and Response Template to reflect changes in LEP/translation services.

[Vol. 9 5/2021](#)

These changes are effective June 2021

- Updated Section 1.3 South Carolina DSS Response in a Disaster: Updated State Disaster Contacts, Community Partners, and County Office Disaster Contact listings.

[Vol. 10 5/2022](#)

These changes are effective June 2022

- Updated Section 1.3 South Carolina DSS Response in a Disaster: Updated State Disaster Team Contacts, Community Partners, and County Office Disaster Contact listings.

[Vol. 11 7/2022](#)

These changes are effective July 2022

- Updated Appendix VIII to include a copy of the EBT card mailer brochure.

[Vol. 12 5/2023](#)

These changes are effective July 2023

- Updated Appendix VI to include an updated copy of the DSNAP Denial/Review forms. DSS 2457A is now DSS 2457 and DSS 2457B is now DSS 2458.

- Updated the County Office Disaster Contacts on pgs. 15 and 16.

Vol. 13 2/2024

These changes are effective March 2024

- Updated the State Disaster Team on pgs. 13 and 14.
- Updated the County Office Disaster Contacts on pgs. 15 and 16.

Appendix II: DSNAP Preparation and Response Plan Template

Note: Please click the link below to view the DSNAP County Preparation and Response Template.

https://scdss.sharepoint.com/:w:/r/sites/CountyOperations/_layouts/15/Doc.aspx?sourcedoc=%7BA68B0BBA-B867-42DA-8B3D-2746CA5CDFF4%7D&file=DSNAP%20County%20Preparation%20and%20Response%20Template_02052024.docx&action=default&mobileredirect=true

Appendix III: DSNAP Application – English

United States Department of Agriculture South Carolina Department of Social Services APPLICATION FOR DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP) (Pursuant to 7 CFR 280)		Application Date: _____	
		County: _____	
All applications will be considered without regard to age, color, race, sex, disability, religion, national origin or political belief.		Disaster Authorization Period: Begin: 09/13/2018 End: 10/15/2018	
PART A – HOUSEHOLD SITUATION (Please check all that apply below)			
1a. Are you currently a Supplemental Nutrition Assistance Program (SNAP) recipient? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, in what county: _____			
1b. Are you a South Carolina Department of Social Services (State or County) employee? <input type="checkbox"/> Yes <input type="checkbox"/> No			
1c. Have you applied for or received DSNAP benefits already during this disaster? <input type="checkbox"/> Yes <input type="checkbox"/> No			
2. Was your household living in the disaster area at the time of the disaster? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, answer the following questions:			
a. Did the disaster damage or destroy your home or self-employment property? <input type="checkbox"/> Yes <input type="checkbox"/> No			
b. Does your household have any additional expenses as a result of the disaster? <input type="checkbox"/> Yes <input type="checkbox"/> No			
c. Did your household purchase food before or during the disaster period? <input type="checkbox"/> Yes <input type="checkbox"/> No			
d. Did the disaster delay, reduce or stop your household's income? <input type="checkbox"/> Yes <input type="checkbox"/> No			
e. Does your household have any cash or money in checking or savings accounts which you cannot get because the bank/credit union/business is closed due to the disaster? <input type="checkbox"/> Yes <input type="checkbox"/> No			
PART B – HOUSEHOLD ADDRESS PLEASE PRINT CLEARLY			
Permanent Home Address:	City	State	Zip Code Telephone
		Verified <input type="checkbox"/>	Source
Temporary Home Address:	City	State	Zip Code Telephone
PART C – HOUSEHOLD MEMBERS PLEASE PRINT CLEARLY		PART D - INCOME	
Name (First, Middle initial, Last)	Birth Date MM/DD/YYYY	Social Security No.	Source Monthly Amount (take home pay)
1. (Head of Household) Verified <input type="checkbox"/> Source _____			
2.			
3.			
4.			
5.			
6.			
If more than 6 household members, continue on the back of this form.			TOTAL INCOME
PART E – RESOURCES		PART G – ELIGIBILITY COMPUTATION DSS USE ONLY	
Cash on Hand	Amount	1. Income from Part D	\$ _____
Checking Accounts		2. Resources from Part E	\$ _____
Savings Accounts		3. Total (1 + 2)	\$ _____
Other Available Resources		4. Expenses from Part F	\$ _____
TOTAL RESOURCES	Amount	5. Adjusted Income (3 – 4) (If 4 greater than 3, enter 0)	\$ _____
PART F – EXPENSES		Compare adjusted income to disaster income limits for the appropriate household size to determine eligibility and benefit amount.	
Cost to Repair or Replace Items For Home or Self-Employment Property		<input type="checkbox"/> Approved <input type="checkbox"/> Denied Date: _____	
Dependent Care Expenses Due to Disaster			
Funeral/Medical Expenses Due to Disaster			
Moving and Storage Expenses Due to Disaster			
Temporary Shelter Expenses			
Expenses to Protect Property During Disaster			
Other Disaster Related Expenses		Household Size: _____ Allotment Amt: _____	
TOTAL EXPENSES			
PART H – 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 certify that I have read the penalty warnings that were given to me. 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.			
Signature of Applicant, Authorized Representative or Witness:		Worker Signature:	
Affix EBT Card Bar Code Label Here:			

Appendix IV: DSNAP Application - Spanish

Departamento de Agricultura de los Estados Unidos Departamento de Servicios Sociales de Carolina del Sur SOLICITUD DEL PROGRAMA DE ASISTENCIA DE NUTRICIÓN SUPLEMENTARIA EN SITUACIONES DE DESASTRE (DSNAP) (De conformidad con el Título 7 del Código de Regulaciones Federales, parte 280)		Fecha de la solicitud: _____	
		Condado: _____	
Se considerarán todas las solicitudes, sin tener en cuenta la edad, el color, la raza, el género, las discapacidades, la religión, el origen nacional o las convicciones políticas de los solicitantes.		Periodo autorizado de desastre: Inicio: _____ Final: _____	
PARTE A – SITUACIÓN DE LA UNIDAD FAMILIAR (Por favor marque con una X todos los que correspondan.)			
1a. ¿Recibe usted actualmente beneficios del Programa de Asistencia de Nutrición Suplementaria (SNAP) <input type="checkbox"/> Sí <input type="checkbox"/> No Si responde "Sí", ¿En qué condado?: _____			
1b. ¿Ha solicitado o ha recibido beneficios de DSNAP anteriormente durante este desastre? <input type="checkbox"/> Sí <input type="checkbox"/> No			
2a. ¿Vivía su familia en la zona del desastre al momento de ocurrir el desastre? <input type="checkbox"/> Sí <input type="checkbox"/> No Si responde "Sí", responda las siguientes preguntas:			
1. ¿El desastre dañó o destruyó su vivienda o alguna propiedad que era parte de su negocio propio? <input type="checkbox"/> Sí <input type="checkbox"/> No			
2. ¿Tiene su unidad familiar gastos adicionales como resultado del desastre? <input type="checkbox"/> Sí <input type="checkbox"/> No			
3. ¿Su unidad familiar planea comprar alimentos antes de { _____ }? <input type="checkbox"/> Sí <input type="checkbox"/> No			
4. ¿El desastre demoró, redujo o detuvo el flujo de ingresos de su unidad familiar? <input type="checkbox"/> Sí <input type="checkbox"/> No			
5. ¿Tiene su unidad familiar dinero en efectivo o en una cuenta corriente o de ahorros de las que no puede hacer retiros debido a que el banco, la cooperativa de ahorros (credit union) o la empresa están cerrados debido al desastre? <input type="checkbox"/> Sí <input type="checkbox"/> No			
PARTE B – DIRECCIÓN DE LA UNIDAD FAMILIAR			
Dirección domiciliar permanente: Ciudad: _____ Estado _____ Código Postal _____ Teléfono _____ Verificado <input type="checkbox"/>			
Dirección domiciliar temporal: Ciudad: _____ Estado _____ Código Postal _____ Teléfono _____			
PARTE C – INTEGRANTES DE LA UNIDAD FAMILIAR		PARTE D - INGRESOS	
(Apellido, 1 ^{er} nombre, 2 ^{do} nombre)	Fecha de nacimiento Mes/Día/Año	N° de Seguridad Social	Fuente
Monto mensual			
1. (Jefe de la Unidad Familiar) Verificado <input type="checkbox"/>			
2.			
3.			
4.			
5.			
6.			
Si hay más de 6 integrantes en la unidad familiar, utilice el formulario DSS 3456 A.		INGRESO TOTAL	
PARTE E – RECURSOS		PARTE G – DETERMINACIÓN Y CÁLCULO DE BENEFICIOS	
Dinero en efectivo disponible	Monto	1. Ingresos de la Parte D \$ _____	
Cuentas corrientes		2. Recursos de la Parte E \$ _____	
Cuentas de ahorros		3. Total (1 + 2) \$ _____	
Otros recursos disponibles		4. Gastos de la parte F \$ _____	
MONTO TOTAL DE RECURSOS		5. Ingreso ajustado (3 – 4) \$ _____ (Si 4 es mayor que 3, ingrese 0)	
PARTE F – GASTOS		Compare el ingreso ajustado con el límite de ingresos en situaciones de desastre para el número de integrantes de la unidad familiar, a fin de determinar si tiene derecho a recibir beneficios, y el monto de los mismos.	
El costo de reparar o reemplazar artículos de la vivienda o de la propiedad utilizada para su negocio propio.	Monto	<input type="checkbox"/> Aprobado <input type="checkbox"/> Denegado	
Gastos de cuidado de dependientes debidos al desastre		Fecha: _____	
Gastos médicos o funerarios debidos al desastre		Número de integrantes de la unidad familiar: _____	
Gastos de mudanza y almacenaje debidos al desastre		Monto asignado: _____	
Gastos de albergue temporal			
Gastos de protección de la propiedad debidos al desastre			
Otros gastos relacionados con el desastre			
MONTO TOTAL DE GASTOS		PARTE H – CERTIFICACIÓN Y FIRMA	
Entiendo las preguntas contenidas en esta solicitud y las posibles sanciones por ocultar información o dar información falsa. Mi unidad familiar necesita ayuda inmediata con alimentos como resultado del desastre. Certifico bajo pena de perjuicio que la información que he proporcionado es correcta y completa según mi conocimiento. Asimismo, autorizo la divulgación de cualquier información necesaria a fin de determinar la veracidad de mi certificación. Certifico que he leído las advertencias sobre las sanciones que me han presentado. Entiendo que si no estoy de acuerdo con cualquier acción que se tome en mi caso, tengo el			

<small>derecho de solicitar una audiencia de revisión justa en forma verbal o por escrito.</small>	
Firma del solicitante, el representante autorizado o el testigo:	Firma del trabajador social:
Affix EBT Card Bar Code Label Here: Adhiera la etiqueta del código de barras de la Tarjeta electrónica de beneficios aquí:	

DO NOT COPY

Appendix V: DSS Form 1634B - Affidavit of Loss

**South Carolina Department of Social Services
Supplemental Nutrition Assistance Program (SNAP)
AFFIDAVIT OF LOSS DUE TO A HOUSEHOLD MISFORTUNE**

Case Name: _____ Telephone No.: _____
Case No.: _____ County: _____

I hereby certify, under penalty of perjury and/or fraud that the food purchased with SNAP benefits for the month of _____ were destroyed on _____ as a result of (Please describe how the food was destroyed in the space below):

The value of the food destroyed was \$ _____.

Recipient's Signature: _____ Date: _____

FOR DSS USE ONLY

Replacement of food authorized: (Attach verification)

Benefit Month and Year: _____ Amount: \$ _____

Replacement of food denied, reason:

DSS Employee's Signature: _____ Date: _____

DSS Supervisor's Signature: _____ Date: _____

Appendix VI: DSNAP Denial/Review Form

**South Carolina Department of Social Services
Disaster Supplemental Nutrition Assistance Program
Denial Notice/Review Form**

County Name/Number:

DSNAP Application Number:

Name

has been denied or is ineligible for Disaster SNAP benefits because:

- Client was not living/working in the disaster area at the time of disaster.
- Client did not plan on purchasing food during the disaster benefit period.
- Client did not experience food damage or spoiled food due to power outage.
- Client total net (take-home) income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses (disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period) has exceeded the disaster gross income limit.
- Client household did not experience any loss during disaster.
- Other: _____

Certification Worker's Signature

Date

If your application has been denied, you can request a fair hearing. If you request a fair hearing, an immediate on-site supervisor review will be conducted and documented.

I request a Supervisory review of the decision taken on my disaster application:

Applicant's Signature

Date

Supervisory Review Comments:

Certification Worker's Decision: Upheld Reversed

Supervisor Signature

Date

Appendix VII: DSNAP SEDS Denial Notice



Date: _____

**South Carolina Department of Social Services
Disaster Supplemental Nutrition Assistance Program (DSNAP) – Denial Notice**

County Name/Number:	DSNAP Application Number:	Client Name:
Address:		

The application submitted has been denied or is ineligible for **Disaster SNAP** benefits because:

- Client was not living/working in the disaster area at the time of the disaster.
- Client did not plan on purchasing food during the disaster benefit period.
- Client did not experience food damage or spoiled food due to power outage.
- Client's total net (take-home) income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses (disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period) has exceeded the disaster gross income limit.
- Client's household did not experience any loss during disaster.
- Client and/or all household members have duplicate participation in SNAP and/or DSNAP.
- Other: _____

If you do not agree with the decision made on your DSNAP application, you have a right to request a fair hearing. At a Fair Hearing, both you and DSS will tell a Hearing Officer what has happened in your case. The Office of Administrative Hearings will then send you a decision on your case. **To request a fair hearing, please call 1-800-311-7220 or write to your local DSS office.** Do not wait more than **90 days** from the date of this notice to call or write DSS to request a Fair Hearing for your DSNAP. Tell DSS if you have special needs or if you need an interpreter or translated materials.

You may file a complaint of discrimination by contacting DSS Office of Civil Rights. Please send your written complaint to:

DSS Office of Civil Rights
P.O. Box 1520
Columbia, SC 29202

Or direct your telephone calls to (800) 311-7220 or (803) 898-8080 or TTY: (800) 311-7219.

This institution is an equal opportunity provider.

DSS Form 2458 (Jan 2023)

[Appendix VIII: Posters, Brochures, and Press Releases](#)

Fraud Posters English/Spanish

Truth or Consequences Brochure English/Spanish

Press Release (Utilized in 2015)

EBT Card Mailer Brochure

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.

DSS
Serving Children and Families

Atención



ADVERTENCIA CONTRA EL FRAUDE

Usted debe decir la verdad cuando solicite los beneficios de D-SNAP, reemplazos y suplementos.

Usted no puede vender, cambiar ni regalar su tarjeta de EBT.

Usted **NO** puede recibir la Asistencia de Nutrición Suplementaria en Situaciones de Desastre dos veces por el mismo desastre.

Todas las solicitudes están sujetas a revisión.

Si usted recibe beneficios a los cuales usted no tiene derecho, se **REQUERIRÁ** que usted los devuelva.

Si usted no cumple con las reglas de SNAP, usted puede ser descalificado del programa, multado hasta \$250,000, y/o encarcelado por hasta 20 años.

DSS
Sirviendo a niños y familias

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.

Atención



Revisión de Participación Duplicada

Todas las solicitudes de D-SNAP serán revisadas para asegurar que su hogar no esté participando en el programa de SNAP Y que su hogar no haya solicitado o recibido beneficios de D-SNAP para este desastre.

Usted no puede recibir D-SNAP más de una vez por el mismo desastre.

Los hogares que soliciten D-SNAP más de una vez serán referidos a investigadores de fraude para revisión.



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.

DSS
Serving Children and Families



ALTO

Si usted actualmente está recibiendo los beneficios del Programa Asistencia de Nutrición Suplementaria usted no es elegible para el Programa Asistencia de Nutrición Suplementaria en Situaciones de Desastre.

Los hogares de SNAP afectadas por el desastre pueden solicitar reemplazos y beneficios suplementarios de situaciones de desastre.

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.

SNAP FRAUD PENALTIES:

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

If you do not agree with the decision made on your DSNAP application, you have a right to an onsite supervisory review. If you are not satisfied with the out come of this review you may request a fair hearing. Please ask to speak with the site manager.

Your application for DSNAP benefits will be looked at without regard to 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.) You may file a complaint of discrimination by contacting DSS. Write DSS Office of Civil Rights,

P.O. Box 1520, Columbia, SC 29202-1520; or call (800) 311-7220 or (803) 898-8080 or TTY: (800) 311-7219.



The Disaster Supplemental Nutrition Assistance Program (DSNAP) provides a means for eligible households to purchase nutritious foods for their family during the aftermath of a disaster.

Truth or Consequences

It is very important that you give truthful and accurate information on your DSNAP application. If you give false information concerning your income, extent of damage incurred by the disaster or other eligibility criteria, you will be subject to an investigation and may be required to repay benefits that you were not entitled to receive. DSS can detect duplicate participation within the Disaster Supplemental Nutrition Assistance Program (DSNAP). DSS can also detect if an individual receives regular SNAP benefits as well as DSNAP benefits during the disaster period.

TO BE ELIGIBLE FOR THE DISASTER SUPPLEMENTAL ASSISTANCE PROGRAM (DSNAP), YOU:

- 1 Must have lived in the authorized disaster area during the disaster.
- 2 Must purchase food and prepare meals during disaster benefit period. This could be up to two months following the disaster. Households residing in temporary shelters providing all meals are not eligible for D-SNAP.
- 3 Must have incurred damage or harm from disaster.
- 4 Must meet D-SNAP income limits. The amount of the income for one person is \$1,840. Add \$347 person in your household to determine your income limit

YOU WILL BE ASKED TO VERIFY, IF POSSIBLE, YOUR :

- 1 Identity – Head of household and, if applicable, authorized representative. (Example: Photo Id)
- 2 Residency – Example: Utility bills, tax bills, insurance policies, driver's licenses, other ID
- 3 Loss of Liquid Resources and / or Income



Truth or Consequences

Verdad o Consecuencia

El Programa de Asistencia de Nutrición Suplementaria en Situaciones de Desastre (DSNAP por sus siglas en inglés) proporciona recursos para que los hogares elegibles puedan comprar comida nutritiva para los miembros de la familia después de un desastre.

Es muy importante que usted dé información, sea verdadera y precisa en su solicitud de DSNAP. Si usted da información falsa con respecto a su ingreso, el grado de daños incurridos durante el desastre u otro criterio de elegibilidad, usted será sujeto a una investigación y podría ser requerido a devolver los beneficios a los cuales usted no tenía derecho a recibir. El DSS puede detectar participación duplicada dentro del Programa de Asistencia de Nutrición Suplementaria en Situaciones de Desastre (DSNAP). El DSS también puede detectar si un individuo normalmente recibe beneficios de SNAP al igual que los beneficios de DSNAP durante el tiempo de un desastre.

PARA SER ELEGIBLE PARA EL PROGRAMA DE ASISTENCIA DE NUTRICIÓN SUPLEMENTARIA EN SITUACIONES DE DESASTRE (DSNAP) USTED:

1. Debe haber vivido en la **zona de desastre** que ha sido autorizada en el momento que ocurrió el desastre.
2. Debe **comprar comida y preparar alimentos** durante el periodo del desastre. Esto podría ser hasta dos meses después de que ocurriera el desastre. Las unidades familiares que residan en refugios temporales que proporcionen todas las comidas no son elegibles para D-SNAP.
3. Debe haber **incurrido daños o perjuicios** como resultado del desastre.
4. Debe cumplir con el **límite de ingreso** para D-SNAP. La cantidad de ingreso para una persona es \$1640. Se suman \$347 por persona en su unidad familiar para determinar su límite de ingreso.

A USTED LE PEDIRÁN QUE VERIFIQUE, SI ES POSIBLE, SU:

1. Identidad – Jefe de la unidad familiar y, si aplica, **el representante autorizado**. (ejemplo: tarjeta de identificación con foto)
2. Domicilio – Ejemplo: Facturas de servicios públicos, facturas de impuestos, pólizas de seguro, licencia de conducir, otras tarjetas de identificación.
3. Pérdida de Recursos Líquidos y/o Ingreso

Todas las solicitudes pueden estar sujetas a revisión.

Si usted recibe beneficios a los cuales usted no tiene derecho, se **REQUERIRÁ** que usted los devuelva.

Si usted no cumple con las reglas de SNAP usted podría ser descalificado del programa, multado hasta \$250,000, y/o encarcelado por hasta 20 años.

- | | |
|---|---|
| 1 | SANCIONES DE FRAUDE DE SNAP
NO DÉ información falsa ni esconda información para poder continuar o para recibir beneficios del Programa de Asistencia de Nutrición Suplementaria. |
| 2 | NO regale ni venda a nadie que no esté autorizado a utilizar los beneficios ni documentos de autorización para el Programa de Asistencia de Nutrición Suplementaria. |
| 3 | NO ALTERE ningún documento para el Programa de Asistencia de Nutrición Suplementaria con el propósito de recibir beneficios a los cuales no tiene derecho. |
| 4 | NO UTILICE beneficios del Programa de Asistencia de Nutrición Suplementaria para comprar artículos no autorizados como alcohol o tabaco. |
| 5 | NO UTILICE los beneficios ni los documentos de autorización de otra unidad familiar para el Programa de Asistencia de Nutrición Suplementaria. |

Si usted no está de acuerdo con la decisión que se tomó con su solicitud para DSNAP, usted tiene el derecho a **una revisión por un supervisor local**. Si usted no está satisfecho con el resultado de esta revisión usted podría solicitar una **audiencia imparcial**. Por favor pida **hablar con el administrador local**.

Su solicitud para DSNAP será revisada sin prejuicios sobre su raza, color, origen nacional, edad, discapacidad, género, 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). Usted puede presentar una queja por discriminación al comunicarse con el Departamento de Servicios Sociales. Escriba a la oficina de Derechos Civiles del DSS,

*P.O. Box 1520, Columbia, SC 29202-150;
o llame al (800) 311-7220 o (803) 898-8080 o TDD: (800) 311-7219.*





V. SUSAN ALFORD
STATE DIRECTOR

NIKKI R. HALEY
GOVERNOR

FOR IMMEDIATE RELEASE

October 19, 2015

Contact: Kathleen Goetzman

803-898-7835

Kathleen.Goetzman@dss.sc.gov

DSS Announces Disaster Flood Assistance (SNAP) Relief for Counties

COLUMBIA, SC – The South Carolina Department of Social Services (SCDSS) has announced counties eligible to receive Supplemental Nutrition Assistance Program (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 October 2015 flooding in: Bamberg, Berkeley, Calhoun, Charleston, Clarendon, Colleton, Darlington, Dorchester, Florence, Georgetown, Greenwood, Horry, Kershaw, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter and Williamsburg counties.

Any household that resided within one of the designated counties at the time of the flooding 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. Current SNAP recipients **DO NOT** need to come to a local county office to receive DSNAP benefits; they will automatically receive a supplement on their EBT cards.

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 October 5th storms:

- Damage to or destruction of the home.
- 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.

Residents must have suffered a loss related to the flooding to be eligible for the DSNAP benefits.

Please note that residents in the affected counties seeking assistance may apply beginning Monday, October 26th through Friday, November 20th for the Disaster SNAP according to the schedule below.

Week of October 26 (add specific sites to each county below)

Clarendon – October 26-28

Darlington – October 26-30

Florence – October 26-30

Georgetown – October 26-30
Horry – October 26-30
Williamsburg – October 26-28

Week of November 2 (add specific sites to each county below)

Greenwood – November 02-06
Kershaw – November 02-06
Lee – November 02-04
Lexington – November 02-06
Newberry – November 02-06
Richland – November 02-06
Sumter – November 02-06

Week of November 16 (add specific sites to each county below)

Bamberg – November 16-18
Berkeley – November 16-20
Calhoun – November 16-18
Charleston – November 16-20
Colleton – November 16-18
Dorchester – November 16-20
Orangeburg - November 16-20

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.

###



!Píense
saludablemente,
como
saludablemente!

SC11R1RSP011

Servicio de
Atención
al cliente
1-800-554-5268

Using your South Carolina EBT Card



Uso de la Tarjeta EBT de South Carolina

Think Healthy, Eat Healthy!

SC11R1R01

Customer
Service
1-800-554-5268



Welcome

to South Carolina EBT

The safe, convenient and easy way to use your Supplemental Nutrition Assistance Program (SNAP) benefits! You will receive your SNAP benefits through a process called Electronic Benefits Transfer (EBT). With EBT, you will be using a plastic card called the South Carolina EBT Card, with a four-digit Personal Identification Number (PIN) to purchase food items at participating grocery stores.



!La forma más conveniente, fácil y segura de utilizar los beneficios de su Programa de Asistencia Nutricional Suplementaria (SNAP)! Recibirá los beneficios de su SNAP mediante un proceso denominado Transferencia Electrónica de Beneficios (EBT). Con EBT, utilizará una tarjeta de plástico llamada Tarjeta EBT de South Carolina y un Número de Identificación Personal (PIN) de cuatro dígitos para comprar alimentos en los almacenes participantes.

Bienvenido

a EBT de South Carolina

¿Cuándo recibo los beneficios de mi SNAP?

Los beneficios se depositarán en su cuenta EBT el mismo día cada mes, aunque sea fin de semana o feriado. Todos los beneficios estarán disponibles después de las 8:00 a. m. en su día de emisión de beneficios programado.

¿Cómo obtengo los beneficios de mi SNAP con la Tarjeta EBT de South Carolina?

Cada mes en que sea elegible para los beneficios del SNAP, se añadirán los beneficios a su cuenta de la Tarjeta EBT de South Carolina de forma automática. Cuando se añaden los beneficios mensuales a la Tarjeta EBT de South Carolina, aumenta el saldo de la tarjeta. A medida que utiliza los beneficios, disminuye el saldo.

¿Qué aspecto tiene la Tarjeta EBT de South Carolina?

La Tarjeta EBT de South Carolina es una tarjeta de plástico similar a una tarjeta de débito. Tiene el número de su tarjeta en el frente y un espacio para que firme su nombre en el dorso.



¿Qué es el PIN?

PIN significa Número de Identificación Personal. Su PIN es un número de cuatro dígitos que debe utilizar con la Tarjeta EBT de South Carolina. El PIN le proporciona acceso a su cuenta.

¿Cómo recuerdo mi PIN?

Es muy importante que memorice su PIN. Cuando llame al Servicio de Atención al cliente al 1-800-554-5268 para elegir su PIN, elija cuatro (4) números fáciles de recordar, pero difíciles de averiguar. No divulgue su PIN. No escriba su PIN en la tarjeta. No conserve su PIN en la cartera o billetera.

When do I get my SNAP benefits?

Benefits will be deposited into your EBT account on the same day each month, even if it falls on a weekend or holiday. All benefits are available after 8:00 a.m. on your scheduled benefit issuance day.

How do I get my SNAP benefits with my South Carolina EBT Card?

Each month that you are eligible for SNAP benefits, your benefits will be added to your South Carolina EBT Card account automatically. As your monthly benefits are added to your South Carolina EBT Card, the balance on your card will go up. As you use your benefits, the balance will go down.

What does my South Carolina EBT Card look like?

Your South Carolina EBT Card is a plastic card, similar to a debit card. It has your card number on the front and a place for you to sign your name on the back.



What is a PIN?

PIN stands for Personal Identification Number. Your PIN is a four-digit number you must use with your South Carolina EBT Card. The PIN gives you access to your account.

How do I remember my PIN?

It is very important to memorize your PIN. When you call Customer Service at 1-800-554-5268 to select your PIN, choose four (4) numbers that are easy for you to remember, but hard for someone else to figure out. Keep your PIN a secret. Do not write your PIN on your card. Do not keep your PIN in your wallet or purse.

How do I use my South Carolina EBT Card?

At the checkout lane, tell the clerk that you are using your South Carolina EBT Card. Once your card has been swiped through the Point-of-Sale (POS) machine (either by you or the clerk), choose "EBT" and enter your PIN. The PIN allows you to control who uses your card. Other people can shop for you, but if you give anyone your EBT card and PIN, you are still responsible for the transactions.

What if I enter the wrong PIN or I forget my PIN?

If you enter the wrong PIN, you have three (3) more consecutive chances to enter the right PIN. If you don't enter the correct PIN by the fourth try, a "lock" is put on your card and you will not be able to use the card until the next day. If you cannot remember your PIN, call Customer Service at **1-800-554-5268** to select a new PIN. You also need to choose a new PIN if you think someone else knows your PIN and you do not want them to know it. You should always know your PIN before you go to the grocery store.

How do I take care of My South Carolina EBT Card?

- Keep your South Carolina EBT Card safe and clean.
- Do not bend or twist the card.
- Keep the black magnetic stripe on the back of your card clean and free from scratches.
- Store your South Carolina EBT Card in a wallet or purse.
- Keep the card away from magnets (i.e., handbag clasps, TVs, etc...) and other credit cards.
- Keep your card out of direct sunlight.
- NEVER tell your PIN to anyone, including the store clerk.



- Mantenga la Tarjeta EBT de South Carolina en una cartera o billetera.
- Mantenga la tarjeta alejada de imanes (broches de carteras, TV, etc.) y otras tarjetas de crédito.
- Mantenga la tarjeta alejada de la luz directa del sol.
- NUNCA revele su PIN a alguien más, ni siquiera al empleado de la tienda.

¿Cómo cuido mi Tarjeta EBT de South Carolina?

Si ingresa un PIN incorrecto, tiene tres (3) posibilidades consecutivas más para ingresar el PIN correcto. Si no ingresa el PIN correcto en el cuarto intento, su tarjeta se "bloqueará" y no podrá utilizarla hasta el próximo día. Si olvida su PIN, llame al Servicio de Atención al cliente al **1-800-554-5268** para elegir un PIN nuevo. También deberá elegir un PIN nuevo si cree que alguien más conoce su PIN y no desea que esa persona lo sepa. Siempre debe recordar su PIN antes de ir al almacén.

¿Qué sucede si ingreso un PIN incorrecto u olvido mi PIN?

En la línea de cajas, dígame al empleado que utilizará la Tarjeta EBT de South Carolina. Después de que (usted o el empleado) pase la tarjeta por la máquina de punto de venta (POS), elija "EBT" e ingrese su PIN. El PIN permite controlar quién usa su tarjeta. Otras personas pueden hacer las compras por usted, pero si entrega su tarjeta EBT y revela su PIN a otra persona, usted sigue siendo responsable de las transacciones.

¿Cómo utilizo la Tarjeta EBT de South Carolina?



Conozca siempre su saldo antes de ir de compras.
554-5268.

- Llame al Servicio de Atención al cliente al **1-800-554-5268.**
- Inicie sesión en **ConnectEBT.com.**
- Siempre guarde sus recibos. Consulte el recibo de su última compra, este muestra el saldo disponible.
- Siempre guarde sus recibos. Consulte el recibo de su última compra, este muestra el saldo disponible.

Hay tres formas de revisar el saldo restante de su cuenta:

?Cómo sabré el saldo de mi cuenta de la Tarjeta EBT de South Carolina?

Si le roban, se daña o pierde su Tarjeta EBT de South Carolina, deberá llamar al Servicio de Atención al cliente para obtener una tarjeta nueva. Su PIN actual se aplicará a su nueva tarjeta. Sin embargo, por razones de seguridad, es posible que desee cambiar su PIN. Puede cambiar su PIN en línea en **ConnectEBT.com** o llamando al Servicio de Atención al cliente al **1-800-554-5268.**

?Cómo recibo una nueva Tarjeta EBT de South Carolina?

Si una persona toma su tarjeta y conoce su PIN, podrá utilizar **TODOS** sus beneficios. Estos beneficios **NO** se sustituirán. Si roban, se daña o pierde su Tarjeta EBT de South Carolina, infórmelo llamando al **1-800-554-5268.** Nadie podrá utilizar su tarjeta después de que informe su pérdida al Servicio de Atención al cliente.

?Qué sucede si me roban, daño o pierdo mi Tarjeta EBT de South Carolina?

Debe llevar su Tarjeta EBT de South Carolina y su PIN con usted para utilizar los beneficios de su SNAP.

?Qué sucede si olvido mi tarjeta cuando voy al almacén?

What if I forget my card when I go to the grocery store?

You must have your South Carolina EBT Card and your PIN with you to use your SNAP benefits.

What if my South Carolina EBT Card is stolen, lost or damaged?

If someone takes your card and knows your PIN, they can use up ALL your benefits. These benefits will NOT be replaced. If your South Carolina EBT Card is stolen, lost or damaged, call **1-800-554-5268** to report it. No one will be able to use your card once your report it missing to Customer Service.

How can I receive a new South Carolina EBT Card?

If your South Carolina EBT Card is lost, damaged or stolen, you will have to call Customer Service to get a new card. Your Current PIN will carry over to your new card. However, for safety reasons, you may want to change your PIN. You can change your PIN online at **ConnectEBT.com** or by calling Customer Service at **1-800-554-5268.**

How will I know the balance in my South Carolina EBT Card account?

There are three easy ways to check how much you have left in your account:

- Always keep your receipts. Check your receipt from your last purchase; it shows your available balance.
- Log on to **ConnectEBT.com.**
- Call Customer Service at **1-800-554-5268.**

Always know your balance before you go shopping.



Where can I shop with my South Carolina EBT Card?

Probably where you shop now. All stores that take the South Carolina EBT Card should have a "Quest" sign on the door. If you do not see the "Quest" sign, ask the store manager if they accept the South Carolina EBT Card before you shop.

What if I get an error message from the POS machine?

Here are some error messages you could get on the POS machine in the store:

INVALID PIN

If you get this message, you have entered your PIN incorrectly. If you do not enter the correct PIN by the fourth try, a "lock" is put on your card and you will not be able to use your card until the next day. If you cannot remember your PIN, call Customer Service to select a new PIN.

INSUFFICIENT BALANCE

If you get this message, you have tried to spend more than your balance in your South Carolina EBT Card account. If your groceries cost more than your balance, you can put back some items or pay for the rest in cash. Before you shop, check your balance.

CARD NOT ON FILE

If you get this message, call Customer Service.

What if my card does not work?

If your card does not work, keep the receipt you get with the error message and call Customer Service at 1-800-554-5268 for help or to obtain a new card.



?Dónde puedo comprar con la Tarjeta EBT de South Carolina?

Probablemente donde compra ahora. Todas las tiendas que aceptan la Tarjeta EBT de South Carolina deben tener el símbolo de "Quest" en la puerta. Si no ve el símbolo de "Quest", pregunte al Gerente de la tienda si aceptan la Tarjeta EBT de South Carolina antes de comprar.

?Qué sucede si obtengo un mensaje de error de la máquina de POS?

Los siguientes son algunos mensajes de error que puede obtener de la máquina de POS en la tienda:

PIN INVÁLIDO

Si obtiene este mensaje, ha ingresado el PIN de forma incorrecta. Si no ingresa el PIN correcto en el cuarto intento, su tarjeta se "bloqueará" y no podrá utilizarla hasta el próximo día. Si olvidó su PIN, llame al Servicio de Atención al cliente para elegir un PIN nuevo.

SALDO INSUFICIENTE

Si obtiene este mensaje, ha intentado gastar más que el saldo en su cuenta de la Tarjeta EBT de South Carolina. Si los comestibles cuestan más que su saldo, puede devolver algunos artículos o pagar el resto en efectivo. Antes de comprar, consulte su saldo.

TARJETA NO REGISTRADA

Si obtiene este mensaje, llame al Servicio de Atención al cliente.

?Qué sucede si mi tarjeta no funciona?

Si su tarjeta no funciona, conserve el recibo con el mensaje de error y llame al Servicio de Atención al cliente al 1-800-554-5268 para obtener ayuda o una tarjeta nueva.

? Qué sucede si no deseo utilizar todos mis beneficios en un mes?

Los beneficios del SNAP que no utiliza permanecen en su cuenta de la Tarjeta EBT de South Carolina hasta que los use. No obstante, si no utiliza los beneficios en 274 días, dichos beneficios se quitarán de su cuenta y ya no tendrá derecho a ellos.

? Cómo devuelvo un artículo a la tienda?

Lleve el artículo, el recibo y la tarjeta a la tienda. La tienda emitirá un crédito en su cuenta de beneficios del SNAP, que estará disponible inmediatamente. NO RECIBIRÁ DINERO EN EFECTIVO.

? Qué sucede si planeo mudarme o cambiar mi dirección postal?

Informe el cambio de dirección a la oficina del Departamento de Servicios Sociales (DSS) del condado local (o llame al 1-800-616-1309) para recibir sus tarjetas EBT y los avisos del caso de beneficios del SNAP.

?Cuáles son las consecuencias del uso indebido de la Tarjeta EBT de South Carolina?

La Tarjeta EBT de South Carolina solo se utilizará para comprar los artículos de abarrotes elegibles. El uso indebido intencional de la Tarjeta EBT de South Carolina es un delito Federal. Puede quedar descalificado para recibir los beneficios del SNAP y ser penalizado si utiliza la tarjeta con fines ilegales, entre ellos, la venta de la tarjeta y el PIN a cambio de dinero en efectivo, drogas u otros artículos o el intercambio de beneficios del SNAP por dinero en efectivo.

? Cuando debo llamar al Servicio de Atención al cliente?

- Llame si le roban, se daña o pierde su tarjeta.
- Llame si olvida o pierde su PIN.
- Llame para cambiar su PIN.
- Llame si tiene preguntas o necesita ayuda con su tarjeta.

What if I do not want to use all of my benefits in one month?

The SNAP benefits you do not use stay in your South Carolina EBT Card account until you use them. However, if you do not use the benefits in 274 days, those benefits will be removed from your account and you will no longer have a right to them.

How do I take something back to the store? Can I get cash back?

Take the item, receipt and your card back to the store. The store will issue a credit to your SNAP benefit account, which will be available to you immediately. YOU WILL NOT GET CASH BACK.

What if I plan to move or change my mailing address?

Report mailing address changes to your local county DSS office (or call 1-800-616-1309) so you will receive your EBT cards and SNAP benefit case notices.

What are the consequences for misusing the South Carolina EBT Card?

The South Carolina EBT card is to be used only for the purchase of eligible food items. Intentional misuse of the South Carolina EBT Card is a federal crime. You can be disqualified from receiving SNAP benefits and may be prosecuted if you use your card for illegal purposes, which include selling your card and PIN for cash, drugs or other items, or exchanging SNAP benefits for cash.

When should I call customer service?

- Call if your card is lost, stolen, or damaged.
- Call if you have forgotten or lost your PIN.
- Call to change your PIN.
- Call if you have questions or need help with your card.

El Departamento de Agricultura de los Estados Unidos (USDA) es un proveedor y empleador que ofrece igualdad de oportunidades.

**South Carolina EBT
Card Customer Service**

1-800-554-5268

Check your balance and get other account
information online at

ConnectEBT.com

**Servicio de Atención al
cliente de la Tarjeta EBT
de South Carolina**
1-800-554-5268
Consulte su saldo y obtenga otra información
de la cuenta en
ConnectEBT.com

USDA is an equal opportunity provider and employer.