

State of Alaska
Department of Health & Social Services
Division of Public Assistance



**DISASTER
RESPONSE**

FIELD GUIDE

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QUICK INFO SHEET (YOUR FIELD OFFICE NAME HERE)

See Instructions for use and please update on a regular basis.

Region:	Regional Manager:
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Fire, Police, Ambulance Call 911		
Police Department	Business Line	
AK State Troopers	Business Line	
Hospital	Emergency Room	
Commissioner	Bill Hogan	465-3030/
Public Information	Clay Butcher	269-7867
Director	Ellie Fitzjarrald	465-5847/321-5258
Chief of Field Services/Disaster Coordinator	Ron Kreher	465-8259/321-5259
Program Coordinator	Clarissa Moon	269-7879
Office Supervisor		
Assembly area in case of evacuation	1.	2.

Rapid Response Team Member Name	Position	Phone/Cell

Alternative Staff: Name	Position	Phone/Cell

Fee Agent: Name	Position	Phone/Cell

Potential Alternative Site	Contact	Phone/Cell

Food Distribution Organizations – Name	Contact	Phone/Cell

Power & Communication Companies	Contact	Phone/Cell

Local Translator Name	Language Spoken	Phone/Cell

Group	Contact	Phone/Cell
Tribal Organizations		
Churches		
Ethnic Organizations		
Emergency Food Distribution		
Child Care Providers		
After School Programs		
Non Profits		
Supermarkets		
Community Centers		

Location of Disaster Kits

First Aid Kit	
Benefit Issuance Kit	
First Aid Kit #2	
Benefit Issuance Kit #2	

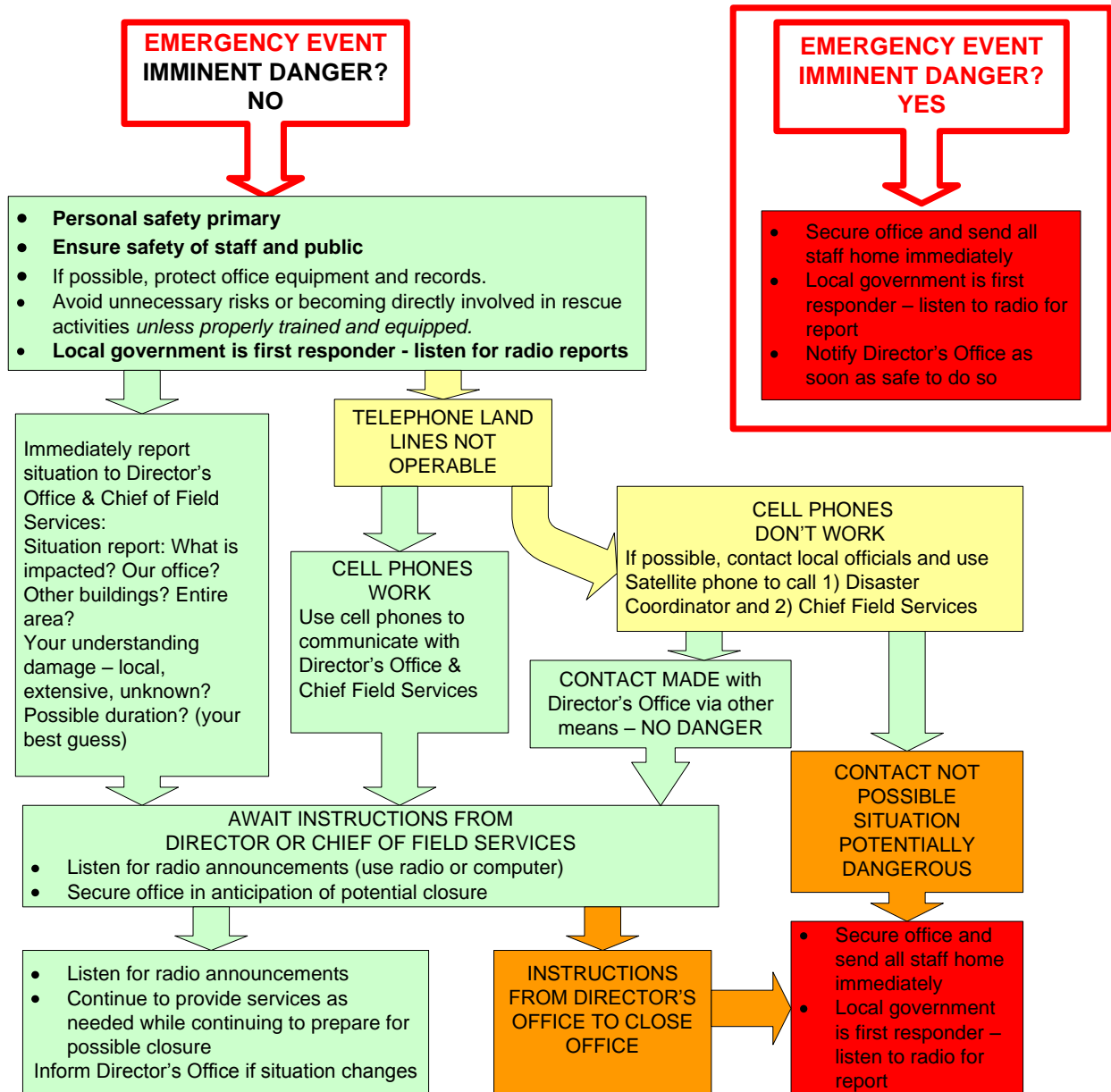
Location of vehicles for use in emergency

Organization Name/Owner	Type of Vehicle	Phone/Cell

Closest Department of Transportation and Public Facilities Maintenance Station(s)

Station Location	Person to Contact	Phone/Cell

EMERGENCY RESPONSE FLOW CHART



**** IMMINENT DANGER:** threat is *immediate or imminent* - you believe death or serious physical harm could occur within a short time. "Serious physical harm" means that a part of the body is damaged so severely that it cannot be used or cannot be used very well. For a health hazard there must be a reasonable expectation that toxic substances or other health hazards are present and exposure to them will shorten life or cause substantial reduction in physical or mental efficiency. The harm caused by the health hazard does not have to happen immediately.

Building Evacuation

BUILDING EVACUATION

- 1) Stay CALM
- 2) WALK to prevent injuries
- 3) Disconnect electrical equipment if time allows
- 4) Take personal items (coats, purses, car keys, etc.) as you leave
- 5) If you must move quickly remove high heeled shoes
- 6) When exiting on stairs, form one or two single file lines (if one is moving faster, choose the line that you can keep up with) and **do not impede the progress of other people or emergency personnel**
- 7) Assist elderly/disabled persons, and to check to ensure everyone has evacuated
- 8) Wait in the designated assembly area for further instructions
- 9) Follow any special instructions from your supervisors or designated monitors

FIRE

- Activate nearest emergency pull alarm
- Call 911 to notify local authorities.
- Put out with hand extinguisher but avoid taking chances.
- Follow evacuation procedure
- Supervisor go through the entire work area before evacuating
- Last person out close all doors/windows and report to assembly area.
- Person in charge will notify when staff may return to the building.
- **DO NOT OPEN OR TOUCH DOOR IF HOT!**

**Fire, Police or
Ambulance
911**

EARTHQUAKE

- Take cover under desks, tables, in doorways, hallways, or against inside wall until movement has ended.
- Stay clear of any objects that could fall or shatter and cause injuries.
- Turn off electrical equipment.
- Follow instructions from authorities for evacuation directions and other instructions.
- Take personal belongings
- Assemble at designated area - clear of power lines/poles, and not in fire lanes.
- **DO NOT** Use elevators.
- **DO NOT** Use telephones (unless instructed)
- **DO NOT** light matches or lighters (gas may be leaking).
- **DO NOT** Leave building or assembly area unless instructed to do so.

BOMB THREAT

- Take call as serious threat but stay calm
- Check Caller ID for return phone number - record number immediately
- Immediately start Bomb Threat Checklist - record comments verbatim if possible
- Keep caller talking and on line
- Listen closely to the voice of the caller - note Sex, Age, Accent, speech impediments, voice characteristics (drunk, monotone, high pitched), attitude (angry, calm, excited, etc.)
- Pay attention to back-ground noises that may assist the authorities (street noise, bar noise, home noise).
- Ask caller when the bomb is set to go off and where it is located
- Advise caller that building is occupied and death and injury to innocent people could occur
- Notify supervisor immediately – **DO NOT** notify others unless instructed to do so.

SEVERE WEATHER/ UNSAFE CONDITIONS

- If emergency event occurs and imminent danger to staff, manager will secure office, send staff home immediately, listen for radio announcements.
- Inform Director's Office ASAP
- Office may be closed only by Governor, Commissioner, or Director unless imminent danger exists.
- If office open, employees are to report for work.
- Employees who do not to report to work, due to hazardous conditions, must contact supervisor to request annual leave.
- If office subsequently closes, employees will be authorized administrative leave.

STAY CALM

In the event of an emergency, our unit will evacuate to the following location:

The following person(s) will be responsible for building evacuation final check:

Threatening Caller/Bomb Checklist

Check Caller ID and Immediately Record Phone Number _____

Age _____ Sex _____ Accent _____ Attitude _____

Voice Characteristics _____

Back ground noises _____

Ask: Where is bomb? _____ Advise caller: People could be hurt.

Write down exactly what caller says.

DISTRIBUTION AND CONTACT LIST

These individuals are the primary contacts in the event of an emergency and should be included on all distributions of material related to this plan. Please forward THROUGH the DPA Disaster Coordinator.

Note: If home phone numbers of employees are provided, these are to remain confidential and NOT disseminated to the public. For the purposes of this plan, staff to be called to respond to an event may provide reliable contact phone numbers to supervisors, but are not required to do so.

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Commissioner's Office

	Phone	Cell
Commissioner: Bill Streur	269-5195	
Information Officer: Clay Butcher	269-7867	

DIVISION OF PUBLIC ASSISTANCE

Director's Office

Director/Disaster Coordinator: Ron Kreher	465-5847	321-5259
Deputy Director/Aimee Olejasz	465-8826	321-3531
Policy & Program Development Chief: Erin Walker-Tolles	465-6161	
EBT Program Coordinator: Cheryl Kagee	465-3354	321-3828
Heating Assistance Program: Susan Marshall	465-3099	
Program Integrity and Analysis: Mary Riggen	465-3341	321-8094
Family Nutrition Services: Kathleen Wayne	465-8636	723-4903
Child Care: Marcey Bish	269-4784	

Field Services

Chief of Field Services: Linda Dawson (Acting)	228-3227	821-1484
Disaster Coordinator/Program Coordinator: Clarissa Moon	269-7879	
Central Regional Manager: Suzi Pulczynski	269-6547	360-1951
Southeast Regional Manager: Linda Dawson	228-3227	821-1484
Northern Regional Manager: Mike Thibodeau	269-7981	378-1926
Coastal Regional Manager: Bob Tomczak	269-8981	398-4690

STATEWIDE TOLL- FREE NUMBERS

Anchorage –Gambell/Muldoon/Eagle River	1-888-876-2477
Bethel District Office	1-800-478-2686
Child Care Program Office	1-888-268-4632
Coastal Field Office (Anchorage)	1-800-478-4372 / 1-800-478-4364
Denali KidCare Office	1-888-318-8890
Fairbanks District Office	1-800-478-2850
Heating Assistance Office	1-800-470-3058
Juneau District Office	1-800-478-3537
Kenai District Office	1-800-478-9032
Ketchikan District Office	1-800-478-2135
Kodiak District Office	1-888-480-3783
Kotzebue District Office	1-800-478-3451
Wasilla District Office	1-800-478-7778
Nome District Office	1-800-478-2236
Senior Benefits Office	1-800-352-4150
Sitka District Office	1-800-478-8234

Disaster Response

1. **SAFETY:** Personal, staff and public safety are first considerations
2. **COMMUNICATE:** with Director's Office immediately and be prepared to provide as much information as possible about the event and how the Director can reach you directly if you leave the office.
3. **SECURE:** office records as thoroughly as possible while not putting staff in undue danger or creating an unsafe situation for self or others.

DPA is not considered an "essential service" or a "first responder". Services will only be provided once power and communication is reinstated and emergency food bank services implemented. Staff will await instructions from the Director's Office regarding DPA's response and their responsibility.

When DPA is asked to respond, the Director's office will provide guidance and direction on the following:

WHO	WHAT	WHERE	WHEN
Will respond: Rapid Response Team Community helpers Interpreters Temporary Hires	Programs will be offered & policy modifications will be implemented (may need federal approval)	Will services be offered - location and needed equipment (Benefit Bins, laptops, other comfort needs)	Duration of effort: start and end dates Remember: DPA is a second responder

Identifying Disaster Severity Level

Disasters are categorized into three levels with Level 1 representing the least severe and Level 3 being catastrophic. Following are characteristics of the three levels of disaster determination.

Level 1 Disaster

- Well defined area(s) affected
- Moderate number of clients affected
- Power and telecommunications outages, restoration in 3 - 7 days
- Benefit redemption points are available

Example Level 1 Disaster - Miller Reach Fire

The Miller's Reach Fire was a Level 1 event that occurred in June 1996. This was a wildfire ignited in the Miller's Reach area of south central Alaska that spread widely, affecting approximately 37,366 acres and destroying 344 structures.

Level 2 Disaster

- Larger, but well defined areas affected
- Commercial and residential impact
- Limited power and telecommunications services, outages expected to last longer than a week
- Some benefit redemption points not available

Example Level 2 Disaster - Yukon-Kuskokwim River flooding

A “what if” level two disaster scenario would be a major flooding of the Yukon or Kuskokwim rivers affecting numerous Alaskan communities in the rivers’ drainages displacing families and destroying infrastructure.

Level 3 Disaster

- Severe and widespread
- Extensive impact on the general public and retailers
- Normal delivery mechanism not available or viable

Example Level 3 Disaster - Great Alaska Earthquake

The 1964 Good Friday Earthquake affected a large area of Alaska including the Anchorage area (Anchorage, Turnagain Arm, Girdwood, and Portage), towns in the Prince William Sound, Kenai Peninsula, Kodiak Island, and several smaller, low-lying Alaska Native villages (such as Chenega and Afognak). The earthquake and subsequent tsunami destroyed large sections of densely populated areas and resulted in the loss of human life. Infrastructure and all levels of normal operation were seriously impacted.

Pandemic Flu

Although there is no way to full predict the impact of an influenza pandemic on Alaskan’s, the anticipated outcome is that normal business practices may change considerably. As in any disaster situation, DPA employees are anticipated to first care for themselves and their families.

DPA employees will be second responders as in other types of disasters and provide our regular array of services such as determining eligibility and issuing benefits to those in need.

The primary difference with regard to responsiveness in the event of a Pandemic Flu is that staff may be asked to perform duties outside of normal job duties and provide coverage for other staff in the event of large scale absenteeism.

Staff may also be required to engage in self protection activities (wearing masks, avoiding contact as much as possible with other staff or the public, providing distance delivered services, etc).

During an outbreak, people can reduce the risk of spreading influenza by taking some common-sense measures:

- Wash your hands with soap and water for at least 30 seconds or use a hand sanitizer often when soap and water are not available.
- Cover your mouth and nose with a tissue when you cough or sneeze, and then wash your hands.
- Avoid touching your eyes, nose, and mouth.
- Stay home from work or school when you are sick.
- Avoid close contact with those who are sick.
- Keep living and work areas clean. Clean areas with household detergents. Sanitize surfaces with bleach or alcohol.

If there is an outbreak and public officials ask for cooperation, people may also need to:

- Keep your distance: avoid crowds and limit travel.
- Shop for groceries when stores are less crowded, in early morning or late at night.
- Stop attending school, work, sports or events that bring people together.
- Work from home if possible.

In the event of a Pandemic Flu, staff will be expected to care for themselves and family first. Other agencies will manage a full scale response and DPA staff will be instructed as to how they will respond via the Commissioner's office and our Leadership Team.

Processing Cases During a Level 1 or 2 Disaster

The Division may need to administer all of its existing programs during a level 1 or 2 disaster but will most likely be focused on Food Stamps and Heating Assistance (if the disaster occurs in winter months). Regular policy and procedures for these programs will be applied in determining eligibility and issuing benefits to clients affected by the disaster area. The Program and Policy Development Team and Field Services will send out broadcasts, if possible, to inform staff of changes in policy and procedure.

A Level 1 or Level 2 disaster may result in the loss of a household's food and leave Food Stamp participants in need of replacement benefits. However, the severity of Level 1 and 2 disasters may not reach the point where it is necessary to approve a Disaster Food Stamp Program. Generally, these events can be handled within the context of existing Food Stamp Program rules and requirements. However, the response may include expansion of the existing expedited issuance procedures, or some temporary modifications of Food Stamp Program rules. In either case, the State's regular Food Stamp Program procedures and benefit issuance method will likely be sufficient to continue issuing benefits as needed.

A. STAFF DUTIES AND RESPONSIBILITIES

Depending on the severity of the disaster situation, some changes to standard operations may be required and volunteers may be requested to help in a response. Normal application and benefit issuance processes shall continue unless one of the following situations occurs:

- The local field office in a disaster area or one providing service to the disaster area has been damaged
- There is an increase in the number of applications, phone calls, and inquiries received in the local field office.
- Policy or program modifications are transmitted for implementation

If any of these events occur, the Chief of Field Services and regional managers will designate field office(s) to assist in processing applications and benefits. If a field office is chosen as a back-up office, the office manager and/or the supervisors will:

- Assign clerical staff to assist in registering applications and answering telephone calls and handle client inquiries
- Assign eligibility staff to assist in processing applications and issuing benefits
- Advise field staff of expectations and implementation plan
- Communicate and coordinate to the extent possible with the affected field office to resolve any processing issues or questions.

B. CASELOAD ASSIGNMENTS

If an office is chosen as a back-up, the office manager or supervisor will determine caseload assignments and application distribution depending on the office's current workload. The office manager/supervisor will ensure there is an adequate number of staff assigned to expedite the registering and processing of applications from the disaster area.

C. APPLICATION PROCESSING AND BENEFIT ISSUANCE

1) Accepting and Collecting Applications

Applicants from a disaster area may apply for benefits using the DPA disaster application form. DPA will accept applications by mail, fax, electronic mail, or in-person. The office managers or supervisors from the local field office and back-up offices will coordinate the transfer of applications. To expedite processing of applications received in the local DPA office, staff will fax applications to the back-up office.

In the event casefiles are needed to process the application, the local field office will send casefiles by overnight mail the same day the request was received.

2) Registering Applications

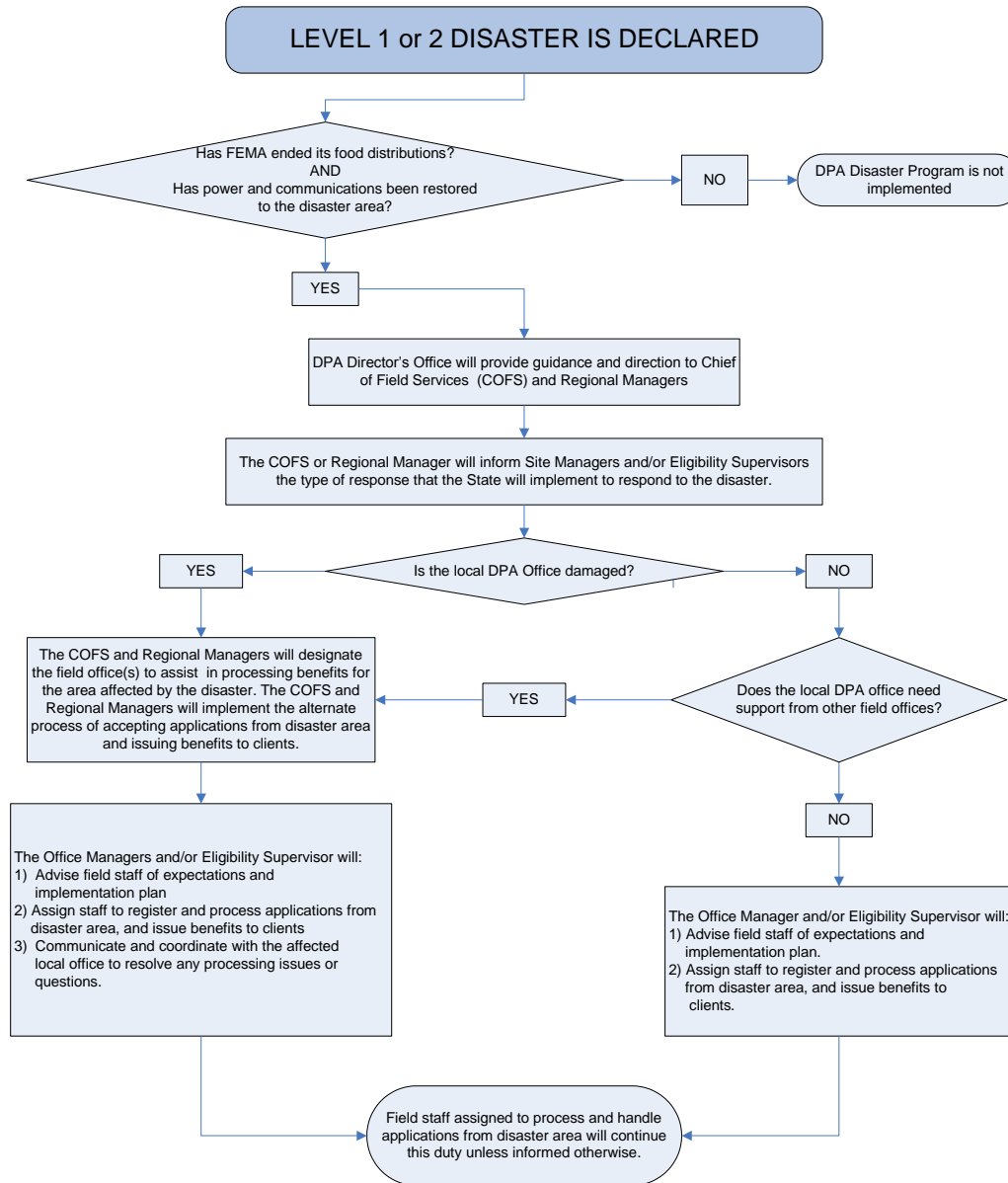
Staff will register all applications on EIS using normal registration and case numbering procedures.

3) Interviewing applicants

Depending on program rules and requirements, Policy and Program Development Unit will provide staff with directions on whether interview requirements will be modified or waived on applications received from a disaster area.

- 4) **Processing Timeframes**
Depending on program rules and requirements, the Policy and Program Development Team will provide staff with directions on the timeframes for processing applications and issuing benefits to clients from a disaster area.
- 5) **Eligibility Requirements**
The Policy and Program Development Team will provide staff with directions on any adjustments or changes in policy when determining eligibility on all applications received from a disaster area. Certain eligibility requirements may be waived. Waivers may apply to:
 - Household Composition
 - Income Limits
 - Resource Limits
- 6) **Benefit Issuance**
All benefits issued to households from a disaster area will be authorized as an “1” or immediate issuance.
- 7) **Notices**
Caseworkers will send timely and adequate notices to all applicants residing in a disaster area. Requirements for ‘timely and adequate’ notices may be modified based on the nature and extent of the disaster.
- 8) **Case Review**
Normal case review processes will apply during a Level 1 or Level 2 Disaster.
- 9) **Fair Hearing Process**
There will be no changes in the fair hearing process during a Level 1 or Level 2 Disaster.

Processing Flowchart During Level 1 or 2 Disaster



Processing Cases During a Level 3 Disaster

DPA will implement a disaster response during a level 3 disaster but only after:

- FEMA ends its food distribution **and**,
- Power and communications are restored to the disaster area.

After it is established that a disaster response is needed, the COFS or Regional Manager will inform office managers and/or eligibility supervisors of the type of response that DPA will implement to respond to the disaster.

A. FACILITIES AND LOCATIONS

During a level 3 disaster, several field offices may be damaged or become uninhabitable, and it could also be expected there would be a significant increase in the number of application, phone calls, and inquiries from the public.

In the event offices have sustained damage or a large number of applicants, are anticipated, an alternate site may be designated by the Commissioner or the Director... Alternate sites may also be chosen by other entities providing other services such as the **Red Cross, FEMA, Homeland Security**, etc. In all cases, this decision will be made by the Commissioner or the Director and that information will be relayed to staff by the most direct method possible. Depending on the extent of damage to normal office communications, alternate sites may be announced via public announcements on the radio or television. Staff will report to the location nearest them.

B. STAFFING

A part of general disaster preparedness, each region will identify their Rapid Response Teams (RRT). These teams will be key players in running the application and issuance sites ensuring the safety and comfort of applicants and maximizing the efficiency of the process.

Significant changes to standard operations and field processes may be required during a level 3 disaster. This will also be an event where remote web access is needed. The Regional Manager along with Systems Operations and EBT Unit will ensure laptops are available in order to process Disaster Food Stamp Program benefits in the event that such a program is implemented.

The regional manager will be the **point of contact** for each region. In planning for a disaster, regional managers will determine the number of rapid response teams depending on the size of the region and will identify staff needed to participate in the rapid response teams.

1) Rapid Response Team Members

Each team will include the following staff and the corresponding tasks assigned:

- **Office Managers/Eligibility Supervisors** - assumes responsibility of changing staff assignments as needed to cover all necessary staff positions during and

- emergency event, provide support such as enlisting volunteers, organizing interpreter services, statistical gathering, and responding to media requests
- **Eligibility Lead Workers** - assist in prioritizing, organizing, providing technical assistance, and leading the team to provide Public Assistance services
 - **Eligibility Technician I/II** – determine eligibility and administer emergency Public Assistance services
 - **Administrative Staff** - assist individuals in applying for services, handle paperwork, provide reception service, provide crowd control, and issue FS Disaster or other benefit cards or coupons.
 - **Volunteer Staff** - assist the team by attending to human comfort needs, assist elderly and disabled, answer simple questions, distribute informational material and forms, and attend to minimal first aid.
 - **Interpreter Staff** - assist with alleviating verbal and written language barriers

2) Skills and Qualifications

In choosing staff to participate in the Rapid Response Teams, the division will solicit staff members who are:

- Experienced administering federal programs
- Experienced in administrative support
- Available to travel and temporarily relocate
- Ready, willing, and able to handle the circumstances and conditions of a disaster, such as weather and limited resources, and capable of physically handling the conditions
- Experience in disaster response or emergency efforts (not mandatory)

C. OTHER POSSIBLE STAFFING OPTIONS

1) Fee Agents

Fee agents are paid volunteers who are knowledgeable about DPA programs and trained to conduct interviews. Office managers and supervisors will contact fee agents living near the disaster area to assist and provide assistance to applicants.

2) Temporary Hires

Hiring people in Temporary positions may be an option under certain conditions. Regional managers will provide guidance with regard to staffing temporary hires under emergency conditions.

3) Community-based Organizations and Advocates

Community organizations and advocates may be willing to assist in identifying clients in need, helping with basic emergency procedures and providing assistance at public assistance disaster relief sites. Possible partners may include:

- Tribal Organizations
- Churches
- Ethnic Organizations
- Emergency Food Distribution
- Child Care Providers
- After School Programs

- Non-Profits
- Supermarkets/Grocery Stores
- Community Centers

4) Interpreters

It may be necessary to utilize interpreters to adequately provide services. Offices are required to maintain lists of multilingual staff and other community resources that can provide interpreters to assist in an emergency. Remember that family members may also be used to assist in the event of an emergency.

D. DUTIES AND RESPONSIBILITIES

Although Rapid Response Teams are identified before a disaster strikes, additional staff and volunteers may be called in to meet needs or to provide support if necessary. Staff and volunteers may also be assigned additional duties as needed according to skill level, training, and competency. From the Rapid Response Teams, other available staff, and volunteers, the office manager or supervisor will identify and assign the person responsible for the following tasks:

1) Distribute Orientation Materials

The office manager or supervisor will oversee distribution of disaster orientation packets to staff and volunteers. The packets include information such as:

- DPA Disaster Response Orientation List (See Benefit Bin)
- Maps (showing sites, hotels, airports, etc.)
- List of contacts, their hotels, and phone numbers
- Safety information (e.g., water use, aftershock precautions)
- Handouts on stress prevention and communicating with disaster victims

2) Post Signs

The office manager or supervisor will assign staff and volunteers to post basic signs consisting of directions to the restroom, water/food and medical stations, application stations, basic information on completing the application form, required verification, etc.

3) Handle and Manage Crowd Control

It is important to coordinate with local law enforcement and other post-disaster relief agencies to ensure the safety of the public and staff at disaster response facilities. The office manager or supervisor will oversee crowd control and traffic flow; establish the lay out of the application/issuance site immediately using the flow chart developed for the site. Staff and volunteers assigned to handle crowd control and traffic flow will regulate the number of people in line, consistently manage and address crowd control issues, and ensure that security is always available for clients and staff. The office manager or supervisor is also in charge of addressing human comforts to decrease the likelihood of crowd control problems. Water, food, restrooms, medical attention, and protection from harsh elements will be considered when addressing human comforts. Special provisions must also be considered for elderly and the disabled.

4) Distribute Applications

The office manager or supervisor will assign staff and volunteers to distribute applications and assist applicants in completing the application. It is extremely helpful if staff and volunteers have familiarity with DPA programs and other services offered. It is also helpful if bilingual staff and volunteers are available to assist non-English speaking clients.

Applicants will need a place to write that is protected from harsh elements or conditions (See Section E. Traffic Flow and Facilities Layout). Staff and volunteers may assist by answering any questions clients may have about the application, spotting language issues, and completing the application if the client cannot read or write.

5) Screen Applicants and Register/Log Applications

Formal application screening will speed up the application process. The office manager or supervisor will assign eligibility technicians to conduct screening before the applicant is interviewed. A screener can check to see if the application is complete, has the required verification, if there is duplicate or on-going participation. The screener will also be responsible in registering or logging-in the applications.

6) Conduct Interviews and Determining Eligibility

The interview area should be set up to protect applicants' privacy to the extent possible. The office manager or supervisor will assign eligibility technicians to work with the client in determining if they are eligible for benefits. This includes conducting the interview, verifying information as required or appropriate, determining eligibility and preparing the issuance document, instructing the applicant on the use of food and cash benefits, and preparing a file for the applicant. Eligibility technicians must also inform applicants of their right to a fair hearing during the initial interview process.

Eligibility technicians will use the policies applicable to issuing disaster benefits. The office manager or supervisor will provide consistent policy guidance on questions that arise during the disaster operation. If the office manager or supervisor needs further clarification, they will direct questions to a representative from the Policy Team if policy related or the EBT Unit if benefit issuance related. Policy clarification will be provided by Central Office staff using normal protocols. If communication is not available with Central Office staff, the eligibility lead worker will be primary contact for policy clarification.

Issuance of FS Disaster Cards and ATAP Disaster Cards - The office manager or supervisor will assign an eligibility technician to issue and track all Food Stamp and ATAP Disaster cards issued per day. The eligibility technician will use the electronic log available in Microsoft Excel and enter the Demographic and benefit information on the appropriate JP Morgan Disaster Services Screen. For more information on

card storage and PIN issuance, refer to the following sections (Card Storage, Security, Production, and Delivery and PIN Issuance/Selection).

7) Conduct On-site Reviews

Immediate onsite reviews must also be provided during a disaster operation for denied applicants requesting it. Eligibility technicians must inform clients of their right to this review and that it would not affect their right to a fair hearing. If the office manager or supervisor or eligibility lead worker is not available to conduct the review, quality assurance (QA) workers will be utilized. At least one or two reviewers must be assigned per site to conduct on-site reviews. A standard review form will be available to guide the office manager or supervisor/QA reviewer in conducting the review.

8) Conduct Prehearing Conferences

Any household who has been denied benefits may request a fair hearing. Households who have requested a fair hearing are entitled to an immediate and expedited review of their application by the office manager, supervisor, lead worker, or a QA reviewer. This review shall not interfere with the applicant's right to a fair hearing. After conducting a review of the case, a prehearing will be held between the agency and the applicant. Prehearing does not replace the actual fair hearing but is intended for the agency and the applicant to discuss the issue and come to a resolution.

Applicants are not required to participate in a prehearing conference. However, the office manager or supervisor must offer a prehearing conference to each applicant who has requested a fair hearing. If a case is not resolved at the supervisory review or pre-hearing level, the office manager or supervisor will forward the fair hearing request to field services.

9) Reports

The office manager or supervisor may be required to prepare and submit issuance and benefit inventory reports to reflect disaster issuance. Office managers and supervisors will be provided guidance by the Program and Policy Development or Field Services Unit as to the reports that may be required for each response effort.

In the event a Disaster Food Stamp Program is implemented, specific federal reports are required. These include:

Daily Food Stamp Report

1. Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief (FNS 292)
2. Monthly Issuance Report (FNS-388)
3. FNS-366B, Program Activity Statement

The Policy and Program Development Unit will provide forms and instructions on the completion and submittal of reports required to document Disaster Food Stamp Program activities.

10) Fair Hearing

The office manager or supervisor will document the number of fair hearings on a form provided by Field Services.

E. TRAFFIC FLOW AND LAYOUT

If the location is not at our regular office of operation (see Section A - Facilities and Locations), staff will need to determine the lay-out of the application/issuance site and traffic flow through the site immediately, and develop a flow chart identifying the lay out and traffic flow through the site and use it while setting up and managing the site. The chart will assist in:

- Spotting potential bottlenecks and other trouble spots
- Identifying staffing, security, supply and other administrative needs.

1) Issues to Identify in Setting-up Sites

The lay out and traffic flow through the site should address the following issues:

Issue	Layout Solution
EBT Card Security	<ul style="list-style-type: none">• Restrict access to EBT storage and issuance sites by arranging seating, eligibility determination areas, and queues away from this area.• Block all but one door into issuance area
Staff/ Applicant Security	<ul style="list-style-type: none">• Arrange site to minimize crowd density during wait• Provide private break rooms and bathrooms to staff• Minimize visibility of special treatment for elderly/disabled to people waiting in long lines
Crowd Control	<ul style="list-style-type: none">• Arrange for line to move from one station/event to another to give clients to feel a sense of progress and reduce anxiety• Post signs at intervals to alert clients to the estimated wait time from that point and to inform new arrivals of the queue's starting point. This will calm those with a long wait and discourage people from "cutting" in line.• Manage a long queue at a compact site with a zigzag queue, formed with ropes or other movable barriers.
Human Comforts	<ul style="list-style-type: none">• Arrange queues to maximize protection from elements• Place water/food station(s) near areas of long wait• Place toilets to maximize privacy (away from lines)• Set up special areas for those waiting for shuttles and rides.

2) Consulting the Police Department

Consult with police or other security personnel in developing or making changes to the lay out and traffic flow within the site. The lay out of the application site must, in addition to ensuring the efficient delivery of program services, take into consideration the safety and comfort of people coming to the site for assistance. The experience of other state's disaster relief efforts in other states demonstrates that careful layout planning is needed to reduce or eliminate the threat of robberies or violence.

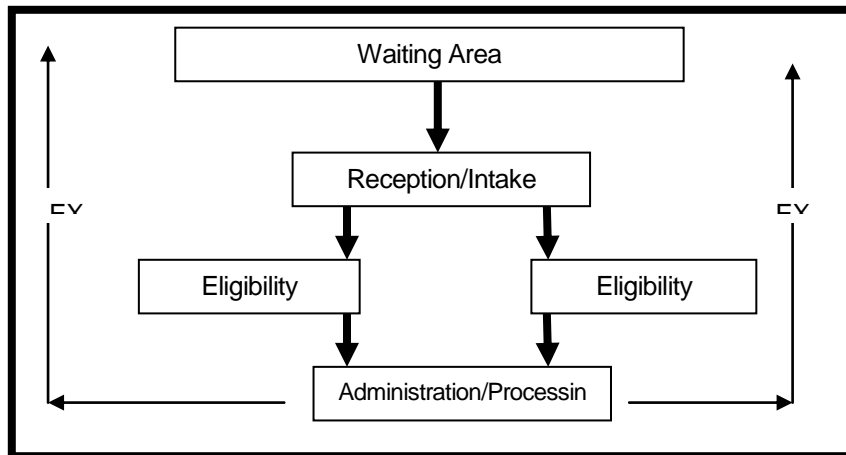
3) Suggested Aids

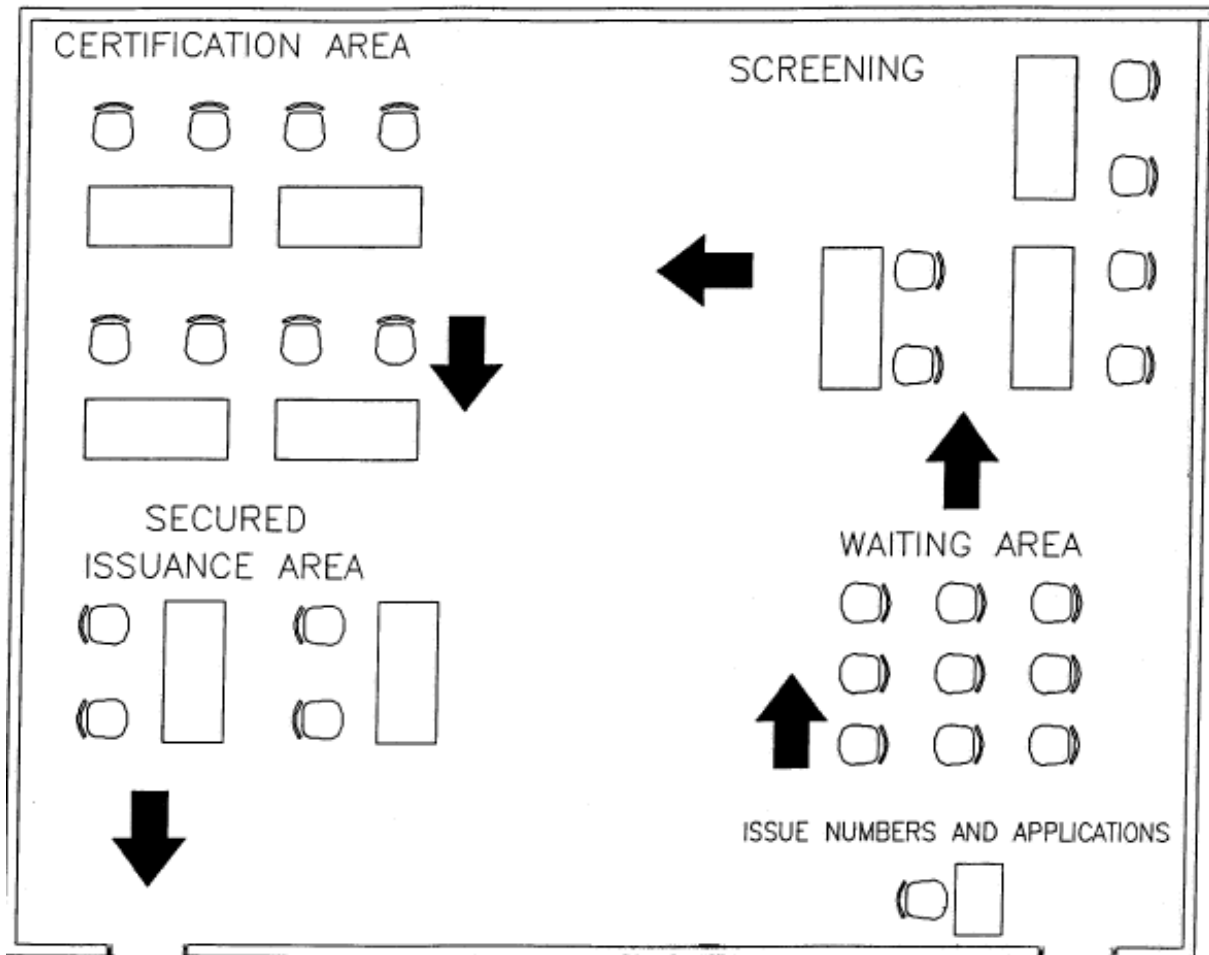
Following are suggested aids to address the lay out and traffic flow issues.

Tools	Examples
Ropes and barriers	<ul style="list-style-type: none"> • To establish lines and direct traffic through site • To block or limit access to secure areas
Signs	<ul style="list-style-type: none"> • IN/OUT • Household size signs on issuance lines • Expected wait times. Example: "3 hour wait from here" • Site hours of operation. Example: "Applications accepted here until 7:00 p.m. daily Monday - Friday"
Check points	<ul style="list-style-type: none"> • Set up check point just outside the facility to give applicants a number and to help control who comes into the site • Set up check point before applicants enter issuance area to ensure only approved households can enter • Stop applicants before they get to interview area and let them in one at a time to see eligibility worker to ensure applicants have completed application and to maximize confidentiality of interviews

4) Sample Floor Plans

Staff may follow the examples below in setting up the traffic flow and layout of the application/issuance site:





NOTE

BULK STORAGE – MEDICAL, RESTROOM SPACE WILL DEPEND ON THE BUILDING. IF BUILDING IS NOT LARGE ENOUGH TO ACCOMODATE TRAFFIC, A TENT WATER STATIONS AND PORTALETTS OUTSIDE MAY BE NECESSARY.

F. HUMAN COMFORT AND CROWD CONTROL CONSIDERATIONS

Addressing the human comfort needs of applicants is very important to the disaster response effort. While this issue may only be relevant in the three largest urban areas in Alaska, crowd control measures are critical to the operation of the application-issuance site. Not only must these issues be addressed for humanitarian reasons, but also to decrease the likelihood of crowd control problems. DPA staff may be asked to assist in the distribution of human comfort items, such as food and water, at a disaster response site but will **NOT be responsible for providing these items**. FEMA, Red Cross, Homeland Security or other organizations will provide for the basic human comfort needs of people at disaster assistance sites.

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

In past disasters, very large crowds have caused unanticipated problems, and even smaller crowds raise issues that can be addressed in advance. Issues that should be addressed include:

- Managing the crowd
- Security
- Regulating the number of people in line

Additionally, staff may need to be prepared to accommodate persons with special needs, i.e. elderly people or people who experience disabilities. Following are some considerations:

Facilitate access to site.	<ul style="list-style-type: none"> • Choose sites served by public transportation and notify local transit authorities of site location. • Designate parking spots near entrance for elderly or disabled use only. • Make site physically accessible to the elderly and disabled. • Have staff or volunteers assist elderly or disabled clients from cars/bus using wheelchairs and escort them to the elderly/disabled area.
Reduce wait time for special needs groups	<ul style="list-style-type: none"> • Create special waiting/eligibility/issuance determination area for use by the elderly and disabled only. Volunteers/staff identify elderly or disabled persons in the regular queue or their cars/bus and escort them to the special waiting/eligibility/issuance area where they can be seated during their wait and given quick service. • Eligibility and issuance staff assigned to the elderly/disabled site should be equipped with large print, Braille, or audio versions of their State application materials. Staff should be prepared to provide especially attentive service to clients who might need extra explanation of questions on the application, assistance filling in the application, or extra explanation of use of the EBT card. States should consider having on hand a sign language interpreter to assist clients who require one. • Volunteers/staff should be on hand to assist the elderly and disabled with completing their application and moving from their seat to the interview and issuance tables.
Make them more comfortable while at the site	<ul style="list-style-type: none"> • Instead of assembling waiting elderly and disabled persons into a standing queue, agencies should consider seating the elderly and disabled in a covered waiting area, using tear-off numbers or any other appropriate system to keep track of each individual's place in the queue. • States should arrange for heating or cooling equipment at the elderly/disabled site if community is experiencing temperature extremes. • Station first-aid staff at the elderly/disabled waiting area or close-by for emergencies. • Station volunteers/staff in elderly/disabled area may offer snacks and beverages to applicants and to periodically question applicants about immediate human comforts needs they might have. • Ensure bathrooms are easily accessible from the elderly/disabled area (short distance, free of obstacles) - if using portable toilets arrange for appropriate number of handicapped-accessible portable toilets and hand washing units. Volunteers/staff may need to escort clients to bathrooms.
Allow use of authorized representative	<p>All regulations governing use of authorized representative for FSP apply including:</p> <ul style="list-style-type: none"> • The authorized representative designation must be made in writing by head of the household, spouse, or other responsible household member. • State must verify identity of authorized representative and the applicant.

G. EQUIPMENT

It may be the responsibility of local staff to locate needed equipment for the application/issuance sites, but equipment may also be provided by other emergency response organizations. When the sites and number of staff needed for each site are determined, the regional manager and office manager will locate the needed equipment and have it available at the sites. The application/issuance site, if possible, should have the following equipment which will likely be provided by a first responder team but may need to be gathered by staff and transported with State vehicles (if possible) to an alternative site:

- Desks, tables, and chairs
- Copy machine
- Fax machine (for both sending and receiving faxes)

- Telephones (cellular if regular services are not available)
- Fans or heaters

H. WIRELESS LAPTOPS AND BENEFIT ISSUANCE KITS

DPA has purchased, distributed and provided security for six laptop wireless computers with access to EBT for remote processing of food stamp disaster benefits. Each regional manager along with Systems Operations and the EBT Unit will have laptops available to process Disaster Food Stamp Program benefits.

DPA's EBT Program Coordinator and Central Office staff will ensure that staff certification documents, other required forms, laptop computers, supplies, and preloaded disaster cards are in place at the disaster response site.

Benefit Issuance Kits

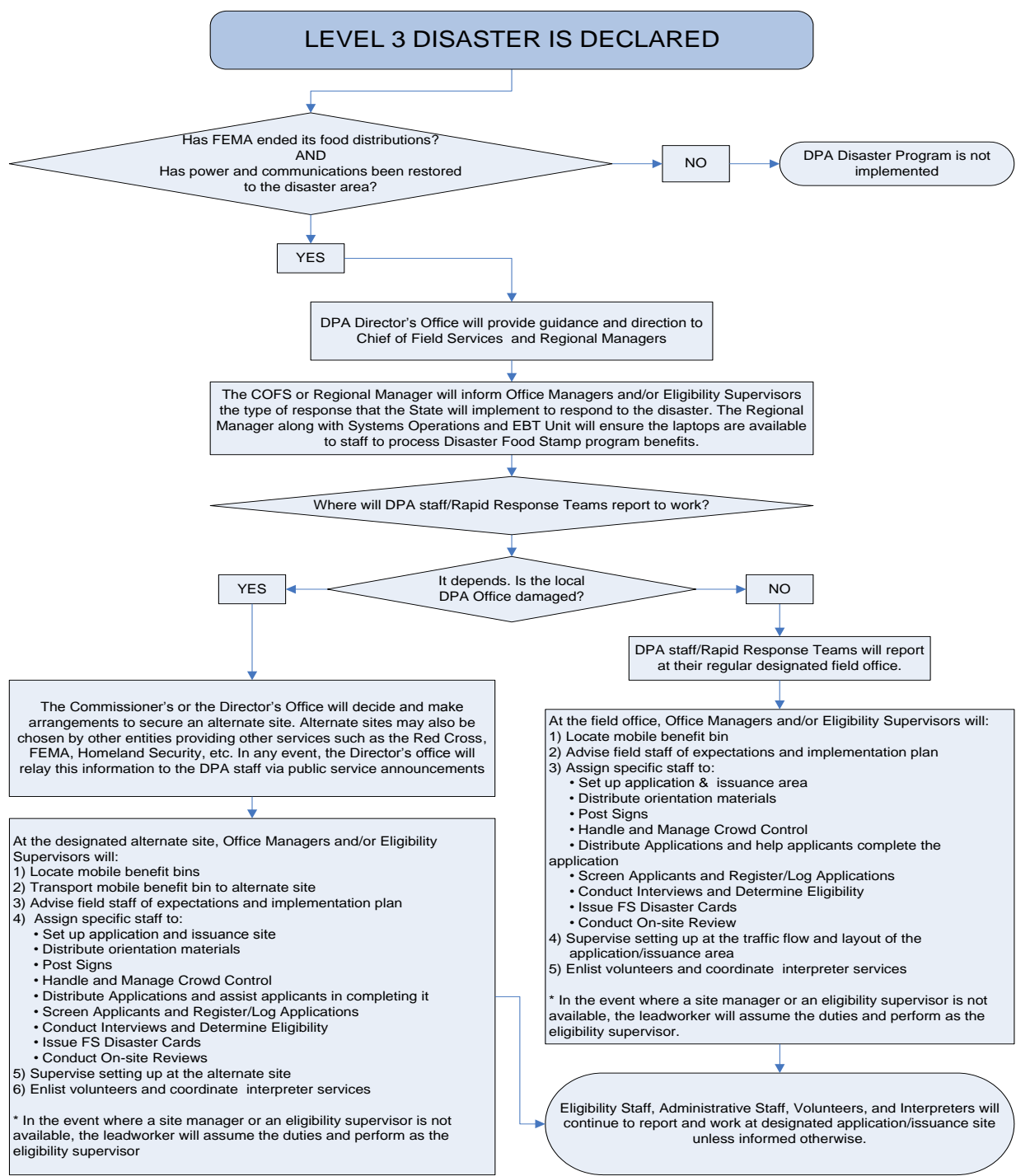
Each office should have a First Aid Kit provided by the division. All other emergency supplies will be provided by the first responders to the emergency. On a local level, this may include the Police or Fire department. If the emergency is of the magnitude of a Level II or III disaster, the Alaska Division of Homeland Security, National Guard, FEMA or other organizations will be in charge of the disaster response. DPA is a second responder organization but is encouraged to bring a First Aid Kit and any other materials deemed appropriate to the particular event.

To help decrease the likelihood of loss or theft of kit contents and to provide internal controls, an inventory of disaster response supplies and equipment should be conducted annually and compared against the initial inventory. If equipment is borrowed or taken from other offices, tag all equipment so that it can be returned after the application and issuance sites close.

In order to operate a disaster response, Central Office will distribute mobile Benefit Issuance Kits containing the following materials:

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> • Large plastic storage container • <i>Quick Info Sheet</i> • Safety information • Crowd Control Information Sheets • Signs – Pre-made signs • Poster-size paper • Wide marker pens (permanent ink) • Wide marker pens (water soluble) • Maps of local areas (to be gathered at each office) • Disaster applications (from FNS) • Clip boards • Pens, pencils and sharpeners | <ul style="list-style-type: none"> • Legal pads and Writing tablets • Colored labels, dots • Calculators – battery powered • Staplers, Staples, Stapler remover • String • Manila folders • Expandable file folders • Manila envelopes • Scotch tape and dispensers • Masking tape, duct tape • Paper clips • Binder clips • Bulldog clips • Exacto-knife and scissors • Post-it notes | <ul style="list-style-type: none"> • Post-it tape flags • White-outs (liquid paper) • Rubber bands • Surge protectors (2-3) • Extension cords, 2-100 feet • Rope - nylon, 100 feet • Yellow boundary tape • Sequentially numbered tickets • Disaster Food Stamp Application and Issuance Log and Manual Budgets • Case file organization –two-part/insert folder and 2 hole punch • Review forms |
|---|---|---|

Processing Flowchart During Level 3 Disaster



Field Responsibilities Post Disaster

A successful disaster response efficiently delivers needed benefits to eligible disaster victims with program accountability and sound record keeping that will facilitate post-disaster review.

A. Close the Application/Issuance Site

As the disaster response event winds down, the office manager or supervisor will need to consider and assign staff to handle the following items:

1) Case files

Assign staff to organize applicant case files, pack them into labeled boxes and transport the boxes to the appropriate DPA office or other designated location as necessary.

2) Issuance records

Assign staff to reconcile issuance at all sites, organize issuance logs and records in boxes, label the boxes, and transport them to the appropriate DPA office or other designated location as necessary.

3) EBT cards and records

Assign staff to, as instructed by the EBT Program Coordinator, take inventory of EBT cards, including all pre-loaded disaster cards. The designated staff are responsible for maintaining the chain of custody and ensuring the return of remaining and unused cards to the designated secure storage site.

4) Equipment inventory

Assign a staff to take inventory of all equipment such as computers, copiers, FAX machines, and telephones, and other supplies; compare this inventory with initial inventory to ensure there is no missing equipment, and; return equipment to lender as appropriate.

5) Personnel records and timesheets

Assign a staff to complete timesheets for all personnel, including temporary personnel. These records are subject to 3 year retention.

6) Facilities

Assign staff to ensure the facility used for the benefit issuance site is as clean as possible and to maintain security until the site is emptied.

B. Participate in Post-Disaster Reviews conducted by Fraud, Quality Assurance and DPA Management

Staff may be required to participate in post-disaster review activities conducted by Fraud, QA, or DPA Management. QA and Fraud review will be conducted to meet federal requirements and ensure accuracy of benefits issued during the disaster period. Staff may also be asked to participate in an after action review to discuss their experiences, the delivery of services, lessons learned and to discern what could be done differently.

Appendix I Disaster Response Checklist

WHO Will Respond

Using the QUICK INFO SHEET, identify the following:

- Agencies providing assistance prior to DPA engagement:
 - Local Government
 - FEMA
 - Red Cross
 - Homeland Security
 - Other
 - Food Distribution
 - Local Food Bank _____
 - Other _____
 - Other _____

Using the QUICK INFO SHEET, identify the following:

- Team Leader(s) for Rapid Response Team(s)
- Members of the Rapid Response Team
- Members of Rapid Response Team from other regions
- Fee Agents who can assist with effort
- Community Members who can assist with effort
- Need for Temporary Hires (communicate to Director's Office)
- Interpreters

WHAT Programs and Policies Will Be Administered

The Director will provide instruction as to the programs that will be administered and note if there are modifications to the normal operational policies. Refer to **instructions from the Director's office** regarding specific policy modifications that will be implemented for this response:

- Food Stamps**
 - Regular Food Stamp Program
 - Modified Food Stamp Program approved by FNS and as instructed by Director
 - Disaster Food Stamp Program approved by FNS and as instructed by Director

- Heating Assistance**
- General Relief**
 - Modified as directed by Governor and as instructed by Director
- Temporary Assistance**
 - Modifications approved by and as instructed by Director
- Medicaid**
 - Modifications approved by CMS and as instructed by Director

WHERE Service Provision Will Occur

Using the Quick Info Sheet, identify the location where services will be provided and items DPA will be required to provide:

- Location #1 _____
- Location #2 _____
- Benefit Bins
- EBT Laptop(s)
- Other items _____
- Transportation Vehicle _____

Human comfort items will be provided by FEMA, Red Cross or other agencies. DPA may be asked to provide items but it is the responsibility of FEMA and Red Cross to provide human comfort items.

WHEN Response Effort Will Start and End

- Start Date _____
- Hours of Operation _____ to _____ Days of week _____
- Overtime approved by Director's Office
- End Date _____

Procedures for Implementation of a Disaster Response

Depending on the severity of the disaster, managers will be informed through their supervisors of the type of response that the State will implement to respond to the disaster.

The Eligibility Supervisor will advise staff of expectations and implementation plan, and assign office staff with specific duties as warranted by the magnitude of the disaster.

In the event where the Eligibility Supervisor is not available, the Lead Eligibility Technician will assume the duties and perform as the Eligibility Supervisor.

The Eligibility Supervisor will identify and assign responsibilities to staff and volunteers needed at the application/issuance sites.

- Each supervisor shall assist in ensuring the laptop, Benefit Issuance Kit, and other equipment necessary to issue benefits will be at the application/issuance sites.
- Rapid Response Teams that may be supplemented by staff from other regions, temporary hires or others.
- Rapid Response Teams will report to designated application/issuance sites and setup areas for eligibility determination.

TASKS – identify the staff person responsible for the following tasks:

- Distributing Orientation Materials (Name: _____)
- Posting Signs (Name: _____)
- Handling and Managing Crowd Control (Name: _____)
- Distributing Applications and Helping Applicants Complete the Application
(Name: _____) (Name: _____)
- Screening Applicants and Registering/Logging Applications
(Name: _____) (Name: _____)
- Conducting Interviews and Determining Eligibility
(Name: _____) (Name: _____)
- Issuing FS Disaster Cards (Name: _____)
- Conducting On-site Reviews (Name: _____)

Appendix II Post Disaster Activities

A successful disaster response efficiently delivers needed benefits to eligible disaster victims with program accountability and sound record keeping that facilitates the post-disaster review.

Closing out the Application/Issuance Site

As the disaster response event winds down, staff needs to consider the following factors:

Files Staff Person Responsible:	<input type="checkbox"/> Organize applicant files using State's standard practice <input type="checkbox"/> Include issuance documents in files <input type="checkbox"/> Review files to determine duplication <input type="checkbox"/> Determine length to retain files – Federal standard: minimum 3 years <input type="checkbox"/> Put files in boxes marked with site and box number
Issuance Records Staff Person Responsible:	<input type="checkbox"/> Reconcile issuance at all sites <input type="checkbox"/> Put issuance logs and records in boxes marked with site and box number <input type="checkbox"/> Forward to State office
EBT Cards Staff Person Responsible:	<input type="checkbox"/> Take inventory of EBT cards <input type="checkbox"/> Return EBT cards to secure storage site or as instructed by EBT Program Coordinator <input type="checkbox"/> All pre-loaded disaster cards must be authorized by EBT staff.
Equipment Staff Person Responsible:	<input type="checkbox"/> Take inventory of all equipment (computers, copiers, FAX machines, telephones) and other supplies, and compare with initial inventory <input type="checkbox"/> Return equipment to lender, as appropriate
Staff / Person Responsible:	<input type="checkbox"/> Complete time sheets for all personnel, including temporary personnel. Records are subject to 3 year retention
Building Staff Person Responsible:	<input type="checkbox"/> Clean as much as possible <input type="checkbox"/> Maintain security until site is emptied

Appendix III DFSP Forms



Disaster Food Stamp Program – Sample Alaska Application



APPLICATION FOR DISASTER FOOD STAMP PROGRAM

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

DO NOT WRITE IN SHADED AREAS:

Application Date: _____

Disaster Benefit Period

Begin: _____ End: _____

Case Number: _____

Card Number: _____

Note to ET: Attach manual budget to the application.

INSTRUCTIONS: Complete this application honestly and to the best of your knowledge. If your household knows but refuses on purpose to give any required information, you will not be eligible to receive Disaster Supplemental Nutrition Assistance benefits. When you are interviewed, you must show identification. You must show proof that your household lived {insert "worked" if applicable to disaster} in the disaster area at the time of the disaster. You may have to verify any questionable expenses. You can authorize someone outside your household to apply for, receive, or use your Disaster Supplemental Nutrition Assistance benefits.

Head of Household		Authorized Representative
Permanent Home Address with zip code		Temporary Address and Telephone Number (if different)
		Mailing Address (if different) with zip code
Phone Number:		

PART A – HOUSEHOLD SITUATION

1. Was your household living {insert "working" if applicable to disaster} in the disaster area at the time of the disaster? If yes, please answer the following questions:			NO
Did the disaster damage or destroy your home or self-employment property?			
Does your household have any additional expenses as a result of the disaster?			
Does your household plan to buy food before {insert end date of disaster period}?			
Did the disaster delay, reduce or stop any of your household's income?			
Does your household have any cash or money in checking or savings accounts which you cannot get to because the bank is closed due to the disaster?			

2. Are you a current Food Stamp Program participant?
 If so, State: _____

List the members of your household, including yourself, who were affected by the disaster who are living and eating with you. List each household member's social security number (SSN) if available. However, applicants are *not required* to have or give their Social Security on this application in order to qualify for Disaster Food Stamp Program. Also list each household member's date of birth, sex, race and source and amount of take-home pay. List any other income your household members have received or expect to receive while the Disaster Food Stamp Program is operating.

- **DO NOT INCLUDE PEOPLE WHO WERE NOT PART OF YOUR HOUSEHOLD WHEN THE DISASTER HAPPENED.**
- **IF YOU ARE TEMPORARILY STAYING WITH ANOTHER HOUSEHOLD BECAUSE OF THE DISASTER, DO NOT LIST MEMBERS OF THAT HOUSEHOLD.**

PART B – HOUSEHOLD MEMBERS (Attach paper for more space)					PART C – INCOME	
First Name / Last Name	SSN	Birth Date	Sex	Race	Source/Type	Amount
PART D – RESOURCES List all cash your household will be able to get to during the disaster			PART E – EXPENSES List disaster-caused expenses that your household paid or expects to pay during this disaster. DO NOT INCLUDE EXPENSES THAT WERE PAID OR WILL BE PAID BY SOMEONE OUTSIDE YOUR HOUSEHOLD.			
						AMOUNT
Checking accounts		Dependent care due to disaster				
Saving accounts		Funeral/medical expenses due to disaster				
Cash on hand		Moving and storage costs due to disaster				
		Temporary shelter expenses				
		Cost to protect property during disaster				
		Cost to repair or replace items for home or self-employment property				
		Other disaster-related expenses				
		Food destroyed in disaster				
PART F – CERTIFICATION AND SIGNATURE						
<p>I understand the questions on this application and the penalties for hiding or giving false information. My household is in need of immediate food assistance as a result of the disaster. I certify, under penalty of perjury, that the information I have given is correct and complete to the best of my knowledge. I also authorize the release of any information necessary to determine the correctness of my certification. I understand that if I disagree with any action taken on my case, I have the right to request a fair hearing orally or in writing.</p> <p>APPLICANT, AUTHORIZED REPRESENTATIVE, OR WITNESS (if signed with an X)</p> <p>_____ DATE: _____</p>						
PART G – PENALTY WARNING						
<p>If your household gets Food Stamp benefits, it must follow the rules listed below. We may choose your household for a Federal or State review sometime after you receive your Food Stamp benefits to make sure you were eligible for disaster aid.</p> <p>DO NOT give false information or hide information to get or to continue to get Food Stamp benefits.</p> <p>DO NOT give or sell Food Stamp benefits or authorization documents to anyone not authorized to use them.</p> <p>DO NOT alter any Food Stamp authorization documents to get benefits you are not entitled to.</p> <p>DO NOT use Food Stamp benefits to buy unauthorized items such as alcohol or tobacco.</p> <p>DO NOT use another household's Food Stamp benefits or authorization documents for your household.</p>						

Disaster Food Stamp Program – Report of Contact Template

SUBJECT	ELEMENTS
RECORD TITLE	Disaster Food Stamp Application
APP DATE & BSD:	<ul style="list-style-type: none"> ▪ Application Date & Benefit Start Date
INTERVIEW DATE:	<ul style="list-style-type: none"> ▪ Date and type of interview conducted (face to face, by phone, or fee agent); who attended the interview
HOUSEHOLD COMPOSITION:	<ul style="list-style-type: none"> ▪ List name and relationship of persons in the household. ▪ List each individual's SSN ▪ List each individual's citizenship or alien status
STUDENT STATUS:	<ul style="list-style-type: none"> ▪ List household members receiving school loans, scholarships, and grants ▪ List members working towards High School Diploma or GED, or post-secondary education
RESIDENCY	<ul style="list-style-type: none"> ▪ List applicant's physical address at the time of disaster ▪ If applicant is temporarily living outside of the disaster area, document if applicant is living within the State at the time of disaster
REASON FOR APPLICATION:	<ul style="list-style-type: none"> ▪ Document if the applicant is experiencing any of the following circumstances: <ul style="list-style-type: none"> ◆ Lost of food or EBT card ◆ Damage to, or destruction of the household's home or self-employment business ◆ Disaster-related expenses not expected to be reimbursed during the benefit period (e.g., home or business repairs, temporary shelter expenses, evacuation expenses, home/business protection, disaster-related personal injury, including funeral expenses) ◆ Lost or inaccessible income, including reduction or termination of income, or a delay in receipt of income for half the benefit period. ◆ Inaccessible liquid resources (e.g., the bank is closed due to the disaster.)
INCOME:	<p>In a narrative format, list the applicant's income, the type of income, source, and amount. Show income calculations:</p> <p>Unearned income</p> <ul style="list-style-type: none"> ▪ Source and amount ▪ Earned income ▪ Employer name and phone number ▪ How prospective income will be calculated ▪ Whether job is regular/temporary, part-time/full time, seasonal <p>Self employment income</p> <ul style="list-style-type: none"> ▪ List income and expense totals
ACTION:	<ul style="list-style-type: none"> ▪ State what type of action taken (i.e. authorize, pend, deny) ▪ State certification through date, if applicable.

Disaster Information Card

State of Alaska
 Department of Health & Social Services
 Division of Public Assistance
DISASTER SUPPORTIVE SERVICES INFORMATION

For PIN changes and to locate Grocery Stores in your area that are open,
 call Toll Free: 1-888-997-8111

To Report Card Lost, Damaged, or Destroyed,
 call Toll Free: 1-888-620-1111

Your CASE Number:

D _____



Keep this card for your reference & use the back to track your purchases

Date	Store Name	Amount	Balance

EBT Training Screens

This section is reserved for the EBT Disaster Response web screens. This material should be tested and included in the guide by late 2011.

Appendix IV Communication Plan

PRIMARY CONTACTS IN EVENT OF DISASTER OR EMERGENCY

Contact	Name	Position	Email	Work Phone	Cell Phone	Home Phone
Primary	Ron Kreher	Disaster Coordinator / Division Director	Ron.Kreher@alaska.gov	465-5843	321-5259	364-2868
Secondary	Aimee Oljasz	Deputy Director	Aimee.Oljasz@alaska.gov	465-8826	321-3531	
Tertiary	Linda Dawson	Chief of Field Services (Acting)	Linda.Dawson@alaska.gov	228-3227	821-1484	225-7951
Quaternary	Clarissa Moon	Disaster Coordinator / Program Coordinator	Clarissa.Moon@alaska.gov	269-7879	230-8633	245-5741

A. Assumptions

- In a major event, the Alaska Division of Homeland Security and Emergency Management (DHSEM) will activate the state Emergency Response Plan with all appropriate agencies participating.
 - DPA, a division of DHSS, will be a secondary responder to any emergency.
 - Staff will be expected to provide for themselves and their families FIRST.
- During public health emergencies, local governments and community organizations will want to disseminate timely and accurate emergency public information to avoid rumors being spread in its place.
 - DHSEM and DHSS will be responsible for information dissemination to the public at large.
 - As a second responder, DPA will provide services once power and communications have been restored and will not be responsible for information dissemination except to announce where benefit applications and issuance may occur.
- The affected area may include a local community, several communities, unincorporated areas of the state, or it may cross the borders into Canada or beyond.
- Some events, or even forecast or threatened events, can bring national reporters, photographers, and camera crews to an area, creating many demands on emergency public information systems
 - DPA will not be a primary responder to the media
 - DHSS Public Information Office will manage external communications.
- The DPA communications plan is internally focused except to the extent that we will inform the public as to how to access benefits. It is intended to assist DPA staff in understanding how they will be kept informed of our response as events unfold.

B. Audiences (and messages needed for each)

- Staff – Ensure staff understand the priority system:
 - First goal: self care
 - Second goal: second responders providing benefits for programs currently administered
 - Note: some staff will be first responders in other venues
- Public in the affected area – who, what, when, where and how benefits will be distributed
- Current grantees – who, what, when, where and how benefits will be distributed
- Tribal organizations – informing grantees to respond, culturally and linguistically appropriate Native communications

- Civic leaders: local, state, and national – informing of resources, response and recovery planning and implementation
- Legislature and Congressional Delegation - informing of resources, response and recovery planning and implementation
- Trade and industry – emphasis on food vendors and stores that will need to be open to ensure access to food if food stamps issued
- Media - who, what, when, where and how benefits will be distributed
- Special Populations – who, what, when, where and how benefits will be distributed

C. TRIGGER/RESPONSE GUIDE

In the event of an emergency, this tool is intended to help the Disaster Coordinator and Leadership team respond to various situations (triggers) with the suggested responses. As each situation is different and each response will require action that will be unique, the Disaster Coordinator shall use this as a guide and complete the Daily Update.

Trigger	Response
1. Emergency Event Occurs	<ul style="list-style-type: none"> • Disaster Coordinator Contacts Director and Lead Team immediately • Disaster Coordinator facilitates Leadership Team meeting to assess response • Assessment includes response needed and action to be taken • DC documents who will be responsible for contact with internal and external orgs
2. Leadership Team assesses situation and makes decision based on information available <i>Note: This cycle may be repeated several times until event resolves.</i>	<ul style="list-style-type: none"> • DC communicates with DHSS Leadership regarding actions to be taken • DC communicates with DPH Preparedness team FYI • DC communicates with all other parties as noted in Communication Plan • Director initiates communication with all staff if needed • Chief of Field Services initiates communication with Field Staff if needed
3. Leadership Team determines disaster policies may be initiated	<ul style="list-style-type: none"> • Chief of Policy informs EBT informed of event and potential need for assistance • Chief of Policy informs federal agencies of possible need for waivers • If DFSP a possibility, Chief of Policy develops DFSP application
4. Presidential Disaster Declared	<ul style="list-style-type: none"> • Disaster Coordinator facilitates Leadership Team meeting to assess response • Assessment includes response needed and action to be taken • DC documents who will be responsible for contact with internal and external orgs • BACK TO TRIGGER POINT #2

PRIOR TO DISASTER EVENT

Goals of Communication Plan

1. Ensure clear communication between department and division leadership, division leadership and staff, staff in different units and, staff and the public.
2. Ensure staff understand and can facilitate the intended response to the disaster event.
3. Ensure staff are provided with information and tools needed to respond to disaster event.

Communication Strategy

1. **Periodic training** with relevant work groups and preparation for event in advance of occurrence
2. **Web page** to provide easy access to DPA's Disaster Response Plan and Field Guide
3. **Email** updates and mechanism for communicating during event if email operational
4. **Newsletters** – provide short (1-2 paragraphs) 'inserts' or longer articles for organizations' newsletters
5. **September Preparedness Month**

Communication Messages

1. Our employees first responsibility is to care for themselves and their families
2. DPA is a second responder that will engage in a response once power and communications are operational
3. DPA is providing written guidance and Disaster Response Bins that will facilitate a response to a disaster
4. DPA is ready to provide benefits from regular or other sites using manual or electronic benefit mechanisms

Responses to Potential Concerns

CONCERNS	DPA RESPONSE
Staff will be concerned about caring for families first	Staff will be reassured through several methods that their first priority is to care for their families September Preparedness Month is an opportunity annually to reinforce the need for self and family preparedness
Staff will be concerned about receiving adequate communication to ensure they know how to respond	Staff will be reassured that DPA is a second responder that will only engage in providing services when power and communications have been restored except under the most extreme circumstances.
Staff will be concerned about not having the supplies needed to provide services	Annual training will reiterate our basic plan and will prompt a check of the response bins and the DPA Disaster Response Field Guide

DURING EVENT

Goals of Communication Plan

1. Ensure staff understand and can facilitate the intended response to the disaster or emergency.
2. Ensure the appropriate staff and leadership are informed expeditiously as events and responses unfold.

Communication Strategy

1. **Email and Regular Phone Line** updates and mechanism for communicating during event if email operational
2. **Cell Phones** if operational
3. **SAT Phones** if operating from Emergency Operations Center (EOC)

Communication Messages

1. DPA is a second responder that will engage in a response once power and communications are operational
2. DPA is ready to provide benefits from regular or other sites using manual or electronic benefit mechanisms
3. Use of the Disaster Response Field Guide and the Disaster Response bins will facilitate efforts
4. Policy changes/modifications will be provided, as needed

Responses to Potential Concerns

CONCERNS	DPA RESPONSE
Staff will be concerned about caring for families first	DPA staff are second responders and their first priority will be to care for themselves and their families FIRST
Staff will be concerned about making eligibility decisions in an environment where documentation is unavailable.	Policy guidance will be provided via email, fax or via the letter sent to FNS (see appendices) that will provide as much policy guidance as possible but staff will be encouraged to use PPJ in the distribution of benefits during a disaster. Policy staff will remain available for consultation via telephone or email.
We will need staff to assist with issuing benefits if we do not have staff available on site.	Chief of Field Services will contact alternative offices or facilitate emergency hires (2AAC 07.190 Emergency Appointments states: An emergency appointment may be made by the appointing authority for a period not to exceed 30 calendar days under conditions necessitating immediate action to provide for work that must be continued in the public interest. A report describing the circumstances which required the emergency appointment must be made by the appointing authority to the director within 15 days following the appointment. When the need for action for filling a vacancy is known far enough in advance to afford an opportunity for appropriate action under some other provision of this chapter or AS 39.25 , an emergency does not exist and an emergency appointment may not be made.)
Alternative Sites may be necessary	Chief of Field Services will determine if the DPA office in the effected area will not be serviceable – if not, staff will be informed of the alternative site – the site manager will possibly assist in this assessment and selection process.

Outreach / Communication

Time frame	TASK	LEAD	Internal contacts	External contacts	MESSAGE / OUTCOME	Follow up
Ongoing	Disaster Team meets monthly after full development to ensure new developments incorporated in to plan	Kreher/Moon	Disaster Team		Ongoing status report and news re project	
Quarterly	Review Disaster Plan for needed updates	Kreher/Moon	Disaster Team		Informational and decision making as needed	
Quarterly	Update DPA Leadership Team	Kreher/Moon	DPA Leadership Team		Informational and decision making as needed	
Annual August	FNS Disaster Food Stamp Response Plan Revisions	Kreher/Moon	Disaster Team and Regional Managers	Update department	Update FNS plan as needed in June/July and release to FNS by Aug	
Annual	Training and Training Update of staff	Kreher/Moon	Disaster Team	Update department	Ensure staff understand the changes to the Disaster plan on annual basis (updates, change in policy, etc)	
Annual September	September Preparedness Month				Reinforce self sufficiency and preparing for winter months	
Annual September	Follow up	Kreher/Moon	All Staff		Reiterate what is in place and availability of assistance as needed	

Internal Stakeholders

GROUP	Representing	CONTACT	POSITION	EMAIL
DPA Disaster Preparedness Team	DPA Disaster Response	Ron Kreher Clarissa Moon Nancy Barros Cheryl Kagee Trish Cole Yvonne Algabrae	Disaster Coordinator/Director Disaster Coordinator/FSU Policy EBT – QC EBT – QC EBT – QC	DPA Disaster Preparedness Team
DPA Leadership Team	DPA	Ron Kreher Aimee Oljasz Linda Dawson Erin Walker-Tolles Mary Rikken Paul Schoenborn Marcey Bish Susan Marshall Kathleen Wayne Joy Dunkin Miriha Scalf	Director Deputy Director Acting Chief, Field Services Chief, Policy Chief, Pgm Integrity Chief, IT Child Care Program Manager Heating Assistance WIC Staff Development & Training Administrative Services	DPAChiefs@alaska.gov
DPA Regional Managers	Field Services	Suzi Pulczynski Linda Dawson Mike Thibodeau Bob Tomczak		
Local staff where event is occurring	Field Services but could include central office	See org chart for names of persons to include in contact		
DPA All Staff		All Staff		AllStateDPA@alaska.gov

External Stakeholders

GROUP	POSITION	CONTACT	EMAIL	REPRESENTING
Commissioner's Office	Commissioner Media Special Asst. to the Commissioner	Bill Streur Clay Butcher Wilda Laughlin		DHSS Leadership
DPH Preparedness Program Unit	Edward Smith Jamie Littrell	Program Manager Program Coordinator		DHSS Preparedness Team
Local Government**	Mayor City Manager Disaster Coordinator	See Quick Info Sheet for community in which disaster occurs		
Community Organizations**		See Quick Info Sheet for community in which disaster occurs		
Tribal Organizations**		See Quick Info Sheet for community in which disaster occurs		
Legislators**		See Quick Info Sheet for community in which disaster occurs		

** Depending on the nature of the event, DPA will likely not be responsible for communicating with these organizations as this will be accomplished through the DHSS Public Information Office