



Department for Children  
and Families

# Food Assistance Disaster Plan FFY 2024

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# 1. Certification Process

The following processes will be implemented with an approved Disaster SNAP (D-SNAP) (called Disaster Food Assistance in Kansas).

**A. Pre-Registration Activities** - At FEMA Disaster Recovery Centers (DRC), local DCF offices or other sites that will be taking applications, staff will be on hand to help applicants understand how to complete the Disaster Food Assistance application. These staff are also designated “listeners”. Staff that listen to the person talk about how the disaster has affected them are very important. The “listener” puts the person at ease and assures them that we will do whatever we can to help.

**B. Application Process** - Applicants will complete the Disaster Food Assistance application on site if physically at the DRC, DCF office or another site. If the person cannot get to the application site, they can call our toll-free number 1-888-369-4777. An application will be mailed to the person with instructions where to return the completed application. DCF Economic and Employment Services (EES) eligibility workers and/or DCF EES Supervisors will man the disaster site. These staff will be taking and processing the Disaster Food Assistance applications. They will be responsible for:

- (1) ensuring the application is complete
- (2) obtaining necessary verification
- (3) conducting the interview; and
- (3) processing the application (See Item C that follows)

The Disaster Food Assistance application will be available in English and Spanish.

## C. Processing the Application -

**(1) Duplicate Participation** - All applications will be processed in Kansas Eligibility and Enforcement System (KEES). Use of the system will ensure that no in-state duplicate participation occurs. Applicants will also be notified during the interview of the penalties for food assistance fraud.

**(2) Maximum Food Assistance Benefit** - To ensure that eligible households receive the maximum food assistance benefit, the case will be processed reflecting no income. The certification period will be one month. All approvals will be given a regular food assistance application to determine eligibility under the regular food assistance program past the disaster month.

**(3) Application Processing Time Period** – Staff will strive to process applications immediately when laptops and computer access are available. If they cannot process the application immediately, when all needed verification is provided as appropriate, the application will be processed within 24 hours of receipt. Benefits are available at 6:00 am the day following approval on the Kansas Eligibility and Enforcement System (KEES). Eligibility workers will complete an Application Worksheet (See Appendix item E) which documents the determination of eligibility.

**(4) Location of Application Processing** - In most instances, applications taken at a DRC or other non-DCF site will have to be returned to a designated DCF office for processing. In some situations, staff may have a laptop available and will be able to complete processing the application on site.

## 2. Electronic Benefit Transfer (EBT)

**A. EBT Cards** - To prevent the applicant from having to return to the application site or DCF office, all pre-screened approved applicants will be provided with an over-the-counter active Disaster EBT card. When the application is registered (pre-approval), the disaster EBT card will be linked to the application. At the time of application approval, by designating the application as Disaster Food Assistance, a subsequent EBT card will not be

automatically mailed. The Disaster EBT cards are pre-pinned, and the applicant will be informed of the pre-PIN, and provided instructions for selecting a new PIN. If the application is denied, the household will be informed to destroy the Disaster EBT card.

**B. EBT Card Security** - All active Disaster EBT cards will be kept in a secure place during the office hours at the application site. Reconciliation of EBT cards issued will be completed daily by staff. Additionally, all approvals are compiled in a report daily and the issuance report is matched with the daily log of issuances for reconciliation.

**C. EBT Disaster Plan Information** – See Appendix item H.

### 3. Training

Training will be conducted prior to implementation of the Disaster Food Assistance. Most training will be handled via a teleconference; however, training could also be conducted face-to-face depending on the location of the disaster. All eligibility workers volunteering to process Disaster Food Assistance applications will be provided with the Economic and Employment Services (EES) Worker Instructions (See Appendix item A). These instructions, along with the Disaster Food Assistance Application form and the Application Worksheet, will be carefully reviewed during the training and staff will have the opportunity to ask questions.

### 4. Public Information

The Director of Communications for DCF will coordinate with the Food Assistance Program Specialist and EBT Manager on all press releases regarding Disaster Food Assistance and other disaster related information affecting DCF programs. Radio, television, and social media may also be used by DCF Communications as appropriate to notify the community about disaster assistance. Regional staff may prepare press releases; however, they will be reviewed by the Director of Communications and the Food Assistance Program Specialist if they

involve Disaster Food Assistance. Information about the Disaster Food Assistance, including all instructions, forms, etc. will be placed on the DCF Intranet website for easy staff access. Information for the general public will be placed on the public DCF website, [www.dcf.ks.gov](http://www.dcf.ks.gov). See sample press release from the July 2020 Southeast Kansas flooding, Appendix item F.

## 5. Procedures to Reduce Hardship

The basic procedures to reduce applicant hardship - water, protection from the elements, bathrooms, snacks (where feasible), site accessibility, special comforts, special certification queue for the disabled, etc. will be covered under the State Emergency Disaster Plan. The State Adjutant General's office will coordinate these issues with FEMA and the Red Cross.

## 6. Fraud Prevention Procedures

The appropriate penalty warnings are included on the Disaster Food Assistance application. These will also be explained to all who apply for the program. Use of onsite fraud investigators will be decided depending on the location of the disaster. As noted previously, all Disaster Food Assistance applications are processed on the Kansas Eligibility and Enforcement System (KEES), thus duplicate participation will not occur as these checks are part of the case registration process.

## 7. Post Disaster Review Procedures

All Disaster Food Assistance cases selected in the regular monthly Quality Control sample will be dropped from the normal review process according to the FNS Quality Control guidelines. Dropped cases will be included in the Disaster Universe Sampling Plan and subject to review by the Disaster review criteria.

**(1) Sampling Plan** - The sampling plan is divided into two categories as follows:

**DCF Employee Sample:** 100% of employee approved cases will be subject to review. All cases reflecting inconsistencies will be referred to the local Regional Director for appropriate action.

**Private Citizen Sample:** 1%, or a minimum of 25 cases, maximum of 1,200 will be reviewed for the post disaster review. All cases reflecting inconsistencies will be identified in the case report of findings. Cases found in error will follow the normal claim procedures.

**(2) Review Policy and Procedures** - Cases will be reviewed to ensure the proper documentations are in the case file and that the statements provided by the applicant are correct. The review will involve identity of the applicant, pre-disaster county residence, household members, disaster month income, cash, savings and checking amounts, disaster expenses, and the statement of facts that the household was affected by the adverse weather due to extended loss of electricity, loss of food, damage to their dwelling and loss of employment/self-employment. The review process will be the same for both samples. A desk review will be conducted on the case file and an interview will be conducted over the telephone. A redetermination of eligibility will be completed for all reviews. Inconsistencies will be submitted in the case report of findings.

**a) Identity of applicant** - Identity will be verified by viewing the picture ID of the Disaster Food Assistance applicant such as, but not limited to, driver's license or for those instances where a picture ID is not available, verification may consist of another paper document and a collateral contact.

**b) Residence** - Residence will be verified by documentation in the case file of pre-disaster residence. Verification may consist of mail, shelter bills, other bills, etc. If paper verification is not readily available, two collateral contacts shall be provided.

**c) Income** - Income verification will be requested, but if not available, best prospective amount with documentation will be used. On-line data inquiries (wage match, The Work Number) will also be checked and documented.

**d) Number in Household** - Client self-declaration will be accepted unless questionable. If questionable, collateral contacts, school records, etc. will be accepted.

**e) Out of pocket disaster expenses** - Client self-declaration will be accepted unless questionable. If questionable and not allowed, case file must document why.

**f) Adverse weather statement** - Client self-declaration will be accepted unless questionable. If questionable, state office personnel will obtain information regarding the disaster area from knowledgeable sources such as local emergency management or law enforcement personnel.

**g) Resources** - Client self-declaration will be accepted unless questionable. If questionable, will contact financial institutions.

A summary and individual case report of findings will be submitted with the Post Disaster Review Report which will be submitted 6 months after the end of the disaster application period. The report will include the following:

- Brief description of the Disaster Food Assistance design including any waivers employed
- Major problems encountered and interventions used to solve
- Results of the error analysis and information on any claims established.

**(3) Post Review Analysis** - After reviewing all the case file review reports, an analysis of any errors found will be conducted. This will include a breakdown of information based on geography and by type of household (employee or regular), error rates, the dollar issued in error and the number of cases in error. The review will also include a plan for corrective action to prevent errors in future Disaster Food Assistance issuances and ways to improve future Disaster Food Assistance.



## 8. Key Contacts

***Brigadier General Michael T. Venerdi***

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Kansas Adjutant General

2800 SW Topeka Blvd.

Topeka, KS 66611

785-646-2000

24 Hour Emergency Number: (785) 291-3333

[About KDEM | Kansas Adjutant General's Department, KS \(kansastag.gov\)](#)

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[About KDEM | Kansas Adjutant General's Department, KS \(kansastag.gov\)](#)

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***Private Disaster Relief***

American Red Cross of Greater Kansas

1321 SW Topeka Blvd

Topeka, KS 66612

785-354-9238

American Red Cross of South Central and Southeast Kansas

707 N. Main

Wichita, KS 67203

316-219-4000

Red Cross Service Center at Fort Riley

210 Custer Ave

Fort Riley, KS 66442

785-239-1887

## 9. Appendix Attachments

A: Economic and Employment Services (EES) Worker Instructions

B: Administration Disaster Communication Protocol

C: Application for Disaster Food Assistance

D: Reporting Requirements Instructions

E: Application Worksheet

F: Sample Press Release (SE Kansas Flooding)

G: Economic and Employment Services (EES) COOP

H: EBT Disaster Plan Information

