

**MEMORANDUM OF UNDERSTANDING (MOU)
MUTUAL AID PLAN
PROTOCOL FOR DISASTER SUPPORT/SERVICES ACCOMMODATION**

This Memorandum of Understanding (hereafter “MOU”) is made and entered into by and between the Counties of Butte, Colusa, Nevada, Sutter, and Yuba (referred to collectively as “Mutual Aid Counties”).

RECITALS

WHEREAS, the Mutual Aid Counties listed herein are federally mandated to provide Disaster CalFresh benefits under declared disasters and emergencies; and

WHEREAS, California Counties are mandated by the State to take part in a regional MOU to provide mutual aid; and

WHEREAS, the Mutual Aid Counties have a shared interest in giving and receiving aid in the event that the ability to deliver benefits is affected by a declared disaster, emergency or human-caused incident.

NOW, THEREFORE, in consideration of their mutual covenants and conditions, the parties agree as follows:

I. TERM

This MOU shall become effective upon final execution by all parties hereto and shall terminate on June 30, 2027. This MOU may be extended for one additional twelve-month period upon the written approval of all parties no later than thirty (30) days prior to expiration.

II. PURPOSE

The purpose of the Mutual Aid Plan is to support partner County Human Services agencies and their ability to maintain services in times of disaster or other emergencies.

Participating counties in this MOU are:

- Butte
- Colusa
- Nevada
- Sutter
- Yuba

II. GENERAL POLICY

The general policy provides that:

- Each County is responsible for the training of its personnel in the implementation of this plan.

- Use of this plan is voluntary.

Mutual aid between counties will be for a specific, agreed upon period for each emergency response related to operating a Disaster Program, in accordance with each County's Disaster CalFresh Plan, set forth in Attachment B, attached hereto and by this reference incorporated herein. It is understood that Attachments A and B will be updated and replaced over time. Counties agree to provide up to fourteen (14) calendar days of mutual aid. The requesting County Health and Human Services Director, or designee, may make special arrangements with the Supporting County 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.

III. Termination

A County's participation in this MOU may be terminated at any time by the County, or its County Director or designee, upon giving thirty (30) days advance written notice of an intent to terminate to the other party. The termination of a County's participation in this MOU will not terminate this MOU as it relates to the remaining parties. This MOU may be terminated upon the written agreement of all parties.

IV. Definitions

- A. "Mutual aid Counties" is defined as the counties who have entered into this MOU to provide post-disaster recovery support in the event of a catastrophic disaster either natural or man caused.
- B. "Disaster Mutual Aid County" is the County in need of disaster support assistance/services due to a catastrophic disaster, emergency or human-caused incident. This County may also be referred to as the Disaster County.
- C. "Supporting Mutual Aid County" is the County providing the post-disaster support assistance/services to a Disaster County. This County may also be referred to as the Supporting County.
- D. "Public Assistance" includes, but is not limited to, Disaster CalFresh (D-CalFresh), Disaster Supplemental Nutrition Assistance Program (D-SNAP), CalWORKs Cash Assistance and Medi-Cal benefits.
- E. "EBT" stands for Electronic Benefits Transfer system, which is the electronic issuance of CalFresh and/or CalWORKs cash benefits to eligible households.
- F. "CalFresh Program benefit issuance services" is the issuance of any program benefits which the County is obligated to initiate/implement during the aftermath of a disaster occurrence within the County's jurisdiction.
- G. "Cybersecurity Incident" is defined as a cyber security attack causing disruption of a county's ability to provide essential services.

V. Responsibilities of the Mutual Aid Counties

- A. The Mutual Aid Counties shall have the following shared responsibilities:
1. Immediately notify the other Mutual Aid Counties of changes to the post-disaster cross-County support activities/services that are set forth in this MOU. Amendments to this MOU will only be effective when agreed to in writing by all parties.
 2. Establish rules for invoking the protocol for post-disaster support accommodation as agreed upon in this MOU.
 3. Establish disaster security profiles to enable their designated disaster employees to process the Mutual Aid County's disaster applications.
 4. Notify the other mutual aid counties of any changes to Key County Contacts set forth in Attachment A, attached hereto and by this reference incorporated herein.
- B. The Disaster County shall be responsible to invoke the protocol of the Mutual Aid Counties post-disaster support/services accommodation process and:
1. Obtain approval for waivers of program policies that are specific to that catastrophic disaster event from the appropriate Federal oversight agencies to include recovery services provided by the Supporting County to the Disaster County under this MOU.
 2. The Disaster County will create all public statement templates and provide them to the Supporting County to disseminate to the various broadcasting and newsprint media in the Supporting County's jurisdiction. Standard public statement templates shall include:
 - a) The location of the disaster processing sites and the capacity of computers/workstations,
 - b) The dates and times when the disaster processing sites will be operating,
 - c) The required documents needed to apply for the disaster assistance programs, and
 - d) The various methods of applying for the disaster assistance programs.
- C. If possible, the Supporting County shall:
1. Be responsible to act upon the Disaster County's request to implement the Mutual Aid Counties protocol for disaster support/services accommodation

process along with other responsibilities as soon as administratively feasible, but no greater than forty-eight (48) hours after receipt of the request.

2. In the event the Supporting County is unable to comply with any of the post-disaster support/services that are negotiated in the MOU, the Supporting County shall immediately inform the Disaster County of its inability to comply with the specific terms of the MOU.
 3. The Mutual Aid Counties agree that there will be no financial penalty upon that Supporting County's inability to comply with the specific post-disaster support / services requested in this MOU.
- D. The Disaster County acknowledges it shall be liable for all errors and overpayments made by the Supporting County, and no claims or requests for financial restitution shall be made against the Supporting County.
- E. The Disaster County will be responsible for submitting all required Federal, State, or local reports to the appropriate agency or agencies.
- F. The Disaster County will be responsible for its own settlement and reconciliation.
- G. Each Mutual Aid County acknowledges it shall be liable for bodily or personal injury or death of any person, or loss of any property arising out of actions or inactions taken by its own officer, agents, or employees.
- H. Each Mutual Aid County acknowledges it shall be liable for breaches of confidentiality by its employees and responsible for actions that will be required for mitigation of the breach, which may include, but not limited to:
1. Notification to the individual or other authorities.
 2. All costs associated with notifying the affected individuals.

VI. Rules of Invoking the Protocol for Post-Disaster Support/Services Accommodation

- A. In the event of a catastrophic disaster, the Mutual Aid Counties shall follow the rules of invoking the protocol for post-disaster support/services accommodation which are:
1. Disaster County will submit a request to implement the Disaster CalFresh Program (D-CalFresh) Plan and assistance as necessary to administer other public assistance programs.
 2. Upon authorization from the USDA-FNS to implement a D-CalFresh Program, the Disaster County will conduct a full evaluation on the extent of damages from the catastrophic disaster or incident to assess the scope of assistance that will be needed from the Supporting Mutual Aid Counties.
 3. As soon as administratively feasible, the Disaster County will notify the Supporting Mutual Aid County by telephone, fax, or email when post-disaster

support services or assistance are needed from the Supporting Mutual Counties:

a) The level of communication will be between the head or designee of the agency overseeing the County's Disaster CalFresh Program and the head or designee(s) of the Supporting Mutual Aid County overseeing the County's CalFresh Program, with additional communications being conducted between the appropriate County personnel who will have to implement the agreed upon services as stated in this MOU. Mutual Aid County Contact information is set forth in Attachment A to this MOU;

(1) The initial communication shall include:

(a) County's analysis of the devastation

(b) Type of support/services the Disaster County is requesting from the Supporting County

(c) Estimated length of time assistance is needed

(d) As conditions change, the Disaster County can submit modified requests for assistance

(2) This initial communication will allow the Mutual Aid Counties to internally prepare personnel for the additional support/services.

B. The supporting County may provide the following post-disaster support services/activities as needed by the Disaster County:

1. Assistance with locating and securing lodging or shelter for Disaster County employees

2. Assistance with locating and procuring meals for Disaster County employees

3. Up to ten (10) worksite locations, such as desks or cubicles, which could be located at County District Offices or Local Assistance Centers

4. Technical assistance which may include, but is not limited to:

a) Consortia System

b) EBT functionality access

c) Security and password changes

d) Computers/laptops

e) Connectivity

(1) Telephone

(2) Internet

- C. The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for personnel support provided by Supporting County. Disaster County Personnel support services may include, but are not limited to the following:
1. On-site support to assist at the disaster response centers in the Disaster County
 2. All reasonable costs to transport, house and feed the personnel from the Supporting County in the Disaster County
 3. Virtual support to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files:
 - (a) The Supporting County, if feasible, will assist the Disaster County in processing its on-line or paper disaster applications.
 4. Personnel support – The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for personnel support provided by Supporting County. Disaster County Personnel support services may include, but are not limited to, the following:
 - (a) The Mutual Aid Counties agree the Supporting County shall transmit the demographic and benefit authorization files for all of the disaster applications that it processes to the Disaster County's EBT contractor.
 - (b) Call Center Support – Supporting Mutual Aid Counties with call centers to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files, and will assist callers in the Disaster County with answering general questions about resources and public assistance programs.
 - (c) The Supporting County is responsible to complete timesheets, provide receipts and other verifications and other required documents that are needed for the Disaster County to obtain disaster program i.e. FEMA reimbursement for the Mutual Aid County assistance.
 5. Technical support – The Mutual Aid Counties agree the Disaster County shall be responsible to reimburse all associated costs for the technical support provided by the Supporting County. Technical support services may include, but are not limited to, the following:

- (a) Lending of Personal computer (PC) software and/or hardware
 - (b) Issuance of the Disaster County's disaster EBT cards
 - (c) Issuance of the Disaster County's disaster Beneficiary Identification Cards for Medi-Cal benefits
 - (d) On-line or batch set-up and benefit authorization
 - (e) Creation of "special" security profiles for Mutual Aid Counties assignment to personnel (inquiry and update profiles).
 - (f) Training in how Supporting County assistance is to be delivered.
- D. To the extent possible, the Mutual Aid Counties are to explore options of remote assistance to avoid travel to the disaster zones and exposure to potential harm. Remote assistance options may include:
- 1. Processing electronic, faxed, scanned, mailed, or emailed disaster applications,
 - 2. Using electronic or other forms of teleconferencing to interview or meet,
 - 3. Using Virtual Private Network accounts (VPN),
 - 4. Using www.benefitscal.org
 - 5. Working with the consortium to leverage technical capability when available for remote Mutual Aid Counties assistance.
- E. Prior to the end of the assigned application period, the Mutual Aid counties shall jointly agree to an end date of the support activities.

VII. Indemnity

The Disaster County shall defend, indemnify, and hold harmless the Supporting County and its authorized agents, officers, volunteers and employees from any and all liability for damage or claims for damage for personal injury, including death, as well as for property damage, which may arise from the intentional or negligent acts or omissions of Disaster County Department of Health & Human Services its authorized agents, officers, volunteers and employees in the performance of services rendered under this MOU by Supporting County, or any of Supporting County officers, agents, employees, contractors, or sub-contractors.

The Supporting County shall defend, indemnify, and hold harmless the Disaster County and its authorized agents, officers, volunteers and employees from any and all liability for damage or claims for damage for personal injury, including death, as well as for property damage, which may arise from the intentional or negligent acts or omissions of Supporting County Department of Health & Human Services its authorized agents, officers, volunteers and employees in the performance of services rendered under this MOU by Disaster County, or any of Supporting County officers, agents, employees, contractors, or sub-contractors.

VIII. Counterpart Execution. This MOU may be executed in any number of counterparts and by the parties hereto in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same MOU.

IX. Entire MOU

This document and the documents referred to herein or attachments hereto are the entire MOU between the parties and they incorporate or supersede all prior written or oral MOUs or understandings.

IN WITNESS THEREOF, the Parties hereto have caused this Memorandum of Understanding to be executed and attested by their proper offices thereunto duly authorized, as of the day and year written.

YUBA COUNTY BOARD OF SUPERVISORS

Don Blaser, Chair

Date

APPROVED AS TO FORM:

By: _____
Joseph F. Larmour, County Counsel

Date

INSURANCE PROVISIONS APPROVED:

By: _____
Tiffany Manuel, Director Human Resources
and Risk Management

Date

RECOMMENDED FOR APPROVAL:

By: _____
Jennifer Vasquez, Director
Yuba County Health and Human Services
Department

Date

ATTEST:

By: _____
Mary Pasillas, Clerk of the Board

BUTTE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

, Director

Date

BUTTE COUNTY BOARD OF SUPERVISORS

Chair

Date

ATTEST:

By: _____
Deputy Clerk of the Board

By: _____
Office of Butte County Counsel

COLUSA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

, Director

Date

COLUSA COUNTY BOARD OF SUPERVISORS

Chair

Date

ATTEST:

By: _____
Deputy Clerk of the Board

By: _____
Office of Colusa County Counsel

NEVADA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

, Director

Date

NEVADA COUNTY BOARD OF SUPERVISORS

Chair

Date

ATTEST:

By: _____
Deputy Clerk of the Board

By: _____
Office of Nevada County Counsel

SUTTER COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

, Director

Date

SUTTER COUNTY BOARD OF SUPERVISORS

Chair

Date

ATTEST:

By: _____
Deputy Clerk of the Board

By: _____
Office of Sutter County Counsel

ATTACHMENT A

Contact List

County	Name	Title	Contact Information
Butte	Brannon Hill	Health and Human Services Senior Program Analyst	(530) 552-6681 bhill@buttecounty.net
Colusa	Stefanie Schantz	Eligibility and Employment Program Manager	(530) 458-0263 Stefanie.Schantz@countyofcolusa.com
Nevada	Jason Robertson	Administrative Analyst II	(530) 557-5645 Jason.Robertson@nevadacountyca.gov
Sutter	Anthony McCommas	CalFresh Program Analyst	(530) 822-4411 x250 amccommas@co.sutter.ca.us
Yuba	Liz Corniel	CalFresh Program Specialist	(530) 749-6354 ecorniel@co.yuba.ca.us

NEVADA COUNTY DISASTER PLAN

2024 DISASTER
CALFRESH PLAN



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SECTION 1: D-CALFRESH ROLES AND RESPONSIBILITIES

The D-CalFresh Roles and Responsibilities section is used to provide contact information and responsibilities for several key partners who play a role during D-CalFresh operations. Please reference the CalFresh Emergency Handbook for information pertaining to this section.

THE ROLE OF COUNTY HUMAN SERVICES OFFICE(S)

Points of Contact. See Exhibit A for names, positions, and phone numbers of county/local, State and Federal government officials and their back-ups who are key contact persons during a disaster (including the State agency disaster coordinator).

Role of Nevada County Department of Social Services. Nevada County Department of Social Services (DSS) is informed of significant emergency conditions as they arise through notifications from including but not limited to the Office of Emergency Services, Nevada County Board of Supervisors, County Safety Officer, and/or Social Services Department Safety Officer in the event of an actual disaster. This notification will trigger a response consistent with the responsibilities and roles of the Agency.

In past years, Social Services staff have held a lead role in emergency situations which may include, but are not limited to, assisting emergency personnel as needed, staffing an emergency shelter, and operating and manning a temporary office for the duties and tasks associated with D-CalFresh.

In the event an emergency site is required, the coordination (logistics, site, staffing, etc.) will be coordinated through the County Emergency Operations Center. After notification of the disaster or emergency, Social Services Eligibility Program Manager or designee will locate appropriate facilities for the operation of D-CalFresh.

In the event of a major disaster designated Social Services staff will perform the following actions.

- Evaluate the need for a Disaster CalFresh Program (D-CalFresh).
- Prepare and submit a Letter of Request to the California Department of Social Services (CDSS) to operate a D-CalFresh program.
- Provide staff to operate the Disaster Center.
- Provide staff to interview customers and process D-CalFresh applications.
- Provide immediate supervisory review of all denied benefits.
- Provide training to staff as needed.
- Issue D-CalFresh benefits.
- Provide press releases and coordinate public service announcements in collaboration with Department of Social Services Public Service Officers.
- Provide daily reports of benefit issuance totals to CDSS, and the Food and Nutrition Services (FNS) as required.
- Report the total number of persons certified for disaster benefits, and the total amount of benefits issued to CDSS and FNS within 30 days after the disaster.

- Act as a resource to neighboring counties in the event a neighboring County requires assistance, including but not limited to Butte County, El Dorado County, Placer County, Sutter County and Yuba County.

This Plan of Action shall:

- Be maintained at a high level of readiness;
- Be operational within 24 hours of activation; and
- Maintain sustained operations for up to 30 days.

THE ROLE OF LOCAL LAW ENFORCEMENT

Security is a concern in the event of a disaster. In very large disasters, crowds may disrupt disaster assistance efforts. If a situation escalates past the abilities of CWD security staff, police presence may be required to:

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

Security operations at a Local Assistance Center (LAC) will be coordinated by the OES who will arrange security personnel for the site and who has the authority to contact local law enforcement as well as grant onsite authority to contact local law enforcement if needed. In cooperation with local law enforcement, security personnel will be responsible for the onsite security of the area, facility, and operations.

Points of Contact. See Exhibit A for names, positions, and phone numbers of county/local, State and Federal government officials and their back-ups who are key contact persons during a disaster (including the State agency disaster coordinator).

THE ROLE OF LOCAL FIRE DEPARTMENT

Health and hazards can become a concern in the event of a disaster. The Fire Department may assist in the following ways:

- Determine if any hazardous substances are affecting the issuance sites.
- Provide medical assistance if needed.

Points of Contact. See Exhibit A for names, positions, and phone numbers of county/local, State and Federal government officials and their back-ups who are key contact persons during a disaster (including the State agency disaster coordinator). OES will be the main point of contact for contacting local fire departments and for granting authority for onsite employees to contact the local fire department if needed.

THE ROLE OF LOCAL EMERGENCY RESPONDERS

Role of the Office of Emergency Service (OES). The OES coordinates the overall county response to disasters. OES is responsible for:

- Locating appropriate facilities for the operation of emergency shelter operations.
- Alerting and notifying appropriate agencies when disaster strikes.
- Coordinating all appropriate agencies that respond ensuring resources are

available and mobilized in times of disaster.

- Developing plans and procedures for response to and recovery from disasters.
- Developing and providing preparedness materials for the public.

DSS will coordinate with OES to plan and set up the HHSA site to operate the Disaster CalFresh Plan.

Security operations at a Local Assistance Center (LAC) will be coordinated by the OES who will arrange security personnel for the site. In cooperation with local law enforcement, security personnel will be responsible for the onsite security of the area, facility, and operations.

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 the CWD 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. (Refer to the Regional Planning – Mutual Aid section for more information.).
- 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
Andrea Brayboy	CalFresh & Nutrition Branch Chief	C: (213) 219-6156*	Andrea.Brayboy@dss.ca.gov
Kathy Yang	CalFresh Policy & Employment Bureau Chief	O: (916) 651-3319 C: (916) 698-0854*	Kat.Yang@dss.ca.gov
Yazmin Saenz	CalFresh Policy Section Chief	O: (213) 457-1465 C: (213) 435-2488*	Yazmin.Saenz@dss.ca.gov
Amber Bonilla	CalFresh Policy Section Chief	O: (916) 657-3434 C: (916) 210-	Amber.Bonilla@dss.ca.gov

		9824*	
Tami Gutierrez	CalFresh Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825	Tami.Gutierrez@dss.ca.gov
Kyle Priess	CalFresh Policy Manager	O: (916) 651-6023 C: (916) 701-3164*	Kyle.Priess@dss.ca.gov
Danielle Wilson	CalFresh Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov
Jessica Ampah	CalFresh Emergency Food Programs Section Chief	O: (916) 651-5243 C: (916) 210-9268*	Jessica.Ampah@dss.ca.gov
Nai Sisco	CalFresh Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	Nai.Sisco@dss.ca.gov
Brandon Romano	CalFresh Emergency Food Programs Manager	C: (279) 200-2637*	Brandon.Romano@dss.ca.gov
Raquel Givon	Enterprise Data Management Branch Chief	O: (916) 654-1770* C: (916) 764-4019	Raquel.Givon@dss.ca.gov
Emily Caruso	Data, Automation & Projects Section Chief	O: (916) 823-2778	Emily.Caruso@dss.ca.gov
Dara Candy	State & Federal Reporting Unit 1 Supervisor	O: (916) 653-1800	Dana.Candy@dss.ca.gov
Joan Gifford	OSI/EBT Operations Lead	O: (916) 263-4163 C: (916) 416-0163*	Joan.Gifford@osi.ca.gov

*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
Tami Gutierrez	CalFresh Operations Bureau Chief	O: (916) 653-5420 C: (916) 661-0825*	Tami.Gutierrez@dss.ca.gov

*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 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 template press releases to affected counties.
 - Coordinating with CDSS' Public Information Officer to manage and issue statewide press releases and other media engagement.
 - 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)

Please see below for key CDSS CalFresh Programs contacts:

Name	Title	Phone number	Email
Brian Kaiser	CalFresh Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Danielle Wilson	CalFresh Outreach Manager	O: (916) 651-0441	Danielle.Wilson@dss.ca.gov

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purposes of responding to emergency situations only.

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
Brian Kaiser	CalFresh Programs Bureau Chief	O: (916) 657-3356 C: (916) 261-9759*	Brian.Kaiser@dss.ca.gov
Nai Sisco	CalFresh Emergency Food Programs Unit Manager	O: (916) 653-5420 C: (916) 307-1479*	Nai.Sisco@dss.ca.gov

*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 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 in 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 Programs contacts:

Name	Title	Phone number	Email
Young Ihm	Operations Branch Chief	O: (415) 645-1909	Young.Ihm@usda.gov
Cynthia Houston	Operations Lead Program Specialist	O: (415) 645-1922 C: (628) 230-7371*	Cynthia.Houston@usda.gov
Jason Levandowski	Program Specialist	O: (415) 228-3108	Jason.Levandowski@usda.gov

*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

The D-CalFresh Readiness section is intended to outline the county’s “readiness” to operate

D-CalFresh when a Presidential Declaration for Individual Assistance is granted and D-CalFresh operations are subsequently approved. Please provide as much information as possible and reference the CalFresh Emergency Handbook for more details on how your county can properly prepare to operate D-CalFresh.

PANDEMIC RESPONSE

In the event of a pandemic, Nevada County Department of Social Services (DSS) is informed of a declared pandemic from but not limited to the Office of Emergency Services, Nevada County Board of Supervisors, County Safety Officer, and/or Nevada County Public Health. This notification will trigger a response consistent with the responsibilities and roles of the Agency.

PANDEMIC PLANNING

- Follow proper mandates as related to personal and public safety.
- Promote the daily practice of everyday preventive actions.
- Provide flu-prevention supplies for staff and customers.
- Maintain minimal in-person services-

- Nevada City office will remain open with services/coverage for emergencies and in-person assistance.
- Create sanitary, socially distanced environment.
- Encourage online and telephonic service usage.
- Utilize Microsoft Teams for meetings and staff updates.
- Provide remote services-
 - Follow direction of DSS and altered procedure related to pandemic.
 - Utilize phone interviews as possible.
 - Continue to promote online application services (GetCalFresh.org, BenefitsCal, etc.).
- Promote telework for staff that have adequate broadband/LTE-
 - Make portable work equipment available for staff (laptop, etc.).
 - Ensure technical support is available for telework staff.
 - Plan for worker absences/coverage-
 - Have staff available to cover if needed.
 - Create socially distance workspaces.

DATA

During disasters or large-scale incidents Nevada County OES coordinates response with county departments, municipalities, key stakeholders, and special districts to accommodate those with disabilities, the elderly, and other vulnerable populations.

Demographic Data

<https://www.census.gov/quickfacts/fact/table/nevadacountycalifornia/PST045219>

Evacuation Zones

<https://www.mynevadacounty.com/3223/Evacuation-Zones>

Emergency Services Maps

<https://mynevadacounty.com/679/Emergency-Services-Maps>

County Emergency Plans

<https://www.mynevadacounty.com/1238/County-Emergency-Plans>

MUTUAL AID REGION AND CROSS-COUNTY SUPPORT

If Nevada County Department of Social Services is unable to provide required services due to circumstances beyond our control (i.e., lack of electricity to add benefits to EBT cards) we will reach out for assistance from neighboring counties including but not limited to:

- Yuba County
- Sutter County

- Butte County
- Colusa County
- El Dorado County
- Placer County

See Exhibit C for Mutual Aid Points of Contact.

D-CALFRESH RESPONDERS

D-CalFresh First Responders are Social Services staff who will be called upon to staff emergency shelters when a disaster is federally approved. D-CalFresh First Responders will be stationed at approved emergency shelters within the County.

D-CalFresh First Responders include but are not limited to the following staff members:

- Office Assistant
- Eligibility Worker
- Human Services Specialist
- Accounting Assistant or Tech
- Administrative Analyst
- Eligibility Supervisor
- Social Services Supervisor
- Program Manager
- Other Social Services Departmental Staff (as needed)

NOTE: Each Shelter is staffed by a minimum of two (2) staff persons, with one who is always at a supervisory or lead worker level or above.

APPLICATION SITES

Primary Site Selection. Primary operations occur at 950 Maidu Avenue located in Nevada City, CA. In the event this location cannot be used, Agency functions for both D-CalFresh and ongoing caseload support will be relocated to either (or both, if needed) of our alternate locations; Brighton Greens Resource Center, 988 McCourtney Road, Grass Valley Ca or Joseph Center, 10075 Levon Avenue, Truckee, CA.

Alternate Work Locations. The Department of Social Services Director and Program Managers or their designee may designate alternate or temporary work locations in the event the primary location is deemed unsafe. The alternate location would depend upon the extent of damages resulting from the event Countywide. It will be the goal of the Agency to provide full-scope business operations for both D-CalFresh and ongoing caseload support at alternate work locations when necessary, based on management directive.

Management, utilizing the lines of succession will be responsible to provide adequate management support, services and infrastructure for the Emergency Shelter Operations as well as adequate management support, services and infrastructure for operating the D-CalFresh and CalFresh program simultaneously.

Shelter Operations. Available staff from Nevada County Department of Social Services will provide operational support, services and infrastructure for the emergency shelter as well as adequate management support, services and infrastructure for operating the D-CalFresh and CalFresh Program simultaneously.

Application/Issuance Site Selection Guide. Nevada County will utilize the following Selection Guide to determine an appropriate location for operation of D-CalFresh operations. [This document was downloaded from the FNS Disaster Supplemental Nutrition Assistance Program Application/Issuance Site Publications.]

Application/Issuance Site Selection Guide

Adequate Power?	Check for Electricity, generators, and fuel
Adequate parking available?	Location, parking limited to handicapped cars, large conference type facility
Site accessible to trucks or other large vehicles?	Space for tents or trailers, large auditoriums, space while waiting
Adequate space and/or facilities to address human comfort concerns?	Protection from the elements, space for portable toilets, food/water tent
Space large enough to serve the expected number of applicants?	Space for lobby flow, sitting areas, rest areas, sleeping areas (when necessary), secure areas
Issuance facility can be adequately secured? (Consult with local police on site selection and security issues)	Isolated rooms or areas, building protected from public access, parts that can be closed off by security, traffic flow directed away from issuance sites
Accessible to the elderly and disabled, or can they be made more accessible?	Wheelchair ramps, bathroom facilities, separate location/room for elderly and disabled, plenty of seating available

Supply Checklist. Nevada County will utilize the following Supply Checklist to ensure adequate supplies are available in the event of D-CalFresh operations. This list will be used as a guide and as a result, not all supplies may be utilized at the point of D-CalFresh implementation.

The following chart is a list of office supplies to be considered, including, but not limited to the following:

Item
Pens
Pencils
Staplers
Staples

Scissors
Tape (different sizes and types)
Markers
Post-it notes (different sizes)
Paper (photocopy and writing)
Calculators
Hand sanitizer
Directional Signs
Name Tags
Containers (to hold all supplies)
Master copy of each D-CalFresh form
File folders
Banker boxes
Clip boards
Rubber bands - large

Checklist: In an effort to maintain safety, and protection from external environmental factors Nevada County will strive to provide safe and comfortable amenities to shelter residents during their stay at an emergency shelter. Although not specifically mentioned here, all checklists made available at the FNS Disaster Supplemental Nutrition Assistance Program Application/Issuance Site Publications will be utilized at Emergency Shelter locations.

Application/Issuance Site Readiness Checklist. Nevada County will utilize the following checklist to determine staff readiness for operation of D-CalFresh. [This document was downloaded from the FNS Disaster Supplemental Nutrition Assistance Program Application/Issuance Site Publications.]

PURPOSE	ITEM	NOTES	(CHECKMARK ITEM)
ISSUANCE	EBT CARDS		
	ISSUANCE INSTRUCTIONS		
	ALLOTMENT TABLES		
	EBT CARD READERS		
	SECURE ONSITE EBT CARD STORAGE	EBT Cards will be stored at the Nevada City location whenever possible.	
CERTIFICATION	APPLICATIONS		
	CALCULATORS		
	BATTERIES FOR CALCULATORS		

	LAPTOPS/CHARGERS		
	STAPLERS		
	STAPLES		
	FILE FOLDERS		
	CLIPBOARDS		
	PENS		
	VERIFICATION CHECKLIST		
	RUBBER BANDS		
	STORAGE BINS		
	SCISSORS		
	BOX CUTTERS		
	TRAYS		
	PACKING TAPE		
	MAP OF AFFECTED AREA		
	CASELOAD LISTINGS		
	CELL PHONE/ CHARGERS		
	APPROVAL NOAs		
	DENIAL NOAs		

PROCEDURES TO REDUCE APPLICANT HARDSHIP

Nevada County Department of Social Services will strive to reduce hardship for D-CalFresh customers and for the existing caseload by providing eligibility-based services in areas close to or adjacent to the affected areas.

Staff will travel to the affected areas and assist customers with completion and submittal of D-CalFresh applications as necessary. Human Services will ensure that provisions for security, human needs, and language services are provided to D-CalFresh and existing customers.

Under the DCFP, eligibility criteria are relaxed so that applicants who might not otherwise qualify for the regular program can receive disaster benefits. Verification rules are also eased to reduce administrative burdens and to reflect the reality that households and eligibility workers may not have access to the usual verification sources. Specifically:

- Using maximum deductions (eases administrative burden).
- Verifying only the applicant’s identity.
- Allowing the deduction of disaster expenses (that are not expected to be reimbursed during the 30-day disaster benefit period).

Additionally, an applicant’s status as any of the following is not relevant to his or her eligibility for the DCFP:

- Student

- Striker
- Citizen or noncitizen
- Work program participant
- Someone disqualified under the regular program

Provision of Security and Human Comfort Needs: This agency will utilize various Checklists made available by FNS to ensure all aspects of security and human comfort needs are met.

PROVISIONS FOR SERVING LIMITED ENGLISH PROFICIENCY (LEP) APPLICANTS

Interpreter Services. As an on-going service to customers of Nevada County Department of Social Services, new and on-going customers are provided with language services at no cost to the customer. This service will continue to be available in the event of a disaster through contracted services (when available), Language-line telephone services, and through bilingual staff who are considered First-responders.

REASONABLE ACCOMMODATIONS

See Application/Issuance Site Selection Guide for reasonable accommodations.

ELECTRONIC BENEFITS TRANSFER (EBT) CARD STOCK

After being notified by the County of the DCFP implementation, the Office of Systems Integration (OSI) - EBT Operations will obtain CDSS approval to invoke disaster EBT functionality in the EBT system and coordinates with CalSAWS to activate the disaster EBT screens. If CalSAWS is unavailable to send EBT cards via the host-to-host process, OSI-EBT Operations contacts XEROX to activate disaster EBT screens on the Administrative Application. In this case, County staff will access the disaster EBT functionality on the Administrative Application using a disaster User ID and password.

XEROX provides disaster EBT card management, which includes pre-printed disaster EBT cards and blank EBT cards stored in two separate, secured locations within the state: one in northern California and one in southern California.

All or a portion of the disaster stored EBT cards are available for overnight shipment within 12 hours of notification to XEROX by the State and/or County, seven days a week, to a location(s) identified by the State. The County may request additional delivery of pre-printed disaster EBT cards in lots of 500 up to the available inventory of disaster services cardstock. Blank EBT cards are available in lots of 2,000 cards.

When D-CALFRESH is approved, the Administrative Services Officer (or designee) in the Fiscal Unit will request that the cards be sent to the County. Upon receipt by the County, all Disaster EBT cards are stored in a secure and locked safe.

- Current internal procedure as agreed upon with the Auditor's office for the storage of EBT cards will be adhered to.

- Disaster cards will be delivered to the emergency shelter location daily (when possible).
- Supervisory or management staff will ensure EBT cards are maintained in a safe and secure location at the emergency shelter location.
- PIN Issuance DCFP EBT cards are pre-pinned. Customers will be notified of the PIN at the time of distribution.

Nevada County Department of Social Services keeps approximately 1000 EBT card stock in inventory.

DISASTER RESPONSE TRAINING

Nevada County Department of Social Services provides D-CalFresh training to all eligibility staff in July of each year. The training delivered to staff is the training provided and authorized by the State. A refresher training is delivered at the beginning of each fire season,

PUBLIC INFORMATION AND OUTREACH

Role of the County Communications. The County Public Information Officer (PIO) of OES provides media relations for DSS. The PIO responds to requests from the news media, organizes press events and news conferences, and coordinates communication for key media issues.

The PIO will be the main contact between the media and DSS, setting up news conferences to make major announcements and providing media releases to the public.

2-1-1 Nevada County. During a disaster 211 Nevada County, which is Nevada County's information and referral network, works with the County of Nevada's OES to provide public information to the community, rumor control and trend analysis to County officials, report community needs that are not being met, and act as the central communications point for other community agencies and non-governmental organizations. 2-1-1 Nevada County:

- Is the dialing code for quick, free access to information about community, health, human and disaster services in the County of Nevada.
- Operates according to the California Public Utilities Commission and the National Alliance for Information and Referral Systems (AIRS) for Professional Information & Referral standards.
- Has a comprehensive base of information and referral resources to assist people in meeting a need when they do not know where to turn.

Is a toll-free telephone number and can be used to access County services and to apply for CalFresh and Medi-Cal.

Public Information and Outreach. Social Services staff may utilize any of the following to establish communication with other departments, employees, or the community:

- Cell telephones (when available text Messaging may be the most efficient form of communication).
- Landline telephones.
- Computer networks.
- Portable radios.
- Local radio stations.
- Fax machines.
- County Website.

The Department of Social Services will maintain communications with other County Departments and internal departmental operations as necessary.

Public Information Plan and Media Relations. All requests for information from the media must be referred to the Department of OES, or a designee as indicated in the procedure.

Public Announcements. The public will be notified of Disaster CalFresh Program (D-CalFresh) availability via the following methods.

- Media relations, including, but not limited to, radio announcements, newspaper announcements, and other media outlets.
- Community based partners.
- County Websites.

Public Announcements by Media and Community Based Partners. Media and Community Based Partners may provide the public with hazard warnings, safety instructions, official announcements, notice of emergency information, evacuation procedures, directions on getting to medical and mass care facilities, damage assessment information and instructions on how and where to apply for D-CalFresh benefits.

Providing media and Community Based Partners with accurate, timely and uniform information is the responsibility of all County agencies and departments and the Office of Emergency Services.

Retailer Communication

Notifying of Retailers. Retailers, including but not limited to Raley's, Safeway and Savemart, will be notified of Disaster CalFresh Program (D-CalFresh) availability via the following methods.

- Media relations including but not limited to radio announcements, newspaper announcements, and other media outlets.
- Community based partners.
- County Websites

Minimum filing requirements. The household is required to complete a CF 385 application or submit a Disaster CalFresh Program (D-CalFresh) e-APP through BenefitsCal.

Methods for filing the CF 385 application for D-CalFresh. An application for D-CalFresh can be filed as indicated below.

- In person at identified locations set-up throughout the County.
- By printing the CF 385 from either the State or Federal website and hand delivering or faxing the application to the local Department of Social Services office.
- By applying on-line at BenefitsCal.com.
- The D-CalFresh e-APP will only be available when a disaster is declared, and a waiver is requested by the county and approved by California Department of Social Services. Once a disaster waiver is approved, the functionality to access the D-CalFresh application is subsequently activated in the CalSAWS system. NOTE: a disaster declaration by the President of the United States is required to request a hot meals waiver.

Methods for filing the CF 385 application for D-CalFresh. An application for D-CalFresh can be filed as indicated below.

- In person at identified locations set-up throughout the County.
- By printing the CF 385 from either the State or Federal website and hand delivering or faxing the application to the local Department of Social Services office.
- By applying on-line at BenefitsCal.com.
- The D-CalFresh e-APP will only be available when a disaster is declared, and a waiver is requested by the county and approved by California Department of Social Services. Once a disaster waiver is approved, the functionality to access the D-CalFresh application is subsequently activated in the CalSAWS system. NOTE: a disaster declaration by the President of the United States is required to request a hot meals waiver.

Who may complete the CF 385 or D-CalFresh e-APP. The head of household, any responsible household member, or an Authorized Representative (AR) may complete the CF 385 application or D-CALFRESH e-APP for D-CALFRESH benefits.

Introduction to Application Interview. The application interview is an official and confidential discussion of the household's circumstances, which directly relates to the determination of eligibility and issuance of Disaster CalFresh Program (D-CalFresh) benefits.

Purpose of the interview. The purpose of the interview is to review the household's CF 385 application or D-CalFresh e-APP to determine D-CalFresh eligibility.

Household requirements. The D-CalFresh household is required to have at least one household member attend a face-to-face interview or a phone interview with an Eligibility Worker (EW) or Human Services Specialist (HSS) for the DCF e-APP. The individual interviewed may be:

- Head of household.
- Spouse.
- Other responsible household member over the age of 18; or
- Authorized Representative (AR).

Informing requirements. Eligibility Staff are required to advise the household of certain requirements as indicated below.

- D-CalFresh rules and eligibility requirements.
- Rights and Responsibilities including Penalty Warnings.
- Duration of D-CalFresh benefits for one-month only. If the household needs ongoing assistance, an application for regular CalFresh assistance is required.
- EBT usage process, rules, and requirements.

Note: All applications and written communication must be provided to the household in their chosen language.

If necessary, staff will utilize Agency or contracted interpreter staff to complete oral communication with the household during disaster periods.

D-CalFresh Eligibility Requirements. Staff will utilize the CF 385 “Application for Disaster CalFresh Assistance” or Disaster CalFresh (DCF) e-APP, along with information gathered at the face-to-face or telephone interview to determine if the household meets the Disaster CalFresh Program (D-CalFresh) Eligibility Requirements as indicated in the chart listed below.

The chart listed below is an overview of program eligibility and should be used for illustrative uses only. Full instructions on program eligibility will be released in the form of an Interim Instruction Notice at the time of the D-CalFresh implementation.

Eligibility Factor	Explanation	Verification Requirement
Application	Must apply during the D-CalFresh application period.	CF 385 date or D-CalFresh e-APP date
Disaster Status at time of application	The HH must have suffered one of the following events: <ul style="list-style-type: none"> • Damage to home or self-employment property • Disaster related expenses • Income source disrupted • Inaccessible liquid resources • Food loss 	Customer statement
Food Buying	Must plan on buying food during the D-CalFresh Benefit Period (i.e., if the shelter provides all meals, the household is ineligible to D-CalFresh).	Customer statement
Residency	Must have been living in the “Disaster Area” at the time of disaster, including households: <ul style="list-style-type: none"> • Temporarily living outside the “Disaster Area” but within the State at the time of the disaster; or • Staying in shelters but not expected to remain for entire D-CalFresh period. 	Verify if possible (use utility or tax bills, insurance policies or bills, etc.).
Identity	Provide proof of identity of the applicant.	Verify if possible or accept an affidavit if not available.
Household Composition	Defined as persons living and eating together at the time of the disaster (do not include individuals with whom the applicant household is staying temporarily during the disaster).	Verify if questionable.
Noncitizen Status	Noncitizen Status is not applicable (N/A) under D-CalFresh rules and is not considered when determining eligibility to D-CalFresh.	N/A
SSN	SSNs are not required under D-CalFresh rules. Providing an SSN is voluntary and will not result in ineligibility if not provided.	Obtain where possible.

Student Status	Student status is not applicable under D-CalFresh rules. Students are eligible.	N/A
Fleeing Felons	Fleeing Felon status is not applicable under D-CalFresh rules. Fleeing Felons are eligible.	N/A
IPV Status	Intentional Program Violation (IPV) disqualifications do not apply to D-CalFresh. Committing IPV in the D-CalFresh will count towards disqualification in the regular CalFresh Program.	N/A
Resource Eligibility	Resource limits do not apply in D-CalFresh rules. Liquid resources such as, cash on hand, accessible savings/checking accounts, are included in income eligibility – there is no separate resource test.	N/A
Income Eligibility	Only net (take-home) income expected to be received during the benefit period is counted. Take-home pay is defined as wages a household receives after taxes and all payroll withholding, public assistance payments or other unearned income, and net self-employment income. No special provisions for elderly and handicapped.	Verify where possible.
Deductions	Allow only disaster-related expenses.	Verify where possible.
Reporting	The household is not required to report changes.	N/A
Work Requirement	There is no work requirement under D-CalFresh rules.	N/A
Benefit Amount	D-CalFresh benefits are issued according to maximum allotment for HH size.	N/A

Disaster Related Expenses. Expenses incurred by the household because of the disaster that the household has paid or is expected to pay are considered disaster related expenses. Disaster related expenses are only those items for which the household does not receive full reimbursement during the disaster period. The following are some examples of expenses related to a disaster that a household may incur:

- Expenses related to repair for damage to the household's home or other property essential to employment or self-employment of a household member.
- Temporary shelter expenses if the home is uninhabitable or the household cannot reach it.
- Expenses for moving out of the area which was evacuated due to the disaster.
- Expenses related to protection of a home or business from disaster damage; or
- Medical expenses for disaster related injury, which occurred to a household member at the time of the disaster, including funeral and burial expenses in the event of death.

Processing Standards. A Disaster CalFresh Program (D-CalFresh) application or e-APP must be processed within 24 hours from the date of the application. This section outlines required actions for processing D-CalFresh applications to meet this processing standard.

Documenting D-CalFresh Eligibility. Documentation of D-CalFresh benefit issuance will be completed on the:

- CF 385: County Use Only Section; and
- D-CalFresh Journal Template (manual copies of the template will be made available in hard-copy format if system access is unavailable).

Processing of Paper Applications. The following chart provides an overview of the steps required to process a D-CalFresh CF 385 paper application:

Step	Description - Overview
1	<p>The D-CalFresh Worker (eligibility staff) will:</p> <ul style="list-style-type: none"> • Receive the CF 385 from the customer. • If MEDS access is available at the emergency shelter location, complete file clearance. This request may be routed to the main office location via secure fax. If secure fax is not available, the request will be communicated verbally. Results of the file clearance may be provided verbally, with hard-copy documentation for the file to follow. • If CalSAWS access is available, complete necessary data entry to pend the application in CalSAWS. • If CalSAWS is not available, the application will be processed manually but must be entered into the CalSAWS system at the main office location by close of the next business day. • Place the CF 385 in a bin for the First Responder eligibility staff to retrieve when the application is marked “ready to interview.”
2	<p>The D-CalFresh Worker (eligibility staff) will:</p> <ul style="list-style-type: none"> • Obtain the CF 385. • Complete an interview. • Review results of file clearance. • Determine D-CalFresh eligibility. • Approve or deny the application. * • Issue DFA 390 Notice of Approval/Denial for Disaster CalFresh • Update the County Use Only Section on the CF 385. • Complete a Journal entry (may be initially completed in the form of a manual narration). <p>*NOTE: All applications identified as “employee” cases, and all denied applications will be reviewed by a supervisor.</p> <p>Based on staffing levels, the D-CalFresh First Responder eligibility staff may complete both Stage 1 and 2 duties.</p>

Processing an e-APP. The following chart provides an overview of the steps required to process a D-CalFresh CF 385 e-APP:

Step	Description
1	<p>The D-CalFresh worker (EW) or (HSS) will:</p> <ul style="list-style-type: none"> • Retrieve the D-CalFresh e-Applications from the e-Application Search page. • Complete the file clearance. • Link the D-CalFresh e-Application to CalSAWS. • Assign the D-CalFresh e-Application to a D-CalFresh First Responder EW or HSS using the Intake Schedule in CalSAWS or other manual method. <p>NOTE: Depending on availability of electricity at the emergency shelter location, these actions may be completed at the main office location. Receipt of all identified eApps will be communicated to the emergency shelter manager or supervisor covering D-CalFresh actions.</p>
2	<p>The D-CalFresh Worker (eligibility staff) will:</p> <ul style="list-style-type: none"> • Receive the D-CalFresh e-Application in his/her e-Application Workload Inventory. • Complete a phone interview. • Determine D-CalFresh eligibility. • Approve or deny the application. * • Issue DFA 390 Notice of Approval/Denial of Disaster CalFresh • Complete a Journal template designed specifically for disaster benefits. <p>*NOTE: All applications identified as “employee” cases, and all denied applications will be reviewed by a supervisor.</p> <p>Based on staffing levels, the D-CalFresh First Responder eligibility staff may complete both Stage 1 and 2 duties.</p>

In Nevada County, staff will utilize the BenefitsCal User Guide and/or Job Aids made available in CalSAWS to complete necessary and required data entry.

Replacement Benefits Due to a Disaster. Benefits from a regular CalFresh case can be replaced because of a disaster.

Replacement Benefits. On-going CalFresh customers, who have been evacuated or who have lost their homes, may be eligible to replacement benefits for the dollar amount of food that has been destroyed, not to exceed the total allotment for the given month. Customers must complete the CF 303 “Replacement Affidavit/Authorization” for replacement benefits. Replacement benefits must be issued within 10 days of the request. These applications must be reviewed and approved by a supervisor.

Customers who report a loss of food due to fire or loss of power may also be eligible to replacement benefits. In these cases, benefits should be prorated from the time of the fire, or the loss of power occurred.

Customer Materials

- CF 385 – Application for Disaster CalFresh
- CF 303 – Replacement Affidavit/Authorization
- DFA 390 – Notice of Approval/Denial for Disaster CalFresh

ISSUANCE PROCESS

D-CalFresh Processing Standards. As mentioned previously, a Disaster CalFresh Program (D-CalFresh) application or e-APP will be processed within 24 hours from the date of the application, whenever possible. Services to both D-CalFresh customers will be maintained at itinerant locations/emergency shelters and for ongoing customers services will be maintained at the main office location. Provision of new and ongoing service will be based on demographic need, safety for customers and staff based on management directive.

SYSTEMS AND EBT PRINTER CONTINGENCIES

If EBT printing is not accessible in the declared emergency area-

- If EBT printing is accessible from another Nevada County office, the customer is referred to the nearest functioning office to pick up their EBT card.
- Order the EBT online in CalSAWS system and mail to customer.
- Order the EBT online in CalSAWS system and print to another nearby county.
- Access the Administrative EBT site and request the vendor to print and issue the EBT by mail.

SECURITY AND FRAUD PREVENTION PLAN

Nevada County Department of Social Services will maintain physical security of all resources and facilities and will include evaluation of the following criteria:

- Conduct office inspection to identify life-threatening hazards and locate any persons in need of assistance.
- Advise if security is needed to maintain office, or to prevent injury to customers and staff.
- Control accesses to areas identified as confidential or “off-limits”, or hazardous, including areas considered contaminated or toxic.
- Utilize current Agency security procedures including use of identification badges to control access to designated “off limit” areas at the emergency shelter location.
- Provide access to locked areas as appropriate.
- Maintain communication with the Shelter Manager as appropriate; and
- Maintain communication with the Emergency Operations Center (EOC) and/or Office of Emergency Services, including but not limited to the Incident Command Center/Disaster Operations Coordinator.

Employee Health and Safety. The Department of Social Services will maintain employee health and safety by purchasing materials in advance for all offices including gloves and masks.

Additionally, at the beginning and end of each shift, or at a minimum once daily, a debriefing will be held for all staff. This is necessary to maintain the emotional well-being of staff and give them a chance to express their feelings and thoughts. Behavioral Health staff will be invited to participate in these debriefing meetings. We also offer the (EAP) Employee Assistance Program to aid employees with resources and information for personal and work issues.

Case Reviews. This section explains the role of supervisory reviews, including approvals, denials, and post-disaster reviews while the Disaster CalFresh Program (D-CalFresh) is operational.

Supervisory staff will review the following D-CalFresh applications:

- All application denials to ensure appropriate denial.
- All County or State employee D-CalFresh cases prior to issuance of benefits.
- All “Questionable” applications prior to issuance of benefits; and
- A minimum of three (3) “approved” applications will be selected for review every day for each Eligibility Staff processing such applications.

D-CalFresh Post-Disaster Reviews. All D-CalFresh cases may be subject to a “Post-Disaster Review.” At direction of CDSS, the County will pull a sample that is 0.5 percent of the cases issued, not to exceed 500 or be less than 25 cases.

IEVS. An IEVS report will be requested after D-CalFresh cases have been selected as part of a review sample. The approving Eligibility Staff does not need to obtain IEVS prior to issuing D-CalFresh.

Clarification of Income at the Time of the Disaster. Verification of income is intended to hold households accountable for accurately reporting sources of income or work loss that were known to them at the time of the disaster, not to hold households responsible for not being able to accurately predict his/her future income/employment during the benefit month.

Fraud. The following measures about fraud control will be implemented in the event D-CalFresh is authorized:

- Applicants will be entered into the CalSAWS eligibility system to avoid duplicate participation: and
- The Fraud Hotline number will be available at the D-CalFresh location.

DAILY REPORTING

Nevada County Department of Social Services will comply with Federal regulations which require that the County use the FNS 292A to report the amount of disaster benefits issued, and number of persons, and households served. The Fiscal Unit will complete the FNS 292A report and submit to FNS through CDSS as soon as possible after the conclusion of disaster operations, but no later than the 45th day after the closing of the designated period.

- Form D-CalFresh Worker Sign In/Out Sheet. A Sign In/Out sheet may be used for tracking time of D-CalFresh activities, one worker per sheet.

Exhibits

EXHIBIT A – Points of Contact

DSS Leadership Team		
Name	Function	Telephone
Ryan Gruver, HHSA	Director	(530) 265-7226
Rachel Roos DSS	Director	(530) 265-7077
Kristin Plante, DSS	Eligibility Program Manager	(530) 470-2632
Tamaran Cook, DSS	Eligibility Program Manager	(530) 265-7160
Laurel Foster, HHSA	Administrative Services Officer	(530) 470-2420

Responsibility Area	Contact	Telephone (530 area code)
DCFP Program	Kristin Plante, Program Manager	470-2632
	Tamaran Cook, Program Manager	265-7160
	Jason Robertson, Administrative Analyst	265-1662
	Michelle Carrillo, SS Supervisor	470-2632

	Brittany Thompson, SS Supervisor	235-1673
	Shelbi Hawkins, SS Supervisor	265-1640
	Patricia Martin, SS Supervisor	265-1379
	Jane Leedy, EW Supervisor	265-1634
	Jaymie Nicholson, SS Supervisor	470-2454
Regional Operations	Kristin Plante, Program Manager	470-2632
	Zoe Toffaleti, Administrative Analyst	265-1619
CalSAWS	Zoe Toffaleti Administrative Analyst/CalSAWS PPOC	265-1619
	Jason Robertson, Administrative Analyst/Back-up PPOC	265-1682
EBT Coordinator & Equipment Ordering	Jay Chandler, Accountant	265-7138
SFIS Coordinator	N/A	
CalSAWS Help desk	Zoe Toffaleti, Administrative Analyst	265-1619
Fiscal – EBT Reporting	Gina Doerksen, Accountant	470-2416
	Jay Chandler, Accountant	265-7138
Fiscal	Jay Chandler, Accountant	265-7138
EBT Disaster Cards: Ordering & LAC Issuance	Jay Chandler, Accountant	265-7138
System Security	Zoe Toffaleti, Administrative Analyst	265-1619

Program Integrity/Fraud

Name/Title	E-mail Address	Office Phone Number	After Hours Phone Number
Brian Kaiser	Brian.Kaiser@dss.ca.gov	(916) 657-3356	(916) 261-9759*

Office of Systems Integration/EBT

Name/Title	E-mail Address	Office Phone Number	After Hours Phone Number
Main Number		(916) 263-4300	
EBT Operations		(916) 263-6600	(916) 416-0163

Joan Gifford, OSI/EBT Operations Lead	Joan.Gifford@osi.ca.gov	(916) 263- 4163	(916) 416-0163*
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FEMA Region IX

Name/Title	E-mail Address	Office Phone Number
John Hamill, External Affairs Office Director	John.hamill2@fema.dhs.gov	(510) 627-7054
Mary Simms, External Affairs Officer (Region 9 Media Queries)	Mary.simms@fema.gov	(510) 627-7006

Emergency Agencies

Name/Title	E-mail Address	Office Phone Number	After Hours Phone Number
Paul Cummings Emergency Services (OES) – Nevada County Coordinates the overall county response to disasters	paul.cummings@nevadacountyca.gov	(530) 265- 7015(main) (530)557-5153 (cell)	(530) 557- 5153
Kyle Noderer, Emergency Services Coordinator, CalOES – Sacramento Region	kyle.noderer@caloes.ca.gov	(530) 406-4936	(530) 709- 5492

Nevada County Sheriff		911 or (530) 265-1471	911 or (530) 265-1471
Grass Valley Police Department		911 or (530) 477-4600	911 or (530) 477-4600
Nevada City Police Department		911 or (530) 265-4700	911 or (530) 265-4700
Town of Truckee Police Department		911 or (530) 550-2323	911 or (530) 550-2323
Nevada County Consolidated Fire Department		911 or (530) 265-4431	911 or (530) 265-4431
Nevada City Fire Department		911 or (530) 265-2351	911 or (530) 265-2351
Grass Valley Fire Department		911 or (530) 274-4370	911 or (530) 274-4370
Town of Truckee Fire Department		911 or (530) 582-7850	911 or (530) 582-7850

* This document contains contact information that is confidential in nature and should only be utilized in the event of an emergency.

EXHIBIT B - Community Partners and Roles

Name	Phone Number	Function
American Red Cross	(530) 673-1460	Identifies and assess the requirements for food and distribution services for the critical emergency phase and for longer term needs after the emergency phase is over. Coordinates the food distribution efforts of other volunteer organizations.
Salvation Army	(530) 274-3500	Provides temporary shelters for affected areas with widespread power outages. Provides staff to prepare and serve hot meals, sandwiches, snacks, and drinks. Provides food, clothing, housing, and jobs. Distributes in-kind goods and medical supplies. Provides emotional and spiritual support.
Nevada County Food Bank	(530) 272-3796	Through a combination of government programs and partnerships with Nevada County non-profit charities, the Food Bank

		acts as a central repository and distribution point for government and donated food. Funded by foundations, grants, corporations, sponsors, and individual donors.
Interfaith Food Ministry of Nevada County	(530) 273-8132	Through a combination of government programs and partnerships with Nevada County non-profit charities, the Food Bank acts as a central repository and distribution point for government and donated food.
Community Beyond Violence	(530) 272-3467	Provides services for healing the effects of interpersonal violence

Government Contacts and Resources

Name	Phone Number	Function
Adult Services – Public Guardian	(530) 265-1639	Provides assistance, transportation and outreach services to older adults, and people with disabilities and their families.
District Attorney’s Office Economic Crimes Division/ Public Assistance Fraud Division	(530) 265-1301	Deputy district attorneys, paralegals, and investigators provide information, warning residents of potential consumer fraud.
Behavioral Health Services	(530) 265-1437	Provides referral services and crisis counseling.
FREED Center for Independent Living	(530) 477-3333	Provides accessibility services for people with disabilities.
Public Health Services	(530) 265-1450	Works to prevent epidemics and the spread of disease, protects against environmental hazards, prevents injuries, promotes, and encourages healthy behaviors, responds to disasters, and assists communities in recovery and assures the quality and accessibility of health services throughout the County.
Public Health Nursing (PHN)	(530) 265-1450	Provides basic first aid and possibly a mobile medical clinic.
Department of Motor Vehicles (DMV)	(800) 777-0133	Provides document replacement – driver’s license, identifications, vehicle registration, titles.
Employment Development Department (EDD)	(800) 480-3287 (866) 658-8846 (SP)	Administers the federal Disaster Unemployment Assistance Program when implemented and regular unemployment assistance.
Women, Infants &	(530) 265-1454	Provides a temporary assistance program for

Children (WIC)		women who are pregnant, breastfeeding, postpartum and for children less than five years of age.
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EXHIBIT C – Mutual Aid Counties

County	Name	E-mail	Phone
Butte	Brannon Hill	bhill@buttecounty.net	(530) 522-6681
Sutter	Anthony McCommas	amccommas@co.sutter.ca.us	(530) 822-4411 ext 250
Yuba	Liz Corniel	ecorniel@co.yuba.ca.us	(530) 749-6354
Colusa	Stefanie Schantz	Stefanie.Schantz@countyofcolusa.com	(530) 458-0263
El Dorado	Timalynn Jaynes	timalynn.jaynes@edcgov.us	(530) 573-3230
Placer	Ryan Fruchtenicht	Rfruchte@placer.ca.gov	(530) 889-7681
Placer	James Close	jclose@placer.ca.gov	(530) 546-1908

**Disaster Gross Income Limit (DGIL)
Valid through September 30, 2023**

DGIL COMPUTATION (FOR A HOUSEHOLD SIZE OF ONE)

DGIL Computation	
Maximum Monthly Net Income Limit for household size of one (100% of FPL)	\$1,133
Maximum Standard Income Deduction	\$193
Maximum Shelter Expense Deduction	\$624
Disaster Gross Income Limit	=\$1,950

D-SNAP INCOME ELIGIBILITY STANDARDS AND ALLOTMENTS FFY 2023 FOR 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA

Household Size	Disaster Gross Income Limit	Maximum Allotment
1	\$1,950	\$281
2	\$2,343	\$516
3	\$2,737	\$740
4	\$3,130	\$939
5	\$3,555	\$1,116
6	\$3,982	\$1,339
7	\$4,375	\$1,480
8	\$4,768	\$1,691
Each Additional Member	+ \$394	+ \$211