



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

November 5, 2013

ALL COUNTY INFORMATION NOTICE NO. I-68-13

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CONSORTIUM PROJECT MANAGERS  
ALL QUALITY CONTROL PROGRAM COORDINATORS  
ALL DISASTER CALFRESH PROGRAM COORDINATORS  
ALL CALFRESH PROGRAM SPECIALISTS

SUBJECT: FEDERAL FISCAL YEAR 2015 COUNTY DISASTER CALFRESH PLANS

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The purpose of this letter is to inform counties that their Federal Fiscal Year (FFY) 2015 County Disaster CalFresh (D-CalFresh) Plans are due to the California Department of Social Services (CDSS) by March 5, 2014. County disaster plans are intended to be an internal guide for county staff for use in the event of a natural or man-made disaster.

Disaster CalFresh Plans

Counties must ensure their disaster plans provide detailed information regarding the following components: (1) roles and responsibilities of county staff and their back-ups, (2) a readiness plan, (3) an implementation plan, and (4) general certification processes required in the event of a disaster, including certification processes required during a pandemic flu outbreak. The plans should also address staffing and resources unique to the county's geographic circumstances. To access the United States Department of Agriculture, Food and Nutrition (FNS) disaster template counties can click on the FNS link found at the end of this All County Information Notice (ACIN).

County Roles and Responsibilities

- The disaster plan should provide a list of key local, state, and federal personnel, including their contact information (such as phone numbers and e-mail addresses), and a description of their roles during a disaster.
- List of names, positions, phone numbers and e-mail address of county local, state and federal agency lead personnel/officials and their back-ups.

### County Readiness Plan

The County Readiness plan should:

Identify private disaster relief agencies, community or civic organizations, private businesses, and volunteer groups (such as American Red Cross, Salvation Army, etc.), and describe their role in the implementation of D-CalFresh.

- Identify staffing and related resources available to assist during a disaster and how that staff will be mobilized to the disaster area. Counties should include any agreements in place that allow for sharing information, resources, and staff across county lines.
- Describe application systems to be used for D-CalFresh client application, including any workarounds to the regular CalFresh system and any workarounds for the issuance of benefits in a non-federally declared disaster.
- Identify Electronic Benefit Transfer (EBT) card stock available, type of cards to be used, steps and timeline for ordering additional cards, and any special procedures or resources that will be needed to meet ongoing CalFresh and D-CalFresh issuance timeframes. More information can be found in the D-SNAP Guidance under the “EBT issuance” section.

Please note that the “Excessive Card Replacement Process” specified in CDSS All County Letter (ACL) 13-53, does not apply in a D-CalFresh circumstance.

- Identify general demographic data that can help the agency tailor its response to a disaster. Identify resources for disaster impact data, including preliminary data assessments, flood maps, or electrical outage data.

### County Implementation Plan

This County Implementation plan should:

Describe the public information strategy to ensure that timely and accurate information reaches those in need.

- Outline steps counties will take to reduce hardships for D-CalFresh applicants and the ongoing caseload, including provisions for security, human needs, language services, etc.
- Describe the specifics of the certification process, including potential application sites, staffing, separation of eligibility and issuance, and how application sites will manage large crowds. If on-line applications are to be used by workers or clients, describe the process and back-up systems in place if technical issues are encountered.
- Include recipient application and client notices.

- Describe how the county will ensure security and mitigate the risk of fraud, including 1) a specific plan for handling applications submitted by county employees, 2) procedures for handling questionable applications, and 3) processes for checking all household members for duplicate participation.
- Describe procedures to ensure that required federal reporting and the post-disaster review report will be complete and timely.

CDSS encourages counties to access the following FNS website for additional information on developing a disaster plan: <http://www.fns.usda.gov/disaster/disaster-snap-guidance> .

A copy of the above mentioned template is included in this ACIN and is strictly for informational purposes. Counties will receive a Microsoft Word version of the template for actual use in preparing their plans. The Microsoft Word version of the template will be e-mailed to counties immediately following issuance of this ACIN. Counties should inform CDSS immediately if they did not receive a Microsoft Word version of the plan template. Those counties that did not receive an e-mailed version of the template should e-mail updated contact information to the following CDSS Disaster CalFresh e-mail address at: [DisasterCalFresh@dss.ca.gov](mailto:DisasterCalFresh@dss.ca.gov) . The contact information should include the name, title, address, telephone number, fax, and e-mail address of the individual who will be responsible for preparing the disaster plan.

Please forward an electronic copy of your D-CalFresh plan in Microsoft Word to the following CDSS e-mail address at: [DisasterCalFresh@dss.ca.gov](mailto:DisasterCalFresh@dss.ca.gov) as soon as your plan is completed. A signed hard copy of your county plan should be mailed to the below address:

California Department of Social Services  
Attention: Larry Lewis, Manager, Policy Unit C  
CalFresh Branch  
744 P Street, M.S. 8-9-32  
Sacramento, CA 95814

If you have any questions regarding this letter, please contact your CalFresh county consultant or call the CalFresh Policy Bureau at (916) 654-1896.

Sincerely,

***Original Document Signed By:***

LINDA PATTERSON, Chief  
CalFresh Branch