



Rhode Island Department Of Human Services

FFY 2016

**Disaster SNAP Plan
(D-SNAP)**

Contents

Section 1	Introduction
Section 2	Pre-Disaster Planning
Section 3	Sequence of Events in Response to Disaster
Section 4	Establishing Application and Issuance Sites
Section 5	Eligibility and Verification Policy
Section 6	Disaster Benefit Issuance
Section 7	Post Disaster Activity
Exhibit A	D-SNAP Acceptance Letter
Exhibit B	D-SNAP Denial Letter
Exhibit C	Daily Reporting Form
Exhibit D	D-SNAP Application English & Spanish

Section 1 Introduction

Rhode Island's Disaster Supplemental Nutrition Assistance Program, SNAP Plan is designed to address the consequences of a disaster or emergency situation, which affects the ability of Rhode Island residents to access and obtain available food resources. This plan outlines an ordered and timely approach to providing needed supplemental food and nutrition assistance to the public. Our plan delineates the process and procedures that the Rhode Island Department of Human Services will employ to provide Supplemental Nutrition Assistance benefits to households affected by a disaster.

In the event of a disaster the RI Department of Human Services (RI DHS) will operate in concert with The Rhode Island Executive Office of Health and Human Services (RI EOHHS), the Rhode Island Emergency Management Agency (RIEMA), Federal Emergency Management Agency (FEMA), the Food and Nutrition Service (FNS) as well as other state and federal agencies and local community service agencies to provide needed supplemental food and nutrition to those in need.

The RI DHS has taken lessons learned from previous State incidents and emergencies, as well as State declared and Presidentially declared disasters and has used this experience in preparing this SNAP Disaster plan. This plan continues to incorporate guidance from the Emergency Support Function (ESF) #11 of the Federal Response Plan published by the Federal Emergency Management Agency and the Disaster Supplemental Nutrition Assistance Program, (D-SNAP) handbook published by USDA/Food and Nutrition Service.

This plan outlines the RI DHS response from lower level incidents through State and Federally declared disasters.

In this plan, RI DHS makes some assumptions. In virtually all previous disasters that have affected the State and in particular, the normal operation of the RI DHS, only a portion of the State has been affected. It is an assumption in this plan, that one or more of the regional or district offices will remain operational throughout the Department's response period. Further, this plan is based on the RI DHS as a secondary responder once the immediate threat of the disaster has been addressed and mitigated by primary response agencies.

Section 2 Pre-Disaster Planning

A. Disaster Response Team and Responsibilities

The RI DHS Director has overall responsibility for the planning and implementation of RI DHS disaster response programs. The RI DHS Director has designated the RI DHS Director as the staff person responsible for the coordination of emergency response in the event of a disaster. Key RI DHS program and field managers are charged with the responsibility to work with the RI DHS Director to form the RI DHS Supplemental Nutrition Assistance Disaster Response Planning and Implementation Team (known as the DRT). The DRT, under the direction of the Director of RI DHS or his designee, will oversee implementation of the RI DHS Supplemental Nutrition Assistance Program Disaster Response Plan in the event of an emergency. The DRT may call upon other RI DHS resources, including the Emergency Assistance Program, as it determines necessary in the course of the agency's implementation activities.

Each member of the DRT has specific responsibilities before and after a disaster has occurred and the decision to implement the Disaster Supplemental Nutrition Assistance Program has been made.

The members of the RI DHS DRT by position:

1. DHS Director;
2. Administrator, Supplemental Nutrition Assistance Program;
3. DHS Public Information Officer;
4. Associate Director/Chief Financial Officer, Financial Management;
5. Administrator, Management Services;
6. DOA Administrator, System Operations;
7. Asst. Administrator, Staff Development;
8. Administrator, Field Operations;
9. Administrator, Field Operations, GPA;
10. Assistant Administrator, Fraud Investigation Unit;
11. Executive Legal Counsel;
12. Administrator, Policy Unit;
13. Administrator, Human Resources, EOHHS;
14. Acting Corrective Action Officer, Supplemental Nutrition Assistance Program;
15. Supplemental Nutrition Assistance Outreach Coordinator/Contractor;
16. RI DHS EBT Coordinator/Contractor
17. State of RI Civil Rights Compliance Officer

Responsibilities are as follows:

1. **DHS Director** will:
 - Activate the RI DHS Disaster Plan by contacting and convening with the DRT
 - Coordinate, with the PIO, the RI DHS Emergency Response
 - Be the point person for external communications with the Governor's office, the Rhode Island Emergency Management Agency (RIEMA), law enforcement and others as appropriate.
 - Ensure that the office of the Director of RI DHS will be the physical location of the RI DHS Command Structure.
 - Oversee the work of the Administrator, Field Operations and the Administrator, Operations Management.
 - Coordinate the staffing, equipping and onsite administration of the disaster site field operations and systems necessary to provide eligibility determinations.

- Be Responsible for field oversight of all issuance options.
2. **DHS Administrator, Supplemental Nutrition Assistance Program** will:
 - Prepare and maintain the Supplemental Nutrition Assistance Disaster Plan with input from other appropriate Departmental staff and
 - Identify and institute, (in consultation with the Food and Nutrition Service and the Director) necessary emergency policies and procedures to support emergency issuance of Supplemental Nutrition Assistance Program.
 - Assure that the DRT and RI DHS systems contractors all have a current copy of the Supplemental Nutrition Assistance Program Disaster Plan.
 - Support the activities of the DRT.
 - Ensure that timely information is communicated to the PIO regarding the disaster relief issuance of Supplemental Nutrition Assistance Program.
 - Coordinate the movement of SNAP materials, applications, data and other related materials between all field sites and operational RI DHS offices.
 - Oversee the day to day operations of the field sites managing the overall implementation SNAP benefits during the disaster operation.
 3. **DHS Public Information Officer** (PIO) will:
 - DHS Coordinator of Emergency Response
 - In concert with the PIO, EOHHS, coordinate with the Public Information Officer (PIO) at the Emergency Management Agency (RIEMA) co-located with the RI Army National Guard (RIANG), through the Office of the Governor, will be responsible for the dissemination of disaster related information.
 - Ensure that timely information is communicated regarding the disaster relief issuance of Supplemental Nutrition Assistance Program.
 - Point person for external communications with the Governor's office, the Rhode Island Emergency Management Agency (RIEMA) and the RI Army National Guard, law enforcement and others, such as the Red Cross, and other community partners as appropriate for a coordinated response to the disaster.
 4. **Associate Director/Chief Financial Officer, Financial Management** will:
 - Facilitate purchase and processing of financial transactions related to equipment, supplies, facilities used to operate the SNAP Disaster Program sites.
 - Assure appropriate accounting of benefits issuances.
 5. **Administrator, Management Services**
 - Ensure that the verification of duplicate assistance process is in place through the use of RI DHS staff (Hotline and Fraud) and system resources (InRhodes).
 - Collect and maintain program/ systems data for analysis at the end of the disaster and prepare the electronic reports from FNS review.
 6. **DOA Administrator, System Operations** will:
 - Coordinate the development of the ongoing programming of the InRhodes system to support disaster operations.
 - Ensure InRhodes system is up to date and prepared to support disaster operations.

- Assess the RI DHS offices for availability of power, telephone service, and network capabilities to RI DHS local offices and Regional Centers as well as the need and process for network access to off-site disaster sites- i.e.: FEMA locations.
7. **DHS Asst. Administrator, Staff Development** will:
- Develop and deliver to all appropriate staff the necessary training programs and materials to implement the issuance of disaster food assistance benefits.
 - D-SNAP training will be included in all new staff training and an annual refresher training session will be scheduled.
 - In the event of a D-SNAP, effected staff as determined by the DRT will be refreshed on the procedures regarding the RI DHS response to the situation.
8. **DHS Administrator, Field Operations** will:
- Assist the Director in coordinating staffing, equipping and local administration of disaster site field operations and other related duties as required.
9. **DHS Administrator, Field Operations GPA** will:
- Assist the Director and the Administrator, Field Operations in coordinating GPA Supplemental Nutrition Assistance benefits.
10. **DHS Assistant Administrator, Fraud Investigation Unit** will:
- Provide oversight of the SNAP disaster eligibility and issuance operation.
 - Implement procedures designed to prevent fraud as well as to receive and investigate apparent fraud referrals after the fact.
11. **A team consisting of the Director; Executive Legal Counsel; and the Acting Administrator, Policy Unit** will
- Together draft/modify and finalize policy, procedures, and instructions necessary to implement the Supplemental Nutrition Assistance disaster issuance. These will be used to train staff involved in the disaster benefit issuance.
12. **RI EOHHS Administrator, Human Resources (HR)** will:
- Provide personnel data and expertise.
 - Assure that personnel rules and union contract provisions are taken into account in staffing the SNAP Disaster program distribution sites.
 - Ensure that the proper records and accounting of staff work are kept.
13. **Supplemental Nutrition Assistance Program Acting Corrective Action Officer** will:
- Coordinate with the Asst. Administrator, Staff Development to provide training in the D-SNAP for all those involved in the application /issuance process.
 - Coordinate with the Asst. Administrator, Staff Development in the distribution of all emergency supplies to ensure proper equipment is delivered to all Field Staff.
 - Manage, during disaster operations, an ongoing "Lessons Learned" log for improvements on future operations.

14. **Supplemental Nutrition Assistance Program Outreach Coordinator/Contractor** will:

- Contact advocate groups and community organizations to enlist their support with outreach efforts and address their concerns. (RI Community Food Bank, Feinstein Ctr. For Hunger Free America, Community Action Progress through Executive Director of Comprehension Community Action.)
- Coordinate with the RI DHS SNAP Program Administrator and the RI DHS PIO to orchestrate a coordinated response / outreach as determined by the situational response of the DRT.

15. **RI DHS EBT Coordinator** will:

- Determine if client eligibility determinations can still be provided via the State's eligibility system "InRhodes." If the system is determined inoperable or inaccessible, coordinate with state system technical staff to ascertain when the system will be available either through restoration locally or through the established emergency backup process.
- Assure that the EBT systems contractor provides adequate help desk and training assistance to insure the coordination of the InRhodes SNAP eligibility system with the EBT system.
- Advise and inform all pertinent stakeholders related to the EBT issuance system of the SNAP Disaster Plan and procedures. This will include retailers, financial institutions, RI DHS vendors, and third party processors.
- Monitor the EBT issuance process for any technical issues and advise and inform the appropriate DRT staff and retailers, financial institutions, RI DHS vendors, and third party processors of the status and any estimated resolution time frames as appropriate.
- Monitor stocks of EBT cards and ensure an adequate number of cards are available at each location.
- Ensure EBT card stock security is adequate and is maintained.
- Responsible for consolidating daily reporting data from each field site, mainlining the historical data and transmitting it to FNS daily.

16. **RI DHS Disaster Plan Coordinator** will:

- Ensure the RI DHS SNAP Plan integrates seamlessly with the RI DHS overall plan for disaster response.
- Plan for and maintain a demographic map of the RI population for the intent of determining, during a disaster incident/ situation, how many of the population have been impacted and their respective demographics in order to best plan for the most appropriate services and types of services to be provided to them.
- Coordinate with State local EMA, local utility companies, the Governor's Office and local and state law enforcement to determine the extent of the disaster and the population effected and develop a needs assessment for the effected population.
- In conjunction with the Director, RI DHS, determine how RI DHS can best offer services to the effected population based on a needs assessment.

**Rhode Island Department of Human Services
List of Key SNAP Disaster Personnel
For FFY 2016**

Primary	Alternate
Melba Depena Director, RI DHS 401-462-0632 Melba.Depena@dhs.ri.gov	Lissa DiMauro Associate Director Division of Community Services 401-462-6356 Lissa.DiMauro@dhs.ri.gov
Lissa DiMauro Associate Director Division of Community Services 401-462-6356 Lissa.DiMauro@dhs.ri.gov	George Bowen Acting Associate Director Operations 401-462-6468 George.Bowen@dhs.ri.gov
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Phil Silva Asst. Director Division of Technology 401-222-6352 Phil.Silva@DoIt.ri.gov	Jim Bowman RI DOA Project Manager System Operations 401-462-3084 Jim.Bowman@DoIT.ri.gov
Christine Ruggieri Administrator SNAP 401-415-8418 Christine.Ruggier@dhs.ri.gov	Kelly Conaty Acting Corrective Action Officer SNAP 401-462-6388 Kelly.Conaty@dhs.ri.gov
Elizabeth Sheridan Assistant Administrator, Staff Development 401-736-1419 Eliza.Sherida@dhs.ri.gov	Gerard Cloutier Training Specialist, Staff Development Gerard.Cloutier@dhs.ri.gov
Denise Tatro Administrator Field Operations 401-721-6601 Denise.Tatro@dhs.ri.gov	Maria Volpe Administrator Family & Children Services 401-462-3934 Maria.Volpe@dhs.ri.gov

Deborah Barclay Executive Counsel 401-462-6816 Deborah.Barclay@dhs.ri.gov	Gail Theriault Staff Attorney 401-462-0733 Gail.Theriault@ohhs.ri.gov
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Kim Ripoli Associate Director Veterans Affairs RI DHS Disaster Plan Coordinator 401-261-1419 Kim.Ripoli@governor.ri.gov	Kelly Conaty Acting Corrective Action Officer SNAP 401-462-6388 Kelly.Conaty@dhs.ri.gov

NAME	TITLE	TELEPHONE NO.
	<u>SNAP Outreach Contractor</u>	
Dr. Kathleen Gorman, PhD Kathleen.Gorman@etal.uri.edu	Director, URI Feinstein Center for a Hunger Free America	401-874-9089
	<u>RI Emergency Management Agency</u>	
Peter Gaynor Peter.Gaynor@ema.ri.gov	Director	401-946-9996

**FOOD AND NUTRITION SERVICE
NORTHEAST REGION
DISASTER CONTACTS**
Fiscal Year 2016

ADMINISTRATOR'S OFFICE

PRIMARY	ALTERNATE
Kurt Messner Acting Regional Administrator (617) 565-7177	Candice Stobier Acting Deputy Regional Administrator (617) 565-7110
Al Rodriguez Regional Disaster Coordinator (617) 565-6405 cell (617) 733-5157	Mark Johnson Assistant Regional Disaster Coordinator Region I – New England (617) 565-6435 Larry Kessler Assistant to Regional Disaster Coordinator Region II - New York (212) 620-3667

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

PRIMARY	ALTERNATE
Bonnie Brathwaite, Director Supplemental Nutrition Assistance Program (617) 565-6397 cell (617) 372-6118 SNAP Disaster Coordinator: Denise Daly, EBT/Disaster Coordinator Denise.Daly@fns.usda.gov (617) 565-6404	Al Rodriguez, Deputy Director Program Integrity (617) 565-6405 cell (617) 733-5157

PUBLIC AFFAIRS

PRIMARY	ALTERNATE
Cynthia Tackett Acting Public Affairs Director (617) 565-6418	Jane Francis Program Specialist (617) 565-6412

In the event that Regional Office officials cannot be reached due to a disaster, the following official should be contacted:

Toni Abernathy
FNS Director for the Office of Emergency Management in Regional Operations and Support
(703) 305-2041
Toni.Abernathy@fns.usda.gov

B. Public Information Planning

It is essential to take a proactive media approach at the very beginning of a disaster. A clear chain of command for public information is planned and will be clearly communicated to all staff and assisting community agencies. Primary responsibility for all disaster related public information would be the responsibility of the RIEMA/RIANG Public Information Officer (PIO) through the Office of the Governor. The RIEMA/RIANG PIO will be assisted by the Press Secretary for the Governor to ensure that timely information is communicated regarding all disaster information as well as information regarding Supplemental Nutrition Assistances. The RI DHS Public Information Officer in concert with the RI EOHHS Public Information Officer will be responsible for the timely dissemination of all Supplemental Nutrition Assistance Program related information. The RI EOHHS / RI DHS PIO will coordinate activities with the Public Information Officer (PIO) at the Emergency Management Agency (RIEMA) co-located with the RI Army National Guard (RIANG), and the Press Secretary at Governor's Office as well as with the FNS NERO Field Office.

The RI EOHHS / RI DHS PIO will make public affairs an integral part of the Disaster Supplemental Nutrition Assistance Program response.

The Public Information Officer will:

- 1 Act as point of coordination and contact between and for the Emergency Management Agency (RIEMA) co-located with the RI Army National Guard (RIANG), and the RI DHS Director and Associate Director to assure all information that is disseminated regarding the Supplemental Nutrition Assistance Disaster Program is timely, accurate, and authorized by the RI DHS;
- 2 Coordinate preparation of informational materials such as a SNAP Disaster Relief Guide for staff/clients/public containing useful information on how to access SNAP Disaster assistance;
- 3 Issue information on the use of Supplemental Nutrition Assistance Program benefits and other disaster assistance;
- 4 Serve as point of contact for information on the D-SNAP plan from the disaster area and conduct issuance site visits as required;
- 5 Coordinate with the FNS NERO Field Office and contact retailers with information on how the program will be administered including recipient IDs that will be available or required and an estimated number of recipients;
- 7 Ask that elderly/disabled send authorized representatives to apply for them; provide a dedicated phone line for elderly and disabled who may require home visits.
- 8 Enlist our outreach partner URI to assist in conducting home visits.
- 9 Identify special provisions/locations for elderly and disabled;
- 10 Identify verification of eligibility requirements that appear to be causing problems at the issuance site and provide information to applicants that clarify the requirements;

Important: All staff must understand that press communications may only go through the RI DHS Public Information Officer.

C. Staffing Plan

1 Responsibilities for staffing.

The Director of RI DHS and the Associate Director along with the Administrator, Field Operations will coordinate disaster response staffing needs in consultation with the Administrator, RI EOHHS Human Resources. This will include assignment of staff to work in disaster affected areas. As necessary, staff will be assigned to designated emergency SNAP distribution sites. To the extent that multi-lingual staff is available, they will be assigned to disaster areas with non-English speaking client populations. The Administrator, Field Operations will coordinate these temporary assignments. RI DHS workers assigned to the eligibility function for the D-SNAP will take applications, interview clients, make eligibility determinations, calculate allotments (if not automated) and record data required to be reported to FNS. RI DHS workers will also make client referrals, as appropriate to food distribution sites. The RI DHS Corrective Actions Officer may be assigned to coordinate on-site staffing issues as well as the logistics needs of the site staff as part of the critical "lessons learned" data collections.

Operating a D-SNAP will increase the burden of SNAP workers in the field offices. In order to support the implementation of the D-SNAP, resources will be reallocated and DHS will temporarily increase office hours. Up until July of 2014, DHS workers were assigned to one program specifically. However, as part of the DHS business process redesign (BPR), workers now have the ability to work multiple programs. Therefore, all eligibility workers may be temporarily reassigned throughout the disaster to work on D-SNAP. During the D-SNAP operation, priority will be given to administering the D-SNAP, while maintaining a skeleton crew to work on less urgent matters. In addition, DHS will increase office hours to include both nights and weekends. The majority of the D-SNAP work will be conducted during traditional business hours, while the ongoing SNAP operations will be conducted during the extended hours. Throughout the D-SNAP operation, DHS will continuously reevaluate and reassign resources.

2 Criteria for temporary disaster site staff assignments.

The decision to temporarily halt nonessential functions to release staff for temporary assignments in disaster areas will be made by the Director of RI DHS and the RI DHS Associate Director conjunction with the RI DHS Administrator, Field Operations.

Temporary assignments to assist in disaster areas will be made from the following sources:

- a. **Surrounding unaffected regions within commuting distance.**
- b. **Unaffected regions around the state.**
- c. **Central Office.**
- d. **Hiring of Temporary Employees - The Director of RI DHS may direct that temporary staff be employed to help meet demands for staffing in disaster areas. If needs cannot be met through the temporary hiring of employees, individuals on the agency rehire list or through a temporary employment agency, RI DHS will seek assistance through individuals certified by the Federal agency as eligible for employment.**

3 Activation of field activities, at the direction of the DRT, the Administrator of Field Operations will activate and supervise disaster plan field activities. These will include the following:

- a. Identification of sufficient and available current RI DHS Staff.
- b. Assure that adequate numbers of staff in these functional areas are mobilized to appropriately cover all distribution locations, e.g.-eligibility, supervisory, clerical, social worker, interpreters / translators.
- c. Activation of the RI DHS “telephone tree” communication system to notify staff of their assignments.
- d. Assure sufficient distribution of emergency supply boxes consisting of: appropriate applications, forms, disaster regulations and procedures, supplies and equipment. As well as client information handouts.
- e. Implement visitor flow procedures that address both disaster applicant and other regular RI DHS applicant / client flow as necessary.
- f. Provide necessary oversight for non-routine eligibility determination and/or issuance processes such as check preparation and manual benefit issuance.
- g. Consideration to security access to laptops for assigned staff is required in order to use the laptops for application, benefit processing and EBT creation and distribution.

D. Training Staff

- 1 The Asst. Administrator, Staff Development will be responsible for providing training in the D-SNAP for all those involved in the application/issuance process. FNS will be invited to attend training to assist in answering questions and in the preparation of training materials. Training will include:
 - a. D-SNAP program regulations.
 - b. Fraud prevention/reduction techniques.
 - c. Processing the Rhode Island D-SNAP Application (Exhibit B)
 - d. Public relations issues.
 - e. Personnel issues.
 - f. Transportation/physical site issues.
 - g. Orientation guide for staff.
 - h. State Civil Rights compliance.
 - i. Plan to ensure access to the States most vulnerable.
- 2 Orientation to the SNAP Disaster Plan will be provided as part of the RI DHS Staff Development Calendar to appropriate RI DHS staff as well as InRhodes and EBT contractors.
- 3 In addition, upon disaster plan activation, there will be specific training as to the method of eligibility determination and disaster benefit issuance that will be used. Materials to facilitate rapid implementation will be developed and provided by the Staff Development Unit (SDU). Also, the SDU in conjunction with the DRT will inform staff assigned to the distribution sites of special disaster policies and procedures. Training topics will be determined by the DRT but will cover, but not be limited to the following:
 - a. Organizational structure of the SNAP Disaster Operation and lines of authority;
 - b. Process for applicant flow management and assignment of cases to workers;
 - c. Eligibility criteria;
 - d. Verification requirements and acceptable documentation;
 - e. Orientation to any new applications and forms;

- f. Allotments for various household sizes;
- g. Benefit issuance procedures;
- h. EBT and check card security;
- i. Fraud prevention and detection and referral;
- j. Any InRhodes entry changes related to eligibility and issuance of SNAP Disaster benefits;
- k. Use and security of checks;
- l. Procedures for handling complaints and State Civil Rights issues.

E. System Support

All records of the D-SNAP plan will be kept independent of the ongoing SNAP program, data processing support will be provided.

F. Security Plan

The RI DHS Director along with the assistance of the RI DHS and DOA Administrators of Management Services and System Operations will be responsible for coordinating the security plan. Depending upon the nature of the disaster, RI DHS may, other than the usual security, require security for transportation and storage of EBT cards and/or checks, if electronic benefits are not feasible. Through RIEMA, local police, State police, Capitol Police and the National Guard may be requested to provide these services.

In addition, physical security at the issuance site may be required. Highly visible security has proven to be a deterrent to fraud. As deemed necessary uniformed security personnel from the local police, State Police, Capitol Police and/or RIEMA/RIANG may be present at the application/issuance sites to provide security for staff and clients.

The RI DHS floor plans of local and regional center offices are designed for effective traffic flow. If the Department is forced to use other sites due to the nature of the disaster those sites will be designed to effectively manage the flow of traffic and to expedite the application process, moving applicants through the process as quickly as possible. This will help assure that in this potentially stressful time that tempers and emotions will not be irritated.

Employee SNAP applications will be handled separately from other applications. Audits will be conducted on all employee applications and this policy will be made public.

Employee disaster benefit applications will be maintained in a separate secure location, apart from non-employee applications. The Regional Manager, Chief Casework Supervisor or other appropriate level appointee will have responsibility for the processing, security and confidentiality of these applications.

G. Program Integrity and Fraud Prevention Issues

The Disaster Program Coordinator will work with the FNS Office of Inspector General (OIG) from the start of the disaster response to ensure that program integrity issues are addressed. To protect the integrity of the Supplemental Nutrition Assistance Program during a period of disaster issuance and meet the goal of providing expeditious food assistance to those affected by a disaster, RI DHS will rely on the Department's centralized Fraud Investigation Unit and its fraud investigators to provide activities focused first and foremost on early detection and prevention of fraud during the distribution of Supplemental Nutrition Assistance Program benefits during a disaster.

Program integrity and fraud control measures will include the following.

- 1 The Fraud Investigations Unit Assistant Administrator will participate in establishing application/issuance site procedures for taking applications and issuing benefits.
- 2 Utilization of the existing RI DHS Hotline as a method for reporting abuse.
- 3 Set up of a process for clients to return benefits issued improperly.
- 4 Provision for the security of EBT cards.
- 5 Development of a simple process for eligibility staff to make fraud referrals onsite.
- 6 Prevention of fraud with clear communication of the intent, benefits and requirements of the disaster Supplemental Nutrition Assistance Program.
- 7 Publicity of anti-fraud activities in the following ways: Make public service announcements; Issue press releases; Post and distribute fliers, in languages appropriate to the disaster area, outlining program requirements, criminal and civil fraud penalties, fraud control measures in place and; Publicize arrests for fraud.
- 8 Tables marked “fraud investigator” staffed with investigators will be set up and clients without verification or with inconsistent information will be referred to the investigators for further interview.
- 9 Workers will check for duplicate participation and run alphabetical lists daily by computer database or manually if necessary.
- 10 Make periodic announcements, while applicants are waiting, that applications will be checked for fraud.
- 11 Check household size by asking applicants at the start of screening interview for names and birth dates for all household members. Ask applicant to repeat information at the end of the interview process to confirm the information.
- 12 Review cases at random to assure that there is no worker fraud. Make it known to staff that there will be such case reviews and that dismissal may result from worker fraud.

H. Command Center Operation

The Agency charged with the responsibility for disaster and emergency response in Rhode Island is the Emergency Management Agency (RIEMA) located at 645 New London Avenue, Cranston, RI 02920, Voice/TTY is 401-946-9996. The State Command Center will be located in Cranston. It will be the focal point for information, resolution of issues, and disaster program administration.

In the case where this location is either not available or otherwise not usable, an alternate command center will be established and all State Departments will be notified.

I. Periodic Meetings of the Disaster Response Team

Periodic meetings of the Disaster Response Team will be held to assure that all members of the team are prepared to assume their specific role and responsibilities should Rhode Island need to operate a Disaster Supplemental Nutrition Assistance Program. A meeting of the DRT will be convened after the submission of this Plan so that Team members are knowledgeable of their roles. The Team will see that a SNAP disaster application is revised as needed based on lessons learned from previous operations and will develop further details as to the use of EBT during a disaster. RI DHS will also explore the possibility of having a mock disaster so that we can practice our response and determine the areas in need of improvement.

Section 3 Sequences of Events in Response to Disaster

The RI DHS has historically faced a wide range of disasters and incidents requiring a deployment of field office staff to remote locations. These incidents range from small: e.g. the homeless population residing in “tent city” in Providence, (2009); medium: Station Night Club Fire State disaster response site, (2003); and large: statewide flooding and subsequent co-locating with FEMA at Disaster Assistance Centers, (DACs) or Disaster Response Centers (DRCs), (2010).

Although the response to the 2010 floods was statewide, actual affected areas were relatively small pocketed areas near rivers and streams that had overflowed their banks. The effect can be considered relatively minor compared to historical disasters that affected much wider regions of the state: 1938 and 1954 hurricanes and well as the blizzard of 1978. Each had a wide reaching and devastating effect on the State’s infrastructure.

The Department and its programs have Federal requirements to plan for and to react to federally declared disasters as well as a moral requirement to react to the relatively smaller State level incidents as the State and/or Department leadership so direct. In order to be prepared to react to these varied disaster levels, the RI DHS will have a 3 tiered response plan known as **Emergency Response Packages**, “ERPs.”

ERPs are designed to be an appropriate level response, both in terms of man power as well as in equipment to the situation at hand. Additionally, subsequent levels are designed to be built on the previous level. The RI DHS goal is to be self-sufficient and able to respond on relatively short notice to all levels of disasters and incidents. Staffing is ad hoc based on the assessed need. At a minimum for safety reasons and **in order to separate the eligibility of EBT benefits and the issuance of the EBT cards, a two person team responds to the location** in order to assess the needs of the clients and to take applications for DHS programs. Staffing may be reduced at a later time based on situational factors (Ex: Applications taken at field site and the EBT cards issued at the local office). The Department will, at all times, maintain a distinction between staff who authorize benefits and those who issue the EBT cards for access to those benefits.

ERP 1: The lowest level response is designed for a quick mobile response to small State level incidents. The package is comprised of a backpack with a laptop and wireless connectivity to the internet as well as forms and minimal office supplies- pens, pencils, pads, etc. The assumption is that the local community or other state agency will provide a suitable location for interviews, e.g. table, chairs and shelter as appropriate.

ERP 2: Medium level response is designed for medium State level incidents where a more permanent presence, multiple days, is expected. The package consists of the ERP1 backpack and equipment with addition of a mobile “tool box /storage container” for additional office supplies. Again, the assumption is that other State or local agencies will provide a suitable location for interviews.

ERP 3: The highest level response is designed for large statewide emergencies requiring a remote office to be set up over an extended period of time. These responses usually include the State EMA or FEMA involvement and are usually a declared “State of Emergency.” Severe situations may greatly reduce State infrastructure and may limit the availability of office supplies and equipment / furniture.

This package consists of the equipment in ERP 1 and ERP 2 as well as a mobile “field desk” system. The field desk is a transportable, durable “box” on wheels that opens to form a two person desk with a set of six drawers that may be secured with a padlock.

When the state suffered the floods in 2010, as a response, the area was declared a “Federal Disaster Area” and FEMA came to RI to set up DACs. RI DHS staff was co-located at these DAC sites. However, these initial DAC sites included the FEMA mobile vehicle for *their* staff but lacked any facilities for State level staff. ERP3 will allow RI DHS a seamless mobile office to be set up within minutes of notification.

In addition to the ERPs above a pop up canopy is available as needed. During the setup of the DACs in 2010, a DHS/EOHHS staff member’s personal canopy was used. Neither FEMA nor the State EMA was prepared to set up any tents or canopies to keep staff out of the weather. A 10x20 foot pop up canopy with sidewalls serves as a mobile office space, protecting staff and clients from the elements as much as possible.

Depending on the duration and priority of the response, the State’s Division of Information Technology, DOIT, will be able to hard wire a site for connectivity to the InRhodes system. Once this is established, an EBT printer will be able to be moved to that location and EBT printing as well as case processing will be able to be established. The Department, as noted elsewhere in this plan, will maintain separation of responsibility between benefit creation and EBT card issuance.

In the event of a State or Federally declared disaster, ERP 3:

The Executive Director of RIEMA will assess the disaster and its impact and communicate the disaster information to the National Guard, Adjutant General. The National Guard will communicate this information to the Office of the Governor. The Governor in consultation with RI DHS will review the information using it to decide the need to implement a Supplemental Nutrition Assistance Disaster Program.

The **Director of the Department of Human Services** [RI DHS] is designated to take the lead on the Disaster Supplemental Nutrition Assistance Program upon the decision to implement. Having decided to request to operate a Supplemental Nutrition Assistance Disaster Program the FEMA/ RIEMA’s Emergency Support Function [ESF] 11, Food staff person, in consultation with the Director of RI DHS will contact the Food and Nutrition Service (FNS) to present the state’s request to operate its Supplemental Nutrition Assistance Disaster Program. It is expected that within 12 hours of the request, FNS will contact RIEMA’s Emergency Support Function [ESF] 11, Food staff person to approve disaster implementation [decision from FNS made by phone, radio, or writing].

Once approved, RIEMA’s Emergency Support Function [ESF] 11, Food staff person will contact the Secretary of Health and Human Services, [EOHHS] / Director of the Department of Human Services [DHS] to initiate the Disaster Supplemental Nutrition Assistance Program.

The **RI DHS Disaster Plan Coordinator** will be contacted to begin working with FNS on Emergency Supplemental Nutrition Assistance and to convene the RI DHS Supplemental Nutrition Assistance Program Disaster Response Team (DRT).

A determination of the necessity to run a Disaster Supplemental Nutrition Assistance Program will be made following the occurrence of events that disrupt food access. The following are the steps that will be taken.

A. Assess Damage

Damage assessment will be carried out by the damage assessment team selected and coordinated by the Executive Director RIEMA who has been designated by the Governor to coordinate all the State's disaster response and relief programs in coordination with his Federal counterpart. Depending upon the nature of the disaster, the decision to operate a D-SNAP may need to be made before determining the extent of the damage. Some provisions of the D-SNAP may have to be modified to reflect the exact extent of damage.

The team will:

- 1 Gather facts regarding the types and extent of damage and report findings.
- 2 Determine the extent to which commercial channels of food distribution are available.
- 3 Interface as necessary with other state, local and federal agency representatives to achieve the objectives noted in this paragraph.

B. Evaluate response options and strategies.

Damage assessment information will be considered when determining which program will be run and making application for that program. The regular Supplemental Nutrition Assistance Program will be run with appropriate waivers when the affected population is fairly small, many in the disaster area are already eligible for Supplemental Nutrition Assistance benefits, or the disaster appears to be fairly short term and only a few modifications are needed to meet the victim's needs.

The Disaster Supplemental Nutrition Assistance Program (D-SNAP) will usually be the program considered by the Governor when a Presidential disaster has been declared and commercial channels of trade have not been affected or have been restored.

A Federal Presidential Disaster Declaration for Individual Assistance (IA) must be declared before a D-SNAP would be authorized by FNS. State Counties that receive IA status will be listed under "Designated Counties" on <http://www.fema.gov/news/disasters.fema>.

C. Application to Operate a Disaster Supplemental Nutrition Assistance Program

- 1 Applying to operate a D-SNAP will be a two-step process. The application will be made by the Executive Director of the RIEMA Emergency Support Function [ESF] 11, Food staff person, in consultation with the Director of RI DHS and at the direction of the Governor.
 - a. An informal request will be made by phone or fax along with the supporting documentation to FNS. This request will be made within two weeks of the disaster. FNS and RI DHS will negotiate and agree on the terms of the program.
 - b. The formal written application will be made within 24 hours of the informal application. The information included in the formal application includes:
 - 1 Date and time of disaster.
 - 2 Description of the geographical areas in need of assistance, providing maps, if available. Outage maps for power issues (<https://www1.nationalgridus.com/PowerOutageMap-RI-RES>) and flood maps for flooding issues are important statistics used by FNS to support food loss.

- 3 Statement that commercial channels of food distribution are available or estimate of when they will be restored and a statement that either: a Presidential Declaration has been granted or commercial channels of food distribution were disrupted.
- 4 Determination that low-income households have lost food or are unable to purchase nutritious food.
- 5 Estimate of the number of new households expected to apply and ongoing recipients issued disaster benefits. Using the power outage maps as well as flood maps as appropriate and other disaster related data maps, create an estimate of potential number of applicants. Include this estimate in the request for D-SNAP.
- 6 Recommended length of application period -- seven days or less and extend the D-SNAP, if necessary.
- 7 Description of security resources available.
- 8 How EBT cards will be secured.
- 9 A description of the measures that will be taken to: protect staff, provide crowd control, and assure fraud control.
- 10 Description of process by which applications will be processed and benefits issued including special procedures for special populations (ongoing recipients, new applicants, elderly/disabled households).
- 11 Plans for notifying public of availability of disaster Supplemental Nutrition Assistance benefits.

D. Program operations decisions to be made upon making the decision to operate a D-SNAP.

- 1 Time for accepting D-SNAP Applications may be up to seven days dependent on the potential number of applicants and number of issuance locations and workers.
- 2 Ongoing cases in the disaster area may receive automatic disaster issuance unless there are mitigating circumstances such as automated system failure.
- 3 Crowd Control Strategies will depend on the number of potential disaster generated new applicants, the estimated number of applicants that can be served at each site per day, site security, and the availability of volunteers. Strategies may include:
 - a. Line screening by volunteers.
 - b. Issuance of numbers to new applicants and serve a certain number each day.
 - c. Serve new applicants alphabetically over several days.
- 4 The issuance of disaster related benefit EBT cards might be immediate at application site, delayed on-site issuance, or mail issuance. The decision will depend on the number of potential new applicants, estimated value of benefits, security at application/issuance sites, reliability of mail system and if mass feeding or other food is immediately available.
- 5 All households must apply for replacement benefits. Affidavits for ongoing recipients may be handled through the mail and ongoing recipients living in the disaster area may receive automatic replacement. The manner in which replacement benefits are issued will depend on the ability of staff to process applications, the reliability of mail system, and the size of the disaster area and the time of disaster relative to the benefit issuance schedule. If a site other than a DHS office is used, replacement benefit affidavits may be taken on site by the RI DHS staff with a follow up phone call to an open RI DHS office to a designated eligibility worker who will process the replacement. The paper affidavits will be couriered to the office for inclusion in the case records or scanned into the electronic record when applicable.
- 6 The process and locations for receiving D-SNAP applications, processing eligibility and issuing EBT cards will be determined by the DRT after reviewing the nature of the immediate disaster including but not limited to the scope of the physical area affected, RI DHS staff availability,

guidance from the Office of the Governor, RI EMA and FEMA including safety concerns, as well as equipment and network availability considerations.

- 7 The agency will determine the best procedures for including the assistance of community partners including but not limited to: URI Outreach, United Way “211”, Community Actions Programs and the Red Cross. Assistance will be determined by the level of the disaster response.
 - a. **ERP 1:** The lowest level response: RI DHS, through the RI DHS PIO, will alert the public through: press release; RI DHS IVR; RI DHS information TVs in field office lobbies; and the EBT vendor SIVR.
 - b. **ERP 2:** The response will include the ERP 1 response and build to include coordination with the URI Outreach contracted partner. URI, in coordination with RI DHS PIO will utilize their established system of advertising and outreach network to further advise the public regarding the current situation and the RI DHS response.
 - c. **ERP 3:** Using both ERP 1 and 2 above, this level, through the RI DHS PIO, will extend the information network to a broader base of community partners such as the American Red Cross; Community Action Programs; United Way 211 and others as appropriate based on the area effected by the disaster and the scope of the RI DHS response.

E. Requesting an Extension

- 1 An extension of the D-SNAP (application period, benefit period and/or geographic area) may be requested if certain situations exist:
 - a. A significant number of disaster-affected households cannot be served during the original application period.
 - b. The disaster victims are still unable to access resources once the benefit period has expired.
 - c. The effects of the disaster are more widespread than originally determined.
- 2 DHS may informally request an extension by phone or fax before the expiration of the original program approval period. A formal written extension request will be submitted to the FNS regional office within 24 hours of the informal extension request.

Section 4 Establishing Application and Issuance Sites

A. Choosing an Application/Issuance Site - The exact number and location of application/ issuance sites will be dependent upon the nature and location of the disaster. RI DHS regional and local offices will be the preferred sites since they are best equipped to provide service, facilitate traffic flow and provide for the comfort of applicants. If RI DHS offices are not proximate to the disaster area or are not otherwise available other service agencies or sites in the affected areas will be selected. RI DHS will consider seeking advice regarding choosing a site from Federal and State government agencies, particularly FNS, the damage assessment team and the DRT.

The following will be the considerations when choosing a site.

- 1 Co-locating with other disaster assistance agencies: FEMA; RIEMA; etc.
- 2 Accessibility of the location to all affected segments of the community.
- 3 Size of facility as it relates to the expected number of applicants.
- 4 Adequacy of space and/or facilities to address human comfort concerns.
- 5 Availability of transportation and/or adequate parking. Necessity of shuttle services. Provisions for the disabled and handicapped parking.
- 6 Ease with which the site can be connected to the InRhodes system.

B. Layout and Traffic Flow

Layout is key to minimizing bottlenecks, keeping the traffic moving and reducing security risks. RI DHS may consult with State and local law enforcement officials and or FEMA Federal security agents and or the RI ARNG regarding safety issues.

The following will be considered in designing the layout and traffic flow of disaster benefit application/issuance sites:

- 1 Private break areas and restrooms for staff and discreet accommodations made for elderly/disabled applicants will enhance Staff/Applicant security. It may also be necessary and appropriate to provide meals for staff.
- 2 Crowd control measures will include applicant lines arranged to reduce crowd density and arranged to keep traffic moving. Notices may be posted to estimate waiting time for steps in the application process. Ropes and barriers will be set up to help direct the flow of traffic. Extra staff may be assigned to greet applicants as they enter in order to appropriately screen, advise and direct them to the correct service area or line.
- 3 Interview areas will be situated to provide for comfort and protect client confidentiality.
- 4 Human comforts will be enhanced by keeping wait times to a minimum possible while assuring that each applicant is given adequate time to apply. Protection from the elements will be provided as well as water/food will be made available in case of long wait times. Clean and sanitary private restroom facilities will be available and areas to wait for transportation will be available.

C. Application/Issuance Site Staff

The application/issuance site will need the following staff. Per FNS direction, the duties of certification of benefits and the issuance of the EBT cards needs to be separated:

- 1 Eligibility staff (including bilingual workers) to:
 - a. Help complete the Rhode Island D-SNAP Application.
 - b. Screen applications:
 - 1) For completeness;
 - 2) For verification;
 - 3) For duplicate participation.
 - c. Interview and certify applicants which will consist of:
 - 1) Conducting the interview;
 - 2) Verifying information as required and appropriate;
 - 3) Determining eligibility and preparing the issuance document;
 - 4) Instructing the applicant on the use of Supplemental Nutrition Assistance Program benefits;
 - 5) Preparing a file for the applicant;
 - 6) Conducting onsite reviews (one or two supervisors per site necessary depending upon the number of applicants).
- 2 Clerical/support staff:
 - a. Issue EBT cards;
 - b. Perform usual clerical duties;
 - c. Assist in screening and completion of applications.
- 3 Fraud Unit workers.
- 4 Translators/interpreters.
- 5 Other volunteers to help screen and complete applications.
- 6 Medical volunteers if not provided / covered by co-located agencies/ RIEMA/ FEMA.

D. Equipping the Application/Issuance Site

The types and amount of equipment necessary will be determined by the number of applicants to be seen and the layout of the site. The specific needs of a particular site will be determined by the RI DHS Director, Administrators of Field Operations and the DRT.

- 1 All supply and equipment requests will be directed to the RI DHS Director.
- 2 All requests from disaster application/issuance site(s) shall be identified as EMERGENCY and immediately processed.
- 3 Requests for Benefits will be made via the Rhode Island Disaster SNAP Application ([Exhibit C](#)).
- 4 A special account will be maintained to track disaster program expenses.
- 5 ERPs will be used as needed/ assessed.
- 6 Additional requests for emergency supplies will be made through the RI DHS Director:
 - a. If requested items are available, the emergency shipment will be processed immediately and dispatched in the most expeditious manner possible to the site;
 - b. If requested items are not available, Program Operations will identify what is not available and evaluate with the Disaster Coordinator a possible substitute.
- 7 Program Operations may need to borrow or transfer equipment, etc., from other offices/ agencies.

- 8 Supplies should be inventoried to provide controls. Inventories are to be completed at the opening and closing of the application/issuance site(s).
- 9 Program Operations shall provide mail service as quickly as possible. Special courier services may be necessary.
- 10 Program Operations will provide and procure as necessary vehicles for:
 - a. Transport of necessary staff and equipment to designated disaster areas;
 - b. Obtaining law enforcement assistance as necessary;
 - c. Other operational functions.
- 11 Minimally the mature site should have:
 - a. Tables/desks, chairs (for issuance clerks to check documents, etc.);
 - b. Chairs and tables for the use of applicants;
 - c. Copy machine;
 - d. Fax machine;
 - e. Computers;
 - f. Telephones (cellular if regular service is not available);
 - g. Portable radios/walkie-talkies;
 - h. All necessary forms translated into the languages appropriate to the demographics of the disaster site;
 - i. Pens, pencils, staplers, file folders, staples etc.;
 - j. Signs (for various directives and identification of processing areas);
 - k. Handouts in appropriate languages explaining use of Supplemental Nutrition Assistance benefits and fraud control measures

Section 5 Eligibility and Verification

A. Eligibility Requirements for the Disaster Supplemental Nutrition Assistance Program

- 1 The applicant must have been living in the disaster area at the time of the disaster; may also be eligible if living in the state at the time of the disaster but temporarily outside the disaster area at the time of the disaster; may also work in the area of the disaster and lost income due to the disaster.
- 2 Must plan on purchasing food during the benefit period.
- 3 The applicant must have experienced at least one of the following adverse effects as a result of the disaster:
 - a Damage to or destruction of the household's home or self-employment business;
 - b Disaster-related expenses not expected to be reimbursed during the benefit period e.g., home or business repairs, temporary shelter expenses, evacuation, home/business protection, disaster related personal injury including funeral expenses;
 - c Lost or inaccessible income, including reduction or termination of income, or a delay in receipt of income for half the benefit period;
 - d Inaccessible liquid resources, e.g., banking institution is closed due to the disaster;
 - e The total income received during the benefit period, plus accessible liquid resources, minus certain disaster related expenses should not exceed the disaster gross income limit;
 - f Special cases: (a) applicants who are temporarily staying in a shelter but not expected to remain there for the entire benefit period, **ARE**, eligible for D-SNAP benefits. (b) An applicant who has an application pending for the regular Supplemental Nutrition Assistance Program is **NOT** considered as an on-going recipient for purposes of determining eligibility or amount of disaster benefits;
 - g The applicant must meet the income and resource test in order to qualify for the D-SNAP TEST- The household's total income received (or expected to receive) during the benefit period **plus** its accessible liquid resources **minus** a deduction for disaster-related expenses **shall not exceed** the disaster gross income limit;
 - h. Maximum deductions will be used.

B. Verification Requirements for the Disaster Supplemental Nutrition Assistance Program

- 1 Verification rules are eased during a disaster to reduce administrative burdens and to reflect the reality that households and eligibility workers will not have access to usual verification sources.
- 2 Some things **must** be verified, some things should be verified **where possible**, and others can be verified **if questionable**.
- 3 Verification requirements:
 - a. Identity must be verified;
 - b. Residency verified where possible;
 - c. Duplicate participation check will be conducted via the InRhodes system as benefits are issues through the system and are made available on issued EBT cards.
 - d. Household composition verify if questionable;
 - e. Loss or inaccessibility of liquid resources or of income verify where possible;
 - f. Food loss verify if questionable;
 - g. All rules regarding authorized representatives are the same as those for the regular Supplemental Nutrition Assistance Program;
 - h. Benefits will **not** be issued to a household that refuses to sign the Disaster Supplemental Nutrition Assistance Program Application.

C. Amount Of Benefits (Once a specific waiver request has been made for each category and subsequently approved by FNS)

- 1 Ongoing recipients will receive disaster Supplemental Nutrition Assistance Program benefits equal to the maximum benefit amount for the household size through a supplement;
- 2 New applicants: An eligible household will receive disaster Supplemental Nutrition Assistance benefits equal to the disaster benefit amount for the household size.

D. Time Between Application and Receipt of Disaster Benefits.

- 1 Benefits may be received at the time of application when possible;
- 2 Benefits must be received within three days of application.

E. Applicant Pool

The applicant pool will be expanded to include those not usually eligible for assistance such as *students, strikers, non-citizens, work program participants and disqualified individuals (IPVs)*.

F. Fair Hearings

Applicants will be made aware at the application/issuance site of their right to a fair hearing.

- 1 Any household denied disaster benefits may request a fair hearing. If a hearing has been requested, the household is entitled to an immediate supervisory review.
- 2 Any withdrawal of a hearing request must be made in writing.

G. Records and Reporting

- 1 Records of issuance through the D-SNAP will be kept separately from records of regular program issuance. Information contained in the disaster program files will be adequate to complete the FNS-292, Report of Disaster Issuance.
- 2 Reporting - The following information will be captured for completion of the following:
 - a. Daily D-SNAP report which contains:
 - 1) Number of households approved (new and ongoing);
 - 2) Number of persons approved (new and ongoing);
 - 3) Value of benefits approved (new and ongoing);
 - 4) Average benefit per household;
 - 5) Number of households denied;
 - b. FNS-292, Report of Disaster Issuance;
 - c. FNS-388, Monthly Issuance Report;
 - d. Regular Supplemental Nutrition Assistance issuance and stamp inventory reports;
 - e. Daily reports may be consolidated at the command center and submitted to FNS through the region.

Section 6 Disaster Benefit Issuance

A. Application Process

- 1 Ongoing recipients living in the disaster area will not be required to apply for D-SNAP benefits.
- 2 New applicants including pending applicants not yet approved must apply for disaster benefits at the application/issuance site.

B. Benefit Amounts

- 1 D-SNAP benefits will be calculated and issued to ongoing households once an approval waiver has been granted by FNS. Disaster benefits will be Supplemental Nutrition Assistance Program benefits, which in addition to the monthly allotment equals the maximum Supplemental Nutrition Assistance Program benefit amount for the household size.
- 2 Disaster benefits issued to new applicants, once an approval waiver has been granted by FNS, will be equal to the maximum Supplemental Nutrition Assistance Program amount for the household size.

C. Benefit Delivery

The Rhode Island Department of Human Services will determine the most effective and efficient manner to issue Supplemental Nutrition Assistance Program benefits in a particular disaster situation. RI DHS has laptops available. *Once the system programming is completed*, SNAP Online applications can be completed and the printing EBT cards from a remote site is planned. This process will be used, assuming availability of internet access.

If internet availability is non-existent, paper applications will be taken and applications will be processed through local RI DHS offices with hard wired connectivity. SNAP applications and EBT cards will be brought to the respective offices and field sites via a “runner” or clients may be directed to the local offices to pick up cards. The final process will be determined as the situation presents itself and will remain dynamic as the environment develops.

RI DHS will process each D-SNAP application to the extent possible within the current InRhodes system. The current configuration of the InRhodes system does not fully support the D-SNAP process. Changes to the program are currently in the planning process. Therefore, the D-SNAP applications will be processed “manually” *within* the InRhodes system and EBT benefits will be issued on EBT cards through the RI DHS InRhodes system as currently done. Currently the Department is working with the new IES system contractor in developing an all-electronic version of the D-SNAP for the new system.

Whether an electronic version or paper version is used for applications, benefits will be delivered and made available to the D-SNAP applicant clients within three (3) days of the application or within seven (7) days if the information on the application is questionable.

D. EBT Card Stock

RI DHS EBT card stock is maintained in the central office as well as in each of the six field offices operating the SNAP program. The RI DHS will use the current EBT card stock for D-SNAP purposes and will not plan for any specially produced or “disaster” labeled stock.

In order to meet the potential increased need for cards during a D-SNAP, excess cards will be maintained at the central office as well as in each field office. A minimum balance will be maintained in each office and will be rotated in, first in first out, with every day card production. This process eliminates any issue with old or stale card stock. It also minimizes the impact of card stock availability should a disaster on a single RI DHS location effect that location's inventory.

Should additional stock be required, the normal turnaround time for "RI" design specific stock is approximately 1 week. However, more "generic" EBT cards can and have been obtained from the supplier within 48 hours if necessary.

The EBT Coordinator will, as part of the disaster response planning period, prior to the activation of the D-SNAP application period, in conjunction with the DRT, determine the extent of the disaster and the need for additional EBT card stock and printing supplies.

Based on this potential need, EBT card stock and related supplies will be assessed and additional cards and supplies will be ordered prior to the activation of the application period for the D-SNAP.

Additionally, as stated above, as needed, EBT card stock and printing supplies will be re-allocated from unaffected field offices and the central office to the affected areas.

Section 7 Post Disaster Activity

A. Closing Out the Application/Issuance Site

The following will be completed in closing out an application/issuance site:

- 1 Case Files
 - a. Alphabetize applicant files.
 - b. Include issuance documents in each file.
 - c. Review files to determine duplication.
 - d. Determine length to retain files.
 - e. Put files in boxes marked with site and box number.
 - f. Scan files in system where available
- 2 Issuance Records
 - a. Reconcile issuance at all sites.
 - b. Put issuance logs and records in boxes marked with site and box number.
 - c. Forward to Central Office.
- 3 EBT Cards and/or Checks - Return EBT Cards/Checks to storage site.
- 4 Equipment (not belonging to disaster issuance site)
 - a. Take inventory of all equipment and other supplies, and compare with initial inventory;
 - b. Return equipment to lender, as appropriate.
- 5 Staff
 - a. Complete time sheets for all personnel, including temporary personnel;
 - b. Personnel will return to their regular assignments.
- 6 Building
 - a. Clean as much as possible.
 - b. Maintain security until site is emptied of disaster issuance materials.

B. Transition Back to the Regular Supplemental Nutrition Assistance Program

- 1 In most instances the D-SNAP will adequately serve the disaster population. If this is the case, there will be an immediate return to regular Supplemental Nutrition Assistance Program benefits. If a D-SNAP recipient household becomes eligible for ongoing Supplemental Nutrition Assistance benefits, any D-SNAP benefits issued will be applied against the regular Supplemental Nutrition Assistance Program benefits for the appropriate time period.
- 2 Under certain circumstances it may not be advisable to return to the regular Supplemental Nutrition Assistance Program. For example, if a large part of the population affected by the disaster would not qualify for regular Supplemental Nutrition Assistance benefits but is still in need of assistance, or if the State needs administrative relief to serve the disaster population, RI DHS may wish to consider delaying the immediate return to regular operations. This option will be decided by the DRT, Governor's office and the FNS.

C. Claims and Restored Benefits

- 1 DHS will establish claims and issue repayment demand letters for over-issuances resulting from:
 - a. Intentional Program Violations (IPVs)
 - b. Inadvertent Household Errors (IHEs)
 - c. Administrative Errors (AEs).
- 2 Claims will be established no later than three months after the close of the disaster operation.
- 3 DHS shall restore to households the amount of Supplemental Nutrition Assistance Program benefits that were lost.
 - a. Due to an agency error.
 - b. When a denial of benefits is subsequently reversed.
 - c. The accountability system must clearly indicate that an issuance was a restored benefit.

D. Post-Disaster Review

A program assessment group will be designated by the DRT who will conduct a post disaster review of certification, issuance and fraud prevention. RI DHS will select and review 0.5% sample of cases certified for disaster issuance, up to a maximum sample size of 500 and a minimum sample size of 25 cases to be reviewed. Post-review actions will include determining whether or not to file a claim, conducting an error analysis, and taking corrective action.

DHS will review its fraud prevention procedures, especially those meant to curtail duplicate issuance. If weaknesses are apparent, RI DHS shall make changes and amend the D-SNAP to take these changes into account.

Employee disaster benefit applications will be maintained in a separate secure location, apart from non-employee applications. The Regional Manager, Chief Casework Supervisor or other appropriate level appointee will have responsibility for the *processing, security and confidentiality* of these applications.

Corrective Action Officer will review these employee applications during the post disaster review for accuracy and accountability.

A report on this review will be provided to FNS within six months after the end of the disaster application period.

The SNAP Corrective Actions officer, having maintained a daily log of lessons learned, will conduct a debriefing of the DRT. Adjustments to the RI DHS SNAP Disaster Plan will be made accordingly and the lessons learned will be forwarded to the USDA FNS NERO for inclusion in their records.

EXHIBIT A Acceptance Letter

DHS SNAP Office
Address

Name
Address

Date

Dear xxxx,

Based on the information we have, the following actions have been taken:

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Your application for Disaster SNAP benefits has been approved. Your certification covers the disaster benefit period from _____ through _____.

Your one time Disaster SNAP benefit allotment for a household of _____ is _____.

The table below shows how we calculated the Disaster SNAP benefit for your household. We used information you gave us on the Application for Disaster Supplemental Nutrition Assistance to determine your household's Disaster SNAP benefit amount.

Disaster SNAP Benefit Calculation:	
a. Anticipated Income	\$
b. Accessible Cash Resources	(+)
c. Total disaster period income = (a+b)	(=)
d. Total allowable disaster related expenses	(-)
e. Accessible disaster period income = (c-d)	(=)
f. Maximum disaster income limit for household size (use information from disaster table)	Household size:
If (e) is equal to or less than (f), the household is eligible.	
g. Disaster allotment (from disaster table)	
h. Regular allotment already received (in any)	(-)
i. Net disaster allotment (g-h)	(=)

APPEAL RIGHTS – READ CAREFULLY

You have a RIGHT to appeal and receive a Hearing before a Hearing Officer of the Department if you are dissatisfied with any Department decision, or if the Department delays in making a decision. If you request a hearing, your appeal will be heard promptly. You may be represented by a lawyer or any other person you select to appear on your behalf. Hearing forms, on which you may file your complaint, are available in every local and State Department office. If you are not satisfied with any Department decision regarding your application, you have a right to request a hearing. You must request a hearing within 90 days from the date that you receive a written notice for SNAP benefits.

NONDISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.); the Food Stamp Act; the Age Discrimination Act of 1975; the U.S. Department of Health and Human Services implementing regulations (45 C.F.R. Parts 80 and 84) and the U.S. Department of Education implementing regulations (34 C.F.R. Parts 104 and 106); and the U.S. Department of Agriculture, Food and Nutrition Services (7 C.F.R. 272.6); the Rhode Island Department of Human Services (DHS), does not discriminate on the basis of race, color, national origin disability, religion, political beliefs, age, religion or sex in acceptance for or provision of services,

employment or treatment, in its education and other program activities. Under other provisions of applicable law, DHS does not discriminate on the basis of sexual orientation.

For further information about these laws, regulations and DHS' discrimination complaint procedures for resolution of complaints of discrimination, contact DHS at 57 Howard Avenue, Cranston, Rhode Island 02920, telephone number 462-2130 (for deaf/hearing impaired 462-6239 or 711). The Community Relations Liaison Officer is the coordinator for implementation of Title VI; the Office of Rehabilitation Services (ORS) Administrator or his/her designee is the coordinator for implementation of the Title IX, Section 504, and ADA. The Director of DHS or his/her designee has the overall responsibility for DHS' civil rights compliance.

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 for SNAP, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, or call (202) 720-5964 (voice and TDD). USDA is an Equal Opportunity provider and employer.

EXHIBIT B Denial Letter



RHODE ISLAND DEPARTMENT OF HUMAN SERVICES

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) DISASTER BENEFIT DENIAL NOTICE

DATE _____

Dear _____,

According to the latest information we have, your application for SNAP disaster benefits has been denied for the reason(s) indicated below:

- You are an active SNAP recipient. Active SNAP recipients are not eligible for SNAP disaster benefits.
- You did not sign the application for Disaster SNAP benefits.
- You do not meet the income or resource criteria for receipt of SNAP disaster benefits.
- You failed to provide proof of your identity.
- You have already submitted an application for SNAP disaster benefits.
- You have already received disaster benefits for another disaster within this benefit period.
- You have already been reimbursed for the loss of income during this disaster.
- You do not reside in the state of Rhode Island.
- You were a resident of a shelter during the disaster benefit period.
- You do not reside in an area affected by the disaster.
- You failed to participate in a face-to-face interview.
- Your request was received after the allowable application period for this disaster.
- Other _____

Please Note:

If you are an active SNAP recipient, you are not eligible for SNAP disaster benefits. If you have lost food due to this disaster, you may apply for a replacement of the SNAP benefits that you lost. Contact your local office for more information or visit the DHS web page at www.dhs.ri.gov.

Your request may reconsidered if you provide any missing information within ten (10) days of this notice. Please contact your local DHS office if you have any questions about this notice.

***** IMPORTANT *****

SEE OTHER SIDE FOR AN EXPLANATION OF YOUR APPEAL RIGHTS AND ADDITIONAL INFORMATION

APPEAL RIGHTS – READ CAREFULLY

You have a RIGHT to appeal and receive a Hearing before a Hearing Officer of the Department if you are dissatisfied with any Department decision, or if the Department delays in making a decision. If you request a hearing, your appeal will be heard promptly. You may be represented by a lawyer or any other person you select to appear on your behalf. Hearing forms, on which you may file your complaint, are available in every local and State Department office. If you are not satisfied with any Department decision regarding your application, you have a right to request a hearing. You must request a hearing within 90 days from the date that you receive a written notice for SNAP benefits.

NONDISCRIMINATION NOTICE

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.); the Food Stamp Act; the Age Discrimination Act of 1975; the U.S. Department of Health and Human Services implementing regulations (45 C.F.R. Parts 80 and 84) and the U.S. Department of Education implementing regulations (34 C.F.R. Parts 104 and 106); and the U.S. Department of Agriculture, Food and Nutrition Services (7 C.F.R. 272.6); the Rhode Island Department of Human Services (DHS), does not discriminate on the basis of race, color, national origin disability, religion, political beliefs, age, religion or sex in acceptance for or provision of services, employment or treatment, in its education and other program activities. Under other provisions of applicable law, DHS does not discriminate on the basis of sexual orientation.

For further information about these laws, regulations and DHS' discrimination complaint procedures for resolution of complaints of discrimination, contact DHS at 57 Howard Avenue, Cranston, Rhode Island 02920, telephone number 462-2130 (for deaf/hearing impaired 462-6239 or 711). The Community Relations Liaison Officer is the coordinator for implementation of Title VI; the Office of Rehabilitation Services (ORS) Administrator or his/her designee is the coordinator for implementation of the Title IX, Section 504, and ADA. The Director of DHS or his/her designee has the overall responsibility for DHS' civil rights compliance.

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, relation, political beliefs or disability. To file a complaint of discrimination for SNAP, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, or call (202) 720-5964 (voice and TDD). USDA is an Equal Opportunity provider and employer.

EXHIBIT D

D-SNAP Application (English)

<p>APPLICATION FOR DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE (D-SNAP)</p> <p><i>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 Adjudication, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call toll free (866) 632-9992. Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.</i></p> <p>DO NOT WRITE IN SHADED AREAS.</p>		Disaster Benefit Period	
		Begin: <input type="text"/> End: <input type="text"/>	
		Number: <input type="text"/>	
		Application Date: <input type="text"/>	
<p>INSTRUCTIONS: Complete this application honestly and to the best of your knowledge. If your household knows but refuses to give any required information, it will not be eligible to receive D-SNAP benefits. When you are interviewed, you must show identification and may be required to verify your residency {insert "place of work" if applicable to disaster} in the disaster area at the time of the disaster, household composition, and disaster-related expenses. You can authorize someone outside your household to apply for, receive, or use your Disaster Supplemental Nutrition Assistance benefits.</p>			
Head of Household	Verified	Authorized Representative	
Permanent Home Address with zip code	Verified	Temporary Address and Telephone Number (if different)	
Phone Number(s):	Verified	Mailing Address (if different) with zip code	
County:			
PART A – HOUSEHOLD SITUATION			
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:		YES	NO
Did the disaster damage or destroy your home or self-employment property?		<input type="checkbox"/>	<input type="checkbox"/>
Does your household have any additional expenses as a result of the disaster?		<input type="checkbox"/>	<input type="checkbox"/>
Does your household plan to buy food before {insert end date of disaster period} ?		<input type="checkbox"/>	<input type="checkbox"/>
Did the disaster delay, reduce or stop any of your household's income?		<input type="checkbox"/>	<input type="checkbox"/>
Does your household have money in checking/savings accounts which you cannot get to because the bank is closed or inaccessible due to the disaster?		<input type="checkbox"/>	<input type="checkbox"/>

Is anyone in your household employed by {insert name of State SNAP agency}?

Are you a current Supplemental Nutrition Assistance (Food Stamp Program) participant?

If yes, State: _____ County: _____

List the members of your household, including yourself, who were living and eating with you at the time of the disaster. List each household member's social security number (SSN) if available. Applicants are *not required* to have or give their Social Security Number on this application in order to qualify for D-SNAP. 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 during the D-SNAP benefit period {list start/end dates}. **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
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First Name / Last Name	Social Security No. (if available)	Birth Date	Sex	Race	Source/Type	Amount

PART D – RESOURCES	PART E – EXPENSES
List all cash your household will be able to get to during the disaster	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		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/replace 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 Supplemental Nutrition Assistance benefits, it must follow the rules listed below. This application is subject to review by Federal and State authorities to make sure you were eligible for disaster aid.

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

You have a RIGHT to non-discriminatory treatment. The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation or because all or a part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department (Not all prohibited bases will apply to all programs and/or employment activities). If you wish to file a complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact that USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers found online at http://www.fns.usda.gov/snap/contact_info/hotlines.htm. USDA is an equal opportunity provider and employer.

In accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794); Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.); the Food and Nutrition Act of 2008 (formerly the Food Stamp Act); the Age Discrimination Act of 1975; the U.S. Department of Health and Human Services implementing regulations (45 C.F.R. Parts 80 and 84) and the U.S. Department of Education implementing regulations (34 C.F.R. Parts 104 and 106); and the U.S. Department of Agriculture, Food and Nutrition Services (7 C.F.R. 272.6); the Rhode Island Department of Human Services (DHS), does not discriminate on the basis of race, color, national origin, disability, religion, political beliefs, age, religion or gender in acceptance for or provision of services, employment or treatment, in its education and other program activities. Under other provisions of applicable law, DHS does not discriminate on the basis of sexual orientation, gender identity or expression. For further information about these laws, regulations and DHS' discrimination complaint procedures for resolution of complaints of discrimination, contact DHS at 57 Howard Avenue, Cranston, Rhode Island 02920, telephone number 462-2130 (for deaf/hearing impaired 462-6239 or 711). The Community Relations Liaison Officer is the coordinator for implementation of Title VI; the Office of Rehabilitation Services (ORS) Administrator or his/her designee is the coordinator for implementation of the Title IX, Section 504, and ADA. The Director of DHS or his/her designee has the overall responsibility for DHS' civil rights compliance.

D-SNAP Application (Spanish)

SOLICITUD DE AYUDA PARA NUTRICIÓN EN SITUACIONES DE DESASTRE (D-SNAP)		Período de Beneficio en Caso de Desastre													
<p>Conforme a las leyes federales y a la política del Departamento de Agricultura de los EE.UU. (USDA), se prohíbe a esta institución discriminar a las personas sobre la base de raza, color, nacionalidad, sexo, edad, religión, creencias políticas o discapacidad. Para presentar una queja de discriminación, escriba a: USDA, Director, Office of Adjudication, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, ó llame al (800) 845-6136 (español, sin tarifas). EL USDA es un proveedor y empleador que ofrece igualdad de oportunidades para todos.</p>		<table border="1"> <tr> <td>Iniciar:</td> <td>Fin:</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Número:</td> <td> </td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>Fecha de Solicitud:</td> <td> </td> </tr> <tr> <td colspan="2"> </td> </tr> </table>		Iniciar:	Fin:			Número:				Fecha de Solicitud:			
Iniciar:	Fin:														
Número:															
Fecha de Solicitud:															
NO ESCRIBA EN LAS SECCIONES SOMBREADAS.															
INSTRUCCIONES: Complete la presente solicitud honestamente según su leal saber y entender. Si su unidad familiar conoce, pero se niega a dar cualquier dato solicitado, no será elegible para recibir ayuda para nutrición. Cuando lo entrevisten, deberá presentar una identificación. Deberá presentar documentación que pruebe que su unidad familiar vivía {insertar "o trabajaba" si corresponde a la situación de desastre} en la zona de desastre al momento de ocurrido el desastre, los edades, generos de los miembros de su familia, y egresos relacionados al desastre. Usted puede autorizar a alguien ajeno a su unidad familiar para que solicite, reciba o utilice su ayuda para nutrición en situaciones de desastre.															
Jefe de la Unidad Familiar	Verificado	Representante Autorizado													
Dirección Particular Permanente con Código Postal	Verificado	Dirección Temporal y Número de Teléfono (si son diferentes)													
Número de Teléfono	Verificado	Dirección Postal (si es diferente) con código postal													
Condado:															
SECCIÓN A – SITUACIÓN DE LA UNIDAD FAMILIAR															
¿ Su unidad familiar vivía {insertar "o trabajaba" si corresponde a la situación de desastre} en la zona de desastre al momento de ocurrido el desastre? Si responde que sí, conteste las siguientes preguntas:		SÍ	NO												
¿El desastre dañó o destruyó su casa o la propiedad donde trabaja por cuenta propia?		<input type="checkbox"/>	<input type="checkbox"/>												
¿Como consecuencia del desastre, ¿su unidad familiar tiene algún gasto adicional?		<input type="checkbox"/>	<input type="checkbox"/>												
¿Su unidad familiar planea comprar alimentos antes del {insertar fecha de finalización del período de desastre}?		<input type="checkbox"/>	<input type="checkbox"/>												
¿El desastre retrasó, redujo o interrumpió cualquiera de los ingresos de su unidad familiar?		<input type="checkbox"/>	<input type="checkbox"/>												
¿Su unidad familiar tiene dinero depositado en cuentas corrientes o cuentas de ahorro a las que no puede acceder porque el banco está cerrado debido al desastre?		<input type="checkbox"/>	<input type="checkbox"/>												

¿Participa actualmente en SNAP (el programa de cupones para alimentos)?	<input type="checkbox"/>	<input type="checkbox"/>
Si responde que sí, indique Estado: Condado:		

¿Alguien en su familia tiene empleo en {inserte el nombre de la agencia de SNAP}?	<input type="checkbox"/>	<input type="checkbox"/>
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Indique los integrantes de su unidad familiar, incluido usted, que se vieron afectados por el desastre y que viven y se alimentan en su unidad familiar. Indique el número de seguro social de cada integrante de la unidad familiar si está disponible. No obstante, los solicitantes *no están obligados* a tener o dar un número de seguro social en esta solicitud, a fin de tener derecho a recibir Ayuda Para Nutrición en Situaciones de Desastre. Además, indique la fecha de nacimiento, el sexo, la raza (opcional) y la fuente y el monto de ingresos netos de cada integrante de la unidad familiar. Indique cualquier otro ingreso que los integrantes de su unidad familiar hayan recibido o esperen recibir mientras esté vigente el Programa de Ayuda para Nutrición en Situaciones de Desastre.

NO INCLUYA A PERSONAS QUE NO INTEGRABAN SU UNIDAD FAMILIAR CUANDO OCURRIÓ EL DESASTRE.

SI DEBIDO AL DESASTRE SE ENCUENTRA VIVIENDO TEMPORALMENTE CON OTRA UNIDAD FAMILIAR, NO INCLUYA A LOS INTEGRANTES DE DICHA UNIDAD FAMILIAR.

SECCIÓN B – INTEGRANTES DE LA UNIDAD FAMILIAR (Agregue hojas si necesita más espacio)	SECCIÓN C – INGRESOS
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Nombre / Apellido	Nº de Seguro Social	Fecha de Nacimiento	Sexo	Raza (opcional)	Fuente / Tipo	Monto

SECCIÓN D – RECURSOS Indique todo el dinero al que su unidad familiar <i>podrá</i> tener acceso durante el período de beneficio en caso de desastre.	SECCIÓN E – GASTOS Indique los gastos <i>provocados por el desastre</i> que su unidad familiar pagó o espera pagar durante este desastre. NO INCLUYA GASTOS QUE FUERON O SERÁN PAGADOS POR ALGUIEN AJENO A SU UNIDAD FAMILIAR. NO INCLUYA GASTOS QUE LE FUERON O LE SERÁN REEMBOLSADOS ANTES DEL FINAL DEL PERÍODO DE BENEFICIO EN CASO DE DESASTRE.
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	MONTO		MONTO
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Cuentas corrientes		Gastos del cuidado de los dependientes	
Cuentas de ahorros		Gastos de funeral o médicos por lesiones personales	
Dinero en efectivo		Gastos de evacuación	
		Gastos de albergue temporal	
		Costos de protección de vivienda o propiedad comercial	
		Gastos de reparación de vivienda o propiedad comercial	
		Otros gastos por el desastre	
		Gastos de almacenamiento	

SECCIÓN F – CERTIFICACIÓN Y FIRMA

Entiendo las preguntas de esta solicitud y las sanciones por ocultar datos o suministrar información falsa. Mi unidad familiar necesita asistencia alimentaria inmediata como consecuencia del desastre. Certifico, bajo pena de falso testimonio, que la información que he suministrado es correcta y está completa a mi leal saber y entender. Además, autorizo la divulgación de toda información necesaria para determinar la exactitud de mi certificación. Entiendo que si no estoy de acuerdo con cualquier medida que se tome en mi caso, tengo derecho a solicitar oralmente o por escrito una audiencia justa e imparcial.

SOLICITANTE, REPRESENTANTE AUTORIZADO O TESTIGO (si firma con una X)

FECHA:

SECCIÓN G – ADVERTENCIA SOBRE SANCIONES

Si su unidad familiar recibe ayuda para nutrición, debe observar las siguientes reglas. Podemos seleccionar su unidad familiar para un control federal o estatal en algún momento luego de que reciba sus beneficios de ayuda para nutrición, a fin de asegurarnos de que usted era elegible para recibir ayuda para nutrición en situación de desastre.

NO dé información falsa ni oculte información para obtener o continuar obtener ayuda para nutrición en situación de desastre. NO dé ni venda los beneficios de ayuda para nutrición o la documentación de autorización.

NO modifique ninguna documentación de autorización a fin de obtener ayuda para nutrición a los que no tiene derecho. NO utilice los beneficios de ayuda para nutrición a fin de comprar artículos no autorizados como alcohol o tabaco.

NO utilice los beneficios de ayuda para nutrición ni la documentación de autorización de otra unidad familiar para su unidad familiar

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 (42 U.S.C. 2000d et seq.), el artículo 504 de la Ley de Rehabilitación de 1973, y sus enmiendas (29 U.S.C. 794), la Ley de Estadounidenses con Discapacidades de 1990 (42 U.S.C. 12101 et seq.), el Título IX de las Enmiendas de Educación de 1972 (20 U.S.C. 1681 et seq.), la Ley de Alimentos y Nutrición de 2008 (anteriormente la Ley de Cupones para Alimentos), la Ley de Discriminación por Edad de 1975, las reglamentaciones de aplicación del Departamento de Salud y Servicios Humanos de los Estados Unidos (45 C.F.R. Partes 80 y 84) y las reglamentaciones de aplicación del Departamento de Educación de los Estados Unidos (34 C.F.R. Partes 104 y 106), el Departamento de Servicios Humanos de Rhode Island (DHS) no discrimina sobre la base de la raza, color, nacionalidad, discapacidad, creencias políticas, edad, religión o sexo en la aceptación o la prestación de servicios, empleo o trato, en sus actividades y programas educativos o de otra índole. En virtud de otras disposiciones de la legislación pertinente, el DHS no discrimina sobre la base de la orientación sexual.

Para obtener más información sobre estas leyes, reglamentaciones y procedimientos de quejas de discriminación del DHS para la resolución de quejas de discriminación, comuníquese con el DHS en 57 Howard Avenue, Cranston, RI 02920, número de teléfono 462-2130 (TDD 462-6239 o 711). El oficial de enlace de relaciones comunitarias es el coordinador de la implementación del Título VI; el administrador, o la persona designada, de la Oficina de Servicios de Rehabilitación (ORS, Office of Rehabilitation Services) es el coordinador de la implementación del Título IX, el artículo 504 y la Ley sobre Estadounidenses con Discapacidades (ADA). El director del DHS, o la persona designada, tiene la responsabilidad general del cumplimiento de los derechos civiles del DHS. El Departamento de Agricultura de los Estados Unidos (USDA, U.S. Department of Agriculture) prohíbe la discriminación en contra de sus clientes, empleados y solicitantes de empleo sobre la base de la raza, color, nacionalidad, edad, discapacidad, sexo, identidad de

género, religión, represalia y, cuando corresponda, creencias políticas, estado civil, estado familiar o parental, orientación sexual o porque la totalidad o una parte de los ingresos de una persona derivan de cualquier programa de asistencia pública, o información genética protegida en programas o actividades de empleo o de otra índole llevados a cabo o financiados por el Departamento (no se aplican todas las bases prohibidas a todos los programas o actividades de empleo). Si desea presentar una queja de discriminación, complete el Formulario de queja de discriminación del programa del USDA que se encuentra en Internet en http://www.ascr.usda.gov/complaint_filing_cust.html, en cualquier oficina del USDA o llame al (866) 632-9992 para solicitar el formulario. También puede escribir una carta que contenga toda la información solicitada en el formulario. Envíe la carta o el formulario de queja completado por correo a U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, por fax (202) 690-7442 o por correo electrónico a program.intake@usda.gov. Las personas sordas, con dificultades de la audición o del habla pueden comunicarse con el USDA a través del Servicio Federal de Transmisión al (800) 877-8339 o al (800) 845-6136 (español). Para obtener cualquier otra información sobre temas relacionados con el Programa de asistencia alimentaria suplementaria (SNAP), las personas deben comunicarse a la Línea de ayuda sobre el SNAP del USDA al (800) 221-5689, que también está disponible en español, o llame a los números de información del estado que se encuentra en http://www.fns.usda.gov/snap/contact_info/hotlines.htm. El USDA es un prestador y empleador que ofrece igualdad de oportunidades. Tiene el DERECHO a la confidencialidad. El Departamento utiliza la información sobre usted y otros miembros de su hogar solo con fines directamente relacionados con la administración de los programas y de acuerdo con el seguro de salud.