

## **DISASTER FOOD ASSISTANCE PROGRAM EBT DISASTER PLAN INFORMATION**

This disaster plan has a brief description of how the State will handle a disaster situation using the EBT system. To the greatest extent possible, Food Assistance benefits would continue to be issued via EBT. Our information Technology System Disaster Plan includes provisions for bringing computer systems back on-line in disaster situations affecting the State office or local DCF Service Centers. More detailed information on issuance of benefits via EBT would have to be developed at the time a disaster occurred, depending upon the extent of the damage and whether the local service center and/or phones lines were destroyed.

**The following information is from our current Request for Proposal.** Our contractor is FIS.

**2.2.13.1 Contractor's System:** The Contractor shall provide an alternate means of authorization of EBT during short-term outages, when switching over to the back-up site is not considered appropriate. The response to this requirement shall also include how the Contractor will notify both the State and the retailer/provider community that an outage is occurring, and that alternate means of authorization are in place.

**2.2.13.1.1** In the event of a disaster impacting the availability of the Contractor's primary data processing site, the Contractor shall have available a back-up site for host processing and telecommunications network services. The Contractor shall have the EBT back-up site begin processing transactions within one (1) hour after the Contractor assesses the disaster situation and notifies the State that it is activating its back-up site.

**2.2.13.1.2** The Contractor's Disaster Recovery Plan shall also include a State notification process as well as disaster criteria and timeframes that are acceptable to the State. The Contractor shall notify the State immediately upon Contractor's decision to move to a disaster back-up site to provide EBT services. If the Contractor is providing EBT services to multiple states, the disaster recovery plan shall address the timing and order of recovery of the State as compared to other agencies being processed. The recovery of the State of Kansas' EBT system shall not be delayed because the Contractor is recovering other states' EBT systems.

**2.2.13.1.3** The disaster back-up site shall be tested annually, and the Contractor shall provide the State with copies of such test results within thirty (30) days of receipt of the test results. The EBT processor will also comply, to the extent required, with the requirements outline in the FNS-approved State Disaster SNAP (D-SNAP) Plan, should this plan be activated.

**2.2.13.1.4** The State shall not pay for any disaster-related incidences due to Contractor negligence or natural disasters occurring at Contractors' system facilities.

**2.2.13.2 State Systems:** The Contractor shall support the recovery of the State's-issued eligibility and EBT interface systems at a back-up site in the event of a disaster at the State's primary data center. This support shall consist of providing connectively to the

State's back-up site to support the transmission of data files and reports between the State and the EBT Contractor. Initial support may consist of only dial-up access until a more robust solution can be implemented. The connectivity during the initial days of a disaster may also consist of passing physical media (i.e. CD, DVD) between the EBT Contractor and the State. In either case, the Contractor shall provide support to the State in ensuring that benefits are still being provided to clients through the EBT system during the recovery of the State's data processing systems. Following the declaration of a disaster by the State and movement to a back-up data center, the Contractor shall work with the DCF identified technical staff to provide support for EBT administrative functionality across the State.

**2.2.13.3 Natural Disasters within the State:** The EBT Contractor shall support providing benefits to State clients subsequent to the occurrence of a natural disaster within the State. The basic assumption is that there will be sufficient infrastructure available within the retailer/provider community to support EBT as a means for accessing recipient benefits. Due to the State of Kansas's geographic location, we do not experience the magnitude or frequency of disasters of coastal states. A limited scale disaster impacting a few counties is most typical of our experience with disaster. These incidents may include regional flooding or tornado damage. The State requires an easy to administer disaster services program that uses existing processes to request account set-up and issue EBT cards and PINs to disaster recipients. This section provides the requirements to the EBT Contractor for providing those benefits. Contractors are encouraged to respond with innovative and cost-effective procedures which optimize providing benefits to recipients as soon as possible.

**2.2.13.3.1** The State's plan in supporting recovery from natural disasters is to maintain an inventory of at least 15,000 EBT cards with the Contractor that could be used in the event of disaster. (These are "Disaster" EBT Cards that could be issued [sent] to the State by the Contractor) These cards will be pre-pinned to support easier access by the cardholders.

Following the declaration of a disaster requiring expedited issuance of Food Assistance benefits, the Contractor would supply the State with the Disaster EBT cards for distribution to eligible clients within the disaster areas. Following issuance of cards, the State would update the respective EBT accounts on the Contractor's system through direct entry and the batch interface with the associated demographic information, including the assigned case number and client name. Benefits would also be added to the EBT account through the web services or batch interface. Contractors should also offer solutions in the event the specific disaster exhausted the disaster inventory of 15,000 cards and how quickly the solution could be achieved.

**2.2.13.3.2** For localized disasters impacting a small geographic area, such as an area hit by a tornado, the Contractor may be required, at the State's direction, to drop ship all requested EBT cards to a specified address. The cards would then be issued to recipients by State staff from local DCF offices (if available) or at an alternate location within the immediate area of the disaster. Contractors should note that this option is not priced separately (in the Cost Proposal) because the state is not subject to serious and frequent weather-related disasters such as coastal states, therefore, we do not require or expect pre-disaster programming or preparation. In addition, counties adjacent to the area affected by the disaster should be able to process cases and ensure cards are sent or made available and provide other EBT support services.