FOOD AND NUTRITION SERVICES DISASTER MANUAL

IMPLEMENTATION AND OPERATION

OF

A DISASTER FOOD AND NUTRITION SERVICES PROGRAM

PART I: INTRODUCTION
Change #1-2009
October 1, 2009

I.   INTRODUCTION

The Economic <u>and Family Services</u> Section has developed this manual to help counties in the planning and implementation of a Disaster Food <u>and Nutrition Services</u> Program. Responses to recent disasters have demonstrated the need for a quick reference guide to assist staff in preparing for a disaster, as well as responding to a disaster. Keep in mind that this document serves as a guide only, and counties are strongly encouraged to develop disaster procedures that will serve the residents of their county in the most effective and efficient manner possible.

Disaster Food <u>and Nutrition Services</u> policy is contingent upon the approval of a Disaster Food <u>and Nutrition Services</u> program by the United States Department of Agriculture (USDA). Therefore, this material serves as a guide only and does not contain any specific <u>Food and Nutrition Services</u> policy guidance.

PART II: DISASTER PREPARATION
Change #1-2009
October 1, 2009

II.   DISASTER PREPARATION

The preparation phase is an ongoing process that continues until a disaster is imminent or when all or part of a county is adversely affected by a disaster.

A.   Definition of a Disaster

A disaster is the occurrence of a storm, hurricane, fire, flood, or other catastrophe in which conditions are severe enough to:

1.   Affect households to the degree that the ongoing Food and Nutrition Services Program is unable to respond to temporary food needs; and

2.   Disrupt the commercial channel of food distribution.

NOTE: A Presidential Disaster Declaration does not automatically authorize a Disaster Food and Nutrition Services Program.

B.   Disaster Feeding Options

When a disaster strikes and food assistance is needed, the United States Department of Agriculture (USDA) has three disaster feeding options:

1.   Mass Feeding, also known as Congregate Feeding Sites;

2.   Distribution of commodities; **or**

3.   A Disaster Food and Nutrition Services Program.

NOTE: The term "Disaster Food and Nutrition Services Program" will be used throughout this guide when collectively referring to Disaster or Modified Food and Nutrition Services Programs.

C.   Evaluating the Need for a Disaster Food and Nutrition Services Program

The State Division of Social Services, in cooperation with local departments of social services, will consider the following criteria when evaluating whether to operate a Disaster Food and Nutrition Services Program.

1.   Is commercial food distribution affected by the disaster?

If yes, continue the evaluation – go to question #2.

If no, a Disaster Program cannot be operated.

2.   Does the ongoing Food <u>and Nutrition Services</u> Program meet the need for food assistance?

If yes, consider requesting a waiver from USDA to extend the time frame for replacement of benefits to cover food lost due to the disaster.

If no, continue evaluation – go to question #3.

3.   Are retail food stores operational? Will households be able to use an EBT card?

If yes, apply for a Disaster Food <u>and Nutrition Services</u> Program.

If no, consider congregate feeding sites or commodities distribution until stores are operational. Then apply for a Disaster Food <u>and Nutrition Services</u> Program.

D.   Disaster Food <u>and Nutrition Services</u> Benefits

Disaster Food <u>and Nutrition Services</u> benefits are very beneficial to families adversely affected by a disaster. In order to receive Disaster Food <u>and Nutrition Services</u> benefits, applicant households must have been adversely affected by the disaster that occurred. Examples of adverse effects may include, but are not limited to, loss of income, <u>loss of food,</u> disaster-related expenses, and/or the limited availability of cash to meet the needs of the family.

E.   Application and EBT Card Issuance Time Frames

The operation of a Disaster Food <u>and Nutrition Services</u> Program requires the taking and processing of applications and the issuance of EBT cards on consecutive days. The number of days applications are taken is determined by the size and scope of the disaster and may range from three to seven days. Disaster applications must be processed and allotments made available the same day when possible. <u>This timeframe is usually determined by USDA.</u>

F.   EBT Card Issuance

Preparation for EBT card delivery must take place prior to a disaster. County departments of social services must make prior arrangements for the secure storage and delivery of EBT cards. Counties must arrange for secure storage at or nearby the EBT card issuance site(s) so that the movement of EBT cards is minimized. Security for EBT card issuance staff and EBT cards must also be addressed during business hours.

When a disaster occurs and preparation for operating a Disaster Food <u>and Nutrition Services</u> Program takes place, the Economic <u>and Family Services</u> Section will arrange EBT card delivery to a designated location within the affected counties. The Economic <u>and Family Services</u> Section and counties will determine the number of cards needed per county. EBT cards marked "DISASTER FOOD STAMP CARD," PIN mailers, and training materials will be delivered to specified counties that may operate a Disaster Food <u>and Nutrition Services</u> Program.

EBT cards will be packaged in boxes containing 500 cards each. <u>Counties may receive cards packaged in boxes containing 250 cards each.</u> The dimensions of each box are 45"X10"X4.5." Boxes of PIN mailers that correspond to the EBT card boxes will be delivered with the cards. The PIN mailer boxes are 4.25"X9.25"X4.25" in dimension. It is important to note the size of these boxes when planning an appropriate storage facility. All boxes will be clearly marked so EBT cards and PIN mailers can be matched by their identifying numbers. Each box will also contain a manifest. The county DSS must keep accurate records of EBT card receipt and delivery. The applicant must sign and date the manifest upon receipt of the EBT card. The employee who issues the EBT card must also sign and date the manifest.

NOTE: Only full boxes of EBT cards and PIN mailers can be returned to the State Office. Partial boxes of EBT cards and PIN mailers **cannot** be returned to the State Office, and the county is responsible for providing a secure storage area for those partial boxes. This should be considered when determining how many boxes of EBT cards to use during card distribution. Counties are not billed for EBT cards until an EBT account is created. At that point, charges are incurred per case <u>per</u> month. <u>Partial boxes of EBT cards and PIN mailers can be destroyed by the county.</u> <u>DSS-8602, Disaster Electronic Benefit Transfer Card Destruction</u>, <u>must be completed and returned to the state office when EBT cards are destroyed.</u>

Prior to operating a Disaster Food <u>and Nutrition Services</u> Program, the SLUI Screen in FSIS will be modified to enter the State Unique Identifier (SUI) and PAN number when approving a disaster application. County agencies will need to develop procedures for ensuring that the correct SUI and PAN numbers are entered in FSIS for the corresponding application, as this is how benefits are linked to the EBT card.

It is recommended that an individual take their application to a designated site to pick up their EBT card. The section of the PIN mailer that contains the SUI and PAN numbers should be stapled to the individual's application when the EBT card is issued. This will assist staff with keying the SUI and PAN numbers correctly.

NOTE: In an **effort** to ensure that EBT cards and benefits are delivered as quickly as possible, all applicants will receive an EBT card. Applicants must be informed that benefits will not be available on the EBT card until the application is approved. Applicants should wait until the following business day before attempting to use their EBT card. Individuals whose applications are denied will not have any benefits placed on their EBT cards. FSIS will generate approval and denial notices that will be mailed to applicants.

G.   County Staffing

Each county director or his/her designee identifies a contact person and backup for both policy and EBT issues. Their names and home telephone numbers are sent to the Division of Social Services where a list for all counties is maintained. This list is updated annually and as changes occur.

The county director/designee also coordinates disaster response within his/her county. This response includes assignment of county staff to work in:

- Shelter operations (where appropriate); **and**
- The Disaster Food and Nutrition Services Program and other relief programs the agency is assigned to administer.

Temporary assignments to assist in disaster activities in affected counties may be made from the following personnel sources:

- Division of Social Services;
- Surrounding unaffected counties within commuting distance; **and**
- Unaffected counties around the State.

Each county director/designee maintains a list of employees who volunteer to assist in other counties and a list of employees who volunteer to house employees from other counties. Procedures outlining how out-of-county employees are paid must be established, and employees should be advised of the procedure prior to beginning their disaster work assignment.

Counties can also send applications to other counties to be keyed. <u>Affected counties must contact the State Office prior to sending applications to other counties for keying.</u>

H.   **Economic <u>and Family Services</u> Section Staffing – Central Office**

The Economic <u>and Family Services</u> Section ensures adequate staff to:

1.   Provide the format for and collect data pertaining to damage assessment;

2.   Complete the application process for the operation of a Disaster Food <u>and Nutrition Services</u> Program;

3.   Provide a Policy Help Desk to answer questions from counties, citizens, etc., during the application process;

4.   Provide policy, applications and handouts for the application process;

5.   Maintain daily contact with USDA;

6.   Provide daily reports to USDA;

7.   Request updated information regarding contact persons, backups, and telephone numbers annually; **and**

8.   Provide staff for the Division's Emergency Command Center (ECC) to:

    a.   Answer questions from affected counties;
    b.   Secure and arrange supplies;
    c.   Collect data for daily reports to Food and Nutrition Services (FNS); **and**
    d.   Apprise affected counties of new information regarding the application process, etc.

I.   **Economic <u>and Family Services</u> - Local Support and Other Division Staff**

Economic <u>and Family Services</u> Local Support staff and other Division staff, if needed, will be available to:

1.   Maintain constant contact with affected counties;

2.   Provide training to local agencies regarding the Disaster Food <u>and Nutrition Services</u> Program application process;

3.   Maintain daily contact with the ECC to secure information, ask questions, and provide data relating to certification, issuance, and supplies;

4.   Supervise the Disaster Food <u>and Nutrition Services</u> Program application process at the local level if needed; **and**

5.   Provide assistance in updating the county contact roster annually and as changes occur.

J.   Training

In a joint effort, county and State staff should work together to ensure that county staff is trained to the greatest extent possible on the following topics:

Topic	Specific Issues
Disaster Food <u>and Nutrition Services</u> Program Policy	How eligibility, verification, and issuance for the regular program differ from the Disaster Food <u>and Nutrition Services</u> Program.
Fraud Prevention and Program Integrity	Formal fraud control measures in place; fraud control strategies; duplicate participation checks; **and** special procedures for staff applications.
Public Relations	Who is authorized to issue statements?
Personnel Matters	Transportation to sites, hours, breaks, pay, safety, and stress issues for workers, and tips on communicating with disaster victims.

K.   Selecting Application Sites

The county director of social services, with input from the Division of Social Services, must decide the number and location of Disaster Food <u>and Nutrition Services</u> application sites. The chosen site(s) must be logistically sufficient. The size of the building, security, and accessibility are factors that must be explored when choosing a location.

In any disaster, the county director of social services/designee works with the county emergency management center in determining needs and obtaining necessary supplies. County emergency management staff works with state emergency management staff who can in turn request assistance from FEMA in obtaining needed supplies. Areas for consideration are:

1.   Crowd Control Issues;
2.   Portable Toilets;
3.   Ice and Water;
4.   Emergency Generators<u>; **and**</u>
<u>5.</u>   <u>Shelter.</u>

The factors in the following table should be considered when determining the number and placement of application sites.

Factor	Examples
Are public transportation and/or adequate parking available?	Shuttle service from other location(s), parking, possibly limited to handicap vehicles, large conference center type facility.
Is site accessible to trucks or other large vehicles?	Sanitation, medical services, delivery of food, water, supplies, etc.
Is space/facility adequate to address human comfort concerns?	Protection from the elements, space for portable toilets, food/water tent, etc.

Factor	Examples
Are facilities accessible to the elderly and disabled, or can they be made more accessible?	Wheelchair ramps, bathroom facilities, separate location/room for elderly and disabled, ample seating.
Are sites accessible to all affected segments of the community?	Sites spread geographically over the area, large centrally-located stadium with easy access, mobile vans for elderly/disabled centers.
Is adequate power available?	Electricity, generators, fuel.

NOTE: The local county director of social services should always consult with the State DSS when an application site will be located in a facility other than the normal place of business.

L.   Disaster Operations Checklist

There are several areas of concern when preparing to operate a Disaster Food and Nutrition Services Program. Several of those concerns/issues are addressed in the following checklist.

1.   Is application site logistically sufficient - size of building, security, and accessibility?

2.   Is site well equipped with supplies – applications, eligibility checklists, worksheets, desktop supplies, handouts, telephones, copy and fax machines, etc.?

3.   Is adequate staff available to handle crowd control, application taking, and processing?

4.   Is bilingual staff available if needed?

5.   Are human needs being met? Are the following available: water and cups, portable toilets, shaded areas for sunny weather, places for disabled/elderly to sit, and medical assistance if needed?

6.   Has the public been informed of the following: site locations, hours of operation, eligibility information, and what to expect during the application process? Were appropriate press releases issued?

7.   Is the issuance site a secure location?

8.   Are there security personnel assigned to the issuance site?

9.   Will the layout of the issuance area allow for proper traffic flow?

10.   Are EBT cards, PIN mailers, and manifests being kept in a secure location when not in use?

11.   Are EBT cards, PIN mailers, and manifests being kept out of the sight of applicants?

12.   Are procedures in place for taking and processing employee applications?

M.   Site Layout

The county director of social services/designee must immediately establish the layout of the application site and traffic flow through the facility. Develop a flow chart identifying the layout and traffic flow through the site and use it while setting up and managing the site. A flow chart will assist in spotting potential bottlenecks and other trouble spots, as well as identifying staffing, security, supply, and other administrative needs.

NOTE: Consult with police or other security personnel in developing or making changes to the layout and traffic flow within the site. In previous disasters, the layout of the application site, including the location of portable toilets, has been an issue because of reports of threatened robberies or violence.

Some suggested aids to address the layout and traffic flow issues are listed in the following table.

Use...	Example(s)
Ropes and Barriers	• Establish lines • Block or limit access to secure areas • Direct traffic flow through site
Signs	• IN/OUT • "There is a three-hour wait from here. Applications will be taken at this site until 7:00 p.m. every day through Friday."
Checkpoints	• Set-up just outside the facility to provide applicants with a number giving the order they will be seen and to control who comes into the site. • Monitor applicants before they enter interview area ensuring the application is complete and maximize confidentiality of interviews.

N.   Disaster Food and Nutrition Services Planning and Implementation

The following list includes several items that should be addressed prior to a disaster. This list can serve as a guide to help your agency stay prepared for a disaster throughout the year. Several of the items included can be stored indefinitely in a secure location. It is recommended that your agency prepare a "Disaster Kit" for use should a disaster strike.

1.   Supplies Needed for Taking Applications

a.   General office supplies (staplers, pens, etc.).

b.   Laptop computer and power source. Secure at least two battery packs.

c.   Cellular phones if away from normal communications resources.

d.   Copy machine, toner, and paper if using a facility other than DSS building.

e.   Forms:

   • DSS-1432 - Disaster Application
   • Desk Reference Guide for the application
   • DSS 8650 - Notice of Information Needed to Complete Your Application
   • DSS 1688 - Authorized Representative Form

    f.   Handouts: EBT tip cards, EBT Handbooks in Spanish and English

    g.   Designate a County Contact Person. This person will receive information from the State Office and relay information to county staff. This person will also provide information to the State Office upon request, i.e., the number of applications taken each day.

2.   **Facilities to Consider Using for a Disaster Food <u>and Nutrition Services</u> Program**

Consider whether the facility chosen has adequate parking, restrooms, telephones, tables, chairs, etc. Consider whether waiting applicants may be subjected to inclement weather conditions. If the disaster is pending, select an alternate site in case the primary site is unavailable for any reason. The following sites may be considered:

    a.   DSS;

    b.   Schools;

    c.   Churches;

    d.   Fire departments;

    e.   Community colleges;

    f.   Other county buildings;

    g.   Vacant storefront buildings; **and**

    h.   National Guard Armories.

3.   **Crowd Control Strategies**

    a.   Utilize DSS staff;

    b.   National Guard personnel;

    c.   DSS agency security officers;

    d.   Police or deputy sheriffs if available; **and**

    e.   Determine how to provide special accommodations for elderly, handicapped, and sick applicants.

4.   **Procedures for Serving Large Numbers of Applicants Timely**

    a.   Conduct group interviews. Assign staff to screen each completed application before the client leaves;

    b.   Train and use staff from other DSS units to interview applicants; **and**

    c.   Assign staff to orally present rights and responsibilities, penalty warning, and clarify basic eligibility requirements to applicants while they are waiting to be seen.

5.   **Divide Staff by Teams, Expertise, or Duties to Cover All Tasks Required**

    a.   Divide staff to teams and assign a team leader to each group. Assign teams to:

- Log and screen applicants;
- Distribute informational pamphlets/brochures;
- Conduct interviews;
- Research and assign ID numbers;
- Process applications;
- Match up verifications received with pending applications;
- Key completed applications in FSIS;
- Set up and maintain files for each application;
- Distribute EBT cards; **and**
- Man telephones to receive disaster calls and questions about applications.

    b.   Contact the State Office to get assistance from other counties if needed. Be prepared to specify the type of workers needed and what their job will be.

6.   **Announcing the Availability of the Disaster Food <u>and Nutrition Services</u> Program**

    a.   Local radio stations;

    b.   Local newspaper;

    c.   Director or County Manager communicate disaster program to the news media using press release information provided by the State Office; **and**

    d.   Produce and distribute flyers upon notification that you are a disaster county. Distribute in places that potential applicants may visit or will see and pick up a flyer, including grocery stores, courthouse, churches, laundromats, shelters, etc.

    NOTE: The State's Public Affairs Office will also issue press releases and be available to counties if needed.

7.   Security Considerations for EBT Card Distribution

    a.   Identify secure storage site for EBT cards;

    b.   Prepare to have security personnel available to safeguard EBT cards during distribution; **and**

    c.   Allocate at least two persons to man EBT card distribution area at all times.

8.   Providing EBT training:

Distribute EBT training materials when EBT cards and PIN mailers are issued. The training materials include EBT tip cards and EBT handbooks.

9.   Record Keeping, Filing Systems, and Tracking Applications

    a.   Decide whether to track applications by head of household name, SSN, FSIS case number, date of application, or other criteria. Remember that staff will need to locate cases for many reasons during and after the disaster; therefore, keeping disaster applications separate from the Regular Food and Nutrition Services record is advisable.

    b.   Maintain a manual log of each applicant for disaster benefits. Keep a central log or have each interviewer maintain and submit a log each day. If courtesy applications are received from other counties, keep a separate log of courtesy applications received.

    c.   If applications go out to another county for keying, maintain a list or photocopy the front page of each application in order to track their location and ensure that all are returned.

d.   Key completed applications in order based on the date of application. This helps track multiple applications made by the same household, especially if there are several application sites. This will also allow benefits to be placed in EBT accounts as timely as possible. Since the client will have the EBT card in his/her possession, this should reduce client benefit inquiries to DSS and Citibank.

e.   Track separately Applications Pending Information. Assign staff to monitor verifications received and ensure that information is matched with its application. **Keep in mind that this is a Disaster Food and Nutrition Services Program and normal verification procedures are often waived. A DSS Administrative Letter will always be issued with specific instructions for each disaster.**

10.   **Using Reports Received/Disseminating Information**

a.   Consider placing daily reports identifying approved/denied applications in a specific area for easy reference to determine the status of completed applications.

b.   Consider developing a team to receive disaster calls and answer questions about the status of disaster applications.

c.   Consider developing a single message to enter on all voice mail messages regarding the status of the agency during the disaster period, freeing up staff from answering phones during this time.

11.   **Other Considerations or Special Circumstances**

a.   Designate a supervisor to take applications for all DSS employees and their immediate families.

b.   When preparing for an impending disaster, consider that some staff may be involved in emergency shelter duty in addition to other tasks.

c.   Remember that USDA defines the duration of a Disaster Food and Nutrition Services Program. Application taking may occur on a weekend. Decide what hours to take applications on weekend days, if applicable.

d.   Determine a "Plan B" for as many aspects of disaster planning as possible.

O.   **Fraud Prevention**

A comprehensive fraud prevention strategy includes controls within the program, at the application site and through public relations efforts. There are different types of fraud for which preventive measures should be taken at the application/issuance site:

1.   Duplicate participation;
2.   False information on application (e.g., household size, income); **and**
3.   Employee fraud.

Work with your local Program Integrity Representative to develop strategies to combat fraud and to respond to issues as they develop during the disaster operation. Program Integrity and Quality Control staff will be available to ensure that program accuracy and fraud issues are addressed proactively and to reduce the likelihood of costly and time-consuming audits.

P.   **Public Relations**

A comprehensive public relations strategy will be employed during the course of the disaster. This effort will include activities at the application site. All public relations strategies will be coordinated through the Department of Health and Human Services' Public Information Office. Local departments of social services can ask the Division of Social Services for assistance with press releases and news conferences concerning disaster benefits if needed.

Q.   **Media Releases**

Media releases should be issued by both the State and county and prepared from factual information obtained from everyone to include State Office staff, County Emergency Management staff, County Director, and Regional Office staff.

The content of the releases should contain information regarding the Who, What, When, and Where of the disaster situation. Information regarding fraud should be included in at least two media releases. Please refer to sample press releases that follow.

SAMPLE PRESS RELEASE
(Initial and Intermediate)

Federal and State officials have announced that Disaster Food and Nutrition Services benefits will be issued to eligible residents of (enter county name) county. Residents not usually eligible for Food and Nutrition Services may qualify temporarily if they have losses because of the (type of disaster). Eligibility depends on income, resources, and the amount of loss for the household. The income limit for a family of four is (enter amount). You can apply for Disaster Food and Nutrition Services benefits at (enter name and address/location) for (enter number of days) day period beginning (enter day/date) during the hours of (enter office hours).

When you apply for Disaster Food and Nutrition Services benefits, bring a photo ID or two other proofs of your identity. Other information you will need includes your home address and the names of all household members and their social security numbers. You will also need to provide income and resource information.   If you currently receive Food and Nutrition Services benefits, you should (enter appropriate procedure).

It is very important that you give complete and accurate information during the application process. Your application is subject to review by State and/or federal personnel. If you break the Food and Nutrition Services Program rules, you will be required to repay the benefits. You may also be taken to court and fined, sent to prison, or both.

You will receive a Food and Nutrition Services Electronic Benefits Card when you apply for Disaster Food and Nutrition Services . If your application is approved, your card will be activated and you will receive an approval notice in the mail. If your application is denied you will receive a denial notice with the reason for the denial of benefits.

You should apply for Food and Nutrition Services benefits in the county where you live. For further information, contact the (enter county name) Food and Nutrition Services Office at (enter telephone number).

SAMPLE PRESS RELEASE
(Fraud)

The U.S. Department of Agriculture warns that it is illegal to apply more than once for <u>Disaster Food and Nutrition Services</u> related to losses suffered in the **(name of disaster.)**

The USDA began a <u>Disaster Food and Nutrition Services</u> program on **(date)** for **(type of disaster)** victims in **(name of County).**

To assure that only qualified applicants receive the help they need, North Carolina and USDA officials have installed a computer system to guard against duplicate applicants and will match reported income against records at the Employment Security Commission.

Those who knowingly obtain benefits to which they are not entitled will be required to repay them. Those who violate <u>Food and Nutrition Services</u> rules may be disqualified from future eligibility and could face criminal prosecution resulting in fines of up to $250,000 or prison terms of up to 20 years.

Anyone who knows of possible acts of fraud in the disaster issuance of <u>Food and Nutrition Services</u> is encouraged to report the fraud to the USDA toll-free hotline **(1-800-10X-1010)**, or to the local Department of Social Services at **(telephone number)**.

NOTE: This press release cannot be used without USDA's approval since the notice appears to be issued by USDA.

PART III: DISASTER RESPONSE
Change #1-2009
October 1, 2009

III.   DISASTER RESPONSE

State and county agencies should act as quickly as possible when responding to a disaster. The State depends on information provided by affected counties. Much of this information is received from county emergency management officials through their contact with state personnel. The Division of Social Services works closely with the State Emergency Response Team (SERT) to coordinate disaster activities throughout the state.

A.   Sequence of Events

1.   State Division of Social Services

- An Emergency Command Center (ECC) is established and manned by Division management and designated personnel. ECC staff answers questions from affected counties, secures and arranges for supplies, and assists counties as needed.

- Information regarding the ECC and who is in charge is provided to everyone involved at the State and county level. All directives are issued from this individual or their office.

- All staff report to the regular duty stations where they are briefed on special assignments due to the disaster.

- Reorganization and/or special training are conducted as required.

- Each section chief prepares and forwards a roster of personnel available to work regular and overtime hours to the ECC.

- State staff assigned to affected counties contact the local DSS contact person(s) regarding regular and disaster business.

2.   Affected County Department of Social Services

- Contacts Emergency Management for information on damage assessment.

- Provides the State with damage assessment information which includes:

  - The number of households potentially eligible for Disaster Food and Nutrition Services benefits considering the income of the residents in the affected area;

- The number of households in the affected area already receiving <u>Food and Nutrition Services</u>; **and**
- The type and degree of damage in the affected area.

The county director of social services/designee is involved in the decision making process as it relates to the method of handling the disaster, including the procedure selected for potential and ongoing <u>Food and Nutrition Services</u> recipients.

The scope of devastation in the disaster area and the estimated length of time it will take to return to normal activities determine the selection. Choices for handling the disaster include:

- Regular Food and Nutrition Services Program;
- Modified Food and Nutrition Services Program (MF-NS);
- Disaster <u>Food and Nutrition Services</u> Program (DF-<u>NS</u>); **and**
- Commodities.

Once a decision has been made regarding which disaster feeding program is appropriate for the disaster, the affected county also:

- Coordinates disaster response in his county. This includes assigning county staff to:
    - Assist with the <u>Food and Nutrition Services</u> application process and/or issuance;
    - Work in shelter operations, if applicable; **and**
    - Work with other relief programs the agency is assigned to administer.

NOTE: Consideration should be given to DSS employees who are affected by the disaster. Designate members of management to take employee applications. County employee applications will be investigated as needed.

- Determines site(s) for disaster relief activities.

- Coordinates all activities with ECC.

3.   **State Division of Social Services Economic <u>and Family Services</u> Section**

Once a disaster assessment has been made and a decision regarding which <u>Food and Nutrition Services</u> program is appropriate to operate, the Economic <u>and Family Services</u> Section takes the following actions:

- Provides the format for and collects data through local support staff pertaining to damage assessment. The section will obtain as much information as possible from the State Emergency Response Team (SERT);

- Forwards data and request for a Modified or Disaster <u>Food and Nutrition Services</u> Program to the U.S. Department of Agriculture, Food and Nutrition Service (USDA/FNS);

- Expands the current Help Desk to answer questions from county staff, clients, and the general public;

- Provides training on application process;

- Maintains daily contact with USDA/FNS;

- Provides daily reports to USDA/FNS;

- Secures and arranges for supplies;

- Uses the Food Stamp Information System (FSIS) to provide data to USDA;

- Maintains constant contact with affected counties; **and**

- Provides training to local agencies regarding the <u>Food and Nutrition Services</u> option chosen in response to the disaster.

B. **Application for Operation of a Disaster Food <u>and Nutrition Services</u> Program**

If all or part of the county suffers a disaster that meets the necessary requirements for applying for a Modified or Disaster Food <u>and Nutrition Services</u> Program, the Division of Social Services, in consultation with the affected counties, will submit an application to USDA/FNS.

Immediately following and no later than 24 hours after occurrence of a disaster, the designated State staff contacts the affected county's contact person to assess damages and determine the county's interest in pursuing an application for the Disaster Food <u>and Nutrition Services</u> Program.

The designated State staff member immediately notifies the State Office of the county's intention to request a Disaster Food <u>and Nutrition Services</u> Program and assists in completing the required assessment.

Counties are responsible for providing information necessary to operate a Modified or Disaster Food <u>and Nutrition Services</u> Program. Counties must submit the information described in Part C. in order for the Division of Social Services to request a Disaster Food <u>and Nutrition Services</u> Program. The information must be provided as soon as possible and should be faxed to the Economic <u>and Family Services</u> Section at <u>919-334-1266 or 919-334-1265</u>.

C. **Required Application Information**

Include the following items in the county request for a Disaster Food <u>and Nutrition Services</u> Program application:

Requirement	Specify
Dates	The date the disaster began
Area	Provide a detailed description of the geographic area or part of the county in need of assistance.
	Attach a detailed area map defining the affected area. Pinpoint areas where homes/businesses were damaged/destroyed in the disaster.
	Describe: • Total number of homes destroyed; • Total number of homes with major damage; **and** • Total number of homes with minor damage
	NOTE: The Economic <u>and Family Services</u> Section will secure as much of this information as possible from SERT.
Need	A determination, with substantiation, indicating households in the affected area are in need of disaster assistance because the ongoing Food <u>and Nutrition Services</u> Program cannot meet the food needs of these households. Counties will need to provide data concerning the demographics of the affected area.
	Include a description of the increased demand on the existing emergency food sources or the necessity of feeding sites.
	Provide estimates for: • How long households are expected to be adversely affected by lack of power, water, and heat; • How long families will be out of work due to the disaster; **and** • Time needed to repair homes to enable families to live in them.

Requirement	Specify
	NOTE: The Economic <u>and Family Services</u> Section will secure as much of this information as possible from SERT.
Substantiation	Provide supporting facts such as a statement from the Federal Emergency Management Agency (FEMA) representative, SERT, Red Cross, etc.
Commercial Food Distribution Outlets	The following is normally done by the USDA Regional Office staff: Provide a statement with substantiation that commercial channels of food distribution have been disrupted and restored. *Disruption*: • Severely hampered transportation to retail and wholesale outlets; • Closing of retail and wholesale food outlets; • Significantly hampered delivery of food products to food outlets; • Significantly shortened hours of operation for food outlets, restricting opportunities to purchase food; • Unusually heavy demand on food outlets so that normal opportunities to purchase food are significantly hampered; • Power failure that restricts operation of food outlets. *Restoration:* • Conditions or operations have improved to the extent that households have reasonable access to food outlets. **NOTE: If the President has declared the area a major disaster, only provide substantiation that commercial channels of food distribution are available.**
Estimate of Eligible Households	Provide an estimate of the number of potentially eligible households. Total this figure by on-going and new applicants.
Application Sites	Provide an assessment of available application/card issuance sites. Include proposed agreements with other agencies or locations to handle certification and issuance functions, if applicable.
Authorization Period	Provide a recommendation of how long it will take to accept and process applications from disaster victims. This request should be from three to ten calendar days.

Requirement	Specify
Benefit Period	Provide a recommendation of how long the benefit period should be, from one-half to one full month. Base this recommendation on the severity of the disaster, estimated time for affected households to resume work, estimated time to return to their homes, etc.
Current Food and Nutrition Services Recipients and Disaster Benefits	Currently participating households may also be eligible for Disaster Food and Nutrition Services (DFNS) benefits. Since Food and Nutrition Services benefits may be replaced for these households, DFNS allotments may be reduced by the regular monthly allotment. Indicate whether replacement Food and Nutrition Services benefits will be sufficient or if households need to be given additional benefits to bring the allotment up to the maximum benefit level. Determine if automatic replacements are needed or if replacements can be issued on a case-by-case basis. **NOTE: The State will consider requesting automatic benefit replacement for ongoing Food and Nutrition Services households if the scope of the disaster warrants such.**
Security Resources	Provide a description of resources available to: • Protect EBT cards; • Protect staff; **and** • Provide crowd control.
Fraud Control Measures	Provide information for: • Conducting checks for duplicate participation, • Preventing fraudulent applications; **and** • Dealing with suspected fraud.

D.   FNS Response to an Application for Operation of a Disaster Food and Nutrition Services Program

1.   Approval

If the county department's application and the State's request for a Disaster Food and Nutrition Services Program is approved, FNS authorizes the use of disaster certification and issuance procedures. The approval specifies the geographic boundaries and

time frames covered for the Modified/Disaster Food and Nutrition Services Program. It also provides for specific policy to be used in taking and processing applications. Notice of approval may be made in person or by telephone, followed by written confirmation to the State Division of Social Services. Counties will be notified of the approval as soon as possible. **Upon approval, Economic and Family Services finalizes an administrative letter to provide counties with the policy specific to the disaster.**

2.   Denial

If the application for a Disaster Food and Nutrition Services Program is denied, FNS notifies the State Division of Social Services. The Division may request that FNS review its decision if additional information is available to further substantiate the application.

Within 24 hours of receipt of the denial, the Economic and Family Services Section will verbally notify the county. Written confirmation follows the verbal notification.

E.   Application and Issuance Sites

Refer to Section II., K., L., and M. for checklists and recommendations on application and issuance sites. The objective is to reduce wait, ensure safety of crowd/staff, and reduce the potential for fraud and theft.

F.   Taking and Processing Disaster Food and Nutrition Services Applications

1.   Filing an Application

The household must submit a completed application to a certification site in person or through a disaster representative. A disaster representative is an individual authorized to apply for and receive benefits on behalf of a household. A signed statement from the head of household or spouse is acceptable documentation when allowing a disaster representative to apply/receive benefits. Do not require the household to complete an authorized representative form.

NOTE: Use DSS-1432, Disaster Food and Nutrition Services application unless notified by the State Office to use another form. Counties will be notified via an administrative letter as to what form to use for applications.

The household must file the application during the period authorized by USDA to accept applications for Disaster Food and Nutrition Services.

The applicant must be interviewed and advised of his/her rights and responsibilities and of the length of the certification period for Disaster Food and Nutrition Services. Advise the household of the civil and criminal penalties for violations of the Food and Nutrition Services Program. This information is contained on the Disaster Food and Nutrition Services application.

Distribute the "Important Disaster Food and Nutrition Services Program" handout to provide applicants with general program facts. See DSS-8600. This may be modified to meet the needs of a particular disaster.

The interview is an official discussion of the household's circumstances and should allow the interviewer to quickly assess a household's situation. To ensure applicants are treated consistently, staff (including volunteers) should be trained on policies appropriate to their job. Interviews may be conducted by:

- Eligibility workers or other agency personnel;
- Volunteers; **and**
- Disaster relief agency personnel.

The interviewer may interview any of the following:

- Head of household;
- Spouse;
- Responsible household member; **or**
- Authorized disaster representative (DR)

The interviewer's responsibilities include:

- Reviewing the application form;
- Answering all questions and ensuring the information is understood by all parties;
- Ensuring the application is signed and dated by the responsible member or DR and the interviewer;
- Informing the applicant of his rights and responsibilities, including his right to a fair hearing civil and criminal penalties, post-disaster review information and proper use of benefits; **and**
- Referring the applicant to other disaster-related programs as appropriate.

NOTE: Obtain verification of eligibility factors (e.g., identity, etc.) by examining and documenting any forms, cards, ID's, etc. the applicant may have in his/her possession during the interview. It is recommended that copies of verification documents be made when possible.

Interviewing applicants and processing applications may be done by one individual or the duties may be separated. Keep in mind that only DSS employees are allowed to process applications.

Once the applicant has applied for Disaster Food and Nutrition Services benefits provide the applicant with the following:

- A disaster EBT card;
- A PIN mailer;
- EBT training materials;
- An explanation that disaster benefits are expunged from the EBT account after 12 months; **and**
- An explanation of what an individual can purchase with Food and Nutrition Services benefits. If the program allows for the purchase of prepared foods from grocery stores, inform the applicant. (This is decided at each disaster and will be addressed in the administrative letter.)

The Economic and Family Services Section recommends that your agency establish an EBT Card issuance site within your agency. Security should be present at this location, but the location should be easily accessible for applicants. Two or three DSS employees should staff the EBT Card issuance site. Their duties will include:

- EBT card issuance;
- PIN mailer issuance;
- Attaching the SUI and PAN number tear-off to the Disaster application;
- Obtaining client signatures on the EBT card manifest;
- Signing the manifest when issuing an EBT card to verify issuance; **and**
- Providing EBT training materials and information.

NOTE: The purpose of the new and improved EBT card delivery method is to expedite card delivery and receipt of benefits. This means that no applicant should be required to return to DSS to receive an EBT card. ALL applicants should receive an EBT Card on the day he/she applies for benefits.

2.   **Eligibility Requirements**

Requirement	The Household…
Household Composition	• Consists of persons who are living and purchasing food together during the disaster period. Persons with whom the applicants are temporarily staying during the disaster period are considered a separate household.
Residency	• Must have been living in the disaster area at the time of the disaster; • May be eligible if temporarily living outside the disaster area but within the disaster area at the time of the disaster.
Purchase Food	Must plan on purchasing food during the benefit period
Adverse Affect	Must have experienced at least one of the following adverse affects: • Lost food or Food <u>and Nutrition Services</u> benefits; • Damage to or destruction of the household's residence or self-employment business; • Disaster-related expenses not expected to be reimbursed during the benefit period (e.g., home or business repairs, temporary shelter expenses, evacuation expenses, home/business protection, disaster-related personal injury including funeral expenses); • Lost or inaccessible income, including reduction or termination of income or a delay in receipt of income for at least half of the benefit period; • Inaccessible liquid resources (e.g., the bank is closed due to the disaster)
Resource Test	Liquid resources (cash readily available and all funds in checking and savings accounts) must be less than $2000 ($3000 or less if someone in the household is age 60 or older). **NOTE:** The resource test may vary from one disaster to another.

Requirement	The Household…
Income Test	The total income received (or expected to be received) during the benefit period minus a deduction for disaster-related **expenses** shall not exceed the allowable income limit. **NOTE:** The income test may vary from one disaster to another.

In past disasters, questions have arisen on the following special cases:

- Shelter Residents – An applicant who is staying in a shelter, but not expected to remain there for the entire benefit period **is** eligible for benefits.

- Pending Applications – If an applicant has an application pending for the regular program, he is **not** an ongoing recipient for the purposes of determining eligibility or amount of disaster benefits.

The following are definitions and terms related to the income and resource test:

Term	Definition
Accessible Liquid Resources	Includes cash on hand and funds in checking and savings accounts. **Do not** include IRA accounts, 401K accounts, disaster insurance, or disaster assistance received or expected to be received during the benefit period **or** payments from federal, State or local government agencies, or disaster assistance organizations. **NOTE:** This can change with each disaster. The policy will be addressed in the administrative letter.
Deductible Disaster-Related Expenses	Expenses the household **has paid or expects to pay** during the disaster benefit period. If the household receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.
Disaster Benefit Period	The period for which disaster benefits are issued (usually one month)

Term	Definition
Income	The combined gross earned and unearned income of household members
Maximum Disaster Benefit	An allotment equal to the maximum monthly allotment established for the regular Food <u>and Nutrition Services</u> Program for the appropriate household size.

3.   Verification and Documentation

Verification rules are usually eased during a disaster to reduce administrative burdens and 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 following table outlines **possible** verification requirements. Keep in mind that policy is issued via an administrative letter and this chart may not be accurate in every disaster situation.

Applicant Info	Status	Verification Methods
Identity	Mandatory	• Photo ID • Two documents that verify ID and residency • A signed affidavit from a collateral contact attesting to the ID of the applicant
Residency	Where Possible	• Utility bills, tax bills, insurance policies or bills
Household Composition	If Questionable	• Collateral • After taking the application, the eligibility worker may ask applicant to orally list the names, ages, and birthdays of all household members
Income	Where Possible	• Check stubs • Client's written and signed statement • Telephone call to employer
Loss or Inaccessibility of Liquid Resources	Where Possible	• Obtain a list of banks closed due to the disaster and compare with damage maps

Applicant Info	Status	Verification Methods
Food Loss	If Questionable	• Ensure residence is within the most seriously damaged areas • Check with the power company

4. Disposition of Pending Regular Food <u>and Nutrition Services</u> Applications

The decision concerning the disposition of regular Food <u>and Nutrition Services</u> applications pending when a disaster occurs will be made post-disaster. The policy instructions will be based on the size of the disaster and the timing of the disaster. Instructions will be issued via an administrative letter prior to implementation of a Disaster Food <u>and Nutrition Services</u> Program.

G. Determining Eligibility

The following may be considered in determining eligibility for Disaster Food <u>and Nutrition Services</u> benefits. The determination is not made until USDA approves a Disaster Food <u>and Nutrition Services</u> Program.

1. Student status;
2. Striker;
3. Work program participant;
4. Citizen or Alien; **or**
5. Someone disqualified under the regular Food Stamp Program.

H. Application Processing

Process all applications promptly to provide benefits the same day or the day following the date the application is filed. Benefits must be available no later than three days after the application is filed. It is important to key both approvals and denials as timely as possible.

NOTE: Eligibility/ineligibility must be documented on the Disaster Application form.

I. Benefit Amount

If the benefit period is a full month, issue eligible households the full benefit allotment for the household size. If the benefit period is one-half month, issue one-half the full benefit allotment for the household size, rounded up to the nearest dollar. The no-prorate indicator is automatically

populated with an "N" for every disaster case; therefore, FSIS will not prorate disaster benefits.

J.   Procedures for Preventing Duplicate Participation

A system to detect and prevent duplicate applications for the Disaster Food <u>and Nutrition Services</u> Program must be followed. The State will issue a daily cumulative report that identifies Food <u>and Nutrition Services</u> case dispositions. A receptionist may be assigned the responsibility of tracking this report and for maintaining a daily disaster application log.

Since every Disaster application will be assigned a new FSIS case number, it is important to search individuals thoroughly to ensure that duplicate participation will not occur.

K.   Reporting Requirements

Disaster Food <u>and Nutrition Services</u> certification activities must be reported to FNS daily during the disaster authorization period. To accomplish this requirement, the county director of social services/designee must be available to provide information on the number of applications taken and the number of pending applications. The Division of Social Services consolidates the daily reports of each county department of social services and submits one report to FNS.

L.   Economic <u>and Family Services</u> Help Desk

The Economic <u>and Family Services</u> Help Desk staff will be available to answer policy and procedure questions throughout the Disaster application period and during the recovery process. <u>Contact the Help Desk with policy and procedure questions at (919) 334-1100.</u>

PART IV: EBT CARD DELIVERY
Change #1-2009
October 1, 2009

IV.   EBT CARD DELIVERY

Ensuring accessibility of EBT cards for on-site issuance is critical since applications/issuance sites may operate beyond usual business hours and/or on weekends.

The State and/or the local agency must take the following steps in the EBT card delivery process:

1.   State staff will inventory available EBT cards at the State storage site.

2.   State staff will arrange for transportation of EBT cards to the county.

3.   County staff will arrange for secure storage at or nearby the issuance site(s) so that the movement of EBT cards is minimized.

4.   County staff will arrange security for EBT cards, PIN mailers, and issuance staff.

The county DSS is responsible for EBT card and PIN mailer controls once the cards and mailers are delivered to the county. The Economic and Family Services Section Disaster EBT Card/PIN Mailer Delivery and Receipt Control, DSS-8601 will be issued to monitor EBT Card and PIN Mailer distribution.

PART V: FSIS DISASTER INSTRUCTIONS AND SCREENS
Change #1-2009
October 1, 2009

V.   FSIS DISASTER INSTRUCTIONS AND SCREENS

A.   Disaster Application Process

All disaster applications must be completed through the SLUP process and use Transaction Code 1, even if there has been a previous Food and Nutrition Services case for the household. This does not apply to Food and Nutrition Services cases that are active at the time of the disaster.

1.   Complete a thorough name search. Assign an individual ID number to any individual that is to be included on the disaster application if one has not already been assigned.

From the FOOD STAMP INQUIRY MENU or the FOOD STAMP UPDATE MENU, enter the SLMU - Menu - SLUP/SLUO/SLIN item. Press ENTER. The CERTIFICATION MENU SCREEN is displayed.

```
SLMU              FOOD STAMP INFORMATION SYSTEM          Date 05/21/01
                  ==============================          Time 07:41:07
                    CERTIFICATION MENU SCREEN
                  -----------------------------------------------
Transaction ID    : SLUP       ( SLUP, SLUO, or SLIN )

FSIS Case ID      :            ( NOT Required For Initial Application )

Check Digit       :            ( NOT Required For SLIN ) SLIC/SLA987A

Transaction Code: 1            (REQUIRED For SLUP or SLUO:-
                                 1 = Initial Application
                                 2 = Certification
                                 3 = Reopen a Closed Case
                                 5 = Denial
                                 6 = Redetermination
                                 7 = Closure
                                 8 = Intermediate Change
                                 9 = Restoration and Recoupment )

Enter Required Data or 'CLEAR' To End
```

Press ENTER from the CERTIFICATION MENU SCREEN. The SLUP Screen is displayed.

```
SLUP - INITIAL APPLICATION     STANDARDS STARTING 03 01 01     Page 1 of 1

Case ID              Cnty: Geo      Adm      Expedite          FOH     Tran Cd  1
Action Code          Appl Date               Cert From         Cert Thru
Sex/Race             MRRB Status             Start Issuance    Household Type
Type Issuance        Caseload Number         Assigned Worker   Temporary Wrkr
AFDC Cty Cs1         AFDC Cty Cs2            AFDC Cty Cs3      Cty Case No
Vuln/Type            E & T                   Disaster Ind      Adeq Notice Flag
Address Line 1                          Address Line 2                    Tot HH
City/State                              Zip Code          # Required Mbr
HH Reserve           Project Code            Regulator Delay   No Prorate
Rent/Mortage         Real Est Tax           Househld Ins       Utilities
Utility type         Other Expense          Dep Care           Medical Exp
Claim Indicator      Retroactive            Retro Type         Claim Coll
Review Date 1        Review Type 1          Review Date 2      Review Type 2
Dependent Care Num   Intvw Date             Prev ID #          Adv Action Guard
--------------------------D E P E N D E N T  I N F O R M A T I O N----------------------------
MM    SSN   V     NAME                 DOB IN W  EARN T PA T SS  ASI    I
01 000000000 0                          0000000 0    0000  0 000 0 0000    0   0
   ID 0000000000 DEP CARE 000 LSO 0000 RACE 0 SEX 0 OTHR 0000 T1 0 T2 0
02 000000000 0                          0000000 0    0000  0 000 0 0000    0   0
   ID 0000000000 DEP CARE 000 LSO 0000 RACE 0 SEX 0 OTHR 0000 T1 0 T2 0

ENTER=Process PF3=End(No Update) PF4=FOH CLEAR=Cancel
```

Key all necessary information for a Transaction Code 1, including the Disaster Indicator Type and Number and each individual ID number that is to be included on the Disaster Food and Nutrition Services application. Press ENTER. The SLMU CERTIFICATION MENU is displayed with the application processed and the FSIS case ID number assigned.

NOTE: Disaster Indicator Type and Number are 2 fields that together uniquely identify a disaster event throughout the system. These are combined on the screen as one 2 character field to define the nature of the disaster to the system. The disaster types required are: H – Hurricane, T – Tornado, W – Flood, I – Ice, F – Fire, and E – Earthquake.

The allowable characters in the 2nd space of the disaster field will be 1-9. The number indicates the occurrence of the disaster.

Example: H1 indicates Hurricane#1, T2 indicates Tornado#2; etc.

From the SLMU Certification Menu, key a Transaction Code 2 to approve the disaster application or key a Transaction Code 5 to deny the disaster application. Press ENTER. The SLUP Screen is displayed.

```
SLUP - INITIAL APPLICATION       STANDARDS STARTING 03 01 01      Page 1 of 1

Case ID              Cnty: Geo      Adm      Expedite          FOH     Tran Cd  1
Action Code          Appl Date               Cert From         Cert Thru
Sex/Race             MRRB Status             Start Issuance    Household Type
Type Issuance        Caseload Number         Assigned Worker   Temporary Wrkr
AFDC Cty Cs1         AFDC Cty Cs2            AFDC Cty Cs3       Cty Case No
Vuln/Type            E & T                   Disaster Ind   D   Adeq Notice Flag
Address Line 1                          Address Line 2                  Tot HH
City/State                              Zip Code           # Required Mbr
HH Reserve           Project Code            Regulator Delay   No Prorate
Rent/Mortage         Real Est Tax            Househld Ins      Utilities
Utility type         Other Expense           Dep Care          Medical Exp
Claim Indicator      Retroactive             Retro Type        Claim Coll
Review Date 1        Review Type 1           Review Date 2     Review Type 2
Dependent Care Num      Intvw Date        Prev ID #          Adv Action Guard
--------------------------D E P E N D E N T   I N F O R M A T I O N----------------------------
MM    SSN   V    NAME                   DOB IN W  EARN T PA  T SS  ASI   I
01 000000000 0                          0000000 0     0000  0 000 0 0000   0   0
   ID 0000000000 DEP CARE 000 LSO 0000 RACE 0 SEX 0 OTHR 0000 T1 0 T2 0
02 000000000 0                          0000000 0     0000 0 000 0 0000   0   0
   ID 0000000000 DEP CARE 000 LSO 0000 RACE 0 SEX 0 OTHR 0000 T1 0 T2 0
ENTER=Process PF3=End(No Update) PF4=FOH CLEAR=Cancel
```

2.   Transaction Code 2

a.   Key all necessary information for the Transaction Code 2. The Transaction Code 2 information is the same as regular Food and Nutrition Services cases except:

(1)   There is only a one month certification period;

(2)   The disaster indictor is a 2 digit alpha/numeric field;

(3)   Do not enter an "N" in the No Prorate field; the system defaults to an "N";

(4)   Do not enter a Work Registration code for any individual. Leave blank; **and**

(5)   A SLUI Screen is displayed to issue a disaster EBT card and set up a disaster EBT account instead of the SLIC Screen.

NOTE: If the Disaster Indicator was not keyed at the time the TC1 was keyed, you may key the ~~'D'~~ Disaster Type/Number in the Disaster Indicator field at the time of the TC2; however, the Disaster Indicator field does not allow an entry when completing a TC5.

Once all necessary information has been keyed for the case, the SLUI screen is displayed.

```
SLUI / SLA997A    FSIS/EBTIS DISASTER SUI ENTRY SCREEN   DATE:  05/21/01
                                                         TIME: 08:39:05
FSIS CASE ID :
NAME         :

        PLEASE ENTER THE LAST 4 DIGIT PAN NUMBER :
                        LAST 7 DIGIT SUI NUMBER :


DO YOU WISH TO CONTINUE : Y(Y/N)


ENTER = PROCESS INFORMATION
```

b.   Key the four-digit PAN Number and seven-digit SUI number. The State Office provides these numbers to the county. Each county is assigned a sequence of prepinned disaster EBT cards, and those cards are delivered to each disaster county. Make sure you have keyed unused PAN and SUI numbers. Press ENTER. If the number(s) has already been used, a message and information is displayed and you must correct. If all information is correct, you are prompted to press ENTER twice to update.

> **NOTE: The SLUI Screen may be accessed directly from the Food Stamp Update Menu if a correction is needed. A prompt is displayed to key the FSIS case ID number when the SLUI transaction item is keyed. The transaction must be corrected the same day the TC2 is keyed.**

c.   The SLMU menu is displayed with the message:

"CASE REC UPDATED, SUI ASSIGNED FOR THIS CASE"

d.   If the Disaster Type/Number is not keyed in the Disaster Indicator field and you have completed a TC2, the EBT account is set up as a regular EBT account. To correct, complete a TC7 to close the case on the **same day the TC2 is keyed**. Key another TC1 with the Disaster Type/Number in the Disaster Indicator field. Complete the TC2 to certify the Disaster Food and Nutrition Services case.

e.   FSIS closes the disaster case the month following the certification thru date.

3.   Transaction Code 5

If the disaster application must be denied, use Transaction Code 5, and key all necessary information on the SLUP screen to deny the application. There is no difference in keying a denial for a disaster application and a regular Food and Nutrition Services application, except the disaster indicator is a Type/Number (2 digit alpha/numeric field) for the disaster application.

NOTE: If the Disaster Indicator was not keyed at the time the TC1 was keyed, the Disaster Indicator is not allowed when completing a TC5.

B.   Disaster Food and Nutrition Services Case to a Regular Food and Nutrition Services Case

If the Food and Nutrition Services case is to continue after the disaster period, complete a TC7 to close the disaster Food and Nutrition Services case (if prior to the system closure). Complete a TC1 or TC3 (if there was a regular Food and Nutrition Services case prior to the Disaster Food and Nutrition Services case). Complete a TC2 to certify the case. Do not use the disaster FSIS case ID for the regular Food and Nutrition Services case. The household cannot use the disaster EBT card for regular benefits. If the household does not have a regular EBT card, issue a regular EBT card through the SLIC screen for regular Food and Nutrition Services benefits.

C.   Replacement of EBT Disaster Cards

If a disaster card that has had an account set up and benefits loaded is reported as lost, the procedure for replacement is the same as with regular EBT cards.

If the disaster card was assigned incorrectly to a disaster case, access the SLUI screen and issue a new card. A new account is set up for the new card. If benefits remain in the old account, issue a supplement via the SLSE screen and issue the balance. The old account and benefits would not be available for use.

D.   SLMF EBT DISASTER MANIFEST

SLMF is used to determine if PAN and SUI numbers have been assigned to clients. To access the inquiry screen, select SLMF from the FSIS Inquiry Menu. Press Enter. This displays the blank SLMF Manifest Inquiry Screen.

Enter the beginning and ending SUI numbers assigned to your county.

Press Enter. The screen displays the SUI numbers and the PAN numbers for the range that was selected. For SUI numbers that have been assigned, the screen also displays the FSIS case ID, the client's name, their dependent ID, and their SSN.

```
SLMF/SLA380A FOOD STAMP CITIBANK ELECTRONIC MANIFEST INQUIRY SCREEN   PAGE01
                                                          DATE: 06/18/2001
                                                          TIME: 08:59:17

PLEASE ENTER SUI NUMBER   FROM: 8xxxxxx001              TO: 8xxxxxx500
_____
                              FSIS        CLIENT NAME      DEPENDENT
 SUI NUMBER   PAN NUMBER      CASE ID     (first 19 chars)    ID           SSN
8xxxxxx001   5081xxxx06533969  946xxx662   JANE A DOE       944xxx849Q    262xxx594
8xxxxxx002   5081xxxx06533977  946xxx666   JOHN B DOE       241xxx050Q    241xxx050
8xxxxxx003   5081xxxx06533985
8xxxxxx004   5081xxxx06533993
8xxxxxx005   5081xxxx06534009
8xxxxxx006   5081xxxx06534017
8xxxxxx007   5081xxxx06534025
8xxxxxx008   5081xxxx06534033
8xxxxxx009   5081xxxx06534041
8xxxxxx010   5081xxxx06534058

ENTER - PROCESS   PF3/CLEAR - EXIT   PF7 - BACKWARD   PF8 - FORWARD
```

E.   Reports

Reports are generated during the disaster period to identify disaster applications, application approvals, issuances, and denials. Report names are made available at the time of the disaster.

PART VI: DISASTER RECOVERY
Change #1-2009
October 1, 2009

VI.   DISASTER RECOVERY

A.   Transition to the Regular Food and Nutrition Services Program

Households cannot receive both Disaster Food and Nutrition Services and regular Food and Nutrition Services during the same certification period. Households that are interested in applying for regular Food and Nutrition Services must go through the normal application process once the Disaster Food and Nutrition Services Program application period has ended.

B.   Post Disaster Review of Certification Activities

The Division of Social Services conducts post-disaster case file reviews of DFNS certification activities by selecting and reviewing a sample of certified cases. FNS determines the number of cases reviewed.

The local DSS must establish claims against households that received Disaster Food and Nutrition Services for which they were ineligible. Claims must be established as soon as possible.

The Division of Social Services utilizes post-disaster review information to develop and implement corrective actions to improve Disaster Food and Nutrition Services application, certification, and benefit delivery procedures.

C.   Fair Hearings

Any household denied Disaster Food and Nutrition Services is entitled to request a fair hearing. Follow the instructions in Section 700 of the Food and Nutrition Services Certification Manual.

Due to the nature of the Disaster Food and Nutrition Services Program, counties must offer households a local conference to review their determination of ineligibility. The local conference should be conducted within five calendar days of the denial of the application.

D.   Post-Disaster Reporting

After the disaster and formal post-disaster review activity, agencies may want to conduct an informal, internal review of its disaster response and compile a post-disaster report. This report may contain:

1.   Lessons learned;
2.   Specific additions/changes to the Disaster Food <u>and Nutrition Services</u> plan;
3.   Recommended changes to internal policies; **and**
4.   Recommended additions or changes to the Division of Social Services' policies and procedures.

The Division will also conduct a post-disaster evaluation of its activities, hold a meeting with counties to evaluate the disaster, and act upon recommendations.