

DISASTER CALFRESH PLAN  
DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

State: California  
Region: County of Fresno

**SECTION 1: D-CALFRESH ROLES & RESPONSIBILITIES**

The County of Fresno Department of Social Services (DSS) maintains this Disaster Plan, which provides detailed information on roles and responsibilities for identified county staff in the event of a disaster or pandemic.

Information Sharing Agreements between DSS and other departments within the county will be provided on an as-needed basis at the time of a disaster. The Staff Analyst assigned to CalFresh will be the contact regarding these agreements. The current CalFresh Staff Analyst is Chameng Thao, chthao@fresnocountyca.gov, 205 West Pontiac Way, Clovis, CA 93612, (559) 600-2326.

**The Role of Fresno County Department of Social Services (DSS):**

- Review the most current Disaster CalFresh (D-CalFresh) County Plan.
- Evaluate the need for other disaster waivers, extension requests, or other food programs.
- Provide local training to internal and external partners.
- Provide staff to operate D-CalFresh at district offices, call centers, or D-CalFresh application sites.
- Select and secure D-CalFresh application sites, as well as ensuring human comforts at each site.
- Evaluate the need for assistance from neighboring counties. See Disaster CalFresh Mutual Aid MOU A-21-311.
- Receive and process D-CalFresh applications and interview applicants.
- Issue D-CalFresh benefits.
- Issue supplemental benefits to ongoing CalFresh households.
- Provide press releases and coordinate public service announcements for local distribution.
- Provide immediate supervisory review of all denied D-CalFresh applications.
- Provide a daily report of benefit issuance totals to state and federal agencies.
- Complete and submit to CDSS form FNS-292B with all requested information within 30 days of the termination of D-CalFresh operations.
- Use non-system determined issuances to ensure that once the certification period ends the system does not allow additional benefits.
- Utilize a project code to track all time spent to administer the Disaster CalFresh program.
- Act as a resource to other counties in the event that a neighboring county needs assistance during a disaster.

Fresno County DSS Key Contacts:

Name	Title	Phone	Email
Josh Hernandez	Deputy Director	O: (559) 600-4157 C: (559) 289-5578*	joshernandez@fresnocountyca.gov

<b>Sanja Bugay</b>	Director	O: (559) 600-2301	sbugay@fresnocountyca.gov
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**Fresno County DSS Secondary Contacts:**

<b>Name</b>	<b>Title</b>	<b>Phone</b>	<b>Email</b>
<b>Linda Du’Chene</b>	Deputy Director	O: (559) 600-2875 C: (559) 240-1933*	lduchene@fresnocountyca.gov
<b>Veronica Mota</b>	Ongoing Services Program Manager	O: (559) 600-9863	vmota@fresnocountyca.gov
<b>Enoc Perez</b>	Intake Services Program Manager	O: (559) 600-6111	enocperez@fresnocountyca.gov

\*Please do not share DSS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

**The Role of Local Law Enforcement**

Based on the location of D-CalFresh application sites, Fresno County Security, Fresno City Police Department, or the local law enforcement agency of one of the incorporated cities within Fresno County will be contacted to provide a police presence. Should the application site be located within one of the unincorporated areas of Fresno County, the County Security or the County Sheriff’s Department will be law enforcement agency of choice. Law enforcement officers present at the application site may be requested to:

- Ensure peace and safety for clients and county staff.
- Assist with unruly crowds or dissatisfied clients.
- Assist clients with concerns not related to the issuance of benefits.

Contact information for Fresno County Law Enforcement Agencies and Fresno County Security is located on page 16 and 17.

**The Role of Local Fire Department**

Health and hazard issues may arise in the event of a disaster. The Fire Department may be contacted to:

- Determine if any hazardous substances are affecting the D-CalFresh application sites.
- Provide medical assistance at benefit application sites if needed.

Contact information for Fresno County Fire and First Responder Departments is located on pages 16 and 17.

**The Role of Local Emergency Responders**

When D-CalFresh is operational, Fresno County DSS may require the assistance of various local emergency responders based on the needs of DSS clients or workers at application processing sites. Contact with state agencies may be necessary to coordinate the efforts of local and state emergency responders. It is expected each emergency responder will provide specified assistance as outlined in their respective agency’s local disaster plan.

Contact information for local emergency responders is located on page 17.

**\*\* Note:** The previously named Director of DSS, the Deputy Director, or any DSS employee designated by the aforementioned persons will serve as the point of contact for local law enforcement, fire department and emergency responders.

**The Role of California Department of Social Services (CDSS) CalFresh Policy**

When D-CalFresh is operational, CDSS CalFresh Policy will be responsible for the following:

- Assisting Fresno County DSS in submitting any additional waiver(s) or extension requests, or in implementing any other food programs.
- Providing policy training and/or policy resources as needed.
- Providing on-site policy support at remote application sites as needed.
- Assisting with the coordination of additional staff or technology support to operate D-CalFresh at district offices, call centers, or D-CalFresh application sites.
- Evaluating the need for assistance from neighboring counties.
- Providing daily reports of D-CalFresh issuance totals to FNS.
- Maintaining communication with CWDs and FNS throughout operation.
- Coordinating and leading daily conference calls between CWDs, FNS, consortia, the Office of System Integration (OSI) - EBT, CDSS Program Automation and Technology, and other applicable stakeholders.
- Providing the CDSS Executive Staff and the California Health and Human Services Agency (CHHSA) with a daily status report.

Please see below for key CDSS CalFresh Policy and Automation contacts.

Name	Title	Phone Number	Email
<b>Andrea Brayboy</b>	CalFresh & Nutrition Branch Chief	C: (213) 219-6156*	<a href="mailto:Andrea.Brayboy@dss.ca.gov">Andrea.Brayboy@dss.ca.gov</a>
<b>Kathy Yang</b>	CalFresh Policy & Employment Bureau Chief	O: (916) 651-3319 C: (916) 698-0854*	<a href="mailto:Kat.Yang@dss.ca.gov">Kat.Yang@dss.ca.gov</a>
<b>Amber Bonilla</b>	CalFresh Policy Section Chief	O: (916) 651-3319 C: (213) 435-2488*	<a href="mailto:Amber.Bonilla@dss.ca.gov">Amber.Bonilla@dss.ca.gov</a>
<b>Yazmin Saenz</b>	CalFresh Policy Section Chief	O: (213) 457-1465 C: (213) 435-2488*	<a href="mailto:Yazmin.Saenz@dss.ca.gov">Yazmin.Saenz@dss.ca.gov</a>
<b>Kyle Priess</b>	CalFresh Policy Manager	O: (916) 651-6023 C: (916) 701-3164*	<a href="mailto:Kyle.Priess@dss.ca.gov">Kyle.Priess@dss.ca.gov</a>

<b>Raquel Givon</b>	Enterprise Data Management Branch Chief	O: (916) 654-1770 C: (916) 764-4019*	<a href="mailto:Raquel.Givon@dss.ca.gov">Raquel.Givon@dss.ca.gov</a>
<b>Emily Caruso</b>	Data, Automation & Projects Section Chief	O: (916) 823-2778	<a href="mailto:Emily.Caruso@dss.ca.gov">Emily.Caruso@dss.ca.gov</a>
<b>Dara Candy</b>	State & Federal Reporting Unit 1 Supervisor	O: (916) 653-1800	<a href="mailto:Dara.Candy@dss.ca.gov">Dara.Candy@dss.ca.gov</a>
<b>Joan Gifford</b>	OSI/EBT Operations Lead	O: (916) 263-4163 C: (916) 416-0163*	<a href="mailto:Joan.gifford@osi.ca.gov">Joan.gifford@osi.ca.gov</a>

\*Please do not share CDSS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

**The Role of CDSS CalFresh Operations**

When D-CalFresh is operational, CDSS CalFresh Operations will be responsible for the following:

- Providing operations training and/or operations support as needed.
- Providing on-site operations support at remote application sites as needed.
- Attending daily conference calls.
- Conducting site visits in impacted counties as needed.
- Coordinating and completing Quality Control (QC) reviews.

Please see below for the key CDSS CalFresh Operations contact.

Name	Title	Phone Number	Email
<b>Tami Gutierrez</b>	CalFresh Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825*	<a href="mailto:Tami.Gutierrez@dss.ca.gov">Tami.Gutierrez@dss.ca.gov</a>

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**The Role of CDSS CalFresh Outreach and Programs**

When D-CalFresh is operational, CDSS CalFresh Programs will be responsible for the following:

- Implementing the D-CalFresh Outreach Plan, which includes:
  - Updating the CDSS D-CalFresh webpage.
  - Developing and distributing D-CalFresh outreach materials to affected counties and D-CalFresh community partners, including:
    - SNAP Education implementing agencies
    - Emergency Food Assistance Program (EFAP) providers
    - CBOs
    - Employment and Training or Community College partners
    - Immigration and Refugee groups (in coordination with the CDSS Immigration and Refugees Branch)
    - Women, Infant, and Children’s Program centers (in coordination with the California Department of Public Health)

- Local schools (in coordination with the California Department of Education)
- Developing and distributing template press releases to affected counties.
- Coordinating with CDSS’ Public Information Officer to manage and issue statewide press releases and other media engagement.

Please see below for key CDSS CalFresh Programs contacts:

Name	Title	Phone Number	Email
<b>Brian Kaiser</b>	CalFresh Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
<b>Danielle Wilson</b>	CalFresh Outreach Manager	O: (916) 651-0441	<a href="mailto:Danielle.Wilson@dss.ca.gov">Danielle.Wilson@dss.ca.gov</a>

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**The Role of CDSS Emergency Food Assistance Program (EFAP)**

The CDSS EFAP is responsible for administrating the program at the state level and works with local EFAP providers to support individuals and families impacted by a disaster. The CDSS EFAP and local EFAP providers, with FNS approval, can provide individuals and families who remain in their homes with emergency food assistance through a Household Disaster Feeding Program. This program provides additional commodity foods to EFAP providers to supplement the nutritional needs of the community. Commodity foods may be provided without an approval to operate D-CalFresh.

When D-CalFresh is operational, CDSS EFAP will be responsible for the following:

- Acquiring and analyzing information provided by local EFAP providers in the disaster impacted area(s).
- Coordinating appropriate disaster assistance and distribution of food or funds, as needed.
- Establishing the Household Disaster Feeding Program using USDA Foods, as needed.
- Supporting necessary documentation and follow-up as it pertains to the close out of the Household Disaster Feeding Program.

\*\*Please note: households that receive food through the Household Disaster Feeding Program at their local EFAP provider are not eligible to receive D-CalFresh benefits.

Please see below for key CDSS EFAP contacts:

Name	Title	Phone Number	Email
<b>Brian Kaiser</b>	Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	<a href="mailto:Brian.Kaiser@dss.ca.gov">Brian.Kaiser@dss.ca.gov</a>
<b>Jessica Ampah</b>	Emergency Food Programs Section Chief	O: (916) 651-5243 C: (916) 210-9268*	<a href="mailto:Jessica.Ampah@dss.ca.gov">Jessica.Ampah@dss.ca.gov</a>
<b>Nai Sisco</b>	Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	<a href="mailto:Nai.Sisco@dss.ca.gov">Nai.Sisco@dss.ca.gov</a>

<b>Brandon Romano</b>	Emergency Food Programs Manager	C: (279) 200-2637*	<a href="mailto:Brandon.Romano@dss.ca.gov">Brandon.Romano@dss.ca.gov</a>
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**The Role of the United States Department of Agriculture, Food and Nutrition Service (USDA FNS)**

FNS reviews, approves, or denies requests to operate D-CalFresh. In addition, FNS is responsible for the following:

- Providing policy and operations guidance.
- Providing on-site support at remote application sites, as needed.
- Approving all media and outreach materials related to the operation of D-CalFresh.
- Providing USDA Foods for shelters and other mass feeding sites.
- Providing USDA Foods for distribution directly to households in need under certain limited circumstances.
- Providing funding for 100 percent of D-CalFresh benefits and 50 percent of State administrative costs.
- Liaising with the FEMA.

Please see below for key USDA FNS disaster response emergency contacts:

Name	Title	Phone Number	Email
<b>Young Ihm</b>	Operations Branch Chief	O: (415) 645 - 1909	<a href="mailto:Young.Ihm@usda.gov">Young.Ihm@usda.gov</a>
<b>Cynthia Houston</b>	Operations Lead Program Specialist	O: (415) –645-1922 C: (415) –230-7371*	<a href="mailto:Cynthia.Houston@usda.gov">Cynthia.Houston@usda.gov</a>
<b>Jason Levandowski</b>	Policy Program Specialist	O: (415) –228-3108	<a href="mailto:Jason.Levandowski@usda.gov">Jason.Levandowski@usda.gov</a>

\*Please do not share USDA FNS staff cell phone numbers broadly. These contacts have been provided for purposes of responding to emergency situations only.

**SECTION 2: D-CALFRESH READINESS**

This section outlines DSS’ readiness to operate D-CalFresh when a Presidential Declaration for Individual Assistance is granted and D-CalFresh operations are subsequently approved.

**Pandemic Planning:**

In an event of a declared pandemic, DSS will follow CDSS guidance and utilize appropriate procedures to mitigate the potential exposure and spread of transmissible diseases during D-CalFresh operations. In addition to allowing impacted households to file on-site applications, D-CalFresh applications may be processed with the following procedures to accommodate pandemic related restrictions such as lobby closures and social distancing protocols:

- Applicants may submit an online application during the application period. DSS staff will then call the applicant to complete the interview and determine eligibility.

- Applicants may call the DSS call center at (855) 832-8082 during the application period to complete an application. Applicants will be given the option of interviewing by telephone at that time or scheduling a future appointment within the application period.
- Each DSS office may also provide limited in-person services on a case-by-case basis.

**Data:**

In the event of a disaster, DSS will coordinate with the following agencies to obtain all necessary and relevant data:

- State Office of Emergency Services
- Fresno County Office of Emergency Services
- Fresno County Sheriff's Office
- Fresno County Fire Department
- Fresno County Public Works and Planning
- American Red Cross
- Partnering Community-Based Organizations

In addition, DSS Administration maintains access to U.S. Census Bureau and California Complete Count Office databases in order to identify vulnerable populations and language access needs.

**Mutual Aid Region and Cross-County Support:**

The purpose of the Valley Regional Counties of Human Services Mutual Aid Plan is to support partner county human services agencies and their ability to maintain services in times of disaster or other emergencies. This Mutual Aid Plan includes information such as primary contacts, roles and responsibilities, and staff support plans between the counties with the intention of establishing a foundation for coordinated emergency response efforts.

Participating counties in this Mutual Aid Plan are:

- Fresno
- Kern
- Kings
- Madera
- Mariposa
- Merced
- San Joaquin
- San Luis Obispo
- Stanislaus
- Tulare

Mutual aid between counties will be for a specific, agreed upon period for each emergency response related to operating a D-CalFresh Program. Counties agree to provide up to fourteen (14) calendar days of mutual aid. The requesting Welfare Director, or designee, may make special arrangements with the providing Welfare Director to continue duty assignments of a mutual aid person for more than fourteen (14) calendar days.

This MOU does not prevent the Disaster County from seeking assistance from another Mutual Aid County outside of this agreement.

**D-CalFresh Responders:**

DSS Mobile Units will be the primary individuals responsible for the certification of households applying for the D-CalFresh Program. The units are staffed with approximately 1 Supervisor and 10 Eligibility Workers. In addition, one clerical unit will assist with the certification processing.

The size and severity of the disaster, and the number of application sites needed, will determine how many Eligibility Workers and support staff will be utilized. If more than half of the staff will be relocated to application sites, then applications approaching the processing deadline will be transferred to other Intake Offices for processing.

County vehicles will be used to transport Mobile Units to the identified certification site. The DSS Facilities Unit maintains a record of all available vehicles and can execute the use of additional vehicles with short notice. DSS Personnel, in conjunction with the County of Fresno Human Resources Department, maintains a list of authorized drivers or employees who meet the requirements for county-vehicle and personal-vehicle driving privileges.

**Application Sites:**

When possible, D-CalFresh will be processed at functioning Fresno County Welfare offices that currently issue CalFresh. See page 17 for location of CalFresh application offices.

DSS Facility Resources will be responsible for securing D-CalFresh application sites. Alternate location sites have been identified through the Continuity of Operations Plan (COOP) should the use of County Welfare Offices no longer be a viable option.

Should County Welfare Offices and previously selected alternate application sites become nonfunctional or inaccessible due to the disaster event, alternate facilities/locations will be utilized. Alternate facilities/locations for D-CalFresh will be selected and established based on the following criteria:

- Safety from natural hazard risk factors.
- Sufficient space and equipment to sustain the disaster team.
- Accessibility for people with disabilities.
- Consideration of human comfort and needs.
- Available communications with all essential internal and external organizations, other departments, affected clients, and the public.
- Reliable logistical support, services, and infrastructure systems, including water, electrical power, heating, air conditioning, restroom, parking, etc.
- Ability to sustain operations for at least 30 days.
- Appropriate physical security and access controls.

Area CBOs currently serve as CalFresh Application reception sites. In the event of a disaster, Fresno County DSS will reach out to CBOs as possible alternate facilities/locations for D-CalFresh application sites. DSS will request assistance from CBO staff and volunteers in accommodating D-CalFresh applicants during their time at an application site.

**Procedures to Reduce Applicant Hardship:**

Addressing the human comfort needs of applicants is very important to the disaster response effort. Applicants are unlikely to come prepared for a long wait and will need some



of their basic needs provided at the D-CalFresh application/issuance site. Possible basic needs should be addressed for humanitarian reasons and to decrease the likelihood of crowd control problems.

D-CalFresh application sites will offer the following for all applicants:

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

### **Provisions for Serving Limited English Proficiency (LEP) Applicants:**

DSS will use bilingual staff, interpreters, and translated documents to facilitate access to services for LEP D-CalFresh applicants.

DSS will consider the potential increase in the number and/or proportion of LEP applicants for D-CalFresh over regular CalFresh and plan for language services accordingly. In addition to normal language access measures, DSS may consider increased bilingual staffing, translation of signs, and multilingual recorded crowd control messages. DSS will also consider the need for backup interpreters (either in person, by telephone or video) to avoid undue delays for LEP clients.

D-CalFresh staff will be trained in DSS's language access policies and procedures, including any special provisions that apply.

### **Reasonable Accommodations:**

Facilitating access for LEP, people with disabilities, and elderly individuals is an important component of the disaster response effort. While it is the nature of disasters to create extenuating circumstances, DSS will make every effort to plan for and carry out solutions to ensure that all eligible applicants, including those who face special challenges or access barriers, are able to apply for and receive benefits.

The Americans with Disabilities Act (ADA) and other laws require DSS to provide equal access to people with disabilities, including the provision of reasonable accommodations. In addition to the requirements of the ADA, special provisions will be made for the elderly and people with disabilities to ensure their safety and comfort.

In addition to the special provisions highlighted above, under special circumstances, DSS may consider requesting a waiver of the face-to-face interview requirement as an accommodation for elderly and people with disabilities. This alternative procedure may be requested to ensure access and facilitate an interview with elderly or people with disabilities who may not be able to appear physically at the D-CalFresh application site. A phone interview may be conducted in place of the face-to-face interview, or the use of a designated authorized representative (AR) may be allowed. As part of the D-CalFresh request, DSS will include a description of the alternative procedures that will be used to ensure that phone interviews are effectively conducted for the target population. As appropriate, DSS will work closely with CDSS to incorporate a waiver of the face-to-face interview requirement into their D-CalFresh request, as FNS has not regularly approved waivers of the D-SNAP face-to-face interview requirement.

**Electronic Benefits Transfer (EBT) Card Stock:**

DSS is responsible for ordering sufficient EBT cards. EBT Operations must receive requests via e-mail at [ebtoperations@osi.ca.gov](mailto:ebtoperations@osi.ca.gov), or if email is unavailable, by calling EBT Operations at (916) 263-6600.

In addition to regular EBT cardstock, DSS may need to order special Disaster EBT cards. Disaster EBT cards are only required when regular EBT operations have been disrupted.

CDSS ordering instructions for Disaster EBT cards are as follows:

- Provide complete physical mailing address for cards. It must be a deliverable address (e.g., no county fairgrounds, no P.O. Box, etc.).
- Provide complete contact information for the person receiving the cards (signing delivery documentation), including telephone number and cellular number, if available.

When ordering Disaster EBT cards, DSS is aware of the following:

- Disaster EBT Cards are delivered within 24 hours after receipt of order.
- The DSS contact person must be onsite to personally take delivery of Disaster EBT cards.
- Disaster EBT cards must be kept in a secure storage area.
- For security purposes, DSS will validate the number of cards received.
- Disaster EBT cardstock can be ordered in quantities of 500.
- A Disaster EBT card is distinguishable from a regular EBT card by the word "DISASTER" printed on the EBT Card.
- Disaster EBT cards are pre-pinned, but not pre-loaded with benefits.
- Cardholders who receive a pre-pinned Disaster EBT card MUST use the Personal Identification Number (PIN) that is printed on the card carrier.
- PINs can be changed at any time via a PIN Select device or the Automated Response Unit, if the cardholder uses a valid Social Security Number and date of birth.
- D-CalFresh recipients who apply for regular CalFresh benefits after the disaster has ended can have their benefits added to the Disaster EBT card. However, a client should eventually obtain a new EBT card.

Ongoing CalFresh households may lose their EBT cards in a disaster, especially when they have relocated quickly to avoid harm. DSS will be prepared to assist ongoing CalFresh households in securing a replacement EBT card. Further, displaced households may request a replacement card from any CWD statewide. At the time of a disaster, CWDs across the state should be ready and able to work with residents of disaster impacted counties and their corresponding CWD to replace the EBT card for the client remotely.

**Disaster Response Training:**

In addition to the development of this D-CalFresh Plan, advance preparations, including staff training, will facilitate an efficient and effective D-CalFresh operation and emergency response. DSS will provide staff with introductory and ongoing training on general topics, such as D-CalFresh eligibility, application, and issuance procedures. DSS will also provide an overview of their broad emergency response plans.

Under the provisions of AB 607, CDSS will offer an annual D-CalFresh training and will maintain training resources and other materials on its website.

Training sessions held prior to the start of D-CalFresh operations will include information specific to the disaster and may differ depending on the disaster response role of each staff member being trained. Training topics for DSS's pre-disaster training may include:

- Overview of the D-CalFresh certification process.
- Roles and responsibilities for each person.
- Eligibility policy, including eligibility criteria, eligibility calculations, benefit period identification, and deductible disaster-related expenses.
- Verification requirements and acceptable documentation and procedures for handling questionable applications.
- Application forms and client notices.
- Issuance of benefits, including procedures for when the application site is at an alternative facility.
- Access to services for people with disabilities and Limited English Proficiency (LEP).
- Fraud prevention.
- Daily reporting procedures.
- Roles of outreach partners.
- Self-care.

#### **Public Information and Outreach:**

The CalFresh Analyst will be responsible for contacting the County of Fresno Public Information Office and providing the following information:

- Where the D-CalFresh Program will be located.
- The D-CalFresh Program contact person/office information.
- Information/documentation needed from Disaster CalFresh Program applicants.

The County of Fresno Public Information Officer will notify the public of pertinent D-CalFresh Program information. When developing disaster communications, DSS will address:

- The timeframe in which D-CalFresh applications will be accepted.
- The geographic areas eligible for D-CalFresh, as well as whether or not those individuals who lived or worked in the area, or both, may apply.
- Application site locations and operating hours.
- D-CalFresh eligibility and verification requirements, including reminders to bring proof of identification to the application site.
- D-CalFresh application information, including information specific to applicants with special needs, availability of language services, and assistance for people with disabilities.
- Instructions for ongoing CalFresh households, including information on supplements.
- Non-discrimination policy.
- Civil and criminal penalties for fraud.
- Comprehensive lists of additional resources to assist people in need, including information on 211 and emergency food.

The CalFresh Staff Analyst will work with CDSS-EBT/OSI staff to ensure that retailers are notified that the County is implementing a D-CalFresh program. The type of disaster will

determine the method of communication. The County will contact CDSS and FNS to determine which retailers are authorized and operational to accept D-CalFresh benefits, including special waivers such as hot food purchases.

CBOs and Outreach partners play a vital role in regular CalFresh operations and are especially crucial for public awareness during the operation of D-CalFresh. In order to increase public awareness during the operation of D-CalFresh, CBOs and Outreach partners may be responsible for the following:

- Providing a Lead Outreach Coordinator and field staff when deemed necessary by CDSS CalFresh Outreach and the CWD.
- Assisting and collaborating with CDSS CalFresh Outreach and DSS in the development and implementation of the public information plan, particularly for LEP, elderly, people with disabilities, and other hard-to-reach populations.
- Distributing Outreach flyers and press releases to local partners in the designated affected disaster areas.

Outreach partners and other volunteers from CBOs may be utilized at D-CalFresh application sites for things such as crowd control, translation, application assistance, etc. However, volunteers cannot perform any eligibility or certification functions.

### **Certification Process:**

A D-CalFresh application can only be submitted during an approved D-CalFresh application period. Households may apply for D-CalFresh benefits by completing the D-CalFresh application (CF 385).

The D-CalFresh interview is an important element in the certification process because it allows the eligibility worker time to review potentially confusing concepts (such as the benefit period or deductible disaster related expenses) with the applicant and to verify the information presented on the application. An interview is required prior to certifying the household for benefits. Similar to regular CalFresh, households unable to apply in person may designate an AR to apply on their behalf.

Interview areas should be set up to protect applicant privacy to the extent possible. During the D-CalFresh interview, the eligibility worker should ask about:

- Proof of Identity for head of household (confirm names and birthdates of other household members.)
- Household composition as it existed the day the disaster struck.
- Residency (or employment, if applicable) in the disaster area.
- Income available/anticipated during the entire benefit period (confirm places of employment for all working members of the household and record this information on the application.)
- Accessible liquid resources available at the start of the benefit period.
- Impact of the disaster on the household:
  - What adverse effects did the household suffer (i.e., flooding, fire damage, power outage)?
  - How much did they pay (or do they anticipate paying) for these expenses during the benefit period?
  - How did they pay for these expenses? (Only expenses paid out of pocket, and not merely incurred, are countable).

- Did they receive reimbursement for any of these expenses?

All interviews must be conducted face-to-face at a D-CalFresh application site, except in circumstances where DSS determines that special alternative procedures are required to facilitate the interview for applicants otherwise unable to appear physically at the D-CalFresh application site.

Verification rules are eased during a disaster to reduce administrative burdens and to reflect the reality that households and eligibility workers may not have access to the usual verification sources. Eligibility workers should exercise reasonable judgment when evaluating the truthfulness of applicant statements.

Public information campaigns will indicate that applicants are expected to bring all available verification documents. In addition, DSS will use data matching systems, such as the Income and Eligibility Verification System (IEVS), whenever possible. The data in the system will not be able to provide an updated picture of household circumstances post-disaster; however, the matches may assist in finding unreported sources of income. Any suspected fraudulent cases will be referred to program integrity staff for further review.

### **Denied D-CalFresh:**

An immediate, onsite supervisory review will be conducted for all denied D-CalFresh applicants. Eligibility workers will notify applicants of the right to this review and inform them that it will not affect their right to a fair hearing. Denied cases will be input into the SAWS system to allow for duplicate checks and may not be reopened. Clients whose circumstances have changed after they filed an application and were denied must reapply for the D-CalFresh during the application period. Previously denied households that reapply will be referred to supervisory staff or investigators for review.

### **Issuance Process:**

After an applicant is determined eligible for D-CalFresh, an EBT card must be issued to allow client-access to D-CalFresh benefits. During the application period, DSS will maintain a sufficient supply of EBT cards to ensure that certified households are able to access their benefits within 72 hours of application (except in cases of questionable applications). Whenever possible, the issuance process will minimize the number of times recipients must return to the disaster assistance location for benefit application and issuance.

EBT cards are negotiable items and must be handled by benefit issuance staff only. Procedures are in place to ensure that eligibility workers do not issue both the benefits and the EBT card.

Special Disaster EBT cards may be required if DSS is unable to issue EBT cards using normal systems. In these circumstances, DSS will work with CDSS to coordinate the supply of Disaster EBT cards. Disaster EBT cards are produced pre-pinned and securely stored in advance of disasters.

During the D-CalFresh application period, DSS will issue supplemental benefits to ongoing households that apply for D-CalFresh or submit a CF 303, so they may receive the maximum allotment for parity with new D-CalFresh households. Supplements are authorized under the provisions of D-CalFresh and must be referenced in the request to operate D-CalFresh. Supplements can be issued individually or automatically, depending on the circumstances of the disaster and the CWD's capabilities in the aftermath of the disaster.

Only households that received regular CalFresh benefits during the D-CalFresh benefit month are eligible to receive a supplement.

### **Systems and EBT Printer Contingencies:**

In the event of a countywide systems failure, or if EBT printers fail or go offline at County Welfare Offices or at alternate application sites, the following will be implemented:

Mutual Aid Counties will be contacted and requested to:

- Provide Technical Assistance including the loaning of needed equipment
- Provide Virtual Support
- Provide Call Center Support

DSS Facilities personnel will transport replacement printers and equipment to County Welfare Offices and alternate D-CalFresh application sites as needed.

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

#### Security Plan

When planning and implementing the distribution of D-CalFresh, DSS Facilities will seek input and support from local law enforcement authorities, including the County of Fresno Sheriff's Department, Security and Emergency Services, City of Fresno Police Department, local police departments if outside the City of Fresno, and private security providers under contract with DSS.

DSS will ensure the physical security of D-CalFresh EBT cards during all phases, including storage, transportation, and issuance. Security services will be provided for the following:

- Secure transportation of EBT cards to and from the distribution sites.
- Storage of cards at distribution sites.
- During EBT handling at application/issuance sites.

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

- Development of site layout to minimize the movement of EBT cards.
- EBT cards will be secured and kept out of sight of applicants.
- EBT shipments will remain locked prior to actual need.
- EBT cards will be stored onsite in safes or locked cabinets.

#### Fraud Control Measures

In order to prevent employee fraud, DSS will adhere to FNS requirements of the following special measures:

- Use separation of duties for certification and issuance.
- Include a question on the D-CalFresh application asking if anyone in the household is employed with the County of Fresno or DSS.
- Utilize supervisors or employee related staff to conduct employee certification interviews.
- Audit all approved and denied DSS employee applications.
- Publicize the policy governing such audits.
- Return all remaining, unused cards to DSS Finance staff.

Signage, flyers, and posters describing fraud and the corresponding penalties for committing fraud will be utilized. The posters will be translated into threshold languages. The threshold language in Fresno County is Spanish. Posters will be placed strategically at the application sites. The current business process of having eligibility determination and EBT card issuance as separate functions by separate staff will continue to be practiced.

#### Clearing Process to Prevent Duplicate Participation

Clerical support staff will be deployed to disaster site(s) along with Eligibility staff. Clerical support staff will clear all applicants on both Medi-Cal Eligibility Data System (MEDS) and SAWS system, to avoid duplicate aid issuance, and to verify that an applicant lives in the disaster zone. Clerical support staff will use County issued laptops with secure VPN with access to MEDS and SAWS to clear applicants. Once clearance has been completed, the applicant will be sent on to the Eligibility Worker for interview and completion of the application process.

#### **Daily Reporting:**

DSS will submit daily reports with required information on the day following the first day of the D-CalFresh Program operations. DSS will continue to submit reports on a daily basis until the D-CalFresh program has ended, even if no applications have been submitted. The reports will be completed collaboratively by the Staff Analyst, a Financial Analyst, an IT Analyst, a Mobile Unit Supervisor, and the Mobile Unit Program Manager. The report will be submitted to CDSS by the Staff Analyst.

The Quality Assurance (QA) Unit will be responsible for conducting Post-Disaster Reviews for general public and employee cases. A report on the review findings will be provided by the QA Supervisor for inclusion in the Staff Analyst's report.

## Fresno County Law Enforcement Agencies

Law Enforcement Agency	Telephone Number
<b>Clovis Police Department</b>	(559)-324-2800
<b>Coalinga Police Department</b>	(559)-935-2313
<b>Firebaugh Police Department</b>	(559)-659-3051
<b>Fowler Police Department</b>	(559)-834-3254
<b>Fresno Police Department</b>	(559)-621-7000
<b>Fresno Sheriff's Office</b>	(559)-600-3111
<b>Huron Police Department</b>	(559)-945-2046
<b>Kerman Police Department</b>	(559)-846-6633
<b>Kingsburg Police Department</b>	(559)-897-4418
<b>Mendota Police Department</b>	(559)-655-9120
<b>Orange Cove Police Department</b>	(559)-626-5106
<b>Parlier Police Department</b>	(559)-646-6600
<b>Reedley Police Department</b>	(559)-637-4250
<b>Sanger Police Department</b>	(559)-875-8521
<b>Selma Police Department</b>	(559)-896-2525

## Fresno County Fire Departments

Agency	Telephone Number
<b>Auberry Volunteer Fire</b>	(559)-855-2777
<b>Bald Mountain Volunteer Fire</b>	(559)-855-8443
<b>Clovis City Fire Department</b>	(559)-324-2200
<b>Coalinga City Fire Department</b>	(559)-935-1652
<b>Firebaugh Volunteer Fire Department</b>	(559)-659-2061
<b>Fowler Fire Department</b>	(559)-834-3113
<b>Fresno City Fire Department</b>	(559)-621-4199
<b>Cal-Fire/Fresno County Fire Department</b>	(559)-485-7500
<b>Hume Lake Volunteer Fire Company</b>	(559)-305-7677
<b>Huntington Lake Volunteer Fire</b>	(559)-893-2347
<b>Kingsburg City Fire</b>	(559)-897-5457
<b>Laton Volunteer Fire</b>	(559)-923-4802
<b>Mountain Valley Volunteer Fire</b>	(559)-332-2477
<b>Orange Cove Fire District</b>	(559)-626-7758
<b>Reedley City Fire Department</b>	(559)-637-4230
<b>Riverdale Volunteer Fire Department</b>	(559)-867-3838
<b>Sanger Volunteer Fire Department</b>	(559)-875-6568
<b>Selma City Fire Department</b>	(559)-891-2211
<b>Shaver Lake Volunteer Fire</b>	(559)-841-8136



**Local Emergency Responders**

<b>Agency</b>	<b>Phone Number</b>
<b>FEMA – Region IX</b>	1-800-621-3362
<b>California Office of Emergency Services</b>	(916) 845-8510
<b>Fresno County Office of Emergency Services (unincorporated area)</b>	(559) 600-4065
<b>Fresno County Security</b>	(559) 600-1722
<b>Central CA Emergency Medical Services Agency – Fresno County Operations</b>	(559) 600-3387
<b>American Ambulance</b>	(559) 443-5900
<b>American Red Cross</b>	(559) 455-1000
<b>The Salvation Army</b>	(559) 233-0139

**CALFRESH APPLICATION SITES:**

**Clovis Campus – Building 1**

Main Number: (559) 600-1DSS (1377)  
 Address: 3500 Never Forget Lane, Clovis, CA 93612

**Coalinga Office**

Main Number: (559) 600-1DSS  
 Address: 311 Coalinga Plaza, Coalinga, CA 93210

**Kerman Regional Center**

Main Number: (559) 600-1DSS  
 Address: 15180 W. Whitesbridge Ave, Kerman, CA 93630

**Reedley Regional Center**

Main Number: (559) 600-1DSS  
 Address: 1195 E Manning Ave, Reedley, CA 93654

**Selma Southeast Regional Center**

Main Number: (559) 600-1DSS  
 Address: 3830 McCall Ave, Selma, CA 93662

**Sunnyside Regional Center**

Main Number: (559) 600-1DSS  
 Address: 5693 E. Kings Canyon Rd., Fresno, CA 93727

**West Fresno Regional Center**

Main Number: (559) 600-1DSS  
 Address: 142 E. California, Fresno, CA 93706

**ONLINE APPLICATION:**

**Benefits Cal**

[www.benefitscal.com](http://www.benefitscal.com)