

Disaster Supplemental Nutrition Assistance Program Plan FY2024

WEST VIRGINIA DEPARTMENT OF HEALTH AND
HUMAN RESOURCES, BUREAU FOR FAMILY
ASSISTANCE

Chapter V Implementation Plan

| | |
|---|----|
| Public Information and Outreach | 15 |
| Retailer Communication | 17 |
| Procedures to Reduce Applicant Hardship | 18 |
| Reasonable Accommodations for Individuals with Disabilities | 18 |
| Certification Process | 18 |
| Household Materials | 24 |
| Issuance Process | 28 |
| Security and Fraud Prevention Plan | 29 |
| Disaster Reporting and Post-Disaster Review Report | 30 |

Chapter VI State Preparations

| | |
|----------|----|
| Training | 32 |
|----------|----|

| | | |
|-------------------|----------------------------|----|
| Appendix A | Escalation Contacts | 34 |
|-------------------|----------------------------|----|

| | | |
|-------------------|-----------------------------|----|
| Appendix B | Electric Co Contacts | 50 |
|-------------------|-----------------------------|----|

Chapter I -- Federal Preface

Authority: Authority to operate Disaster Supplemental Nutrition Assistance Program (D-SNAP) is found in the Food Stamp Act of 2008, as amended, and the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (the Stafford Act).

The Secretary has discretion to conduct a D-SNAP operation under both authorities pursuant to the Food and Nutrition Act and Executive Order 12673, which delegated the President’s Stafford Act authority to the Secretary.

Determining Factors: The table below summarizes the factors that determine which of the two authorizing agencies should be used to operate a D-SNAP.

| Factor | Required for SNAP Program | Required for Stafford Act Program |
|---|---------------------------|-----------------------------------|
| Presidential declaration of “Major Disaster.” | No | Yes |
| Commercial channels of food distribution | Yes | No |

| | | |
|---|-----|-----|
| disrupted. | | |
| Commercial channels of food distribution available. | Yes | Yes |

State’s Role: The primary responsibility for operating a D-SNAP operation rests with the State agency. However, in a disaster situation, a state’s resources can easily become overextended, and in that event, the extensive resources of the Federal government can supplement the State’s efforts.

FEMA’s Role: The Federal Emergency Management Agency (FEMA) is the Federal agency charged with the overall management of the Federal response in a presidentially declared disaster. FEMA has grouped the types of emergency assistance a State is most likely to need into fifteen Emergency Support Functions (ESFs). Each ESF has a lead agency and support agency to fulfill the function. In a presidentially declared disaster, FEMA may activate certain ESFs as part of its disaster response.

FNS’ Role: The USDA is the lead agency for ESF-11, food assistance, and the Food and Nutrition Service (FNS) is the lead agency within USDA. The FNS Disaster Task Force coordinates all ESF-11 activities within USDA and with FEMA, other support agencies, and State and local disaster officials.

If a disaster is not presidentially declared, or if FEMA has not activated the ESF-11, FNS may still provide disaster assistance as authorized by the Stafford Act and the Food and Nutrition Act.

Disaster Application Centers (DAC) and Disaster Recovery Centers (DRC):

The State and Federal government each operate its own command centers, however, there is some overlap in coverage of a disaster.

The Command Center can range from a designated contact person operating out of his/her office to a fully staffed, centrally located, conference center equipped with computers and telephone banks that is shared by FEMA, FNS and the State Agency.

The DRC is the focal point for getting things done in response to the event. Even if there is no DRC, there is a clear identification of contact people, lines of communication etc., within the Department and between agencies/departments.

The State Emergency Operations Center is located at the Capitol Complex in Charleston. The Center is always staffed by a Duty Officer who is responsible for contacting the appropriate agency when disaster threatens or strikes. During a disaster declared by the President, a position is maintained at the Center for a representative from the Department of Health and Human Resources.

Disaster Application Centers (DAC) refers to those sites for D-SNAP or regular SNAP benefits application in the affected areas. The location(s) for the DAC will be determined at the time of disaster and will depend on the location and type of the disaster. The DAC for SNAP

application may or may not be co-located with the DRC. The sites, however, will be co-located when it is determined to be the best practice for the efficient and timely provision of services to those in the impacted area(s).

Appropriate work areas and writing surfaces will be provided with interviewing areas that will protect the applicants' privacy to the extent feasible. The State Division of Homeland Security will work with DHHR for the restoration of telecommunication services as required for connectivity as needed so that D-SNAP applications can be processed. Technical and training expertise will be provided as needed, both for the application process or types of technology deployed.

Proper security and comforts will be provided for applicants, staff, and card stock. See Appendix A for details concerning possible alternate sites.

Chapter II -- West Virginia Department of Health and Human Resources D-SNAP

Introduction: The West Virginia Department of Health and Human Resources D-SNAP Plan is a plan of operation for providing food benefits to households that are victims of a disaster. A disaster is any flood, drought, fire, earthquake, storm, or other catastrophe which, in the determination of the President, is or threatens to be of sufficient severity and magnitude to warrant disaster assistance by the Federal government to supplement the efforts and available resources of the local and state governments in alleviating hardships and suffering of the affected population.

Overview: The details of a D-SNAP operation will vary with each disaster, but the basic principles and framework contained in this manual will apply to any disaster in West Virginia.

Acronyms:

| | |
|---------|--|
| ARC | American Red Cross |
| ASAP | Automated Standard Application for Payments |
| BFA | Bureau for Family Assistance |
| CSM | Community Services Manager |
| DAC | Disaster Application Center |
| DART | Damage Assistance Response Team |
| DHHR | West Virginia Department of Health and Human Resources |
| D-SNAP | Disaster Supplemental Nutrition Assistance Program |
| DHSEM | Division of Homeland Security and Emergency Management |
| DRC | Disaster Recovery Center |
| DOD | Department of Defense |
| DOT | Department of Transportation |
| EBT | Electronic Benefits Transfer |
| EPA | Environmental Protection Agency |
| ERAPIDS | Electronic Recipient and Automated Payment Information Data System |
| ESF | Emergency Support Functions |
| FEMA | Federal Emergency Management Agency |
| FNS | Food and Nutrition Service |
| FPRS | Food Program Reporting System |

| | |
|------|---|
| IFM | Investigations and Fraud Management |
| JFO | Joint Field Office |
| JIC | Joint Information Center |
| OIG | Office of the Inspector General |
| RD | Regional Directors |
| SNAP | Supplemental Nutrition Assistance Program |
| USDA | United States Department of Agriculture |

Application to Operate D-SNAP

To initiate a D-SNAP operation, the Department of Health and Human and Human Resources must make an application for the program with the Food and Nutrition Service (FNS). The request consists of an informal application followed by a formal written application for permission to operate D-SNAP. The table below describes the necessary steps for submitting the application.

| Application | How |
|-------------|-------------------------|
| Informal | By phone or fax to MARO |
| Formal | In writing to MARO |

The informal application must include as much of the supporting information needed for the formal application as possible. The formal application must include the following information:

| Requirements | Specifics |
|---|--|
| Date and Type of Disaster | |
| Description of geographical areas in need of assistance: | Provide maps, if available, and zip code, neighborhood or subdivision, power grid location, city/town and county. |
| Statutory Prerequisites Determination that anyone in the affected area has lost food or is unable to purchase nutritious food: | A statement on the status of commercial channels of food distribution (or estimate when they will be restored) and a statement that either: <ul style="list-style-type: none"> ● a presidential declaration has been granted, or ● commercial channels of food distribution were disrupted |
| Estimated number of households expected to apply: | Total figure broken down by on-going and new applicants. |
| Recommendation of length of application period: | Not to exceed seven (7) calendar days. |
| Description of security resources available: | Protection for: <ul style="list-style-type: none"> ● Electronic Benefits (EBT) Cards ● Staff/Crowd control |
| Crowd control measures: | Regulating the number of people in line. |

| | |
|--|---|
| <p>Fraud control measures:</p> | <p>Managing the crowd and security.</p> <ul style="list-style-type: none"> ● Review .5% of all new disaster cases, with a minimum of 25 cases and a maximum of 500 cases ● Review 100% of all State Agency employee applications <p>Plans to:</p> <ul style="list-style-type: none"> ● Conduct checks for duplicate participation ● Prevent fraudulent applicants ● Deal with suspected fraud ● Use ERAPIDS Subsystem to perform automated checks for duplicate participation with ongoing and new SNAP and D-SNAP recipients ● Incidents of suspected fraud will be referred to on-site IFM staff |
| <p>Description of process by which applicants will be processed and benefits issued:</p> | <p>Where applicable, BFA will specify the different procedures for:</p> <ul style="list-style-type: none"> ● Ongoing SNAP participants ● New applicants ● Special needs groups (i.e., elderly, disabled, etc.) <p>EBT will specify procedures for D-SNAP card security, distribution and record keeping.</p> |

Chapter III -- Roles and Responsibilities

Agencies and Responsibilities

Local: The DHHR Regional Director, in conjunction with the Secretary of the Department of Health and Human Resources, will determine staffing at the local Disaster Application Center (DAC). Staff will be assigned by BFA, and volunteers may also be included in personnel of the DAC.

State: State and County coordination with the Federal Emergency Management Agency (FEMA) and other disaster assistance agencies is essential to ensure the prompt distribution of D-SNAP benefits to all eligible disaster victims.

ESF-11 Support Agencies: The following chart identifies the ESF-11 support agencies and their responsibilities.

| Agency | Responsibilities |
|---|--|
| Division of Homeland Security and Emergency Management (DHSEM) | Assess the availability of Department of Defense food and supplies storage facilities for dry, chilled, and frozen food, and arrange for their delivery and storage. Integral to this role is their responsibility to check with the utility companies regarding the availability of power in the declared disaster areas. |
| Department of Health and Human Resources (DHHR) | Determine which foods are fit for human consumption and identify potential problems of contaminated foods. Provide health education concerning food preparation and storage. |
| Department of Health and Human Resources Office of EBT/Finance | Provide D-SNAP cards; coordinate benefit issuance with FIS; ensure appropriate chain of custody for D-SNAP card distribution. |
| Department of Transportation | Assess the availability of all modes of transportation that are equipped to keep food cold or frozen. Coordinate with the transportation of emergency food supplies into and within the designated area. |
| American Red Cross | Identify and assess the requirements for food and distribution services for the critical emergency phase, and for longer term needs after the emergency is over. Coordinate the food distribution efforts of other volunteer organizations. |
| FEMA | Provide consolidated information on State, Local and Private sources of food to help determine the types and quantities of foods FNS must provide. |
| Environmental Protection Agency | Help determine the suitability of food for human consumption. Identify potential hazardous materials impact on the food supply. |

Points of Contact

| Position | Telephone Number |
|--|--|
| Governor Jim Justice | Office: 304-558-2000 Office: 888-438-2731 |
| Director, West Virginia Emergency Management GE McCabe | Office: 304-558-5380 Cell: 304-382-3179 |
| Interim Superintendent, WV State Police Jack Chambers | Office: 304-746-2115 Office: 304-746-2100 |
| Department of Health and Human Resources (DHHR) Director, Office of Communications Emily S. Hopta | Office: 304-558-7899 Fax: 304-558-7075 |
| Commissioner, Bureau for Family Assistance Janie M. Cole | Office: 304-352-4468 |
| Deputy Commissioner, Bureau for Family Assistance Kent R. Nowviskie | Office: 304-352-4486 |
| Director, Bureau for Family Assistance Monica Hamilton | Office: 304-352-4542 |
| Director, Office of Electronic Benefits Transfer (EBT) Jacquelyn P. Hoppe | Office: 304-558-4126 Fax: 304-558-5670 |
| MARO Regional Director, SNAP, FNS Dave Gagliardi | Office: 609-259-5028 |

Community Partners and Roles

Coordination of Efforts: State and Local DHHR staff will coordinate contacts with the DHSEM and Voluntary Organizations Active in a Disaster to mobilize volunteers within a designated area. Some of the private relief resources are listed below.

American Red Cross: A voluntary organization, which acts in close cooperation with Federal, State and local governments to provide aid necessary to relieve human suffering. The ARC also assists with meeting human needs in a major disaster and continually maintains a level of preparedness for such service.

American Red Cross assistance includes preparedness relief measures, immediate assistance for disaster victims, long term recovery assistance and provides trained personnel for disaster-related services and financial aid.

Catholic Charities West Virginia: Is a statewide disaster response network with people stationed in all regions of the state prepared to respond to emergency and disaster situations. This network provides short term and long-term assistance.

Salvation Army: The Salvation Army is a religious and charitable agency that traditionally serves to alleviate human distress during the emergency period of a disaster. The Salvation Army disaster services are an authorized activity to assist State and local governments, and as such are permitted to operate in a disaster.

The Salvation Army is nationwide in scope and renders comprehensive emergency disaster service within its capability. The Salvation Army can provide emergency disaster services such as:

- Services to disaster workers
- Spiritual ministry
- Mass feeding
- Individual feeding
- Emergency shelter
- Distribution of clothing, food, furniture, and household supplies
- Registration and identification

Voluntary Organizations Active in a Disaster: A group of volunteer organizations that are mobilized in the event of a disaster for the coordination of activities and efforts. This effort is coordinated under the auspices of the **West Virginia Council of Churches**.

Volunteer West Virginia: A state operated network that matches volunteers with organizations needing volunteers through a memorandum of understanding. This agreement enables DHHR to identify and train volunteers for disaster response.

Chapter IV -- Readiness Plan

Staffing and Resources

Responsibilities: As determined by the Bureau of Family Assistance, each Regional Director will coordinate disaster response staff within their Region/County. Each region has designated contact points. See Appendix A for additional details.

Staffing Criteria and Resources: Temporary assignments to assist in disaster-affected counties will be made from surrounding unaffected counties within commuting distance, unaffected counties around the state and State Office Staff. Staffing for disaster services may be obtained through using existing staff or from temporary staffing as needed and approved through appropriate channels. Unaffected counties, as well as the State Office, will supply and mobilize equipment necessary to carry out operations within the affected disaster area.

Services Provided: The following terms are based on the identified criteria, but DHHR has the sole discretion to determine the disaster level and may consider criteria not listed when making that determination:

- **Level I Disaster criteria** - Limited demographic and/or geographic area, limited number of clients, with limited power and telecommunication interruption with adequate number of access points available.

- **Level II Disaster criteria** - Larger but well-defined area impacted, with moderate number of clients, and power and telecommunications impacted. Adequate number of access points available.
- **Level III Disaster criteria** - Widespread area, residential and commercial areas impacted with power/telecommunications disrupted for greater than one week. Most access points are unavailable.

Level I Disaster Procedures: DHHR staff will take a D-SNAP application and determine eligibility. If the disaster applicant is an ongoing SNAP recipient, and still has a working EBT card, existing guidelines and policy for food replacement will be used. If a current recipient has lost his/her EBT card, the client must request a replacement card through the EBT Customer Service Helpline. In extenuating circumstances, the client can receive a D-SNAP card onsite.

The existing policy for food benefit replacement is used and replacement benefits, if any, are issued into the EBT account. For non-SNAP recipients who become eligible for benefits due to a disaster, eligibility is determined in ERAPIDS, account setup via batch and card production processed using the standard mail procedures.

Level II Disaster Procedures: Depending upon the scope and severity of disaster, as described in Chapter IV, "Evaluation of Disaster Response Options", the Office of EBT will ensure that D-SNAP cards are delivered to the DACs.

- Applications will be processed the day individuals apply for assistance.
- If the individual has been an ongoing SNAP recipient and still has the household's card, and the SNAP application is entered by a designated time, disaster benefits will be available to the recipient the following day.
- If the SNAP household's EBT card has been lost or stolen during the disaster period, the household must request a replacement card.
- EBT cards are issued directly onsite at approved D-SNAP locations only.
- A new applicant or the household that has lost the EBT card will have a D-SNAP EBT card issued onsite when eligibility is confirmed.
- The Office of EBT will coordinate the distribution of cards at the designated locations with BFA.
- A telephone will be available on site for clients to use to call the EBT Helpline for PIN Change. Instructions for these functions will be posted.

Reports from the EBT vendor and the state ERAPIDS system will be generated daily from the previous day's issuance activity.

Level III Disaster Procedures: In the event a Level III disaster is declared, the Office of EBT will provide active D-SNAP cards to be distributed over the counter at designated locations. Disaster applications will be processed the day individuals apply for assistance. Reports from the EBT vendor and the state ERAPIDS system will be generated daily from the previous day's issuance activity.

- Access to the D-SNAP system in ERAPIDS will be limited to those who have been approved for that level of access and will only be available in those designated disaster areas.
- The D-SNAP card will be on site for over-the-counter issuance.
- Once the application has been approved, the eligible individual will be given the EBT Card.
- The benefit amount is entered into the ERAPIDS system and will be made available to recipients.
- The client will leave the intake location with an active EBT card.
- If telephone service is available, the DAC site should have a telephone available for clients to use to call the EBT Helpline for Disaster Card PIN Change.
- Instructions for these functions will be provided as a part of the orientation process.
- Benefits will be processed overnight to provide next day availability of issuance.

Evaluation of Disaster Response Options: A D-SNAP operation will not be appropriate for every disaster. The Food and Nutrition Service operates three disaster feeding programs. The FNS Regional office in conjunction with the Cabinet will decide which program(s) to operate. The American Red Cross determines whether to operate a mass-feeding program, but FNS must decide if such a program is enough to meet the needs of the affected population.

Use the following table to help decide which disaster feeding programs to operate:

| If... | Then... |
|--|---|
| Commercial channels of food distribution are not yet available, and mass feeding alone cannot meet the food needs of the affected populations. | A household food distribution program could be run as an interim measure until commercial channels of food distribution are available and the D-SNAP is operational. |
| There is a small, isolated affected population, and that population's food needs are not being met by mass feeding. | A household food distribution program could be operated in the small, isolated area. |
| Channels of food distribution are available, and mass feeding cannot meet the needs of the population. | D-SNAP or modified SNAP could be operated. |
| The disaster has affected both densely and sparsely populated areas, and commercial channels of food distribution are available. | D-SNAP could be operated in densely populated areas and a household food distribution program could be operated in more rural, sparsely populated areas where commercial food channels are not available. |

D-SNAP vs. SNAP: A full or comprehensive D-SNAP is not appropriate for every disaster. Based on the type of disaster, SNAP with waivers of some regulatory provisions may be more appropriate.

Use the table below to help determine which type of disaster program is appropriate:

| Factors to Suggest D-SNAP | Factors to Suggest SNAP with Waivers |
|---|--|
| Damage is so severe or widespread that regular application procedures would be too cumbersome. | Affected population is minimal and limited to a small area. |
| Affected population needs benefit of less strict D-SNAP eligibility criteria and/or access to benefits more quickly than regular program can provide. | Most of the affected population is already eligible for SNAP benefits. |
| Nature of disaster is such that many households will not have verification required by the SNAP program. | Disaster effects appear to be short-term. |
| Number of waivers that would be required to adequately address victims' needs would be confusing and administratively difficult to implement. | Only minor or very few modifications needed to SNAP program to adequately meet victims' needs. |

D-SNAP and SNAP are different programs with different eligibility criteria. The table below compares the two programs:

| Eligibility Element | SNAP | D-SNAP |
|---|---|---|
| Disaster Status | N/A | One of the following: <ul style="list-style-type: none"> • Damage to home or self-employment property • Disaster-related expenses • Income source disrupted • Inaccessible liquid resources |
| Identity Residency Household Composition | Verified Project area verified. Determined as defined in 7CFR 273.1(a). | Verified Disaster area verified, if possible. Includes members of a household who were living together at the time of the disaster. Does not include members temporarily staying with the household. |
| Benefit Amount | Benefit calculation according to 7CFR 273.10. | The current maximum allotment for household size. |

| | | |
|------------------------|---|--|
| Alien Status | Citizenship and alien status are verified. Applicant must sign statement under penalty of perjury that information is correct. | Citizenship and alien status are NOT applicable. |
| Student Eligibility | Student policy - 7CFR 273.5 | N/A |
| Social Security Number | Failure to provide SSNs of household members result in disqualification. | Failure to provide SSNs of household members does NOT result in disqualification. |
| Work Requirement | Yes | No |
| Resources | Cannot exceed the current Resource limits. Verification is optional. | No separate resource tests. Total income plus countable resources cannot exceed the disaster gross income limit. Only liquid assets are counted. Verification whenever possible. |
| Income | There are special provisions for the elderly and disabled. This is verified. | Only income expected to be received during the benefit period is counted. No special provisions for the elderly and disabled. Verified when possible. |

| Eligibility Element | SNAP | D-SNAP |
|--------------------------------------|---|--|
| Expenses | Deductions include: Standard earned income, excess shelter, dependent care, and medical (elderly and disabled only). | Maximum standard and shelter deductions currently being used in SNAP program. Disaster-related expenses allowed. |
| Intentional Program Violations (IPV) | Penalties are assigned per current program regulations. | Disqualification status from SNAP does NOT disqualify an applicant from receiving D-SNAP. Committing IPV in D-SNAP will count |

| | | |
|--|--|-------------------------------------|
| | | towards disqualification from SNAP. |
|--|--|-------------------------------------|

Application System Development

A statewide online application through ERAPIDS will be used, when possible, for the replacement of food in most instances for Levels I and II disasters. In certain circumstances, however, the D-SNAP Program is invoked.

The issuance of D-SNAP will be processed through the ERAPIDS system automated eligibility process. The D-SNAP application will be made available via ERAPIDS in a disaster declaration granting Individual Assistance issued by the President of the United States. Along with the president’s disaster declaration of Individual Assistance, West Virginia must supply a needs assessment showing the disaster’s impact prior to approval. The needs assessment should include a combination of the following:

- Onsite Federal/State team assessments
- Utility company information
- Flood maps
- FEMA assessments
- Other pertinent information

Specific profiles for disaster benefit issuance will be determined in advance but not accessible until a disaster is declared. At the conclusion of the disaster application process, the disaster profiles will be inactivated. All required information including the household members and date of birth will be entered in ERAPIDS, including denied applications. The ERAPIDS eligibility process will check for duplicate participation.

Issuance System Development: The West Virginia EBT system will be used to issue, track, and record benefits to D-SNAP recipients. See Chapter V, “Implementation Plan”, under the “Issuance Process” section for further details.

EBT Card Stock: The EBT vendor will provide disaster cards to the state with prior notice of two days.

Application Sites: Alternate sites are selected by local and regional management with the geography and the technical capabilities of the sites being considered. If D-SNAP and SNAP are both ran out of a local office concurrently, different procedures will be employed to ensure that applications are properly processed. For alternate D-SNAP approved sites, see Appendix A.

Data: The West Virginia DHHR has an integrated computer system, giving D-SNAP operators access to Medicaid and TANF roles. In addition, the DHHR will coordinate with other disaster relief organizations to identify at-risk populations.

Chapter V -- Implementation Plan

Public Information and Outreach

During a disaster, all or some of the following actions will be taken:

| Actions | When | Who |
|---|---|--|
| <p>Arrange with FEMA to have initial press releases given “priority use” in official FEMA statements.</p> <p>Issue a press release that FNS/State is evaluating the situation and will announce plans as soon as possible.</p> | Immediately | Governor’s Office |
| <p>Issue press release(s) with:</p> <ul style="list-style-type: none"> ● Eligibility and verification requirements ● Civil and Criminal penalties for fraud ● Proposed use of SNAP benefits; and ● Non-discrimination statement. <p>Note: The West Virginia DHHR Office of Communications has an e-mail list that allows mass distribution of information to local media outlets.</p> | Following receipt of approval that D-SNAP will be operated. | DHHR Office of the Secretary |
| <p>Contact advocate community groups to enlist their support with outreach efforts and address their concerns.</p> | As soon as possible | As assigned by CSM |
| <p>Issues press release(s) with:</p> <ul style="list-style-type: none"> ● Location and operating hours of application/issuance sites ● Special provisions (e.g., approved waivers) ● Instructions for ongoing participants and “special needs” applicants ● Fraud control measures ● Food safety information and instructions | Any time after these details are determined | DHHR Office of the Secretary |
| <p>Contact retailers regarding:</p> <ul style="list-style-type: none"> ● Issuance of a designated disaster EBT card ● Relevant waivers (e.g., approved waivers) ● Estimated number of new food benefit recipients ● Information to post in their stores regarding D-SNAP sites, hours, etc. ● Automated calls to obtain manual vouchers procedures | Any time after these details are determined | Office of Electronic Benefits Transfer (EBT), FNS, FIS |
| | | |

| | | |
|--|--------------|-------------------|
| Set up news conference to make major announcements | As necessary | Governor's Office |
|--|--------------|-------------------|

Special efforts will be made to contact segments of the community that may not be able to be reached through the mainstream media. Regional/County staff will have primary responsibility for making these contacts. The DHHR has entered into an agreement for a 24 hour, seven-day-a-week fluent interpreting and translating services for non-English speaking and sign language needs for public awareness and the application process.

The table below provides information on how outreach will be disseminated:

| Community | Suggestion for Contact | Who |
|-------------------------------------|--|---|
| Rural/Agricultural | Community Churches Agriculture/Extension Office Local papers/Radio Station | As assigned by CSM |
| Elderly & Disabled | Advocate groups (AARP) Senior Centers Retirement/Health Care Facilities Post info in banks and stores | As assigned by Secretary, RD or CSM |
| On-Going SNAP Recipients and Public | EBT Processor Automated Response Unit will broadcast a message about D-SNAP issuance and the Customer Service Representatives will be provided training for D-SNAP | EBT Processor in concert with State office staff. Information will also be posted on the DHHR Website |
| Deaf and Hearing Impaired | Advocate groups Deaf Colleges/Universities Targeted publications | As assigned by Secretary, RD or CSM |

If telecommunication systems are functioning during the disaster, a text telephone service (TTY/TDD) will be provided to answer questions. This will be coordinated with FEMA and the DHHR Customer Service Center to provide easy, one-step access to information for the deaf community.

The DHHR Office of Communications shall, along with FEMA, arrange with television stations to provide closed-captioned public service announcements regarding disaster aid and D-SNAP, as well as publicize the TTY/TDD number during those announcements.

The DHHR Office of Communications will establish clear lines of authority that delineate who can speak to the press, draft, and clear releases, handle other aspects of public relations at command centers and application/issuance sites; make sure all staff is aware of the lines of authority and who can speak to the press. If FEMA has established a Joint Information Center (JIC), determine the extent to which press releases, etc. must be coordinated with this office.

Retailer Communication: As part of the disaster response, FIS, in conjunction with the Office of EBT, will assess the online capability of all retailers in the affected area(s), including both Point-of-Sale (POS) devices and phone line communication. This review should also confirm the number of manual vouchers and supplementing supplies retailers have on hand. This will be accomplished either by on-site assessments or automated means (phone call or system testing). EBT staff, the EBT Contractor staff and major retailer chains corporate level staff shall make the retailer assessments. The local disaster coordinator will assess retailers in the affected area(s). To assist the disaster coordinator in these efforts, a listing of retailers will be provided. FIS and designated DHHR staff will coordinate the efforts of determining which retail stores are open for business so that residents will know where to use their EBT cards. Residents will also receive information on how to purchase online using an EBT card. Active communication via the retailer website and retailer assistance toll free number will also occur.

Retailer Communication and Manual Vouchers: If POS communication exists, transactions are performed in the usual manner. POS communication assumes that electrical power is available and the communication link from the retailer to the contractor is operational. An extended time for voucher redemption may also be provided as needed and approved. Currently retailers have 30 days to clear manual vouchers. Given the severity of the disaster, the State may consider offering retailers 45 days to clear vouchers issued during a D-SNAP operation and may increase the length/duration of time as the need is determined.

For retailers without POS communication, but with phone communication, all operating retailers whose processors support the manual voucher process will be instructed to use the manual voucher procedure for food purchases. DAC staff will determine the approximate number of eligible households in the affected area(s) and advise the EBT Project Coordinator of the number of vouchers to be distributed. DAC staff will distribute the additional supply vouchers with EBT contractor assistance. The source delivering the extra vouchers will advise the retailer of the correct procedures for utilizing the manual voucher as determined by the processor. The EBT contractor initiates automated calls to retailers and will also act as an additional source of information for retailers.

NOTE DISASTER BENEFITS:

- When a retailer needs to create manual vouchers when there is no POS communication, there is a limit of \$50 per voucher. POS transactions have no set limit.
- The retailer must obtain voice authorization for manual vouchers. Failure to do so is at the retailer's risk.
- Should it be necessary, the Department will request waivers appropriate for the scale of the disaster damage.

Procedures to Reduce Applicant Hardship

- Allowing customers to appoint an Authorized Representative (AR) to complete the application for the household.
- Selecting alternate sites which are located within reasonable distance to the affected areas.
- Selecting alternate sites that allow for security, human needs, and language services, if necessary.

Reasonable Accommodations for Individuals with Disabilities: The West Virginia DHHR will make reasonable accommodations as required for alternative sites. In addition, the West Virginia DHHR will allow authorized representatives of disabled individuals to initiate D-SNAP applications.

Certification Process

| Requirement | Qualifications |
|------------------------|--|
| Residency | The household must have been living or working in the disaster area at the time of the disaster. NOTE: A household may be eligible if it is temporarily living outside of the disaster area, but within the state at the time of the disaster. |
| Purchase Food | Must plan on purchasing food during the benefit period. An applicant who is staying in a shelter and is not expected to remain in the shelter during the entire period is eligible. |
| Adverse Effect | Must have experienced at least one of the following adverse effects: <ul style="list-style-type: none"> ● Loss or inaccessibility of income involving a reduction or termination of income, or a significant delay in receipt of income. ● Inaccessibility of liquid resources, including situations in which the household is unable to access cash resources for a portion of the disaster benefit period. ● Disaster related expenses that the household has incurred during the disaster benefit period that result from the effects of the disaster. <p>The State of West Virginia elects to consider households that have experienced food loss as their only disaster-related expense to be eligible for D-SNAP.</p> |
| Income & Resource Test | Total net income (wages, public assistance payments or unearned income, net self-employment income) received |

| | |
|---------------|--|
| | during the benefit period, plus accessible liquid resources, minus certain disaster-related expenses must not exceed the D-SNAP gross income limit (DGIL). |
| Special cases | <p><u>Shelter residents</u> - An applicant who is staying in a shelter, but not expected to remain there for the entire period, IS eligible for D-SNAP benefits.</p> <p><u>Pending Applications</u> - If an applicant for the D-SNAP has an application pending for SNAP, then he/she is NOT an on-going recipient for purposes of determining eligibility or amount of disaster benefits.</p> |

Application Processing: Applications for D-SNAP can be filed and processed only during the disaster authorization period approved by the Food and Nutrition Service (FNS). The D-SNAP application and affidavit will be made available in print form only at the DHHR website. This will allow individuals to view the application to know what they need to take with them to the application site. If individuals have access to a printer, they may print the affidavit and complete all but the date and signature in advance. For ongoing cases, an affidavit may be faxed to the Customer Service Center. To apply for D-SNAP benefits a household must apply and complete a face-to-face interview.

| Terms | Definitions |
|--------------------------------------|---|
| Accessible Liquid Resources | <p>Includes cash on hand, and funds in checking or savings account.</p> <p>It does NOT include IRA accounts, disaster insurance payments, or disaster assistance received or expected to be received during the benefit period, and payments from Federal, State or Local government agencies or disaster assistance organizations.</p> |
| Deductible Disaster-Related Expenses | Expenses that the household has incurred during the benefit period even if those expenses will be paid after the benefit period (minus reimbursements received or expected to be received during the disaster period). |
| Disaster Benefit Period | The period for which disaster benefits are issued as set by FNS. |
| Disaster Gross Income Limit | The maximum gross income limit for D-SNAP equals the sum of the maximum monthly net income limit plus the maximum standard income deduction amount and |

| | |
|---------------------------|--|
| | the shelter expense deduction. |
| Income | Total take-home pay of household. |
| Maximum Disaster Benefit | <ul style="list-style-type: none"> • An amount equal to the maximum monthly allotment established for SNAP for the appropriate household size. • If a disaster-affected household is certified under SNAP, the disaster allotment would be a supplement that would bring the total month's benefits equal to the maximum monthly SNAP allotment for that household size. • If a disaster-affected household was receiving SNAP prior to the start of D-SNAP, received a replacement allotment and was later determined eligible for disaster benefits, then the household would receive only a supplement to bring its allotment up to the maximum SNAP allotment for the appropriate household size. |
| Shelter Expense Deduction | The maximum excess shelter expense deduction for SNAP until that deduction is eliminated. |
| Take-home Pay | Wages a household receives after taxes, unearned income, and net self-employment. |

Income and Resource Test: A household must meet the income and resource test to qualify for D-SNAP. The household's total net income received or expected to be received during the benefit period plus its accessible liquid resources minus a deduction for disaster-related expenses, cannot exceed the disaster gross income limit. The information below provides definitions of terms related to the income and resource test.

Interview: The interview is an official discussion of the household's circumstances designed to quickly process the Disaster application. The worker may interview:

- Head of household
- Spouse
- Responsible household member; or
- Authorized Representative (AR).

NOTE: If the household has selected an AR, the selection must be designated in writing by the head of household, spouse, or another responsible household member to act on behalf of the household in applying for, obtaining, and using disaster benefits.

The Interviewer must review the application form to ensure:

- All questions have been answered
- Application has been signed by responsible member or AR; and,
- All statements are understood by all parties

The Interviewer must obtain verification of eligibility factors by examining and documenting any forms, cards, IDs, etc.

The interviewer must inform the applicant of:

- Disposition of the application
- The applicant’s rights and responsibilities
- Certification period
- SNAP
- Civil and Criminal penalties for fraudulent actions
- Post-disaster review; and,
- Proper use of disaster benefits

Verification Requirements: Verification rules are eased during a disaster to reduce administrative burden, and to reflect the reality that households and eligibility workers will not have access to usual verification sources. The level of the disaster and the time in which D-SNAP is implemented determines the verification requirements.

The table below describes the standard verification requirements:

| Applicant’s Information | Status | Acceptable Verification |
|--------------------------------|-----------------|--|
| Identity | Mandatory | <ul style="list-style-type: none"> ● A government issued photo ID ● Identity verified through an electronic verification process ● A signed statement from a collateral contact attesting to the identity of the applicant. The collateral contact must provide a government issued photo ID. |
| Residency | If questionable | Utility bills, tax bills, insurance bills or policies. |
| Household Composition | If questionable | After taking the application, ask the applicant to orally list the names, ages, and birthdays of all household members. |
| Income/Resources | When possible | <ul style="list-style-type: none"> ● Check stubs; collateral contact. |

| | | |
|--|-----------------|---|
| | | <ul style="list-style-type: none"> ● Obtain a list of banks that were closed due to the disaster and compare them with damage maps. ● Check with the West Virginia Division of Financial Institutions. |
| Food Loss/inaccessibility of income or liquid assets | If questionable | <ul style="list-style-type: none"> ● See if residence is within the most seriously damaged areas. ● Check with the power company to determine the length of the power outage in the designated disaster area. |

Determination of Total Countable Income: To determine the total countable income, add together the following types of income the household has received or expects to receive during the disaster benefit period:

- Take home pay (net wages)
- Unearned income
- Countable net self-employment income
- Cash on-hand
- Accessible savings and checking account balances
- Accessible stocks and bonds; and,
- Charitable cash contributions

Potential Allowable Disaster-Related Expenses (not inclusive): Allowable disaster-related expenses are those the household has paid or expects to pay during the disaster benefit period and for which the household has not received or does not expect to receive reimbursement during the disaster benefit period. Only payments for the following expenses are allowable:

- To repair damage to the home
- To repair property essential to employment and self-employment
- For temporary shelter, if the home is uninhabitable or inaccessible
- To move out of an evacuated area
- To protect property from disaster damage
- For medical expenses for disaster-related injury to a household member when the disaster struck
- For funeral or burial expenses due to disaster-related death of a household member when the disaster struck; and
- Food destroyed due to power outages.

Certification Periods: Certification periods for eligible households coincide with the disaster benefit period as declared by FNS.

Fair Hearings: Any applicant for or recipient of any type of assistance from the Department has the right to request a hearing before an impartial hearing officer if dissatisfied with any action or inaction on the part of the Department that adversely affects his benefits. Hearings in which the issue relates to special programs will have a decision rendered within sixty (60) calendar days of the request.

At the time of application and at the time of any adverse action affecting the applicant’s status with the Department, the recipient is informed in writing of the right to discuss the situation with the worker and/or to request a hearing. Such information is included in all disaster-related applications and handouts.

The household which requests a Fair Hearing may request an informal hearing (on-site). This review will not interfere with the applicant’s right to a Fair Hearing. If a household wants to withdraw its request for a hearing, it must do so in writing.

Closing Out the Application/Issuance Site

Workers will use the following checklist when closing out the application site:

| Subject | Suggestions |
|------------------------------|--|
| Files Application Records | <ul style="list-style-type: none"> ● Alphabetize applicant files ● Review files to determine duplication ● Determine length to retain files ● Put files in boxes marked with site and box number ● Put application logs in boxes marked with application site ● Forward to Local Office/State Office if offsite centers are used ● Reconciliation of issuance of benefits and EBT disaster cards at all sites |
| Equipment | <ul style="list-style-type: none"> ● Take inventory of all equipment such as computers, copiers, fax machines, telephones and other supplies and compare with initial inventory ● Return equipment to lender, if appropriate |
| Staff | <ul style="list-style-type: none"> ● Complete time sheets for all personnel, including temporary personnel for the period for which disaster benefits are issued as set by FNS |

| | |
|----------------|--|
| Building | <ul style="list-style-type: none"> ● Clean as much as possible ● Maintain security until site is emptied |
| Disaster Cards | <ul style="list-style-type: none"> ● Take inventories for all remaining disaster cards and compare with the initial inventory sheet ● With two persons present, staff will take final inventory ● Maintain card supply in secured areas ● EBT staff must return remaining card inventory and all original documentation per EBT written card security instructions ● Card inventory and documents will be audited upon receipt ● The EBT office will assume custody of the remaining cards. EBT cards will be stored in a locked vault or returned to the vendor based on circumstances and amounts. |

Household Materials

Applicant households will be notified of the disposition of their applications:

- If eligible, households will be notified orally and receive written notification of the benefit amount and the certification period; or
- If ineligible, the household will be notified orally and receive written notification of the reason for denial and appeal rights. Denied applications will be reviewed by a supervisor for eligibility criteria. An applicant without the required verification or inconsistent information will be referred to onsite investigators or other designated staff.

All approved applicants will receive supplemental/replacement benefits on their regular card if currently receiving SNAP or will receive the disaster benefits on a new D-SNAP card.

D-SNAP Forms

1. D-SNAP Card Handling Procedures
2. How to Use Your D-SNAP EBT Edge Disaster Card
3. Worker’s Daily Card Issuance Log

D-SNAP CARD HANDLING PROCEDURES: D-SNAP Cards are drop-shipped by FIS to the Office of EBT, located at One Davis Square, Charleston, West Virginia. EBT staff inventories the shipment prior to assigning any cards to affected counties. Inventory sheets are also prepared for signature and date by the CSMs, or their designee, when the disaster cards are delivered for DAC distribution. Dual custody of cards is always required.

D-SNAP cards are packed in small boxes called sleeves which contain 250 cards (unless otherwise noted, initialed, and dated*). A copy of the sleeve manifest, in sequence by card number, is attached to the outside of each sleeve. The original manifest is maintained by the Office of EBT. The sleeve is also labeled on each end with the card series enclosed in the sleeve. Six sleeves are contained in a sealed shipping box. The shipping box is also labeled to reflect the card series of all six sleeves.

ALL D-SNAP CARDS ARE TO BE SECURED UNDER LOCK AND KEY WHILE IN THE CUSTODY OF THE COUNTY DHHR OFFICE.

At the County Office, the CSM/Financial Clerk, or designated staff, will:

- Open only one shipping box at a time, followed by one sleeve at a time.
- Any sleeves that were previously opened will be marked “**USE FIRST**”. Please distribute these cards first.
- Issue only enough inventory for the anticipated daily need at each site. Tip: Once a sleeve has been opened, securing the cards with rubber bands in groups of 25 will assist with counting during distribution and daily inventory.
- Not allow any unauthorized person access to the card inventory.
- Minimize exposure of card stock to any unauthorized person at the County Office; and,
- Immediately report and document any unusual circumstances to their CSM, OIG, and the Office of EBT.
- Cards will always be kept in sleeve boxes, until issued to a client.

Each day, the CSM/Financial Clerk will distribute cards, sleeves and/or shipping box(es) of cards to DHHR staff designated to work at the DAC. Daily distribution should be based on the anticipated need for that site. The series of cards distributed is to be documented on the card issuance form. It is required that two individuals count the cards or verify the cards, sleeves, or shipping boxes that are distributed by signing the *D-SNAP Card Controller's Inventory Receipt Form*.

The designated DHHR staff in possession of the cards should avoid opening the sleeve or shipping box of cards until they are ready to distribute them to issuance workers. Issuance workers must be different personnel from those determining eligibility. Each sleeve of cards has an attached card manifest identifying each card number. The manifest should be used to note the cards issued from that box; the manifest should be retained with the box from which the cards were taken.

The issuance worker receiving the cards will provide his/her signature on the *D-SNAP Card Controller Inventory Receipt Form* with the date and time and the block of numbers for the D-SNAP cards dispensed. The number of cards issued will be based on the eligibility of the applicants. Every effort should be made to issue the cards in sequence to assist in the card reconciliation process. At the end of the day, the designated staff person should secure the card receipt documentation, the card manifests, and all records related to application, eligibility, and card issuance for the day. Documentation for the DAC should be organized and secured along

with any cards remaining at the site. The chain of custody for the cards, applications and documentation should include verification by two workers, with initials and date daily.

ERAPIDS Sub System, Existing Cases, Newly Established Cases, D-SNAP Card Number Assigned to Approved Cases: Before a worker approves the household, the worker should check ERAPIDS to determine if the household has a regular EBT card and the status of the most recent card in EBT Edge.

At the end of a D-SNAP operation period, all unused cards in their original boxes with the original manifest and all original paperwork must be returned to the Office of EBT at a time and date designated by EBT. All cards and documents must be returned together; they will not be accepted separately. EBT staff will audit the documentation and cards with the individuals returning the inventory to verify accuracy.

County _____ Site _____

D-SNAP CARD CONTROLLER’S INVENTORY RECEIPT FORM

We certify we have received _____ WEST VIRGINIA EBT EDGE CARDS
beginning with card number 5077 209 __ _ _ _ _ _
and ending with 5077 209__ _ _ _ _ _.

These cards will be counted by 2 individuals. These individuals will ensure security of the EBT cards by doing the following:

- Not allow any unauthorized person’s access to inventory
- Minimize exposure of inventory in the issuance area
- Issue only inventory anticipated for daily needs for alternate sites
- Monitor issuance operation
- Maintain inventory under lock and key
- Utilize additional security for transportation of card stock if possible
- Maintain hardcopy applications and worksheets in secure area
- Immediately report any unusual circumstances to OIG, the CSM, and the Office of EBT

CARD CONTROLLER’S SIGNATURES:

1. _____
Print Name Date Time

2. _____
 Print Name _____ Date _____ Time _____

WORKER'S DAILY CARD ISSUANCE LOG

County _____ Site _____

| ERAPIDS 10-digit case number | Date/Time | Client's name and signature for receipt of card | Card number issued and worker's signature or initials |
|------------------------------|-----------|---|---|
| | | | 5077209 _____ Worker's Signature _____ |
| | | | 5077209 _____ Worker's Signature _____ |
| | | | 5077209 _____ Worker's Signature _____ |
| | | | 5077209 _____ Worker's Signature _____ |
| | | | 5077209 _____ Worker's Signature _____ |
| | | | 5077209 _____ Worker's Signature _____ |

I certify I received D-SNAP cards number 5077 209____ and issued them as listed above.

I am returning D-SNAP cards starting with number 5077 209____

to 5077 209__ _ _ _ _ _ .

Worker's Signature _____ Date _____
Card Issuer Signature _____ Date _____

Issuance Process: The Office of EBT will coordinate with BFA and FIS for ordering and delivering D-SNAP cards to designated locations. Adequate security for the shipping, receipt, transportation, storage, and card handling processes will be addressed in advance of EBT cards being released. Training in card handling, use of the POS, documentation, ERAPIDS system use, and security will be provided to those who will be receiving and distributing D-SNAP cards. Please refer to Client Materials for additional information and forms.

Disaster EBT Card: West Virginia will use the same card for disaster services as used for regular issuance. The card will be embossed with the 16-digit card number (PAN) and the words "WV Disaster Benefits" in place of a name. All disaster cards contain a "9" in the seventh position of the PAN.

The back of the disaster card contains:

- Magnetic Stripe
- Signature Panel for the recipient to sign
- The 866 toll-free EBT Helpline Number

Personal Identification Number (PIN): The 4-digit pin for each disaster card will be in positions 13-16 of the 16- digit number on the front of the card. This will help reduce the steps involved in issuing a card to the recipient in the event of a disaster and expedite the client's usage and access to benefits. For security reasons, the recipients will have the option to change the PIN by calling the EBT Helpline and will be encouraged to do so.

Expungement: West Virginia will request the early expungement waiver at the same time as the D-SNAP waiver so that disaster benefits will be expunged 120 days from the date the disaster account is set-up. The procedures will be outlined in the approved waiver when a D-SNAP operation is implemented.

Security and Control of Disaster Benefits: In a disaster issuance operation, security, and control of the EBT cards is of utmost importance. Only DHHR staff, or those who are authorized, will handle disaster cards. All individuals will be trained in card security and will perform the following to ensure the security of the EBT cards.

- Do not allow any unauthorized person access to inventory
- Minimize exposure of inventory in the issuance area
- Limit the number of cards in the daily inventory to the anticipated need
- Maintain a daily inventory, including the accounting of all cards, with verification by two authorized staff

- Prepare a daily inventory with the total cards, beginning and ending numbers of cards with the identification of any new card stock added to the inventory
- Monitor issuance operations
- Maintain bulk inventory of cards under lock and key
- Security Guards will be assigned to each DAC
- Maintain a hard copy of applications and worksheets in secure area; and,
- Immediately report any unusual circumstances to the CSM, IFM, and the Office of EBT.

Security and Fraud Prevention Plan

Prevention of Duplicate Participation: With eligibility and benefits being issued through ERAPIDS, system edits will prevent duplicate participation by the same Social Security Number on all levels of disaster relief. The EBT contractor and ERAPIDS will provide reports daily for new and existing cases. All disaster cases will be matched against the household data entered in ERAPIDS for prevention against duplicate issuance.

Fraud Prevention Plan: When a D-SNAP emergency is declared, the State will establish and implement a fraud prevention plan. It shall include the following initiatives, as appropriate, in order to maintain program integrity:

1. Post and distribute fliers and posters in both English and Spanish, with:
 - Program requirements, including guidelines for SNAP purchases
 - Criminal and civil penalties for fraud; and
 - A notice that anti-fraud measures are in place
2. Issue public service announcements and press releases which outline:
 - Program requirements
 - Criminal and civil penalties for fraud; and
 - Fraud control measures
3. Monitor ERAPIDS reports to check for duplicate participation of households and members of the household.
4. Communicate with retailers and local officials to let them know:
 - Estimated number of new D-SNAP clients; and
 - Any relevant waivers (e.g., hot food waiver)
5. Coordinate with IFM and OIG to alert local law enforcement on all fraud and security measures.
6. Set up a process for recouping benefits issued due to willful program violations.
7. Publicize investigations and/or arrests for fraud.
8. Use special authorization procedures including, but not limited to, having a supervisor process all D-SNAP applications for DHHR employees applying for disaster benefits to prevent employee fraud and assure confidentiality. One hundred percent (100%) of employee applications will be reviewed by IFM staff located at the application center during the disaster period.
9. Implement strict card handling procedures and reporting for D-SNAP. Refer to Chapter V for copies of the forms and the instructions.

10. Conduct a post disaster review as outlined in Section XIX, “Close Out and Post Disaster Review Procedures”.

Claims: Local IFM staff will enter claims from which repayment demand letters for over-issuances will be generated. For suspected intentional misrepresentation by the client, the usual SNAP repayment policy in Chapter 11 of the DHHR Income Maintenance Manual (IMM) applies. Claims will be established as soon as possible and in accordance with established policy in Chapter 11 of the IMM.

For all other client or agency errors, it is presumed that the over-issuance occurred due to one of the following:

- The circumstances that were anticipated during the month in which the disaster occurred were not the actual circumstances. Assuming there is no intentional misrepresentation, a claim is not established in this situation if the worker and the client were using the client’s statement of his circumstances and anticipating upcoming financial events in good faith; or
- Changes, which could not be anticipated, occurred after the application was processed and intentional misrepresentation was not suspected. No claim is established in this situation.

Disaster Reporting and Post-Disaster Review Report: A unique benefit group and type will be added to the State’s EBT System (EBT Edge) and ERAPIDS to provide tracking of disaster authorizations and withdrawals. The following are the key reports that will be used for tracking disaster benefit authorizations and withdrawals:

- Daily Administrative Transactions Report
- State Issuer Totals
- Daily Disaster Benefits Report

The transactions reported against the disaster recovery benefit will be the same as any other SNAP benefit. These benefits will be treated as federally funded SNAP and will be included in the ASAP draw settlement. D-SNAP cards and benefits will be expunged 120 days from the date the disaster account is set-up with an approved FNS waiver.

Reports

The EBT System and ERAPIDS will prepare a daily report that contains the following information as organized by county: (1) the number of D-SNAP applications received; (2) the number of new D-SNAP households approved; (3) the number of new D-SNAP persons approved; (4) the number of SNAP households receiving supplements; (5) the number of people previously certified for SNAP approved for supplements; (6) the number of new D-SNAP households denied; (7) the number of SNAP households receiving replacement issuance; (8) the value of new D-SNAP benefits approved; (9) the value of SNAP supplements approved; (10) the value of SNAP replacement issuance; (11) the average benefit per new D-

SNAP household; and (12) the average benefit per SNAP household. All reports should be submitted electronically in FPRS. These reports will be reconciled daily.

FNS-292B, Report of Food Stamp Benefit and Commodity Distribution for Disaster Relief: At the end of the disaster program, the State will submit the FNS-292, Report of Benefit Issuance. This report is due within 45 days of the termination of a D-SNAP operation.

FNS-46, Issuance and Return Report: This form is completed by DHHR staff and reflects food benefits issued and returned.

FNS-388, State Issuance and Participation Estimates: This form is completed by DFA and reflects disaster issuance and participation figures. This is a monthly report, when the report includes D-SNAP data it should also include replacement benefits as well.

FNS-209, Status of Claims Against Households Report: This form reports the number of D-SNAP claims established and collected. D-SNAP claims must be identified on backup documentation in accounting systems.

Post Disaster Review Report: A comprehensive review of the program operation and individual cases will be conducted. The scope of the review will include the certification process, issuance, public information and outreach, program accessibility and security. Upon completion of post disaster reviews, the DHHR will conduct a problem analysis of any negative findings and formulate a corrective action plan. A Post-Disaster Review Report of any findings and corrective action will be submitted to MARO within six months after the end of the application period. At the end of the disaster program, the State will submit the FNS-292, Report of Benefit Issuance. It shall be submitted on the date specified by FNS. For additional information concerning the post disaster review process see Chapter V, Post-Disaster Review Procedures.

Post Disaster Review Procedures

DHHR will conduct a post-disaster review of:

- Disaster certification
- Issuance
- Fraud prevention
- Conduct Client Interviews
- Review with Clients, DAC, DHSEM, and DHHR staffs to determine what worked and what needs improvement

Sample Size

- States must review a random sample of 0.5 percent of new D-SNAP cases, up to a maximum of 500 cases with a minimum sample size of 25 cases. The sample should include both approved and denied cases. Ongoing SNAP households that received supplemental benefits should not be included in this sample nor should State agency employee cases. Although State agencies may wish to consult with an FNS statistician when devising a sampling plan, FNS does not require that they do so.

- In addition to the FNS sample, 100% of applications by State Agency employees will be reviewed by a supervisor.
- For both reviews, no cases may be dropped for any reason. The State agency must report information gathered even from incomplete case reviews.

Action

- Determine if a claim needs to be filed
- Conduct an error analysis focusing on those who failed to report information known to them
- Problem analysis resulting in corrective action to prevent future occurrences

Agency D-SNAP Plan: The DHHR shall review its fraud prevention procedures, especially those meant to curtail duplicate issuance. Based upon the various review processes, including the interview of those involved in all aspects of the disaster recovery and lessons learned, the DHHR shall implement changes and modify the D-SNAP Plan to account for changes and best practices learned.

Reporting

- Provide FNS-292 Report of Food Stamp Benefit and Commodity Distribution (if applicable).
- Submit to FNS within 45 days of the termination of D-SNAP operation in FPRS.
- DHHR shall provide a report on the post-disaster review to FNS within 6 months after the end of the disaster application period. A negative report will be submitted if the State processes no D-SNAP applications.
- The report shall include methods and systems used and document any major problems with methods used to solve issues for the following areas:
 - Certification
 - Fraud Control
 - Issuance
 - Public Information and Outreach
 - Program Accessibility
 - Security
 - Lessons learned with subsequent state D-SNAP Plan modification to incorporated necessary changes

Chapter VI -- Staff Training

The DFA and Office of EBT staff are responsible for the development and distribution of disaster training materials, as well as actual staff training. Information for which the BFA is responsible:

- Eligibility criteria
- Verification requirements and acceptable documentation
- Applicant applications
- Allotment tables for various household sizes

- Entry of Information into EBT Edge
- Disaster-related waivers that have been approved
- Lines of supervision
- Time and Attendance
- The importance of program integrity and specific training on separation of duties

The Office of EBT will provide information concerning the D-SNAP EBT process, and BFA and ERAPIDS staff members will provide training for eligibility and application procedures. General D-SNAP eligibility training is completed annually. It is scheduled to be available to workers before August 1, 2023. At the time of a disaster, more eligibility training will occur specific to the current disaster. Client training will be designed to correspond to the type of disaster issuance with special emphasis given to those individuals who are not ongoing recipients of food benefits.

All application/issuance site staff will be trained on the material contained in the following:

| Topic | Specific Issues |
|---------------------------|--|
| D-SNAP Provision | How eligibility and verification for SNAP differ from D-SNAP. How issuance for D-SNAP differs from SNAP procedures and the expectations for availability of benefits. |
| EBT Card and Helpline Use | Card issuance, balance inquiries, PIN change, reporting the card lost or stolen and benefit expungement. Use of POS equipment |
| Public Relations | Which positions are authorized to issue statements? |
| Personnel Matters | Transportation to site, hours, time and attendance, breaks, pay, safety, stress and tips on speaking to disaster victims. |

West Virginia Disaster SNAP Plan Contact Information: The Regional Managers and Community Services Managers have worked together to develop a disaster response plan for their locations. The types of disasters experienced in West Virginia range from flooding, chemical leaks, forest fires, tornados, etc. Due to different types of topographical areas located in West Virginia, it was necessary to develop plans on a regional and county level to address disasters.

Names, Position and Phone Numbers of Key Contact People Responsible for the Operation of D-SNAP: The contact information for Regional Directors and Community Services Managers who will make the determination of the plan of action depending on the severity and type of disaster may be found on the Region charts below.

Names, Positions and Phone Numbers of Workers willing to assist other areas outside of their normal work assignment in the operation of D-SNAP: We are unable to give an exact list of volunteers due to not knowing the specific disaster and how our workers would be affected. Each Region has selected a volunteer group that can be used depending on the disaster location. In addition, all BFA Central Office and Child Support staff with Economic Service backgrounds have been identified as additional staff to be used during a crisis. These volunteer charts are maintained by the Deputy Commissioner for Field Operations due to changes in staff.

List of Volunteers and Contact Information who are willing to assist in disaster relief: We are unable to give a standardized list due to not knowing how the disaster would affect the volunteers. All local offices have an inventory of staff members' contact information, laptop availability and VPN remote access. These employees will be used in local areas as needed and a Regional Team will be utilized when necessary. Also, each county office maintains a list of local resources that can assist during times of crisis.

An alternate location to operate D-SNAP in case the local office is damaged or cannot handle the anticipated volume of applicants. Factors to be considered include power, telecommunication arrangements, and internet access with amenities for persons with disabilities. Parking and bathroom facilities should be considered for the identification site. Each county has designated a site or identified multiple sites for use in case of a disaster. All field workers have access to a laptop that is provided to them by the Bureau for Family Assistance. All field staff will utilize VPN in the event of an emergency. VPN is a virtual private network (VPN) in which some of the links between nodes are carried by open connections or virtual circuits in some larger networks (such as the Internet), as opposed to running across a single private network.

APPENDIX A: Escalation Contacts

| FIS Vendor Contacts/FNS Contacts | | | | |
|----------------------------------|---------------|----------------|--|---|
| Name | Office/Dept. | Phone | Email address | Role |
| Cardholder EBT Helpline | EBT Helpline | (866) 545-6502 | www.ebtEdge.com | Cardholder support includes balance and transaction information, reporting of lost, stolen, and damaged cards, PIN selection. |
| Central Support Unit | State Support | (800) 848-6960 | StateSupport@fisglobal.com | FIS State support available 24/7 to research/resolve file transmissions and other matters of inquiry from State EBT Staff |

| | | | | |
|---|---|----------------|--|---|
| Missy Hansen | FIS Relationship Manager | (331) 233-9440 | Missy.Hansen@fisglobal.com | Coordination of D-SNAP issuance readiness including reporting, card ordering and shipping |
| Retailer Assistance Line | Manual Voucher Authorization Retailer Support | (877) 262-9905 | | Support to retailers including Manual Voucher authorization. |
| Retailer General Information | EBT Equipment through FIS | (800) 894-0050 | www.ebtedge.com | Retailer enrollment information, contracts, bank account information/changes, phone lines, manual vouchers, merchant services, etc. |
| Retailer Help Desk | EBT only retailers | (877) 262-9905 | | Equipment/phone line issues, retail settlement issues, claims EBT transactions within past 30 days. |
| David Gagliardi, SNAP Director | FNS, MARO | (609) 259-5088 | David.Gagliardi@usda.gov | Major system outages and disaster declaration |
| Alyssa Hayes Disaster Assistance Coordinator | FNS, MARO | (609) 256-3600 | Alyssa.Hayes@usda.gov | Major system outages and disaster declaration |

State of West Virginia Contacts

| Name | Office/Dept. | Phone | Email Address | Role |
|--------------------------|------------------------------------|----------------|--|---|
| Monica Hamilton | Bureau for Family Assistance (BFA) | (304) 352-4542 | Monica.A.Hamilton@wv.gov | BFA Director, Policy |
| Jeff Sandy | WV Department of Homeland Security | (304) 205-6838 | Jeff.Sandy@wv.gov | Responds and coordinates all materials and assistance needed by local emergency services who provide the direct assistance to citizens. |
| ERAPIDS Help Desk | ERAPIDS | (855) 255-2115 | dhhrrapidshelpdesk@wv.gov | Assistance with ERAPIDS |
| Tammy Mabe-Good | WVDHHR MIS | (304) 533-6266 | Tammy.I.Mabe-Good@wv.gov | Eligibility and Enrollment systems oversight. |
| Raghu Mekala | Optum | (304) 558-5862 | Raghu.r.mekala@wv.gov | ERAPIDS Technical Contractor for changes and file transfer issues, system errors |
| John Cook | Optum | (304) 731-3435 | John.R.Cook@wv.gov | ERAPIDS contractor for changes, file transfer issues, system errors |
| Tina Mitchell | Bureau for Family Assistance (BFA) | (304) 352-4485 | Tina.A.Mitchell@wv.gov | Field Operations, Deputy Commissioner |
| Bentley Hagen | ERAPIDS | (304) 356-5276 | Bentley.C.Hagen@wv.gov | File transfers, Reports, Direct Deposit, Testing |
| James Hager | MIS Lead | (304) 558-3342 | James.E.Hager@wv.gov | Deposit |

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| Jennifer Ayers | MIS Application Development , Director | (304) 558-7896 | <u>Jennifer.D.Ayers@wv.gov</u> | File transfers, Reports, Direct Deposit |
| Jacquelyn Hoppe | Office of EBT Banking Services | (304) 558-0458 | <u>Jacquelyn.P.Hoppe@wv.gov</u> | Director |
| Emily Hopta | Office of Communications | (304) 558-7899 | <u>Emily.S.Hopta@wv.gov</u> | Press Releases/Media Contact |
| Joseph Perks | WV Office of Technology – Systems Programmer | (304) 352-5286 | <u>Joseph.H.Perks@wv.gov</u> | Connect: Direct software maintenance/configuration, reporting errors or receipt, mainframe issues |
| WVOT Service Desk | WV Office of Technology | (877) 558-9966 | <u>ServiceDesk@wv.gov</u> | Emergency contact line for server and network issues. |
| George D. Muncey | WV Office of Technology | (304) 352-4929 | <u>George.D.Muncey@wv.gov</u> | Technical support for network Issues, firewall, connectivity issues. |

| Region North | | | |
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| Regional Director Cree LeMasters | Doddridge County DHHR 22 Herbert Ave PO BOX 207 Smithburg, WV 26436 | 304-873-2031 ext. 71611 Fax: 304-873-3078 | |
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| County/CSM | Address | Contact Numbers | Alternate Location |
| <u>Barbour</u> Angela Jennings | 49 Mattaliano Dr. Philippi, WV 26416 | 304-457-9030 Fax:304-457-4094 | Belington Fire Dept. 301 Watkins St. Belington, WV 26250 304-823-1234 |
| <u>Berkeley</u> Kathryn Bradley | 433 Mid-Atlantic Parkway PO Box 1247 Martinsburg, WV 25402 | 304-267-0100 Fax:304-267-0123 | Martinsburg High School (lunchroom) 701 S. Queen St. Martinsburg, WV 25401 304-267-3530 |
| <u>Braxton</u> Heather Grogg | 3708 Sutton Lane Sutton, WV 26601 | 304-765-7344 Fax:304-765-3694 | Technology Center 89 Richard D. Minnich Dr. Sutton, WV 26601 866-832-3535 |
| <u>Brooke/Hancock</u> Mark Paree | 100 Municipal Plaza Suite 600 Weirton, WV 26062 | 304-794-3060 Fax:304-794-4169 | Salvation Army 800 Cove Rd. Weirton, WV 26062 304-748-4311 Mary H. Weir Library 3442 Main St. Weirton, WV 26062 304-797-8510 |
| <u>Calhoun</u> Joe Johnson | 85 Industrial Park Rd. PO Box 280 Grantsville, WV 26147 | 304-354-6118 Fax:304-354-7076 | Calhoun Courthouse 101 E. Main St. Grantsville, WV 26147 Jean Simers 304-354-6725 |
| <u>Doddridge</u> Misty Cork | 22 Herbert Ave. PO Box 207 Smithburg, WV 26436 | 304-873-2031 Fax:304-873-3078 | Doddridge County Courthouse 108 E. Court St. Suite 1 West Union, WV 26456 Lorena Slater 304-873-2631 |

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| <u>Gilmer</u> Heather Grogg | 1493 WV Hwy 5E Glenville, WV 26351 | 304-462-0412 Fax:304-462-0416 | Gilmer Courthouse 10 Howard St. Glenville, WV 26351 Jean Butcher 304-462-7241 |
| <u>Grant</u> Jenny Tingler | 53 Kiess Drive Petersburg, WV 26847 | 304-257-4211 Fax:304-257-1569 | Mountain Heart 93 S. Grove St #1 Petersburg, WV 26847 304-257-9375 Grant County Health Dept. 739 N. Fork Hwy Petersburg, WV 26847 304-257-4922 |
| <u>Hampshire</u> Jenny Tingler | 24954 Northwestern Turnpike PO Box 1736 Romney, WV 26757 | 304-822-6900 Fax:304-822-7578 | Hampshire County Health Dept. 16189 Northwestern Pike Augusta, WV 26704 304-496-9640 304-496-9641 WV School for the Deaf and Blind 301 E. Main St. Romney, WV 26757 304-822-3521 |
| <u>Hancock/Brooke</u> Mark Paree | 100 Municipal Plaza Suite 600 Weirton, WV 26062 | 304-794-3060 Fax:304-794-4169 | Salvation Army 800 Cove Road Weirton, WV 26062 304-748-4311 Mary H. Weir Library 3442 Main St. Weirton, WV 26062 304-797-8510 |
| <u>Hardy</u> Jenny Tingler | 149 Robert C. Byrd Industrial Park Moorefield, WV 26836 | 304-538-2391 Fax:304-538-2476 | Eastern WV Community Action 401 Maple Avenue Moorefield, WV 26836 304-538-7711 |

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| <u>Harrison</u> Misty Cork | 153 W. Main St. Suite D Clarksburg, WV 26301 | 304-627-2295 Fax:304-627-2171 | Harrison County Senior Citizens Center 500 W. Main St. Clarksburg, WV 26301 Executive Director: Beth Fitzgerald 304-623-6795 |
| <u>Jackson</u> Joe Johnson | 4285 Cedar Lakes Rd. Ripley, WV 25271 | 304-373-2560 Fax:304-372-7888 | Calvary United Methodist Church 205 Court St. Ripley, WV 25271 Steve Hamrick 304-372-3203 |
| <u>Jefferson</u> Kathryn Bradley | 239 Willow Spring Dr. PO Box 984 Charles Town, WV 25414 | 304-724-2600 Fax:304-728-0529 | Washington High School 300 Washington Patriots Dr. Charles Town, WV 25414 304-725-8491 |
| <u>Lewis</u> Heather Grogg | 91 Arnold Ave. PO Box 1268 Weston, WV 26452 | 304-269-6820 Fax:304-269-0544 | The Way of Holiness Church (Fellowship Hall) 2337 Old West Rd. Buckhannon, WV 26201 304-472-5727 |
| <u>Marion</u> William Swiger | 416 Adams St. Suite 307 Fairmont, WV 26554 | 304-368-4420 Fax:304-368-4191 | Monongalia DHHR 114 S. High St. Morgantown, WV 26505 304-285-3175 Harrison DHHR 153 W. Pike St. Suite D Clarksburg, WV 26301 304-627-2295 |

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| <u>Marshall</u> Erin Norman | 400 Teletech Dr. Suite 2 Moundsville, WV 26041 | 304-843-4120 Fax:304-843-4127 | Bishop Donahue (the old high school) 325 Logan St. McMechen, WV 26040 304-232-3140 Mayor Dave Goddard |
| <u>Mineral</u> Jenny Tingler | 18 N. Tornado Way Keyser, WV 26726 | 304-788-4150 Ext: 79750 Fax:304-788-5265 | Mineral Health Dept 541 Harley O. Staggers Dr. Suite 1 Keyser, WV 26726 304-788-1321 Keyser Fire Dept. 180 W. Piedmont St. Keyser, WV 26726 304-788-1371 Grace United Methodist Church 30 S. Mineral St. Keyser, WV 26726 304-788-2561 |
| <u>Monongalia</u> William Swiger | 114 S. High St. PO Box 800 Morgantown, WV 26507 | 304-285-3175 Fax:304-285-3174 | Marion DHHR 416 Adams St. Fairmont, WV 26554 304-368-4191 |
| <u>Morgan</u> Kathryn Bradley | 62 Regal Court PO Box 597 Berkeley, WV 25411 | 304-258-1350 Fax:304-258-3794 | Starting Points Morgan County Senior Center 106 Sand Mine Rd Suite 1 Berkeley Springs, WV 25411 304-258-3096 |

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| <p><u>Ohio</u> Mark Paree</p> | <p>69 16th St. Wheeling, WV 26003</p> | <p>304-232-4411 Fax:304-232-4773</p> | <p>Salvation Army 140 16th St. Wheeling, WV 26003 304-233-4400</p> <p>Ohio County Public Library 52 16th St. Wheeling, WV 26003 304-232-0244</p> <p>Workforce WV 1275 Warwood Ave. Wheeling, WV 26003 304-232-4700</p> |
| <p><u>Pendleton</u> Jenny Tingler</p> | <p>100 Thorn Creek Rd. Suite 200 Franklin, WV 26807</p> | <p>304-358-2305 Fax:304-358-7163</p> | <p>Pendleton County Community Bldg. 335 Mill Rd Franklin, WV 26807 304-358-3889</p> <p>Future Generations Graduate School 390 Road Less Traveled Franklin, WV 26807 304-358-2000</p> |
| <p><u>Pleasants</u> Erin Norman</p> | <p>1655 South Pleasants Hwy St. Mary's, WV 26170</p> | <p>304-684-9244 Fax:304-684-9245</p> | <p>Pleasants Courthouse 301 Court Lane St. Mary's WV 26170 304-684-7637</p> |
| <p><u>Preston</u> William Swiger</p> | <p>18351 Veterans Memorial Hwy. PO Box 100 Kingwood, WV 26537</p> | <p>304-329-4340 Fax:304-329-6082</p> | <p>Monongalia DHHR 114 S. High St. Morgantown, WV 26505 304-285-3175</p> <p>Marion DHHR 416 Adams St. Fairmont, WV 26554</p> |

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| <u>Randolph</u> Angela Jennings | 1027 N. Randolph Ave. Elkins, WV 26241 | 304-637-5560 Fax:304-637-0391 | Tucker DHHR 9346 Seneca Trail Parsons, WV 26287 Mountain Heart Community Services 1200 Harrison Ave Elkins, WV 26241 304-637-2840 |
| <u>Ritchie</u> Misty Cork | 220 W. Main St. Harrisville, WV 26362 | 304-643-2934 Fax:304-643-4098 | Ritchie Courthouse 115 E. Main St. Room 201 Harrisville, WV 26326 Tracie McDonald 304-643-2164 ext.101 |
| <u>Roane</u> Joe Johnson | 677 Ripley Rd. Suite 3 Spencer, WV 25276 | 304-927-0956 Fax:304-927-0970 | Roane County Library 110 Parking Plaza Spencer, WV 25276 Mary Fury 304-927-1130 |
| <u>Taylor</u> Angela Jennings | 235 Barrett St. PO Box 29 Grafton, WV 26354 | 304-265-6103 Fax:304-265-6107 | Taylor County Senior Center Rt 2 Box 514 Grafton, WV 26354 304-265-4555 Fax:304-265-6083 |
| <u>Tucker</u> Angela Jennings | 9346 Seneca Trail Parsons, WV 26287 | 304-478-3212 Fax:304-478-4514 | Randolph DHHR 1027 N. Randolph Ave. Elkins, WV 26241 Family Resource Network 501 Chestnut St. Parsons, WV 26287 304-478-3827 |
| <u>Tyler</u> Erin Norman | 210 Main St. PO Box 563 Middlebourne, WV 26149 | 304-758-2127 Fax:304-758-2587 | Paden City Baptist 600 S. 4 th Ave Paden City, WV 26159 Tim Turner 304-337-9320 |

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| <u>Upshur</u> Heather Grogg | 34 Auction Lane PO Box 460 Buckhannon, WV 26201 | 304-473-4230 Fax:304-473-4207 | The Way of Holiness Church (Fellowship Hall) 2337 Old Weston Rd. Buckhannon, WV 26201 304-472-5727 |
| <u>Wetzel</u> Erin Norman | 1236 N. State Rt 2 New Martinsville, WV 26155 | 304-455-0920 Fax:304-455-0928 | United Methodist 10 Howard Jeffers Dr. New Martinsville, WV 26155 304-455-1422 304-771-4302 |
| <u>Wirt</u> Joe Johnson | 124 Court St. PO Box 310 Elizabeth, WV 26143 | 304-275-6551 Fax:304-275-1126 | Wirt Courthouse One Court St. Elizabeth, WV 26143 304-275-6597 Marolyn Baldrige 304-275-3418 |
| <u>Wood</u> Lisa Heater | 400 5 th St. PO Box 1547 Parkersburg, WV 26102 | 304-420-2560 Cell 304-488- 5774 or 681-587-3609 Fax:304-420-4884 | Parkersburg City Bldg. #1 Government Square Parkersburg, WV 26102 Mayor Tom Joyce 304-424-8400 Judge Black Judicial Annex 317 Market St. Parkersburg, WV 26101 304-424-1995 |

| Region South | | | |
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| Regional Director William E. Belcher | | Raleigh County DHHR 407 Neville St. Beckley, WV 25801 | 304-256-6930 Fax:304-256-0590 |
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| County/CSM | Address | Contact Numbers | Alternate Location |
| <u>Boone</u> Heather McCoy | 156 Resource Lane Foster, WV 25081 PO Box 970 Danville, WV 25053 | 304-369-7802 Fax:304-369-7816 | Fountain of Life Worship Center 301 Daniel Boone Parkway Foster, WV 25081 |
| <u>Cabell</u> April Wilson | 2699 Park Ave. Suite 100 Huntington, WV 25704 | 304-528-5800 Fax:304-528-5523 | Putnam DHHR 12531 Winfield Rd. Winfield, WV 25213 304-586-1520 Wayne DHHR 2654 East Lynn Rd. Wayne, WV 25570 304-272-6311 |
| <u>Clay</u> Patty Martin | 94 Main St. PO Box 969 Clay, WV 25043 | 304-587-4268 Fax:304-587-2567 | Big Otter Fire Dept. 5462 Big Otter Hwy Ivydale, WV 25113 304-286-5814 |
| <u>Fayette</u> Melissa Blake | 1400 Virginia St. Oak Hill, WV 25901 | 304-465-9613 Fax:304-465-7288 | Gauley Bridge Town Hall 278 Railroad St. Gauley Bridge, WV 25085 Contact: Tammy Prather 304-632-2505 |
| <u>Greenbrier</u> Russell Fridley | 316 Maplewood Ave. Suite 3 Lewisburg, WV 24901 | 304-647-7476 Fax:304-647-7486 | Rainelle Medical Center 176 Medical Center Dr. Rainelle, WV 25962 304-438-6188 |

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| <p><u>Kanawha</u> Michael Hale</p> | <p>4190 W. Washington St. Charleston, WV 25313</p> | <p>304-746-2360 Fax:304-558-0851</p> | <p>DHHR Headquarters 350 Capitol St. Charleston, WV 25301 304-558-2400</p> <p>Putnam DHHR 12531 Winfield Rd Winfield, WV 25213 304-586-1554</p> |
| <p><u>Lincoln</u> Brian Hankins</p> | <p>8209 Court Ave. PO Box 468 Hamlin, WV 25523</p> | <p>304-824-5811 Fax:304-824-7811</p> | <p>Lincoln County Opportunity Co. 360 Main St. Hamlin, WV 25523 304-824-3448</p> <p>Hamlin Town Hall 220 Main St. Hamlin, WV 25523 304-824-5500</p> <p>Wayne DHHR 26452 E. Lynn Rd Wayne, WV 25570</p> |
| <p><u>Logan</u> Heather McCoy</p> | <p>130 Stratton St. Logan, WV 25601</p> | <p>304-792-7095 Fax:304-792-7003</p> | <p>Mingo County DHHR 203 East Third Ave. Williamson, WV 25661 304-235-4680</p> |
| <p><u>Mason</u> Lance Whaley</p> | <p>1406 Kanawha St. Point Pleasant, WV 25550</p> | <p>304-675-0880 Fax:304-675-0883</p> | <p>Point Pleasant High School 280 Scenic Dr. Point Pleasant, WV 25550 Principal: William Cottrill 304-675-1350</p> |

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| <p><u>McDowell</u> Jeanne K. Goan</p> | <p>840 Virginia Ave. Welch, WV 24801</p> | <p>304-436-8302 Fax:304-436-3248</p> | <p>Army National Guard 600 Steward St. Welch, WV 24801 304-436-2557 Children's Home Society 1 Main St. Northfork, WV 24868 304-862-4950</p> |
| <p><u>Mercer</u> Terry Deel</p> | <p>350 Davis St. Princeton, WV 24740</p> | <p>304-425-8738 Fax:304-487-3589</p> | <p>Community Action of South Eastern West Virginia 307 Federal St. Suite 323 Bluefield, WV 24701 304-327-3506</p> <p>New Hope Head Start Center Glenwood Park Rd. Princeton, WV 24739 304-487-5742</p> |
| <p><u>Mingo</u> Heather McCoy</p> | <p>203 East Third Ave. Williamson, WV 25661</p> | <p>304-235-4680 Fax:304-235-4667</p> | <p>Southern WV Community & Tech College 1601 Armory Dr. Williamson, WV 25661 Perry Jobe 304-236-7648</p> <p>Coalfield Community Action Partnership 1626 W. 3rd Ave. Williamson, WV 25661 Tim Salmons 304-235-1701</p> |

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| <p><u>Monroe</u> Russell Fridley</p> | <p>535 North St. PO Box 678 Union, WV 24983</p> | <p>304-772-3013 Fax:304-772-4372</p> | <p>Lindside Senior Center 8395 Seneca Trail Lindside, WV 24951 304-753-4384</p> |
| <p><u>Nicholas</u> Patty Martin</p> | <p>707 Professional Park Dr. Summersville, WV 26651</p> | <p>304-872-0803 Fax:304-872-0832</p> | <p>Nicholas County Community Action Partnership 1205 Broad St. Summersville, WV 26651 Angela Williams 304-872-1162</p> <p>Richwood City Hall 6 White Ave. Richwood, WV 26261 Gary Johnson 304-846-2596</p> |
| <p><u>Pocahontas</u> Russell Fridley</p> | <p>211 Valhalla Lane Marlinton, WV 24954</p> | <p>304-799-2540 Fax:304-799-2560</p> | <p>Green Bank Senior Citizens Center 4498 Potomac Highlands Trail Green Bank, WV 24944 304-456-5370</p> <p>Hillsboro Library 54 3rd St. Hillsboro, WV 26946 304-653-4936u</p> |
| <p><u>Putnam</u> Lance Whaley</p> | <p>12531 Winfield Rd. Winfield, WV 25213</p> | <p>304-586-1520 Fax:304-586-0300</p> | <p>Putnam County Convention and Visitor Bureau 971 WV RT 34 Suite 1 Hurricane, WV 25526 304-757-7282</p> |

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| <u>Raleigh</u> Michael Horton | 407 Neville St. Beckley, WV 25801 | 304-256-6930 Fax:304-256-6932 | Raleigh County Commission Aging 1614 S. Kanawha St. Beckley, WV 25801 304-255-1397 |
| <u>Summers</u> Melissa Blake | 320 Summers St. Suite A Hinton, WV 25951 | 304-466-2807 Fax:304-466-2814 | Summers County Dept. of Transportation HC 77 Box 99 Hinton, WV 25951 Gordy Hardy 304-466-2810 |
| <u>Wayne</u> Brian Hankins | 26452 E. Lynn Rd. Wayne, WV 25570 | 304-272-6311 Fax:304-272-5183 | Cabell DHHR 2699 Park Ave. Huntington, WV 25704 304-528-5800 Lincoln DHHR 8209 Court Ave. Hamlin, WV 25523 304-824-5811 |
| <u>Webster</u> Patty Martin | 110 N. Main St. Suite 201 Webster Springs, WV 26288 | 304-847-2861 Fax:304-847-7244 | Emmanuel Assembly of God RR 20 Cowen, WV 26206 Marty Cowger 304-226-5225 |
| <u>Wyoming</u> Jeanne K. Goan | 1767 Bear Hole Rd. HC 72 PO Box 300 Pineville, WV 24874 | 304-732-6900 Fax:304-732-8223 | Mullens Opportunity Center 300 Front St. Mullens, WV 25882 Charlene Cook 304-294-6188 Wyoming Courthouse 24 Main Ave. Pineville, WV 24874 304-732-8000 |

APPENDIX B
ELECTRIC COMPANY CONTACTS

| Company | Contact Person | Contact Info. |
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| Appalachian Power | Steve Stewart | 1122 7 th Ave. Huntington, WV 25701 Cell 304-633-5995 1-800-956-4237 sgstewart@aep.com http://outagemap.appalachianpower.com.s3.amazonaws.com/external/default.html |
| Black Diamond Power Company | Steve Browning Principal Customer Contact | 100 Capitol St. Suite 209 PO Box 2109 Charleston, WV 25301 304-683-5281 |
| Craig-Botetourt Electric Cooperative | Mack McCalab | Craig-Botetourt Electric Coop 26198 Craigs Creek Rd. New Castle, VA 24127 1-800-760-2232 540-864-5121 |
| Harrison Rural Electrification Association | Terry Stout | HREA 2100 Sun Valley Rd. Clarksburg, WV 26301 PO Box 4247 Clarksburg, WV 26302 1-800-540-4732 304-624-6365 Tcstout@hrea.coop |
| Monongahela Power Company | Greg Hefner | 5001 Nasa Blvd. Fairmont, WV 26554 Cell: 304-677-5589 First Energy/Mon Power requests that during a restoration event that all communication go through the WV Office of Emergency Management |

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| New Martinsville Electric | Dawn Myers Assistant Manager | 191 Main Street New Martinsville, WV 26155 304-455-9125 304-771-8221 (cell) dmyers@newmartinsville.com |
| Philippi Municipal Electric | Phillip Bowers Mayor | 344 S. Main Street Philippi, WV 26416 304-457-3700 Ext: 222 (Electric Dept) |
| Potomac Edison Company | Greg Hefner | 5001 Nasa Blvd. Fairmont, WV 26554 Cell: 304-677-5589 First Energy/Potomac Edison requests that during a restoration event that all communication go through the WV Office of Emergency Management |
| Wheeling Power (Appalachian Power) | Customer Solution Center | 4201 Jacob St. Wheeling, WV 26003 1-800-982-4237 |