



FY12 Public Assistance

DISASTER

RESPONSE PLAN

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This plan must be updated annually by August 15 for submission to the Food and Nutrition Service.

Authorizing Legislation for Food Stamp Disaster Response

- ◆ The Agriculture Act of 1949
- ◆ The Agriculture Act of 1935
- ◆ The Agriculture and Consumer Protection Act of 1973
- ◆ Stafford Act (Presidential Declared Disasters)
- ◆ Food Stamp Act

FEDERAL WEB RESOURCES:

- FNS website:
<http://www.fns.usda.gov/disasters/disaster.htm>
- FRAC disaster resource guide:
<http://www.frac.org/html/disaster/disasterindex.html>
- FEMA website:
<http://www.fema.gov/news/disasters.fema>

DISTRIBUTION AND CONTACT LIST

The following individuals should be included on any and all distributions of material related to this plan through the DPA Disaster Coordinator. These individuals are also the primary contacts should an emergency occur.

U.S. Department of Agriculture, Food and Nutrition Services

Primary Contact	Phone	FAX
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DEPARTMENT OF HEALTH AND SOCIAL SERVICES

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DIVISION OF PUBLIC ASSISTANCE

Director's Office	Phone	FAX
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Northern Regional Manager: Mike Thibodeau	269-7981	378-1926
Coastal Regional Manager: Bob Tomczak	269-8981	398-4690

Toll free numbers on next page

STATEWIDE NUMBERS

	Toll Free Phone	Phone Prefix: 1-907	Fax Prefix: 1-907
Director's Office Juneau		465-2680	465-5154
Anchorage –Gambell Job Center	1-888-876-2477	269-6599	269-6520
Anchorage – Muldoon Job Center	1-888-876-2477	269-0001	269-0070
Bethel District Office	1-800-478-2686	543-2686	543-2650
Child Care Program Office	1-888-268-4632	269-4500	269-4536
Coastal Field Office (Anchorage)	1-800-478-4372/4364	269-8950	562-1619
Denali KidCare Office (Anchorage)	1-888-318-8890	269-6529	269-0986
Eagle River Job Center	1-888-876-2477	694-7006	694-1490
Fairbanks District Office	1-800-478-2850	451-2850	451-2923
Family Nutrition Services		465-3100	465-3416
Heating Assistance Office	1-800-470-3058	465-3010	465-3319
Homer Job Center		226-3040	235-6176
Juneau Job Center	1-800-478-3537	465-3537	465-4657
Kenai Peninsula Job Center	1-800-478-9032	283-2900	283-6619
Ketchikan Job Center	1-800-478-2135	228-2135	247-2135
Kodiak Job Center	1-888-480-3783	486-3783	486-3116
Kotzebue District Office	1-800-478-3451	442-3451	442-2151
Mat Su Job Center	1-800-478-7778	376-3903	373-1136
Nome Job Center	1-800-478-2236	443-2237	443-2307
Senior Benefits Office	1-888-352-4150	352-4150	357-2561
Sitka Job Center	1-800-478-8234	747-8234	747-8224

**Home and cell phone numbers are confidential.
Please do not forward this information to anyone except relevant staff.**

Flexibility: the first commandment of a disaster response.

PRE PLANNING, TRAINING AND INFORMATION

Chapter I Introduction

Plan Intent

This plan has been organized in to three major areas:

- Pre disaster planning
- Disaster response (Field Guide)
- Post disaster follow up

This plan provides guidance to Division staff should the state experience a natural or other disaster that may result in a need for a division response, a Presidential declaration of a major disaster or implementation of a Disaster Food Stamp Program (DFSP). The plan also highlights elements of possible responses to a smaller scale emergency but the primary focus is to provide support in the event of a catastrophic event.

This plan supports the Health and Social Services (DHSS) Disaster Plan that specifies the role of DPA staff in the event of a declared disaster. The DHSS Disaster Plan has specified that DPA may provide “emergency food and cash assistance”. Staff may also be responsible for providing funding for heating assistance if an emergency event occurs in winter months.

Administrative tasks like budget reconciliation or transfer of federal funds to the Department that happen "behind the scenes" and do not jeopardize the delivery of benefits are outside the scope of this plan.

The following sections may include information related to emergency response that may fall outside the scope of this plan but provides background information for this plan.

Steps to Declare a Disaster

There are a variety of natural hazards that affect Alaska, such as earthquakes, tsunamis, floods, volcanoes, and prolonged periods of cold weather, wild fires, windstorms, heavy snowfalls, landslides and avalanches. However, due to Alaska’s vast land mass and relatively sparse population, makes it less likely a disaster would affect more than one region at a time.

Under AS 26.23.010 the legislature gives the Governor broad power to declare a state disaster of up to 30 days. The Governor may access funds for specific incidents and may mandate that state workers participate in tasks or jobs out side of their job class.

A Presidential Declaration of a Major Disaster usually follows these steps:

1. **Local Government is usually the FIRST RESPONDER**, supplemented by neighboring communities and volunteer agencies. If overwhelmed, the local government or community will turn to the state for assistance via the Governor's Office and/or the Alaska Division of Homeland Security and Emergency Management, Department of Military and Veteran Affairs (DMVA) ;
2. **The State Responds** with state resources, such as the DMVA, National Guard and other state agencies depending on the severity of the emergency or disaster. A Damage Assessment is facilitated by local, state, federal, and volunteer organizations to determine losses and recovery needs;
3. **A Major Disaster Declaration** is requested by the governor to FEMA, based on the damage assessment, and an agreement to commit state funds and resources to the long-term recovery;
4. **FEMA Evaluates** the request and recommends action to the White House based on the disaster, the local community and the state's ability to recover,
5. **The President approves** the request or FEMA informs the governor it has been denied. This decision process could take a few hours or several weeks depending on the nature of the disaster.
6. **FEMA may implement food distributions** in concert with Red Cross, local government or other community agencies.
7. **Other agencies may engage** in assisting in aspects of the disaster response depending on the extent of the disaster. The **Commissioner's** office will maintain continuity of communication with the each **Division Director** who will also communicate through **Disaster Coordinators and Field Services**.

DPA RESPONSE TO DISASTER DECLARATION

DHSS is informed of Disaster Declaration and Divisions are advised: Upon announcement of the disaster, and in anticipation of power and communication being restored, DPA will determine the level of response needed. This may require implementation of a modified Heating Assistance or Food Stamp Program, or a Disaster Food Stamp Program (DFSP).

DPA will potentially apply for disaster certification approval from the Food and Nutrition Services (FNS), USDA, Western Regional Office to implement a Disaster Food Stamp Program. FNS will determine the level of a given disaster and approves implementation of an appropriate disaster plan.

DPA may launch the Disaster Food Stamp Program when power and communication are restored. Under the direction of the Division **Director**, the **EBT Coordinator** initiates contact with JP Morgan, the financial institution managing EBT services, and the **Chief of Field Services** will implement a regional response to impacted areas as outlined later in this document.

Authority to operate a DFSP is found in the Food Stamp Act of 1977 and the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988. Please see agriculture.senate.gov/Legislation/Compilations/FNS/FSA77.pdf and www.fema.gov/about/stafact.shtm for the more information.

A full-blown DFSP will also not be appropriate for every disaster. In some disasters, an agency may want to operate the regular FSP with waivers of some regulatory provisions. Following are some considerations.

Evaluating Food Aid Options

If...	Then...
<ul style="list-style-type: none"> Commercial retail operations are not yet available, and Households can prepare foods at home 	A household commodity distribution program may be an interim measure until retailers are operational and the DFSP is operational.
<ul style="list-style-type: none"> Commercial retail operations are not yet available, and Households cannot prepare foods at home 	Congregate feeding may meet the needs of the community until retailers are operational and they can prepare food at home.
<ul style="list-style-type: none"> Commercial retail operations are available, and Households can prepare foods at home 	A DFSP or modified regular Food Stamp Program should be operated.
<ul style="list-style-type: none"> Commercial retail operations are available, and Households cannot prepare foods at home 	Congregate feeding may meet the needs of the community until they can prepare food at home.
<ul style="list-style-type: none"> There is a fairly small, isolated affected population, and That population's food needs are not being completely met by congregate feeding 	A household commodity distribution program may be an option for a small, isolated area.
<ul style="list-style-type: none"> The disaster has affected both densely and sparsely populated areas, and Commercial channels of food distribution are available in only the densely-populated areas, and The food needs of the sparsely-populated area are not being completely met by congregate feeding 	A DFSP could be operated in the densely populated areas, and a household food distribution program could be considered where commercial channels of food are not yet available.

DPA may launch the Disaster Heating Assistance program when power and communication are restored. Under the direction of the **Director**, the **HAP Coordinator** will start a regional response to impacted areas as outlined later in this document.

DPA may launch the other public assistance program when it has been determined that the emergency or disaster will continue beyond the first level of response and will require longer term services.

Identifying Disaster Severity Level

Disasters are categorized into three levels - Level 1, Level 2, and Level 3, with Level 1 representing the least severe and Level 3 representing 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 an actual 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 adjoining Yukon and Kuskokwim rivers affecting numerous Alaskan communities in the river drainages, displacing families and destroying infrastructure.

Level 3 Disaster

- Severe and widespread
- *State requests implementation of a Disaster Food Stamp Program*
- 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 in the area (such as Chenega and Afognak). The earthquake and subsequent tidal wave 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.

Level 1 or 2 Disaster Declaration:

Level 1 and 2 disasters may leave Food Stamp participants in need of replacement benefits, but not reach the level necessary to implement a modified or Disaster Food Stamp Program Plan.

Generally, Level I events can be handled within the context of the existing Food Stamp Program. The disaster response may be an expansion of the existing expedited issuance procedure, or a modified regular Food Stamp Program. Depending on the severity of the disaster situation, some changes to standard operations may be required.

Major (Level 2 or 3) Disaster Declaration:

In a Level 3 Disaster, where the state may submit an application to FNS to implement a ***Disaster Food Stamp Program, the implementation would not occur until after FEMA has ended its food distributions and power and communications have been restored to the disaster area.***

Other Agency's Roles & Responsibilities

Federal Emergency Management Agency (FEMA)

- Manages the federal response to a disaster declared by the president.
- Provides information to state, local and private sources of food to help determine the types and quantity of food FNS must provide.
- Provides technical services such as:
 - Aerial reconnaissance
 - Meteorology and seismology
 - Structural engineering
 - Flooding and dam safety
 - Managing law enforcement issues

Staff are encouraged to visit the FEMA site for more information:

<http://www.fema.gov/hazard/dproc.shtm>

RED CROSS

- Identifies and assesses the requirements for food and distribution services for critical emergency phase and possibly longer term.
- Coordinates food distribution of volunteer organizations. (*Note: Disaster Food Stamp Program implementation will occur after mass food distribution but DPA staff may be called upon to assist with distribution.*)

FOOD AND NUTRITION SERVICES, USDA

- Provides foods for shelters and other mass feeding sites.
- Provides foods for distribution directly to households in need in certain limited circumstances.

U. S. COAST GUARD

- Transports or guards basic food supplies.
- Provides crowd control or other application site security.

U. S. DEPARTMENT OF DEFENSE

- Assesses availability of food supplies and storage facilities for dry, chilled and frozen food.
- Arranges for food delivery and distribution.
- Assesses availability of transportation, equipment and personnel limited to stations within or near the disaster.

U. S. NATIONAL GUARD

- Transports or guards basic food supplies.
- Provides crowd control or other application site security.

AK DEPARTMENT OF ENVIRONMENTAL CONSERVATION

- Assesses suitability of food for human consumption.
- Identifies potentially hazardous materials in the food supply.

AK DEPARTMENT OF TRANSPORTATION

- Assesses availability of transportation mechanisms for food.
- Assesses availability of transportation mechanisms for movement of people.

Department of Health and Social Services (DHSS) Roles & Responsibilities

DHSS roles and responsibilities as specified under the *State of Alaska Emergency Response Plan* and the *Federal/State Unified Plan* include:

- Assist in coordinating pre-disaster planning of emergency medical services between regions and with out-of-state and federal resources.
- Provide staff support to the State Emergency Coordination Center (SECC) upon request of the Governor and the Department of Military and Veterans Affairs (DMVA) or the Department of Environmental Conservation (DEC).
- Serve as a lead state agency for assessing the needs for, recommending, and/or providing medical, public health, and welfare services during and following a disaster emergency.
- Assist local communities and other agencies in the assessment of needs for, and provision of, health facilities, health personnel, and health and medical equipment/supplies.
- Coordinate, through the Division of Behavioral Health, the provision of crisis counseling and outreach to victims in affected communities, and to rescuers.
- Advise the Department of Environmental Conservation regarding medical and health consequences of oil and hazardous materials spills.
- Depending on the nature of the disaster, DHSS staff may assist in preliminary damage estimates on the severity and magnitude, including: nature of disaster, scope of the

damage, number of people, homes, and businesses affected, number of people likely to need assistance, number of people in shelters or congregate feeding.

Public Assistance (DPA) Roles and Responsibilities

Statewide disaster planning efforts have determined that the primary response by the Division of Public Assistance will be to distribute food stamps benefits and potentially, heating assistance benefits. DPA will continue to issue normal benefits for all programs to the extent possible, particularly in areas of the state not impacted by the disaster but cash benefits, medical benefits and case management services may temporarily cease in the short term in impacted areas. Thus, the primary goals for DPA in the event of a major disaster are:

- Determine eligibility and grant aid to Alaskans eligible for benefits under normal, modified or disaster related rules.
- Coordinate emergency assistance operations with other agencies in the state.
- Protect the Division's computer system, equipment and case records.
- Receive, disburse, and account for federal and state funds made available for emergency public assistance services.

DPA's current eligibility process relies on automated systems which are vulnerable in disaster scenarios that result in power outages or other telecommunication disruptions.

Implementation of the FNS Disaster Food Stamp Program would not occur until after FEMA has ended its food distributions and power and communications have been restored to the disaster area.

Key Personnel in DPA

DPA consists of several functional units. Each unit has a specific responsibility related to preparation for disaster response, implementation of the disaster response plan, and recovery efforts following implementation of the disaster response plan. All staff may be called upon to assist in other realms of service beyond those described in this section in the event of a disaster.

Chapter 3 details the functions and responsibilities of those listed below. These units are:

- *Director's Office (Juneau)*: Includes the director's office, program/policy and EBT staff. The Director and the DPA Disaster Coordinator lead the disaster response. The program/policy staff will provide policy guidance and work with the Leadership Team in organizing the disaster response.
- *Field Services (Statewide)*: Includes the Chief of Field Services (designated Field Services Disaster Coordinator), four Regional Managers and Office Supervisors overseeing 17 DPA offices who manage the front line services outlined in this plan.
- *Fraud Unit (Anchorage, Fairbanks, Soldotna, and Wasilla)* includes staff who may be called upon in a protracted disaster event to assist in mitigating potential fraud.

- *EBT Benefits Issuance and Recovery Unit (Juneau) includes the EBT Program Coordinator, who will be responsible for EBT issuance and recovery of disaster benefits and subsequent report.*
- *Heating Assistance (Juneau) includes staff who administer the program statewide from Juneau and who may be called upon to issue heating assistance should a disaster occur during the eligibility period for Heating Assistance.*
- *Quality Assessment (Juneau, Anchorage, and Fairbanks) includes staff who do not have a primary role in the first phase of a disaster but engage after services have been reinstated to ensure QA and may be reassigned in the even of an emergency.*

Assumptions help define the scope of the plan.

Assumptions from the State of Alaska Emergency Response Plan

- We should expect an attack, naturally occurring event, or a technological incident to occur without warning and at the worst possible time.
- During catastrophic events, normal emergency services within the affected area will be overwhelmed, local emergency plans will be implemented, and local disaster emergencies, with accompanying requests for state assistance, will be declared.
- *State employees normally assigned and living within impacted areas, will attend to their personal family needs, respond according to departmental instruction, and coordinate their responses, as necessary, with local officials.*
- The State Emergency Coordination Center (SECC) will be activated within two hours of a decision to do so. Minimum staffing will consist of an SECC Manager and Intelligence and Logistics Section Chiefs.
- The SECC primary facility at Fort Richardson will be useable. However, if not, the SECC will operate out of its back-up facility (the alternate communications building) located next to the National Guard main building.
- Telephones and cell phones will be either inoperative or circuits saturated and Email capability/Internet service will be degraded.
- Some roads, bridges and rail lines will be impassable and all forms of transportation movement will be slowed.
- Electrical power disruptions will occur, vital facilities will be affected and disaster response efforts impaired.
- In a major event, the national and international press will be on-scene in addition to local media representatives.
- Alaskans will want to be helpful. Volunteers and those offering services for pay will come forward. They will need resourceful leadership.
- Alaskans will not riot, take unlawful advantage of those victimized, or tolerate those who attempt such behavior.
- Because of its isolation from the lower 48 states and the challenges presented by Alaska's weather, Alaska can expect to stand alone for at least 72 hours or longer.
- Employees at all levels of government and the private sector will see to the welfare of their families before trying to report to work.
- Those already in the workplace will be anxious to check on their families and property.

Assumptions for a Food Stamp Disaster Plan

- At the State's request, FNS has approved the issuance of Food Stamp Disaster benefits.
- In order for FNS to approve the issuance of Food Stamp Disaster benefits, the commercial retailers must be operational to allow for the affected population to obtain needed food supplies. Food suppliers (grocers) will have EBT point-of-sale devices operational for exchange of benefits for goods or the ability to use the manual voucher process.
- In order for DPA to issue emergency Food Stamp benefits, electricity and phone/cable service will be available to the DPA Disaster Rapid Response teams.

Assumptions Regarding Other Programs

- Heating assistance benefits may be distributed if the emergency occurs in the winter months.
- Cash and medical assistance may also be issued depending on the severity and intended length of impact due to the disaster event.

DPA Will Implement Plan When:

- Department of Administration/Enterprise Technology Group's interfaces with DPA are available – i.e. the mainframe is functional.
- JPMorgan EBT interface is operational and will allow cash and Food Stamp benefit issuance and redemption.
- Delays in funding transfers from federal agencies will not prevent issuance of benefits.

DPA anticipates that any failure of regional utilities, banks, or grocers for longer than a week will cause state, federal, and local community disaster plans to supersede this plan.

Chapter 2 Communication Systems

Communications

Please reference the Communication Plan in Appendix J. If normal communication channels are open, we will use our regular phone systems to communicate between the Commissioner's and Director's Office and relevant field staff. It will be important for staff to have the capacity to send and receive information as quickly as possible.

In order to inform potential recipients of services, Public Service Announcements (PSA) will be provided to local news or radio stations through the DHSS Commissioner's office.

A site or situation specific message may be placed on JP Morgan Integrated Voice Response system advising people where to go for emergency assistance, etc. This message can be changed at any time to assist in communications with the public. This message will be developed and inserted on the JP Morgan Integrated Voice Response system by the EBT Program Coordinator or the designated back up. Similar information will be loaded into DPA's IVR system.

If normal communication channels are not open, we will first attempt to use cell phones or emergency systems available via the State Emergency Coordination Center (SECC) (see below) and the Department of Military and Veterans Affairs (DMVA) or the Department of Environmental Conservation (DEC), all of whom

- May have a role in emergency response,
- Are considered first responder agencies, and
- Will have communication and first aid supplies

State Emergency Coordination Center (SECC)

When a natural or other disaster event occurs, local government or other community agencies will assist with immediate emergency response. If overwhelmed, the community will turn to the state via the Governor's Office which will interact with the Alaska Division of Homeland Security and Emergency Management, Department of Military and Veteran Affairs (DMVA).

The Alaska Division of Homeland Security and Emergency Management, Department of Military and Veteran Affairs (DMVA), under the State of Alaska Emergency Response Plan, and the Department of Environmental Conservation (DEC), under the State and Regional Oil and Hazardous Substance Discharge Prevention and Contingency Plan, i.e., the Federal/State Unified Plan and the ten sub-area plans, respond to, or assist in recovery from, disaster emergencies including incident involving the use of weapons of mass destruction (WMD).

The State of Alaska established an emergency notification system for the entire state and an emergency response center located at the **Alaska National Guard Armory on Fort Richardson in Anchorage**, designed to support federal and state disaster representatives. The center facilitates interaction between local, state and federal disaster response officials under the incident command system.

Depending on the severity of the disaster, DMVA will also coordinate efforts with local government, Red Cross, and Department of Homeland Security (if applicable) to establish response command centers. The command centers will provide information and services to victims of the disaster. Commonly command centers are established in local schools, libraries, stadiums, police stations, tents, or rented trailers.

DHSS Response to the SECC

In a state or federally declared disaster, the Department of Health and Social Services may be asked to provide staff or designees to represent the department at the State Emergency Coordination Center (SECC) at the **Alaska National Guard Armory on Fort Richardson in Anchorage**.

Some Anchorage based DHSS personnel may be designated to respond to the SECC to temporarily represent the department while other department disaster response/recovery personnel travel from Juneau to the SECC. Staff will be identified by the Director and asked to report to SECC.

Work Related Equipment and Supplies to Bring to the SECC

- Portable Computer with fax/modem
- Cellular Telephone
- State and Federal Emergency Response Plans
- Department (DHSS) Emergency Disaster Response and Recovery Guide
- Department (DHSS) Telephone Directory
- State of Alaska Telephone Directory
- Alaska Emergency Medical Services Directory
- Other resources dictated by nature of event

Equipment and Supplies Likely to be Present at the SECC

- One desktop computer connected to the First Class electronic mail/file system
- Two voice telephone lines and a voice grade telephone line for fax and data
- Work space for two to four department representatives

Instructions to DHSS Employees during a Disaster/Emergency

All employees are required to:

- Identify potential hazards and take action, as appropriate, to ensure the safety of DHSS staff and the general public (e.g. evacuating damaged buildings);

- Provide for the protection of department property and records vital to the continuing operation of DHSS business (if such action will not jeopardize individual safety);
- Curtail or suspend less essential administrative or program activities while emergency management activities take priority;
- Report to supervisors and division directors as much accurate information as possible about local areas affected by the disaster as well as impacts on DHSS offices;
- Forward appropriate state facility damage information to the closest Department of Transportation and Public Facilities maintenance station;
- Report to supervisors and division directors the critical personnel and supply needs of the department;
- Support local emergency operations, as appropriate, if they do not interfere with urgent agency missions or responsibilities;
- Report to supervisors and division directors on emergency related activities conducted by DHSS employees; and
- ***Avoid unnecessary risks and becoming directly involved in rescue activities unless properly trained and equipped (e.g. volunteer firefighters and EMTs may be authorized leave if assistance is requested by appropriate local or state officials).***

DHSS Commissioner's Office Role

- Provide overall policy direction for developing plans, organizing efforts, identifying staff, training and other resources for responding to disaster emergencies requiring health and welfare services that exceed the capabilities of stricken area(s).
- Participate in the Governor's Disaster Policy Cabinet meetings when directed.
- Advise the Governor and Commissioner of the Department of Military and Veteran Affairs or the Commissioner of the Department of Environmental Conservation on policy matters pertaining to the medical, health, and welfare aspects of emergency and disaster response and recovery.
- Ensure that appropriate DHSS staff members are contacted in the event of a major disaster emergency, or potential disaster, that requires a response from the department.
- Be briefed at least once a day, or more often as needed, by the DHSS Emergency Management Coordinator (Director, Division of Public Health or alternate) regarding DHSS disaster response roles and responsibilities, and needs.
- Advise the Governor and Commissioners of Military and Veteran Affairs and Environmental Conservation regarding DHSS roles, responsibilities, and needs in responding to a disaster emergency.
- Assign the Division of Public Health Radiological Physicist to advise the DMVA and DEC on appropriate response to radiological incidents.
- Assign all appropriate DHSS Divisions and Sections to respond to requests, from local communities or other state agencies, for assistance regarding medical, health, or welfare services to respond to, or recover from, a disaster emergency.
- Assign the office of Finance and Management Services, DHSS, to maintain appropriate fiscal records and designate accounting codes for disaster emergency related activities.
- With assistance from division directors, monitor status of facilities owned or operated by DHSS in affected areas.

- Assign division directors and staff to implement appropriate homeland security threat procedures to ensure the safety of DHSS, staff and facilities during a potential or actual terrorism emergency.
- Provide clear, accurate, consistent disaster emergency public information in coordination with the Department of Military and Veterans Affairs and the State Emergency Coordination Center.

How Will DPA be informed of a Disaster Declaration

1. **Governor's** office or DMVA will inform DHSS of disaster
2. **Commissioner's** office informs Division Directors of disaster
3. **DPA Division Director** informs the Leadership Team, including Disaster Planning Coordinator and EBT Program Coordinator.
4. **Chief of Field Services (COFS)** informs Regional Managers to be on standby and to perform backup tasks for impacted region

Please see the Division's Communication Plan in Appendix L.

Chapter 3 DPA Staff Assignments

DPA consists of several functional units, each with a specific responsibility related to preparation for disaster response, implementation of the disaster response plan, and recovery efforts following implementation of the disaster response plan.

This section describes responsibilities for each unit, including individual job titles. In the event of a disaster and implementation of this plan, reassigned staff will immediately contact the designated supervisor for the reassignment to receive further instructions. Staff on business travel must report to the nearest Public Assistance Field Services Manager (PAFSM), site manager, or field office supervisor.

While out of the office, all supervisors or individuals with a role in a disaster event should clearly indicate who is acting on their behalf. This information must be communicated to the Director. Acting staff are expected to perform on behalf of their supervisor in the event of an emergency.

The DPA Disaster Coordinator chiefly operates as a liaison between and amongst staff responding to a disaster. The Disaster Coordinator will communicate decisions made by the Director or Commissioner regarding the response, and may be transported to the disaster site to assist with a response effort. The Disaster Coordinator's chief role is to facilitate communication and help coordinate the response.

Director's Office

Division Director

- Briefs Commissioner's Office on emergency needs and obtains authority to initiate emergency procedures
- Briefs Leadership Team on expectations and delegates responsibilities
- Meets with the Leadership Team to evaluate need for implementation of disaster response
- Designates a backup Disaster Coordinator and meets to discuss details of emergency plan
- Authorizes and approves DPA press releases in conjunction with the Federal Emergency Management Agency - the Commissioner and the Governor will actually distribute press releases
- Issues staff broadcasts as needed
- Defines leave policy

DPA's Disaster Coordinator

- Updates the DPA Disaster Plan annually or more frequently, as needed
- Responds to complaints and safety issues for staff and clients
- Coordinates planning activities under the direction of the DHSS Disaster Coordinator

- Facilitates staff training and coordinates implementation activities on the DPA Disaster Response Field Guide and briefs Senior Management on the Disaster Response Plan
- In the event of an emergency, assumes DPA Disaster Coordinator duties full time
- Confirms with the Department of Health and Social Services Emergency Coordination Center intended actions and additional services required of the Division
- Meets with the Director and Leadership Team to discuss details of implementation in the contingency plan
- Assists the Director by contacting and instructing Leadership Team on issues, status, and tasks
- Contacts community and partner agencies to facilitate communication
- Maintains emergency contact list and distributes updates to division staff

Chief of Policy and Program Development

- Seeks approval from the U.S. Department of Agriculture, Food and Nutrition Service to authorize and implement the Disaster Food Stamp Program or request waiver for modified Food Stamp Program
- Provides guidance regarding the disaster or modified food stamps application, worksheets, policies and procedures
- Works with EBT Coordinator to invoke Disaster EBT Plan with EBT contract provider upon Leadership Team recommendation.
- Reviews or provides on site training as needed regarding emergency food stamp application procedures with designated staff in disaster area
- Provides reports as requested

Heating Assistance Program Coordinator

- Identifies client population at risk within respective region
- Procures the following supplies for issuing and mailing benefits:
 - EXCEL program for requesting field warrants through Finance;
 - hard copy records to prepare for the possible failure of Heating Assistance System (HAS) or other systems
- Identifies resources necessary to support manual authorization and issuance of benefits.
- Schedules staff meeting/training for disaster response plan
- Anticipates impacts on form supplies, local office emergency contact list.
- Advises staff on who to contact in the event of a disaster, including if and where to report to work
- Briefs regional staff on priorities and expectations.
- Assesses the condition of office (staffing levels, safety, and ability to respond, other community agencies responding to the emergency)
- Submits status reports as required by the Disaster Plan

EBT Program Coordinator

- Division's liaison with EBT Contractor
- Organizes effort with EBT Contractor to implement Disaster Services
- Determines which EBT Disaster Service options to implement depending on disaster level.

- Troubleshoots and acts to resolve any issues with disaster related service delivery, such as; access to QUEST or Disaster cards, access to benefits, and PIN issues
- Coordinates the Production and Delivery of EBT cards
- Responsible for the over-site of EBT/Quest card distribution and benefit issuance and redemptions
- Assist Retailers by providing an emergency supply of Manual Retailer Vouchers and provide other assistance if needed
- Provide training and guidance to all DPA staff on the use and maintenance of the DPA Disaster Services Laptops

Field Offices

Chief of Field Services (COFS)

- Ensures all offices have an updated **Safety Plan, Family Emergency Preparedness Plan and Disaster Response Field Guide**
- Briefs field managers on the various response plans and expectations
- Briefs field staff, through the Public Assistance Field Services Manager (PAFSM) if possible, on implementation of response plans
- Assigns staff as agency troubleshooters in regional hubs (Juneau, Fairbanks, Bethel, Nome, and Kotzebue)
- Keeps the Disaster Coordinator and Director informed as to the status of emergency procedures and conditions of local offices (staffing levels, safety, and ability to respond)
- Reassigns administrative and eligibility staff as needed to support emergency operations, including possible assignment to Anchorage area field offices
- Designates acting COFS in the event the COFS is unable to assume duties
- Broadcasts leave policy

Public Assistance Regional Managers

- Ensures all offices have an updated **Safety Plan, Family Emergency Preparedness Plan and Disaster Response Field Guide**
- Orients staff meeting and provides for training for disaster response plan and field guide
- Identifies client population at risk within respective region
- Designates acting PAFSM in the event the PAFSM is unable to assume duties.
- Anticipates impacts on field travel, holiday-related leave, form supplies, local office emergency-contact list, etc.
- Advise staff on who to call in the event of a disaster, including if and where to report to work
- Briefs regional supervisors on priorities and expectations
- Assesses the condition of offices/units in the PAFSM's jurisdiction (staffing levels, safety, and ability to respond, other community agencies responding to the emergency), and reports up the chain
- Coordinates emergency responses with partner agencies
- Submits status reports as required by COFS
- Provides Disaster Coordinator with updates and changes to emergency contact list

Local Office Supervisors

- Ensures all offices have an updated **Safety Plan, Family Emergency Preparedness Plan and Disaster Response Field Guide**
- Maintain a current and complete hard copy of the office's caseload report
- Assess the community needs and responses, and advise PAFSM
- Advise staff of expectations and implementation plan
- Assess condition of the office (staffing levels, safety, ability to respond, partner agency responses), and reports to PAFSM
- Assign office staff with specific duties (determine priorities) as warranted by the magnitude of the disaster
- Designate an acting supervisor in the event the local supervisor is unable to assume duties
- Reassign work force development specialists, and other staff assigned to work activities to support manual system and emergency responses, as needed
- Provides Disaster Coordinator with updates and changes to emergency contact list

Quality Assessment

All Quality Assessment staff may be reassigned to provide administrative support or to the Chief of Field Services for duration of emergency response, as determined by the Director. This unit will also engage after services to ensure quality assurance (page 10).

Fraud Unit

Investigator IV - The Investigator IV is responsible for planning effective procedures for monitoring possible fraud during the disaster response. Following reconciliation of disaster benefits, the Investigator IV will coordinate analyses to determine whether fraud occurred and investigate fraud allegations associated with the Disaster Food Stamp Program.

All other Fraud Unit may be reassigned to provide administrative support or to the Chief of Field Services for duration of emergency response, as determined by the Director.

Personal Safety and Responsibility

It's important to know that this plan will not be implemented until many other actions have taken place and that the first responsibility of each staff members is to ensure their own safety.

Staff should have a personal safety plan and supplies in place for themselves and their family at their homes. Many emergency contingencies can be diverted if all Alaskans are prepared to take care of themselves and family members for at least 72 hours and up to one week in the

case of a major emergency. This includes food, water, medical supplies and the equipment needed to survive the elements.

For more information as to how you can prepare for Pandemic Flu or other emergencies, see the Citizen Preparedness section of the State of Alaska Division of Homeland Security and Emergency Management website: <http://www.ak-prepared.com/>

Chapter 4 Information Systems

DPA's Four Critical Systems

Four systems within the Division are critical to the delivery of benefits:

1. The Eligibility Information System (EIS) is fully supported by DHSS/Finance and Management Services (FMS) analyst/programmers and a DPA System Support Team in Anchorage, however, reconciliation reports require interface with the Alaska State Accounting System (system, AKSAS). EIS is a mainframe application dependent in whole on the State's mainframe located in Juneau. Power failures in Juneau or Anchorage will disrupt statewide authorization and issuance of benefits. See Appendix E IT Recovery Plan
2. The state's Electronic Benefit Transfer (EBT) function is supported by JP Morgan, an independent contractor however, the actual redemption of benefits depends on fund transfers (issuance) after authorization through AKSAS by transmission of EIS data. AKSAS and EIS are dependent on the State's mainframe. Clients depend on EBT to access their cash and food benefits. See Appendix F EBT Plan
3. The Heating Assistance Program relies on a separate application, the Heating Assistance System (HAS) is not dependent on AKSAS or EIS. Power failure in Juneau will not necessarily disrupt authorization and issuance although benefit issuance does rely on an EIS interface programs to verify eligibility, and both depend on the State's mainframe. Please see Appendix G Heating Assistance Plan.
4. AKSAS must function to issue warrants and its operation is entirely outside the control of DPA.

State of Alaska Mainframe

The EIS application and database reside on the Department of Administration, Enterprise Technology Services State Data Center IBM mainframe CPUs located at the Alaska Data Center (ADC) in Juneau. The ADC also has back-up CPUs located in Anchorage, 568 air miles from Juneau. The unit maintains an emergency plan to transfer state mainframe functions to an out-of-state hot site in the event of loss of Anchorage and Juneau data center functions.

EIS operates on the State of Alaska mainframe. DPA relies on this system to retrieve historical information; verify information through interfaces with other state and federal agencies; provide eligibility and math calculations; and ultimately trigger the actual benefit. It also provides an accurate accounting of expenditures, including identifying the appropriate funding sources for each benefit type.

Benefit redemption for food is achieved through Electronic Benefit Transfer (EBT), which works like a debit card. Heating Assistance is centrally located and uses its own software system on a local area network.

The greatest risk to system support is failure of electrical systems in Anchorage and Juneau. Because the primary support for the mainframe systems is in these two communities, loss of power will directly impact the entire state, and a community power outage will directly impact the client's access to their benefits through EBT.

Power failures in Juneau and Anchorage could delay transmission of data to the contractor, thus having a statewide impact. If the power failure is outside of Juneau and Anchorage, only clients in the affected community will experience an inability to redeem their benefits.

In addition to State of Alaska system failures due to incapacitated electrical systems, utility failures will cause district offices to reduce services or close. A disruption in telecommunications will prevent use of the automated systems and electrical and/or system failures of local banks and grocers will make it difficult or impossible for clients to redeem issued benefits.

DPA anticipates that any failure of regional utilities, banks, or grocers for longer than a week will cause state, federal, and local community disaster plans to supersede this plan.

Failures in the mainframe and JPMorgan systems are outside the control of DPA. Please See Appendix E IT Recovery Plan for contact information.

EBT Connectivity

The EIS application and database reside on the State Data Center IBM mainframe CPUs located at the Alaska Data Center (ADC) in Juneau. The ADC also has back-up CPUs located in Anchorage, 568 air miles from Juneau. A leased phone line from the ADC to JP Morgan provides direct host-to-host communication with the contractor's EBT system.

In conjunction with the Department of Administration, Enterprise Technology Services (ETS), the Division of Public Assistance (DPA) will assess the connection with JP Morgan and re-establish a connection from either the Juneau or Anchorage location ADC as necessary.

DPA will also determine the best means for field staff to access EIS. For example, this might entail using phones and fax machines at the identified Disaster Food Stamp Program certification sites to contact agency staff in other areas of the state that have EIS access. These staff could then complete the account set-up and authorization. Another potential option to access EIS would be the use of laptop computers to connect to Internet service providers using a pre-established VPN.

As a last resort, designated DPA staff with pre-established profiles will be able to access the JPMorgan EBT Disaster Services website using a secure internet portal to authorize benefits without the use of EIS.

DPA, in coordination with DHSS and DES, will ensure that certification staff, certification documents, laptop computers, fax machines and other required forms and supplies are in place at the certification sites. The nature, scope, duration and effects of the event will determine the specific approach used.

Other Important Systems

Because EIS and HAS rely on the State mainframe in Juneau and the statewide Wide Area Network (WAN), failures in the mainframe or WAN will prevent authorization and issuance of benefits without regard to the readiness or condition of EIS or HAS. *Please see the Appendix E for IT Recovery Plan contact information.*

The following is a list of benefits and the systems on which they depend:

- Food Stamp Benefits (EIS and EBT)
- Cash Assistance (EIS and EBT)
- Heating Assistance (HAS)

Failures of systems on a larger scale, such as utility failures, will likely trigger state and federal disaster plans that supersede this guidance. This plan provides instruction for manual authorization and issuance of benefits, and minimal guidance on redemption.

The ability to issue benefits in the event of a disaster depends on the success of other automated systems. Some of these are internal to the State of Alaska's operations, such as each department's automated system, but external to DPA. This section lists dependencies external to DPA that could impact service delivery. In most cases, the resolutions are outside of DPA's control.

External Dependencies

Dependency	Function	Risk	Comments
DOA/Enterprise Tech Group	Support to the mainframe and AKSAS	Mainframe failure will bring down EIS and HAS. AKSAS failures will delay issuance of benefits.	EBT is particularly vulnerable to AKSAS failure. HAP's benefit issuance through AKSAS occurs after delivery of client services.
Financial Institutions	Verify resource information prior to benefit authorization.	Data will be missing, unavailable, or incorrect causing incorrect benefits. EBT and other means to obtain cash	Problem may be localized rather than statewide.

Dependency	Function	Risk	Comments
JPMorgan	Provide for benefit redemption.	benefits will be unavailable.	
Native Grantees	Provides the benefit for EBT redemption.	Food Stamp and cash benefits will be unavailable statewide.	DPA request field warrants
	Tanana Chiefs, Association of Village Council Presidents, Tlingit and Haida, BBNA and CITC, provide TANF.	Depending on each organization's issuance method, problems may occur. (CITC utilizes EIS)	Inability of any of the Native programs to issue TA benefits to their clients will cause clients to seek DPA benefits.
	Provide LIHEAP (HAP) benefits thru grant to Alaska Natives living in their region.	HAP payments to vendors will be delayed.	HAP payments happen after service delivery; therefore, clients will continue to receive benefits.
Public Utilities	Provide electrical services: offices, grocer and financial institutions.	Electrical and communication failure will prevent authorization, issuance, & redemption of benefits.	State procedures already exist for office closures during power and water failures.
	Telephone, computer, & communication services to staff.	Utility failure may cause office closures.	
Federal Agencies	Award funds to support DPA programs.	Funding may be delayed in its transfer to the state.	Funding transfer happens quarterly and after the fact, so won't impact benefit issuance.
	Provide interface information to determine the correct level of benefits.	Errors may occur if federal information is erroneous or missing.	
Food Suppliers	Provide point of sale for EBT users. Exchanges benefits for goods.	Grocers may close if power, security, or equipment fails.	Impact to more than DPA clients, so likely to invoke the community disaster plan.

EVENT	SYSTEM RISK	TOLERANCE	COMMENTS	CONTINGENCY PLAN
Juneau and Anchorage utilities are affected by a disaster	Power failures prevent regular & initial benefit issuance. Without power, system support cannot determine whether there are any EIS problems. Telecommunications fail.	Anch 2 days Jnu 2 days All programs 10 calendar days.	Immediate statewide public and staff impact. Office closures likely. Juneau or Anchorage unable to give instructions to any open offices.	Invoke DPA emergency plans for office openings & closures. State & community plans likely to supersede DPA plan. PSA where possible.

EVENT	SYSTEM RISK	TOLERANCE	COMMENTS	CONTINGENCY PLAN
Regional utilities are affected by a disaster.	Power failures prevent regular & initial benefit authorization. Telecommunications fail. Services such as mail and transportation disrupted.	All regions 10 calendar days.	Local office closures likely. EBT may be functional, but without electricity clients won't have access. State disaster plans likely supersede DPA plan.	Invoke DPA emergency plans for office openings & closures. Invoke plan and manual issuance procedures where offices are open. PSA where possible.

Redemptions

Benefit redemption happens when clients access their cash, food, and medical assistance. This can happen when the client uses their EBT card to draw cash or purchase food. It also happens when they access direct deposited cash or cash the state warrant (check) at a bank. Redemption for HAP and medical assistance is different because the systems send the payment directly to a provider or vendor. Redemption by the client for these benefits occurs when the provider or vendor provides the service.

Redemption events only speak to the cash and food stamp benefits delivered by direct deposit, EBT, or warrant. Staff will keep issuance records and reconcile with EIS and AKSAS, FNS and the EBT Contractor after the need is met.

Alaska's banks usually have headquarters in Anchorage and Juneau, with branch offices in outlying communities. Depending on the range of the disaster, redemption may or may not be affected.

EVENT	RISK	TOLERANCE	COMMENTS	CONTINGENCY PLAN
Regional & local banks cash warrants and direct deposits.	Banks have disaster-related problems that prevent redemption.	10 calendar days	Staff impact is immediate as they take calls. Resolution outside DPA's scope.	Cancel & reissue benefits according to program policies. Regional managers contact banks for status. Statewide PSA.

Issuances

An EIS batch process generates the issuance of program benefits, including demographic information passed to JPMorgan for EBT. In a disaster situation other options are available for benefit issuance, such as; direct access to the EBT contractors Disaster Services secure web site.

HAS uses AKSAS to issue HAP benefits, and Medicaid uses MMIS to pay providers. HAP and Medicaid payments occur after the client receives the service. Although data entry is not essential for immediate assistance to needy clients, eventually the information must be entered into the systems to generate payment.

Chapter 5 Plan Training and Testing

Ensuring staff are appropriately trained is one of the most important aspects of disaster preparedness. The agency will participate in disaster preparedness training and testing with local government, Red Cross, and departmental efforts. The agency will introduce the disaster plan to staff through various meetings throughout the state. In addition, the agency will make the plan available on the DPA website.

Disaster Response Field Guides (naming convention)

Please see the **DISASTER RESPONSE FIELD GUIDE** (Appendix K), the tool developed by the division to help staff adequately prepare for a disaster and to implement the components of this plan.

Training

Annual Disaster Plan Review Meeting

The division will facilitate an annual review of the Disaster Plan after submission to and approval from the USDA FNS. This meeting will include the DPA Leadership Team. Regional Managers will provide training to direct reports, who will in turn provide a training cascade effect until local managers provide office wide training. Training will focus on elements of the Field Guide.

Preventative Training Methods

The agency will use the following training methods:

- Formal Training – classroom
 - Staff Meetings and Learning Summits
 - Function Drills – These drills test specific functions such as medical response, emergency notifications, warning and communications procedures, and equipment.
 - Evacuation Drills – Personnel walk the evacuation route to a designated area where procedures for accounting for all personnel are tested. Participants are asked to make notes as they go along of what might become a hazard during an emergency, e.g., stairways cluttered with debris, smoke in the hallways. Plans are modified accordingly.
- Computer Based Skill Challenges or Testing

Training topics will include:

- Use of the DPA Disaster Response Field Guide
- Policy changes for emergent situations
- Interviewing persons in crisis
- Personal matters such as travel needs, hours of work, break, pay, safety and stress issues.

- Fraud prevention and Quality Assurance
- Working with the Media

The agency will schedule the annual refresher that will be provided to staff either in a formal or informal setting. Management staff will also be responsible for conducting periodic drills, and reviewing disaster-planning materials in regularly held staff meetings.

The agency will require offices to commit to ensuring training has been provided and completed, by auditing the disaster planning efforts of each office.

Orientation Guide for staff during a disaster.

The following materials will be provided to staff during an actual disaster response:

- Location of disaster service sites, contacts, and phone numbers
- Transportation arrangements
- Stress prevention
- Environmental Awareness Checklist (preparation for weather conditions, and disaster site conditions)

DPA routinely assists clients with their financial emergencies. By definition, emergent needs require quick action to resolve the problem. DPA training programs cover use of prudent judgment in administering public assistance benefits and responding to client emergencies. Where an automated system processes budget and eligibility determinations for the day-to-day client emergencies, disaster scenarios that cause failures in telecommunications require staff to use manual processes and forms to produce needed benefits.

EIS and HAS are automated tools to accomplish benefit authorization and issuance. The existing DPA training program provides the information needed to switch from an automated system to a manual system. Program policy and procedure manuals provide details on how to calculate budgets without the automated systems. The program manuals also provide field staff with a manual Budget Form although in the event of a disaster resulting in implementation of the FNS DFSP, FNS will provide budget forms.

In summary, field staff received training on how to calculate eligibility and benefits without the automated system soon after their hire date. Existing manuals provide references should staff need additional support or a refresher on the process.

The Heating Assistance Program utilizes a primarily manual authorization process. HAP's issuance process occurs after the fact, and payment for services can be done after restoration of the automated system. Both currently are part of normal day-to-day operations. Policy and procedure manuals provide staff instructions to support training already provided. Additional program training is unnecessary.

DPA disaster response training will focus on understanding the plan and preparing for a disaster.

Testing

During training, field staff complete exercises on the manual budget process, which in this document is referred to as authorization. In the event of a Level 3 Disaster, eligibility criteria may change, and the manual budgets will have to reflect the new income limits. Trial runs of the budget process can be scheduled annually to reinforce skill levels. HAP staff members routinely use a process to provide verbal authorizations for benefits; therefore, testing HAP's process is unnecessary.

Connectivity for the EBT Disaster Services laptop need to be tested to determine level of access to: WAN/LAN, email, wireless/remote access via ISP Internet, EIS, and EBT Contractor services.

DISASTER/EMERGENCY EVENT RESPONSE

Chapter 6 Disaster Response Service Provision

Once a disaster is declared, priorities will be different based on the specific emergency but all disaster efforts focus on meeting urgent food, shelter, and medical needs. Basic needs are the first priority.

Disaster Response Field Guides (Appendix K)

Each office is required to review the Disaster Response Field Guide annually, update the appropriate sections as requested in the guide and practice basic elements of a disaster response.

The Disaster Response Field Guide covers elements such as:

- Specific staff responsibilities
- Office specific resources
- Office specific external contacts
- Facilities and Logistics
- Disaster benefit kits
- Remote laptops and supplies
- Communication services

Staff members are encouraged to keep a list of emergency phone numbers, including the phone number for their office contact, at home and in the office Disaster Response Field Guide.

Back Up Office

If a disaster is declared in a region, an office or offices in one region may provide back up to another region in need. In some cases, regions are so large that staff may provide support to their own region from another community within that region.

Alternative Locations

In small-scale disasters where local offices are undamaged, we will operate at our regular offices. When we anticipate a large number of applicants or where our offices have sustained damage, we may choose an alternate site. Co-locating with other disaster services may occur but must be coordinated with FNS and FEMA. In all cases, this decision will be made by the Commissioner or the Director and that information relayed to staff.

DPA is not an essential service and subsequent service provision will only be provided once power is back on and emergency food bank services implemented.

The Division's Disaster Response Field Guide lists alternative locations in specific areas.

Factors in Choosing the Sites

The factors in the table below will be used when determining the number and placement of centers along with ideas identified in pre-disaster planning.

Factor	Examples
Can the site be co-located with FEMA?	
Public transportation and/or adequate parking available?	Shuttle service from other location, parking limited to handicapped cars, large conference center type facility
Site accessible to trucks or other large vehicles?	Sanitation and medical services, delivery of food, water, supplies, etc.
Adequate space and/or facilities to address human comfort concerns?	Protection from the elements, space for portable toilets, food/water tent, etc.
Space large enough to serve the expected number of applicants?	Space for tents or trailers, large auditoriums, space for waiting
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 & disabled, plenty of seating available
In close proximity to all affected segments of the community?	Several sites spread geographically over the area, large centrally-located stadium with easy access, mobile vans to elderly/disabled centers
Adequate power?	Electricity, generators and fuel

Traffic Flow and Layout

We 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.

The lay out and traffic flow through the site will address the following issues.

Issue	Layout Solution
EBT Card Security	<ul style="list-style-type: none"> • Restrict access to issuance storage sites by arranging seating, eligibility determination areas, and queues away from this area. • Block all but one door into issuance area for security purposes
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 the queue to move from one station/event to another to give clients to feel a sense of progress and reduce their anxiety • Post signs at intervals throughout the queue 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

Consult Police

DPA will consult with police or other security personnel in developing or making changes to the lay out and traffic flow within the site to avoid or prevent potential robberies or violence.

Suggested Aids

Some suggested aids in the table below will be used to address the lay out and traffic flow at the site, along with additional ideas developed during pre-disaster planning.

Tools	Examples
Ropes and barriers	<ul style="list-style-type: none"> • To establish lines • To block or limit access to secure areas • To direct traffic flow through site
Signs	<ul style="list-style-type: none"> • IN/OUT • Household size signs on issuance lines • Expected wait times - Example: "There is a 3 hour wait from here" • Site hours of operation - Example: "Applications will be taken at this site until 7:00 p.m. every

	day through 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 that only approved households can enter • Stop applicants before they get to interview area and let them in one at a time to see an eligibility technician to ensure applicants have completed application and to maximize confidentiality of interviews

Sample Floor Plans

Sample floor plans, modeled after plans used successfully in previous disasters, are included in DPA's plan (Appendix H) and in the Field Guide.

Human Comforts

Addressing the human comfort needs of applicants is very important to the disaster response effort. 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 these items at a disaster response site but will NOT be responsible for providing these items. FEMA, Red Cross, Homeland Security or other organizations will provide these items.

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 canteen • 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

Special Needs Groups – Ideas from FNS

Facilitate access to the site.	<ul style="list-style-type: none"> • Choose sites served by public transportation - Notify local paratransit authorities of location of sites • 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 their cars/bus using wheelchairs or golf carts and escort them to the elderly/disabled area
Reduce wait	<ul style="list-style-type: none"> • Create special waiting/eligibility/issuance determination area for elderly and disabled only • 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 should be equipped with large print, Braille, or audio versions of their State application materials • 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 • If possible, have a sign language interpreter to assist clients who require one • Assist the elderly and disabled with completing their application and moving from their seat to the interview and issuance tables
Provide comfort at the site	<ul style="list-style-type: none"> • Instead of assembling waiting elderly and disabled persons into a standing queue, 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 • Arrange for heating or cooling equipment if temperature extremes • Station first-aid staff at the elderly/disabled waiting area or close-by for emergencies • Station volunteers or other human comforts staff to offer snacks and beverages and periodically query applicants about immediate human comforts needs • Make sure that bathrooms are easily accessible from the elderly/disabled area (short distance, free of obstacles) • If using portable toilets, arrange for handicapped-accessible portable toilets and hand washing units • Volunteers or human comforts staff may need to escort clients to the bathrooms
Allow use of authorized representative	<p>All regulations governing the use of an authorized representative apply during an emergency or disaster:</p> <ul style="list-style-type: none"> • The authorized representative designation must be made in writing by the head of the household, the spouse, or another responsible member of the household • State must verify the identity of the authorized representative and the applicant

Crowd Control

While this issue may only be relevant in urban areas in Alaska, crowd control measures are critical to the operation of the application-issuance site. Very large crowds can cause

unanticipated problems, and even smaller crowds can raise issues that can be addressed in advance. Issues will be addressed in developing disaster response sites that include:

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

Remote Site Laptops and Supplies

DPA has purchased, distributed and provided security for six laptop wireless computers with access to EBT for remote processing of food stamp applications. (See EBT Appendix F)

Manual budgets will be provided depending on type of disaster response. Application forms, pens, papers, and calendars will be maintained in disaster packets for easy access, transportation and use.

The EBT Disaster Plan provides for additional emergency supplies, such as; EBT Vault cards and Disaster Cards in addition to Retailer manual vouchers distributed at hubs around the state.

DPA, in coordination with DHSS and DES, will ensure that certification staff, certification documents, laptop computers, fax machines and other required forms and supplies are in place at the certification sites including a supply of manual budgets for food stamps.

Regional Response

The division will respond by forming rapid response teams consisting of staff members that meet the special characteristics of each region.

Field Services

Chief of Field Services: Linda Dawson	228-3227 or 465-4986
Program Coordinator: Clarissa Moon	269-7879
Central Regional Manager: Suzi Pulczinski	269-6547 or 352-4106
Southeast Regional Manager: Linda Dawson	228-3227 or 465-4986
Northern Regional Manager: Mike Thibodeau	451-2801
Coastal Regional Manager: Bob Tomczak	269-8981

Upon receiving notification, the Chief of Field Services will relay the information to the regional manager who will serve as the backup for the region/offices affected by a disaster.

Central Region

Central Regional Manager: Suzi Pulczinski 269-6547 or 352-4106
Major urban setting with robust transportation infrastructure , multiple agency office locations, access to staff in nearby communities accessible by road (Mat Su); population served includes Anchorage, Chugiak, Girdwood, and Matanuska-Susitna area.

Office Locations: Anchorage (Gambell and Muldoon), Eagle River, and Wasilla (including APA)

Northern Region

Northern Regional Manager: Mike Thibodeau 451-2801
Urban and rural setting encompassing cities and villages in the following census area: Northwest Arctic, Nome, North Slope, Yukon-Koyukok, Fairbanks Northstar, Southeast Fairbanks, and Denali.

Office Location: Fairbanks, Nome and Kotzebue

Southeast

Southeast Regional Manager: Linda Dawson 228-3227 or 465-4986
Urban and rural setting encompassing cities and villages in the following census areas: Skagway, Yakutat, Angoon, Haines, Juneau, Sitka, Wrangell-Petersburg, Ketchikan Gateway, and Prince of Wales-Ketchikan.

Office Locations: Juneau, Ketchikan and Sitka

Coastal

Coastal Regional Manager: Bob Tomczak 269-8981 398-4690
Urban and rural setting encompassing cities and villages in the following census areas: Wade Hampton, Bethel, Dillingham, Bristol Bay, Lake and Peninsula, Kenai Peninsula, Valdez-Cordova, Kodiak Island, Aleutians East, and Aleutians West.

Office Locations: Anchorage (Frontier Building), Kenai, Bethel, Homer and Kodiak

Temporary Hires

- Hiring people in Temporary positions may be an option under certain conditions. At the direction of the Director, Regional Managers will be provided guidance with regard to staffing temporary hires under emergency conditions.
- 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.

Rapid Response Teams

Each region will identify rapid response teams. The points of contact for each region will be their current regional manager.

Each regional rapid response team will consist of the following staff:

- Eligibility Technician IV, Supervisor
- Eligibility Technician III, Lead Worker
- Eligibility Technician II
- Administrative Support Staff
- Volunteers (if necessary)
- Interpreter Staff (if necessary)

Rapid Response Team Role

- The Eligibility Technician IV will provide support such as enlisting volunteers, organizing interpreter services, statistical gathering, and responding to media requests if an immediate response is required – under normal circumstances, all media requests should go through the DHSS Commissioner’s office
- The Eligibility Technician III will assist in prioritizing, organizing, providing technical assistance, reviewing adverse eligibility decisions when needed, and leading the team to provide Public Assistance services
- The Eligibility Technician II will administer emergency Public Assistance services.
- The Administrative Support staff will assist individuals applying for services, handle paperwork, provide reception service, and provide crowd control
- The volunteer staff can assist the team by attending to human comfort needs, assisting elderly and disabled, answer simple questions, distribute informational material and forms, attend to minor treatment etc
- The interpreter staff will assist with verbal and written language barriers

The division will solicit staff members who are:

- Experienced in administering multiple public assistance programs to assist individuals seeking services
- 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 potentially adverse conditions
- Experience in disaster response or emergency efforts (not mandatory)

Procedures for Implementation of a Disaster Response

Depending on the severity of the disaster, the Leadership Team will determine the programs the division will provide in response to the disaster. Each supervisor will receive a copy of the guidance on program policies and special forms that will be implemented for this particular disaster as needed or after approval by the appropriate oversight agency, and use DPA’s Disaster Response Field Guide to establish sites and implement the response.

Staff at the disaster site will be designated as members of 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 set- up areas for eligibility determination. All necessary laptop, supplies, and other equipments necessary to issue benefits will already be at the application/issuance sites.

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 the eligibility supervisor is not available, the eligibility lead worker 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. Staff/volunteers will:

- Distribute orientation materials about the application site/process
- Handle and manage crowd control
- Posting signs
- Distribute applications and help applicants complete the application
- Screen applicants
- Register/Log applications
- Conduct Interviews (consider non-English speaking applicants)
- Determine eligibility
- Issue benefits and disaster cards.

Distributing Orientation Materials

The eligibility supervisor is responsible in distributing disaster orientation packets to staff and volunteers. The packets include information such as:

- location of disaster service sites, contacts, and phone numbers
- transportation arrangements to and from site(s)
- identification needed to access the sites
- lines of supervision, hours, and timesheets
- 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

Posting Signs

The eligibility 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. The Benefit Issuance Kit includes signage already prepared for use.

Distributing Applications and Helping Applicants Complete the Application

The application process is expedited if the application is complete before the client is seen by the eligibility worker. The eligibility supervisor will assign clerical staff and volunteers to distribute applications and assist applicants in completing the application. It is extremely helpful if clerical 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 Facilities Chapter). Clerical staff and volunteers can 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.

Screening Applicants and Registering/Logging Applications

Formal application screening will also expedite the application process. The eligibility supervisor will assign eligibility technicians to screen applications before the applicant is interviewed. A screener can check to see if the application is complete, required verification is provided and whether there is duplicate or on-going participation. The screener will also be responsible to register or log the applications.

Conducting Interviews and Determining Eligibility

Policy clarification will be provided by Policy and Program Development staff using normal protocols. If communication is not available with Policy and Program Development staff, the eligibility lead worker will be responsible for policy clarification.

The interview area should be set up to protect applicants' privacy to the extent possible. The eligibility supervisor will assign eligibility technicians to determine eligibility for benefits. This includes conducting the interview, verifying information as required or appropriate, determining eligibility, preparing the issuance document, instructing the applicant on the use of food and cash benefits, and preparing a file for the applicant.

The eligibility technicians will use the policies applicable to issuing disaster benefits only if specifically informed that a disaster response has been implemented. The eligibility supervisor will provide consistent policy guidance on questions that arise during the disaster operation. If the eligibility 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

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 eligibility supervisor is not available to conduct the review, the eligibility supervisor should assign at least 1 or 2 reviewers per site.

Issuing Disaster Food Stamp Program Cards

The eligibility supervisor will assign an administrative staff to issue Disaster Food Stamp cards. The administrative staff must track all Disaster Food Stamp cards issued per day and use the electronic log available in Microsoft Excel. For more information on card storage and PIN issuance, refer to the following sections (Card Storage, Security, Production, and Delivery and PIN Issuance/Selection).

Conducting On-site Reviews

Immediate onsite reviews must also be provided during a disaster operation for denied applicants requesting it. The eligibility technician must inform clients of their right to this review and that it would not affect their right to a fair hearing. If the eligibility supervisor is not available to conduct the review, the eligibility supervisor should utilize quality assurance (QA) workers and assign at least one or two reviewers per site to conduct pre-hearing conferences. A standard review form will be available to guide the eligibility supervisor/QA reviewer in conducting the review.

Staff Comforts

If possible, staff should be provided with private break rooms and separate bathroom facilities. It may also be necessary and appropriate to provide meals, drinking water, and insect repellent for staff. In past disasters, staff meals have been:

- Provided by the Red Cross as part of canteen service at site
- Bag lunches prepared and delivered by community or church groups
- Pre-packaged military meals (MRE's) purchased by site manager
- Meals provided by contracted service providers
- Brought by staff and kept in designated coolers or refrigerators.

On Site Reviews and Fair Hearing Procedures

A fair hearing provides the opportunity for an individual or household to have their case reviewed by an impartial party or someone outside the Division of Public Assistance. Measures must be taken at the application/issuance site to ensure that applicants are notified of their right to a fair hearing. Eligibility workers must inform applicants of this right during the initial interview process.

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 supervisory review. This review shall not interfere with the applicant's right to a fair hearing.

Supervisory reviews will be conducted on-site and held the same day the hearing was requested. One or two reviewers will be needed for each site, depending on the size of the application/issuance site and the number of applicants.

After conducting a review of the case, a pre-hearing will be held between the agency and the applicant. Pre-hearing 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 pre-hearing conference. However, the eligibility supervisor must offer a pre-hearing 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 eligibility supervisor will forward the fair hearing request to Field Services.

The number of fair hearings is reported on the FNS-366B, Program Activity Statement.

Public Outreach

Experience with disasters has taught that it is essential to take a proactive approach to public information and outreach from the start of the disaster response. Our plan is to provide public information and outreach approach that best suits the needs of our population and the characteristics of the disaster at hand.

Staff in the Public Information Office in the Commissioner's office will take the lead in disseminating information to the general public and to other agencies. The director of Public Assistance may also play a role in interacting with the press regarding DPA's role in an emergency.

Staff in local office may also be called upon to provide information to the press. While our preference is to have all formal information released through the commissioner's office, it may be valuable to provide basic information to the press on a local level if it is requested. Staff are encouraged to only provide factual, known information related to:

- Location and operating hours of application/issuance sites
- Special provisions (e.g. approved waivers)
- Instructions for on-going participants and "special needs" applicants
- Fraud control measures

Staff are urged to refrain from providing any information or advice that has not been come through the normal communication channels within the department.

How Long Will We Provide Emergency Services

Upon implementation, a DPA Disaster Plan will continue in force until disruptions are remediated, the system is repaired, and/or staff is notified to resume normal operations. State and national disaster plans will supersede these instructions.

Service Levels

There are different levels of service that DPA must consider in the contingency plan. This section defines the level of services for benefit issuance as:

- Maintenance – typically known as “regular benefits”, EIS issues this benefit to all on-going Temporary Assistance, Medicaid, Food Stamp, and Adult Public Assistance clients and families. Regular benefits generate from EIS at the end of the month (usually during the last week) for the following month.
- Intake – typically known as “initial benefits”, EIS issues this benefit to new or reopened Temporary Assistance, Food Stamp (both regular and expedited), Medicaid, and Adult Public Assistance households. Initial benefits generate routinely from EIS throughout the month, and can include current month or retroactive benefits for prior months.
- Expedited Food Stamps –DPA is required to issue benefits within four days of the day of application for Expedited Food Stamps; this service may be broadly implemented in the event of an emergency. The state also has the option to request a Modified Food Stamp Program in response to specific disaster related needs.
- Modified Food Stamp Program – the state has an option to ask for special modifications to the current program in light of the special circumstances surrounding the disaster event. Modified programs require FNS approval.
- Disaster Food Stamp Program - the State may apply to USDA, Food and Nutrition Service (FNS) to implement a DFSP which requires identifying which of several policy options will be implemented in response to the disaster. The FNS Administrator will approve or deny the application within 24 hours. The program can be facilitated through EIS or an EBT direct connection to JP Morgan. This program requires that DPA issue benefits to approve applicants immediately, if possible, or within three days.
- Heating Assistance Program (HAP) - uses EIS for data verification and access to interfaces. It normally accepts applications from October through April, providing direct payment to vendors for energy costs. HAP is able to expedited services provide emergency authorizations. HAP staff records authorizations on HAS, and issues vendor payments through AKSAS. In emergency situations the vendor provides the energy service prior to receiving payment via the AKSAS process.

This plan focuses on emergency services. A transitional plan, focusing on returning to normal services post-emergency disaster declaration is in development.

Chapter 7 Pandemic Flu

Assumptions

- The strain of influenza that will cause the next influenza pandemic, its pathogenicity, and the time and place of emergence cannot be determined in advance.
- The identification of a novel influenza virus with sustained human to human transmission may give warning of a pandemic weeks or months before the first cases are identified in Alaska.
- Most people who have access to clean water, food, sanitation, fuel, and nursing and medical care while they are sick will survive.
- Providing services to isolated populations in rural Alaska is a crucial part of planning for pandemic influenza, just as it is for other emergencies.
- Communities across the state and the country maybe impacted simultaneously.
- There could be significant disruption of public and privately owned infrastructure.
- Alaska may not be able to rely on resources from other states, Canada or the Federal government.
- The number of ill people requiring outpatient medical care and hospitalization may overwhelm the state's health care system.
- An effective influenza vaccine will be available early in the course of the pandemic. When influenza vaccines become available, it will be in short supply and may require two doses.
- Supplies of antiviral medications that are effective against influenza may also be limited and need to be prioritized for use.
- Implementation of layered social distancing measures, such as isolating the sick, screening travelers and workers, and reducing or canceling the number of public gatherings, may help to slow the spread of influenza early in the pandemic period.
- Drafting, exercising and executing this plan in collaboration with other organizations, particularly tribal health organizations will be crucial in assuring adequate medical care and supplies to remote villages.
- Federal and State declarations of emergency will change legal and regulatory aspects of providing public health services during a pandemic.
- The State will activate the Division of Public Health's Emergency Operation Plan; therefore, this plan needs to be collaboratively reviewed, exercised and modified periodically.
- Maintaining social order and compliance with health recommendations during a pandemic might prove problematic.

Introduction to Pan Flu

An influenza pandemic is an influenza virus that spreads worldwide infecting a large portion of the global population. In contrast to outbreaks of seasonal influenza, pandemics occur irregularly.

There are many avian influenza or “bird flu” viruses and they occur naturally and commonly among domestic poultry and some wild birds, especially waterfowl and shorebirds. Avian flu viruses mainly infect birds. In low pathogenic strains, disease is mild or absent. In highly pathogenic strains, mortality in commercial poultry flocks can be up to 100 percent. Only in rare instances are these viruses passed to other animals and people — usually through bodily fluids from infected birds. Pigs are another species important in the emergence of new novel strains of influenza that affect people.

Flu pandemics occur when there is a major change in the genetic make up of a virus, which results in a new strain to which people have not been previously exposed. All humans are susceptible, rates of infection are high and mortality rates may be high as well. Pandemic influenza spreads rapidly and can circle the world in only a few months.

Each winter, seasonal influenza kills approximately 36,000 to 40,000 Americans, hospitalized more than 200,000 and costs the economy over \$10 billion in lost productivity and direct medical expenses.

A pandemic flu could kill over half a million in the US, hospitalize over 2 million and cost \$70 to \$160 billion.

The World Health Organization warns that a flu pandemic could infect between 25 and 30 percent of the world’s population.

Key Differences between Seasonal Flu and Pandemic Flu

SEASONAL FLU	PANDEMIC FLU
Occurs every year during the winter months	Occurs 3-4 times a century and can occur in any season
Affects between 5-20% of population	Experts predict an infection rate of 25-50% of population, depending on severity of virus strain
Globally kills between 500,000 and one million people each year, 36,000 to 40,000 in the US	The worst pandemic of the last century (Spanish Flu 1918) killed 50 million worldwide, 500,000 people in the US
Most people recover in 1-2 weeks	Usually associated with a greater severity of illness, consequently a greater risk of death
Death usually confined to “at risk” groups: elderly (over 65), young (6-23) , those with existing conditions like lung	All age groups at risk for infection, not just at risk groups.

disease, cancer, kidney or heart problems or people with compromised immune systems	
Vaccination effective because virus strain in circulation each winter usually can be reliably predicted	Vaccine against Pandemic Flu may not be available at the start of the pandemic – new strains must be accurately identified – producing vaccine could take up to six months
When correct virus strain is used, annual vaccination is fairly reliable and antiviral drugs are available for those at risk of becoming seriously ill	Antiviral drugs may be in limited supply and effectiveness will only be definitively known once pandemic is underway.

Why is Pandemic Flu Different from other Emergencies?

1. Why is it different from other emergencies?
 - It is anticipated that a Pandemic Flu could result in 40% absentee rate
 - Response organizations recommend having a delegation plan that provides for “three deep coverage” or a plan to replace a person in a position of responsibility with up to two optional replacements.
 - It is anticipated that a Pandemic Flu could be long term and result in multiple waves of flu events.

2. In a pandemic influenza outbreak:
 - Symptoms might be more severe and complications more frequent.
 - Healthy people might be at increased risk for serious complications.
 - Hospitals and doctor’s offices might be overwhelmed.
 - Vaccine probably would not be available in the early stages of a pandemic.
 - Effective antiviral medicines might be in limited supply.
 - Society may be seriously impacted (e.g., widespread restrictions on travel, closings of schools and businesses, cancellations of large public gatherings).
 - Domestic and world economy may be severely impacted.

Impact of Pandemic Flu on Alaska

Although there is no way to full predict the impact of an influenza pandemic on Alaskan’s, CDC has developed software, called FluAid, to assist local planners in estimating deaths, hospitalizations and outpatient visits in the event of a pandemic event.

Attack rate of 30%

HHS estimates of Percent of Population Affected by next Pandemic	Number affected in Alaska (Pop. 650,000)	Number affected in your Community (Pop. 350,000)	Number affected in your Community (Pop. 80,000)	Number affected in your Community (Pop. 5,000)
Up to 30% of pop. will become ill with flu	195,000	105,000	24,000	1,500
Up to 15% of pop. will require out-patient visits	97,500	52,500	12,000	750
Up to 0.3% of pop. will require hospitalization	1,950	1,050	240	15
Up to 0.1% of pop. will die of flu-related causes	650	350	80	5

Attack rate of 50%

HHS estimates of Percent of Population Affected by next Pandemic	Number affected in Alaska (Pop. 650,000)	Number affected in your Community (Pop. 350,000)	Number affected in your Community (Pop. 80,000)	Number affected in your Community (Pop. 5,000)
Up to 50% of pop. will become ill with flu	325,000	175,000	40,000	2,500
Up to 25% of pop. will require out-patient visits	162,500	87,500	20,000	1,250
Up to 3% of pop. will require hospitalization	19,500	10,500	2,400	150
Up to 2.5% of pop. will die of flu-related causes	16,250	8,700	2,000	125

This information easily displays the magnitude of the effect on our workforce should a pandemic event occur.

Personal Preparedness

It is important to know that social disruption may be widespread. Services provided by government will be disrupted, people may be asked to engage in distancing activities, schools may be closed for an extended period of time.

What can people do to protect themselves and their families against pandemic influenza?

- 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 need to change what they do:
 - 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.
- Right now, people can practice healthy behaviors:
 - Eat nutritious food.
 - Get exercise.
 - Get enough sleep.
 - Get an annual influenza shot to protect from strains that are circulating.
 - Avoid tobacco smoke.
- Families can create their own safety plan, prepare a first aid kit and stock emergency supplies including food, medicines and cleaning supplies.
 - Be informed: The federal Centers for Disease Control and Prevention website has detailed information on influenza (<http://www.cdc.gov/flu/>).

Division Preparedness

As stated previously, under AS 26.23.010 the legislature gives the Governor broad power to declare a state disaster of up to 30 days. The Governor may access funds for specific incidents and may mandate that state workers participate in tasks or jobs outside of their job class. This may mean that DPA employees are requested to assist other divisions in the event of an emergency.

As in any disaster situation, DPA employees are anticipated to first care for themselves and their families (see above section on personal preparedness). Secondly, DPA employees will be second responders 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, staff may be asked to provide coverage for other staff in the event of large scale absenteeism and staff may 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).

As second responders, DPA employees may be asked to engage in activities that go above and beyond their normal duties. For example, departmental needs may require that DPA staff

assist other divisions such as helping with the transport of residents of the Pioneer's Home or helping at a youth facility.

Additionally, DPA employees may be asked to engage in protective activities if asked to engage in providing services, such as wearing protective gloves, face masks or engaging in distancing types of behaviors. This guidance will be provided by FEMA or Public Health at the time of the event.

In the event of the anticipated high level of absenteeism, DPA employees may be asked to perform tasks out of their job class or assume higher level or supervisory duties. It is anticipated that each supervisor will be able to delegate two other people who might act on their behalf if the supervisor is unable to perform their duties. This is commonly called a "three-deep" delegation in which a supervisor has two others who may act on their behalf if they are not able to perform their duties.

Following is guidance provided by the Department of Administration with regard to personnel rules in the event of a widespread pandemic flu or disaster.

Dept of Administration Human Resource Guidance for Supervisors

This document applies specifically to the State of Alaska Executive Branch agencies and is prepared and may be updated periodically by the Department of Administration. It may be used as a guide by other employers but is not intended to set policy or be all inclusive.

In the event of a pandemic flu outbreak it may be necessary to implement "social distancing." As a result, some employees may be directed not to report to work or to work from home. Others may be assigned to a work unit and duties that vary from their normal assignment due to the illness of other employees or employees' family members. Below are pertinent questions and answers. This document will be updated as questions arise.

Collective Bargaining Disclaimer: This document is not intended to supersede any specifically contrary provisions of collective bargaining agreements. It should not in any way be read to add to, subtract from, supplement or modify any of the rights, privileges or obligations found in those agreements.

1. Who has the authority to direct employees not to report to work?

Ultimately, this is under the authority of the Governor. The Governor may delegate this authority in his/her discretion and has currently delegated this authority to the Commissioner of Administration. In an emergency, the commissioner of the employing department may issue such directives as are necessary to ensure employee safety.

2. When an employee is directed not to report to work, must the employer continue to pay salary and benefits?

Providing the employer does not take action to layoff or separate the employee(s) the employer must continue to provide both salary and benefits to employees. Exempt

employees in corporation or quasi-governmental entities must be dealt with in accordance with the policy of the employing agency.

Employees who are directed not to report to work and who are continuing to receive salary and benefits must remain available for immediate recall during normal working hours.

3. If an employee becomes ill during a period of time when they have been directed not to report to work must the employer continue to provide salary and benefits?

If an employee is not available to report to work the employee is placed on leave. The employee will continue to receive their salary and benefits as long as they have leave to cover their absence.

If an employee is eligible for leave under the federal Family and Medical Leave Act they will receive health benefits for the duration of their covered absence even if they have exhausted their leave, providing they are otherwise eligible for health benefits and pay their portion of the premium. Employees who are excluded from coverage under the Family and Medical Leave Act, such as policy-level exempt and partially-exempt employees, will receive health benefits for the first twelve (12) weeks of leave providing the employee has been employed by the State for a 12-month period and worked 1,250 hours during the previous 12 month period and is otherwise eligible for health insurance.

4. When an employee is directed to work from home must the employer provide supplies and equipment?

Yes, the employer must provide necessary supplies and equipment and reimbursement for expenses the employee may incur on the States behalf when the employee is directed to work from home.

5. Is a written agreement recommended or required when an employee is directed to work from home?

A written agreement is strongly recommended. The Division of Personnel will work to develop "telecommuting" guidelines for this situation.

If the employee is "telecommuting" from a location other than their residential community or duty station, a Letter of Agreement is required.

6. If an employee is delegated the authority to perform the work of a position assigned to another job classification are they paid at the salary range assigned to that job classification?

If an employee is delegated the authority to perform essentially all of the duties of a position assigned to a higher salary range they are paid at the higher salary range providing prior written delegation is received.

If an employee is assigned to perform the duties of a position assigned to a lower salary range, the employee will continue to receive their normal rate of pay.

7. How is an employee delegated the authority to act in a higher range? When an employee is delegated the authority to act in a higher range must the employee meet the minimum qualifications of the job classification assigned?

Prior written delegation from the employee's division director is required unless otherwise provided by a collective bargaining agreement.

Although desirable, an employee is not required to meet the minimum qualifications during an initial period of acting status. The duration of the initial period is designated by contractual terms or the Personnel Rules, whichever is applicable.

Acting status that continues beyond the initial period, under most bargaining unit agreements must be approved by the Director of Personnel. Unless there is an extremely compelling business reason, the employee must meet the minimum qualifications for an extension to be granted.

8. If it becomes necessary for an acting assignment to exceed the contractually authorized initial time period can an extension be requested? Yes. To request an extension, a written request must be submitted to the Director of the Division of Personnel. The reason for the acting assignment and the expected duration must be provided.

9. If schools and/or day care centers are closed must parents report to work? Yes, unless on approved leave, parents must still report to work. However, a liberal leave policy will be in place.

10. Can an employee be directed not to report to work if they appear to be ill? If an employee appears to be ill, they may be directed to provide a fit for duty statement.

Department Preparedness

Staff are encouraged to review information on the Department's Pandemic Flu website:
<http://www.hss.state.ak.us/dph/DPHPP/pandemicflu/Default.htm>



Chapter 8 Disaster Food Stamp Program

Regular Food Stamp Program

In the event of a small scale event, such as a Level 1 disaster described earlier staff could implement services based on regular operating procedures to provide services to people impacted in an emergency. These are considered normal intake and maintenance procedures, but the following factors should be taken in to consideration:

- Minimal disaster damage and the regular program is effective for the small number of affected households eligible to participate in regular Food Stamp Program
- Affected households may be approved for regular Food Stamp Program
- Damage may be primarily food loss as a result of power outage
- State can handle expected increase in applications
- FSP households may request replacement of lost food or EBT and the 10 day period for requesting replacement may be extended by waiver (modification)

Modified Food Stamp Program

In the event of a level 1, 2 or 3 disaster, as described previously the state may opt to implement a program that uses the regular operating policies and procedures with a few special conditions or waivers. Modified procedures must be requested and approved by FNS prior to implementation, but can provide flexibility to provide services.

- Waivers may be requested to allow state to better handle the increased FSP applications from those not currently certified
- May cover an extended time period
- Allows for better fraud prevention
- Eligibility and benefit amounts are determined using normal income calculations
- May be best response where the extent of damage is intermittent over a large area
- Waivers for consideration include:
 - Resources
 - Interviews
 - Verification of certain eligibility requirements
 - Time frames for replacement issuance requests
 - Reporting requirements
- Waiver request should include:
 - Specific geographical areas being covered
 - Length of time Modified Food Stamp Program will be in place

If the state chooses to implement a modified Food Stamp Program, staff will be informed through their supervisors of the modifications to standard policy that will be allowed. Staff will be informed through written instructions as to the area impacted, the length of time the

modifications will be in effect, the policies modified for this event and other relevant information. In the case of a modified program, relatively few modifications will be requested. In the event of a major program modification, a Disaster Food Stamp Program may be requested.

Disaster Food Stamp Program (DFSP)

The DFSP is also invoked when the State is not able to handle expected increase in applications for assistance. This is a very flexible program that differs by area, type, and severity of disaster. The benefits of this program are that:

- Benefits may be issued for a full month or partial-month
- This can be is the least burdensome program for disaster victims
- Is most effective when entire communities are severely damaged or it's possible to carefully define the affected area
- Opens up eligibility to many who are not generally eligible for benefits

In the event of the need for a Disaster Food Stamp Program, a formal application will be made to FNS outlining the event and the modified policies to be selected to respond to the disaster. (See Appendix C Waiver Request for a *Disaster Food Stamp Program*)

This application requires that the state outline the events and extent of the disaster, determine which policies will be implemented in response to the disaster and formally request the ability to implement the program from FNS. FNS will work with the state in preparing the application and typically will respond within 24 hours.

Factors to Suggest DFSP

Damage is so severe or widespread that regular application procedures would be too cumbersome

Affected populations need benefit of less strict DFSP eligibility criteria and/or access to benefits more quickly than regular program can provide

Nature of disaster is such that many households will not have verification required by regular program

Number of waivers that would be required in order to adequately address victims' needs would be confusing and administratively difficult to implement

Factors to Suggest Regular Program with Waivers

Affected population small enough so that local offices can respond to needs

Affected population mostly the same population that is already eligible for food stamps

Little or no impact on access to documents

Only minor or very few modifications needed to regular program in order to adequately meet victims' needs

A DFSP is a *completely* different program from the regular Food Stamp Program. The chart below compares the programs, followed by information about the regular, modified and disaster program.

FSP vs. DFSP

Eligibility Element	Food Stamp Program	Disaster Food Stamp Program
Disaster Status	N/A	One of the following: <ul style="list-style-type: none"> • Damage to home or self-employment property

FSP vs. DFSP

Eligibility Element	Food Stamp Program	Disaster Food Stamp Program
Applicant Identity	Verified	<ul style="list-style-type: none"> Disaster related expenses Income source disrupted Inaccessible liquid resources Food loss Verified
Residency	<ul style="list-style-type: none"> Project area Verified 	<ul style="list-style-type: none"> Disaster area Verified if possible
Household Composition	As defined in 7 CFR 273.1(a)	<ul style="list-style-type: none"> Includes members of a household who are living and eating together during the disaster Does NOT include members of the household with whom the applicants are temporarily staying during the disaster
Benefit amount	Benefit calculation according to 7 CFR 273.10	Maximum allotment for household size
Alien Status	<ul style="list-style-type: none"> Citizenship and alien status is verified Applicant must sign statement under penalty of perjury that information is correct 	Citizenship and alien status is NOT Applicable
Students	As defined in 7 CFR 273.5	Status is not applicable
Social Security Numbers	Failure to provide SSNs of household members results in disqualification	Failure to provide SSNs of household members does NOT result in disqualification
Work Requirements	Yes	No
Resources	<ul style="list-style-type: none"> Cannot exceed \$2,000 if there is NOT an elderly household member Cannot exceed \$3,000 if there is an elderly or disabled household member Verification is optional 	<ul style="list-style-type: none"> No separate resource test Only liquid resources are counted Verified WHERE POSSIBLE
Income	<ul style="list-style-type: none"> Special provisions for elderly and disabled Verified 	<ul style="list-style-type: none"> Only net (take-home) income expected to be received during the benefit period counted No special provisions for elderly and handicapped Verified WHERE POSSIBLE
Expenses	Deductions include: standard, earned income, excess shelter, dependent care, and medical (elderly/disabled members only).	<ul style="list-style-type: none"> Maximum standard and shelter deductions used Disaster-related expenses allowed
Intentional	Penalties are 12 months, 24 months, and permanent	Disqualification status from regular program does NOT disqualify an applicant from the DFSP

FSP vs. DFSP

Eligibility Element	Food Stamp Program	Disaster Food Stamp Program
Program Violations	disqualification	Committing IPV in the DFSP WILL count towards disqualification in the regular FSP

DFSP Eligibility Requirements

Following are options that DPA Leadership could select in the application to FNS to implement a modified or disaster program.

Requirement	The household...
Residency	<ul style="list-style-type: none"> • Must have lived in the disaster area at the time of the disaster. States may also choose to extend eligibility to those who worked in the disaster area at the time of the disaster. • May be eligible if it is temporarily living outside of the disaster area but within the State at the time of the disaster.
Purchase Food	Must plan on purchasing food during the disaster benefit period.
Adverse Effect	<p>Must have experienced at least one of the following adverse effects:</p> <ul style="list-style-type: none"> • Food damaged by disaster event or spoiled due to power outage • 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 a substantial portion of the benefit period • Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period.
Income and Resource Test	<ul style="list-style-type: none"> • Total net (take-home) income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses (disaster related expenses actually paid or anticipated to be paid out of pocket during the disaster benefit period) shall not exceed the disaster gross income limit • The disaster gross income limit may with FNS approval include within it a predetermined, standard deduction for disaster expenses
Special Cases	<p>In past disasters, questions have arisen on the following special cases:</p> <ul style="list-style-type: none"> • An applicant who is staying in a shelter, but not expected to remain there for the entire benefit period, IS eligible for DFSP benefits. • If an applicant for the DFSP has an application pending for the regular program, then he/she is NOT an on-going recipient for purposes of determining eligibility or amount of disaster benefits. • <i>Ongoing</i> clients who are residents of institutions and otherwise meet the eligibility criteria can receive DFSP benefits.

DFSP Verification

Applicant's Information	Status	Suggested Ways to Verify
Identity	Mandatory	<ul style="list-style-type: none"> • Photo ID • Two documents that verify identity and residency • A signed affidavit from a collateral contact attesting to the identity of the applicant
Residency	Where Possible	<ul style="list-style-type: none"> • Utility bills, tax bills, insurance policies, driver's licenses, other ID with address, bills, or other documents that establish the applicant's home or work address
Household Composition	If questionable	<ul style="list-style-type: none"> • After taking the application, the Eligibility Supervisor can ask applicant to orally list the names, ages, and birthdays of all household members
Loss or inaccessibility of liquid resources or of income	Where possible	<ul style="list-style-type: none"> • Obtain a list of banks that were closed due to the disaster and compare with damage maps. Remember that in this day of ATM cards and electronic transmission, few liquid resources are truly inaccessible • Check with the State Banking Commission
Food Loss	If questionable	<ul style="list-style-type: none"> • See if residence is within the most seriously damaged areas • Check with the power company <p>NOTE: A power outage lasting over 4 hours can cause food spoilage.</p>

DFSP Income and Resource Test

Total income received during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses shall not exceed the disaster income limit.

- Add available income and "take home pay" – do not count Disaster Unemployment Assistance (see below)
- Add available liquid assets
- Subtract disaster-related expenses
- Sum = disaster net income

Disaster Unemployment Assistance: Public Law 100-707 authorizes the President, under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, to pay Disaster Unemployment Assistance to any individual unemployed as a result of a major disaster. Individuals cannot be eligible for any other unemployment compensation and also receive disaster unemployment benefits. Payments are limited to 26 weeks. Because disaster unemployment assistance is considered Federal major disaster and emergency assistance under the Stafford Act, it cannot be considered as income or as a resource when determining Food Stamp Program benefits. State agencies only need to verify the source of the unemployment income if the client suffered a job loss or was unemployed due to a recent disaster.

Benefits: Maximum allotment is based on location and household size. The following chart is updated annually and applicable for 10/1/11 through 9/30/12:

Alaska

Household Size	Maximum Allotment			
	Disaster Gross Income Limit ¹	Urban	Rural 1	Rural 2
1	\$2120	\$239	\$304	\$371
2	\$2518	\$438	\$559	\$680
3	\$2916	\$627	\$800	\$974
4	\$3315	\$797	\$1,016	\$1,237
5	\$3713	\$946	\$1,207	\$1,469
6	\$4119	\$1,135	\$1,448	\$1,762
7	\$4518	\$1,255	\$1,600	\$1,948
8	\$4916	\$1,434	\$1,829	\$2,226
Each Additional Member	+\$399	+\$179	+\$229	+\$278

¹ These figures include all necessary calculations. For example, for a 1-person household in the 48 States and DC, the maximum net monthly income = \$908; standard deduction = \$147; maximum shelter deduction = \$459. $\$908 + \$147 + \$459 = \1514 .

DFSP Definition of Terms

Term	Definition
Accessible Liquid Resources	<ul style="list-style-type: none"> Includes cash on hand, and funds in accessible checking and saving accounts. It does NOT include IRA accounts, disaster insurance payments, or disaster assistance received or expected to be received during the benefit period, and payments from Federal, state or local government agencies or disaster assistance organizations. This includes disaster-related Unemployment Compensation.
Income	The total net (take-home) pay of household members. Includes the wages a household actually receives after taxes and all other payroll withholding, public assistance payments or other unearned income, and a net self-employment income.
Inaccessible Liquid Resources or Income	<ul style="list-style-type: none"> Inaccessible liquid resources (e.g., the bank is closed due to the disaster) for a substantial portion of the benefit period. Delay in receipt of income for a substantial portion of the benefit period
Disaster Gross Income Limit	The maximum gross income limit for the DFSP equals the sum of the maximum monthly net income limit PLUS the maximum standard income deduction amount and the shelter expense deduction.
Deductible	Expenses that the household has paid or expects to pay during the disaster

Term	Definition						
Disaster-related Expenses	benefit period, however, if the household receives or anticipates receiving a reimbursement for these expenses during the disaster period, only the net expense is deductible.						
Disaster Benefit Period	The period for which disaster benefits are issued (usually 30 days). The benefit period begins on the date of the disaster or the date of any <i>mandatory</i> evacuation preceding the disaster.						
Maximum Disaster Benefit	An allotment equal to the maximum monthly allotment established for the regular Food Stamp Program for the appropriate household size.						
	<table border="0"> <tr> <td style="vertical-align: top;">If . . .</td> <td style="vertical-align: top;">Then . . .</td> </tr> <tr> <td style="vertical-align: top;">A disaster-affected household is certified under the regular Program</td> <td style="vertical-align: top;">The allotment equals the household's regular monthly allotment PLUS a supplement to bring the household's disaster benefit up to the maximum food stamp allotment for the household size.</td> </tr> <tr> <td style="vertical-align: top;">A disaster-affected household was participating in the regular Program prior to the start of the DFSP, received a replacement allotment and was later determined eligible for disaster benefits</td> <td style="vertical-align: top;">The household would receive only a supplement to bring its allotment up to the maximum food stamp allotment for the appropriate household size.</td> </tr> </table>	If . . .	Then . . .	A disaster-affected household is certified under the regular Program	The allotment equals the household's regular monthly allotment PLUS a supplement to bring the household's disaster benefit up to the maximum food stamp allotment for the household size.	A disaster-affected household was participating in the regular Program prior to the start of the DFSP, received a replacement allotment and was later determined eligible for disaster benefits	The household would receive only a supplement to bring its allotment up to the maximum food stamp allotment for the appropriate household size.
If . . .	Then . . .						
A disaster-affected household is certified under the regular Program	The allotment equals the household's regular monthly allotment PLUS a supplement to bring the household's disaster benefit up to the maximum food stamp allotment for the household size.						
A disaster-affected household was participating in the regular Program prior to the start of the DFSP, received a replacement allotment and was later determined eligible for disaster benefits	The household would receive only a supplement to bring its allotment up to the maximum food stamp allotment for the appropriate household size.						
Shelter Expense Deduction	The maximum excess shelter expense deduction from the regular FSP						

DFSP Policy / Waiver Options for a DFSP

Following are policy options that may be employed in the event of an emergency. These policy options will be defined in the Disaster Food Stamp Program Application to FNS.

Residency in Affected Jurisdiction

Components of this waiver may include:

- No income, resource, or non-financial eligibility tests
- Suspension of the household composition rules so family members who might otherwise live separately could continue to be separate households while temporarily living together during the aftermath of the disaster
- Exemption of work requirements for all disaster household members
- Relaxation of verification requirements

Residency in affected Jurisdiction

An applicant may be eligible if they:

- Lived in an affected jurisdiction when the disaster struck,
- Has one member who worked in an affected jurisdiction when the disaster struck,

- Has a business severely affected by the disaster

Place of Application

The location of application sites will be determined prior to inception of the DFSP. It is not necessary, or in some cases advisable, to use regular welfare offices. Current FEMA policy discourages use of FEMA disaster applications sites (DACs) but the DFSP must define where the applications may be accepted.

- A household must apply in the jurisdiction where the household lives.
- A household may apply anywhere within the state.
- Other (provide details)

Application Period

This should be the shortest period possible to serve the affected population without causing overcrowding at DFSP application sites. For most disasters, a 10-day application period is preferred for the initial approval. The period may be extended if requested and determined necessary. The DFSP application will specifically define when the application period will begin and end.

Benefit Period

The benefit period, in most cases, will be 30 days, representing one month. In most cases, the start date will be the day the disaster struck. If this is near the end or beginning of the month, the benefit period will begin the first of the month. Note: A one-half month benefit is possible and has been used in high risk areas to limit vulnerability to fraud. The DFSP application will specifically define when the benefit period will begin and end

Maximum Allotments for DFSP Households

Depending on the extent of the disaster, the State **may or may not issue** maximum allotments for newly applying DFSP households. If issuing maximum allotments, the state will identify the number of households it is certifying for one month and what the anticipated cost will be for one month.

Supplements for Previously Certified Households

In order to reduce the number of applicants at DFSP sites, the State may issue automatic supplements to existing FSP households that reside or work in the disaster area. This option would only be approved where there has been severe destruction and/or widespread, prolonged power outages. If supplementing allotments, the state will identify the number of households covered and the anticipated cost.

Replacing Lost Food Stamp Purchased Food Items

Current regulations at 7 CFR 274.6(a) (1) allows states to provide replacement issuances to a household when food purchased with food stamps was destroyed in a household misfortune. However, regulations at 7 CFR 274.6(a) (3) specifically prohibit households from receiving both a disaster allotment and a replacement allotment for a misfortune. This means that a household could receive a replacement issuance or disaster assistance, but not both.

However, the state may request a waiver to provide the household with both a replacement issuance and disaster assistance. Approval may be contingent upon assuring FNS that the household would not get any more than a full monthly allotment for any particular month.

As a result of power outages, the State may request that food loss be a qualifying disaster related expense. This must be carefully evaluated as it will allow large numbers to qualify for benefits with little documentation of loss (self declaration) and will increase vulnerability to fraud.

Rules require the household to report the loss within **ten days** of the misfortune in order to receive the replacement. The State may request a waiver to allow the household a longer period of time to report the loss depending on the extent of the disaster and the communication mechanisms in place.

Hot Foods

The State may request that households be able to purchase hot prepared foods with food stamps where devastation is such that residents may not have access to cooking facilities for an extended period. It must be evaluated in light of any mass feeding that may be occurring. The state must determine if the households may purchase hot foods in the affected jurisdictions only or throughout the state.

Automatic Replacements

Where devastation is severe or there have been extended power losses, the State may issue automatic replacements to represent the value of food or benefits lost as a result of the disaster. If there are automatic replacements the state must provide documentation that the jurisdictions loss of electrical power for more than 4 hours...

The amount of the automatic allotment will be negotiated with FNS and will likely be proportionate to the number of days into the month that the disaster occurs. For example, a replacement of one half the allotment may be appropriate for a disaster that occurred on the 15th. If there are automatic replacements or an extended period of request, the State will identify the specific affected jurisdictions.

Certification Periods

Current regulations at 7 CFR 273.14(b) (2) require a new household signature and date at the time of application for recertification before extending the certification period. Alaska requires a recertification application to be completed.

To reduce the burden on State eligibility staff, the State may extend certification periods without a new application, signature, or date to defer processing recertification applications period is extended during the disaster.

Timeframe for Change and Simplified Reporting

Current regulations, 7 CFR 273.12(a) (1) (vii), require states to act on all household reports of change that would result in increased benefits. 7 CFR 273.12(c) stipulates that State agencies must take prompt action on all changes to determine if the change affects the household's eligibility or allotment. To reduce the burden on State eligibility staff and certified households

during the disaster, the State may extend the timeframes for reporting changes and processing change reports.

Advance Issuance

Depending on the timing of the disaster, the State may implement advance issuance of the month's subsequent benefits to currently certified households.

EBT Plan Contingencies

Terminal Availability

Before disaster food stamp benefits can be issued, the State DPA and DES staff, in conjunction with FNS and the JPMorgan, must determine that there is an adequate number of authorized food retailers open to deliver food assistance. Once an adequate number of retailers are determined operational, the State staff and/or contractor staff will determine how many have working point-of-sale (POS) terminals and functioning telecommunications. At the same time, FNS Field Offices and/or other FNS Regional Office staff may be gathering information on retailer availability as well. Comparison of findings would be useful and should be coordinated.

Manual Vouchers

If retailers are open but unable to communicate with the EBT host computer to process electronic or manual voucher transactions, clients will use their EBT cards as identification cards in stores without power or telephone systems for food purchases using manual vouchers. Stores currently have manual vouchers available. This procedure would continue in the event of a disaster so retailers could document disbursement of goods. Retailers would receive additional supplies of vouchers as required.

If retailers are unable to open their stores, clients will be referred to local food distribution agencies or emergency services providers.

Card Storage, Security, Production and Delivery

DPA will continue to store and produce both vault and disaster benefit cards in the secure location in Juneau and Anchorage. Cards would be shipped overnight or hand delivered to affected field offices.

PIN Issuance/Selection

Clients would continue to select PIN numbers via the EBT contractor's automated response unit for benefits issued via QUEST card. *Disaster card PIN* numbers will be set to the ***last 4 numbers on the Disaster card***. Should there be a need for the replacement of a "Disaster card," the card case number will remain the same. However, the Disaster card number will change and the PIN number for the new Disaster card will remain the last 4 of the 1st Disaster card issued. PIN numbers can only be changed once the demographic information has been keyed into the JP Morgan Disaster Web screens.

If retailers are unable to open their stores, clients will be referred to local food distribution agencies or emergency services providers.

Extension Request for Application Period

If significant number of disaster-affected households cannot be served during the original application period, the State will apply for permission from FNS to extend the application period.

If disaster victims are still unable to access resources once the benefit period has expired, the State will apply for permission from FNS to extend the benefit period for an additional half or full month. In both instances, the State agency will submit their request to FNS through normal channels.

Note: a second month of benefits will only be approved under extraordinary situations, such as those that were present after Hurricane Katrina. For most disasters, we will plan to transition still-needy people to the regular FSP.

Submitting the Request for Extension

This table describes the necessary steps for submitting a request for extension.

Application	How	When
Informal	By phone or fax to the Regional Office.	Before original approval period expires, with adequate time for FNS to consider and respond to the request.
Formal	In writing to the Regional Office.	With adequate time for FNS to consider and respond to the request.

PIN Issuance/Selection

Clients would continue to select PINs via the contractor's automated response unit for benefits issued via the Alaska QUEST card. Should there be a need for a replacement of a "Disaster card," the card case number will remain the same. However, the Disaster card number will change and the PIN number for the new Disaster card will remain the last 4 numbers of the 1st Disaster card issued. PIN numbers can only be changed once the demographic information has been keyed into the JPM Disaster Web screens

Chapter 9 Cash Programs: General Relief, TANF, APA and Senior Benefits

Introduction

The cash assistance programs of DPA would be reinstated once first responders have provided critical services and electricity and communications have been restored.

Several options are available in order to accommodate cash assistance recipients and potential new applicants. For example, Alaska Temporary Assistance cash benefits could be included on the secured and stored Disaster EBT cards. The state is currently researching the potential advantages and disadvantages of taking this preliminary action.

General Relief

As written in the Alaska Administrative code, SEC. 47.25.250 states that when a needy person is not entitled to assistance under ATAP, APA or Senior Benefits, the needy person may receive cash assistance “for an emergent need” in the form and amount which DHSS considers necessary, with the only limitation being that cash assistance for needs other than transportation and medical care may not exceed \$120 per person per month. Therefore, in the event of a disaster the DHSS Commissioner and DPA Director would have the authority to adopt emergency regulations and authorize emergency assistance to needy people on a case by case basis.

TANF

The Temporary Assistance to Needy Families block grant, which funds the Alaska Temporary Assistance Program, has broad flexibility within the existing parameters of the program to allocate funds. The Administration for Children and Families (ACF), allows states to establish new policies, implement new programs of services and benefits, and develop new eligibility and verification requirements. In the event of a disaster, the DPA Director would confer with the Commissioner to expand cash assistance for victims made needy by the disaster, and within 30 days, submit an amendment to the state plan to ACF.

In the event of a disaster, the Administration for Children and Families would most probably relax several TANF program requirements. These are likely to include:

- The ability to count toward the MOE requirement in-kind or cash expenditures made by non-federal sources in the state such as non-profit organizations, corporations, and private parties.

- Submitting proper reports
- Satisfying minimum participation rates
- Utilizing the Income and Eligibility Verification System (IEVS)
- Compliance with establishing paternity
- Child support requirements
- 5-year time limit on assistance
- Financial penalties incurred by the state

These relaxed program requirements would facilitate DPA's reestablishment and maintenance of funding to ATAP recipients. The Federal government has also guaranteed states that in the event of a disaster they may also access their TANF contingency funding.

For additional potential recipients made needy by the disaster, DPA's first recourse would be to utilize funds already available in the TANF block grant to provide non-recurrent, short term benefits.

These time-limited assistance benefits, known as "diversion," are currently used to provide job-ready applicants with an immediate, lump-sum payment that enables them to obtain or keep a job instead of receiving ongoing benefits. In the case of a disaster, the eligibility criteria could be expanded to include the temporary loss or unavailability of employment. The cash assistance payments would be the maximum monthly ATAP benefit amount for 3 months.

If a FSDP is implemented, DPA staff will use ATAP Diversion policy to determine eligibility for cash assistance to new applicants. Current diversion policy excludes a recipient from having to develop a Family Self-Sufficiency Plan, participate in work activities, assign child support payments, or cooperate with Child Support Services. Eligibility staff will issue ATAP benefits to ATAP recipients and newly approved applicants together with the FSDP benefit on the Disaster EBT cards.

DPA will share the Disaster Response Plan and Field Guide with our Tribal TANF partners operating a Native Family Assistance Program (NFAP). However, the grant agreements between DHSS and the Native Organizations that operate NFAP's do not address the provision of Temporary Assistance benefits in the event of a disaster. In as much as the NFAP's operate independently, they would have autonomy in devising their own response to a disaster in their service area.

Adult Public Assistance and Senior Benefit Program

DPA's primary objectives with Adult Public Assistance and Senior Benefits Program would be to reestablish and maintain benefits to existing recipients, and to facilitate the application process for individuals that become eligible due to the disaster. Increased funding for the programs and any significant variance to existing program rules would require legislative action. Many program recipients receive their monthly benefit by direct deposit to their personal bank account. This may mitigate the impact of loss of benefit access in the event of a disaster.

Chapter 10 Medicaid

In the event of a disaster, the department will solicit guidance from the Centers for Medicare and Medicaid Services.

Based on the level of the disaster, CMS would determine what flexibility would be allowed to accommodate the emergency health care needs of beneficiaries and medical providers and what policies and services could be provided through a state plan amendment or an approved waiver.

Chapter 11 Heating Assistance Program

The Heating Assistance Program (HAP) assists with home heating expenses. HAP is normally administered from a centralized location in Juneau and serves the entire state. In the event of an emergency, the first response will be for staff in Juneau to process applications, determine eligibility and initiate benefits. Staff at the emergency site may assist applicants with filling out the HAP Application. Juneau HAP staff may be transported to an on site disaster response location or work with on site staff to facilitate expedited initiation of benefits.

HAP Staff

Contact Staff in Following Order

Work

Linda Dawson: Southeast Regional Manager	228-3227/465-4986
Program Coordinator: Susan Marshall	465-3099
Eligibility Office Manager I: Debi-Wahl James	465-3060

HAP Eligibility

Both homeowners and renters may apply for heating assistance. Eligibility for the program is based on household income and documentation that heat is paid for directly or indirectly through rent. Household income consists of income, before deductions, received during the calendar month prior to the month the applicant applies. An average of the prior 12 months income is used for self-employed and seasonal occupations.

HAP Income Guidelines for 2011 – 2012 Winter Season

Household Size	Gross Income-Prior Month
1	\$ 2,549
2	\$ 3,447
3	\$ 4,343
4	\$ 5,238
5	\$ 6,136
6	\$ 7,031
7	\$ 7,927
8	\$ 8,825

For each additional household member add \$896.

Facilities and Where Staff Are to Report

Juneau based HAP staff will be contacted by their supervisor to report to the Juneau office in the event of an emergency that requires a heating assistance response.

In the event of an emergency that requires on site assistance, staff from Juneau may be transported to a disaster assistance site. State and federal authorities will set up disaster assistance centers in the impacted communities. Locations are not predetermined – they will be determined as a result of local damage assessments.

In the even of an emergency that requires on site assistance but travel is not possible for HAP staff, on site staff will work with applicants, accepting applications and communicating with Juneau staff to determine eligibility and to initiate benefits.

Disaster Supply Kit

In order to operate the Disaster Heating Assistance Program at a Disaster Recovery Center (DRC), HAP staff will be issued a HAP Disaster Kit.

HAP Disaster Kit:

- HAP applications
- HAP vendor list
- HAP instructions to manually compute benefit computation
- Excel worksheets to compute HAP grant amounts.
- HAS software and data files backed up on server, Eligibility Technician III's PC and jump-drive

Optional HAP Disaster Responses

The type of response Heating Assistance Program employs to address a disaster depends on the specific disaster's impact on communications and the automated IT systems that support the program.

Scenario: Heating Assistance System (HAS) down, Mainframe available (EIS, DOL, SVES)

Staff will determine if households qualify by using the benefit chart provided above. If so, the grant is computed manually or with a spreadsheet. HAP staff will telephone the vendor to stop a service disconnect or to initiate service and log data on manual or electronic spreadsheet. Direct payments, such as wood, are entered into AKSAS by Accounting Technician I and logged in manual or electronic spreadsheet.

Scenario: HAS Operational, Mainframe (EIS, DOL, SVES, and AKSAS) down

Staff will determine if household appears to qualify and if so, telephone vendor and pledge 100 gallons fuel or minimum to stop disconnect or to initiate service. Staff will enter data into HAS and log cases on manual or electronic spreadsheet to make final determinations once mainframe systems are up. Staff may pend applications for missing information usually available on mainframe systems and process applications that are complete. With HAD operations, staff may send out vendor and client notices. Obtain and write field warrants for direct payments such as wood. (Vendors deliver fuel and credit accounts based on vendor notices and do not hold up service for receipt of the warrant.)

Scenario: Electrical Power Failure in Juneau

Contact large utilities and any utilities considering disconnects and request they hold off until power returns. If applicant household is unable to fax in application for fuel, staff will take information over the phone, telephone vendor and pledge 100 gallons of fuel. Staff will log data on manual spreadsheet. When power is restored, make final determinations and enter into system. Staff may date stamp, open and manually log any incoming applications, and handle any expedited applications received by mail in the manner described above. Obtain and write field warrants for direct payments such as wood.

Scenario: Telecommunications Failure

Staff will manually process applications with expedited assistance provided as needed. Staff will continue entering applications into system, pend applications for missing information usually available on mainframe system, process completed applications and send out vendor and client notices. Obtain and write field warrants for direct payments such as wood. (Vendors deliver fuel and credit accounts based on vendor notices and do not hold up service for receipt of the warrant.)

Post Disaster Recovery

Depending on the type of disaster, Eligibility Technicians will enter data from manual logs or spreadsheets into HAS. Accounting Technician I tracks any payments already made (wood), removes them from AKSAS run.

Fraud Control

Potential fraud cases will be handled on a case by case basis as they are brought to the casework supervisor's attention. The Heating Assistance Program will rely on the division's Fraud Control Unit to investigate fraud allegations and abuse of Emergency heating assistance.

Chapter 12 Child Care Program Office - **DRAFT**

DISTRIBUTION AND CONTACT LIST

The following individuals should be included on any and all distributions of material related to this plan through the DPA Disaster Coordinator. These individuals are also the primary contacts should an emergency occur.

U.S. Department of Health and Human Services

Primary Contact	Phone	FAX
Paul Noski, Region X, Regional Program Manager	206-615-2609	
Tim Murphy, Region X, Program Specialist	206-615-2572	

CHILD CARE PROGRAM OFFICE

Program Manager: Marcey Bish	269-4784	250-0719
Program Coordinator II: Janice Olsen	269-4508	
Statewide Licensing Program Manager: Staci Collier	269-4518	
Program Coordinator I, Cheryl Windham	269-4681	
South Central Regional Licensing Supervisor: Lewis Watson	269-4667	
Southeast Regional Licensing Supervisor: Judie Klemmetson	465-4547	957-0633
Northern Regional Licensing Supervisor: Claudia Essley	451-3192	

STATEWIDE NUMBERS

	Toll Free Phone	Phone Prefix: 1-907	Fax Prefix: 1-907
South Central – Child Care Program Office	1-888-268-4632	269-4500	269-1064 or 269-4536
Northern – Child Care Program Office	1-888-268-4632	451-3198	451-3196
South East – Child Care Program Office	1-888-268-4632	465-4756	465-6982

Introduction

The Child Care Program Office (CCPO) administers the Child Care Assistance Program, the Child Care Resource and Referral Network, and licensing child care providers in centers, homes and group homes statewide.

In the event of a disaster, the CCPO goals are to authorize emergency child care, pay child care providers for authorized child care and provide licensing related services .

Reinstating child care assistance and child care licensing activities would be evaluated and options (i.e. providing distance delivery or on-site services) considered after first responders have provided critical services and power and communication have been restored.

Child care licensing is administered from state offices located in Juneau, Fairbanks, Anchorage and the Municipality of Anchorage. Child care assistance payments (PASS I, II, and III) are administered by the Division of Public Assistance, contractors and grantees statewide.

In the event of a declared emergency, child care licensing may implement emergency regulations (i.e. Providers may have their current licenses extended if due during the disaster or follow-up time.

CCPO staff, contractors and grantees will continue to determine eligibility for new applicants and issue child care payments.

CCPO staff may provide technical services via telephone, e-mail or fax to child care assistance applicants, child care providers and grantees. In an emergency that requires on-site assistance, staff may be transported to that site.

CCPO Staff

Contact Staff in Following Order	Work
Program Manager, Marcey Bish	269-4784
Statewide Child Care Licensing Manager, Staci Collier	269-4518
Southeast Regional Supervisor, Judie Klemmetson	465-4547
Northern Regional Supervisor, Claudia Essley	451-3192
South Central Regional Supervisor, Lewis Watson	269-4667
Program Coordinator II, Janice Olsen	269-4508
Program Coordinator I, Cheryl Windham	269-4681

Facilities and Where Staff Are to Report

CCPO staff will be contacted by their supervisors or designees to report to their respective offices or alternate locations in the event of an emergency. Locations are not predetermined – they will be based on local damage assessment.

CCPO Disaster Kit

In order to operate child care assistance and licensing services, staff traveling to an on-site disaster location will be issued a CCPO Disaster Kit.

EQUIPMENT

It may be the responsibility of regional supervisors or designees to locate needed equipment and make available at alternate sites. The alternate sites should have the following equipment available:

- Desks or tables and chairs
- Copy machine
- Fax machine
- Telephones (cellular if regular services – land lines - are not available)
- Wireless laptops -Each regional office has at least one laptop computer available for communication and accessing AKSAS, ICCIS and JASP.

CCPO Disaster Kits

Each regional office should have a First Aid Kit provided by the office. All other emergency supplies will be provided by the first responders to the emergency. On a local level, this may include the Police and/or Fire Departments. 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 for an alternate location, tag all equipment so that it can be returned after the application and issuance sites close.

In order to manage a disaster response, regional supervisors or designees will distribute mobile CCPO Disaster Kits containing the following materials:

- Large plastic storage container w/ wheels if possible
- Field Guide
 - Quick Info Sheet
 - Safety Information

- Crowd Control Information
- Human Comfort Information
- Signs
- Poster-size paper
- Wide marker pens (permanent ink)
- Highlighters
- Maps of local areas (to be gathered at each office)
- Child care assistance applications
- Child care licensing applications
- Clip boards
- Pens, pencils and sharpeners
- Writing tablets
- Calculators – battery/solar powered
- Staplers, staples, staple removers
- Manila folders
- Expandable file folders
- Manila envelopes
- Scotch tape and dispensers
- Masking tape, duct tape
- Paper clips
- Binder clips
- Exacto-knife and scissors
- Post-it notes
- Post-it tape flags
- White-out (liquid paper)
- Rubber bands
- Surge protectors (2-3)
- Extension cords, 2-100 feet
- Rope - nylon, 100 feet
- Yellow boundary tape
- Sequentially numbered tickets
- Case file organization –two-part/insert folder and 2 hole punch
- Review forms
- Roll of plastic sheeting to protect equipment, etc. from weather

Optional CCPO Disaster Responses

Post Disaster Recovery

Depending on the type of disaster and length of impact, data recorded during the disaster response will be entered into ICCIS.

Fraud Control

Potential fraud cases will be handled on a case by case basis.

The CCPO will rely on the division's Fraud Control Unit to investigate fraud allegations and/or misuse of CCPO funds.

Chapter 13 Family Nutrition Plan - **DRAFT**

INTRODUCTION

Naturally-occurring events have caused nearly two-thirds of Alaska's disaster emergencies. The State of Alaska has classified four categorical hazards confronting the State : Attack/Terrorist Attack, Natural Hazards, Technological Hazards, and High-Capacity Passenger Vessels (although not considered a hazard per se, high-capacity vessel constitute a unique vulnerability for the State).

Per the State's Emergency Response Plan published in 2004, "for contingency planning, Alaska Statute 26.23 specifies that the State shall play an integral part in developing and revising local and inter-jurisdictional disaster planning, and serve each Alaskan political subdivision."

In keeping with this mandate, WIC will ensure that its disaster plan is congruent with the State's disaster preparedness policies at the same time seeking a "place" at the Planning table to ensure that WIC needs are considered in response planning affecting access to food during a disaster. The United States Department of Agriculture, Food and Nutrition Service Disaster Response document published on June 5, 2007, listed their responsibilities to include being the primary Federal agency to provide disaster food response and support to: mass care, housing and human services; state Departments of Health, Education, Social Services and Agriculture. USDA commodities:

- Provided free of charge
- Interstate transportation provided free of charge
- Same as commercial products
- Inventories varies depending on availability and nutrition program demands
- No prepositioned disaster warehouses

Types of Commodity Distribution Operations

Congregate Feeding usually takes place in:	Distribution to households is usually allowed when:
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<ul style="list-style-type: none"> • Shelter locations, such as schools, churches, community centers; • Mobile kitchens; and • Soup kitchens 	<ul style="list-style-type: none"> • Commercial channels of food distribution are disrupted and it is impractical to use food stamps; and • Justification can be provided, such as the need for food assistance in remote or isolated communities
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Objectives:

1. Obtain full support for plan development and maintenance.
2. Establish disaster planning as a high priority.
3. Ensure that WIC participants continue to receive WIC benefits as timely as possible while ensuring safety and access to WIC foods and other benefits.
4. Identify State, local, and community partners for shelter, food, medical, health and social service resources.
5. Develop effective and practical strategies for educating WIC staff, participants, and vendors about “readiness.”
6. Define the role of federal, state, local government, and WIC local agencies in disaster planning and emergency response.

WIC Guidance:

- Purpose – assure WIC program is at Planning Table to provide answers about program and resources
- How an emergency is declared – local events and prescribed process for release of additional resources
- Components of a Disaster Plan - responsibilities and authority of positions and employees, communication plan, alternative sites if necessary, supply materials, vendor, formula contract, commodities
- Bring message to local agencies – what information is crucial to convey in initial messages in order to prompt appropriate public responses after a crisis situation? What are the obstacles to effective communication and how can they be minimized?

Sound and thoughtful risk communication can assist public officials in preventing ineffective, fear-driven, and potentially damaging public responses to serious crises. The cardinal rule of risk communication is the same as that for emergency medicine: first do no harm. A threatening or actual crisis often poses a volatile equation of public action and reaction.

Risk communication: An interactive process of exchange of information and opinion among individuals, groups, and institutions; often involves multiple messages about the nature of risk or expressing concerns, opinions, or reactions to risk messages or to legal and institutional arrangements for risk management.

- WIC’s role in surveillance – reiterate that WIC is NOT First Responder! Program staff is generally knowledgeable on nutrition and food resources in the community and could be good resources on pre-event needs assessment; and experts on feeding.
- Collaborate with other programs – review overall department/divisions plan to determine applicability in WIC; include responsibility in job descriptions; use common language beneficial for planning with partners
- Pandemic Influenza Planning – how would you operate the WIC program when “you do not want families to come in?” Explore mailing of food instruments, conducting certifications by phone or mail; and how would you operate WIC with 40% less staff?
- Local preparedness plans and disparate populations

A. PREPAREDNESS

CORE ACTIVITIES	RESPONSIBLE INDIVIDUAL	BACK-UP INDIVIDUAL
1. WIC staff can describe their public health role in an emergency response.	Becky Carrillo 321-2820	Kathleen Wayne 723-4903
2. Continuity of operations “call down list” is updated and maintained in order to notify staff	Becky Carrillo	Admin Clerk III
3. All WIC staff can locate agency and division/department specific emergency plans.	Division of Public Assistance	Kathleen Wayne
4. All WIC staff knows how to access the Employee emergency “hotline.”	Individual WIC staff	Becky Carrillo
4. All WIC staff attends annual preparedness training .	Becky Carrillo	Kathleen Wayne
6. All WIC staff read and review relevant IT Disaster Checklist	Division of Public Assistance	Chera Boom?
7. Secure WIC equipment		
SPECIFIC ACTIVITIES	RESPONSIBLE INDIVIDUAL	BACK-UP INDIVIDUAL
1. Assign WIC Disaster Coordinator	Kathleen Wayne	
2. Anticipated weather event with power loss	Becky Carrillo	
a. Draft WIC specific plans , make changes, and update	Becky Carrillo	Kathleen Wayne

b. Pre-printed manual FIs (10-15% of caseload), in the event of a tsunami , flood, avalanche, or earthquake. LAs to determine quantities printed.	Dana Kent	Diane VanEpps
c. Warrants for powdered infant formula should be on hand at each clinic.	Dana Kent	Diane VanEpps
d. In case of flooding, move WIC warrant stock; computer equipment, and client records off of the floor to a secure, dry accessible location such as top of shelves, closets or inner office away from windows. Ensure adequate supply of large plastic trash bags and/or tarp to protect these items		
3. Continuity of essential operations		
a. WIC staff shall know their responsibility in responding to a declaration of emergency; be prepared to work in an alternate facility if the primary work site must be evacuated	Individual Employee	Kathleen Wayne
b. WIC staff can make “go kits” of essential supplies to move in a prompt fashion in case of an evacuation		
4. Mass Prophylaxis or Vaccination	Individual Employee	Becky Carrillo
a. WIC staff will know what a mass prophylaxis or vaccination event entails	Individual Employee	Becky Carrillo
B. RESPONSE		
ACTIVITY	RESPONSIBLE	BACK-UP INDIVIDUALS
1. Anticipated Weather Event with power loss	Becky Carrillo	Back-up
a. Contact the State Office if Emergency Precautions are being taken. Toll free #, if available.		
b. Coordinate with DPA, other agencies and community	Kathleen Wayne	

resources about suspension of services		
c. Follow IT disaster checklist, if available	Chera Boom	
2. Continuity of Essential Operations	Kathleen Wayne	Becky Carrillo
a.. Move to alternate facility if primary facility is not habitable		
b. If time permits, WIC staff will gather required materials to support operations at the alternate facility	Becky Carrillo	Kathleen Wayne
3. Mass Prophylaxis and Vaccination	Individual employee	
a. WIC staff will offer support to Public Health should mass prophylaxis or vaccination is necessary	Becky Carrillo	
b. WIC staff to report to designated location		
C. RECOVERY		
SPECIFIC ACTIVITY	RESPONSIBLE INDIVIDUAL	BACK-UP INDIVIDUAL

1. Anticipated Weather Event with power loss		
a. report equipment and communication line problems ...identify which agency/office this would be within DPA		

Chapter 14 Security and Fraud Control

Quality Assessment and Fraud Control

Any Disaster Food Stamp Program operated in Alaska will have a comprehensive disaster quality control review component that will be in effect for the duration of the disaster and the immediate post-disaster period. The size and approach to this effort will be determined by the scope programs included and of the approved Disaster Food Stamp Program being reviewed. The Program Integrity and Analysis, Quality Assessment unit staff is trained and regularly performs quality control case reviews.

It is important to ensure that both response time to review apparent fraud and program integrity are maintained at the highest levels.

Records Security

A key component of the DHSS Disaster Plan is to protect the Division's computer system, equipment, and hard copy case records. Additionally, it is important for staff to be able to receive, disburse, and account for federal and state funds made available for emergency public assistance services.

EBT Card Storage, Security, Production and Delivery

DPA would continue to store and produce cards in the secure location in Anchorage and other locations. Cards would be shipped overnight or hand delivered to affected field offices.

PIN Issuance/Selection

If pins are not assigned at the time of EBT card distribution, clients would continue to select PINs via the contractor's automated response unit.

Clients Living Outside the Disaster Area

Recipients temporarily housed outside the disaster area could receive their EBT cards at their temporary address or at a DPA designated pick-up site.

The State of Alaska and JPMorgan are currently working out alternative responses to distribute disaster cards and PINs in the event of a Level 3 disaster.

Expungement

All unused disaster-issued EBT cards will be expunged after 90 days subject to a waiver approval from FNS.

Fraud Control Activities

The Division will strive to achieve a high standard of disaster program accountability through advanced planning aimed to assure effective eligibility determination processes and sound record keeping that will facilitate post-disaster review. The State has prepared press releases and other public notification material concerning fraud control efforts and penalties for fraud that will be in place throughout any disaster program.

Fraud Control and Quality Assessment staff will be on-site, where practicable to help with Disaster Food Stamp Program certification, and to monitor program integrity. These specialized staff may also be assigned to help with analysis of Disaster Food Stamp Program case certifications during the program. Any observed need for revised certification procedures to ensure program accountability will be noted and brought to the attention of managers for possible remedial action.

The fraud control effort will occur during the full range of Disaster Food Stamp Program activities. Investigators may be stationed at some DFSP intake sites, and fraud referrals from staff may begin at any point in the participant certification process. Referrals may also originate from the public, vendors, data analysis or discovery of duplicate participation in during the operation of the Disaster Food Stamp Program.

The State understands that it is mandatory that we will conduct a match to prevent duplicate participation. If an on-site match is not possible, the State will describe how and when the match will occur at the time of the event.

Preventing Applicant Fraud

Staff will apply application/issuance site controls as much as possible through the following actions:

- Check household size, ask applicants at the start of screening interview for names and dates of births for all household members. Ask applicant to repeat information later.
- Refer clients without verification or with inconsistent information with onsite investigators or highly-experienced staff for review.
- Check for duplicate participation using onsite or offsite computer databases or hardcopy participant lists. Update computer database or hardcopy participant lists each day.
- Delay issuance of EBT cards to allow some verification and/or cross-checking, either for all applicants, or for those with questionable applications.

- Issue temporary IDs to certified households.

Provide Information to Applicants and Retailers

To inform applicants about eligibility and verification requirements to prevent inadvertently provision of erroneous information, staff will post signage regarding:

- Program requirements
- Administrative, criminal, and civil penalties for fraud
- Notice that anti-fraud measures are in place
- Results of completed investigations and/or arrests for fraud
- Any existing State hotline number, website, or email address for reporting applicant or recipient fraud
- Information on what cannot be purchased with food stamp benefits.

Staff will also communicate with retailers to let them know:

- Whether temporary IDs will be issued or required
- Of any relevant waivers (e.g., hot food waiver)
- The estimated number of new food stamp clients

Check for Duplicate Participation

Staff will perform duplicate participation checks before determining eligibility. This task will be accomplished depending on the level of connectivity available. Hard copy list checks are cumbersome but will be engaged if technological access is limited.

If applications are taken onsite, but “back room” operations are used for application processing, duplicate participation can be checked prior to confirming eligibility determination. Onsite, applicants can be advised of potential eligibility, yet instructed that official eligibility will be determined off site and that they will be notified of their eligibility after it has been determined.

Preventing Employee Fraud

The following methods will be used to ensure the state maintains a zero tolerance for employee fraud:

1. Use different eligibility workers for certification and issuance.
2. Use special authorization procedures and/or locations for employees applying for disaster benefits.
3. Audit all employee applications (100%)
4. Inventory office equipment and supplies and compare at close out of the disaster event.

POST EVENT FOLLOW UP

Chapter 15 Post Event Security and Fraud Control

Closing out the Application/Issuance Site

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

Files	<ul style="list-style-type: none">• Organize applicant files using State's standard practice• Include issuance documents in files• Review files to determine duplication• Determine length to retain files – Federal standard is minimum of 3 years• Put files in boxes marked with site and box number
Issuance Records	<ul style="list-style-type: none">• Reconcile issuance at all sites• Put issuance logs and records in boxes marked with site and box number• Forward to State office
EBT Cards	<ul style="list-style-type: none">• Take inventory of EBT cards• Return EBT cards to secure storage site
Equipment	<ul style="list-style-type: none">• Take inventory of all equipment (computers, copiers, FAX machines, telephones) and other supplies, and compare with initial inventory• Return equipment to lender, as appropriate
Staff	<ul style="list-style-type: none">• Complete time sheets for all personnel, including temporary personnel. Records are subject to 3 year retention.
Building	<ul style="list-style-type: none">• Clean as much as possible• Maintain security until site is emptied

Disaster Food Stamp Program Required Reports

Daily Food Stamp Report

The application/issuance site shall prepare a daily report. If nothing different is specified in the memorandum approving the DFSP request, the daily report shall contain the following elements:

- Number of households approved - new & on-going (supplements)
- Number of persons approved - new & on-going (supplements)
- Value of benefits approved - new & on-going (supplements)
- Average benefit per household
- Number of households denied

The State will transmit the information by individual site or can consolidate figures. The application/issuance site shall prepare a Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief (FNS-292) by the date specified in the memorandum approving

the DFSP request. The due date of the FNS-292 will be determined by the circumstances surrounding the disaster.

The FNS-292 should contain the following information on DFSP operations:

- Number of households issued DFSP benefits (new households)
- Total number of persons assisted (new persons)
- Number of certified persons (ongoing households that received supplements)
- Value of benefits issued (total of benefits to new and ongoing households that received supplements)

The FNS-292 should *not* include the value of any replacements issued, since replacements are from regular FSP program funds. States should report the value of replacements on the FNS-388 Monthly Issuance Report.

FNS-388

The Monthly Issuance Report (FNS-388) shall reflect disaster issuance and participation figures, including replacement benefits.

Other Reports

Other regularly-submitted issuance and benefit inventory reports shall also reflect disaster issuance.

Disaster Food Stamp Program Post Disaster Fraud Review Procedures

The approval conditions of a Disaster Food Stamp Program include a post-disaster review process. In most instances, this will first involve a QC style review of a sample of certified participant households after cessation of the disaster program. The sample size will be determined, in collaboration with FNS, by the size of the Disaster Food Stamp Program. Since special rules apply to eligibility determination and food stamp benefit allotments in a disaster program, the Quality Assessment staff will work on the development of appropriate review criteria during the course of the planning and delivery of the disaster program.

Instances of apparent fraud discovered during the certification process or the post-disaster review will be referred to the Fraud Control Unit for investigation. The fraud control staff may be deployed during the disaster program to advise on fraud prevention strategies and to help assure certification procedures are in place to limit the opportunities for fraud.

The Food Stamp Program rules regarding fraud investigation, Administrative Disqualification Hearings, and claims establishment and recovery will be followed to the extent possible for the Disaster Food Stamp Program.

The Electronic Benefit Transfer staff is located within the Program Integrity and Analysis section and will collaborate in the development of specific case and program summary data.

Disaster Food Stamp Program Post Disaster Fraud Reviews

Managers will assess the work burden of the post-disaster review process and work with FNS to mitigate any impact on the ongoing quality control review and case transmission responsibilities. The State agency shall conduct a post-disaster review of:

- Disaster certification
- Issuance
- Fraud prevention.

QA shall select and review a 1% sample of cases certified for disaster issuance. The State will also review 100% of applications filed by State agency employees participating in the DFSP. The minimum sample size should be 25 cases, while the maximum sample size should be 1,200 cases.

- The post-disaster quality assessment reviews will include:
 - Thorough case record review;
 - When possible and appropriate an interview with the participant;
 - Verification of information provided by the participant;
 - A determination of participant eligibility for the DFSP;
 - An error analysis;
 - Establishment of claims against household's found to have received more assistance than they were entitled;
 - Restoration of benefits when underpayments discovered.
- Referrals to Fraud Control Unit staff will be made when sampled Quality Assessment reviews reveal probable cause to suspect fraud occurred;
- Program Integrity and Analysis and EBT staff will use EBT contractor disaster issuance reports to help develop post-summary summary report detail including:
 - Break down information by geography and by type of household (employee or regular cases)
 - Include error rates, the dollar issuance issued in error, and the number of cases in error
 - Determine whether or not to file claims
 - Take corrective action to prevent future occurrences.

Post Disaster Accountability Review

The DPA Program Integrity and Analysis section, utilizing its Quality Assessment and Fraud Control Unit staff, shall conduct post disaster review of certification activities. A sample of Disaster Food Stamp Program cases will be selected and reviewed to assure the accuracy the eligibility determinations. Cases receiving duplicate assistance or that appear to involve fraudulent receipt of disaster food stamp benefits will be referred to Fraud Control Unit staff for further investigation.

The random sample case reviews will be conducted on cases newly certified for disaster benefits by DPA staff and may encompass the following activities:

- Reviewing the case record by examining all information on the disaster application form and all the pertinent case data;
- Interviewing the disaster participant to verify information received by the Department;
- Verifying and substantiating through documentary evidence or collateral contacts the accuracy of provided information;
- Determining the household's eligibility for disaster assistance according to established standards; and
- Analyzing and assessing whether any payment errors occurred.

Post-disaster review information will be used to formulate and implement corrective action, if warranted, in order that disaster certification procedures are made more effective and efficient. A report shall be written and a copy provided to FNS within six months after the end of the disaster assistance period including:

- A brief description of the DFSP design, including waivers employed
- Major problems encountered
- Interventions used to solve major problems
- Results of the error analysis
- Information on any claims established

The DPA Quality Assessment and/or Fraud Control Unit staff may establish claims against any household that received more disaster assistance than it was entitled to receive. Supplemental benefits will be issued to households if it is discovered that they were initially underpaid.

Reporting and Close Out

The state expects to submit the FNS-292 Report within 30 days of the end of the disaster benefit period. Additionally, the State has agreed to conduct and report the findings of its post-disaster review.

After Action Report

After the disaster and formal post-disaster review activity is over, we will conduct an informal, internal review of its disaster response and compile an after-action report. The report will contain:

- "Lessons learned"
- Specific additions/changes to the State's disaster plan
- Recommended changes to internal policies
- Recommended additions or changes to this handbook.

What Worked

Staff involved in the delivery of emergency services will 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. The division's leadership team will also use this time to congratulate staff for their hard work and efforts.

Staff will be encouraged to discuss:

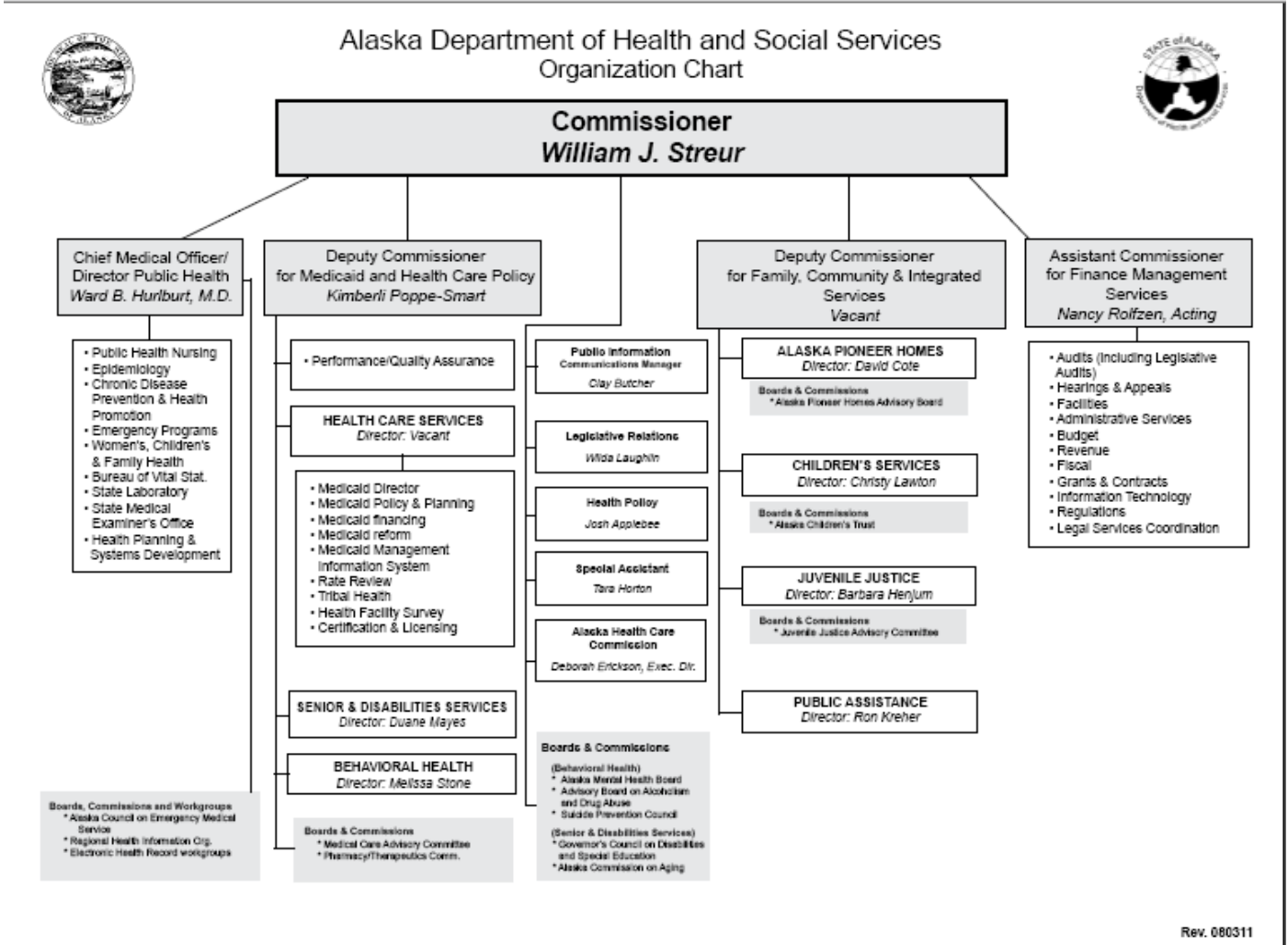
1. People served
2. Communication processes
3. Policies
4. Procedures
5. Site plan and security issues
6. Forms and forms usage
7. Needed improvements
8. Level of departmental and divisional support

What Did Not Work as Planned and Changes for Future Events

Staff should be encouraged to discuss resolution to issues that could be done differently if another disaster occurs:

1. People served
2. Communication processes
3. Policies
4. Procedures
5. Site plan and security issues
6. Forms and forms usage
7. Needed improvements
8. Level of departmental and divisional support

Appendix A Organizational Charts



Rev. 080311

Directors Office
 Division of Public Assistance
 P.O. Box 110640
 Juneau, AK 99811-0640
 Phone: 465-3347
 Fax: 465-5154

Division of Public Assistance
 – DIRECTOR'S OFFICE –
 Policy & Program Development / Program Integrity & Analysis /
 Field Services / DPA System Operations /
 Administrative Services

July 15, 2011

<http://Health.HSS.State.AK.US/DPA/>

<u>Name</u>	<u>Position</u>	<u>PCN #</u>	<u>Phone #</u>
Ron Kreher	Director	8158	465-2680

<u>Name</u>	<u>Position</u>	<u>PCN #</u>	<u>Phone #</u>
Kari Lindsey	AA II	8637	465-2680
Sharon Marvin	OA I	8122	465-3347

Aimee Olejasz – Division Operations Manager
 Operations Support Section PCN – 8213
 P.O. Box 110640 Phone: 465-8826
 Juneau, AK 99811-0640 Faxes: 465-5154 or 5254

Erin Walker-Tolles – Chief
 Policy & Program Development PCN – 8028
 P.O. Box 110640 Phone: 465-6161
 Juneau, AK 99811-0640 Fax: 465-5254

Mary Rikken – Chief
 Program Integrity & Analysis PCN – 8047
 P.O. Box 110640 Phone: 465-4952
 Juneau, AK 99811-0640 Fax: 465-3651

Linda Dawson – Acting Chief Of Field Services
 PCN – 8121
 2030 Sea Level Dr., Suite 301 Phone: 228-3227 or
 Ketchikan, AK 99901 Juneau/465-4986
 Fax: 225-7381

Pat Nault – WIC System Project Manager
 Women, Infants, & Children's Program PCN – T022
 130 Seward Street Phone: 465-6397
 Juneau, AK 99811-0640 Fax: 465-3416

Monica Coon – EIS Project Manager
 DPA System Operations PCN – T023
 3601 C Street, Suite 434 Phone: 269-7841
 Anchorage, AK 99503 Fax: 561-7658

Miriha Scalf – Admin Operations Manager II
 Administrative Services PCN – 8123
 P.O. Box 110640 Phone: 465-1754
 Juneau, AK 99811-0640 Fax: 465-5031

Appendix B DHSS Emergency Contact List

Department of Health and Social Services:	Office #	Home/Cell
Commissioner's Office		
Commissioner: Bill Streur	269-5195	
Information Officer: Clay Butcher	269-7867	
Division of Public Health		
Chief Medical Officer/Director: Dr. Ward Hurlburt	269-8000/465-3090	
Deputy Director (Anchorage): Kerre Fisher	269-2042	
Deputy Director (Juneau): Jill Lewis	465-8617	
Health and Social Services Planner: Edward Smith	334-2637	
Preparedness Program Coordinator: Jamie Littrell	334-2690	
Section of Emergency Programs		
Chief: Vacant	334-2274	
Section of Nursing		
Chief: Rhonda Ritchtsmeier, R.N., M.N.	465-3150	
Section of Epidemiology		
Chief: Joe McLaughlin, MD	269-8000	
Medical Examiner		
Chief: Katherine Raven, MD	334-2200	
State Public Health Laboratories		
Chief: Berndard Jilly, MD	269-7941	
Division of Finance & Management Services		
Deputy Commissioner: Nancy Rolfzen (Acting)	465-3192	
Division of Behavioral Health		
Director: Melissa Witzler-Stone	465-3370	746-2555
Office of Children's Services		
Director: Christy Lawton, Acting Director	451-2096	
Division of Health Care Services		
Director: Kimberli Poppe-Smart	334-2520	
Senior & Disabilities Services		
Director : Duane Mayes	269-2083	

Appendix C FNS Waiver Request for Modified Food Stamp Program

Following is a sample waiver letter to FNS.

STATE OF ALASKA

Sean Parnell, GOVERNOR

DEPT. of HEALTH and SOCIAL SERVICES

DIVISION of PUBLIC ASSISTANCE

P.O. BOX 110640

JUNEAU, AK 99811-0650

PHONE: (907) 465-3347

FAX: (907) 465-5254

(date)

Mr. Dennis Stewart, Regional Director
Food Stamp Program, Western Region
Food and Nutrition Services
United States Department of Agriculture
90 Seventh Street Suite 10-100
San Francisco, CA 94103

Dear Mr. Stewart:

The State of Alaska requests waiver approval to operate a modified Food Stamp Program due to (state disaster).

We plan to operate a modified Food Stamp Program from (day and date) through (day and date). We will assess our needs and if demand exists, we will continue to operate the program through (day and date).

We plan to offer program services in the follow areas (identify cities or regions impacted). We are working with FEMA to more closely identify affected areas. Those in need outside of the targeted areas will be served on an exception basis.

We are requesting modified policy regarding:

We appreciate the technical assistance that staff from Food and Nutrition Services has provided in developing our program. Thank you in advance for a prompt decision.

Sincerely,

(name), Director
Division of Public Assistance

Appendix D FNS Application for DFSP

Following is a sample waiver letter to FNS.

STATE OF ALASKA

Sean Parnell, GOVERNOR

DEPT. of HEALTH and SOCIAL SERVICES

DIVISION of PUBLIC ASSISTANCE

P.O. BOX 110640
JUNEAU, AK 99811-0650
PHONE: (907) 465-3347
FAX: (907) 465-5254

(date)

Mr. Dennis Stewart, Regional Director
Food Stamp Program, Western Region
Food and Nutrition Services
United States Department of Agriculture
90 Seventh Street Suite 10-100
San Francisco, CA 94103

Dear Mr. Stewart:

The State of Alaska requests waiver approval to operate a Disaster Food Stamp Program. Attached are the required elements necessary to respond to the disaster.

We appreciate the technical assistance that staff from Food and Nutrition Services has provided in developing our program. Thank you in advance for a prompt decision.

Sincerely,

(name), Director
Division of Public Assistance

Appendix E Master List of Possible Waivers

Master List of Disaster Policy, Regulatory and Food Stamp Act Waivers for Stores/EBT

Act/Regulation or Policy Area	Food and Nutrition Act of 2008 / Stafford Act Regulation	Policy	Description	IA Declaration Needed?
1. Hot Foods	Section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act and Sections 3(k)(1) of the Food and Nutrition Act of 2008, as amended. 7 CFR 271.2		This waives the mandate in the Food and Nutrition Act of 2008 that hot food purchases with SNAP benefits are ineligible. Retail food stores licensed by FNS to accept SNAP benefits in designated disaster areas can accept SNAP/EBT benefits from any SNAP customers in exchange for hot foods. No sales tax can be charged during the effective period. This waiver can be requested on a statewide or county by county basis. <i>Note: FNS does not have the authority under the Stafford Act to grant this waiver until a Presidential declaration for individual assistance has been given. FNS can extend the waiver to areas outside the individual assistance area(s), if the State has indicated that recipients within the immediate disaster areas have been displaced or temporarily relocated to other parts of the State.</i>	Yes
2. Card Not Present During Key-Entered Transactions		April 3, 2001 (Index No. BRD/EBT 2001-1)	This relaxes the requirement that an Electronic Benefits Transfer (EBT) card be present during a key-entered, food stamp transaction. Displaced residents of disaster areas can shop without their EBT cards, but they will need to know their card and PIN number. Residents may call either their State office or the EBT contractor if they have lost their card and do not remember their card number.	No
3. Early Issuance	7 CFR 274.2(d)		This waiver allows a State agency to issue monthly benefits, early, on a county or Statewide basis (i.e., issuance of two months worth of benefits in one month). States' Account Management Agent system entries should be based on the dates benefits are posted and are made available. The FNS 46 and FNS 388 reports, however, should reflect the month the benefits are intended rather than when they are made available.	No

4. Expungement of Disaster Benefits	Section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act and Section 7(h)(12)(C) of the Food and Nutrition Act of 2008, as amended. 7 CFR 274.12 (f)(7)(ii)		Section 7(h)(12)(C) of the Food and Nutrition Act of 2008 and EBT regulations at 7 CFR 274.12 (f)(7)(ii) require that the State agency expunge benefits that have not been accessed by a household after a period of one year. This waiver allows disaster benefits to be expunged from a household's account after a period of less than one year, usually after each benefit has reached the age of 90 days, regardless of whether that benefit has been accessed by the household within 90 days of issuance or not. <i>*Note: Some States may already have this waiver approved as part of their D-SNAP Plan. Regardless, FNS cannot consider granting this waiver until a disaster actually strikes, because it does not have the proper authority under the Stafford Act to do so until a disaster has occurred.</i>	Yes
5. Stand-in Process	7 CFR 274.12 (g)(1)(i) 7 CFR 3016.20		EBT regulations at 7 CFR 274.12 (g) (1) (i) hold retailers liable for EBT purchases not authorized at the time of purchase. This waiver allows FNS to accept this liability, up to a certain floor limit, per transaction per retailer per day per client. If the client has insufficient funds in their account to cover their transaction, FNS will reimburse the store up to the designated dollar amount once the store obtains authorization. <i>*Note: This is an extremely rare waiver and will only be approved in cases of extreme devastation when power and telephones are out and they will be non-operational for a significant amount of time. Also, this waiver does not replace the language typically in place in standard EBT Contracts in which a State's EBT vendor assumes the liability for purchases up to a certain floor limit when the processor's host system is down.</i>	No
6. Timely Household Reporting of Food Loss	7 CFR 274.6(b) and 274.6(c)		Section 7 CFR 274.6(b) and (c) of the SNAP regulations requires that replacement issuances shall be provided to current SNAP recipients only if a household reports a loss of food purchased with SNAP benefits orally or in writing to the State within 10 days of the date the food is destroyed in a household misfortune. This waiver allows the State agency to extend the amount of time households have to report the loss of food purchased with SNAP benefits, beyond the 10 days. Household misfortunes such as mass power outages and floods would qualify under this waiver. <i>*Note: State</i>	No

			<i>agencies should provide FNS with estimates for the number of SNAP households that may request replacement benefits and the total expected dollar amount of those replacements at the time of the waiver request.</i>
7. Automatic Replacement of Food Stamp Benefits	7 CFR 274.6(b) and 274.6(c)		This waiver allows a State agency to replace a portion/percentage of currently certified households' monthly SNAP allotments in a disaster without the requirement that a household request a replacement, individually, and travel to a local office to sign an affidavit of loss. Under this waiver, households will not have the added burden of signing paperwork and local offices will not have to process cases manually for each household needing a benefit replacement. <i>*Note: The replacement percentage is not fixed and generally depends on the time of the month in which the disaster took place as well as the State's issuance schedule.</i>

The following options are available to State agencies during a disaster but do not require submission of waiver requests to FNS. If a State agency does execute any of these alternative procedures during a disaster, FNS should be notified of the changes.

Other State Disaster Procedures for Stores/EBT	Description
1. Increased Voucher Processing Time	According to the EBT Standard Language Workgroup recommended RFP text for manual authorizations (finalized 09/09/02), "A retailer has 30 calendar days to submit the voucher, either electronically or by paper copy, to complete the transaction." State agencies may wish to allow authorized retailers who are using the standard manual voucher process to have 60 days, instead of 30 days, to clear manual vouchers either via in-store POS machine or by calling the EBT processor.
2. Non-staggered Issuance	Section 274.2(d) requires that ongoing households receive their benefits on or about the same date each month. In order to minimize the impact on disaster victims, States with staggered issuance schedules may choose to issue monthly benefits to households at one time, or on a non-staggered basis.

Appendix F FNS Draft Application Letter for DFSP

Note: Complete this checklist prior to drafting the official application letter for DFSP. This checklist contains the information that DPA needs to communicate with FNS to ensure both agencies are informed of needed services, and that appropriate action is executed.

State of Alaska Disaster Food Stamp Program Application

Disaster Location:

Date of Application: xx/xx/xx

1 Background

Date of Disaster: Month/Day/Year

Type of Disaster: Describe

What relief efforts are underway (shelters, communal feeding, FEMA sites, etc that has been reported from on site sources):

Are retail grocery stores open and stocked? Yes___ No___

Is EBT system operational? Yes___ No___

Is automated eligibility system operational? Yes___ No___

The DFSP will apply only in the following jurisdictions (use zip code areas, town names or geographic areas):

2 Disaster Declaration

Individual assistance authorizes FEMA disaster benefits for individuals and families; Public assistance authorizes FEMA funding for disaster clean-up and restoration of public utilities, The Secretary may authorize a Disaster Food Stamp Program (DFSP) under authority of the Food Stamp Act.)

___These jurisdictions have all been designated as presidential declared disaster areas, eligible for Individual Assistance:

___All of these jurisdictions have been designated as presidential declared disaster areas, eligible for Individual Assistance; except for the following (attach justification for approving those):

___The Secretary of Agriculture has determined the commercial channels of food distribution were disrupted, but have been restored.

3 Residing in the Affected Jurisdictions (check as many as apply)

___ An eligible household is one that lived in an affected jurisdiction when the disaster struck.

___ An eligible household is one with a member who worked in an affected jurisdiction when the disaster struck.

___ Other (provide details- this will be determined by the State's request and FNS approval).

4 Place of Application

The location of sites should be provided by the State prior to inception of the DFSP. It is not necessary, or in some cases advisable, to use regular welfare offices. Current FEMA policy discourages use of FEMA disaster applications sites (DACs).

_____ A household must apply in the jurisdiction where the household lives.

_____ A household may apply anywhere within the state.

_____ Other (provide details):

5 Application Period

This should be the shortest period possible to serve the affected population without causing overcrowding at DFSP application sites. For most disasters, a 10 day application period is preferred for the initial approval. The period may be extended if requested and determined necessary.

The application period will begin on _____ and will end on _____.

6 Benefit Period

The benefit period, in most cases, will be 30 days, representing one month. In most cases, the start date will be the day the disaster struck. If this is near the end or beginning of the month, it is advisable to make the benefit period correspond to an actual month as this will eliminate some confusion and computer programming problems. Note: A one-half month benefit is possible and has been used in high risk areas such as Guam to limit vulnerability to fraud.

The benefit period will begin on _____ and will end on _____.

7 Maximum Allotments for DFSP Households

_____ The state **will issue** maximum allotments for newly applying DFSP households.

_____ The state **will not issue** maximum allotments for newly applying DFSP households.

If issuing maximum allotments:

The state anticipates certifying _____ households for one month.

The state anticipates that this will cost \$ _____ for one month.

8 Supplements for Previously Certified Households

In order to reduce the number of applicants at DFSP sites, the State may request to issue automatic supplements to existing FSP households that reside or work in the disaster areas (see Item 3 above). This option would only be approved where there has been severe destruction and/or widespread, prolonged power outages.

_____ The state **will supplement** the allotments for previously certified regular FSP households, bringing each to the maximum allotment for its household size.

_____ The state **will not supplement** the allotments for previously certified regular FSP households.

If supplementing allotments:

The state anticipates supplementing the allotments of _____ households for one month.

The state anticipates that this will cost \$ _____ for one month.

9 Food Loss

As a result of power outages, the State may request that food loss be a qualifying disaster related expense. This must be carefully evaluated as it will allow large numbers to qualify for benefits with little documentation of loss (self declaration) and will increase vulnerability to fraud).

_____ Food loss alone **will qualify** a household for the DFSP

_____ Food loss alone **will not qualify** a household for the DFSP

_____ Other (provide details).

10 Hot Foods

The State may request this option where devastation is such that residents may not have access to cooking facilities for an extended period. It must be evaluated in light of any mass feeding that may be occurring.

Households **will be able to purchase** hot foods in the affected jurisdictions only

Households **will be able to purchase** hot foods throughout the state

Households **will not be able to purchase** hot foods

Other (provide details).

11 Replacements (check as many as apply)

Where devastation is severe or there have been extended power losses, the State may request automatic replacements to represent the value of food or benefits lost as a result of the disaster. The amount of the allotment will be proportionate to the number of days into the month that the disaster occurs, i.e. a replacement of one half the allotment would be appropriate for a disaster that occurred on the 15th.

The state **will automatically replace** allotments of currently certified households.
The replacement will be % of the allotment for the month of .

The state **will not automatically replace** the allotments of currently certified households.
However, households will receive extra days to request an individual replacement.

The state **will not automatically replace** the allotments of currently certified households and there will be no extended period to request individual replacements.

Other (provide details).

If there are automatic replacements it is because the jurisdictions lost electrical power for more than 4 hours (provide documentation).

If there are automatic replacements or an extended period of request, they will occur in the affected jurisdictions listed in item 1.

If there are automatic replacements or an extended period of request, they will occur only in the following jurisdictions:

12 Certification Periods

To reduce the burden on State eligibility staff, the State may request the extension of certification periods to defer processing recertification applications.

The state **will extend** certification periods that end on the last day of (month); they will now end on the last day of (month).

The state **will not extend** certification periods.

Other (provide details).

13 DOES NOT APPLY TO ALASKA: Periodic Reports (including Interim Reports in Simplified Reporting, Monthly Reports, and Quarterly Reports)

14 Timeframe for Reporting Changes in Change and Simplified Reporting

To reduce the burden on State eligibility staff and certified households, the State may request the suspension of change reporting to eliminate processing reports.

_____ The state **will extend** the time period for reporting changes. The new period will be _____ days.

_____ The state **will not extend** the time period for reporting changes.

_____ Other (provide details).

15 Early Issuance

Dependent upon timing of disaster, this may be considered to provide benefits early to impacted households.

_____ For currently certified households the state **will issue** the allotment for the month of _____ in the preceding month.

_____ For currently certified households, the state **will not issue** allotments early.

_____ Other (provide details).

_____ EBT cards will be issued on site (Same day issuance is preferred).

_____ EBT cards will be issued by mail (State should provide benefit within 3 days).

16 Public Notification

_____ The State prepared press releases and other public notifications about the disaster program to inform the public of application sites and times.

17 Security and Crowd Control Measures

Amount of detail needed depends upon extent of disaster and number of anticipated applicants.

_____ The State has identified how security will be provided at the application sites (EBT cards on site will require additional security measures).

_____ The State has a plan to control crowds (dependent upon extent of disaster and could be through standard crowd control measures or by limited application times such as alphabetical or numerical days)

18 Fraud Prevention Measures

_____ The State will conduct a match to prevent duplicate participation. (If an on-site match is not possible, the State should describe how and when the match will occur. **This is a mandatory item**).

_____ The State has prepared press releases and other public notification material concerning fraud control efforts that will be in place throughout the disaster program.

_____ The State has identified the fraud control measures that will be employed at disaster sites, i.e. fraud investigators on-site, computer matches, etc.

_____ Describe any other computer matching that will be done, either on-site or subsequent to approval.

19 Reporting and Close-Out

Specify the expected submission date (should be within 90 days of the end of the disaster benefit period)

Person responsible at State _____ Phone and email _____

____The State has agreed to submit daily reports as required and has identified a person responsible, as well as the time by which reports will be provided each day.

____The State has agreed to submit the FNS-292 report within 30 days of the end of the disaster benefit period.

____The State has agreed to conduct the post disaster review.

Appendix G Manual Food Stamp Forms

The following forms are examples of manual forms to be used.

October 2011 – September 2012 Allotments

Alaska

Household Size	Maximum Allotment			
	Disaster Gross Income Limit ¹	Urban	Rural 1	Rural 2
1	\$2120	\$239	\$304	\$371
2	\$2518	\$438	\$559	\$680
3	\$2916	\$627	\$800	\$974
4	\$3315	\$797	\$1,016	\$1,237
5	\$3713	\$946	\$1,207	\$1,469
6	\$4119	\$1,135	\$1,448	\$1,762
7	\$4518	\$1,255	\$1,600	\$1,948
8	\$4916	\$1,434	\$1,829	\$2,226
Each Additional Member	+\$399	+\$179	+\$229	+\$278

Disaster Food Stamps 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 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 (optional)	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

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.

APPLICANT, AUTHORIZED REPRESENTATIVE, OR WITNESS (if signed with an X)

DATE: _____

PART G – PENALTY WARNING

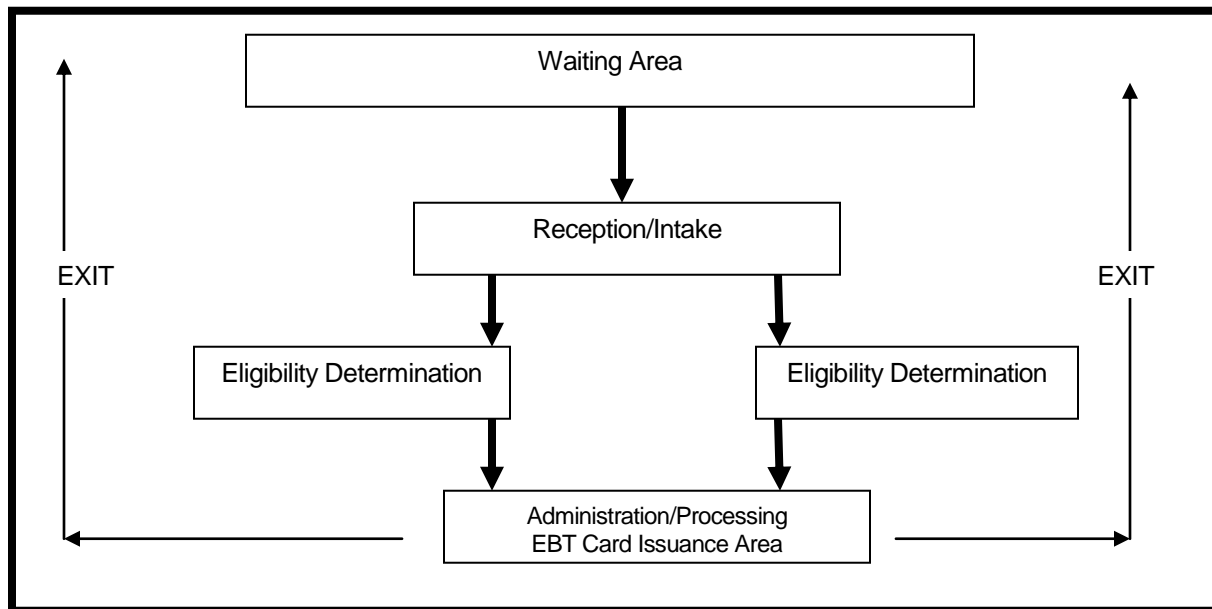
If your household gets Food Stamp benefits, it must follow the rules listed below. We may choose your household for a Federal or State review sometime after you receive your Food Stamp benefits to make sure you were eligible for disaster aid.

- DO NOT give false information or hide information to get or to continue to get Food Stamp benefits.**
- DO NOT give or sell Food Stamp benefits or authorization documents to anyone not authorized to use them.**
- DO NOT alter any Food Stamp authorization documents to get benefits you are not entitled to.**
- DO NOT use Food Stamp benefits to buy unauthorized items such as alcohol or tobacco.**
- DO NOT use another household’s Food Stamp benefits or authorization documents for your household.**

Appendix H Sample Site Layout Plans

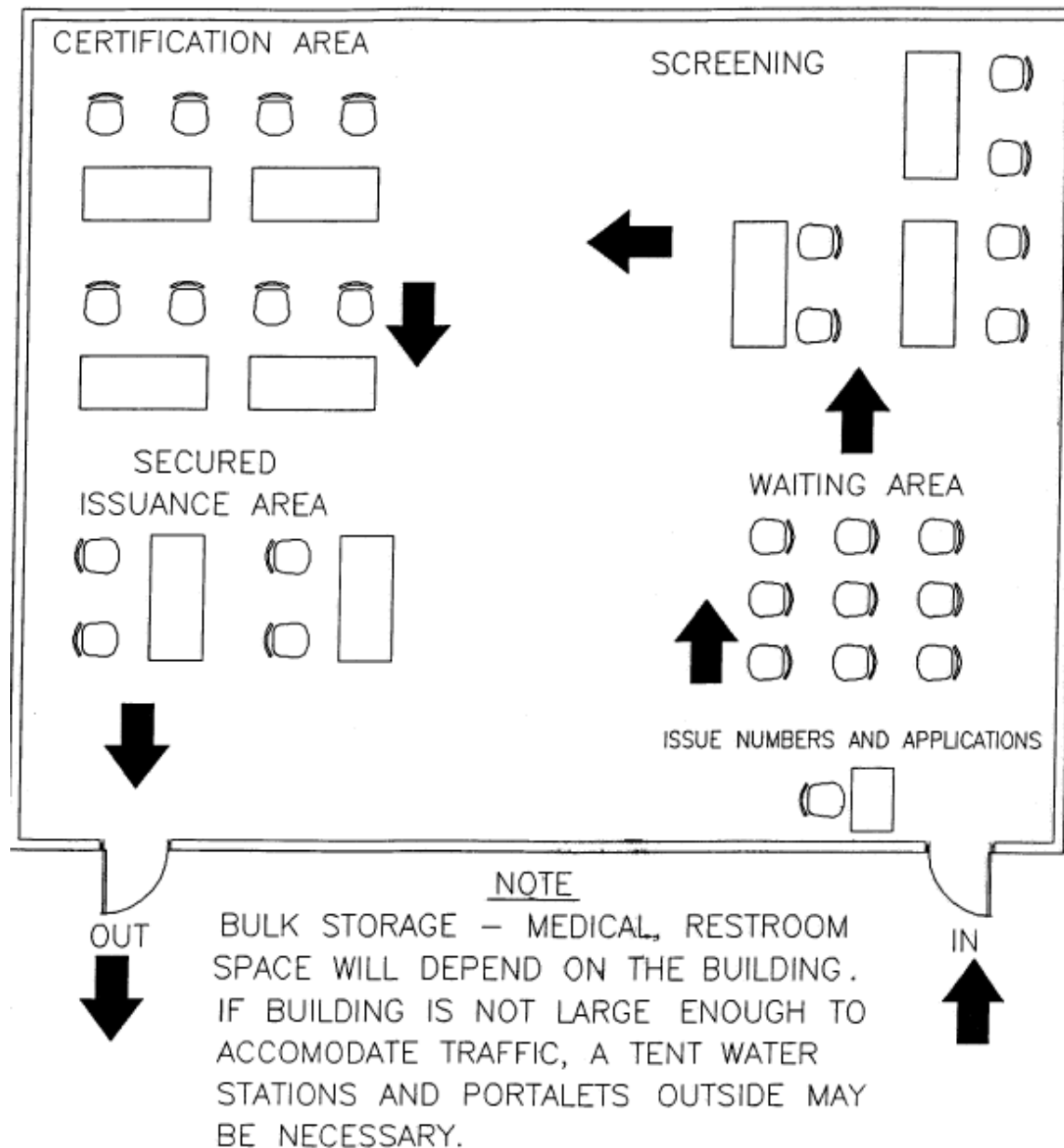
DPA's Guide to a Field Response to a Disaster or Emergency

Potential Layout Options for Alternative Site – Small Location



Potential Layout for Alternative Site - Larger Location

Remember that the DPA office may not be the appropriate place to launch a response as we may not be able to manage a large crowd, increased volume of applicants or security.



Appendix I IT (Mainframe) Recovery Plan

Disaster Declaration Procedure

ETS staff authorized to declare a disaster and initiate recovery procedures with SunGard are:

Anand Dubey, Jan Moyer, Dennis Hoffman, Mike Hawkins

For more information contact:

Primary Contact: Anand Dubey, Director, (907) 269-5749, Cell (907) 301-5749

Secondary Contact: Jan Moyer, Deputy Director, (907) 465-5169

Appendix J Food Stamp Electronic Benefit Transfer (EBT) Disaster Plan

The USDA Food and Nutrition Service (FNS) asks states to develop an Electronic Benefit Transfer disaster system which can deliver Food Stamp benefits during an emergency while successfully interacting with the state's eligibility system and the contractor system.

It is the goal of the State of Alaska and our contract partners to continue processing and disbursing food stamp and cash assistance benefits in the event natural or manmade disasters disrupt our normal benefit issuance.

Comprehensive disaster services have been designed into the core requirements of the new Western States EBT Alliance (WSEA) contract award with JPMorgan Electronic Financial Services (EFS), formerly Citicorp Electronic Financial Services (CEFS). The State of Alaska and JPMorgan EFS are currently in the process of developing and implementing the Alaska Disaster Supportive Services Plan. The State and JPMorgan EFS have finalized the Disaster Supportive Services Plan Statement of Work, and this Plan sets forth the agreed upon process.

Disaster services consist of a menu of service options that can be selected and implemented depending on the severity and nature of the disaster. Disasters are categorized into three levels: Level 1, Level 2, and Level 3, with Level 1 representing the least severe and Level 3 representing catastrophic.

The classification criteria for each level of disaster are shown below.

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

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

Level 3 Disaster

- Severe and widespread
- State request to implement a Disaster Food Stamp Program
- Extensive impact on the general public and retailers
- Normal delivery mechanism not available or viable

FNS determines the level of a given disaster and approves implementation of an appropriate disaster plan. FNS believes in many instances that Level 1 and 2 disasters may leave Food Stamp participants in need of replacement benefits. The degree of Level 1 and 2 disasters may not reach the level where it is necessary to approve a Disaster Food Stamp Program. Generally,

these events can be handled within the context of the existing Food Stamp Program. The disaster response may be an expansion of the existing expedited issuance procedure, or a modified Emergency Food Stamp Program. 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. Depending on the severity of the disaster situation, some changes to standard operations may be required.

There are a variety of natural hazards that affect Alaska, such as earthquakes, tsunamis, floods, volcanoes, prolonged periods of cold weather, wild fires, windstorms, heavy snowfalls, landslides and avalanches. However, due to Alaska's vast land mass and relatively sparse population, it is unlikely a disaster would affect more than one region at a time.

FNS has several expectations for an EBT disaster issuance system.

1. FNS expects an EBT system that is relatively easy to access and use for recipients and State staff.
2. FNS expects a disaster application and issuance process that minimizes the number of times recipients return to a disaster assistance location for benefit application and issuance. Ideally, only one visit is necessary. If recipients must return to pick up their EBT cards, FNS expects cards and benefits to be available as soon as possible, but no later than three calendar days from the time of application approval.
3. FNS expects the disaster EBT system to provide integration and reconciliation with both the State's eligibility system and the EBT processor's database, which requires ready access to information on a State's disaster EBT system via on-line data and off-line.

DPA and JPMorgan EFS have agreed upon the process summarized below for disaster responses above and beyond the normal provisions of the Food Stamp Program.

When the Director of the Division of Homeland Security and Emergency Management determines disaster services will probably be necessary, DPA's EBT Program Coordinator will notify the JPMorgan Project Manager or JPMorgan Central Support prior to the official declaration of the disaster to afford them a jumpstart on responding to the disaster.

Once the disaster has been officially declared by the State or Federal government, the Commissioner of the Department of Health and Social Services as the primary state contact, or the Director of Public Assistance as the secondary state contact, will submit a letter to JPMorgan EFS through the EBT Program Coordinator announcing the disaster. The letter will specify which disaster contingency services Alaska EBT wishes to invoke.

Alaska EBT will have a set of pre-PINed disaster cards. The PIN will be the last four disaster card number digits. The disaster benefits will use a unique benefit number and disaster benefit type.

There will be different types of benefit issuance available depending on the level of disaster response required. For current Alaska EBT clients, JPMorgan EFS will hold benefit files containing the previous month's benefits and will modify the files to reflect the current month and apply the modified benefit files to recipients' accounts for the current month. Alaska EBT will determine if the food stamp, cash or both programs will have rollover benefit issuance. All disaster records will be identified as such for tracking purposes. Other disaster responses include the expanded use of vouchers and pre-loaded benefit EBT cards. Should Alaska experience an embosser failure, JPMorgan can assume that process. If EIS is down, JPMorgan's automated disaster system for Alaska would be utilized to handle all steps of the disaster benefit system including data collection and federal reporting.

Upon notification by the State of Alaska Division of Emergency Services (DES), the Department of Health and Social Services will assess changes to standard operating procedures that may be necessary prior to active participation in the disaster area(s).

The Division of Public Assistance within the Department of Health and Social Services (DHSS) will obtain disaster certification approval from the Food and Nutrition Services (FNS), USDA, Western Regional Office.

The following Disaster Checklist includes the information needed to approve a request for a Disaster Food Stamp Program:

- A. Date of Disaster
- B. Areas (geographical limits) in need of assistance.
- C. Whether a power outage was involved
- D. Duration of power outage
- E. Geographical limits of outage
- F. Percentage of customers affected by outage
- G. Estimated number of households in shelters and the probable length of time the shelters will be open, and whether communal feeding is occurring in the shelters
- H. Is there a need for commodity food distribution?
- I. An assessment whether commercial channels of food distribution are restored and food stamp benefits can be redeemed.
- J. Substantiation that food needs of these households cannot be met by ongoing FSP.
- K. Estimate of number of eligible households in need of assistance and benefit issuance.
- L. Recommendation as to the type of Emergency Food Stamp Program (modified or emergency) that will best serve the needs of the affected population, to be developed in consultation with the FNS Regional Office.
- M. Proposed locations and hours of operation of the sites where Emergency FSP applications will be accepted. Will these sites be regular FSP certification offices; will they be separate from FEMA sites? Description of the plans for crowd control, security, and fraud prevention.
- N. Estimate of how long it will take to accept and process applications. This will be the Disaster Application period and normally should not exceed seven days.
- O. Description of the process to ensure there is not duplicate participation. Will the state's automated eligibility system be available or will another process be utilized?
- P. Recommendation of how long the benefit period should be (one month or half-month).
- Q. Recommendation as to the process for replacing lost food or benefits for participating households and whether participating households will be eligible for the Emergency program. If so, will allotments to participating FS households who apply for the Emergency FSP be reduced? Why or why not?
- R. Written assurance that daily reports will be submitted and a final FNS-292 Disaster Issuance Report will be filed within 30 days of the end of operations.

The benefit eligibility determination and authorization system for DPA is the Eligibility Information System (EIS). The EIS application and database reside on the State Data Center IBM mainframe CPUs located at the Alaska Data Center (ADC) in Juneau. The ADC also has back-up CPUs located in Anchorage, 568 air miles from Juneau. A leased phone line from the ADC to JP Morgan provides direct host-to-host communication with the contractor's EBT system.

In conjunction with the Department of Administration, Enterprise Technology Services (ETS), the Division of Public Assistance (DPA) will assess the connection with JP Morgan and re-establish a connection from either the Juneau or Anchorage location ADC as necessary. DPA will also determine

the best means for field staff to access EIS. For example, this might entail using phones and fax machines at the identified Food Stamp disaster certification sites to contact agency staff in other areas of the state that have EIS access who could complete the account set-up and authorization. Another potential option to access EIS would be the use of laptop computers to connect to Internet service providers. DPA, in coordination with DHSS and DES, will ensure that certification staff, certification documents, laptop computers, fax machines and other required forms and supplies are in place at the certification sites. The nature, scope, duration and effects of the event will determine the specific approach used.

Terminal Availability

Before disaster food stamp benefits can be issued, the State DPA and DES staffs must determine that there is an adequate number of authorized food retailers open to deliver food assistance. Once an adequate number of retailers are determined operational, the State staff and/or contractor staff will determine how many have working point-of-sale (POS) terminals and functioning telecommunications. At the same time, FNS Field Offices and/or other FNS Regional Office staff may be gathering information on retailer availability as well. Comparison of findings would be useful and should be coordinated.

Manual Vouchers

If retailers are open but unable to communicate with the EBT host computer to process electronic or manual voucher transactions, clients will use their EBT cards as identification cards in stores without power and telephone systems for food purchases using manual vouchers. Stores currently have manual vouchers available. This procedure would continue in the event of a disaster so retailers could document disbursement of goods. Retailers would receive additional supplies of vouchers as required. Emergency Retailer Vouchers are stored and can be requested from; Systems Operations in Anchorage and in the EBT Unit in Juneau.

If retailers are unable to open their stores, clients will be referred to local food distribution agencies or emergency services providers.

Issuing EBT cards and PINs to eligible households is one of the key elements to be decided in an EBT disaster response system. The State must address card production, storage, delivery and security; PIN issuance/selection and security and account setup and access.

In Alaska, food stamp benefits are delivered via electronic benefit transfer (EBT). DPA maintains a substantial Alaska Quest card inventory in Anchorage. If additional cards are required during a disaster, transportation of cards would be arranged by overnight delivery.

Card Storage, Security, Production and Delivery:

DPA will continue to store and produce cards in the secure location in Anchorage. Cards would be shipped overnight or hand delivered to affected field offices.

PIN Issuance/Selection

Clients would continue to select PINs via the contractor's automated response unit.

Customers Living Outside the Disaster Area

Recipients temporarily housed outside the disaster area could receive their EBT cards at their temporary address or at a DPA designated pick-up site.

In the event of a Level III disaster that makes it impossible to issue benefits via EIS additional pre-embossed vault cards, and pre-established benefit disaster cards can be drop-shipped from two

different locations in the state. EBT Emergency supplies are securely stored in Anchorage System's Operations and in the Juneau EBT Unit.

Expungement of all disaster-issued EBT cards will occur after 90 days subject to a waiver approval from FNS.

Experience shows that telecommunications are among the earliest services to be reactivated in a disaster. As stated earlier in this document, if retailers are unable to communicate with the EBT host computer and if otherwise operable, they could utilize currently available EBT manual vouchers, and reconciliation timeframes could be extended as deemed appropriate.

Appendix K Disaster Response Field Guide

DPA's Guide to a Field Response to a Disaster or Emergency

Appendix L DPA Communications Guide

DPA's guide for communication during an emergency; *this document is located under Appendix IV of the Field Guide.*

Appendix M DPA Continuity of Operations Plan (COOP)

DPA's guide for continuing to perform its essential functions during an emergency; this document is in draft stage.