

SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES

# DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)

MANUAL

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# DISASTER SUPPLEMENTAL FOOD ASSISTANCE PROGRAM (DSNAP)

## MANUAL

### TABLE OF CONTENTS

<b>CHAPTER 1 INTRODUCTION.....</b>	<b>6</b>
1.1 <i>Federal Government Response in a Disaster</i> .....	6
1.2 <i>State Government Response in a Disaster</i> .....	9
1.3 <i>South Carolina Department of Social Services (DSS) Response in a Disaster</i> .....	10
<b>CHAPTER 2 PRE-DISASTER PLANNING FOR A DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP) .....</b>	<b>16</b>
2.1 <i>Division of Family Assistance</i> .....	16
2.2 <i>County Office Activities</i> .....	16
2.3 <i>Emergency Food Assistance Coordinator (ASM) Duties</i> .....	17
2.4 <i>Staffing Planning</i> .....	17
<b>CHAPTER 3 DISASTER RESPONSE FOR A DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP) .....</b>	<b>19</b>
3.1 <i>Lines of Authority</i> .....	19
3.2 <i>Executive Management</i> .....	19
3.3 <i>Director of Disaster Relief</i> .....	19
3.4 <i>Division of Family Assistance</i> .....	20
3.5 <i>County Office Response</i> .....	20
3.6 <i>Damage Assessment</i> .....	21
3.7 <i>South Carolina Emergency Disaster System (SEDS)</i> .....	21
3.9 <i>Supplies and Equipment</i> .....	24
3.10 <i>Staffing</i> .....	24
3.11 <i>Vehicles and Transportation</i> .....	25
3.12 <i>Program Integrity/Fraud Prevention</i> .....	26
3.13 <i>The Emergency Food Assistance Program (TEFAP)</i> .....	28
3.14 <i>The Disaster Supplemental Nutrition Assistance Program (DSNAP)</i> .....	29
<b>CHAPTER 4 DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP): APPLICATION/ISSUANCE SITES.....</b>	<b>31</b>
4.1 <i>Factors in Choosing a Site for a Disaster Supplemental Nutrition Assistance Program (DSNAP)</i> .....	31
4.2 <i>Site Lay Out and Traffic Flow</i> .....	33
4.3 <i>Site Security</i> .....	34
4.4 <i>Equipping the Disaster Supplemental Nutrition Assistance Program (DSNAP) Application/Issuance Site</i> .....	35
4.5 <i>Human Comforts</i> .....	38
4.6 <i>Elderly and Disabled Provisions</i> .....	39
4.7 <i>Language Issues</i> .....	41
4.8 <i>Crowd Control</i> .....	42
4.9 <i>Staffing the Disaster Supplemental Nutrition Assistance Program (DSNAP) Application/Issuance Site</i> .....	43
<b>CHAPTER 5 DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP): CERTIFICATION PROCESS .....</b>	<b>44</b>

<i>5.1 Training</i> .....	44
<i>5.2 Comparing the Disaster Supplemental Nutrition Assistance Program (DSNAP) and the Supplemental Nutrition Assistance Program (SNAP)</i> .....	46
<i>5.3 Disaster Supplemental Nutrition Assistance Program (DSNAP) Certification Process</i> .....	48
<i>5.4 Disaster Supplemental Nutrition Assistance Program (DSNAP) Eligibility Criteria</i> .....	50
<i>5.5 Disaster Supplemental Nutrition Assistance Program (DSNAP) Verification</i> .....	51
<i>5.6 Disaster Supplemental Nutrition Assistance Program (DSNAP) Income and Resource Tests</i>	52
<i>5.7 Disaster Supplemental Nutrition Assistance Program (DSNAP) Benefit Calculation</i> .....	54
<i>5.8 Transitioning to the Regular Supplemental Nutrition Assistance Program (SNAP)</i> .....	55
<i>5.9 Disaster Supplemental Nutrition Assistance Program (DSNAP) Federal Reporting Requirements</i>	55

## CHAPTER 6 DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP): ISSUANCE/ EBT.....56

<i>6.1 Disaster Services Processes</i> .....	56
<i>6.2 DSNAP Benefit Issuance</i> .....	56
<i>6.3 Disaster Supplemental Nutrition Assistance Program (DSNAP)</i> .....	56
<i>6.4 EBT Card Needs Assessment and Delivery</i> .....	57
<i>6.5 EBT Card Security and Control</i> .....	58
<i>6.6 Reconciliation/Security and Control Procedures-EBT Issuance</i> .....	58
<i>6.7 Disaster Site Reporting</i> .....	59
6.7.1 SCEBT Office daily reconciliation data:.....	59
6.7.2 Disaster Site daily reconciliation data:.....	59
<i>6.8 State Responsibilities Regarding Food Retailer Availability</i> .....	59
<i>6.9 POS Operations and Manual Sales Drafts</i> .....	60
<i>6.10 Responsibilities of the SCEBT Office Regarding County Office Operations</i> .....	60
6.10.1 Operations Capability in Disaster Counties.....	60
6.10.2 Advising Counties Regarding Retailer Availability.....	61
<i>6.11 Xerox Disaster Support Services Overview</i> .....	61
6.11.1 Systems Support.....	61
6.11.2 Disaster EBT Card Production -Xerox.....	61
6.11.3 Batch File Transmissions.....	64
6.11.4 Disaster Benefit Expungement.....	64
6.11.5 Disaster Benefit Types.....	64
6.11.6 Customer Services and Reporting.....	64
<i>6.12 State Emergency Disaster System (SEDS)</i> .....	65
6.12.1 Card Receipt by SCEBT.....	65
6.12.1.1 Batch Confirmation.....	65
6.12.1.2 Batch/Card Reconciliation.....	66
6.12.1.3 Batch Audit.....	67
6.12.1.4 Batch Status – State Received.....	68
6.12.1.5 Batch Assignment.....	69
6.12.1.6 Site Inventory Balance.....	70
6.12.2 Batch/Card Destruction.....	71
6.12.3 SITE SUPERVISOR Tab for CARD INVENTORY.....	73
<i>6.13 Reporting and Reconciliation</i> .....	74
6.13.1 The DASHBOARD Tab.....	74
6.13.2 Disaster Assets Reports.....	75
6.13.2.1 EBT Batch Assignment Log Report.....	75
6.13.2.2 EBT Batch By County Report.....	76
6.13.2.3 EBT Batch Disaster Report.....	78
6.13.2.4 Disaster Daily Reports.....	80
6.13.2.5 EBT Batch Listing Report.....	81
<i>6.14 Disaster Card Reconciliation</i> .....	82
6.14.1 EBT SITE SUPERVISOR Tab.....	82
6.14.1.1 Card Issuers Security.....	82
6.14.1.2 Box/Batch Confirmation.....	84
6.14.1.3 Batch Assignment.....	85

6.14.1.4 Card Destruction .....	86
6.14.1.5 Batch/Card Status .....	87
6.14.2 The EBT ADMIN Tab – Card Inventory Sub-Tab .....	87
6.14.2.1 Box/Batch Confirmation .....	89
6.14.2.2 Batch Audit .....	90
6.14.2.3 Batch Assignment .....	91
6.14.2.4 Batch/Card Reconciliation .....	92
6.14.2.5 Batch/Card Destruction .....	93
<b>CHAPTER 7 POST DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)</b>	
<b>FOLLOW-UP .....</b>	<b>94</b>
7.1 Closing-out the Application/Issuance Site .....	94
7.2 Returning to the Regular SNAP .....	95
7.3 Reports .....	96
7.4 Restored Benefits .....	96
7.5 Fair Hearings .....	97
7.6 Post-disaster Disaster Supplemental Nutrition Assistance Program (DSNAP) Certification Review .....	97
7.7 Post-disaster Disaster Supplemental Nutrition Assistance Program (DSNAP) Application of DSS Employees .....	99
7.8 Post-disaster Disaster Supplemental Nutrition Assistance Program (DSNAP) Households who received DSNAP Benefits .....	101
7.9 Post-disaster Review Report .....	103
<b>CHAPTER 8 GLOSSARY .....</b>	<b>105</b>
<b>APPENDIX I: DSNAP MANUAL REVISIONS .....</b>	<b>109</b>



# Chapter 1 Introduction

This manual is designed to serve as a tool to help 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 into three major parts 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. South Carolina Department of Social Services (DSS) Response in a Disaster
  - Pre-Disaster Planning
  - Disaster Response
  - Application/Issuance Site
  - Certification Process
  - EBT 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.

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 the vast majority of disasters, the 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"> <li>Assess the availability of DOD food supplies and storage facilities for dry, chilled, and frozen food, and arrange for their delivery and distribution.</li> <li>Assess the availability of DOD transportation or material handling equipment and personnel. <b>Note:</b> this obligation is limited to the posts, camps, and stations within or adjacent to the disaster area.</li> </ul>
Department of Health and Human Services (DHHS)	<ul style="list-style-type: none"> <li>Determine which foods are fit for human consumption and identify potential problems of contaminated foods.</li> <li>Provide health education concerning food preparation and storage.</li> </ul>
Department of Transportation (DOT)	<ul style="list-style-type: none"> <li>Assess the availability of all modes of transportation that are equipped to keep food cold or frozen.</li> <li>Coordinate with the General Services Administration to arrange for transportation of emergency food supplies into and within the designated area.</li> </ul>
American Red Cross	<ul style="list-style-type: none"> <li>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.</li> <li>Coordinate the food distribution efforts of other volunteer organizations.</li> </ul>
Department of Homeland Security (DHS)	<ul style="list-style-type: none"> <li>Coordinate the recovery and restoration of critical infrastructure including the allocation and prioritization of resources and demographic data about the disaster area.</li> <li>Provide consolidated information on State, local, and private sources of food to help determine the types and quantities of foods FNS must provide.</li> </ul>
Environmental Protection Agency (EPA)	<ul style="list-style-type: none"> <li>Provide technical assistance in determining the suitability of food and water for human consumption.</li> <li>Identify potential hazardous materials impact on the food supply.</li> </ul>
Salvation Army	<ul style="list-style-type: none"> <li>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.</li> </ul>

### 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"> <li>• Providing potable water</li> <li>• Structural inspection for damage assessment</li> </ul>
Forest Service	<ul style="list-style-type: none"> <li>• Fighting fires (ESF-4)</li> <li>• SNAP can provide FNS with supplies including: tents, trailers, portable buildings, ropes, etc.</li> <li>• SNAP can provide staff to assist as appropriate.</li> </ul>
Department of Homeland Security (DHS)	Providing technical services (ESF-5) such as: <ul style="list-style-type: none"> <li>• Aerial reconnaissance</li> <li>• Meteorology and seismology</li> <li>• Structural engineering</li> <li>• Flooding and dam safety</li> <li>• Law enforcement issues</li> </ul>
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"> <li>• Transporting or guarding electronic benefits transfer (EBT) cards</li> <li>• Crowd control or other application site security</li> </ul>

## 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:

<b>State Agency Emergency Support Functions</b>	
<b>Agency</b>	<b>Responsibilities</b>
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 Preparedness Division (EPD)	EPD 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.

### **13 South Carolina Department of Social Services (DSS) Response in a Disaster**

The primary responsibility for providing emergency food assistance in the State rests with the South Carolina Department of Social Services. 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 The Emergency Food Assistance Program (TEFAP) and/or a DSNAP may be warranted, the following DSS areas are called into action:

## South Carolina Department of Social Services (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"> <li>1. System support</li> <li>2. Communication</li> <li>3. System contingencies</li> <li>4. Terminals, laptops, etc.</li> </ol> Data entry resources, if necessary.
EBT Unit	Is responsible for issuance in a DSNAP to include: <ol style="list-style-type: none"> <li>1. Assessment of EBT online capability of all retailers in the affected area and</li> <li>2. Determination of the operability of EBT equipment in affected county offices.</li> </ol>
Division of Audits	Is responsible for accountability and post-disaster activities as well as the monitoring and investigation of employee disaster applications.
Office of Economic Services	Upon a major disaster declaration by the President of the United States, is responsible for: <ol style="list-style-type: none"> <li>1. The distribution of food commodities for congregate feeding or for household distribution and/or</li> <li>2. The authorization, planning, and implementation of a DSNAP.</li> </ol>
The Division of Investigations (DOI)	Is responsible for post-disaster activities and monitoring of employee disaster applications.

## South Carolina Department of Social Services (DSS) Emergency Support Functions

DSS Area	Responsibilities
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**DISASTER SNAP MANUAL**

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.

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

<b>Name</b>	<b>Phone Number</b>	<b>Position</b>	<b>Agency</b>
V. Susan Alford	(803) 898-7280	State Director	DSS
Amber Gillum	(803) 898-1309	Deputy Director of Economic Services	DSS
Sele Aligbe	(803)898-2113	Division Director of Food and Nutrition Programs	DSS
Karama Bailey	(803) 898-7270	Division Director of County Operations	DSS
vacant		Director of Disaster Relief	DSS
Tammy James	(803) 898-7396	Division Director of Employment Services	DSS
Robin Verenes	(803) 898-7510	Division Director of ES Program Support	DSS
Gwendolyn Prioleau	(803) 898-7104	Director of EBT/Food Services	DSS
Stacey Richardson	(803) 898-0973	ESF-11 Coordinator	DSS
Darise Graham	(803) 898-8193	ES Policy Coordinator	DSS
Dana Outlaw	(803) 898-9473	DSNAP Coordinator	DSS
Kaci Herrington-Garrett	(803) 898-0086	DSNAP Coordinator	DSS
Colleen Donovan	(803) 898-0744	WIC Director	SCDHEC
Todd A. Bedenbaugh	(803) 734-8205	Special Nutrition Program Director	SCDOE
Ben Madden	(803) 734-8209	ESF-11 NSLP	SCDOE
Lorraine Wells	(803) 734-0897	ESF-11 NSLP	SCDOE
Leon Williams	(803)734-9199	Child Nutrition Program	SCDOE

**South Carolina Department of Social Services**

## County Office Disaster Contacts

County	County Director	SNAP Supervisor or Assistant Site Manager	Phone Number
<b>Abbeville</b>	Merry Eve G. Poole	Montee Gary	(864) 459-5481
<b>Aiken</b>	Christine Wright	Carolina James	(803) 649-1111
<b>Allendale</b>	Donella Robinson	Tara Williams	(803) 584-7048 EXT. 226
<b>Anderson</b>	Nikita Harrison	Shea Marsden	(864) 260-4100
<b>Bamberg</b>	Anita J. Butler	Terrance McMillan	(803) 245-4361
<b>Barnwell</b>	Ethel Milhouse-Williams	Cynthia S Williams	(803) 541-1200
<b>Beaufort</b>	Lois Richter	Benjamin Gillens	(843) 470-4618
<b>Berkeley</b>	Enid Jenkins	Samone Johnson	(843) 719-1085
<b>Calhoun</b>	Michelle Brewton	Clayann Fields	(803) 874-3384
<b>Charleston</b>	Sylvia Mitchum	Latoya Gadson White	(843) 297-0541
<b>Cherokee</b>	Melissa Parker	Elizabeth Tisdale	(864) 487-2704
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<b>Chesterfield</b>	Ralph Laney	Johnny Magnum	(843) 623-5327
<b>Clarendon</b>	Robin “Holly” Layton	Dawn Still	(803) 435-4303
<b>Colleton</b>	Audrey Brown	Carrie Myers	(843) 584-4030
<b>Darlington</b>	Ronald Krein	Barbara Hardwicke	(843) 332-2231
<b>Dillon</b>	Karen English	Ressie Jones	(843) 774-8284
<b>Dorchester</b>	John Dunne	Johana Cadiz	(843) 821-0444
<b>Edgefield</b>	Moronda Talley	Sharon Holloway	(803) 637-4040
<b>Fairfield</b>	Terri Thompson	Runace Byrd	(803) 635-5502
<b>Florence</b>	Orbree Friday	Lowell Manning	(843) 669-3354
<b>Georgetown</b>	Robin Poston	Robin Poston	(843) 546-5134
<b>Greenville</b>	Deana Greene, Int.	Andrena Rice	(864) 467-7889
<b>Greenwood</b>	Robin Smith	Janice Norman	(864) 229-5258
<b>Hampton</b>	Bridget Gray Peeples	Alice Wright	(803) 943-3641
<b>Horry</b>	Wanda Squires	Debbie Franklin	(843) 915-4729
<b>Jasper</b>	Rochelle Priester	Priscilla Drake Jenkins	(843) 726-7753
<b>Kershaw</b>	Jeanne Bass-Hanna	Betty Stewart	(803) 432-7676
<b>Lancaster</b>	Janice Chapman	Dianne Williams	(803) 286-6914
<b>Laurens</b>	Byron Dendy	Lisa Bell	(864) 833-0100

**DISASTER SNAP MANUAL**

<b>County</b>	<b>County Director</b>	<b>SNAP Supervisor or Assistant Site Manager</b>	<b>Phone Number</b>
<b>Lee</b>	Andrea James-Favor	Barbara D McCray	(803) 484-5376
<b>Lexington</b>	Greg Frohnappel	Cheryl Shorter	(803) 785-7333
<b>McCormick</b>	Robbie W. Seigler	Shirley Walker	(864) 465-2140
<b>Marion</b>	Ned Moore	Sherrie Richardson	(843) 423-4623
<b>Marlboro</b>	Sylvester Woods	Janise Jones & Ethelyne Simmons	(843)479-7181
<b>Newberry</b>	Kenneth McBride	Joe Harris	(803)321-2155
<b>Oconee</b>	Tammy Allen	Laura Mathis	(864) 638-4400
<b>Orangeburg</b>	Carolyn Sherman	Yolanda Thomas Irons	(803) 531-1748
<b>Pickens</b>	Nikita Harrison	Pam Rampay	(864) 898-5269
<b>Richland</b>	Reese Palmer	Kim Baker	(803) 714-7300
<b>Saluda</b>	Becky McDowell	Jane Knight	(864) 445-8151
<b>Spartanburg</b>	Angela Robinson	Donna Anderson	(864) 596-3001
<b>Sumter</b>	Maggie McDonald	Maggie McDonald	(803) 773-5531 EXT. 300
<b>Union</b>	Elizabeth Tisdale	Susan Gregory	(864) 429-1660
<b>Williamsburg</b>	Barbara Parrott	Gale Rich	(843) 355-5411
<b>York</b>	Jim Nichols	Annette Killian	(803) 909-7446

## Chapter 2 Pre-Disaster Planning for a Disaster Supplemental Nutrition Assistance Program (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 TEFAP and/or DSNAP and provide technical assistance on site at TEFAP and/or DSNAP sites. The Division of Food and Nutrition Services will develop and review state TEFAP and 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 TEFAP and or 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 TEFAP and DSNAP.
- Develop a staffing plan to identify county staff who will work in shelter operations and other disaster relief programs (TEFAP and DSNAP).



- Select main and alternate sites for distribution of TEFAP and/or 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 TEFAP and/or 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 and
- Assure that an adequate supply of equipment and office items can be made readily available in the event of a disaster.

### **2.3 Assistant Site Manager (ASM) Duties**

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

- Coordinate with the DSS Director of Disaster Relief 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.
- Meals provided by contracted service providers.

- Brought by staff and kept in designated coolers or refrigerators.

## **Chapter 3 Disaster Response for a Disaster Supplemental Nutrition Assistance Program (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 Director of Disaster Relief**

To coordinate emergency food assistance disaster activities, the Director of Disaster Relief will be the central point of contact for all DSS offices to provide information regarding damage assessments, to request supplies, assistance, etc.

The Director of Disaster Relief will be the central point of contact to provide information to county DSS offices regarding disaster assistance activities such as regular SNAP replacements, TEFAP, 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.
- Evaluate if TEFAP distribution is needed prior to the implementation of a DSNAP.
- Request TEFAP distribution or DSNAP 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 TEFAP or the DSNAP in order to minimize the need to train staff during disaster activities.
- Implement the pre-arranged staffing assignments as needed.
- Make arrangements with local hotels for lodging for additional staff from other counties if appropriate and
- Make arrangements 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 necessary. The damage assessment provides the basis of development of a DSNAP plan of operation. The Director of Disaster Relief will collect and compile damage assessments from the State EPD, FEMA, DSS county offices, American Red Cross and the Salvation Army. 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 Director of Disaster Relief 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). For disaster response, SEDS provides the State Agency with information to determine whether the DSNAP should be implemented and to develop the State's request to USDA-FNS to implement a DSNAP.

Information on the status of a disaster and factors affecting the response to the disaster continues to be produced and available through this system during the disaster response period. SEDS screens for disaster planning and monitoring can be viewed in the attachment to this volume titled **SEDS: State Emergency Disaster System**. Information available through these screens includes:

- County Map and information: latitude, longitude, time zone, elevation, population, average income, total number of households, average size of households.
- Most current NOAA satellite images.
- Worldwide earthquake data (from the past 24 hours) updated every 30 minutes.
- Current South Carolina weather warnings by county.
- State power outage map.

- Links to disaster related web sites such as Dept. of Transportation evacuation routes data, Dept. of Public Safety evacuation information, FEMA, National Flood Insurance Program, etc.

### 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 ahead is critical. 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"> <li>• DSNAP eligibility and verification requirements</li> <li>• Civil and criminal penalties for fraud</li> <li>• Proper use of SNAP benefits</li> <li>• Non-discrimination statement.</li> </ul>	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
Issue press release(s) with: <ul style="list-style-type: none"> <li>• Location and operating hours of application/issuance sites</li> <li>• Special provisions (e.g. approved waivers)</li> <li>• Instructions for on-going participants and "special needs" applicants</li> <li>• Fraud control measures</li> </ul>	Any time after these details are determined
Set up news conferences to make major announcements.	As appropriate

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.

The SC EBT Office will:

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

Public Information and Outreach Actions	
Action	When
Contact retailers with information to post to their stores regarding: <ul style="list-style-type: none"> <li>• whether temporary IDs will be issued or required</li> <li>• any relevant waivers (e.g. hot food waiver)</li> <li>• the estimated number of new SNAP clients</li> <li>• DSNAP sites, hours, etc.</li> </ul>	Immediately

may not be able to be reached through the mainstream media. The Agency has 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"> <li>• Community churches</li> <li>• Agriculture/extension offices</li> <li>• Local papers/radio/TV stations</li> <li>• Community partner's websites</li> </ul>
Elderly & Disabled	<ul style="list-style-type: none"> <li>• Advocate groups (e.g. AARP)</li> <li>• Retirement/health care facilities</li> <li>• Post materials in banks, stores</li> <li>• Local papers/radio/TV stations</li> </ul>

	<ul style="list-style-type: none"> <li>• Community partner's websites</li> </ul>
Deaf and Hearing Impaired	<ul style="list-style-type: none"> <li>• Advocate groups</li> <li>• Colleges/universities for the deaf</li> <li>• Targeted publications</li> <li>• Local papers and TV stations</li> <li>• Community partner's websites</li> </ul>
Non-English Speaking	<ul style="list-style-type: none"> <li>• Advocate/community groups</li> <li>• Local churches</li> <li>• Language-specific papers/radio/TV</li> <li>• Community partner's websites</li> </ul>

### 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 sufficient 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 Deputy State Director of Administration 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 that temporary staff be employed 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.

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 delivery of TEFAP and/or 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 Prevention**

DSS has developed strategies to prevent fraud and ensure program integrity from the start of the disaster response. 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 and encouraging the eligible public to participate in the program and protecting program integrity by ensuring that benefits only go to eligible participants and that these eligible participants receive the correct amount of benefits. A strategy 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 inadvertently 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 the State Emergency Disaster System (SEDS). The information will be matched by Social Security Number (SSN), if provided by applicant, 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. Any applications that are denied for duplicate participation will be investigated by Benefit Integrity Claims Specialists. These workers have super-user access within SEDS with override capability. 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. SEDS screens for application entry can be viewed in the attachment to this volume entitled **SEDS: State Emergency Disaster System**.

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

DSS will provide information to applicants by the use of 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). 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
- 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. In order 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 information.
- Inventory office equipment/supplies and compare at close-out.

### 3.13 The Emergency Food Assistance Program (TEFAP)

Upon receipt of a major disaster declaration by the President of the United States or an Executive Order by the Governor of South Carolina, the Office of Economic Services:

- Collect data pertaining to need in areas affected by disaster;
- If appropriate, forward request to FNS for approval to release food items for emergency use, documenting notification and/or request for food(s) and other pertinent information by completion of the DSS-3455, Disaster Notification/Request Documentation Form;
- Prepare request for and order food products;
- Distribute food products to affected areas;
- Monitor use of donated food products daily;
- Provide reports as requested to FNS daily;
- Assure all staff are aware of the unit plan and of any changes in the plan; and
- Ensure that the Director of Disaster Relief is aware of all activities and/or changes which may occur.

Food provided for disaster distribution will be released only upon approval by the Office of Economic Services staff, after approval from FNS.

When food is requested for group feedings, each requesting agency must provide the following to the Director of Disaster Relief:

1. Description of the disaster situation, with the estimated number of people requiring meals;
2. Estimated time period involved in the distribution;
3. Quantity and types of foods needed; and
4. Number and locations of sites being used for the group feedings.

The agency must sign an Agreement of Understanding upon receipt of donated commodities.

Within 15 days following termination of disaster activities, approved institutions/organizations must provide a summary report of actual activities to the Office of Economic Services. This report must contain the number of meals and individuals served, if group feeding; the number of households served by size if

household distribution; and the amount of each food type left over at termination of disaster period.

During the disaster distribution activities, the Division of Food and Nutrition Services is responsible for assuring that donated foods are used only for authorized emergency food assistance and that disaster relief agencies maintain accurate and complete records concerning the receipt, disposal and inventory of foods for emergency assistance. Within 30 days following termination of disaster activities, Food and Nutrition Services must provide a summary report to FNS, Regional Office, accounting for all food(s) utilized during disaster activities.

### **3.14 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 the vast majority of disasters, the 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 <b>disrupted</b>	Yes	No
Commercial channels of food distribution <b>available</b>	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](#): Disaster Supplemental Nutrition Assistance Program (DSNAP): Application/Issuance Sites
- [Chapter 5](#): Disaster Supplemental Nutrition Assistance Program (DSNAP): Certification Process
- [Chapter 6](#): Disaster Supplemental Nutrition Assistance Program (DSNAP): Issuance/EBT

## Chapter 4 Disaster Supplemental Nutrition Assistance Program (DSNAP): Application/Issuance Sites

### 4.1 Factors in Choosing a Site for a Disaster Supplemental Nutrition Assistance Program (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 lay out and traffic flow within the site. In some national disasters, the lay out 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 can be adequately secured?  (Consult with local police on site selection and security issues).	Isolated rooms or areas, building protected from public access, parts that can be closed off by security, traffic flow directed away from issuance sites
	Accessible to the elderly and disabled, or can they be made more accessible?	Wheelchair ramps, bathroom facilities, separate location/room for elderly & disabled, plenty of seating available
	In close proximity to all affected segments of the community?	Several sites spread geographically over the area, large centrally-located stadium with easy access, mobile vans to elderly/disabled centers
	Adequate power?	Electricity, generators and fuel

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.

## 4.2 Site Lay Out and Traffic Flow

Establish the lay out of the application/issuance site and traffic flow through the site immediately. Develop a flow chart identifying the lay out 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 lay out and traffic flow through the site should address the following issues.

Site Lay Out 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"> <li>• Arrange for the queue to move from one station/event to another to give clients to feel a sense of progress and reduce their anxiety.</li> <li>• 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.</li> <li>• Manage a long queue at a compact site with a zigzag queue, formed with ropes or other movable barriers.</li> </ul>	<p>Combined, these will calm those with a long wait and discourage people from "cutting" in line.</p> <p>See <a href="#">Section 4.8</a>, <b>Crowd Control</b></p>
Human Comforts	<ul style="list-style-type: none"> <li>• Arrange queues to maximize protection from elements</li> <li>• Place water/food station(s) near areas of long wait</li> <li>• Place toilets to maximize privacy (away</li> </ul>	See <a href="#">Section 4.5</a> , <b>Human Comforts</b>

Site Lay Out Guidance		
	from lines) Set up special areas for those waiting for shuttles and rides.	

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

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

## 43 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 and what kind 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 lay out 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

#### **4.4 Equipping the Disaster Supplemental Nutrition Assistance Program (DSNAP) Application/Issuance Site**

After the lay out, 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)				

Application/Issuance Site Supplies					
For	Item	Number	Sources	Notes	(✓)
	Caution tape				
	Message board				
	Erasable markers				
	Dollies				
	Porta-potties with service				
	Hand washing stations				
	Dumpsters				
	Cones				
	Tower lighting				
	Fire extinguishers				
	Bins or garbage cans for clipboard storage				
	Numbers/tickets				
Communication	Bull horns				
	Radios				
	Walkie-talkies				
	Cell Phones				
	Fraud flyers				
	Eligibility flyers				
	EBT card guidance flyers				
	Shopping tips flyers				
	Signage				
	PA equipment & recording on how to complete application				
	Cameras or video-cameras so offsite staff can get visuals				
Issuance	EBT cards				
	Issuance documents/manifests				
	Allotment tables				
	EBT card readers				
	Secure onsite EBT card storage				

Application/Issuance Site Supplies					
For	Item	Number	Sources	Notes	(✓)
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				
	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				
	Wheel chairs				

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

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

Human Comforts Tools and Actions		
(✓)	Need	Suggestions
		health care workers to handle emergencies

## 4.6 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"> <li>Choose sites that are served by public transportation. Notify para-transit authorities of location of sites.</li> <li>Designate parking spots near site entrance for elderly or disabled use only.</li> <li>Ensure site is physically accessible to the elderly and disabled.</li> <li>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.</li> </ul>
	Reduce the wait time	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ul>

Elderly and Disabled Provisions		
(✓)	Need	Suggestions
	Human Comforts	<ul style="list-style-type: none"> <li>• 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.</li> <li>• States should arrange for heating or cooling equipment at the elderly/disabled site if the community is experiencing temperature extremes.</li> <li>• Station first-aid staff at the elderly/disabled waiting area or close-by for emergencies.</li> <li>• 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.</li> <li>• 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.</li> </ul>
	A Use of an Authorized Representative	<ul style="list-style-type: none"> <li>• All regulations governing the use of an authorized representative for the SNAP apply to the DSNAP, including:</li> <li>• The authorized representative designation must be made in writing by the head of the household, the spouse, or another responsible member of the household.</li> <li>• State must verify the identity of the authorized representative and the applicant.</li> <li>• For complete regulations on this subject, see CFR 273.2 (n).</li> </ul>

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"> <li>• Issue a public service announcement suggesting that elderly and disabled applicants send authorized representatives to apply for them.</li> <li>• Issue a public service announcement asking community for more volunteers to help with elderly and disabled.</li> </ul>



	<ul style="list-style-type: none"> <li>• Increase issuance and/or certification staff for elderly or disabled clients. Create separate area or site to serve elderly or disabled clients.</li> </ul>
People are feigning illness, injury or disability to get faster service	<ul style="list-style-type: none"> <li>• Have nurses/other medical professionals screen for special treatment.</li> <li>• 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.</li> </ul>

## 4.7 Language Issues

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. Identify those contacts and any arrangements made so the information is available at the time of a disaster. The County Offices should utilize the same language services

To the extent possible, the State Office will translate materials into these 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"> <li>• 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</li> <li>• In project areas with a certification office that provides bilingual service.</li> </ul>
Program information materials, certification materials (including applications) and interpreters	<ul style="list-style-type: none"> <li>• In offices that provide service to areas containing 100 single language minority households, or</li> <li>• In project area with a total of less than 100 low-income households if a majority of those households are of a single language minority, or</li> <li>• 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</li> </ul>

	meets or exceeds the requirements in the paragraphs above.
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## 4.8 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"> <li>• 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).</li> </ul>
		<ul style="list-style-type: none"> <li>• Toward the end of the day, cut off the line for new-comers (security at the entrance, block off parking lot, put security officer at end of line.</li> </ul>
		<ul style="list-style-type: none"> <li>• Post signs at certain places in the line estimating the wait from that point and list hours and days of operation.</li> </ul>
		<ul style="list-style-type: none"> <li>• Issue public service announcements suggesting that applicants come later in the day, later in the application period, come to another location, etc.</li> </ul>
		<ul style="list-style-type: none"> <li>• 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.</li> </ul>
		<ul style="list-style-type: none"> <li>• Direct applicants with special needs (e.g. elderly/disabled, non-English speaking, on-going participants) to appropriate lines for special handling.</li> </ul>
	Managing the crowd	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
		<ul style="list-style-type: none"> <li>• Post directional signs (e.g. IN/OUT, "Wait Here Until Number is Called").</li> </ul>
		<ul style="list-style-type: none"> <li>• Use bullhorns or public address system to instruct/inform crowd. Use prerecorded, looped informational messages in multiple</li> </ul>

Crowd Control Strategies		
(✓)	Issue	Suggestions
		<p>languages to inform the crowd about the application process, what will be needed, and the various areas located at the site.</p> <ul style="list-style-type: none"> <li>• Arrange for the queue to move from one station/event to another to give clients to feel a sense of progress and reduce their anxiety.</li> <li>• 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.</li> </ul>
	Security	<ul style="list-style-type: none"> <li>• Give out numbers to reduce risk of arguments over someone's place in line.</li> <li>• Have plenty of security officers present and visible.</li> <li>• Keep SNAP benefit instruments out of sight of the crowd.</li> </ul>

## 4.9 Staffing the Disaster Supplemental Nutrition Assistance Program (DSNAP) Application/Issuance Site

County DSS staff in affected and non-affected areas may serve as certification 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.

## Chapter 5 Disaster Supplemental Nutrition Assistance Program (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 Division of Food and Nutrition Services 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 Division of Food and Nutrition Services 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"> <li>• Eligibility criteria</li> <li>• Calculating eligibility</li> <li>• Approved DSNAP waivers that affect eligibility</li> </ul>	
Verification requirements and acceptable documentation	
Applicant applications and other forms	
Issuance of Benefits, including: <ul style="list-style-type: none"> <li>• Use of allotment tables, if applicable</li> <li>• Any onsite card/PIN issuance activities, if applicable</li> <li>• Client training on card usage, lost card replacement, PIN changes, etc.</li> </ul>	
Use of automated application entry process in the State Emergency Disaster System (SEDS)	
Fraud Prevention, including: <ul style="list-style-type: none"> <li>• Formal fraud control measures in place</li> <li>• Duplicate participation procedures in SEDS</li> </ul> Special procedures for staff applications, including that 100% reviews will be conducted of employee applications	
Public information: <ul style="list-style-type: none"> <li>• Who is authorized to issue statements to the media</li> </ul>	
Personnel matters <ul style="list-style-type: none"> <li>• Transportation to sites</li> <li>• Hours</li> <li>• Breaks</li> <li>• Pay</li> <li>• Safety</li> <li>• Stress management</li> <li>• Communication with disaster victims</li> </ul>	

Each county office should develop a county specific DSNAP Orientation Guide. This will prove extremely helpful to all staff during a disaster operation. A guide or packet can be prepared which includes some or all of 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 the Disaster Supplemental Nutrition Assistance Program (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"> <li>• Damage to home or self-employment property</li> <li>• Disaster related expenses</li> <li>• Income source disrupted</li> <li>• Inaccessible liquid resources</li> <li>• Food loss</li> </ul>
Identity of applicant	Verified	Verified
Residency	<ul style="list-style-type: none"> <li>• Project area</li> <li>• Verified</li> </ul>	<ul style="list-style-type: none"> <li>• Disaster area</li> <li>• Verified if possible</li> </ul>
Household Composition	As defined in 7 CFR 273.1(a)	<ul style="list-style-type: none"> <li>• Includes members of a household who are living and eating together during the disaster</li> <li>• Does NOT include members of the household with whom the applicants are temporarily staying during the disaster.</li> </ul>
Benefit amount	Benefit calculation according to 7 CFR 273.10	Maximum allotment for household size
Alien Status	<ul style="list-style-type: none"> <li>• Citizenship and alien status is verified</li> <li>• Applicant must sign statement under</li> </ul>	Citizenship and alien status is NOT Applicable

Eligibility Element	Supplemental Nutrition Assistance Program (SNAP)	Disaster Supplemental Nutrition Assistance Program (DSNAP)
	penalty of perjury that 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"> <li>• Cannot exceed \$2,000 if there is NOT an elderly household member</li> <li>• Cannot exceed \$3,000 if there is an elderly household member</li> <li>• Verification is optional</li> </ul>	<ul style="list-style-type: none"> <li>• No separate resource test</li> <li>• Only liquid resources are counted</li> <li>• Verified WHERE POSSIBLE</li> </ul>
Income	<ul style="list-style-type: none"> <li>• Special provisions for elderly and handicapped</li> <li>• Verified</li> </ul>	<ul style="list-style-type: none"> <li>• Only net (take-home) income expected to be received during the benefit period counted</li> <li>• No special provisions for elderly and handicapped</li> <li>• Verified WHERE POSSIBLE</li> </ul>
Expenses	Deductions include: standard, earned income, excess shelter, dependent care, and medical (elderly/disabled members only).	<ul style="list-style-type: none"> <li>• Maximum standard and shelter deductions used</li> <li>• Expenses that the household has paid or expects to pay <i>out-of-pocket</i> during the disaster benefit period.</li> </ul> <p>If the household has received or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.</p> <ul style="list-style-type: none"> <li>○ 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.</li> </ul>

Eligibility Element	Supplemental Nutrition Assistance Program (SNAP)	Disaster Supplemental Nutrition Assistance Program (DSNAP)
Intentional Program Violations	Penalties are 12 months, 24 months, and permanent disqualification	<ul style="list-style-type: none"> <li>Disqualification status from regular program does NOT disqualify an applicant from the DSNAP</li> <li><b>Committing IPV in the DSNAP WILL count towards disqualification in the regular SNAP</b></li> </ul>

### 53 Disaster Supplemental Nutrition Assistance Program (DSNAP) Certification Process

The DSNAP certification process includes four areas:

- 1. Completing the application:** Applicants must complete a simple DSNAP application. This is 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 attachment entitled *South Carolina Supplemental Nutrition Assistance Program Application (Form 3456)*.
  - Food Watch During A Disaster** Brochure (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 certification workers.

The certification 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:

- 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 EW 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.

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 1-3 days on site 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.

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.

## 5.4 Disaster Supplemental Nutrition Assistance Program (DSNAP) Eligibility Criteria

Household Eligibility Requirements	
Requirement	The household...
Residency	<ul style="list-style-type: none"> <li>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.</li> </ul>
Purchase Food	<ul style="list-style-type: none"> <li>Must plan on purchasing food during the disaster benefit period.</li> </ul>
Adverse Effect	<p>Must have experienced at least one of the following adverse effects:</p> <ul style="list-style-type: none"> <li>Food damaged by disaster event or spoiled due to power outage</li> <li>Damage to or destruction of the household's home or self-employment business</li> <li>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)</li> <li>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</li> <li>Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period.</li> </ul>
Income and Resource Test	<ul style="list-style-type: none"> <li>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.</li> </ul>

Household Eligibility Requirements	
Special Cases	<ul style="list-style-type: none"> <li>• An applicant who is staying in a shelter, but not expected to remain there for the entire benefit period, IS eligible for DSNAP benefits.</li> <li>• 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.</li> <li>• <i>Ongoing</i> clients who are residents of institutions and otherwise meet the eligibility criteria can receive DSNAP benefits.</li> </ul>

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 SNAPP in the same month. However, under a household *disaster* commodity distribution, households cannot receive both DSNAP and disaster commodities.

## 5.5 Disaster Supplemental Nutrition Assistance Program (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"> <li>• Photo ID</li> <li>• Two documents that verify identity and residency</li> <li>• 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.</li> </ul> <p><i><b>NOTE: An authorized representative must provide identity.</b></i></p>
Residency	Where Possible	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Verification		
Applicant's Information	Status	Suggested Ways to Verify
Household Composition	If questionable	<ul style="list-style-type: none"> <li>After taking the application, the EW can ask applicant to orally list the names, ages, and birthdays of all household members.</li> </ul>
Loss or inaccessibility of liquid resources or of income	Where possible	<ul style="list-style-type: none"> <li>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.</li> </ul>
Food Loss	If questionable	<ul style="list-style-type: none"> <li>See if residence is within the most seriously damaged areas.</li> <li>Check with the power company.</li> </ul> <p><i><b>NOTE: A power outage lasting over 4 hours can cause food spoilage.</b></i></p>

## 5.6 Disaster Supplemental Nutrition Assistance Program (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	<ul style="list-style-type: none"> <li>Includes cash on hand, and funds in accessible checking and saving accounts. 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.</li> </ul>
Income	The total net (take-home) pay of household members. Includes the wages a household actually receives after taxes and all other payroll withholding, public assistance payments or other unearned income, and a net self-employment income.

Definitions of Terms		
Term	Definition	
Inaccessible Liquid Resources or Income	<ul style="list-style-type: none"> <li>• Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period.</li> <li>• Delay in receipt of income for a substantial portion of the benefit period</li> </ul>	
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	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	
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.
Shelter Expense Deduction	The maximum excess shelter expense deduction from the regular SNAP.	

## 5.7 Disaster Supplemental Nutrition Assistance Program (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 normally receive full monthly allotment for their household size. If the disaster benefit period is designated to be for only a half month, income and expense calculations will be based on this half month period. Disaster benefit allotments would also be issued based on a half month entitlement.

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 EW 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 and
- Direct the household to the issuance site.

## **5.8 Transitioning to the Regular Supplemental Nutrition Assistance Program (SNAP)**

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.

## **5.9 Disaster Supplemental Nutrition Assistance Program (DSNAP) Federal Reporting Requirements**

The following statistics regarding DSNAP certification activities must be reported to FNS and the Director of Disaster Relief 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 Disaster Supplemental Nutrition Assistance Program (DSNAP): Issuance/ EBT

### 6.1 Disaster Services Processes

South Carolina Support Services are intended to 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 Disaster Supplemental Nutrition Assistance Program (DSNAP)

If the State enacts the DSNAP, individuals needing assistance will be screened to determine whether or not they are regular Supplemental Nutrition Assistance Program (SNAP) participants.



If the CHIP system is available, the worker should inquire in CHIP to verify participation, by checking HOSU (Household Summary) and SNAPIH (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 applicant 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 benefit in CHIP can be authorized through SNAPRE in an amount not to exceed the amount authorized previously for that month will be processed.

If the applicant is not a regular SNAP participant, he/she will be instructed to fill out a disaster 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. 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 with five days.

Once the 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 birth day 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 an application is not approved for benefit eligibility, the case is denied and no card is issued. 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 and information brochures. If the applicant is a regular SNAP participant or a DSNAP applicant is in need of 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 a designee of the County Director.

## 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 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 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 Card Destruction tab 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. On a daily basis 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

For audit and review purposes, “**Select Date**” functionality should remain in SEDS to retrieve historical reconciliation information

## 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 MSD’s 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 MSD's 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 actually 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 Disaster Supplemental Assistance Program (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 Xerox 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 similar to 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.

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 Xerox Disaster Screens for disaster Account Setup or for Benefit Add.***

### 6.11.2 Disaster EBT Card Production – Xerox

The state contracts for the production of disaster cards through the EBT vendor. 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 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 Xerox EBT System will be updated with the disaster over-the-counter (OTC) card number will be updated as issued on the Xerox system as part of the demographic data when South Carolina DSS sends and Xerox ESNAP processes the disaster demographic files.

# DISASTER SNAP MANUAL

Xerox ESNAP will create a Disaster vault card production file and send it to Personix (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.

Xerox ESNAP 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 with card number, space for recipient’s signature, etc. and two (2) labels that have the card number printed and bar coded.

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: \_\_\_\_\_



- 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 to be used to seal boxes.

Process for ordering cards:

- Initial quantity of 100,200 vault cards will be produced and stored at
- Xerox ( Xerox ESNAP will create a disaster vault card file for Personix to use in producing the cards.)
- Personix 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 206  
Columbia, SC 29201  
803-898-7510

- Personix will send shipment notification with carrier information (carrier name, tracking number, etc.) to Xerox ESNAP
- Xerox ESNAP will forward shipment notification to State.
- State will acknowledge receipt of cards and close the order.

Xerox ESNAP will create and send another vault card production file to Personix 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 Xerox ESNAP file. As with the regular, non-disaster cards issued, the PIN can be changed by the cardholder via the Xerox ESNAP Customer Service IVR Single Call PIN process.

### 6.11.3 Batch File Transmissions

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

- **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 Xerox ESNAP 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 365 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 FDDS 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 Services 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.
- Xerox ESNAP’ Customer Service Platform (CSP) will capture telephony statistics including number of calls, calls to the CSRs and other standard statistics.
- Customer Services 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).

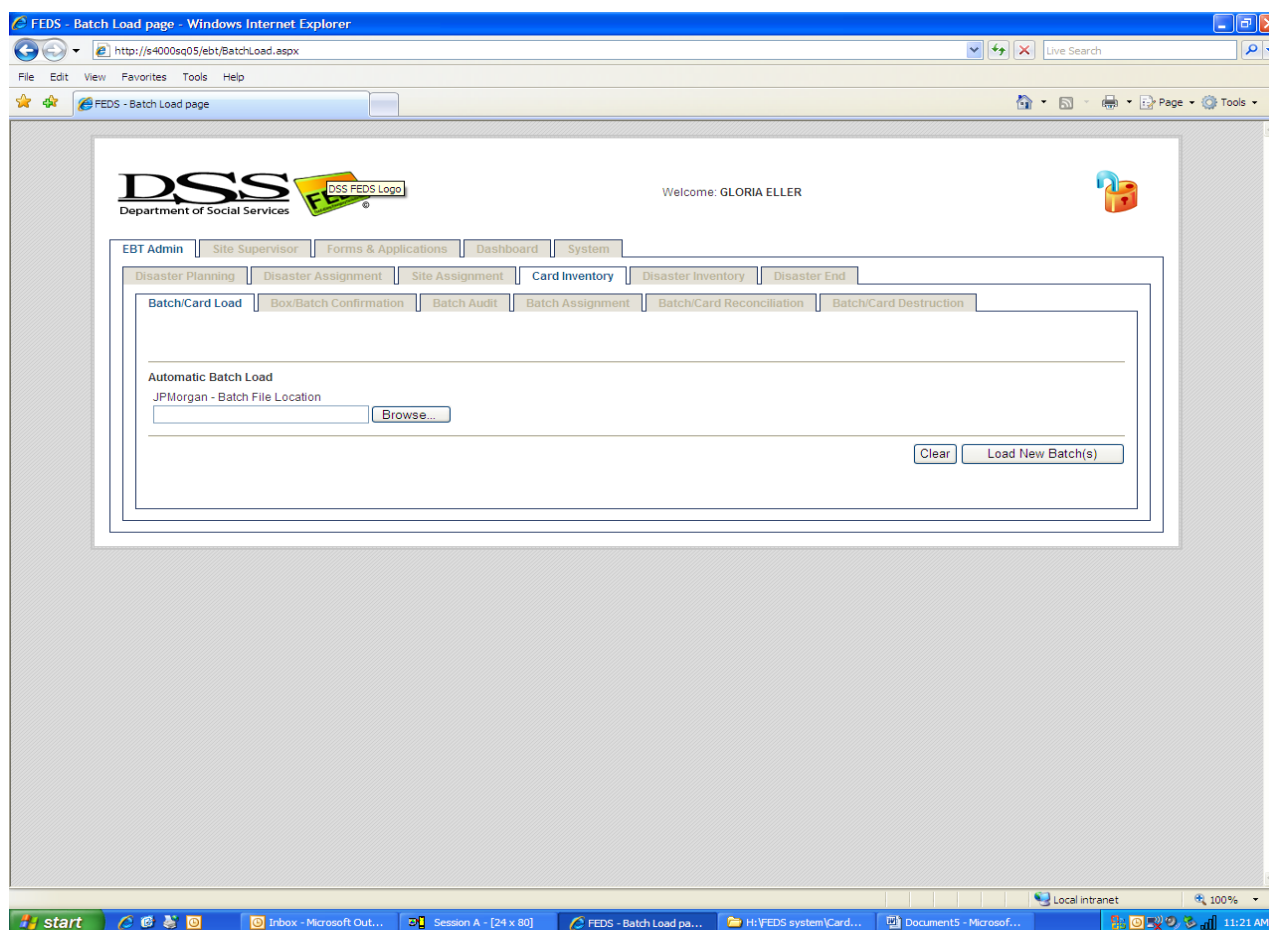


## 6.12 State Emergency Disaster System (SEDS)

### 6.12.1 Card Receipt by SCEBT

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 file that precedes or accompanies the shipment of cards from JPM. This file is referred to as the Vault Card File.

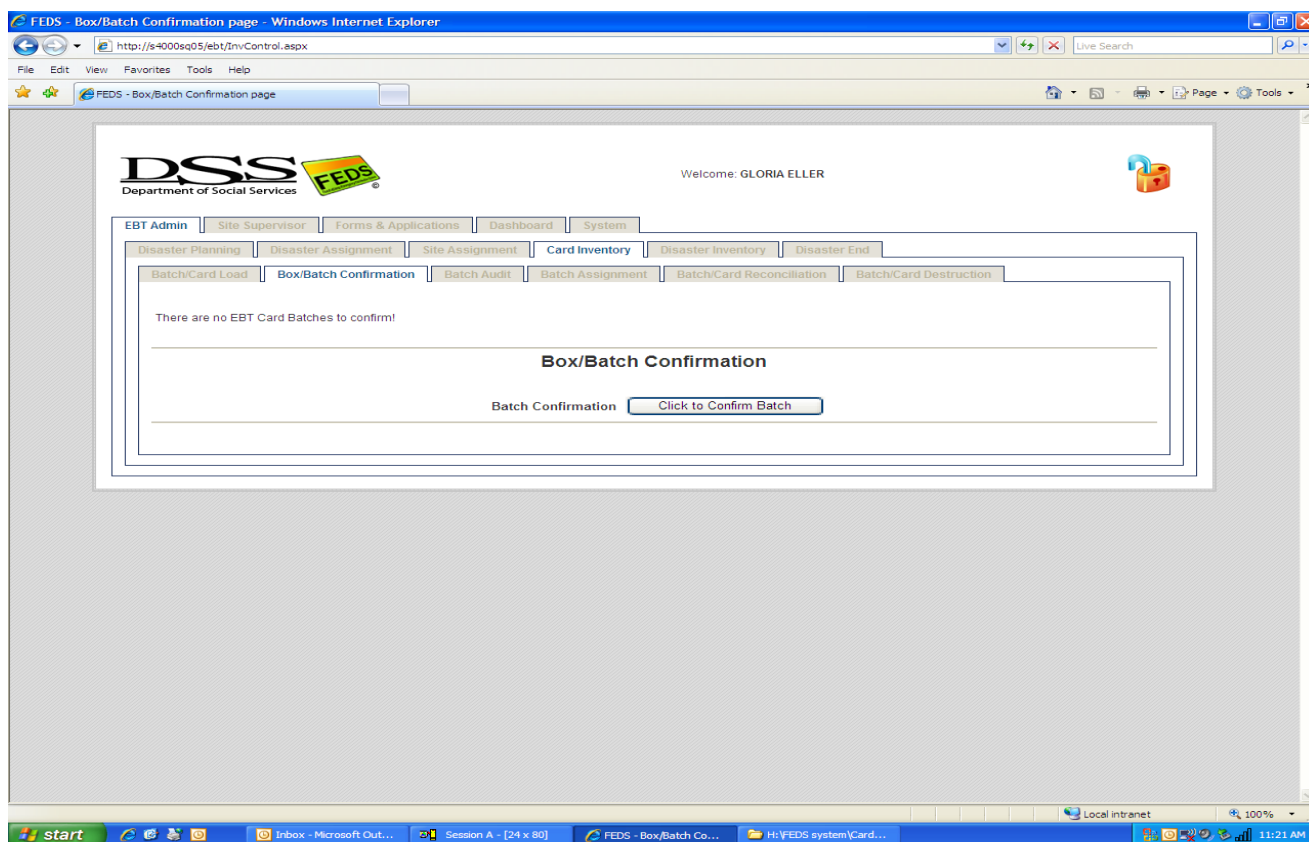
It will be transmitted from the card vendor. The file will contain a record for each card number and will have the batch number for each of these cards.



#### 6.12.1.1 Batch Confirmation

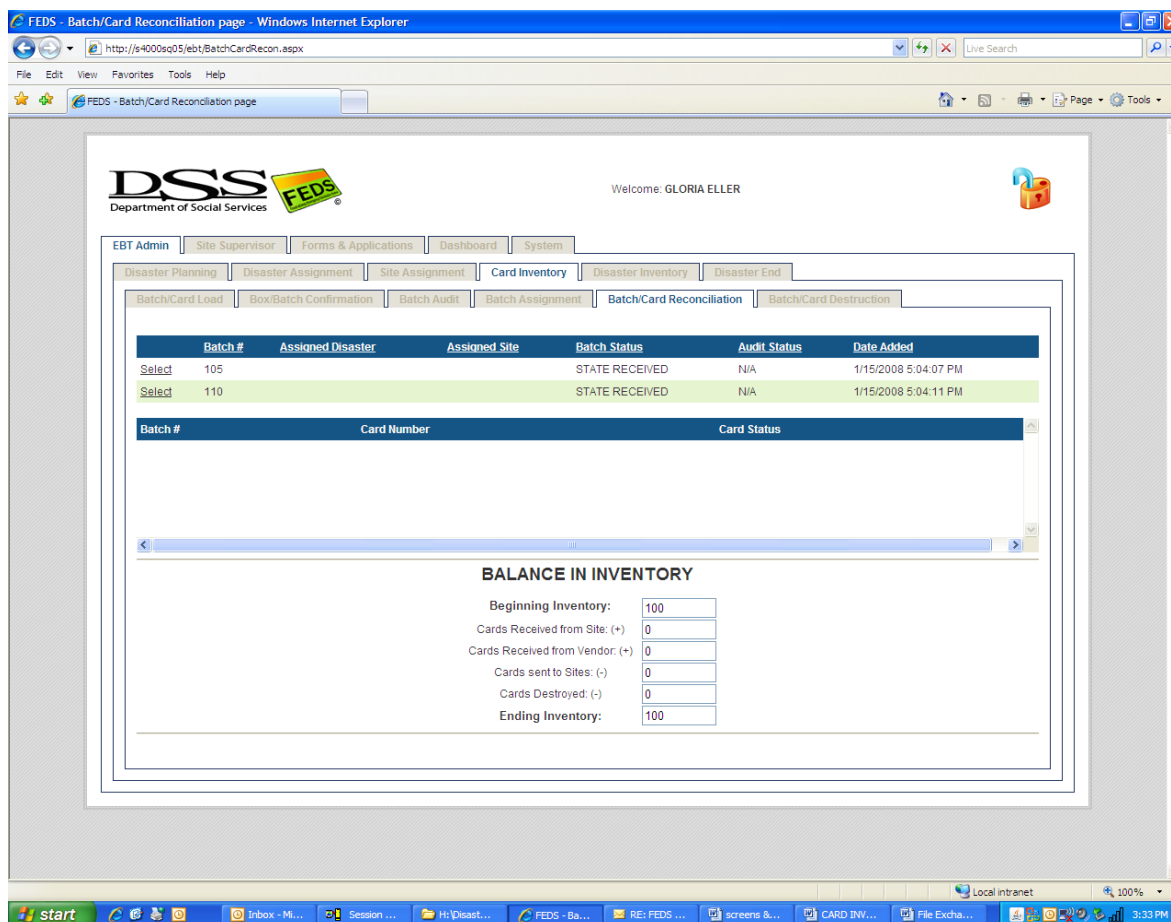
SCEBT staff should receive the batches into the State Office with a combination of a manual process and utilizing the SEDS system. The label on each box of cards should be checked to see that the batch number and starting and ending card numbers match a batch (and corresponding starting and ending card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

CONFIRMATION” screen of SEDS shown below. When the batch is found in the list on this screen and the receipt is confirmed the SCEBT user shall click on “Click to Confirm Batch”. This process will assign a status for the batch of cards as “STATE RECEIVED”.



### 6.12.1.2 Batch/Card Reconciliation

At this point if the “BATCH/CARD RECONCILIATION” tab is clicked (See following screen), the screen shows all batches of cards as “STATE RECEIVED” and a date/time stamp for the transaction (when marked as “STATE RECEIVED”) as shown on the screen below. The “Balance in Inventory” numbers should reflect the number of cards received from the vendor.



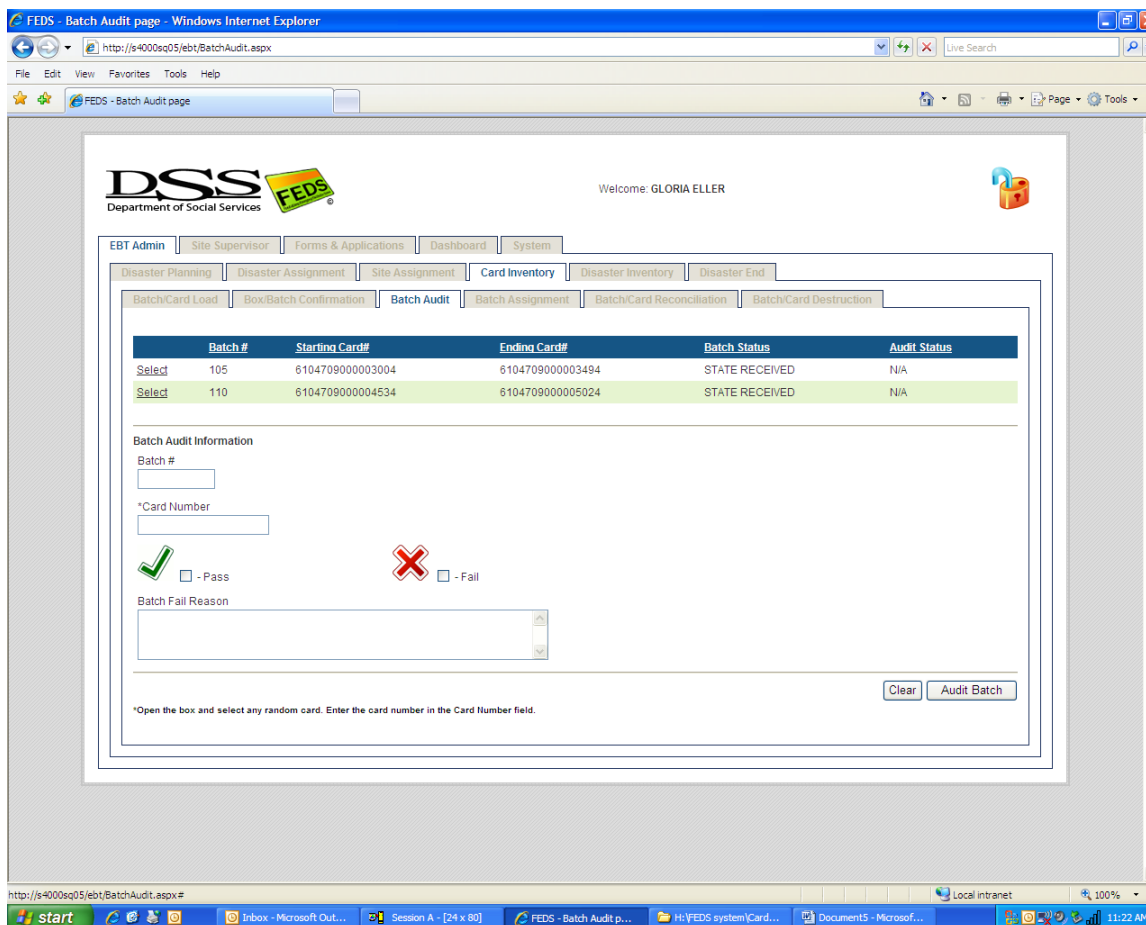
### 6.12.1.3 Batch Audit

The “BATCH AUDIT” tab on SEDS allows for selecting some number of batches for this purpose. The EBT Staff member would click the “Select” link beside the batch to be audited and click the box “Audit Batch” and would then open the box/batch to check that the starting and ending card numbers of the first and last card in the box match the ones indicated on the box, manifest, and file for the batch.

One card should be selected at random from the box and the card should be swiped through the magnetic stripe reader to ensure that it falls in the range of cards that should be contained in the given box.

If the box of cards passes the audit, the box beside the word “Pass” [and the green check mark] would be clicked and the box would be resealed for sending out to a site. If the box of cards fails the audit, the box beside the word “Fail” [and the red X] would be clicked and the box with “Batch Fail Reason” should be used to provide free-form comments on the reason the box failed the audit.

- A box failing the audit will prompt an e-mail to the EBT Director for further action. The box should then be resealed for the next step (use, return to vendor, or destruction).



#### 6.12.1.4 Batch Status – State Received

To check the batch status after an audit, click on “BATCH/CARD RECONCILIATION” tab. The screen would show all batches of cards as “STATE RECEIVED” and a date/time stamp for the transaction (when marked as “STATE RECEIVED”) as shown on the screen below. Any batches of cards that had been audited would show the outcome of the audit under the Audit Status column (“P” for Passed and “F” for Failed). Those batches that had not been audited would show “N/A” in this column.

FEEDS - Batch/Card Reconciliation page - Windows Internet Explorer

http://s4000sq05/ebt/BatchCardRecon.aspx

File Edit View Favorites Tools Help

FEEDS - Batch/Card Reconciliation page

**DSS** Department of Social Services **FEEDS**

Welcome: GLORIA ELLER

EBT Admin | Site Supervisor | Forms & Applications | Dashboard | System

Disaster Planning | Disaster Assignment | Site Assignment | **Card Inventory** | Disaster Inventory | Disaster End

Batch/Card Load | Box/Batch Confirmation | Batch Audit | Batch Assignment | **Batch/Card Reconciliation** | Batch/Card Destruction

Batch #	Assigned Disaster	Assigned Site	Batch Status	Audit Status	Date Added
Select 105			STATE RECEIVED	N/A	1/15/2008 5:04:07 PM
Select 110			STATE RECEIVED	N/A	1/15/2008 5:04:11 PM

Batch #	Card Number	Card Status
---------	-------------	-------------

**BALANCE IN INVENTORY**

Beginning Inventory: 100

Cards Received from Site: (+) 0

Cards Received from Vendor: (+) 0

Cards sent to Sites: (-) 0

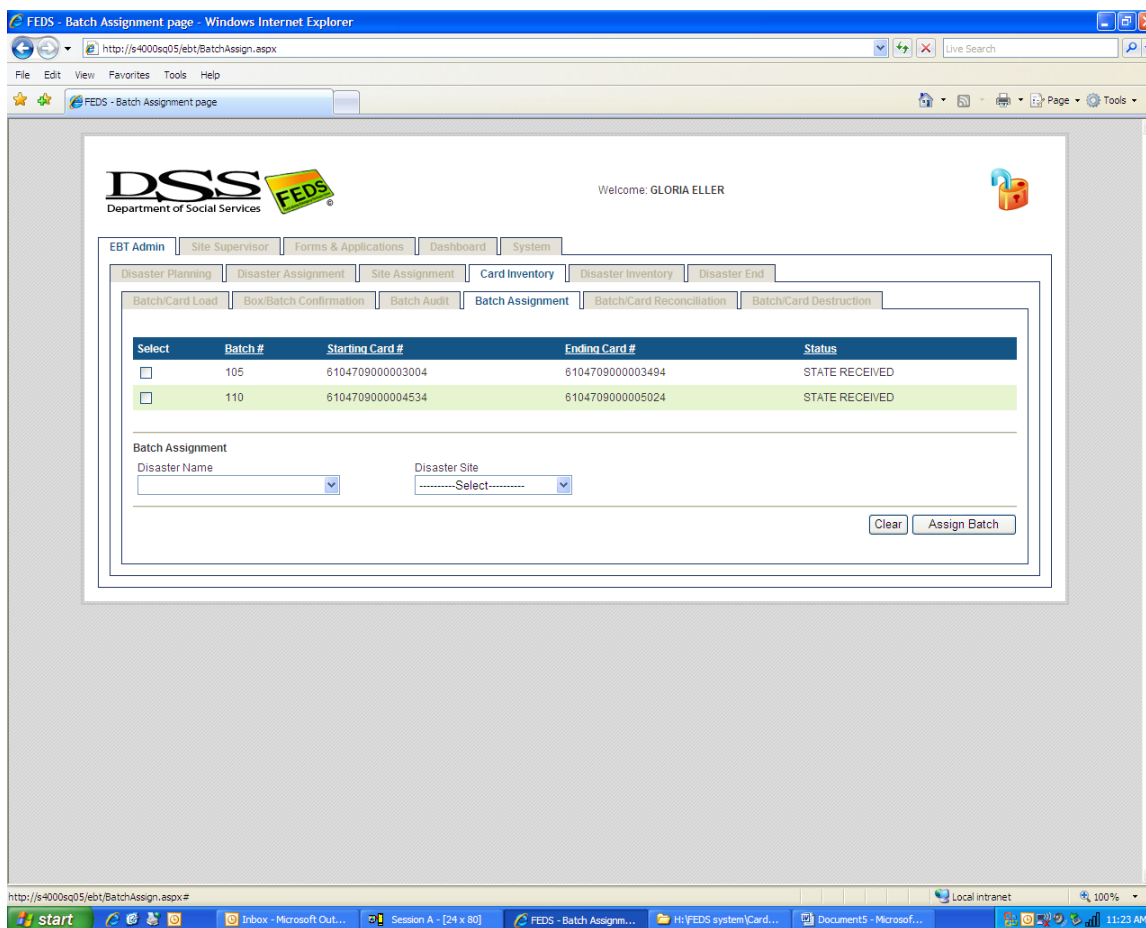
Cards Destroyed: (-) 0

Ending Inventory: 100

start | Inboxes - M... | Session ... | H:\Disast... | FEDS - Ba... | RE: FEDS ... | screens &... | CARD INV... | File Excha... | Local intranet | 100% | 3:33 PM

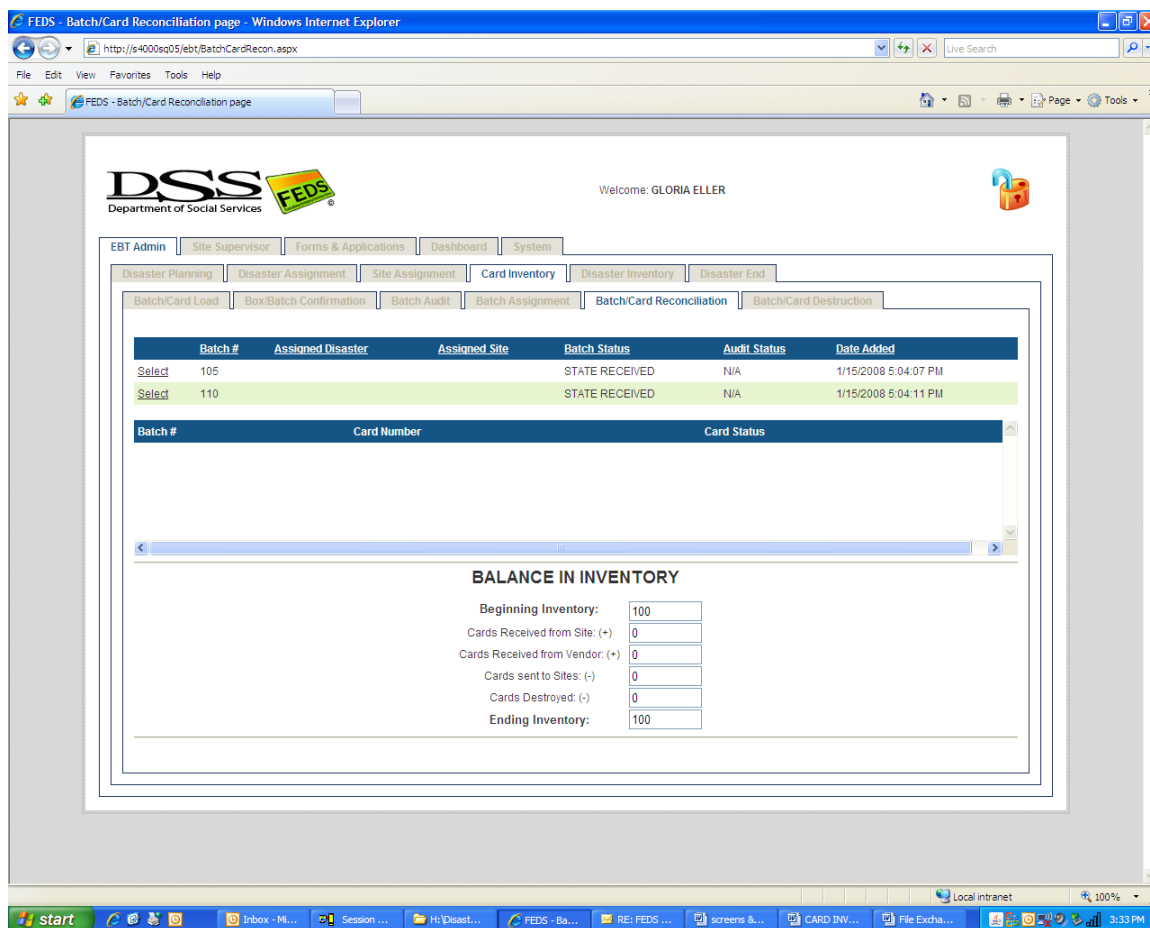
### 6.12.1.5 Batch Assignment

The “BATCH ASSIGNMENT” tab is to be used to link the boxes of cards to the designated Disaster. On this screen, all of the batches of cards that have been received into the State Office, and are available for assignment, will be shown at the top of the screen. Select the batch of cards to assign from the list by clicking the box under the “Select” until an “X” appears in the box. Assigning the batch to the Disaster is accomplished by clicking for the drop-down list for Disaster Name. (The designated Disaster should already be assigned through the “DISASTER ASSIGNMENT” tab). When the name of the designated Disaster is seen in the drop-down list, click it until it appears in the box at “Disaster Name”. The batch of cards should also be assigned to a specific site at this time. This is done by clicking for the drop-down list for Disaster Site. [All sites for the disaster should already be assigned through the “SITE ASSIGNMENT” tab]. When the name of the desired site is seen in the drop-down list, click it until it appears in the box at “Disaster Site”. Lastly, click the “ASSIGN BATCH” box. If at any time a user wants to remove selections, click the “CLEAR” box.



### 6.12.1.6 Site Inventory Balance

At this point if the “BATCH/CARD RECONCILIATION” tab is clicked, the screen would show the batches of cards that were assigned to sites as “SENT TO SITE”, the Site Name, and a date/time stamp for the transaction as shown on the screen below. The “BALANCE IN INVENTORY” numbers should reflect the number of cards sent to all sites.



On the Batch/Card Reconciliation screen, batches are listed at the top (just under the tabs) with the headings for batch information in the dark blue bar. If information is needed for the cards within a given batch, the “Select” link to the left of the Batch # should be clicked. The 300 cards of that batch would be listed under the second heading bar (also dark blue). This list of cards is in an area that is scrollable so that each of the cards can have data displayed within the given amount of space.

### 6.12.2 Batch/Card Destruction

The Batch/Card Destruction tab is used by the EBT Office (EBT Admin) to “system destroy” card batches. The reasons for destruction include:

- Damaged batches
- Stolen/lost batches
- Expiration of disaster periods

Batches to be destroyed are individually selected by using the “Select” field and clicking on the “Click to Destroy Batch” button.

As a safety feature, a “Confirm Destruction Y/N” box will appear before the batch is actually “system destroyed”. A “Y” will destroy the batch and an “N” will cancel the request.

FEDS - Batch/Card Destruction page - Windows Internet Explorer

http://s4000eq05/ebf/BatchCardDestruction.aspx

File Edit View Favorites Tools Help

FEDS - Batch/Card Destruction page

**DSS** Department of Social Services **FEDS**

Welcome: GLORIA ELLER

EBT Admin | Site Supervisor | Forms & Applications | Dashboard | System

Disaster Planning | Disaster Assignment | Site Assignment | **Card Inventory** | Disaster Inventory | Disaster End

Batch/Card Load | Box/Batch Confirmation | Batch Audit | Batch Assignment | Batch/Card Reconciliation | **Batch/Card Destruction**

Batch #	Starting Card #	Ending Card #	Batch Status	Audit Status	Confirmed	Remaining Cards
<a href="#">Select</a> 105	6104709000003004	6104709000003494	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	50
<a href="#">Select</a> 110	6104709000004534	6104709000005024	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	50

**Batch/Card Destruction**

Destroy Batch [Click to Destroy Batch](#)

Local intranet 100%

start Inbox - Microsoft Out... Session A - [24 x 80] FEDS - Batch/Card D... H:\FEDS system\Card... Document5 - Microsof... 11:23 AM



### 6.12.3 SITE SUPERVISOR Tab for CARD INVENTORY

Batch/Box Confirmation tab is used when the assigned individual has the boxes in his/her possession. Click to confirm to assure that the box has been received at the site.

Only the boxes that were assigned to that particular site and that still need to be confirmed appear in the list for the Site Supervisor to click and confirm.

**SEDs - Batch/Card Reconciliation page - Windows Internet Explorer**

http://s4000sq04/Seds/BatchCardRecon.aspx

File Edit View Favorites Tools Help

SEDs - Batch/Card Reconciliation p...

**DSS** Department of Social Services **SEDs**

Welcome LARRY GILLIAM. You are logged in as a EBT ADMIN. Click [here](#) to logout.

EBT Admin Dashboard

Card Inventory Disaster Inventory

Box/Batch Confirmation Batch Audit Batch Assignment Batch/Card Reconciliation Batch/Card Destruction

Batch #	Assigned Disaster	Assigned Site	Batch Status	Audit Status	Date Added
Select 1	ZULU	HORRY1	SITE RECEIVED	N/A	4/24/2008
Select 2	ZULU	HORRY2	SITE RECEIVED	N/A	4/24/2008
Select 3	ZULU	GEORGETOWN	SITE RECEIVED	N/A	4/24/2008
Select 10			DESTROYED	N/A	6/3/2008
Select 14			DESTROYED	N/A	6/3/2008
Select 15			RETURNED FROM SITE	PASS	6/3/2008
Select 16			SENT TO STATE OFFICE	N/A	6/3/2008
Select 18			DESTROYED	N/A	6/3/2008
Select 19			STATE RECEIVED	N/A	6/6/2008
Select 20	GREENDISASTER	SITEA	SITE RECEIVED	N/A	6/6/2008
Select 21			STATE RECEIVED	N/A	6/6/2008
Select 22			DESTROYED	FAIL	6/6/2008
Select 23			STATE RECEIVED	N/A	6/6/2008
Select 24			STATE RECEIVED	N/A	6/6/2008
Select 25			STATE RECEIVED	N/A	6/6/2008
Select 26			STATE RECEIVED	N/A	6/6/2008
Select 27			STATE RECEIVED	N/A	6/6/2008
Select 28			STATE RECEIVED	N/A	6/6/2008
Select 29			STATE RECEIVED	N/A	6/6/2008
Select 33			RETURNED FROM SITE	N/A	6/6/2008

1 2 3

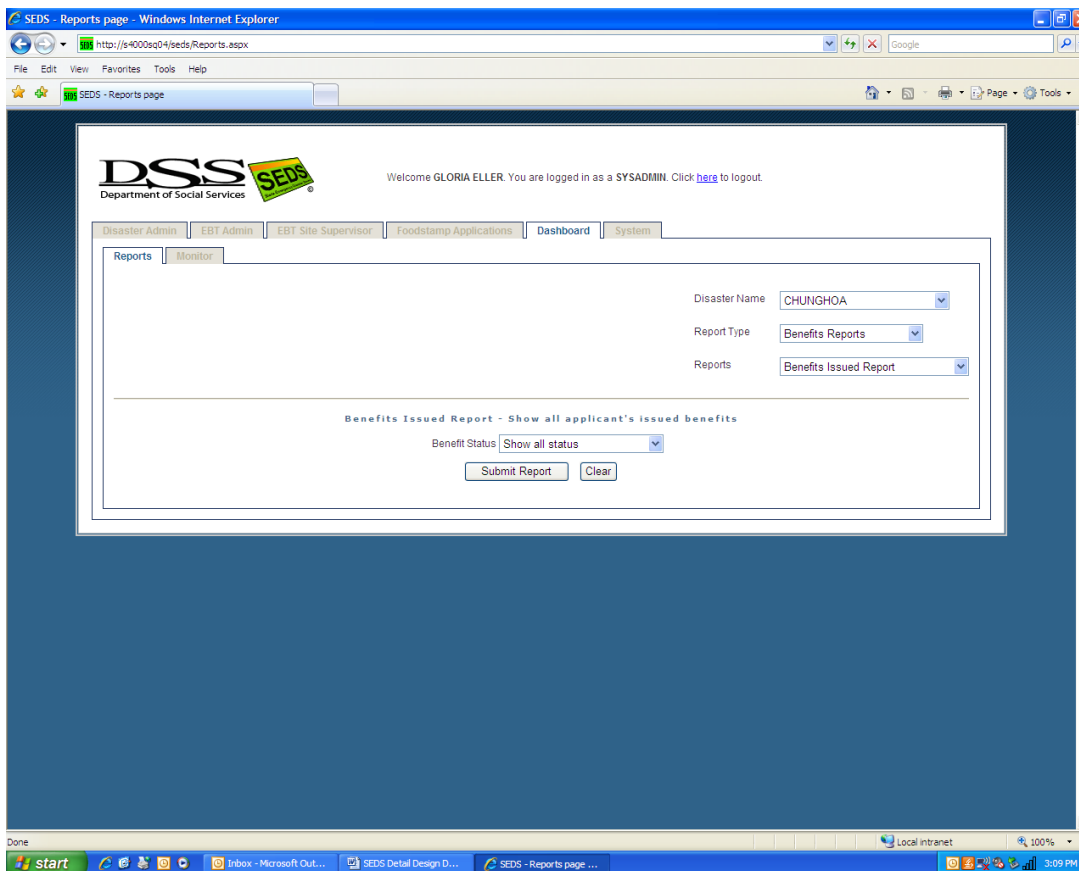
Local intranet 100%

start Inbox - Micro... Microsoft Exce... Chapter 10RE... SEDs - Batch/... 1:28 PM

## 6.13 Reporting and Reconciliation

### 6.13.1 The DASHBOARD Tab

The **Dashboard** tab allows users who are given this access to monitor the Disaster EBT process and obtain applicable reports.



The **Reports** tab allows the user to select from Report Types:

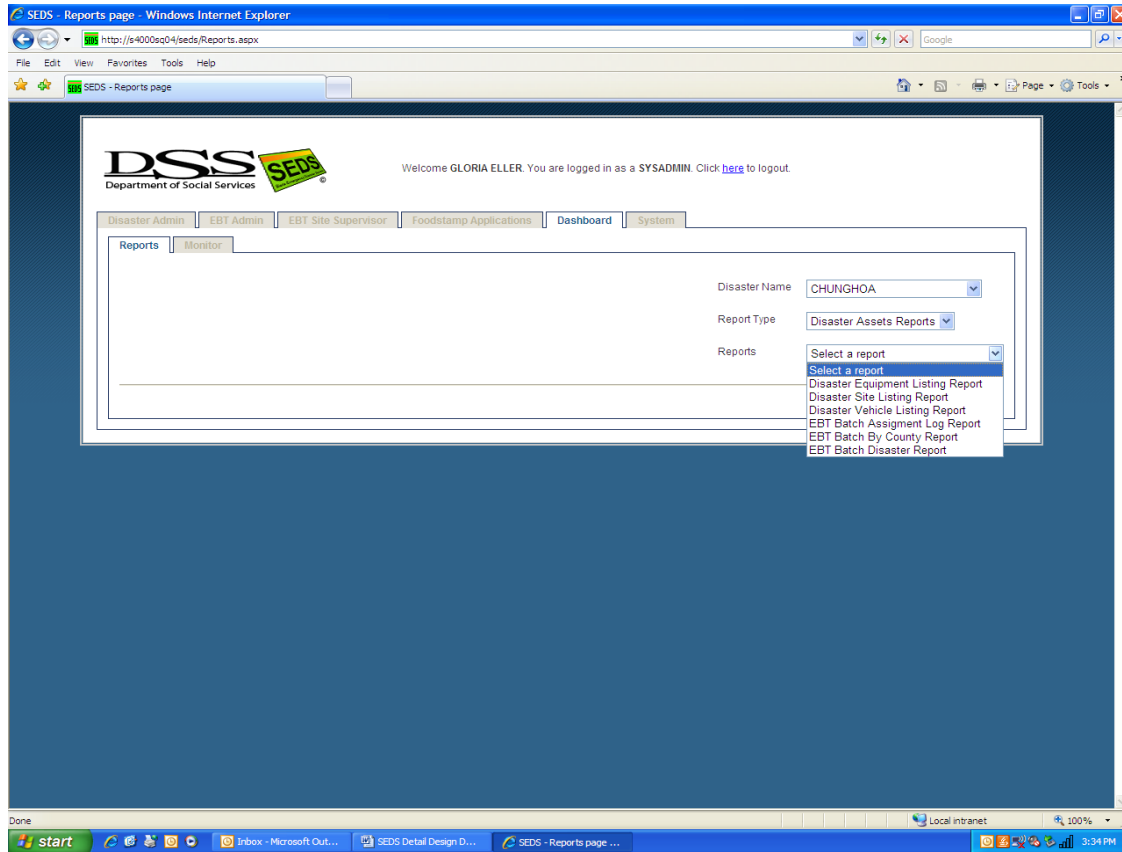
1. Benefits Reports
2. CHIPS Reports
3. Disaster Assets Reports
4. Disaster Daily Reports
5. Executive Reports
6. System Reports.

Some of these are further divided into various selections of reports.

These reports, when submitted, are displayed on the screen. The user can change the size (percent) of the report on the screen to enable the entire width of the report to fit on the

screen. The report can be printed by utilizing the “Print” buttons on the screen (to print the entire report or just the current page displayed). Also, there are buttons that allow the report to be exported to other formats (i.e. PDF, Excel, etc.) if desired.

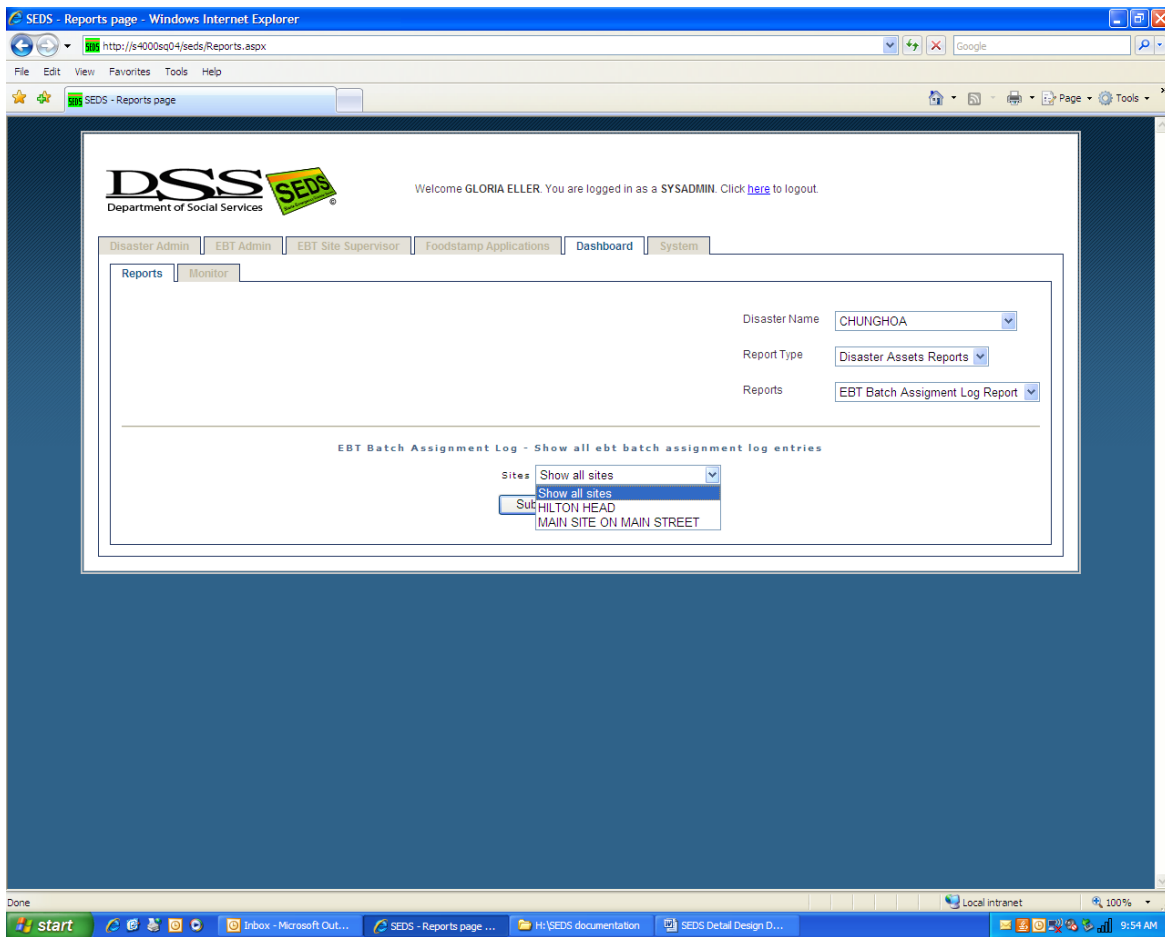
### 6.13.2 Disaster Assets Reports



For **Disaster Assets Reports**, there are six selections possible:

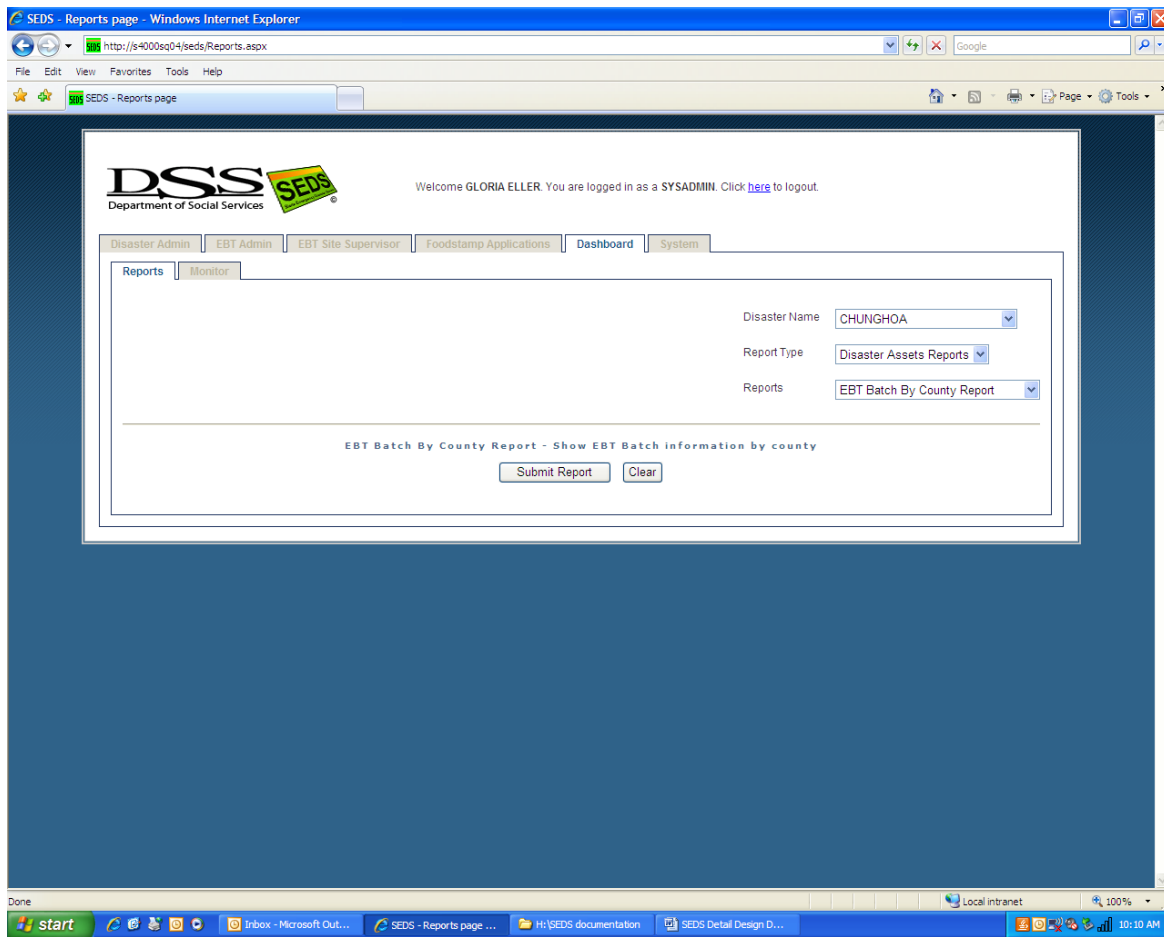
1. Disaster Equipment Listing Report,
2. Disaster Site Listing Report, Disaster
3. Vehicle Listing Report
4. EBT Batch Assignment Log Report
5. EBT Batch by County Report
6. EBT Batch Disaster Report

#### 6.13.2.1 EBT Batch Assignment Log Report

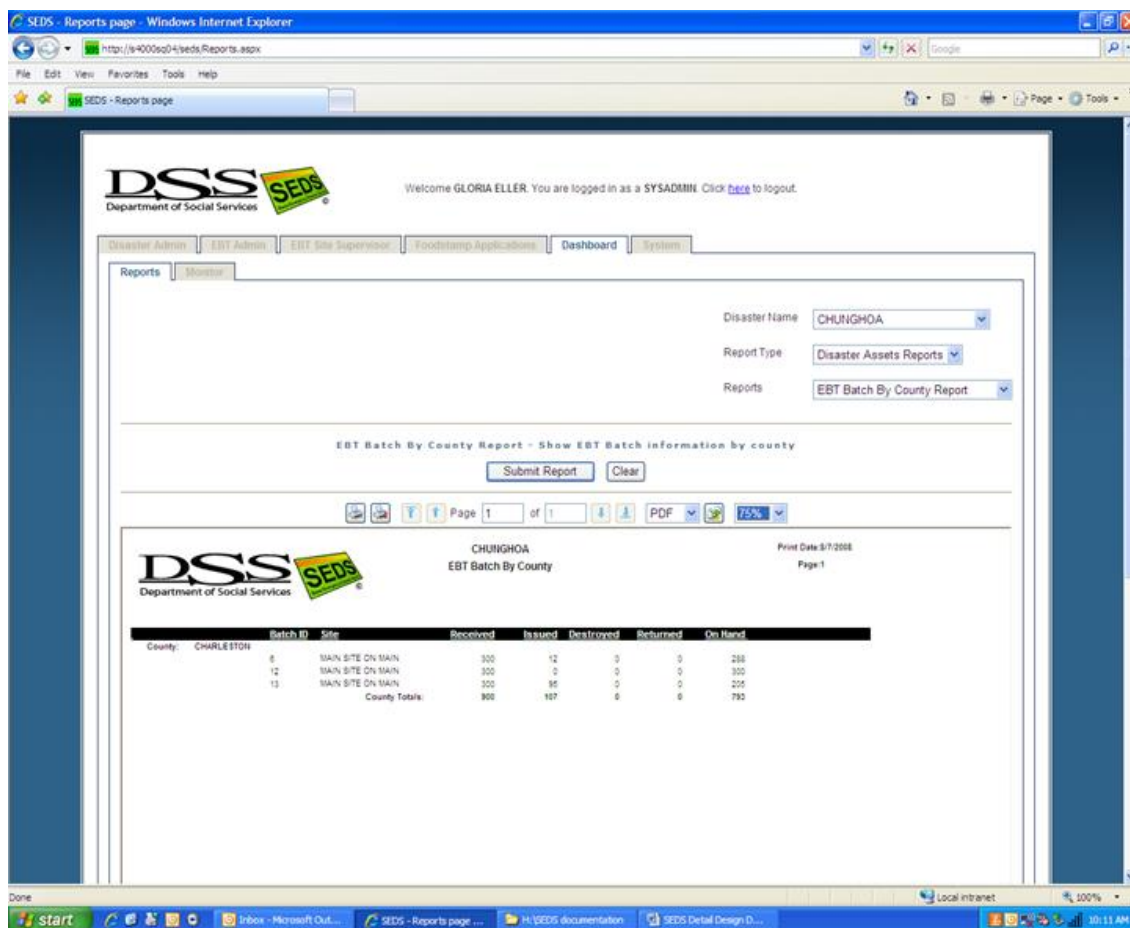


For the EBT Batch Assignment Log Report, the user will select the site for which to have the data written to the report. The “Site” options displayed in the drop-down are the sites that were assigned for this disaster; alternatively, the user can select “show all sites” to display this data for all of the sites.

### 6.13.2.2 EBT Batch By County Report

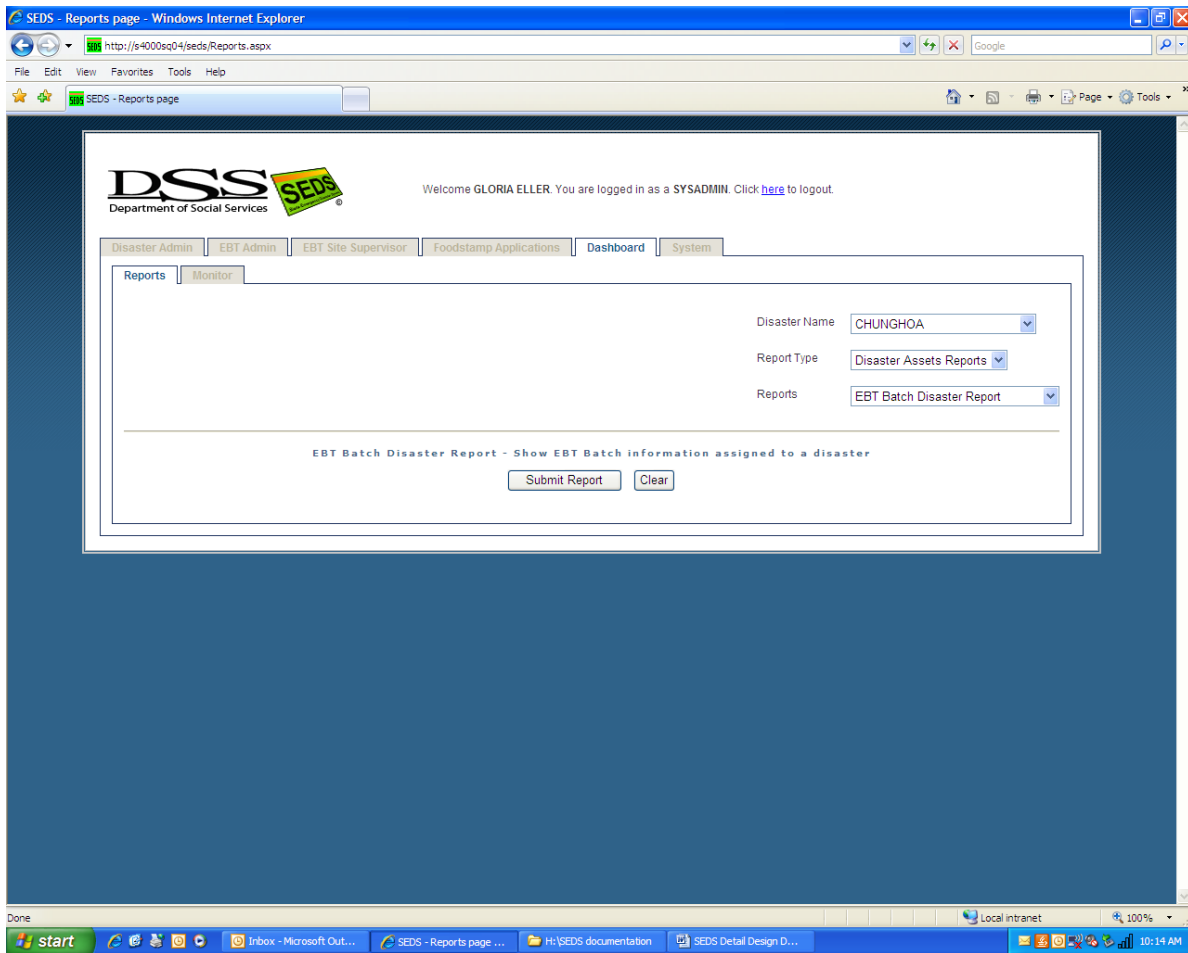


For the EBT Batch By County Report, the statistics for all cards assigned to EBT sites within each county are written to the report when the “Submit Report” button is clicked.



This is the EBT Batch by County Report created for all card batch data.

### 6.13.2.3 EBT Batch Disaster Report



For the **EBT Batch Disaster Report**, the data for all cards sent to EBT sites from the state office are written to the report when the “Submit Report” button is clicked.

SEDs - Reports page - Windows Internet Explorer

http://s4000sq04/seds/Reports.aspx

File Edit View Favorites Tools Help

SEDs - Reports page

**DSS SEDS**  
Department of Social Services

Welcome GLORIA ELLER. You are logged in as a SYSADMIN. Click [here](#) to logout.

Disaster Admin | EBT Admin | EBT Site Supervisor | Foodstamp Applications | Dashboard | System

Reports | Monitor

Disaster Name: CHUNGHOA  
Report Type: Disaster Assets Reports  
Reports: EBT Batch Disaster Report

EBT Batch Disaster Report - Show EBT Batch information assigned to a disaster

Submit Report Clear

Page 1 of 1 PDF 75%

**DSS SEDS**  
Department of Social Services

CHUNGHOA  
Disaster EBT Batch Report

Print Date: 8/7/2008  
Page: 1

Batch No.	Status	Site Name	Sent	Received	Start Card No.	End Card No.
6	SITE RECEIVED	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 12 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 288	6/3/2008	6/3/2008	610470900002204
12	SITE RECEIVED	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 300	6/3/2008	6/4/2008	6104709000011005
13	SITE RECEIVED	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 85 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 205	6/10/2008	6/11/2008	6104709000014009
30	SENT TO SITE	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 0	7/30/2008	6104709000083004	6104709000085991
38	SENT TO SITE	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 0	7/30/2008	6104709000086001	6104709000087999
39	SENT TO SITE	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 0	7/30/2008	6104709000082005	6104709000084993
40	SENT TO SITE	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 0	7/30/2008	6104709000085008	6104709000087996
41	SENT TO SITE	MAIN SITE ON MAIN STREET	Sent: 300 Issued: 0 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 0	7/30/2008	6104709000086002	6104709000100998
Report Totals:			Sent: 2 400 Issued: 167 Lost: 0 Destroyed: 0 Returned: 0 On Hand: 793			

Done

start

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SEDs - Reports page ...

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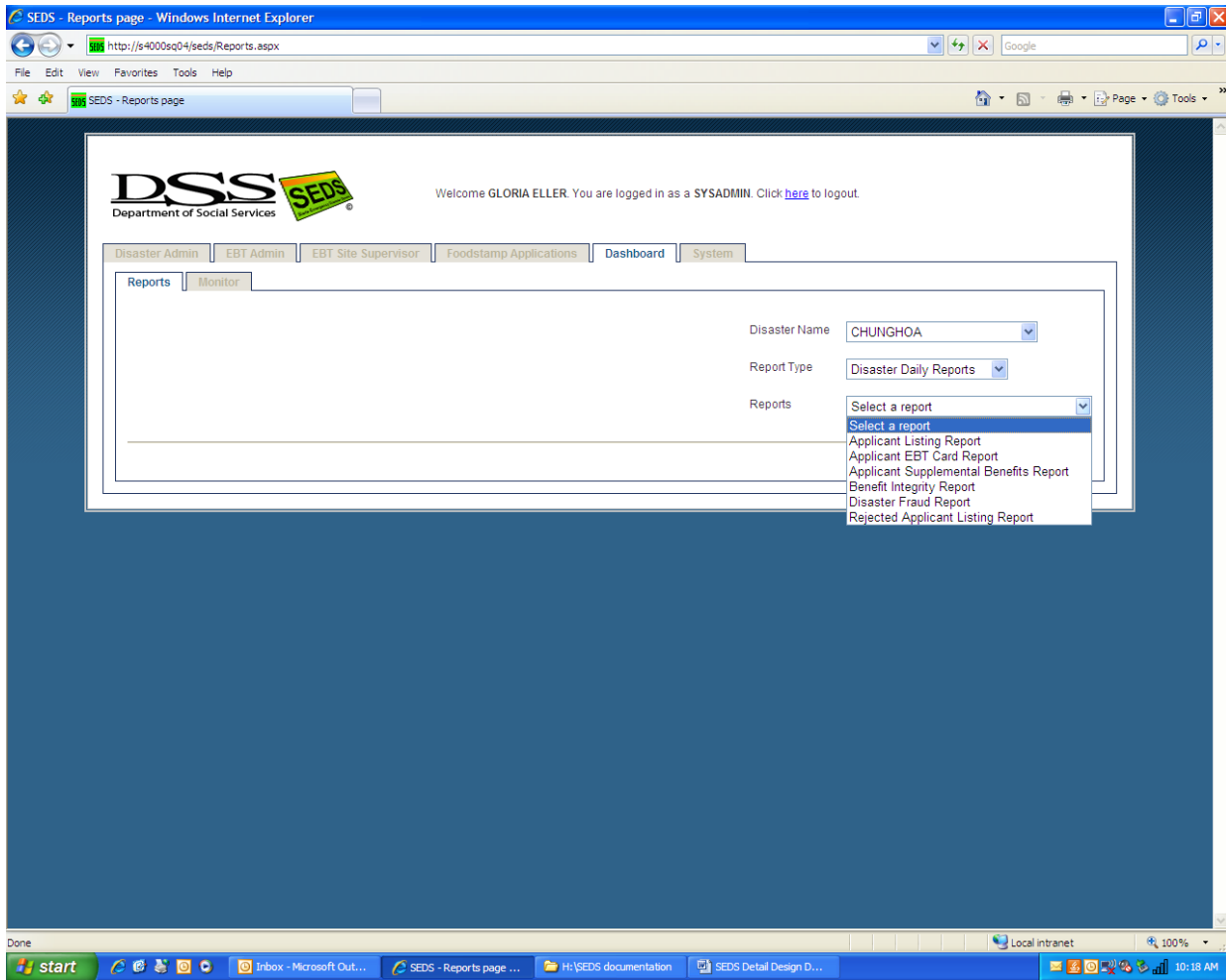
This is the **EBT Batch Disaster Report** created for this disaster's card batch data.

#### 6.13.2.4 Disaster Daily Reports

For **Disaster Daily Reports**, there are six selections.

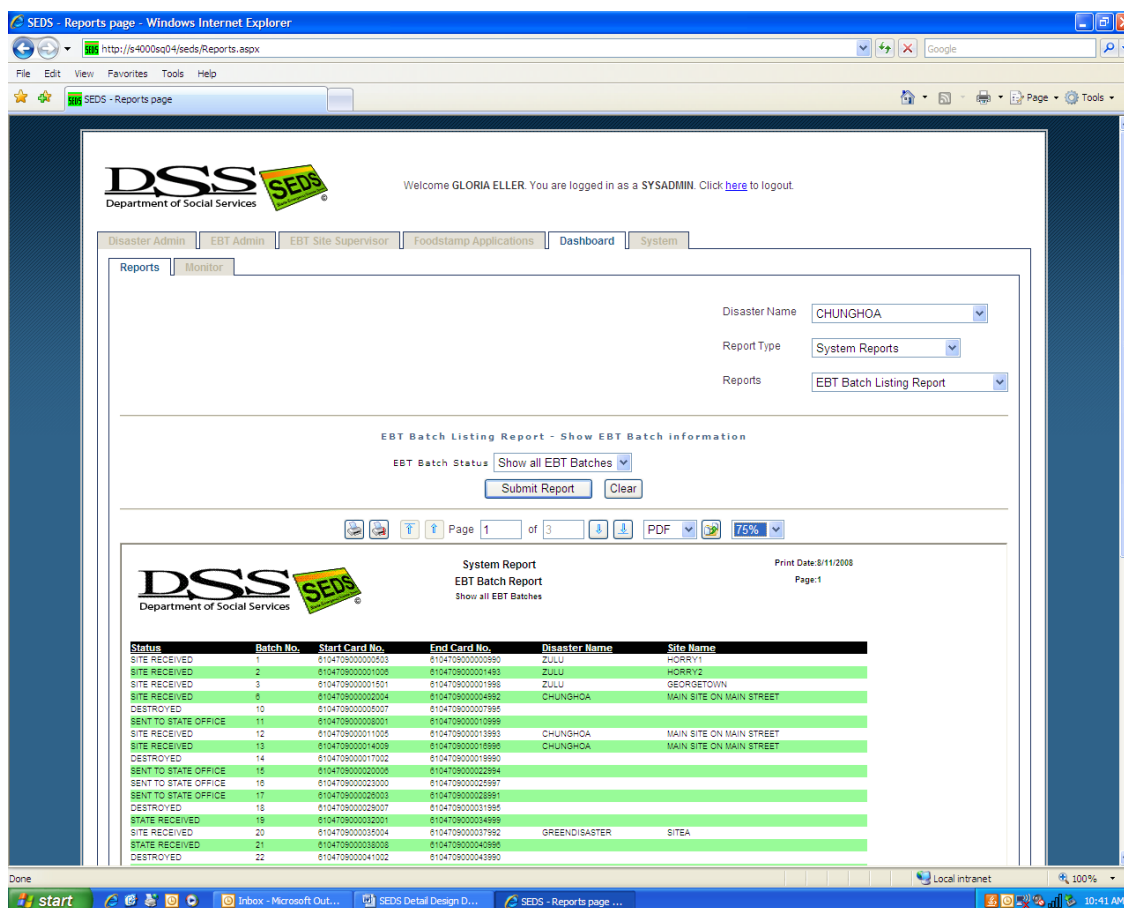
1. Applicant Listing Report
2. Applicant EBT Card Report
3. Applicant Supplemental Benefits Report
4. Benefit Integrity Report
5. Disaster Fraud Report
6. Rejected Applicant Listing Report.





### 6.13.2.5 EBT Batch Listing Report

For the EBT Batch Listing Report, the user can leave the “EBT Batch Status” option at the default “Show all EBT Batches” or can choose from the drop down one of the statuses for which to write the card batch data to the report. These statuses are: “State Received,” “Sent To Site,” “Site Received,” “Returned From Site,” “Lost,” “Destroyed,” or “Sent To State Office”.



## 6.14 Disaster Card Reconciliation

### 6.14.1 EBT SITE SUPERVISOR Tab

For EBT Site Supervisors, tabs are provided for dealing with the cards and the card issuing personnel in the disaster site. The EBT Site Supervisor tab allows access to the following tabs:

- **CARD ISSUERS SECURITY**
- **BOX/BATCH CONFIRMATION**
- **BATCH ASSIGNMENT**
- **CARD DESTRUCTION**
- **BATCH/CARD STATUS**

#### 6.14.1.1 Card Issuers Security

The **EBT Site Supervisor – Card Issuers Security** screen allows that site’s EBT supervisor to select from Active Directory, users that will be assigned as EBT Issuance users for that given site. These EBT Issuance users do not log on to SEDS, but their data is captured as they are then assigned batches of cards.

SEDs - Card Issuers page - Windows Internet Explorer

http://14-4000sq04/seds/Supervisor.aspx

File Edit View Favorites Tools Help

SEDs - Card Issuers page

Welcome GLORIA ELLER You are logged in as a SYSADMIN. Click [here](#) to logout.

Disaster Admin | EBT Admin | **EBT Site Supervisor** | Foodstamp Applications | Dashboard | System

Card Issuers Security | Box/Batch Confirmation | Batch Assignment | Card Destruction | Batch/Card Status

Search User

First Name Last Name Email Address Search

User Name	First Name	Last Name	Email Address	Security
Select AADA EK	AUDREY	DRAYTON	AUDREY.DRAYTON@DSS.SC.GOV	
Select AADPHF	ANDREA	DAWSON	ANDREA.DAWSON@DSS.SC.GOV	
Select AAGI66	ALLISON	BRINKLEY	ALLISON.BRINKLEY@DSS.SC.GOV	
Select AAHCP7	ABRIA	HUTCHINSON	ABRIA.HUTCHINSON@DSS.SC.GOV	
Select AAJH22	ALVIN	JONES	AJONES4@DSS.STATE.SC.US	
Select AAMIT36	ANNE	MARSHALL	ANNE.MARSHALL@DSS.SC.GOV	
Select ABCFLK	ANGIE	KETCHUM	ANGIE.KETCHUM@DSS.SC.GOV	
Select ABDDAP	ANNETTE	DICKARD	ANNETTE.DICKARD@DSS.SC.GOV	
Select ABDYFS	ARON	DOTEN	ARON.DOTEN@DSS.SC.GOV	
Select ABE17E	ANNA	BAKER	ANNA.BAKER@DSS.SC.GOV	

1 2 3 4 5 6 7 8 9 10 ...

Active Issuance Users

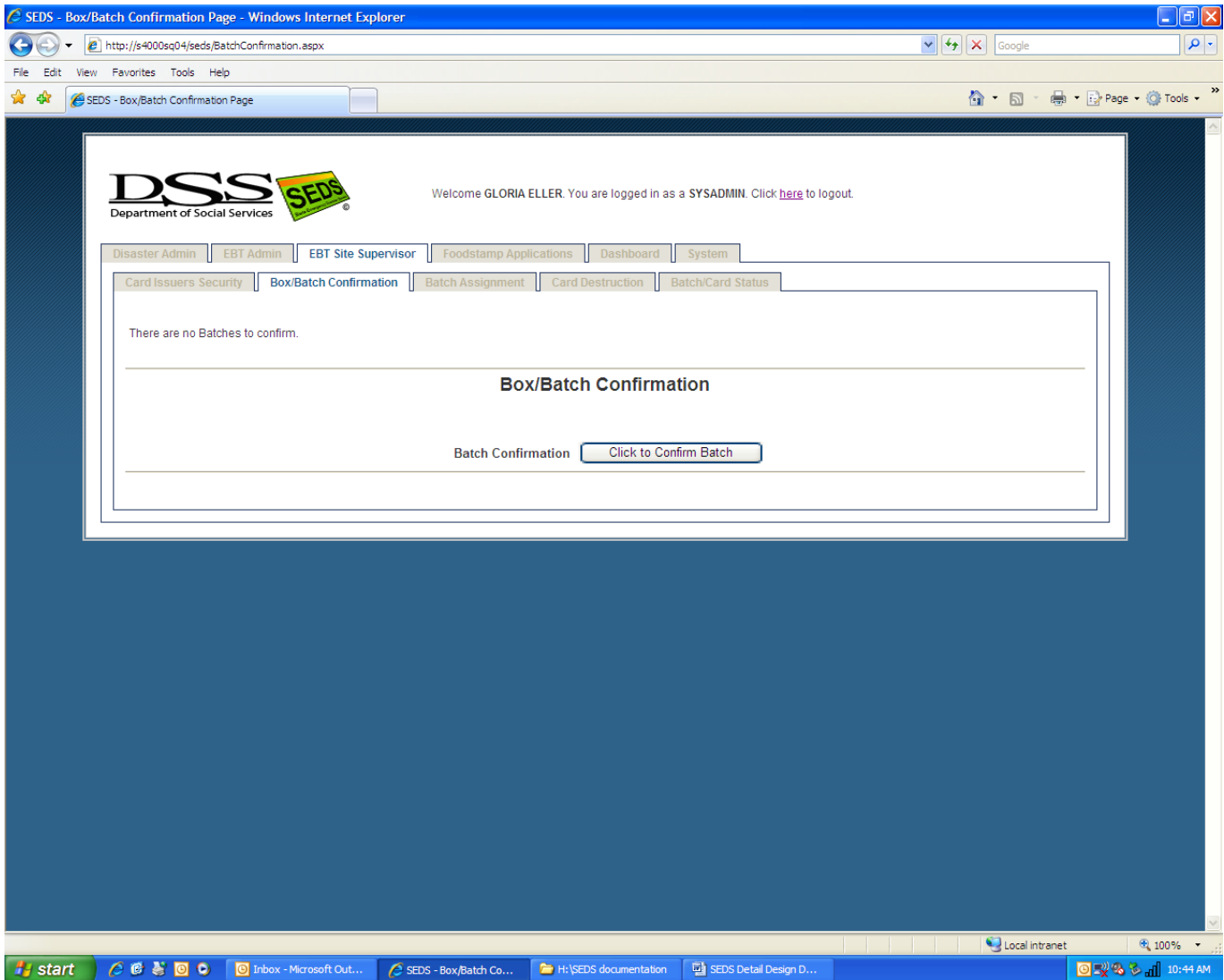
User Name	First Name	Last Name	Email Address	Security
ADMGRU	ALICIA	MORRIS	ALICIA.MORRIS@DSS.SC.GOV	EBT ISSUANCE
AKWCC1	AGGIE	WILLIAMS	AGGIE.WILLIAMS@DSS.SC.GOV	EBT ISSUANCE
BDJLTR	BEVERLY	JACKSON	BEVERLY.JACKSON@DSS.SC.GOV	EBT ISSUANCE
BERH39	BARBARA	ROBERSON	BARBARA.ROBERSON@DSS.SC.GOV	EBT ISSUANCE
BLCU65	BETTY	CAMPBELL	BETTY.CAMPBELL@DSS.SC.GOV	EBT ISSUANCE
CRRCN6	CINDY	ROGERS	CINDY.ROGERS@DSS.SC.GOV	EBT ISSUANCE

Add Issuance User Clear

start | Inbox - Microsoft Out... | SEDS - Card Issuers ... | H:\SEDs documentation | SEDS Detail Design D... | Local intranet | 100% | 10:44 AM

### 6.14.1.2 Box/Batch Confirmation

The **EBT Site Supervisor – Box/Batch Confirmation** screen is utilized by the EBT Site Supervisor to confirm receipt of a batch or multiple batches of cards from the State Office to be used by that particular site for distribution to clients.



### 6.14.1.3 Batch Assignment

The **EBT Site Supervisor – Batch Assignment** screen is utilized by the EBT Site Supervisor to further assign a batch of cards to a primary issuer and possibly to secondary issuers as well. The primary issuer is the person at the site who will be responsible for that batch of cards as they are handed out to clients. Secondary issuer(s) may also be assigned as staff who may also issue cards from that same box.

SEDs - Batch Assignment page - Windows Internet Explorer

http://s4000sq04/seds/BatchAssignment.aspx

File Edit View Favorites Tools Help

SEDs - Batch Assignment page

**DSS** SEDs  
Department of Social Services

Welcome GLORIA ELLER. You are logged in as a SYSADMIN. Click [here](#) to logout.

Disaster Admin | EBT Admin | **EBT Site Supervisor** | Foodstamp Applications | Dashboard | System

Card Issuers Security | Box/Batch Confirmation | **Batch Assignment** | Card Destruction | BatchCard Status

There are no Batches to assign.

**Batch Assignment Information**

Batch #

\*Primary Issuer

Secondary Issuer(s)

- (AKWCC1) AGGIE WILLIAMS
- (ADMGRU) ALICIA MORRIS
- (BERH39) BARBARA ROBERSON
- (BLCU65) BETTY CAMPBELL
- (BDJLTR) BEVERLY JACKSON
- (CRRCN6) CINDY ROGERS

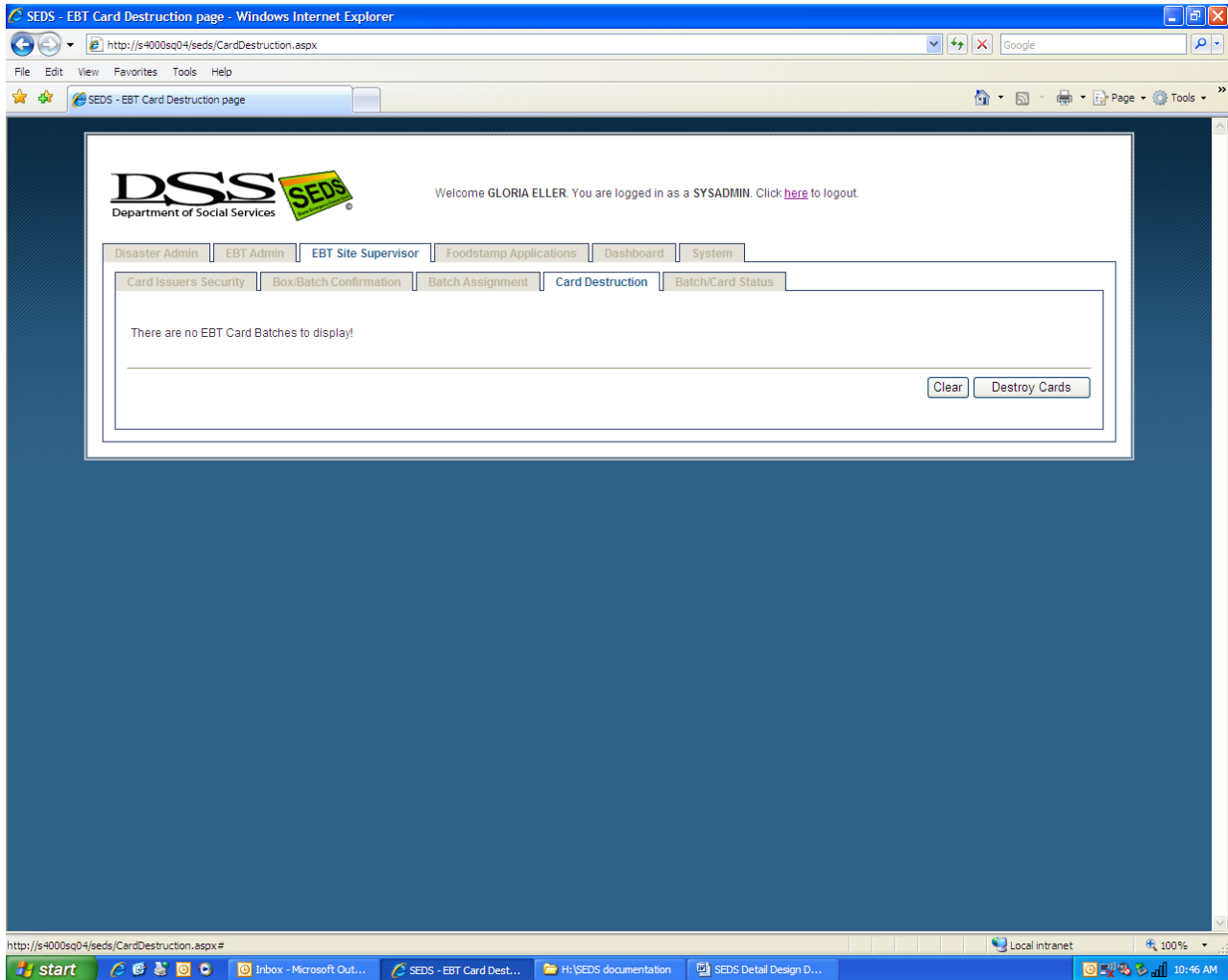
Clear Assign Batch Return Batch

http://s4000sq04/seds/BatchAssignment.aspx#

start | Inbox - Microsoft Out... | SEDs - Batch Assignm... | H:\SEDs documentation | SEDs Detail Design D... | Local intranet | 100% | 10:45 AM

#### 6.14.1.4 Card Destruction

The **EBT Site Supervisor – Card Destruction** screen is utilized by the EBT Site Supervisor whenever a card is damaged, missing from inventory or stolen.



### 6.14.1.5 Batch/Card Status

The **EBT Site Supervisor – Batch/Card Status** screen shows the numbers of cards that have been sent through the site and the current status of those cards.

SEDs - Batch/Card Status page - Windows Internet Explorer

http://s-4000sq04/seds/BatchStatus.aspx

File Edit View Favorites Tools Help

SEDs - Batch/Card Status page

DSS Department of Social Services

Welcome GLORIA ELLER. You are logged in as a SYSADMIN. Click [here](#) to logout.

Disaster Admin | EBT Admin | **EBT Site Supervisor** | Foodstamp Applications | Dashboard | System

Card Issuers Security | Box/Batch Confirmation | Batch Assignment | Card Destruction | **Batch/Card Status**

There are no EBT Card Batches to view status!

Secondary Issuer

Select Date: 06/25/2008

Beginning Inventory: 0

Received from State Office: (+) 0

Issued: (-) 0

Destroyed: (-) 0

Returned to State Office: (-) 0

Ending Inventory: 0

Clear Check In Batch

http://s-4000sq04/seds/BatchStatus.aspx#

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### 6.14.2 The EBT ADMIN Tab – Card Inventory Sub-Tab

For EBT Admin users, tabs are provided for tracking inventory throughout the Disaster process. The EBT Admin tab allows access to the following tabs:

**CARD INVENTORY** tab is further divided to allow for the following tabs:

- Box/Batch Confirmation
- Batch Audit
- Batch Assignment
- Batch/Card Reconciliation

- Batch/Card Destruction

The **EBT Admin - Card Inventory** tab allows for monitoring through SEDS where in the Disaster process the EBT disaster cards are - from receipt of the cards in boxes/batches from JP Morgan at the State Office until benefits are placed on the card by JP Morgan for a client or the card is returned to the State Office at the end of the disaster to be destroyed. This Card Inventory process includes a mechanism to destroy a box of cards to help prevent fraudulent use of the EBT cards.

The screenshot displays the SEDS - Batch/Card Destruction page. The browser window shows the URL <http://s4000sq04/seds/BatchCardDestruction.aspx>. The page has a navigation bar with tabs: Disaster Admin, EBT Admin, EBT Site Supervisor, Foodstamp Applications, Dashboard, and System. The 'EBT Admin' tab is selected, and within it, the 'Card Inventory' sub-tab is active. Under 'Card Inventory', there are four sub-tabs: Box/Batch Confirmation, Batch Audit, Batch Assignment, and Batch/Card Destruction. The 'Batch/Card Destruction' sub-tab is selected, displaying a table of card batches.

	Batch #	Starting Card #	Ending Card #	Batch Status	Audit Status	Confirmed	Remaining Cards
Select	16	6104709000023000	6104709000025997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	18	6104709000029007	6104709000031995	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	19	6104709000032001	6104709000034999	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	20	6104709000035004	6104709000037992	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	21	6104709000038008	6104709000040996	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	22	6104709000041002	6104709000043990	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	23	6104709000044006	6104709000046993	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	24	6104709000047009	6104709000049997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	25	6104709000050003	6104709000052991	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	26	6104709000053007	6104709000055994	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	27	6104709000056000	6104709000058998	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	28	6104709000059004	6104709000061992	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	29	6104709000062008	6104709000064996	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	30	6104709000065001	6104709000067999	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	31	6104709000068005	6104709000070993	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	32	6104709000071009	6104709000073997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	33	6104709000074003	6104709000076990	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	34	6104709000077006	6104709000079994	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	35	6104709000080000	6104709000082998	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	36	6104709000083004	6104709000085991	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300

Below the table, there is a 'Batch/Card Destruction' section with a 'Destroy Batch' button and a 'Click to Destroy Batch' link.



### 6.14.2.1 Box/Batch Confirmation

The **Card Inventory - Box/Batch Confirmation** screen displays any boxes of cards that are received in the State Office. These cards may be ones ordered from JP Morgan and delivered to the State Office for distribution to the disaster sites or they may be cards returned at the end of the disaster application period from the sites to the State Office for secure storage or destruction.

For EBT cards to be utilized in the SEDS system they must be confirmed as received in the State Office.

SEDs - Box/Batch Confirmation page - Windows Internet Explorer

http://s4000sq04/seds/Disaster.aspx

File Edit View Favorites Tools Help

SEDs - Box/Batch Confirmation page

Disaster Admin | EBT Admin | EBT Site Supervisor | Foodstamp Applications | Dashboard | System

Card Inventory | Disaster Inventory

Box/Batch Confirmation | Batch Audit | Batch Assignment | Batch/Card Reconciliation | Batch/Card Destruction

Select	Batch #	Starting Card #	Ending Card #	Date Batch Added
<input type="checkbox"/>	56	6104709000143006	6104709000145993	6/6/2008
<input type="checkbox"/>	57	6104709000146009	6104709000148997	6/6/2008
<input type="checkbox"/>	58	6104709000149003	6104709000151991	6/6/2008
<input type="checkbox"/>	59	6104709000152007	6104709000154995	6/6/2008
<input type="checkbox"/>	60	6104709000155000	6104709000157998	6/6/2008
<input type="checkbox"/>	61	6104709000158004	6104709000160992	6/6/2008
<input type="checkbox"/>	62	6104709000161008	6104709000163996	6/6/2008
<input type="checkbox"/>	63	6104709000164002	6104709000166999	6/6/2008
<input type="checkbox"/>	64	6104709000167005	6104709000169993	6/6/2008
<input type="checkbox"/>	65	6104709000170009	6104709000172997	6/6/2008
<input type="checkbox"/>	66	6104709000173003	6104709000175990	6/6/2008
<input type="checkbox"/>	67	6104709000176006	6104709000178994	6/6/2008
<input type="checkbox"/>	68	6104709000179000	6104709000181998	6/6/2008
<input type="checkbox"/>	69	6104709000182004	6104709000184992	6/6/2008
<input type="checkbox"/>	70	6104709000185007	6104709000187995	6/6/2008
<input type="checkbox"/>	71	6104709000188001	6104709000190999	6/6/2008
<input type="checkbox"/>	72	6104709000191005	6104709000193993	6/6/2008
<input type="checkbox"/>	73	6104709000194009	6104709000196996	6/6/2008
<input type="checkbox"/>	74	6104709000197002	6104709000199990	6/6/2008
<input type="checkbox"/>	75	6104709000200004	6104709000202992	6/6/2008

1 2

**Box/Batch Confirmation**

Batch Confirmation [Click to Confirm Batch](#)

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### 6.14.2.2 Batch Audit

Through use of the **Card Inventory – Batch Audit screen**, SEDS allows for a box of cards to be selected for audit to ensure the quality of the cards to be distributed by the State Office to the EBT disaster sites.

SEDS - Batch Audit page - Windows Internet Explorer

http://s4000sq04/seds/BatchAudit.aspx

Select	Card Number	State Received	N/A
Select	19 6104709000032001	6104709000034599	STATE RECEIVED N/A
Select	20 6104709000035004	6104709000037992	STATE RECEIVED N/A
Select	21 6104709000038008	6104709000040996	STATE RECEIVED N/A
Select	22 6104709000041002	6104709000043990	STATE RECEIVED N/A
Select	23 6104709000044006	6104709000046993	STATE RECEIVED N/A
Select	24 6104709000047009	6104709000049997	STATE RECEIVED N/A
Select	25 6104709000050003	6104709000052991	STATE RECEIVED N/A
Select	26 6104709000053007	6104709000055994	STATE RECEIVED N/A
Select	27 6104709000056000	6104709000058998	STATE RECEIVED N/A
Select	28 6104709000059004	6104709000061992	STATE RECEIVED N/A
Select	29 6104709000062008	6104709000064996	STATE RECEIVED N/A
Select	30 6104709000065001	6104709000067999	STATE RECEIVED N/A
Select	31 6104709000068005	6104709000070993	STATE RECEIVED N/A
Select	32 6104709000071009	6104709000073997	STATE RECEIVED N/A
Select	33 6104709000074003	6104709000076990	STATE RECEIVED N/A
Select	34 6104709000077006	6104709000079994	STATE RECEIVED N/A
Select	35 6104709000080000	6104709000082998	STATE RECEIVED N/A
Select	36 6104709000083004	6104709000085991	STATE RECEIVED N/A

1 2

Batch Audit Information

Batch #

\*Card Number

☒ - Pass ☐ - Fail

Batch Fail Reason

Clear Audit Batch

\*Open the box and select any random card. Enter the card number in the Card Number field.

### 6.14.2.3 Batch Assignment

The **Card Inventory - Batch Assignment** screen is provided for EBT Admin users to indicate which boxes of cards are distributed to which disaster EBT site and for which disaster. The full inventory of boxes of cards that are received in the State Office are displayed for selection to be distributed.

SEDs - Batch Assignment page - Windows Internet Explorer

http://s4000sq04/seds/BatchAssign.aspx

File Edit View Favorites Tools Help

SEDs - Batch Assignment page

Card Inventory | Disaster Inventory

Box/Batch Confirmation | Batch Audit | **Batch Assignment** | Batch/Card Reconciliation | Batch/Card Destruction

Select	Batch #	Starting Card #	Ending Card #	Status
<input type="checkbox"/>	16	6104709000023000	6104709000025997	STATE RECEIVED
<input type="checkbox"/>	18	6104709000029007	6104709000031995	STATE RECEIVED
<input type="checkbox"/>	19	6104709000032001	6104709000034999	STATE RECEIVED
<input type="checkbox"/>	20	6104709000035004	6104709000037992	STATE RECEIVED
<input type="checkbox"/>	21	6104709000038008	6104709000040996	STATE RECEIVED
<input type="checkbox"/>	22	6104709000041002	6104709000043990	STATE RECEIVED
<input type="checkbox"/>	23	6104709000044006	6104709000046993	STATE RECEIVED
<input type="checkbox"/>	24	6104709000047009	6104709000049997	STATE RECEIVED
<input type="checkbox"/>	25	6104709000050003	6104709000052991	STATE RECEIVED
<input type="checkbox"/>	26	6104709000053007	6104709000055994	STATE RECEIVED
<input type="checkbox"/>	27	6104709000056000	6104709000058998	STATE RECEIVED
<input type="checkbox"/>	28	6104709000059004	6104709000061992	STATE RECEIVED
<input type="checkbox"/>	29	6104709000062008	6104709000064996	STATE RECEIVED
<input type="checkbox"/>	30	6104709000065001	6104709000067999	STATE RECEIVED
<input type="checkbox"/>	31	6104709000068005	6104709000070993	STATE RECEIVED
<input type="checkbox"/>	32	6104709000071009	6104709000073997	STATE RECEIVED
<input type="checkbox"/>	33	6104709000074003	6104709000076990	STATE RECEIVED
<input type="checkbox"/>	34	6104709000077006	6104709000079994	STATE RECEIVED
<input type="checkbox"/>	35	6104709000080000	6104709000082998	STATE RECEIVED
<input type="checkbox"/>	36	6104709000083004	6104709000085991	STATE RECEIVED

12

Batch Assignment

Disaster Name

Disaster Site

Clear Assign Batch

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### 6.14.2.4 Batch/Card Reconciliation

EBT Admin users can utilize the **Card Inventory - Batch/Card Reconciliation** screen to monitor the location and status of a batch/box of cards or by selecting a particular batch, the cards within that box. The Balance in Inventory is provided to track the number of cards in inventory at the State Office.

SEDs - Batch/Card Reconciliation page - Windows Internet Explorer

http://s4000sq04/seds/BatchCardRecon.aspx

File Edit View Favorites Tools Help

SEDs - Batch/Card Reconciliation page

Box/Batch Assignment Batch/Card Reconciliation Batch/Card Destruction

Batch #	Assigned Disaster	Assigned Site	Batch Status	Audit Status	Date Added
Select 1	ZULU	HORRY1	SITE RECEIVED	N/A	4/24/2008
Select 2	ZULU	HORRY2	SITE RECEIVED	N/A	4/24/2008
Select 3	ZULU	GEORGETOWN	SITE RECEIVED	N/A	4/24/2008
Select 6	CHUNGHOA	MAIN SITE ON MAIN STREET	SITE RECEIVED	PASS	5/12/2008
Select 10	CHUNGHOA	MAIN SITE ON MAIN STREET	SITE RECEIVED	N/A	6/3/2008
Select 11	CHUNGHOA	MAIN SITE ON MAIN STREET	SITE RECEIVED	N/A	6/3/2008
Select 12	CHUNGHOA	MAIN SITE ON MAIN STREET	SITE RECEIVED	N/A	6/3/2008
Select 13	CHUNGHOA	MAIN SITE ON MAIN STREET	SITE RECEIVED	N/A	6/3/2008
Select 14	COREYTESTDISASTER	COREYSITE	SITE RECEIVED	N/A	6/3/2008
Select 15	COREYTESTDISASTER	COREYSITE	SITE RECEIVED	PASS	6/3/2008
Select 16			STATE RECEIVED	N/A	6/3/2008
Select 17	COREYTESTDISASTER	COREYSITE	SITE RECEIVED	N/A	6/3/2008
Select 18			STATE RECEIVED	N/A	6/3/2008
Select 19			STATE RECEIVED	N/A	6/6/2008
Select 20			STATE RECEIVED	N/A	6/6/2008
Select 21			STATE RECEIVED	N/A	6/6/2008
Select 22			STATE RECEIVED	N/A	6/6/2008
Select 23			STATE RECEIVED	N/A	6/6/2008
Select 24			STATE RECEIVED	N/A	6/6/2008
Select 25			STATE RECEIVED	N/A	6/6/2008

1 2 3

#### BALANCE IN INVENTORY

Select Date: 6/25/2008

Beginning Inventory: 14250

Cards Received from Site: (+) 0

Cards Received from Vendor: (+) 0

Cards sent to Sites: (-) 2543

Cards Destroyed: (-) 7

Ending Inventory: 11700

http://s4000sq04/seds/BatchCardRecon.aspx#

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### 6.14.2.5 Batch/Card Destruction

The **Card Inventory - Batch/Card Destruction** screen allows for EBT Admin users to destroy a box of cards in SEDS which makes those cards unable to have benefits issued on them. The batches of cards that are displayed and are available for destruction are those that are currently in the State Office.

SEDs - Batch/Card Destruction page - Windows Internet Explorer

http://s4000sq04/seds/BatchCardDestruction.aspx

File Edit View Favorites Tools Help

SEDs - Batch/Card Destruction page

Disaster Admin | EBT Admin | EBT Site Supervisor | Foodstamp Applications | Dashboard | System

Card Inventory | Disaster Inventory

Box/Batch Confirmation | Batch Audit | Batch Assignment | Batch/Card Reconciliation | Batch/Card Destruction

	Batch #	Starting Card #	Ending Card #	Batch Status	Audit Status	Confirmed	Remaining Cards
Select	16	6104709000023000	6104709000025997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	18	6104709000029007	6104709000031995	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	19	6104709000032001	6104709000034999	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	20	6104709000035004	6104709000037992	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	21	6104709000038008	6104709000040996	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	22	6104709000041002	6104709000043990	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	23	6104709000044006	6104709000046993	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	24	6104709000047009	6104709000049997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	25	6104709000050003	6104709000052991	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	26	6104709000053007	6104709000055994	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	27	6104709000056000	6104709000058998	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	28	6104709000059004	6104709000061992	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	29	6104709000062008	6104709000064996	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	30	6104709000065001	6104709000067999	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	31	6104709000068005	6104709000070993	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	32	6104709000071009	6104709000073997	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	33	6104709000074003	6104709000076990	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	34	6104709000077006	6104709000079994	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	35	6104709000080000	6104709000082998	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300
Select	36	6104709000083004	6104709000085991	STATE RECEIVED	N/A	<input checked="" type="checkbox"/>	300

1 2 3 4

**Batch/Card Destruction**

Destroy Batch [Click to Destroy Batch](#)

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## Chapter 7 Post Disaster Supplemental Nutrition Assistance Program (DSNAP) Follow-up

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

### 7.1 Closing-out the Application/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"> <li>• Organize applicant files using State's standard practice</li> <li>• Include issuance documents in files</li> <li>• Review files to determine duplication</li> <li>• Determine length to retain files – Federal standard is minimum of 3 years</li> <li>• Put files in boxes marked with site and box number</li> </ul>	
Issuance Records	<ul style="list-style-type: none"> <li>• Reconcile issuance at all sites</li> <li>• Put issuance logs and records in boxes marked with site and box number</li> <li>• Forward to State office</li> </ul>	

EBT Cards	<ul style="list-style-type: none"> <li>• Take inventory of EBT cards</li> <li>• Return EBT cards to secure storage site</li> </ul>	
Equipment	<ul style="list-style-type: none"> <li>• Take inventory of all equipment (computers, copiers, FAX machines, telephones) and other supplies, and compare with initial inventory</li> <li>• Return equipment to lender, as appropriate</li> </ul>	
Staff	<ul style="list-style-type: none"> <li>• Complete time sheets for all personnel, including temporary personnel. Records are subject to 3 year retention.</li> </ul>	
Building	<ul style="list-style-type: none"> <li>• Clean as much as possible</li> <li>• Maintain security until site is emptied</li> </ul>	

## 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.

## 7.3 Reports

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

### FNS-292

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-292) within 45 days of the termination of the DSNAP operation. The due date of the FNS-292 will be determined by the circumstances surrounding the disaster. The FNS-292 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-292 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.

### 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.

## 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 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-disaster Disaster Supplemental Nutrition Assistance Program (DSNAP) Certification Review

State Office will conduct a post-disaster review of DSNAP certification. Supplemental Nutrition Assistance Program Quality Control (SNAP-QC) 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. SNAP-QC 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 and 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.
- 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-disaster Disaster Supplemental Nutrition Assistance Program (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.

Division of Audits will refer cases classified as IPV, which lack sufficient 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 provide assistance to 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-disaster Disaster Supplemental Nutrition Assistance Program (DSNAP) Households who received DSNAP Benefits**

Each county will be responsible for TEFAP and 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, 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 certification 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 and
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

## 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, are in need of 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, child care 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 age 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 has 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.** A list of disaster contacts for State and County Offices was added.

**Chapter 5 Disaster Supplemental Nutrition Assistance Program (DSNAP): Certification Process.** A sentence was added at the end of the first paragraph.

**5.2 Comparing the Disaster Supplemental Nutrition Assistance Program (DSNAP) and the Supplemental Nutrition Assistance Program (SNAP).** An expanded definition of the disaster related expenses has been added.

### Vol. 3 7/2010

These changes are effective July 2010

**Section 1.3 South Carolina Department of Social Services (DSS) Response in a Disaster.** The list of disaster contacts for State and County Offices was updated and are shown in red.

### Vol. 4 5/2016

These changes are effective May 2016

**Section 1.3 South Carolina Department of Social Services (DSS) Response in a Disaster.** The list of disaster contacts for State and County Offices was updated.

Appendix updated to include the Disaster SNAP Preparation and Response Plan Template to be utilized by each county office in developing their plans.



**SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES**

Table of Contents

**Preparation..... 6**

**Emergency Response Team..... 9**

**Staffing Plan.....16**

**Facility and Operations Plan.....18**

**Security Issues .....20**

**Personal Comfort/Health .....20**

**Activation and Recovery .....21**

**Conclusion .....23**

**APPENDIX .....24**

Hotel Listing(s).....25

Supplies Listing.....26

Restaurants.....27

Emergency Resources.....28



**South Carolina Department of Social Services**  
*Disaster Supplemental Nutrition Assistance Program (DSNAP)*  
 Preparation and Response Plan Instructions

- A. **Title Page:** Indicate County name and date
- B. **Preparation:** On top of page indicate County name and date. Nothing else is required in this section. The businesses should be listed on the forms provided in the Appendix.
- C. **Emergency Response Team:** Indicate the names of the Emergency Response Team Leaders
- D. **Staffing Plan:**
  - a. **Certification Staff, Section A:** Indicate the number of each of the following:
    - i. # of potential eligible households. See page 16 for the formula.
    - ii. # of site managers
    - iii. # of supervisors
    - iv. # of certification staff
    - v. # of Benefit Integrity staff for possible back up
  - b. **LEP/SI staff or accommodations, Section B:** Indicate the name of the Client Special Services Coordinator. Indicate each of the following:
    - i. # of staff members who are fluent in Spanish and have been certified as Spanish bilingual workers.
    - ii. Personal Code for County to access Avaya Line. See page 41 for the list of codes.
    - iii. Local number for the SC School for the Deaf and Blind, if applicable
  - c. **Training Staff, Section A:** Indicate the number of supervisory level staff with training background.
  - d. **Staffing for keying and EBT Card issuance, Section D:** Indicate the number for each of the following:
    - i. # of supervisors
    - ii. # of entry operators
    - iii. # of issuance staff
    - iv. # of runners

- e. **Program Integrity, Section E:** Indicate the number of supervisors and benefit integrity staff
  - f. **Logistical Team Staffing, Section F:** Indicate the number of staff
  - g. **Crowd Control, Section G:** Indicate the number of team leaders and staff
  - h. **Additional Staffing Assistance, Section H:** Indicate each of the following:
    - i. # of additional projected staffing requirement, including staff requested from outside of the local county
    - ii. # of county staff available to participate with program implementation
    - iii. Name of County
- E. Facility and Operations Plan**
- a. **Main Site Location, Section A:** Indicate each of the following
    - i. Address
    - ii. Describe the setup of the DSNAP. See page 11 for required information
  - b. **Parking Arrangements (Main Site), Section B:** Describe the parking arrangements for staff and clients. See page 11 for required information
  - c. **Alternative Site Location, Section C:** Indicate each of the following:
    - i. Address
    - ii. Describe the setup of the DSNAP. See page 11 for required information.
  - d. **Parking Arrangements (Alternative Site), Section D:** Describe the parking arrangements for staff and clients. See page 12 for required information.
  - e. **Operating Schedule, Section E:** Indicate each of the following
    - i. Hours that applications will be received and processed
    - ii. Staff hours
- F. Personal Comfort/ Health**
- a. **Applicants, Section A:** Indicate the location of portable restroom facilities, if applicable.
- G. Conclusion**
- a. **Facility Clean Up, Section B:** Indicate DSS County name and County name
- H. Appendix**
- a. **Hotel Listing(s):** Indicate the contact information of hotels willing to work with the agency.
  - b. **Supplies Listing:** Indicate the contact information of supply providers and the type of equipment supplied.

- c. **Restaurants:** Indicate the contact information of restaurants willing to work with the agency and provide meals during a DSNAP.
- d. **Emergency Resources:**
  - i. County Administration: Indicate the contact information for local county administration.
- e. **Law Enforcement Agencies:** Indicate the contact information for local law enforcement agencies including county, city and towns.
- f. **Fire Departments/ Medical Services:** Indicate the contact information for local fire departments and medical providers (hospitals) including city, town and rural providers.
- g. **Local Media:** Indicate the contact information for Local Media
- h. **Other Resources:** Indicate each of the following
  - i. Contact information for local American Red Cross
  - ii. Contact information for local Salvation Army
  - iii. Contact information for agencies not previously captured
    - 1. Local shelters
    - 2. Local food banks
    - 3. Etc.
- i. **Damage Assessment Information: Completed after a disaster has occurred.**  
Indicate each of the following:
  - i. Date completed
  - ii. Time completed
  - iii. Person completing form
  - iv. # or % of private dwellings destroyed or damaged
  - v. # or % of grocery stores closed for business, damaged, etc.
  - vi. Location and expected duration of power outages
  - vii. Zip codes of the affected areas detailed in Items 1 and 2 (attach map designating the affected areas)
  - viii. Estimated number of households expected to apply for DSNAP benefits.
  - ix. Attached Media Reports of damage
- j. **Work Record for Affected County Employees:** Indicate County name and date
  - i. Employee signatures; arrival/departure times; and hours worked will be indicated
- k. **Work Record for OUT of COUNTY Employees:** Indicate Affected County name and date
  - i. Employee signatures; arrival/departure times; and hours worked will be indicated
- l. **Six Month Contact Form: Required every six months.** Each county will make semi-annual contact with previously determined providers of services and supplies; and or any additional providers and will submit the updated Six Month

Contact Form every January and July to Kaci Herrington-Garrett, DSNAP Coordinator, via email [kaci.herrington-garrett@dss.sc.gov](mailto:kaci.herrington-garrett@dss.sc.gov) with subject line of \_\_\_\_\_ County Month Year Six Month Contact Form.

\_\_\_\_\_ COUNTY  
 DSNAP PREPARATION AND RESPONSE PLAN  
 DATE: \_\_\_\_\_

### Disaster Supplemental Nutrition Assistance Program Overview

#### **BASIC FACTS ABOUT THE PROGRAM**

- Through the Disaster Supplemental Nutrition Assistance Program (DSNAP), the United States Department of Agriculture Food and Nutrition Service (FNS) is able to quickly offer short-term food assistance benefits to families suffering in the wake of a disaster.
- Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used to purchase food at most grocery stores.
- Through DSNAP, affected households use a simplified application. DSNAP benefits are issued to eligible applicants within 72 hours, speeding assistance to disaster victims and reducing the administrative burden on State agencies operating in post-disaster conditions.
- Households not normally eligible for SNAP may qualify for DSNAP as a result of their disaster-related expenses, such as loss of income, damage to property, relocation expenses, and, in some cases, loss of food due to power outages.
- When States operate a DSNAP, ongoing SNAP clients can also receive disaster food assistance. Households with disaster losses whose SNAP benefits are less than the monthly maximum can request a supplement. The supplement brings their benefit allotment up to the maximum for the household size. This provides equity between DSNAP households and SNAP households receiving disaster assistance.
- FNS approves DSNAP operations in an affected area under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act when the area has received a Presidential disaster declaration of Individual Assistance (IA) from the Federal Emergency Management Agency (FEMA).
- State agencies request FNS approval to operate a DSNAP within the disaster area. FNS approves program operations for a limited period of time (typically 5-7 days) during which the State agency may accept DSNAP applications in a specific zip code, county, or region of the affected State.

#### **What Is The Role Of State Office?**

State Office DSS staff serve in the capacity of coordinator and facilitator to ensure the smooth implementation of a DSNAP in the State. State Office has its own DSNAP Preparation and Response Plan in addition to the State DSNAP Manual, which serves as the policy and procedure guide for the State's DSNAP operations. State Office will appoint its own Emergency Response Team (ERT) to assist counties with preparing for and implementing the DSNAP. The State Office ERT will complete the following tasks:

- Coordinate with FEMA and the SC Emergency Management Division (SCEMD) to gather the information necessary to prepare the DSNAP waiver request;
- Prepare and submit the DSNAP waiver request to FNS for approval;
- Determine the location, dates, and duration of each DSNAP;
- Estimate the number of applicants to be served in each affected area so that the appropriate numbers of applications, documents, and EBT cards can be ordered;
- Review and update the DSNAP documents to ensure they are up to date with current regulations;
- Identify a State Office site manager for each affected area;
- Host conference calls with management in each affected area to ensure that they are prepared prior to implementing the DSNAP;
- Update training materials;
- Host regular conference calls with FNS to clarify regulations and policy;
- Gather the necessary number of documents and training materials necessary for each affected area;
- Assist the management of the affected area with obtaining the number of staff needed to successfully implement the DSNAP; and
- Complete the daily reports and post-DSNAP audit reports and submit them to the FNS for review.

**What Is The Role Of the County Office?**

- Identify a Main Site and at least one alternative site;
- Update the DSNAP County Supply Contacts twice a year;
- Develop a County specific DSNAP Orientation Guide (see page 46 of the DSNAP Manual);
- Complete the DSNAP Preparation and Response Plan yearly;
- Attend annual DSNAP training;
- Conduct County specific disaster preparedness training;
- Familiarize County with the DSNAP manual and County Preparation and Response Plan.

**Preparation** – To be reviewed twice a year and initiated before a disaster, if possible.

Each County should make contact with each service/supply provider listed below at least twice a year. *Six Month Contact Update Form* is included in the Appendix.

Provide a list of vendors, to include their contact information, who are willing to work with the Agency in the Appendix.

- A. Site Identification
- B. Hotels
- C. Supplies
  - a. Physical Location
  - b. Communication
  - c. Certification
  - d. Human Comforts
- D. Restaurants/Food Vendors
- E. Support Agencies
  - a. State and Local Law Enforcement
  - b. Fire and Rescue/Medical Services
  - c. Volunteer/Community Organizations
  - d. Other state agencies
- F. Forms
  - a. Request for payment – DSS Form 1402 AP
  - b. AVAZA Language Services County Access Codes
  - c. Six Month Contact Update Form
  - d. Employee Sign-In Sheet
  - e. Qualified Contract Interpreters

## Communication Plan

### State Office DSNAP Coordinator

Ensures consistent and accurate communication pertaining to the disaster programs, site locations, and operating hours is disseminated to the relevant parties below.

### FNS

Communication between FNS and State Office will occur daily or as needed prior to submitting the DSNAP waiver and once submitted, so questions/problems can be addressed as they arise.

### Public Information Office

- Update and maintain current contact information for all stakeholders to include the media, retailers, advocacy groups, disaster responders (FEMA, Red Cross, etc.), other public agencies serving the same population, etc.
- Disseminate updated press releases as they become available to multiple types of media as well as stakeholder groups, if appropriate.
- Field inquiries from the media.
- Identify a Point of Contact (POC) at each level to ensure consistent messaging throughout the DSNAP process.

### Counties

Direct all concerns and problems to your Team Leaders. Daily conference calls will be held with Team Leaders and appropriate State Office staff to discuss the issues facing the counties as well as to provide critical updates. Please find the Team Leader assignments in the Appendix for your convenience.

### Advocates and Community Groups

Enlist support with outreach to affected parts of the community.

### Neighboring State Agencies

Communication with neighboring state agencies also affected by the disaster will occur as needed to ensure collaboration with one another to design similar responses, which may help to reduce applicant confusion in border counties.

### Clients

- For program participants inquiring about or requesting replacement benefits, please follow the SNAP manual procedures (22.8) until instructed otherwise.
- Prior to the start of a DSNAP, clients should be advised to contact **DSS Connect at 1-800-616-1309** with questions or to go to their county offices, if it is safe to do so.
- After the DSNAP has begun, clients should be given the **toll-free number** set up for this purpose (\_\_\_\_\_).

**Please stay tuned for other updates via email regarding workflow and the disaster response.**



### Emergency Response Team (ERT)

These persons will serve on the Emergency Response Team: they are responsible for planning and execution of functions to ensure that emergency activities are carried out timely and efficiently.

### EMERGENCY RESPONSE TEAM LEADERS

Name	Responsibility
	County Director
TBD	Site Manager (State Office staff)
	Assistant Site Manager (ASM)
	Logistics
	Crowd Control
	DSNAP Certification
	DSNAP Issuance
	Program Integrity
	Applicant Services Coordinator
	Normal Economic Services Operations
	Normal Human Services Operations

**Note:** Please identify one person per function; no duplication of staff allowed

## Emergency Response Team Responsibilities

### A. County Director

Responsible for ensuring that the county is prepared to implement a DSNAP in the event of a disaster to include completing the following:

- ∞ Identify a main and alternate site suitable to host the county DSNAP;
- ∞ Maintain regular contact with the management of the main and alternate sites throughout the year and once a disaster occurs;
- ∞ Maintain close contact with the county EOC to gather important data after a disaster occurs and relay that information to State Office to help determine if a DSNAP is necessary;
- ∞ Conduct a walkthrough prior to confirming the DSNAP location to ensure it will meet the requirements of the program;
- ∞ Establish Memorandums of Understanding (MOU's) with vendors who can provide facilities, ice, water, generators, security, etc. as part of disaster planning and preparation efforts;
- ∞ Participate in the negotiations of the contract costs with the State Office representative (though the County Director should attempt to get the sites donated);
- ∞ Contact local law enforcement to request their participation in the DSNAP implementation. In conjunction with the logistics and crowd control team leaders, the County Director will identify the level of support necessary from law enforcement;
- ∞ Confirm with ASM that all Emergency Response Team Leaders have completed their responsibilities prior to the first day of the DSNAP;
- ∞ Ensure that the County Director is visible throughout the DSNAP to provide needed support and make decisions onsite as necessary;

### B. Site Manager

Once a DSNAP waiver has been approved for the county and a site manager has been assigned, the site manager and the State Office DSNAP Coordinator will hold a conference call with the County ERT to discuss preparation for the DSNAP. The Site Manager is responsible for the daily operations of the county DSNAP site to include completing the following:

- ∞ Prior to the training day, the Site Manager will contact the ERT to discuss staff assignments to ensure that there is a sufficient number of staff available for all DSNAP functions as well as to assist the anticipated number of DSNAP applicants and SNAP clients.
- ∞ Ensures that site receives program materials prior to the day they open;
- ∞ On the day on training, the Site Manager and Assistant Site Manager (ASM) should conduct a walk through with all staff to locate:
  - Certification stations
  - Issuance stations
  - Affidavit stations

- Employee restrooms
- Employee break areas/lunchroom
- Employee smoking areas, and
- Employee parking (logistics and crowd control to ensure that employee parking is accessible and protected at start of DSNAP).
- ⊗ Ensure that DSNAP/DSS workers have identification (lanyards, shirts, vests, etc.);
- ⊗ Ensure that staff have appropriate time sheets and instructions as to how to complete these, to whom they need to be submitted and when;
- ⊗ Ensure staff understand that meal reimbursement for same day travel (if not spending the night) will be taxable and staff will receive a W-2 form at end of year for this;
- ⊗ Ensure that the break/lunch schedule attached is completed during the site training and that staff understands that they must follow the schedule. Site Manager and ASM are to monitor that staff adhere to the schedule daily. Site Manager and ASM are to rotate their breaks and lunch schedules so that one is available in the certification room at all times.
- ⊗ Conducts training in conjunction with the ASM for the county staff.

#### C. Assistant Site Manager (ASM)

Responsible for the overall oversight of the county's DSNAP plan to include the following:

- ⊗ Serves as the only point of contact between the county staff and the Site Manager;
- ⊗ Ensures all ERT members know their roles and have completed all assignments prior to day one of the county's DSNAP;
- ⊗ Communicates all concerns and outstanding issues to the County Director;
- ⊗ Prepared to shift staff roles and responsibilities, if necessary, in consultation with the Site Manager;
- ⊗ Must be familiar with the roles and responsibility of each ERT member;
- ⊗ Holds the morning huddles with the Site Manager and law enforcement;
- ⊗ Ensure that the break/lunch schedule attached is completed during the site training and that staff understands that they must follow the schedule. Site Manager and ASM are to monitor that staff adhere to the schedule daily. Site Manager and ASM are to rotate their breaks and lunch schedules so that one is available in the certification room at all times.
- ⊗ Conducts training in conjunction with the Site Manager for the county staff;
- ⊗ Monitor and keep track of all incidents occurring on site and report it daily to State Office;

**D. Logistics**

Create the logistics plan for the county to include the following:

- ∞ Assist County Director with choosing an appropriate site and drafting the layout and flow;
- ∞ Reserve interpreting services to be present onsite to assist the LEP community;
- ∞ Ensure interpreter arrives daily during the DSNAP;
- ∞ Ensure facilities are set up properly and adequately furnished;
- ∞ Identify and order the equipment and supplies necessary to run the site;
- ∞ Ensure ample equipment is available and operable;
- ∞ Ensure adequate office supplies are ordered and available by day one;
- ∞ Coordinate numbers of staff required with other team leaders and communicate the need for additional out-of-county staff to the State Office Logistics Team Leader;
- ∞ Activate contacts with currently participating direct bill hotels to secure housing for out-of-county staff and volunteers and inform the State Office Logistics Team Leader of any issues encountered;
- ∞ Notify food providers for meal orders and deliveries for staff, which comply with the current Comptroller General's approved reimbursement rate. Any overages must be approved by State Office prior to agreeing to a rate with a vendor;
- ∞ Secure pre-determined signage for all areas **before** a DSNAP is initiated (to include handicap signs, SNAP/non-SNAP signs, arrows, parking signs, etc.);
- ∞ Maintain a list of DSNAP related supplies and equipment located in the County office. Examples include walkie-talkies, bullhorns, weather radios, etc.;
- ∞ Maintain disaster response materials and emergency resource listings and update at least twice yearly; and
- ∞ Throughout the county's DSNAP implementation, ensure that the applications and materials are prepared and ready for dissemination daily.

**E. Crowd Control**

Create the crowd control plan for the county to include the following:

- ∞ Activate parking accommodations plan for applicants;
- ∞ Arrange shuttle for applicants to and from parking site or rent golf carts in order for staff to provide this service onsite;
- ∞ Coordinate with law enforcement to reserve staff parking;
- ∞ Arrange for movement of crowds for new applicants, current SNAP recipients, and elderly/disabled applicants to include line definition, ribbon/tape/barriers, posters, etc.;
- ∞ Provide staffing for crowd management and control including communication devices;

- α Distribute and display information regarding directions, program information, fraud penalties, and rights and responsibilities in waiting areas and along route to certification and issuance;
- α In conjunction with Logistics Team Leader, coordinate with local law enforcement for crowd control, traffic flow, and the security of staff and applicants; and
- α Designate staff in shifts to act as line coordinators; distribute information regarding program and requirements; answer questions; identify needs.

#### **F. DSNAP Certification**

Create the certification plan for the county to include the following:

- α Coordinate the delivery of certification training in conjunction with State Office staff;
- α Ensure ample supplies of DSNAP applications and forms are available for new applicants and current SNAP recipients;
- α Communicate needs for equipment, supplies and incoming staff needs to Logistics Team Leader;
- α Arrange for certification staffing and scheduling to accommodate potential applicant population;
- α Ensure management staff is available as policy resource in the eligibility determination area;
- α Ensure management staffing to mediate non-program issues of applicants;
- α Ensure staffing and procedures for immediate supervisory review and/or filing for fair hearings; and
- α Coordinate with and communicate information to ASM for daily federal reports.

#### **G. DSNAP Issuance**

Create the issuance plan for the county to include the following:

- α Ensure secure site to include law enforcement protection for EBT cards (coordinate with Logistics Team Leader);
- α Arrange for keying operators and issuance staffing and scheduling to accommodate the potential applicant population;
- α Coordinate the delivery of DSNAP issuance training in conjunction with State Office staff;
- α Ensure ample supply of issuance supplies;
- α Ensure management staffing to be available as issuance policy resource;
- α Communicate needs for equipment, supplies, and incoming staff to Logistics Team Leader; and
- α Coordinate with Office of Audits, SCEBT, and ASM to ensure proper issuance security and reporting.

**H. Program Integrity**

Create the program integrity plan for the county to include the following:

- ∞ Coordinate the delivery of DSNAP program integrity training in conjunction with State Office staff;
- ∞ Ensure that employees only apply for DSNAP with State Office representatives at designated times;
- ∞ Ensure monitoring of and implementation of appropriate action on daily duplicate participations reports;
- ∞ Ensure investigation of reports of fraud and abuse by recipients and establishment of claims for over-issuances when appropriate;
- ∞ Take calls and investigate why benefits are not loaded onto EBT cards; and
- ∞ Ensure claims are established and debit accounts for returned EBT cards.

**I. Applicant Services Coordinator**

- ∞ Coordinates with the Logistics Team Leader to order sufficient equipment to equip the question and answer table;
- ∞ Identify staff to manage the question and answer table;
- ∞ Maintain contact with command central at State Office to get answers to policy questions; report IT system issues; provide updates on frequently encountered issues, etc.; and
- ∞ Keep track of lost and found items.

### Staffing Plan

*All Economic Services staff in the county will be expected to participate in the DSNAP. Normal County ES operations will typically be suspended during the DSNAP implementation.*

The potentially eligible households for \_\_\_\_\_ County is \_\_\_\_\_. To estimate the number of households to be served during the DSNAP use the formula below. Remember that many factors will affect the number of households that actually show up at a DSNAP site.

#### A. Formula

Use the number of households in the affected area found on the census website ([www.census.gov/-quickfacts](http://www.census.gov/-quickfacts)) and subtract the number of households already receiving SNAP in the affected area. Take that number and multiply it by 30%. Please note that depending on the nature and severity of the disaster, that percentage may be too low or high. State Office will assist the counties in determining a realistic number of potentially eligible households.

#### B. Types and Number of Staff

1. Site Management
  - 1   Site manager (State Office staff)
  - 1   Asst. Site Manager
2. Certification Staff – total certification staff required to provide services to the potentially eligible *(enter number here)* households:
  - #   Supervisors
  - #   Certification staff
3. Training Staff – *(insert # here)* supervisory level staff with training background (included in certification) will be assigned the function of preparing training packets, and delivering the certification training in conjunction with State Office staff. Subsequent, possibly daily updates will be identified and provided to certification staff by this training staff.
4. Staffing for keying, EBT card issuance:
  - #   Supervisors
  - #   Issuance staff
  - #   Keying staff, if keying is done on site
  - #   Runners needed, if keying done centrally in Columbia

5. Program Integrity Staffing (Provide the number you anticipate needing):
  - #   Supervisor
  - #   Benefit integrity staff
6. Logistical Team Staffing:
  - #   Logistics staff
7. Crowd Control: the required staffing for crowd control may vary depending on the availability of local law enforcement staff to provide this function.
  - #   Team leaders
  - #   Crowd control staff
8. Q & A Table :
  - #   Staff available to answer questions
9. LEP/SI staff or accommodations: Staff will continue to utilize available resources to serve clientele who do not speak English. See appendix for instructions to access LEP services.
  - #   Staff members who are qualified as Spanish bilingual workers; additional qualified contract interpreters will be located as needed.

**C. Staffing need** – Indicate the total number of staff needed to operate the DSNAP.

- #   Available in county staff
- #   Out of county staff needed



## Facility and Operations Plan

To operate a successful DSNAP, the DSNAP should **NOT** be located at the local DSS County office. It is imperative that the County Director and the ASM locate two sites that can accommodate potentially large crowds. The sites should be handicapped accessible and able to accommodate three lines; DSNAP applicants, elderly/disabled DSNAP applicants, and potentially the SNAP clients applying for SNAP supplements.

### A. Main Site Location: *Insert address here*

*In this section detail the setup of the DSNAP. Specify if current SNAP recipients will go the same place as non-SNAP recipients. Detail where disabled individuals will go for assistance at this location, EBT issuance, program integrity, waiting areas, portable restrooms, security stations, LEP/SI clients, training, etc.*

***See appendix for layout of facilities.***

Parking arrangements (Main site)

*In this section detail parking for staff and clients. Also detail parking for disabled clients, if parking is offsite. Discuss possible shuttle services, if necessary. Identify parking for emergency services.*

### B. Alternative Site Location: *Insert address here*

*In this section detail the setup of the DSNAP. Specify if current SNAP recipients will go the same place as non-SNAP recipients. Detail where disabled individuals will go for assistance at this location, EBT issuance, program integrity, waiting areas, portable restrooms, security stations, LEP/SI clients, training, etc.*

Alternative sites will be designated based on severity and location of damage.

***See appendix for layout of facilities.***

Parking arrangements (Alternative site):

*In this section detail parking for staff and clients. Also detail parking for disabled clients if parking is offsite. Discuss possible shuttle services, if necessary. Identify parking for emergency services.*

### C. Operating Schedule

Hours of operation will be detailed in the waiver request. For planning purposes, FNS typically requires evening hours or at least one weekend day; therefore, Counties should plan for at least 10 hour days.

- Applications will be received and processed between the hours of \_\_\_\_\_ am and \_\_\_\_\_ pm.
- Staff hours will be from \_\_\_\_\_ am to \_\_\_\_\_ pm to allow for morning briefings and preparation and end of the day briefings and clean up. ***Staff must remain onsite until the last applicant has been seen and has left the building.***
- Breaks (15 minutes) and lunch (30 minutes) will be coordinated by supervisors overseeing specific areas allowing for sufficient coverage during these hours. The breaks will be taken in locations separate from other DSNAP activities. Separate rest room facilities for staff should be identified, if possible.
- All staff **must** complete time and attendance reports daily.

*See appendix for sample attendance report*

## Security Issues

The County Director with assistance from the Logistics and Crowd Control Team Leaders will be responsible for communicating the needed level of assistance from state and local law enforcement entities. The Logistics Team Leader will coordinate with the Crowd Control and Issuance Team Leaders for assignments of law enforcement to their respective areas.

- A. Issuance Security will require:
  - EBT cards to be stored in a locked area. Additional security will be required only if the cards are preloaded with benefits.
- B. Crowd Control Security
  - Uniformed officers will be stationed in the waiting areas as well as inside the site;
  - Waiting areas will be clearly divided by barriers/roping to maintain orderly waiting lines;
  - Members of the Crowd Control Team including those designated as Line Coordinators will assist officers in maintaining control in waiting lines while distributing materials and providing information.
- C. Automobile Traffic – state and local law enforcement will monitor for potential traffic problems.
- D. Crowd Control staff, officers, site managers and team leaders will be equipped with communication devices. Based on the availability, walkie-talkies and cell phones will be utilized to communicate security issues that may arise from the multiple areas being used for the program, i.e., waiting lines, inside buildings, parking areas, and restroom areas. Instructions will be communicated to waiting applicants with the assistance of bullhorns and other voice amplification devices.

## Personal Comfort/Health

- A. Applicants
  - Tents will be provided for both waiting areas to protect individuals from the elements;
  - Portable restroom facilities will be located at strategic points, if applicable. Onsite facilities will be sufficient to accommodate the number of individuals expected each day;

- Water buffaloes or bottled water will be located at two locations in the waiting area;
- EMS will be present on site for medical emergencies.
- Snacks will be provided for applicants who are in distress.

B. Staff

- Lunches will be provided for all staff participating in the program;
- Break refreshments will be available for staff.

**Activation and Recovery** – To be initiated when a disaster occurs.

A. Activate the Plan

- Designated staff will assume pre-arranged duties. Pre-arranged agreements will be activated. The facility will be set up according to those plans to accommodate both ongoing SNAP recipients and applicants for DSNAP.

B. Remain Active in the County Emergency Operations Center (EOC) and Submit Disaster Damage Reports

- Designated staff will remain active in the County EOC to obtain needed information to relay to State Office regarding the necessity of DSNAP operations. This will include information about the number of destroyed homes, grocery store closures, etc.

C. Assistance Requests

- Needs will be assessed and assistance will be requested as outlined in the plan.

D. Community Collaboration

- Collaboration will be sought and community entities will be informed of DSS activities via the communication process activated through the County EOC.

E. Media

- Written scripts will be issued to the media via the County EOC to ensure that the public receives accurate information regarding disaster programs and application information.

F. Training / Mediation

- Training for all staff will occur the day before DSNAP operations begin, regardless of which day of the week operations begin, though they usually begin on Monday. (Normally, a team will come from SCDSS on Saturday, training and setup will occur on Sunday) On- going training will be provided as needed. It is anticipated that training will occur before the DSNAP operations center opens or after it closes each day. Scheduling has been arranged to allow this.

G. Staff / Law Enforcement Identification

- DSS staff will display their identification cards above their waist and will wear lanyards to ensure that they are visible and can be identified. Staff should wear comfortable footwear and clothing, but should maintain a professional appearance.
- Law enforcement officers on-site will wear uniforms at all times to ensure that they are visible and can be identified.

H. Signage

- Signs will be posted that clearly state the days and hours of DSNAP operations. Signs will be posted to direct applicants to appropriate waiting areas and application lines.
- Signs with pertinent information, such as zip codes in the county, will be posted as aids to out-of-county employees.

I. Monitoring and Accountability

- A staff member will monitor the computer system to ensure proper functioning at all times.
- The use of an "Application / Issuance" log will ensure accountability and will allow applications to be paired with EBT cards at specific intervals.

**Conclusion** – To be initiated after DSNAP operations are completed

A. Staff Recognition

- Everyone who participated in DSNAP Operations will be recognized through letters, certificates, and media press releases.

B. Facility Clean Up

- insert County name here County DSS will coordinate with insert County name here County to ensure that the facility is cleaned up and is returned to order after DSNAP operations have ended.

C. Financial

- [Request for Payments \(DSS Form 1402 AP\)s](#) will be submitted to the appropriate PCA /Index Code for purchased supplies, purchased equipment, payments to vendors, etc., to ensure federal reimbursement.
- Employees will submit travel vouchers through Division of Food & Nutrition Programs for lodging (if not direct billed), meals and mileage. The county business manager will batch these requests and mark them as “DSNAP Related” for prompt payment. The county business manager will also submit requests for payment for employees who incurred overtime using the attached time sheet and mark them as “DSNAP Related.”

D. After-Action Review

- All employees will meet to review and refine operations. The plan will be reviewed to determine what actually happened and what needs to be changed for the future.
- All actions will be reviewed in the County and by the State Disaster Team.

**APPENDIX**

Hotel/Supplies/Restaurant Listings

Layout of Facilities

Attendance Report

Six Month Update

Damage Assessment Checklist

Sample Forms

Hotel Listing(s)

Name	Address	Phone Number	MOU Y/N



Supplies Listing

Name	Address	Phone Number	Type of Equipment

Restaurants

Name	Address	Phone Number

**Emergency Resources****State DSS**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>
V. Susan Alford	State Director	803.898.7360
Amber Gillum	Deputy State Director, Economic Services	803.898.7474
Sele Aligbe	Division Director, Food and Nutrition Programs	803.898.2113
Karama Bailey	Division Director, County Operations	803.898.7270
	Director, Disaster Relief	
Karen Wingo		803.898.8030
Marilyn Matheus	Public Information Officer	803.898.7858
Kaci Herrington-Garrett	DSNAP Coordinator	803.898.0086
Dana Outlaw	DSNAP Coordinator	803.898.9473

**County Administration**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>
	County Administration	
	Asst. County Administration	
	Mayor	

**Law Enforcement Agencies**

*(include county, city, and towns)*

Name	Title	Phone Number
	Police Chief	
	Sheriff	
	Chief Deputy	

**Fire Departments/Medical Services**

*(include city, town, and rural)*

Name	Title	Phone Number

**Local Media**

Name	Title	Phone Number

**Other Local Resources**

*(include shelters, food banks, etc.)*

Name	Address	Phone Number	Type of Resource
American Red Cross			
Salvation Army			

**Advocates/ Community Groups**

Name	Title	Phone Number

**Insert Facilities Layout here**

**Main**

**Alternate**

### DSS SIGN IN SHEET (A-H)

**EVENT:**

**EVENT LOCATION:**

DATE

[illegible]

**DSS SIGN IN SHEET (I-P)**

**EVENT:**

**EVENT LOCATION:**

DATE

[illegible]



**DSS SIGN IN SHEET (Q-Z)**

**EVENT:** \_\_\_\_\_

**EVENT LOCATION:** \_\_\_\_\_

[illegible]

## Six Month Contact Form

Choose an item.

**County:** Choose an item.

[illegible]

Department of Social Services Disaster SNAP Program

Damage Assessment Information



<u>Date completed:</u>	<u>Time completed:</u>	<u>Completed by:</u>
<b>Required Information</b>	<b>Response</b>	
1. Number or percentage of private dwellings destroyed or damaged	1.	
2. Number or percentage of grocery stores closed for business, damaged or etc.	2.	
3. Location of and expected duration of power outages.	3.	
4. Zip codes of the affected areas detailed in Items 1 and 2 (attach map designating affected areas).	4.	
5. Estimated number of households expected to apply for DSNAP benefits (10% of total households in county).	5.	

South Carolina Department of Social Services  
REQUEST FOR PAYMENT

Budget Use Only
-----------------

Control No.: _____
--------------------

**Attn: Budget Office**  
MAIL to the Finance Office – Room 421

Vendor: \_\_\_\_\_ SCEIS Vendor No.: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip

Amount: \_\_\_\_\_

**SAP Accounting Information:**

General Ledger Account Number: \_\_\_\_\_

Cost Center: \_\_\_\_\_

PCA: \_\_\_\_\_

Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Preparer:**

Name: (Printed) \_\_\_\_\_ Phone No.: \_\_\_\_\_ Ext: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_

**Authorized Signature:**

Name: (Printed) \_\_\_\_\_ Phone No.: \_\_\_\_\_ Ext: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Email: \_\_\_\_\_

Justification: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**BUDGET USE ONLY**

Approval: \_\_\_\_\_ Date: \_\_\_\_\_ Extension: \_\_\_\_\_

## AVAZA

(1-1-2015)

### Telephonic Interpreting For Languages Other Than Spanish

[AVAZA may also be used for Spanish when HABLA is closed such as on evenings, weekends and holidays]

- ♦ Call 1-866-452-6482
- ♦ When the automated voice message answers Press 1 for Spanish or 2 for Other Languages. (Use Spanish only when HABLA is unavailable.)
- ♦ When the Operator Answers:
  1. Provide your Access Code \_\_\_\_\_. (Enter your assigned office Access Code in this space so that it is readily available). If the code is not known, provide the name of your office.
  2. Give Your Name.
  4. Name the language you need interpreted. If the language is not known, the AVAZA Operator will help you identify it.
  5. Tell the interpreter briefly the circumstances of the call. If you are asking AVAZA to place the call for you provide the client's name and phone number.
- ♦ Conference in the client if the client is already on the line or have the interpreter place the call to the client.
- ♦ Introduce yourself to the client and proceed with the interpreted session addressing the client directly, not the interpreter.
- ♦ Make sure that you document use of the interpreter as required for the program served.

Linguistica**Written Translations for Languages Other than Spanish****(1-1-2015)****Send Documents by email to:** [Translations@linguisticainternational.com](mailto:Translations@linguisticainternational.com)

[Note: Documents that cannot be converted to electronic format may be faxed to (801) 262-4622. In such event, the person submitting translations via fax must also notify Linguistica via e-mail about the transmission.]

**Include in Subject Line: [encrypt] Translation Request****Include Following Information in Body of Email or as Attachment****Account Name:** SC Department of Social Services**Account Number:** 9957**Requester's Information****Name:****Office Access Code or Name of Office** (Use Code List):**Telephone number:****Document Information****Title or Brief Description of document(s):** Include client case number or name and related Program.**Number of pages:****Language:**

**Special Instructions if needed:** Include information such as: 1) special formatting needed, and 2) request for rush service if necessary. [See below for normal time frames. Use rush service only when absolutely necessary. Extra Charges apply for Rush Service.]

**Normal Turnaround Times for Completion of Translations:**

Less than 10 pages: 3-5 business days

11 to 20 pages: 10 business days

More than 20 pages: To be determined upon receipt.

**Rush Service Available (Use only when absolutely necessary--Extra Charges apply)**

24 hours or 48 hours

**CONTACT INFORMATION INTERPRETING/TRANSLATING**

January 1, 2015

**TELEPHONE INTERPRETING**

**Spanish: HABLA**

Call Statewide (toll free): 1-866-238-3187

Call Columbia area: 777-0411

**Languages Other Than Spanish: AVAZA**

Call: 1 -866-452-6482

Access Code: \_\_\_\_\_ Provide the access code assigned to your office or give office name)

**TTY Relay**

Call: 711 (or 1-800-735-2905) for an operator and give the client's area code & number

**Video Relay**

Call Sorenson VRS: 1-866-327-8877 for a video interpreter or call number provided by client

**FACE TO FACE INTERPRETERS**

**American Sign Language**

Call SC School for the Deaf and Blind Toll-free: 888-567-0980

See Alternate list if this provider is not available.

**Spanish:** See Spanish Contract Interpreter List on Agency Intranet under "Documents and Forms" tab.

**Languages Other than Spanish:** See Resource List in Office (New list of contract providers will be provided in early 2015; currently soliciting contract providers)

**DOCUMENT TRANSLATION**

**Spanish: HABLA**

Email: [HABLA@mailbox.sc.edu](mailto:HABLA@mailbox.sc.edu)

Fax: (803) 576-6236 or 777-1366 (Email is strongly encouraged but fax may be used if necessary.)

**Languages other than Spanish: Linguistica**

Email: [translations@linguisticainternational.com](mailto:translations@linguisticainternational.com) Account Number: 9957

Fax: (801)262-4622 (Email is strongly encouraged but fax may be used if necessary.)

**BRAILLE**

**South Carolina School for the Deaf and the Blind:** Jill Ischinger (864) 577-7731

### AVAZA ACCESS CODES FOR INTERPRETING AND TRANSLATING SERVICES

County DSS Access Codes	
COUNTY OFFICE	ACCESS CODE
Abbeville	2901
Aiken	2902
Allendale	2903
Anderson	2904
Bamberg	2905
Barnwell	2906
Beaufort	2907
Berkeley	2908
Calhoun	2909
Charleston	2910
Cherokee	2911
Chester	2912
Chesterfield	2913
Clarendon	2914
Colleton	2915
Darlington	2916
Dillon	2917
Dorchester	2918
Edgefield	2919
Fairfield	2920
Florence	2921
Georgetown	2922
Greenville	2923
Greenwood	2924
Hampton	2925
Horry	2926
Jasper	2927
Kershaw	2928
Lancaster	2929
Laurens	2930
Lee	2931
Lexington	2932
McCormick	2933
Marion	2934
Marlboro	2935
Newberry	2936
Oconee	2937
Orangeburg	2938
Pickens	2939
Richland	2940
Saluda	2941
Spartanburg	2942
Sumter	2943
Union	2944
Williamsburg	2945
York	2946

From the office of Civil Rights, AVAZA may be used for Spanish telephonic interpreting outside of Habla's normal operating hours.



## Contract Interpreters for Languages Other Than Spanish 10/21/2015



Language	Name	Contact Person	Address	City	State	Zip	Phone	Fax	Email
*Multiple Languages (Will Locate as Needed)	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
*Multiple Languages (Will Locate as Needed)	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Amharic	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Arabic	Hind Kasir	Hind Kasir	2 Ascot Ridge Ct	Irmo	SC	29063	803-414-2513		<a href="mailto:hindkasir@hotmail.com">hindkasir@hotmail.com</a>
Arabic	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Arabic	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Chinese - Cantonese	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Chinese - Mandarin	Ching Language Services, LLC	Cindy Huang	P.O. Box 1374	Columbia	SC	29202-1374	803-240-7247		<a href="mailto:cindy@chinglanguages.com">cindy@chinglanguages.com</a>
Chinese - Mandarin	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Chui	Maria Tomas Gaspar	Maria Tomas Gaspar	4 Melody Lane	Greenville	SC	29617	864-477-0353		<a href="mailto:megaspar1026@hotmail.com">megaspar1026@hotmail.com</a>
French	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
French	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Greek	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Haitian Creole	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Hmong	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Italian	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Japanese	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	864-569-1109	864-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>

<del>Minnan</del>	Ching Language Services, LLC	Cindy Huang	P.O. Box 1374	Columbia	SC	29202-1375	803-240-7248		<a href="mailto:cindy@chinglanguages.com">cindy@chinglanguages.com</a>
Portuguese	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	884-589-1109	884-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Russian	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	884-589-1109	884-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Russian	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Somali	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Taiwanese	Ching Language Services, LLC	Cindy Huang	P.O. Box 1374	Columbia	SC	29202-1376	803-240-7249		<a href="mailto:cindy@chinglanguages.com">cindy@chinglanguages.com</a>
Thai	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Tigrinya	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>
Vietnamese	Hit Services	Jeannette Houchens	506 Tebbblewood Dr	Simpsonville	SC	29680	884-589-1109	884-399-1109	<a href="mailto:jeannette@myhitservices.com">jeannette@myhitservices.com</a>
Vietnamese	Nhu Lang Fowler	Nhu Lang Fowler	126 Weatherhill Point	Carrboro	NC	27510	919-260-9897		<a href="mailto:langFowler@gmail.com">langFowler@gmail.com</a>
Vietnamese	Certified Translation Services	Ed Crosby	One Harbison Way, Suite 105	Columbia	SC	29212	800-730-9970	803-781-5052	<a href="mailto:ed.crosby@certifiedtranslationservices.com">ed.crosby@certifiedtranslationservices.com</a>

**NOTE:** If you do not see the language needed on the list, call one of the interpreting businesses that provide interpreters in multiple languages and ask if they can locate an interpreter for you. While the businesses are located in the Columbia and Greenville areas, they have interpreters throughout the state. If you are still unable to locate an interpreter from the contract list or if the only contract interpreter will have to travel more than 100 miles one way to the assignment, contact your CSSC or email Stephanie Williams, DSS Civil Rights Coordinator, at [Stephanie.williams@dss.sc.gov](mailto:Stephanie.williams@dss.sc.gov). During work hours call the DSS Office of Civil Rights at 803-898-8080 and explain that you need assistance in locating an interpreter.