



STATE OF MISSISSIPPI  
PHIL BRYANT, GOVERNOR  
DEPARTMENT OF HUMAN SERVICES  
RICHARD A. BERRY  
EXECUTIVE DIRECTOR

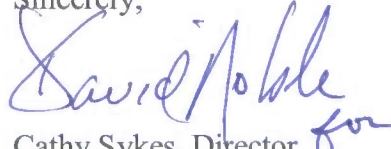
June 1, 2015

Ms. Peggy Fouts, Director  
Supplemental Nutrition Assistance Program  
USDA/FNS, Southeast Regional Office  
61 Forsyth Street, SW Room ST36  
Atlanta, GA 30303-3415

Dear Ms. Fouts:

Enclosed for your review and approval is the Mississippi Department of Human Services (MDHS), Division of Field Operations (DFO) 2016 Disaster Supplemental Nutrition Assistance Program (DSNAP) Operation Plan. There have been no significant modifications necessary based on the State's approved 2015 plan. The state continues to leave the option to incorporate the Standard Disaster Expense Deduction as approved for Mississippi by FNS in 2011. The approved standard disaster expense as calculated for the State of Virginia and utilized previously in Mississippi is considered temporary until such time FNS can calculate a Mississippi specific standard disaster expense using local data. Attachment XI FNS DSNAP Income Eligibility Standards and Allotments table for FY15 is not available at this time. When it is available, MS' DSNAP Operation Plan will be revised.

Should you have any questions or need additional information, please contact David Noble at [david.noble@mdhs.ms.gov](mailto:david.noble@mdhs.ms.gov) or 601 359 4821.

Sincerely,  
  
Cathy Sykes, Director  
Division of Field Operations

CS:JDN:DK:dk

**STATE OF MISSISSIPPI**  
**Phil Bryant, Governor**

**DEPARTMENT OF HUMAN SERVICES**  
**Richard A. Berry, Executive Director**

**DISASTER SUPPLEMENTAL  
NUTRITION ASSISTANCE  
PROGRAM  
(DSNAP)  
OPERATION PLAN**

**Division of Field Operations**  
**Cathy Sykes, Director**

**June 1, 2015**



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# **MISSISSIPPI DEPARTMENT OF HUMAN SERVICES**

Division of Field Operations

## **DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM OPERATIONS PLAN**

### **INTRODUCTION**

This Disaster Supplemental Nutrition Assistance Program Operations Plan (DSNAPOP) provides details of processes and tasks that must take place prior to, during the event of a major disaster or post disaster within the State of Mississippi. Specifically, this plan defines the roles and responsibilities of the Mississippi Department of Human Services (MDHS), Division of Field Operations (DFO) as well as the process for delivering disaster SNAP benefits, where applicable, to individuals when there is a federally declared disaster.

### **OVERVIEW**

This document is being submitted as the State of Mississippi's DSNAPOP. The DSNAPOP will support the distribution of disaster SNAP benefits for exceptional situations, where the State may encounter disruption of daily life for Mississippi residents. MDHS, DFO will administer SNAP disaster funds in accordance with the United States Department of Agriculture's (USDA) Secretary of Agriculture and in accordance with the Food Stamp Act and Executive Order 1273, which delegated the President's Stafford Act authority to the Secretary. The Secretary of Agriculture can evoke provisions of the Food Stamp Act in declaring a SNAP disaster and establish temporary emergency standards of eligibility for SNAP benefits.

The intended audience of this DSNAPOP is the State of Mississippi, USDA/FNS and the State's EBT contractor (Xerox).

## **MAJOR DISASTER DEFINITION AND DECLARATION**

Mississippi's approach to disaster planning and response is based on the severity of the disaster. FNS has developed a three-tier protocol with Level III being the most severe and invoking the DSNAPOP. Disasters that fall within the definition of Levels I and II may leave current SNAP clients in need of additional benefit assistance. The degree of these disasters, in most cases, does not reach the level where a DSNAP is requested or approved. The following provides further clarification of the definitions for Levels I, II and II:

- Level I: The disaster has a very limited strike zone, limited number of victims and no need for SNAP disaster declaration. Normal certification rules are applicable. The normal issuance system is capable of handling the needs of clients. Replacement of food lost as a result of the household misfortune can be made at local offices if clients sign affidavits attesting to the loss.
- Level II: The disaster has a broader strike zone, moderate number of victims but still within a well-defined geographic area. The on-going certification system is adequate, but may require some modification (with FNS guidance some program requirements are waived for disaster victims).
- Level III: The disaster damage is catastrophic with large numbers of victims from all economic strata and there is widespread destruction of businesses and residences. A Presidential Disaster Declaration often accompanies this type of disaster. There is also coordination of effort

with the Federal Emergency Management Agency (FEMA), Mississippi Emergency Management Agency (MEMA), and other federal, state, and local entities focused on emergency relief. Mississippi's approach to conducting the Major Disaster is controlled by the Declaration of Disaster determined either by the Governor's Office or in coordination with the Governor's Office and the sponsoring Federal Agencies.

## **MAJOR DISASTER ROLES AND RESPONSIBILITIES**

MEMA is the state agency with primary responsibility for emergency planning, preparedness, mitigation, response and recovery. Their mission is to ensure that Mississippi is prepared to respond to emergencies, recover from them, and mitigate against their impacts. The purpose of MEMA's Comprehensive Emergency Management Plan (CEMP) is to describe the State of Mississippi's approach to response and recovery activities related to emergencies and major disasters. It establishes the policies and procedures by which the State shall coordinate local, state and federal response to disasters that affect Mississippi. Further, it utilizes the Emergency Support Function (ESF) concept to marshal and apply State resources. The CEMP describes the responsibilities of State Agencies in executing effective response and recovery operations. MEMA determines specific needs related to a particular disaster, and coordinates all federal, state and local entities.

MDHS is the State Agency that has primary responsibilities for ESF#6 - Mass Care, Housing and Human Services. As such, MDHS coordinates all state efforts to provide sheltering/temporary housing, feeding and other human needs following a catastrophic earthquake, hurricane, or other

significant disaster requiring State mass care assistance. In addition, the Disaster Welfare Information System (DWIS) is coordinated through this ESF. This includes working, as necessary, with State Departments and Agencies, the American Red Cross (ARC), Voluntary Organizations Active in Disaster (VOAD), Salvation Army etc. for activities relating to potential or actual States of Emergency declared by the Governor to staff and maintain statewide shelter operations. This is in addition to providing assistance through the regular programs of the agency including Child Protection, Child Support Enforcement, Aging and Adult Service, Adult Protective Services, SNAP, Temporary Assistance for Needy Families (TANF) etc., as well as administering a DSNAP, if approved. Attachments I and II outline the Federal and State Agencies, including private disaster relief agencies within the State, with specific responsibilities classified by FEMA and MEMA emergency support functions.

Each county within the State has a local emergency management director who has direct responsibility for the organization, administration and operation of the local emergency management function, coordinating all local government activities for disaster response and recovery. County MDHS offices are responsible for specific disaster functions as determined by the CEMP as they relate to the specific disaster. MDHS responsibilities in times of disaster under ESF#6 include the following:

- 1) Coordinates state emergency human service resources to supplement local resources and assist the ARC in mass care.
- 2) Provides daily information to the State Emergency Operation Center (SEOC)
- 3) Develops and coordinates shelter operations to minimize the risks to special needs population.

- 4) In conjunction with MEMA, expands and identifies shelter sites outside those pre-designated by other sources.
- 5) Provides individuals to act as the Emergency Command Officer (ECO) at the SEOC, as well as an alternate to ensure 24-hour availability.
- 6) In conjunction with MEMA, updates and maintains the Mississippi Shelter Resource Directory (MSRD).

The following is a list of primary MDHS personnel involved in determining the appropriate response for the ESF#6:

- 1) Executive Director
- 2) Deputy Executive Director
- 3) Deputy Administrator for Programs
- 4) Deputy Administrator for Administration
- 5) Director, Division of Field Operations
- 6) Director, Division of Management Information Systems

The MDHS, Division of Field Operations (DFO) is responsible for providing direction and consultation in how state, regional and county staff can be deployed to best meet the needs in a given disaster. Attachment III lists the individuals who currently hold the positions listed above as well as the primary DFO state office personnel. In the event a disaster necessitates SNAP assistance, these individuals will evaluate the disaster area to determine the needs of the affected population.

The MDHS State Office Emergency Operation Center (SOEOC) will be activated by the Executive Director, or his designee, in times of disaster as prescribed by federal or state declaration.



The purpose of this SOEOC is to ensure the day-to-day operation of MDHS continues so that state human service needs are met. The SOEOC is tasked with ensuring communication with all MDHS employees is maintained during times of disaster. This will also ensure the work force level is secure in times of disaster to provide adequate service to the citizens of the state. Attachment IV is the call down list of employees maintained by DFO. County Directors maintain a call down list for each of the county employees.

The MDHS Disaster Assessment Team (DAT) will be deployed 24 to 48 hours prior to an impending disaster; i.e. a hurricane is predicted to make landfall on Monday, August 3 the MDHS DAT would be activated by the Executive Director, or his designee, Saturday, August 1, but no later than Sunday, August 2, to be in position for an immediate assessment of the potentially affected area(s). There are two mobile units equipped with satellite communications and work stations, including a generator large enough to provide electricity for a County Department of Human Services building, to be used by DAT. This team will include the Deputy Executive Director and MDHS staff as listed in Attachment IV. DAT' s primary purpose is to assess the affected area(s) to determine the capability for MDHS to operate day-to-day and disaster related activities in this area(s). In addition, DAT will provide programmatic and technical support to the County and/or Regional Director as there becomes a need. This information will be reported back to the SOEOC to ensure continuity in MDHS operations.

Demographic data will be collected and maintained by DFO based on U.S. Census Reports, MDHS client information, and information provided by local MDHS offices to determine potential needs in times of disaster for the county. MDHS will also work closely with other state agencies assigned to disaster preparedness through the CEMP to maintain data about the state's population.

Agencies include Department of Highway Safety, Mississippi Rural Electric Association, Department of Health, Department of Education, Department of Mental Health, Department of Agriculture and others as deemed necessary.

## **SCALE OF SNAP RESPONSE**

Response may involve providing assistance to current recipients in the form of disaster replacements for food destroyed in the disaster; a modified program operated through the regular SNAP (with waivers to certain program requirements to facilitate a rapid response to provide SNAP assistance to victims in a defined disaster area); or the request for a DSNAP in the event of a disaster involving wide-spread devastation to large numbers of individuals. Designated DFO staff will work with FNS-SERO staff to coordinate the requests for needed SNAP assistance. The MDHS State Office staff will work closely with MEMA, FEMA and local Emergency Management Agency Directors to determine the affected areas that would qualify for DSNAP assistance.

## **PUBLICITY**

The MDHS Office of Communications will act as lead to provide press releases to newspapers, television and radio stations. Attachment V provides an example of a press release for use in times of disaster. Disaster related information is also available on the following websites:

- 1) Mississippi Department of Human Services – <http://www.mdhs.state.ms.us>
- 2) Facebook – <https://www.facebook.com/msdhs>
- 3) Twitter – [https://twitter.com/ms\\_dhs](https://twitter.com/ms_dhs)

This office also coordinates with MEMA for other press releases issued jointly to include information about any requests made by MDHS for SNAP disaster assistance, approval of such assistance, the specifics about benefits available along with any special instructions concerning the SNAP, ongoing or disaster related, application process. Press conferences may also be held to provide information to the public as determined by the Executive Director's Office, Office of Communications and/or MEMA.

The MDHS website will be used to post information to include DSNAP locations, hours of operation, and information required. In addition, Regional and County MDHS offices may disseminate disaster related material as well as posters, flyers, and other public notices in various accessible locations determined by executive management to best reach the affected population. This information will include telephone numbers for State, Regional and County assistance. The toll-free customer service line will also be posted at highly visible areas as well as the MDHS website, MEMA web site and the State of Mississippi website. There is also a link to the FNS website on the MDHS website that provides access to this information.

Private relief agencies and local volunteer organizations (i.e., ARC, Salvation Army, church groups, civic clubs etc.) will be called upon by the Director, Division of Field Operations, State Office staff or County Director, as needed, to distribute material and assist with informing potentially eligible households about the SNAP availability, location, hours of operation and other pertinent information as they are working in the disaster area(s) and/or working with disaster victims in other capacities. Publicity in reference to the program will include information on the use of authorized representatives to assist in the application process.

Should it be necessary, an FNS field representative will contact retailers in the area to provide them with specific information about the program, including any waivers that may have been granted or other deviations from the normal program operation as it relates to the issuance and use of benefits for the specific disaster. Information will also be provided about the expected number of program applicants and other available estimates to assist the retailers in their preparation for serving the disaster victims.

## **DSNAP APPLICATION PROCEDURES**

MDHS will work closely with state and local officials to establish the most appropriate location for the DSNAP Application Site. MDHS County Directors will work in conjunction with the local County Board of Supervisors to establish viable options taking into consideration the extent of the devastation in the county and the potential for large numbers of applicants in the affected areas.

Demographic data, as well as information provided by FEMA, MEMA, and local EMA Directors will be used to establish the number of sites needed in the affected disaster area. The Director, DFO, or designee, will coordinate these efforts to ensure the facility/site meets the needs required to operate the DSNAP.

In an effort to reduce hardship and inconvenience to potential program recipients affected by a disaster, special consideration will be given in determining the appropriate facilities to be used for the application process. The DSNAP Application Site will consist of six (6) duty stations which include:

- 1) **Lead** - This individual is designated by the Director, DFO, to have oversight of the DSNAP Application Site. This individual assesses the needs of the site to determine how to ensure proper flow and make changes as needed. The lead will also have the responsibility of tracking supplies, maintaining the facility and securing the disaster EBT card supply.

Note: Daily site reports will be completed and sent to the Division Director's Office no later than 4:00 p.m. each day. This information will be for the sole use by executive management to assess the management needs for each site. Attachment VI provides an example of this report.

- 2) **Line Management** - MDHS staff, as well as volunteers in the event additional staffing is required, will be utilized by DSNAP Application Site Line Management to provide crowd control, ensure the line flows, hand out applications and explain the process to individuals in line so they know what to expect. DSNAP Application Site Line Workers (MDHS employees, National Guardsman, volunteers, etc.) will ensure that water and snacks are available to applicants.
- 3) **Application Completion** - MDHS staff will assist individuals in completing the DSNAP application and ensure the application is complete prior to advancing forward to the Interview Station.
- 4) **Interview and Screening** - MDHS staff will ensure the DSNAP application is complete. The interviewer will explain program requirements and conduct the interview to determine eligibility for the benefit. If additional information is required prior to eligibility determination, the interviewer will request the information and instruct the applicant on how

and when to return. If the applicant is determined eligible, the interviewer will direct them to the Card Issuance/Quality Control Station.

- 5) Card Issuance/Quality Control - The cashier will examine the eligibility worksheet completed by the interviewer. The cashier will verify the PAN on the EBT card matches the corresponding bar coded label on the EBT card manifest. The cashier will place the bar coded label on the application. The client's identification will be checked before the card is released. A specially designated disaster EBT card will be issued to the applicant at this time. The EBT card will remain deactivated until such time the application has been processed via the MAVERICS and EPPIC automated systems. The cashier will instruct the applicant, prior to departure from the Application Site, how to contact a toll free number to activate their EBT card, allowing three days, by selecting a unique PIN. A pamphlet explaining this process will be given to the applicant. This information is also available on the MDHS website at [www.mdhs.state.ms.us](http://www.mdhs.state.ms.us). Attachment VII is an example of this information.

- 6) Sorting and Courier Service - When document imaging is not available paper DSNAP Applications will be sorted in bundles of fifty (50) and taken by a designated courier to a designated site to be scanned for processing by staff at a designated processing center or county offices statewide. If technology is available at the DSNAP Application Site, the applications will be prepped, scanned and then processed at an MDHS designated processing center or county offices statewide.

All MDHS employees will be utilized for staffing each of the six (6) duty stations to ensure adequate and appropriate staff is available in the area impacted by the disaster. See Attachment VIII DSNAP Application Site flow chart.

Training will be provided for all staff involved in the DSNAP. Preparation for training will begin as policy is developed for the program, depending on whether this is a modified program or a DSNAP. Once the policy is finalized, detailed training plans will be developed to include all programmatic and technical information for individual duty station requirements. Training sessions will be scheduled for the day prior to implementation of the program. Separate training sessions will be scheduled for eligibility, certification, screening and issuance staff as well as additional staff as needed. DSNAP site duties will be assigned prior to training so material covered will be conducted as needed to ensure that each DSNAP staff member is familiar with the process as a whole. DFO Policy/Training Unit staff and other designated management staff (i.e., State Office Directors and Regional Program Specialists), will be responsible for training. Designated DFO policy staff, including the Policy/Training Unit, will be available throughout the program to provide additional help and support on-site, via email and telephone, as appropriate.

Disaster specific training guides will be developed and updated based on the events surrounding the disaster which leads to the implementation of the DSNAP. The training guides will be issued prior to deployment of staff to a disaster application site. Basic eligibility information will remain the same but procedures may change to accommodate the operation.

MDHS staff assigned to the SEOC will work closely with MEMA along with other state and federal agencies tasked by the CEMP to ensure access to water, shelter, medical care (i.e., ambulance service and personnel), restroom facilities, assistance with security and crowd control in the DSNAP facility/site chosen for operation of the DFSP application process. County Directors will also work through their local Emergency Managers to request any additional assistance as needed.

The elderly, disabled or other individuals identified with special needs will be directed by Line Workers to designated Interview Stations thereby reducing their time spent in line waiting for assistance. MDHS County Directors will arrange through city and county officials for appropriate security/law enforcement to be available for crowd control and to address general security issues.

The DSNAP Application Site Lead will assess the need for interpreters and the appropriate staff or volunteers will be assigned as deemed necessary. The Lead may also request assistance through the State Office Customer Service Line who has an interpreter available as needed.

The length of operation of the disaster program will be determined based on an assessment of the specific disaster situation in close consultations with the FNS/SERO staff. Information on the expected number of applicants, the staff available to provide services, the size of the affected disaster area and other demographics, will be used to determine the time frame needed to serve the affected population in the most efficient and effective manner.

Consideration will be given to extending the original time frames for operation if it is later determined that additional time is needed to serve the affected disaster victims. Attachment IX is an example of how site staffing requirements and expected number of applicants will be determined.

## **DSNAP ISSUANCE PLAN**

An assessment of the technology available, based on the impact of the disaster, will be made by the MDHS DAT and executive management, Attachment III, to determine if the DSNAP applications can be processed at the Application Site or if off site processing will be necessary.

While the system functions of the Disaster Operation Plan are not significantly different than



the existing EBT process, adequate training will be provided by the DFO Policy/Training Unit to all MDHS staff prior to the implementation of the DSNAP in the area impacted by the disaster.

Mississippi will complete the entire DSNAP eligibility determination via the MAVERICS eligibility system along with a paper application process, see Attachment X, to register all household members (i.e., performing dual participation checks at registration), with EPPIC account and benefit maintenance generated from MAVERICS (utilizing the same process as the ongoing SNAP eligibility determination process). This will eliminate the need for a second system involvement to perform dual participation checks producing a more efficient and effective process.

The state will assess the need for the use of a Standard Disaster Expense Deduction such as the one approved for Mississippi in 2010 based on the standard calculated for the State of Virginia. This option will be exercised only after consultation with the FNS Southeast Regional SNAP Director or designee. See Attachment XI for the FNS approved standard for 2015.

Approved and denied applications would be captured with all household members' data collected in MAVERICS; approved and denied application would be scanned into the Interwoven electronic file repository with the paper applications being shredded. A MAVERICS generated denial letter will be sent to households who do not meet DSNAP eligibility requirements. The scanned documents will be retrievable for quality control and programmatic review at any time. Identity of all applicants or authorized representatives will be verified prior to approval of the application.

The specially designated disaster EBT card, issued to the applicant by the DSNAP Application Site Card Issuance Cashier upon completion of the application process, provides a high level of security (see section, Fraud Prevention, for additional discussion). The EBT card

will remain deactivated until such time the application has been determined eligible for the DSNAP benefits and will require a unique PIN to be determined by the recipient prior to use.

DSNAP benefits will be available to the applicants determined eligible, regardless of issuance method used, within three (3) calendar days after the date the application is received at the Application Site. Attachment VII provides a copy of the instructions given to the applicant.

## **CUSTOMER SERVICE**

Supporting clients that receive disaster benefits is critical in assisting in a successful recovery. Individuals who are determined eligible for the DSNAP will have the opportunity to utilize the functionality of the Client Interactive Voice Response (IVR) and Customer Service Center by calling the number on the back of the disaster card. The Customer Service Center will take the appropriate steps for additional staffing to cover the increase in calls related to a disaster.

It is anticipated and expected that the requests for customer service assistance will increase and the average talk time during a disaster period will be extensive due to the additional volume of calls. Training will be conducted to ensure client service representatives provide accurate information to those requesting information.

During the disaster period, the Customer Service Center will be informed about the status of the disaster and events that are occurring to ensure the most current information is being provided to the clients and an adequate staff level is maintained.

If a client loses his/her EBT card (regular or disaster card) and needs a replacement, the regular card status and replacement procedures are followed (i.e., client calls the IVR). The

replacement EBT card is sent directly to the client through the normal process via mailing address provided by client at the time of interview.

## **RETAILERS**

Retailers with operational equipment for recipient access will be identified, ensuring there is, at a minimum, limited access to benefits within reasonable commuting distance to the disaster area. This will be a joint effort between MDHS, FNS regional staff and Mississippi's EBT contractor.

If the retailer does not have the capability to process online transactions, they may use the existing offline voucher system and clear the voucher through the POS device once the power or phone lines are back in service. The voucher process for disaster benefits will follow the same FNS and system guidelines as the current SNAP benefit vouchers.

If the retailer does not have telephone service or electricity available to operate a POS device, the retailer must take the liability for any manual voucher transactions until an authorization is obtained.

## **FRAUD PREVENTION**

A number of steps will be taken to reduce the potential of fraud in the program. All applicant household members will be screened and registered. The MAVERICS, National Accuracy Clearinghouse (NAC), and EPPIC systems will be utilized to prevent duplicate participation. The NAC process will allow the MDHS the ability to determine if clients applying for DSNAP benefits in Mississippi are currently receiving SNAP benefits in Alabama, Florida, Georgia or Louisiana.

Cross matches and data exchange will be conducted as deemed necessary with other states. In addition, MDHS Division of Management Information Systems will generate reports from these systems to allow for monitoring by designated staff.

Required eligibility information will be discussed with the applicant at the time of interview conducted by trained eligibility staff. Information received during the application process that appears suspect will be addressed during and post interview through a request for information and further verification by the worker.

The MDHS Division of Program Integrity will provide security in an effort to deter potential fraudulent activity. These specially trained officers will provide a high visibility of law enforcement along with the state and local authorities that are assigned to the site.

The EBT benefit delivery system in a disaster reduces the possibility of fraud as it does in the ongoing SNAP. By issuing the disaster specific designated EBT card, identified by a unique PAN, directly to the applicant while at the Application Site ensures identity has been established. The applicant is the only one with access to pin the EBT card. Also, this EBT card can only be used for the specifically identified disaster.

Procedures for control, inventory, reconciliation and security of the Disaster EBT Cards at the DSNAP Application Site will be very stringent. The control of cards will be the responsibility of the Lead at the site. Cards will be signed for upon delivery from the state's secure storage site. Once the disaster cards have been delivered to the application site, they will be inventoried and signed for by the on-site lead or designated representative of the state. The cards will be packaged in card sleeves and delivered in boxes. The state will track cards by PAN and with an inventory sheet of all PANs within the card container. At close of business or shift change another inventory

to reconcile the number of cards on hand, versus what was issued will be performed. After the inventory, any discrepancies discovered must be immediately resolved and if not, an incident report must be documented and reported to the State EBT Help Desk. Security of the disaster cards at the sites will be the responsibility of the on-site lead. A disaster card log will be used for tracking all cards removed or replaced from the card control cabinet.

Access to the State of Mississippi Administrative Terminal functions is controlled through the use of multi-layered security modules. This is the same Administrative Security application that the state utilizes in the ongoing SNAP. The user security profiles controls the level of administrative functions available. The state users that have been given Security Administrator privileges will control access to the system.

All material released to the public will include information concerning penalties associated with program fraud. In addition, DSNAP applications as well as Application Sites will have penalty warnings clearly visible to potential applicants.

MDHS, other state agencies and county employees directly impacted by a disaster will be clearly instructed up-front a 100% quality control review of all employees applying for DSNAP benefits will be conducted upon completion of the program. Attachment XII is an example of such notification. These employee applications will be appropriately identified and scanned into the Interwoven system for future review. Interviews will be conducted by designated regional office staff and second party reviewed by state office staff prior to case disposition. The 100% review post DSNAP will be conducted by select staff designated by the DFO Division Director.

The Mississippi EBT contractor provides a Disaster Operation Plan each year to ensure all

necessary procedures and processes are understood by all parties. Information concerning the location of disaster sites, number of anticipated applicants, etc. is provided to the EBT contractor to ensure they have adequate staff and telephone lines open for the ARU to provide customer service to Mississippi clients and retailers.

Mississippi currently has in excess of 180,000 disaster EBT cards in stock. The cards are stored in a secure space at an offsite military installation bunker in the Hinds County metropolitan area. All disaster EBT cards maintained are inactive but appear to be a regular EBT card with the exception of the unique PAN located on the front of the card instead of the client's name.

At the time of a DSNAP implementation, the disaster EBT cards can be accessed by six (6) individuals who include (see Attachment XIII for contact information):

- 1) Deputy Administrator, MDHS
- 2) Director, DFO
- 2) State Operations Director, DFO
- 3) Program Operations Director, DFO
- 4) Director, DFO Policy /Training Unit
- 5) EBT/e-Payment Coordinator

During the DSNAP, reports will be generated daily to identify the number of households and individuals who have applied for benefits, the number that has been certified, the total benefits authorized, and the pertinent information as prescribed by the FNS DFSP Guidance. Following the close of the program, summary reports will be provided for evaluation as prescribed by the FNS

DFSP Guidance. Claims for identified over issuances will be referred to appropriate staff for completion to recover any benefits issued erroneously through Administrative Error (AE), Inadvertent Household Error (IHE) or Suspected Intentional Program Violation (SIPV).

## **POST DISASTER REVIEW**

Following the disaster effort, reviews by all team members will occur to assess the disaster process and ensure all components of the disaster process operated efficiently and effectively within the FNS DSNAP Guidance criteria. The teams will discuss the disaster process and ensure the reporting of the disaster activity has been completed. The teams will also discuss the post disaster activities such as:

- Disaster Card Inventory and Controls
- Equipment Relocation (i.e., PCs/Laptops)
- Breakdown of Disaster Centers (removal of installed phone lines, etc.)
- Administrative Terminal Security Assessment (review user IDs that were added and profiles that were enhanced)

Mississippi will comply with the clarification memorandum dated November 5, 2007 by Art Foley concerning Disaster Food Stamp Program Post Disaster review Requirements.

All reporting requirements to federal, state and local authorities will be completed and reviewed for accuracy within the six (6) month mandatory time frame. The FNS 292 will be completed as outlined in the DSNAP Waiver received by FNS and the FNS-388 will be completed on a monthly basis as standard operating procedure.

After the state has declared an end to the DSNAP and has discontinued issuing disaster

EBT cards, all embossed and encoded disaster cards in the possession of the state will be inventoried. All DSNAP benefits placed on a disaster card or an existing client's EBT card are treated as federally funded SNAP from authorization through settlement. If a client does not use their disaster benefits, the aging of this benefit will be consistent with the state's aging process for other SNAP benefits.

Post disaster review will include a quality control review 0.5 % of the new cases (not ongoing cases that received supplements), up to a maximum of 500 cases. The minimum sample size will be 25 cases. The state will review a random sample of approved new cases. The sampling plan will follow the plan in place for ongoing SNAP quality control reviews and the FNS Southeast Regional Office will be consulted to ensure this process meets the criteria set forth in the FNS DFSP Handbook. In addition, 100% of applications filed by MDHS, other state agency and county employees participating in the DSNAP will be reviewed. These reviews, as prescribed by FNS, will be conducted via the Interwoven system by management staff designated by the DFO Division Director.

## **LESSONS LEARNED**

A key component to ensure the Disaster Operation Plan meets the needs for the state will be the discussion of lessons learned. All of the components of the disaster process will be reviewed to determine where improvements can be made in the event another disaster occurs.

Questions will be reviewed such as:

- 1) Were the participants adequately prepared and trained on the disaster process ?
- 2) Was the card and benefit delivery process efficient at the Disaster Application Sites?



- 3) Was there adequate support through customer service?
- 4) Were clients able to purchase food at the retailer sites?
- 5) Did the reporting meet the needs of the state and FNS?

# ATTACHMENT I

## **Mississippi Emergency Support Function #6 — Mass Care, Housing, and Human Services Annex**

### **MS-ESF #6 Coordinator:**

MS Department of Human Services

### **Primary Agencies:**

MS Department of Human Services  
MS Division of Medicaid  
MS Emergency Management Agency  
MS Department of Education

### **Support Agencies:**

MS Department of Health  
MS Military Department  
MS Department of Agriculture and Commerce  
MS Department of Public Safety  
MS Institutions of Higher Learning  
MS State Board for Community and Junior Colleges  
MS Department of Mental Health  
MS Department of Rehabilitation Services  
MS Commission for Volunteer Services

### **MS Non-Governmental Support Organizations**

American Red Cross, MS Chapter  
MS Volunteer Organizations Active in Disasters

### **Federal ESF Coordinator:**

Department of Homeland Security/Emergency Preparedness  
and Response/ Federal Emergency Management  
Agency

### **Federal Primary Agencies:**

Department of Homeland Security/Emergency Preparedness  
and Response/Federal Emergency Management  
Agency  
American Red Cross

### **Introduction/Purpose**

The purpose of this Emergency Support Function (ESF) is to coordinate all State efforts to provide sheltering/temporary housing, feeding, and other human needs following a catastrophic earthquake, hurricane, or other significant disaster requiring State mass care assistance. The disaster Welfare Information System (DWIS) will also be coordinate through this ESF.

### **Scope**

This section of the plan is to be used to respond to threatened or actual incidents exceeding local response capabilities. It is also used when Mississippi's capabilities are exceeded and Federal government response is provided.

### **Policies**

ESF #6 policies apply to State departments and agencies and the American Red Cross for activities relating to potential or actual States of Emergency declared by the Governor. Underlying policies include the following:

ESF #6 support may vary depending on an assessment of incident impact, the magnitude and type of event, and the stage of the response and recovery efforts.

ESF #6 supports mass care activities and provides services without regard to economic status or racial, religious, political, ethnic, or other affiliation.

ESF # 6 support and services provided will be in accordance with existing Federal and State statutes, rules, and regulations.

Personnel will be assigned to support ESF #6 functions in accordance with the rules and regulations of their respective parent agencies.

ESF #6 will coordinate with ESFs I, 3, 5, and 14 regarding recovery and mitigation assistance, as appropriate. ESF #6 will reduce duplication of effort and benefits to the extent possible. This includes streamlining assistance as appropriate, and identifying recovery and mitigation measures to support County and Municipal planning efforts.

For the non-governmental organizations including non-profit organizations and faith-based organizations, State law 3315-17, paragraph C1 and C4 apply.

## **Concept of Operations**

### **General**

The local government has the primary responsibility of sheltering citizens.

The local government will first call trained voluntary agencies for mass care services. ARC approved shelter sites, (ARC 44-96) guidelines for hurricane shelters, will be considered as a first step to identifying shelters. If the local government becomes overwhelmed, State services are requested

The Mississippi Department of Human Services will act in conjunction with the ARC to carry out all duties in meeting victims' needs. This includes supporting the ARC in the operation of shelters/temporary housing, food services, emergency human needs, and limited health and medical needs (ESF #8).

The State Disaster Housing Program will be implemented as appropriate to augment the resources of ARC and other participating agencies.

As a Joint Field Office (HO) and other support facilities are established, State personnel will be housed jointly with their Federal counterparts.

### **Mass Care**

#### **General Population Shelters**

Local governments under Emergency Law 33-15 have authority to direct local government (municipalities/counties) to assist in staffing emergency shelters. Once local government and local voluntary agencies have exceeded local assets, assistance can be requested from the State Emergency Operations Center (SEOC) by the local Emergency Operations Center/ Emergency Management Agency.

The Department of Human Services has coordinating responsibility to provide shelters with the assistance of primary, support, and other non-governmental agencies.

#### **Special Medical Needs Shelters**

MS Department of Health (MDH) has lead responsibility for identifying staffing resources needed at Regional Special Medical Needs Shelters in conjunction with the MS Department of Rehabilitation Services and MS Division of Medicaid.

MDH shall work in conjunction with the State Board of Community and Junior Colleges to pre-identify locations to be used as Special Needs Shelters.

MDH will publish the required Special Needs Protocol and Guidelines to be used by local personnel for placement criteria in Special Needs Shelters.

Additional guidance and information for Special Needs Sheltering can be found in ESF

#### **Pet and Animal Shelters**

MS Board of Animal Health (MBAH) serves as the lead agency for sheltering requirements for pet and animal shelters during an incident.

MBAH will identify pre-designated locations for use as pet and animal shelters or pet friendly shelters.

Additional guidance and information for Pet and Animal Sheltering can be found in ESF #11.

### Opening Slickers

ESF #6 informs State and local decision makers about the status of shelters and applicable shelter zones. This information is passed on to evacuees in route and through ESF #15 External Affairs.

Local government will open shelters in coordination with the State. MEMA in conjunction with the Department of Human Services will have overall management of shelters for the State.

### Shelter Resources

The Mississippi Shelter Resource Directory lists all available public shelters located throughout the State.

This plan provides for shelter activation for Louisiana evacuees starting in the north end of the State and moving south as they fill up, thereby leaving the shelters nearest to the Mississippi Gulf Coast accessible to Mississippi residents should the need for coastal evacuation occur.

The State has been divided into six shelter zones. Each zone identifies shelter locations, occupant capacities, and support capabilities by city and county.

### Mass Feeding/ Procurement of Food Resources

Mississippi Department of Education/ Division of Nutrition Services (MDE/DNS) will serve as the lead agency to ensure that the efficient and timely forecasting of all food commodities to be used as part of shelter resources or congregate feeding sites is implemented. The Division of Child Nutrition serves as the State Distributing Agency and has the authority to release USDA commodities from their warehouses within the state based on a Presidential Declaration or Situations of Distress. MDE will work with key state agencies to ensure that established procedures and policies are implemented during the response phase to meet the requirements of local government (specific details outlined under the MS Dept. of Education pg.6-7)

### Housing

#### State Temporary Housing Program

The Office of Recovery, Bureau of Individual Assistance has the responsibility of implementing the State Temporary Housing Program as directed by the Office of the Governor.

### Human Services

#### Post-Disaster Operations

Information regarding re-entry to point(s) of origin will be relayed or provided to all active shelter locations for dissemination to evacuees.

Re-entry information, affecting out-of-state evacuee shelter in Mississippi will be obtained from the affected State and disseminated by ESF #6 to the appropriate shelter locations.

Evacuees cannot be detained from leaving shelters if so desired, however they may be detained from re-entering a disaster area if officially deemed unsafe. Re-entry decisions are made jointly by the State and affected local governments.

**Repatriation**

Many noncombatant United States citizens and their dependents are residing in or visiting foreign countries outside the Continental United States. An overseas emergency could require that U.S. citizens and their dependents be returned to the Continental U.S. In the case of a national emergency, the State of Mississippi will provide evacuees to the United States the reception, temporary care, and transportation to final destinations.

**Organization****State EOC**

ESF #6 is part of the Operations Section, Human Services Branch.

**Field Units**

ESF #6 shall provide personnel for participation in the SERT, and as needed for DRC staffing

ESF #6 may be asked to provide personnel to the JFO to work closely with their federal counterparts.

**Actions****Preparedness**

The Mississippi Department of Human Services (MDHS) oversees development of Standard Operating Procedures (SOPs) and checklists in conjunction with other primary and supporting agencies for this ESF.

MDHS designates, trains, and provides shelter managers and support staff from county Department of Human Services operations.

**Pre-Incident**

Develop forecast of funding and shelter requirements.

**Incident**

Expand and identify shelter sites outside of those pre-designated by other sources.

Advise the ESF #6 Emergency Coordinators when capacity of shelter space has been approached so additional shelters can be opened and traffic can be routed accordingly.

Local ESF #6 officials inform the SEOC about the status of shelters and shelter zones (which ones are open and when). This information will then be passed to the State ESF #15 Public Information Officer for immediate media release.

ESF #6 informs State and local decision makers about the status of shelters and applicable shelter zones. This information is passed on to evacuees through ESF #15 External Affairs.

State MDHS and ARC **will** also maintain a close consultation with the National Chapter of the ARC and US HHS, in order to ensure awareness for potential Federal ESF #6 mobilization, if required. Coordinate State emergency human service resources to supplement Local DHS and ARC resources.

Develop and coordinate shelter operations with special emphasis on lessening the risks of special needs populations.

Expand and identify shelter sites outside of those pre-designated by other sources.

Maintain contact with Local mass care officials to determine when "near-capacity" of shelter space has been reached, so additional shelters can be opened, traffic can be routed accordingly, and timely news releases can be disseminated.

## **Recovery**

As shelter and feeding operations are beginning to be phased out, relay or provide information regarding re-entry to point(s) of origin to all active shelter locations for dissemination to evacuees.

Re-entry information, affecting out-of-state evacuee sheltering in Mississippi will be obtained from the affected State and disseminated by ESF #6 to the appropriate shelter locations.

With the affected Local government, assist in re-entry decisions. Evacuees cannot be detained from leaving shelters if they desire. However, they may be detained from re-entering a disaster area if officially deemed unsafe.

## **Post-Incident**

Facilitate movement to temporary housing.

Coordinate cleanup and restoration of facilities used for shelter.

The ESF #6 Coordinator prepares an after-action report. The after-action report identifies key problems, indicates how they are to be/were solved, and makes recommendations for improving response operations. ESF #6 organizations assist in preparation of the after-action report.

## **Responsibilities**

### **Mississippi Department of Human Services**

Develop a Standard Operating Procedure (SOP) and checklists in conjunction with the ARC, MEMA, and supporting agencies for this ESF.

Coordinate State emergency human service resources to supplement local resources and assist the American Red Cross in mass care.

Provide daily information to the SEOC on the amount of food used and types of food needed.

Develop and coordinate shelter operations to minimize the risks to special needs population.

In conjunction with MEMA, expand and identify shelter sites outside of those pre-designated by other sources.

Provide individual to act as the ECO in the SEOC, as well as an alternate to ensure 24-hour availability.

In conjunction with MEMA, update and maintain the Mississippi Shelter Resource Directory.

### **Mississippi Division of Medicaid**

Designate, train, and provide shelter managers and support staff from county Division of Medicaid operations.

Coordinate with the ARC and other ESF #6 support agencies to assign personnel to staff and monitor shelter operations.

### **MS State Department of Health**

Provide emergency medicine, medical services and supplies essential for sustaining physical health for people in shelters.

Develop procedures for inspecting conditions at emergency shelters to ensure sanitary conditions with respect to food preparation, waste disposal, potable water supplies, etc.

Provide emergency medicine, medical services, and supplies essential for sustaining physical health for shelterees.

Assist at shelters in the care for, the infirm, and persons requiring specialized medical care. Provide nursing support to shelter operations on an as needed basis.

Mississippi Department of Education (Division of Nutrition Services)

MDE will designate an Emergency Coordinating Officer (ECO) to work as part of the ESF #6, Human Services Branch within the SEOC (This may require an additional ECO for staffing needs).

MDE shall designate one staff person per county to facilitate commodities procurement within the local EOC with other key state agencies and volunteer organizations. In counties where local MDE staff is not available, the State Office of Education will designate appropriate personnel to work with the Food Services Director in each county to facilitate this requirement. Additionally, MDE will ensure that persons are identified to meet staffing requirements within the SEOC and work in conjunction with Mississippi Department of Human Services (MDHS), Mississippi Department of Health (111DH), American Red Cross (ARC) and all Volunteer Organizations Active in Disasters (VOADS) to monitor feeding operations to determine potential shortfalls of commodities, facilities, and food preparation personnel.

MDE should ensure that Institution of Higher Learning and the State Board of Community and Junior Colleges work in conjunction with the staffing requirements to meet all needs of Mass Feeding and Congregate Feeding sites during an incident. This should include but not be limited to forecasting and ordering of food items and surplus commodities that are identified for use by the School Lunch Program.

MDE will develop/publish required SOP to ensure all necessary procedures for the procurement of food items, adequate staffing plan and any additional specific reporting needs are addressed.

Identify and arrange for schools with contracts to distribute food supplies during a disaster or emergency.

Allocate food supplies from schools in areas outside the disaster area to schools within the disaster area for mass feeding (if the school's three-day supply runs low or out).

Determine food needs and delivery with other ESF #6 support *agencies and local officials*.

Provide daily information on the amount of food used and types of food needed.



# ATTACHMENT II

## **Federal and State Agencies**

### **Food and Nutrition Service (FNS)**

Peggy Fouts, Program Director  
FNS Southeast Regional Office  
61 Forsyth Street, SW Room ST 36  
Atlanta, GA 30303-3415  
Telephone: (404) 562-7099

Eugene Malveaux  
Southeast Regional Deputy Director  
Telephone: 678 704 2021  
Cell: 404 323 8943  
[eugene.malveaux@fns.usda.gov](mailto:eugene.malveaux@fns.usda.gov)

### **Mississippi Emergency Management Agency (MEMA)**

Robert Latham, Director  
PO Box 5644  
Pearl, MS 39208  
Telephone: (601) 933-MEMA 1-800-  
222-MEMA (6362) Fax: (601) 933-6800

### **Salvation Army**

Capt. Ken Chapman  
Emergency Disaster Services Director  
1450 Riverside Drive  
Jackson, MS 39206  
Telephone: (601) 969-7560  
[Ken.ChapmanUSS.Salvationarmy.org](mailto:Ken.ChapmanUSS.Salvationarmy.org)  
[www.uss.salvationarmy.org](http://www.uss.salvationarmy.org)

Bob Devaney  
State Disaster Program Manager  
9 Riverbend Place  
Jackson, MS 39203  
[robert.devaney@redcross.org](mailto:robert.devaney@redcross.org)

**MS Voluntary Organizations Active In Disaster  
(VOAD)**

Gene Slusher  
FEMA Voluntary Agency Liaison  
Jackson, MS  
Telephone: (601) 965-2664

Charles Craig  
FEMA Voluntary Agency Liaison  
Biloxi, MS  
Telephone: (228) 523-8738

**United Way**

Tamara L. Schomber, Director  
Crisis Preparedness and Response  
United Way of America  
701 N. Fairfax Street  
Alexandria, VA 22314  
Telephone: (703) 836-7112 x 391 cell: (703) 627-9222  
[Tamara.Schomber@uwa.unitedway.org](mailto:Tamara.Schomber@uwa.unitedway.org)

# ATTACHMENT III

# Mississippi Department of Human Services

Primary personnel determining the appropriate response for Emergency Management Support  
Function #6:

Richard Berry	Executive Director
Mark Smith	Deputy Executive Director
John Davis	Deputy Administrator for Programs
William Simpson	Deputy Administrator for Administration
Cathy Sykes	Director, Division of Field Operations
Mark Allen	Director, Division of Management Information Systems

# ATTACHMENT IV

**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
DIVISION OF FIELD OPERATIONS  
DIRECTOR'S OFC  
750 N. State Street  
Jackson, MS 39202  
1-800-348-3050**

NAME	WK	HM	CELL
<b>CATHY SYKES</b>	<b>601-359-4888</b>	<b>662-565-2217</b>	<b>662-310-0539</b>
BOBBY MOORE	601-359-4093	662-755-2020	662-571-2599
KATHRYN CARVER	601-359-4424		281-732-3840
AYANA SMITH	601-359-4823		

**STATE OPERATIONS**

NAME	WK	HM	CELL
<b>DAVID NOBLE</b>	<b>601-359-4821</b>	<b>601-992-7134</b>	<b>601-750-5074</b>
JANE SMITH	601-359-4812	601-829-9499	601-259-4131
AARON RUSHING	601-359-4329		
JOSH EURE	601-359-4872		601-559-5350

**ADMINISTRATIVE UNIT**

NAME	WK	HM	CELL
<b>CHRIS CHRISTMAS</b>	<b>601-359-4828</b>	<b>601-366-3779</b>	<b>601-540-4333</b>
NICK BRIDGE	601-359-4677		601-757-1570
ANGELA CLAY	601-359-4383	601-969-5175	601-941-8985
WENDY WILSON	601-359-4889		601-818-7063

**PROGRAM OPERATIONS**

NAME	WK	HM	CELL
<b>LARRY STREBECK</b>	<b>601-359-4859</b>		<b>601-479-9424</b>
KINA SWIFF	601-359-4860		
TERRI O'RIELLY	601-359-4107		
RACHELLE CRAWFORD	601-359-4832		

PROGRAM SERVICES & TREASURY OFFSET			
NAME	WK	HM	CELL
<b>FREDRICK WARD</b>	<b>601-359-4344</b>		<b>769-798-5512</b>
FLORENCE BLACK	601-359-4810		601-906-2003
PORTIA COLEMAN	601-359-4796		601-624-5908
JIM GRIFFIN	601-359-4807		601-573-2074
MARIA JACKSON	601-359-4578		601-941-3430
SHERRY JACKSON	601-359-4410		601-942-9470
DEBORAH WOOLCOCK	601-359-4802	601-397-6995	601-213-8779
GWENDOLYN PITTMAN	601-359-5033		769-243-2828
GLORIA PROCTOR	601-359-4844		601-937-5834
MARCI RUSHING	601-359-4410		601-832-4740
DERRICK BROWN	601-359-4822		
VANESSA BROWN	601-359-4159		
TEMEKKA WILLIAMS	601-359-4879		601-750-3038
FONTELLA SHELTON	601-359-4813		

PROGRAM SUPPORT UNIT			
NAME	WK	HM	CELL
<b>DANA KIDD</b>	<b>601-359-4842</b>	<b>601-453-3343</b>	<b>601-462-7495</b>
BRANDIE ALLDREDGE	601-359-4618		256-506-1130
BREANNE ANDERSON	601-359-4813		601-795-5748
SUZANNE ANDERSON	601-359-4540	662-746-4674	662-998-0235
RICK DAWKINS	601-359-4621	601-953-1331 (agency)	601-953-1331
SANDRA GIDDY	601-359-4790		601-259-4480
CAROL GIROD	601-359-4819		601-937-5511
SUSAN HALES	662-841-9088		601-201-4717
RESHMA KHATKHATE	601-359-4843	601-924-7468	601-405-4861



<b>PROGRAM SUPPORT UNIT (cont.)</b>			
<b>NAME</b>	<b>WK</b>	<b>HM</b>	<b>CELL</b>
BETH KIRBY	601-359-4863		769-798-4714
SUZANNE LAFEVER	662-252-4511		662-544-1630
ANDREA PATRICK	601-359-4312		601-954-1244
MICHAEL THOUSAND	601-359-4588		228-343-0571
MELODY TYLER	601-359-4557		769-798-5667
OSVIN URBINA	601-359-4632		601-520-3018
LORENA VEGA	601-359-4385		6001-842-7578
ARRIE WARD	601-359-4826		601-201-2179

<b>QUALITY ASSURANCE</b>			
<b>NAME</b>	<b>WK</b>	<b>HM</b>	<b>CELL</b>
<b>MARGARET CULPEPPER</b>	<b>601-359-4619</b>	<b>662-746-7303</b>	<b>662-571-9391</b>
LaMELODY LEWIS	601-359-4466		601-813-4641
FELICIA DAVIS	601-359-5562		601-594-7556
ELTON POPE	601-359-4819	601-373-42502	601-709-7894

<b>QUALITY ASSURANCE FIELD STAFF</b>			
<b>NAME</b>	<b>WK</b>	<b>HM</b>	<b>CELL</b>
DORA ANDERSON	601-403-2465		601-596-3326
AMY BRATTON	662-841-9082	662-365-3859	662-231-8310
CHARLOTTE BURTON	601-635-2346		601-781-7216
CHRISTINE CHIAN	662-247-1883		
TIFFANY DANIELS	601-786-3571		601-720-6158
CYNTHIA EDWARDS	228-523-1248		228-861-8384

<b>QUALITY ASSURANCE FIELD STAFF (cont.)</b>			
<b>NAME</b>	<b>WK</b>	<b>HM</b>	<b>CELL</b>
MORGAN EVANS	662-290-1415		601-259-6558
LORI MITCHELL	662-323-1566		662-323-5532
CANDACE JOHNSON	601-825-7210		601-500-1975
MARY PHILLIPS	662-286-2205		662-415-0564
JEANETTE RHODES	228-523-1234		228-760-0077
BURNIE ROYSTER	662-334-2577		662-822-5616
PATRICIA SORRELLS	662-487-2095		662-487-5469
GILDA TUBBS	662-256-1015		662-315-6289
ROBBIE WESTON	662-647-5571		662-832-3528

<b>SPECIAL PROJECTS (MSCAP/ESAP) UNIT</b>			
<b>NAME</b>	<b>WK</b>	<b>HM</b>	<b>CELL</b>
<b>SHARON WOMACK</b>	<b>601-359-</b>		<b>601-624-3603</b>
SUZANNE ANDERSON	601-359-4540	662-746-4674	662-998-0235
JANICE BENSON	601-359-4851		601-331-1800
VANESSA BROWN	601-359-4847	601-397-6517	601-316-4978
RENEE' COLLINS	601-359-4913		601-942-3533
SENTORIA FRANKLIN	601-359-4824		601-850-7548
COURTNEY KING	601-359-4619		

SPECIAL PROJECTS eCHANGE CENTER FIELD UNIT			
NAME	WK	HM	CELL
<b>TOMMIE DOWNEY</b>	<b>601- 364-3001</b>		<b>601-613-4853</b>
TANYA BARNES	601-364-3016	601-353-5038	769-234-5816
SANDRA DAVIS	601-364-3012	601-362-2183	601-613-9095
NANCY FORD	601-364-3003	601-885-2232	662-607-0427
STEPHANIE GOODMAN	601-364-3007		601-397-0531
VICKEY JOHNSON	601-364-3017		601-214-6836
PATRICIA LEFLORE	601-364-3018		601-506-7943
RUBY LINSON	601- 364-3013	601-866-2419	769-233-3873
BRIDGET ROBERTSON	601-364-3009		662-962-4057
BRIANNA THOMPSON	601-364-3014	601-969-1337	210-475-1150
TAWONZA TRIPP	601-364-3005		601-421-4412
SANDRA WADLEY	601-364-3004		601-331-1718
JENNIFER WALKER	601-364-3008		601-405-7525
JANICE WELLS	601-364-3002	601-371-2876	601-613-6267

SYSTEMS SUPPORT			
NAME	WK	HM	CELL
<b>DEBRA J-COCKRELL</b>	<b>601-359-4315</b>		<b>601-918-3765</b>
IVY BROWN	601-359-4868		601-506-0646
SHARYN ALLEN	601-359-4483	601-956-2791	601-259-6712
YOLANDA FORD	601-359-4849	601-922-8096	601-750-1987
SHAYLA BROOKS	601-359-4409		601-405-3183
ROSIE HOLMES	601-359-4798	601-922-0151	601-862-9626

SYSTEMS SUPPORT (cont.)			
NAME	WK	HM	CELL
ANN MARENKO	601-359-4702		601-941-2239
MAI TROUNG	601-359-4757		
MARY ONEAL	601-359-4869		601-529-5059
JESSICA CASTRILLO	601-359-4876		

# ATTACHMENT V

STATE OF MISSISSIPPI  
OFFICE OF THE GOVERNOR

CONTACT: Julia Bryan (601) 359-4517

FOR IMMEDIATE  
RELEASE Monday,  
September 26, 2012

Governor Barbour Announces Counties To Receive  
Disaster Supplemental Nutrition Assistance Program (SNAP) Benefits

*USDA Approves Seven Counties*

(Jackson, MS) - Governor Haley Barbour announced today that the United States Department of Agriculture (USDA) has approved disaster SNAP benefits for residents in seven counties that suffered losses due to Hurricane Cherry. The counties include: Clarke, Covington, Jasper, Jefferson Davis, Jones, Lawrence and Wayne.

"I am very pleased that our request was granted and people in these counties will now receive this critical benefit," Governor Barbour said. "It is important that we continue to meet the needs of Mississippians affected by this storm."

The Mississippi Department of Human Services (MDHS) is in the process of securing locations in these counties to take applications for disaster SNAP benefits. Each county site will open for five (5) days. Exact locations and times of operations will be forthcoming.

Permanent or temporary residents who are not usually eligible for SNAP benefits may qualify for temporary assistance if their home or belongings were damaged or destroyed and they have disaster related expenses as a result of the hurricane. Eligibility is based on available income and resources less out-of-pocket disaster related expenses. Current SNAP recipients are not eligible to apply for the disaster SNAP.

Those applying for assistance should bring a driver's license or picture ID and be able to provide the social security number and date of birth for all household members. Applicants need to apply in the county where they currently reside.

# ATTACHMENT VI

## Daily Site Report

Disaster SNAP

SITE NAME	DATE:	TIME
<b><i>Name of Individual Completing Report:</i></b>		
<b><i>Overall Activity Report:</i></b>  1. How many in line when opened today? 2. How many applications taken today since site opened? 3. How many in line at time of report? 4. What is the "wait time" before getting inside for interview? 5. How long is the processing time once inside? 6. Are there any "Operational" problems? 7. Are there any application routing issues? 8. Additional comments?		
<b><i>Staffing:</i></b>  Do you have a full crew today? Any staffing problems?		
<b><i>Fraud:</i></b>  Any evidence of or possible fraud activities?		
<b><i>Security or Technology Issues:</i></b>  Any security problems, crowd control issues, etc.? Any Tech problems, (phones etc.)?		
<b><i>Note: Information provided is for MDHS management evaluation only.</i></b>		



# ATTACHMENT VII

***Here is Your New  
Mississippi EBT Card***  
"IMPORTANT"

DO NOT THROW THIS CARD AWAY!

- Sign your name! Sign your name in ink on the white stripe on the back of your EBT Card right now!
- Select your PIN! Call the Mississippi EBT Customer Service line at 1-866512-5087 to select your Personal Identification Number (PIN). Your EBT Card will not work until you call and select a PIN. NOTE: If this is a replacement card, you do not have to call unless you want to CHANGE your PIN.
- Remember your PIN! Your EBT Card will not work without your PIN.
- Keep your PIN a secret! Never write your PIN on your EBT Card or on anything you keep with your EBT Card.
- After you have selected a PIN, you may shop with your EBT Card by going to stores that display the Quest logo (see the Quest logo displayed below your EBT Card).
- Not all stores display the Quest logo. If you do not see the Quest logo sign displayed, ask the store personnel if you may use your EBT Card.
- Use your EBT Card at Point of Sale (POS) machines to spend your Food Stamp benefits when purchasing eligible food items.
- Your EBT Card should not be used to purchase non-food items, get cash or pay credit accounts.

Mississippi EBT Customer Service  
1-866-512-5087

## **How to Use your Mississippi EBT Card**

Keep this information with your card.

### **Check your account balances before you shop:**

- Look at your last receipt or
- Call Customer Service

### **To Use your Card at a POS machine:**

- A. Tell the clerk you want to use your card.
- B. Slide your card through the POS machine.
- C. Choose FOOD.
- D. Enter your purchase amount.
- E. Enter your **PIN** on the POS keypad.
- F. Press the ENTER button.

**Always look at your receipt to make sure  
the purchase amount is correct.**

**Always keep your receipt.  
It shows your new account balance.**

**Mississippi EBT Card Customer  
Service 1-866-512-5087**

### **Call 24 hours a day, 7 days a week to:**

- Report a lost, damaged, or stolen card.
- Select your PIN when you get a new card.
- Change your PIN if someone knows what yours is or if you have forgotten your PIN.
- Check your balance.
- Obtain a list of your last **10** transactions.
- Ask a question about using your EBT card.

## EBT Card Safety

Your EBT Card will not work if it gets damaged:

- Don't damage or bend your card.
- Don't scratch the black stripe on the back of your card.
- Don't get your card wet.
- Don't leave your card near TVs, VCRs or magnets.

*Keep* your EBT Card. You will use the same card every time you get benefits, even if you stop getting them for awhile.

## Benefits Issued

Ongoing benefits for SNAP will be available based on the last two digits of your Case Number.

Case number ends with: Available each month on:

00-06 .....	5th
07-13 .....	6th
14-20 .....	7th
21-27 .....	8th
28-34 .....	9th
35-41 .....	10th
42-48 .....	11th
49-55 .....	12th
56-62 .....	13th
63-69 .....	14th
70-75 .....	15th
76-81 .....	16th
82-87 .....	17th
88-93 .....	18th
94-99 .....	19th

## *Your Right to Equal Treatment*

This is an equal opportunity program. If you believe that you have been the victim of discrimination in your efforts to receive benefits because of your race, color, natural origin, age, sex, disability, religion, or political beliefs, write immediately to:

USDA Office of Civil Rights Room 326-W, Whitten Building 1400  
Independence Avenue, SW Washington, DC 20250-9410 (202) 720-  
5964

# ATTACHMENT VIII

## Disaster Supplemental Nutrition Assistance Program Application Site Duties Training Guide

- A) *OVERSIGHT* - Lead
  - Manage DSNAP staff and site
  - Monitor and track supplies
  - Ensure site is clean
  - Monitor stations to ensure proper flow and make changes as needed
  - Security of EBT cards
  - Daily Site Report of the Division Director's Office for needs assessment
- B) *Station 1- Line Management*
  - Crowd Control
  - Ensure line flows and moves in an orderly and efficient manner
  - Distribute DSNAP Applications and program information
  - Explain the process to individuals in line so they know what to expect
- C) *Station 2- Application Completion*
  - Assist individuals as they complete the DSNAP application form
  - Ensure the DSNAP application is complete prior to moving to the interview station
- D) *Station 3- Interview and Screening*
  - Determine the pre-disaster residence of the applicant
  - Determine whether or not SNAP benefits have been received for the month
  - Document at the application with state and county of residence pre and post disaster
  - Ensure DSNAP application is completed and all questions answered
  - Complete the calculation to determine benefit eligibility
  - Explain the EBT card process
  - Separate the applications by denials and approvals
- E) *Station 4- Card Issuance/Quality Control*
  - Examine the eligibility worksheet and notate the applicants name by the PAN number on the disaster EBT card spreadsheet using the peel off label.
  - Document the EBT card number of the top of the DSNAP application using the peel off label
  - Verify client's identification prior to issuing the EBT card
  - Instruct the applicant, prior to departure, how to contact the toll free number to activate their EBT card by selecting a unique PIN.
- F) *Station 5- Sorting and Courier Service*
  - Sort DSNAP approved applications in bundles of 50
  - Sort DSNAP denied applications in bundles of 50
  - Transport DSNAP application to site designated for scanning
  - Assist other stations as needed
  - Control existing crowd and answer questions as needed

The elderly, disabled or other individuals identified with special needs will be directed by Line Workers to designated Interview Stations.

The DSNAP Application Site Lead will assess the need for interpreters and the appropriate staff or volunteers will be assigned as deemed necessary. The lead may request assistance through the State Office Customer Service Line.

# ATTACHMENT IX

## Example of Staff Needed for DSNAP Application Site

### Daily Time

12 hours less 1 hour = 11 hours daily (fifteen minute breaks and 30 minutes for lunch)

11 hours x 60 minutes — 660 minutes daily

### *EXAMPLE:*

#### **DSNAP County Figures**

Number Expected: 27,622

### **Application Completion**

27,622 divided by 5 days — 5524 people per day

5524 divided by **40 workers** = 138 people per worker per day

660 minutes divided by 138 — 4.5 minutes per client

### **Additional Staffing** Estimates:

Lead/Co-Lead	2
Line Workers	6
Extra Workers	20
Card Issuance	11
Q&A Escorts	6
Sorter/Courier	2
 Total Additional Staff	 47



# ATTACHMENT X



MISSISSIPPI  
MDHS-EA-500  
REVISED 02-01-14  
Page 1 of 2

FOR OFFICE USE ONLY							
Application Date:	Month		Day		Year		
Residence County:							
Application County:							
Disaster Authorization Period:	Begin:						
	End:						
County/State Employee:	Yes <input type="checkbox"/>				No <input type="checkbox"/>		
Place PAN label here.							

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
APPLICATION FOR DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP) BENEFITS  
(Pursuant to 7 CFR 280)

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

**PENALTY WARNING**

If your household receives SNAP, it must follow the rules listed below. Any member of your household who breaks any of these rules on purpose can be fined up to \$250,000, imprisoned up to 20 years or both; and subject to prosecution under other federal laws. We may choose your household for a Federal or State review sometime after you receive your benefits to make sure you were eligible for disaster benefits.

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

**INSTRUCTIONS:** Complete this application honestly and to the best of your knowledge. If your household knows but refuses on purpose to give any required information, it will not be eligible to receive SNAP benefits. When you are interviewed, you must show identification. You must show proof that your household lived in the disaster area at the time of the disaster. You may have to verify any questionable expenses. You can authorize someone outside your household to apply for, receive, or use your DSNAP benefits. **DO NOT WRITE IN FOR OFFICE USE ONLY AREAS.**

Head of Household	How Verified	Authorized Representative(s)
Permanent Home Address	How Verified	Temporary Residence Address
City, State & Zip Code		City, State & Zip Code
Current Mailing Address		Would you like to receive notices by email? Yes <input type="checkbox"/> No <input type="checkbox"/>
City, State & Zip Code		If yes, email address: Current telephone Number and/or Contact Number:

**HOUSEHOLD SITUATION**

1. Was your household living in the disaster area at the time of the disaster? If yes, please answer the following questions:
- Did the disaster damage or destroy your home or self-employment property?
- Does your household have any additional out-of-pocket expenses as a result of the disaster?
- If yes, amount: \$
- Does your household plan to buy food before the end of the disaster period?
- Did the disaster delay, reduce or stop your household's income?
- Does your household have any cash or money in checking or savings accounts which you cannot get to because the bank is closed due to the disaster?

YES NO

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For Office  
Use Only:

Case Name: \_\_\_\_\_

Are you a current SNAP participant? If so, STATE: \_\_\_\_\_ COUNTY: \_\_\_\_\_

List ALL members of your household, including yourself, who were affected by the disaster that are living and eating with you. IF YOU ARE TEMPORARILY STAYING WITH ANOTHER HOUSEHOLD BECAUSE OF THE DISASTER, DO NOT LIST MEMBERS OF THAT HOUSEHOLD. List the information below for each household member. Applicants are not required to have or give their SSN on this application in order to qualify for DSNAP benefits. List any income your household members have received or expect to receive while the DSNAP is operating. (DSNAP benefit period \_\_\_\_\_).

First/Last Name	Birth Date	Social Security No.	Relationship	Sex	Race	Income Source/Employer	Monthly Amount (take home)
			SELF				

**RESOURCES**

List all cash your household will be able to get during the disaster.

Does your family have a checking/savings account, and/or cash on hand? ☐ Yes, Who? \_\_\_\_\_ ☐ No

If yes, check the type and enter the amount you can get during the disaster:

☐ Checking \$ \_\_\_\_\_ ☐ Savings \$ \_\_\_\_\_ ☐ Cash on hand \$ \_\_\_\_\_ ☐ Other \$ \_\_\_\_\_  
 (Insurance, FEMA, Cash, gifts, etc.)
**CERTIFICATION AND SIGNATURE**

I understand the questions on the 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: \_\_\_\_\_

**FOR OFFICE USE ONLY****DISASTER ELIGIBILITY/BENEFIT CALCULATION**

1. Accessible cash resources (cash on hand, checking or savings accounts) \$ \_\_\_\_\_
2. Income (take home) received or expected during benefit period \$ \_\_\_\_\_
3. Total (1 & 2) \$ \_\_\_\_\_
4. Standard Disaster Deduction (or actual expenses if less than \$100) for household size \$ \_\_\_\_\_
5. Adjusted Income (3, minus 4. If 4. is greater than 3: Enter 0) \$ \_\_\_\_\_

Compare adjusted income to disaster income limits for the appropriate household size. If adjusted income is less than or equal to the limit, the household is eligible. If adjusted income is greater than the limit, the household is not eligible for disaster assistance.

APPROVED ☐ DENIED ☐ REASON: \_\_\_\_\_

HOUSEHOLD SIZE: \_\_\_\_\_ BENEFIT AMOUNT \$ \_\_\_\_\_ ELIGIBILITY NOTICE GIVEN: \_\_\_\_\_

SIGNATURE OF INTAKE WORKER: \_\_\_\_\_ DATE: \_\_\_\_\_

# ATTACHMENT XI

FOOD AND NUTRITION SERVICE (FNS)  
DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)  
INCOME ELIGIBILITY STANDARDS AND ALLOTMENTS  
OCTOBER 2014 - SEPTEMBER 2015

Household Size	Disaster Gross Income Limit (1)	Standard Disaster Expense Deduction (2)	Maximum DSNAP Allotment
1	\$1618	\$676	\$194
2	\$1956	\$1021	\$357
3	\$2295	\$1134	\$511
4	\$2643	\$1395	\$649
5	\$3009	\$1452	\$771
6	\$3376	\$1612	\$925
7	\$3714	\$1662	\$1022
8	\$4052	\$1713	\$1169
Each Additional Member	+\$339		+\$146

(1) *This total includes all income and liquid resources; i.e., bank accounts, cash, etc.; available during the month.*

*Note: If income is direct deposited into a bank account, the amount would be subtracted from the total resources counted in DSNAP eligibility determination.*

(2) *Ongoing DSNAP regulations require only out-of-pocket disaster expenses incurred and paid in the month of the program will be used in benefit calculation. Mississippi requested and was approved by FNS to use a standard disaster expense deduction as an option in lieu of the "out-of-pocket" expenses.*

# ATTACHMENT XII



To: ALL MDHS STAFF

From: Richard Berry, Executive Director  
Mississippi Department of Human Services

Date: June 1, 2015

Subject: *MDHS Employees/100% Audit*

Mississippi Department of Human Services (MDHS) employees who live in a disaster affected area are encouraged to apply for assistance as needed. Please be aware that a 100% audit will be required on all employee applications for the Federal Disaster SNAP benefits.

When an application is filed by an employee of MDHS (any of the twelve divisions), management staff must handle the application through the disposition of eligibility determination at the appropriate site. This is not to discourage anyone from applying, it ensures that the application is handled according to federal program regulations. We must hold ourselves accountable to ensure public trust and State accountability.

# ATTACHMENT XIII



## Mississippi Department of Human Services

Individuals with access to disaster EBT cards include:

<b>Name</b>	<b>Title</b>	<b>Email</b>	<b>Office</b>	<b>Cell</b>
John Davis	Deputy Administrator, MDHS	john.davis@mdhs.ms.gov	6013594834	6016959414
Cathy Sykes	Director, Division of Field Operations (DFO)	cathy.sykes@mdhs.ms.gov	6013594888	6623100539
David Noble	State Operations Director DFO	david.noble@mdhs.ms.gov	6013594821	6017505074
Larry Strebeck	Program Operations Director DFO	larry.strebeck@mdhs.ms.gov	6013594859	6014799424
Dana Kidd	Policy/Training Unit Director DFO	dana.kidd@mdhs.ms.gov	6013594842	6014627495
Joel Savell	EBT/ePayment State Coordinator	joel.savell@mdhs.ms.gov	6013594638	6017205380