

Supplemental Nutrition Assistance Program



Disaster SNAP State Plan FFY 2025 Arkansas • Southwest Region

Table of Contents

Roles and Responsibilities	3
Staffing and Resources	4
Application System Development	7
Issuance System Development.....	9
EBT Card Stock	9
Application Sites.....	10
Data.....	10
Data Links.....	10
Implementation Plan	13
Public Information and Outreach	13
Retailer Communication	15
Procedures to Reduce Applicant Hardship	15
Certification Process	16
Client Materials.....	16
Issuance Process.....	16
Fraud Prevention and Security.....	17
Security	18
Disaster Reporting and Post-Disaster Review Report	18
Post Disaster Reports	19
Attachments	20
Attachment 1 – D-SNAP Application Example	20
Attachment 2 – Disaster SNAP Policy	21
Attachment 3 – County Population	22
Attachment 4 – D-SNAP Power Point Training	24
Attachment 5 – D-SNAP Instructions.....	29
Attachment 6 - Food Loss Form (DCO-238)	30
Attachment 7 – D-SNAP Fraud Notice example.....	31
Attachment 8 – FNS Daily Report Example.....	32
Attachment 9 – EBT Card Log	32
Attachment 10 – FNS 292b submission example	34

Roles and Responsibilities

Name	Position	Telephone Number	Secondary Telephone Number
Kristie Putnam	Director, Department of Human Services (DHS)	501-682-8648	501-682-1001
Gavin Lesnick	Director, Office of Communications, DHS	501-682-8946	501-682-1001
Mary Franklin	Director, Division of County Operations (DCO)	501-682-8377	501-682-1001
Lisa Woodall	DHS Deputy Director, Financial Operations	501-682-8376	501-682-1001
Lorie Williams	Assistant Director – Office of Program and Grant Management, DCO	501-682-8714	501-682-1001
Robert Williams	Deputy Director, Office of Field Operations, DCO	501-682-6721	501-682-1001
Rosaura Page	Assistant Deputy Director, Office of Program and Grant Management, DCO	501-680-0412	501-682-1001
	Administrator, Office of Equal Rights, Office of Chief Counsel (DHS)	501-682-7952	501-682-1001
Deltrise Hall	Director, Emergency Operations, Office of Finance & Administration (OFA)	501-320-6326	501-682-1001
	Program Administrator, SNAP, DCO	501-682-8276	501-682-1001
Heather Courtney	Manager, Policy Unit, DCO	501-682-8182	501-682-1001
Jim Ponzini	Administrator, Commodity Distribution, DCCECE	501-371-1402	501-682-1001
Kenneth Davenport	Manager, Analysis and Analytics Unit, OIT	501-690-4878	501-682-1001
Markesha Black	Program Manager, System Support Unit, DCO	501-682-2265	501-682-1001
Brad Coyle	Program Manager, Special Investigations, DCO	501-682-8372	501-682-1001
Vacant	Program Manager, Employment and Training, SNAP, DCO	501-682-8182	501-682-1001

Agency Name	Telephone	Type of Organization	Responsibilities
Arkansas Department of Emergency Management (ADEM)	501-683-6700	State Agency	<ul style="list-style-type: none"> Homeland Security & Preparedness Agency The State's Emergency Operations Center (SEOC) is at ADEM Identifies all disaster situations Assesses scope and nature of disaster Assists state agencies, local governments, volunteer, and other organizations in providing disaster relief.
Governor's Office	501-682-2345	Governor's Office	<ul style="list-style-type: none"> Coordinates State government response to disaster. Establishes central clearinghouse for disaster victims to get help. Arranges for disaster centers.
FEMA	800-621-FEMA (3362) 202-646-4006 940-898-5399	Federal Agency Region VI	General disaster relief - congregate feeding, water, housing, social services, financial assistance, etc. Arkansas is in Region VI
Red Cross	501-748-1000	Community-based	General disaster relief - congregate feeding, water, housing, social services, financial assistance, outreach to disaster victims
Salvation Army	501-374-9296	Community-based	General disaster relief - congregate feeding, water, housing, social services, financial assistance, outreach to disaster victims
Arkansas Food Bank	501-565-8121	Community-based	Food assistance, outreach to disaster victims

Readiness Plan

Staffing and Resources

The Office of Field Operations will be responsible for staffing the application site or sites and for providing Spanish, or other translators if more than 100 of the prospective D-SNAP applicants in a given county are anticipated to be Spanish speaking or with limited English proficiency. The Division of County Operations (DCO) has a contract with Spanish Interpreters Inc., allowing access to over 30 other languages interpreters.

Field Operation staff are familiar with SNAP and D-SNAP. They have the policy knowledge needed to work with recipients requesting replacements as well as new applicants requesting D-SNAP who may also want to apply for regular SNAP. County staff receive training prior to operating a D-SNAP that instructs them on how to transition D-SNAP recipients who want to apply for regular SNAP.

Staff from neighboring counties is available to assist with increase of participation and applications. Virtual staff is available to assist with the processing of applications.

The eligibility system is used to assess eligibility and make the transition from D-SNAP to SNAP for those who apply for regular SNAP. D-SNAP rules have been integrated into the eligibility system that will guide County staff through the process of approving D-SNAP applications, SNAP replacements, as well as moving D-SNAP recipients to SNAP.

The designated disaster period will be set by FNS and will depend upon the scope of the disaster, the location of the disaster, and transportation available to victims of the disaster.

The following chart describes some of the decisions necessary to the operation of a D-SNAP for disaster victims. The State may elect to operate a standard D-SNAP under the provisions in SNAP 17300 to 17600 or the State may operate a limited D-SNAP under a series of waivers granted by FNS.

Factors to Suggest Operation of a Disaster Supplemental Nutrition Assistance Program	Factors to Suggest Operation of Regular SNAP with Waivers
Damage is so severe or widespread that regular application procedures would be too cumbersome.	Affected population is relatively small.
Affected population needs benefit of less strict D-SNAP eligibility criteria and/or access to benefits more quickly than regular program can provide.	Affected population is mostly the same population that is already eligible for SNAP benefits.
Nature of disaster is such that many households will not have verification required under regular SNAP rules.	Disaster effects appear to be short term.
Number of waivers that would be required to address victims' needs adequately would be confusing and administratively difficult to implement.	Only minor or a few modifications would be needed for the regular SNAP to meet adequately victim's needs.
Tasks	Responsible Offices
Communicates with Regional Office (who then communicates with National Office) leading up to, during, and after the disaster has struck.	<ul style="list-style-type: none"> ▪ DHS Director's Office ▪ Director County Operations ▪ Office of Program and Grant Management (OPGM)
Defining the scope of the disaster and recommending a Disaster Supplemental Nutrition Assistance Program (D-SNAP) or utilizing the regular SNAP with waivers.	<ul style="list-style-type: none"> ▪ DHS Director's Office ▪ Director County Operations ▪ OPGM ▪ Food and Nutrition Services (FNS) Regional Office
Providing to OPPCGS the information needed to determine the disaster area, the approximate number of affected households, and the re-establishment of commercial food outlets within or in close proximity to the disaster area.	<ul style="list-style-type: none"> ▪ DHS Field Operations ▪ Affected County Offices ▪ OPGM Emergency Services Coordinator ▪ County and/or City Officials
Preparing and submitting the request to run a D-SNAP or the required waivers to the regular SNAP.	<ul style="list-style-type: none"> ▪ OPGM – SNAP Section ▪ Field Operations
Notifying all affected personnel of State's approval to run a D-SNAP or the regular SNAP with waivers to assist disaster victims.	<ul style="list-style-type: none"> ▪ OPGM– SNAP Section ▪ Field Operations
Developing procedures for emergency issuance of SNAP benefits.	<ul style="list-style-type: none"> ▪ OIT – Systems Unit – EBT Unit ▪ Field Operations

Develop procedures for maintaining records of applications taken, applications approved, applications denied, and benefits issued.	<ul style="list-style-type: none"> ▪ OIT – Systems Unit ▪ County Operations – Administrative Support ▪ Field Operations
Develop procedures for maintaining records of current SNAP participants who receive additional SNAP benefits as disaster victims.	<ul style="list-style-type: none"> ▪ Field Operations ▪ OIT – Systems Unit – EBT Unit
Submitting required daily and cumulative reports to FNS as stipulated by FNS in disaster approval.	<ul style="list-style-type: none"> ▪ OIT – Systems Unit – EBT Unit ▪ Field Operations ▪ County Operations – Administrative Support
Prepare instructions and form packets for DHS county offices. Obtain approval of instructions & forms from Deputy Director, OPPCGS, Deputy Director, County Operations, and Director, County Operations.	<ul style="list-style-type: none"> ▪ OPGM - SNAP Section ▪ OIT – Systems Unit ▪ Field Operations
Prepare publicity packets that include information about how to apply for benefits, the household's responsibilities, and post-disaster review procedures.	<ul style="list-style-type: none"> ▪ Office of Communications ▪ OPGM – SNAP Section ▪ Field Operations
Selecting potential disaster application sites.	<ul style="list-style-type: none"> ▪ Field Operations ▪ DHS County Office ▪ OPGM, Emergency Services Coordinator ▪ OIT – Systems Unit ▪ County and/or City Officials
Establishing hours of operation for disaster application sites.	<ul style="list-style-type: none"> ▪ Field Operations ▪ DHS County Office ▪ OPGM, Emergency Services Coordinator ▪ County and/or City Officials
Preparing disaster application sites – personnel, equipment, forms, security, etc.	<ul style="list-style-type: none"> ▪ Field Operations ▪ Office of Administrative Services ▪ OPGM, Emergency Services Coordinator ▪ OPGM – SNAP Section ▪ OIT – Systems Unit ▪ DHS County Office ▪ County and/or City Officials
Training workers about D-SNAP procedures; OR Training workers about providing SNAP benefits to applicants under the regular SNAP rules with waivers.	<ul style="list-style-type: none"> ▪ Field Operations ▪ OPGM – Training Unit ▪ OPGM – SNAP Section ▪ DHS County Office
Issue press releases about operation of Program for disaster victims.	<ul style="list-style-type: none"> ▪ DHS Director's Office ▪ OPGM SNAP Section
Notify other agencies (FEMA, Red Cross, Salvation Army, etc.) that a SNAP for disaster victims is operational.	<ul style="list-style-type: none"> ▪ DHS Director's Office ▪ OPGM SNAP Section
Ensure technical assistance is available whenever disaster sites are operating.	<ul style="list-style-type: none"> ▪ OPGM – SNAP Section ▪ Field Operations <ul style="list-style-type: none"> ○ FNS – Regional Office Staff

Preventing fraudulent activity and duplicate participation. Investigating questionable situations.	▪ Administrative Support – Special Investigations
--	---

Application System Development

The application process for disaster assistance will consist of an interview, face-to-face or telephone, and completion of an application form that has been provided by FNS or a state developed application form and online application that have been approved by FNS. Each application form will list the name, date of birth, SSN of the head of household, and other members included in the household unit. During the interview, the worker will establish that the applicant resided in the disaster area at the time of the disaster, meets applicable disaster assistance income and resource tests, and has experienced one of the following:

- Loss of food as a result of the disaster,
- Sustained damage or destruction to home or self-employment business,
- Incurred disaster related expenses that will not be reimbursed during the benefit period,
- Lost income or access to income,
- Lost access to liquid resources

If the applicant/household is determined to meet the above criteria, the applicant will be advised that case data will be entered at a data entry site at which time the eligibility system will determine if any member is currently receiving regular or disaster benefits within the State. During the interview the applicant will be advised when the D-SNAP benefits will be available. The “FNS Disaster Supplemental Nutrition Assistance Program Guidance” issued in July 2014 requires SNAP benefits be available to the client no later than three calendar days after application. Division of County Operations (DCO) offices will comply with this regulation by 1) processing SNAP applications the same day they are received or the next business day, 2) accepting applications Sunday through Thursday (Friday will be reserved to process remaining applications from Thursday), and 3) delivering EBT cards to approved households via overnight mail. Daily reports will list the date each application is received as well as the application approval date to enable monitoring for timeliness.

The SNAP Management Evaluation Unit (ME) will randomly select cases daily based on the D-SNAP Application Log to follow-up with approved applicants to ensure EBT cards were received in accordance with federal regulations. Although the ME unit traditionally monitors and audits after the fact, in a D-SNAP, monitoring will be daily and will be associated with two files. A report of new approved cases in counties participating in D-SNAP; then ME will compare the new cases file with a daily report that is supplied by the EBT contractor, indicating the overnight delivery roster. ME reps will call selected clients (similar to a random multi-line QC pull) during

the seventy-two (72)-hour period. The EBT card log includes the (D-SNAP) application and approval date, EBT card issue date, and EBT card pick-up date.

The applicant will be advised that the EBT card will be delivered via overnight mail. The applicant will also be advised D-SNAP benefits will expire (be expunged) according to the conditions in the approval to operate a D-SNAP. Each DHS County office has in place EBT Disaster Card Security procedures. See Attachments for the policy and case processing logs.

The data will be entered at an alternate site, DHS county office, central office, or mobile office. At the data entry point, the input worker will enter the applicant and member information into the eligibility system. The eligibility system will determine if the applicant has received regular SNAP benefits in the current month or was denied benefits at another site. The eligibility system will also determine if the applicant or members have already received or applied for disaster benefits at another disaster facility. If so, the application will be denied. If the eligibility system search indicates the applicant has not received regular SNAP benefits in the current month, or disaster benefits at another disaster facility, the application process will continue.

If the applicant is determined to be eligible, the eligibility worker will certify the case for D-SNAP benefits based on the household size according to the current FNS SNAP allotment tables. The EBT card will be linked as regular SNAP approvals. Under D-SNAP, eligible households receive the maximum allotment for the household size.

Special procedures will be used to certify Department of Human Services (DHS) employees for D-SNAP benefits. The County Administrator or designee will be required to review and approve all employee applications for D-SNAP benefits.

Data entry activities may likely require the eligibility system to remain in operation beyond normal processing hours. The eligibility system is available after normal working hours and can also be configured to remain in operation if needed on weekends and holidays.

D-SNAP and SNAP eligibility is determined using the same system; however, the programs are managed separately. Outside of a declared disaster and system parameters being adjusted, D-SNAP is not operational in the eligibility system.

Once a D-SNAP is approved, system administrators enable the eligibility system to accept D-SNAP applications and allow for the processing of replacements. The eligibility system will issue replacement benefits to currently certified households using the information from the benefit replacement request form. This form will be available in paper and electronic forms.

Issuance System Development

The disaster benefits will be transmitted to the EBT vendor during the regular nightly batch process. Additional batch files may be sent if necessary. D-SNAP benefits will be available after midnight the following day of certification or earlier if deemed necessary. The FNS Disaster SNAP Guidance requires benefits be available to the client within seventy-two (72) hours of application. EBT cards will be sent via overnight mail by the EBT contractor. Replacement of lost or stolen EBT cards will be processed by calling the Arkansas Customer Service Line at 800-997-9999, by contacting the local DHS county office, or the State SNAP office at 1-855-372-1084.

The D-SNAP benefits will be posted to the EBT contractor's system with no distinction from regular SNAP benefits other than a disaster specific sub-program code. Disaster assistance households will have access to the EBT contractor's customer help desk and other services provided to ongoing households.

D-SNAP benefits are accessed after selecting a PIN using the toll-free number (800-997-9999) of the Conduent Arkansas Customer Service Line. Balance inquiry will also be available through the Automated Response Unit (ARU) and Point of Service (POS) devices.

As part of EBT vendor disaster preparedness, the State's contractor will complete an annual test of the contractor's back up site. This will test the eligibility system and EBT interface capabilities. The contractor will provide test results within 30 days of the test. Additionally, the contractor will support the recovery of the system and the EBT

interface systems at a back-up site in the event of a disaster at the State's primary data center. The contractor will test this configuration on an annual basis and share the results of this test with the State as required by regulation.

EBT Card Stock

The Arkansas Card Production facility routinely maintains a four (4) to six (6)-month supply of Arkansas card stock. This is over and above the ten thousand (10,000) cards necessary for disaster purposes. Additional cards will be available from the card vendor within seven (7) business days. Arkansas will use their normal card stock for disaster purposes. The card will contain the cardholder's name and sixteen (16) digit PIN. The cards will not have a pre-assigned PIN. The cardholder will call the Customer Service number to select their PIN upon receipt of the card.

The EBT contractor will provide assessment input from the technicians in the field relating to retailer availability and capabilities. The existing contract between the Arkansas Department of Human Services (DHS) and Conduent, the EBT vendor, contains a pricing table for optional services for drop shipping of EBT cards by zip codes during a federally declared disaster. The

cost per case month paid for disaster benefits will be the same as is paid for regular SNAP EBT services, plus a nominal fee for overnight delivery to the DHS county offices.

Disaster accounts cannot be expunged prior to two hundred and seventy-five days (275) unless or until a requisite change order for system changes for all systems (eligibility and EBT) is completed and implemented. Waiver approval will be required from FNS. This change will then be a permanent change.

In the normal course of business, the vendor is to ensure retailers are supplied with and trained in the use of manual vouchers. The vendor shall provide retailers with the quick reference guide for executing manual vouchers. Each year by March 1, the vendor will be required to contact all FNS certified retailers to confirm that an adequate stock of manual vouchers is on hand and to provide manual voucher refresher training. The contractor is expected to support State disaster relief operations for all aspects surrounding disaster operations including customer assistance.

Application Sites

The State will use existing DHS county offices as allowed by environmental factors. If additional sites are needed, the State will coordinate use of public facilities that meet the needs identified in response to each situation. Worker and client safety will be the first priority in site selection in any situation. Application sites are selected based on the affected residential areas. Generally, open DHS offices closest to the disaster area will be utilized.

Data

See U.S. Census Bureau table for the 2023 estimated general population in Attachment 3 by each county in Arkansas.

For additional data related to environmental damage and disaster response, DCO will coordinate with the Arkansas Department of Emergency Management.

Data Links

www.disastercenter.com/arkansas/arkansas.htm

This link provides Federal, State, County, and City Disaster links, including flood maps. See screenshots below.

The Disaster Center Arkansas Page

 Newspapers


Weather Service Enhanced Radar Mosaic



Current Weather From NOAA-

Please note that weather forecasts and other weather related observations found on this or other World Wide Web sites should not be substituted for official National Weather Service (NWS) forecast and warning information issued by local NWS offices, especially if you are making decisions about how or whether to protect lives or property.

National Weather Service Forecast Office Little Rock, AR — National Weather Service Forecast Office Shreveport, LA — National Weather Service Forecast Office Memphis, TN — National Weather Service Forecast Office Jackson, MS

Search for local forecast by
"City, St" or Zip Code

City, St

Federal Disaster Links	State Disaster Links	Disaster Center Links
Apply for Federal Disaster Aid	Arkansas Government	Family Disaster Plan
FEMA — Twitter — Think Tank	Arkansas Governor	The Disaster Center
FEMA Region V	Arkansas Division of Emergency Management (ADEM)	Arkansas Online Media
Federal Disaster Declarations	— ArkansasDEM on Twitter — Facebook	Arkansas Tornado Data
U.S. Dept. of Transportation AR Road Closures	Arkansas Emergency Notifications	Arkansas Crime Statistics
Arkansas USDA Agricultural Statistics	Arkansas Dept. of Transportation — Dial 511 RFD Zones	Lightning
Red Cross — donate or assistance	Arkansas 211 Dial 211 for community resources	El Niño
National Wireless Amber Alert System	Arkansas State Police	Tornado
U.S. DHHS — Public Health Emergency	Arkansas Morgan Nick Amber Alerts	Earthquake
Water Resources for Arkansas	Arkansas Fire Marshal	Weather Resources
Arkansas Real Time Water Data	Arkansas Forestry Commission	Drought
NOAA Arkansas Weather	Arkansas Department of Health	Weather Twitter — @arwx
NOAA Email Weather Alerts	Arkansas Citizen Corps	Building For Disasters
Arkansas Weather Warnings	Arkansas Ready	Maps of Arkansas
Arkansas Hourly Weather Observations	Arkansas ARES RACES	
U.S.G.S. Programs in Arkansas	Arkansas Department of Environmental Quality	City Emergency Management Agencies
Arkansas Earthquake History	Arkansas Natural Resources Commission	City of Little Rock Emergency Management — Little Rock 311
Arkansas Earthquake Information	Arkansas Insurance Department	Citizen Services
Central U.S. Earthquake Consortium — CUSEC	County Emergency Management Agencies	City of Pine Bluff Emergency Management
U.S. EPA — Natural Disasters — Hotlines	Crawhead County Emergency Management	
EPA Region 6 — U.S. EPA Arkansas	Clarendon County Emergency Management	
Drought in Arkansas	Faulkner County — Emergency Management	
Ready.gov	Franklin County — Emergency Management — Facebook	
NOAA StormReady Weather	Miller County Emergency Management	
Arkansas NOAA Weather Radio	Mississippi County — Emergency Management	
Salvation Army Team Emergency Radio Network	Pulaski County Emergency Management	
USDOL Antitrust Division Disaster Recovery	Washington County Emergency Management	
GSA Advantage® Disaster Relief	White County Emergency Management	
U.S.C.G. NRG On-Line Spill Reporting Tool		
OSHA — Hazardous Waste		
Arkansas National Flood Insurance Program		
Community Status Book		
U.S. Census Bureau Arkansas		
Make an Online Hazard Map for Your Location		
National Fire News		
U.S. Weather Hazards Assessment		
Yesterday's Storm Reports		
Excessive Rainfall Forecasts		
Winter Forecasts		

This page

- Make sure the help is
- Look for the page will





Navigation

Search

Languages

MSC Home

MSC Search by Address

MSC Search All Products

→ MSC Products and Tools

Hazus

LOMAC Batch Files

Product Availability

MSC Frequently Asked Questions (FAQ)

MSC Email Subscriptions

Contact MSC Help

FEMA Flood Map Service Center : Welcome!

Looking for a Flood Map?

Enter an address, a place, or longitude/latitude coordinates:



Looking for more than just a current flood map?

Visit [Search All Products](#) to access the full range of flood risk products for your community.

About Flood Map Service Center

The FEMA Flood Map Service Center (MSC) is the official public source for flood hazard information produced in support of the National Flood Insurance Program (NFIP). Use the MSC to find your official flood map, access a range of other flood hazard products, and take advantage of tools for better understanding flood risk.

Announcements

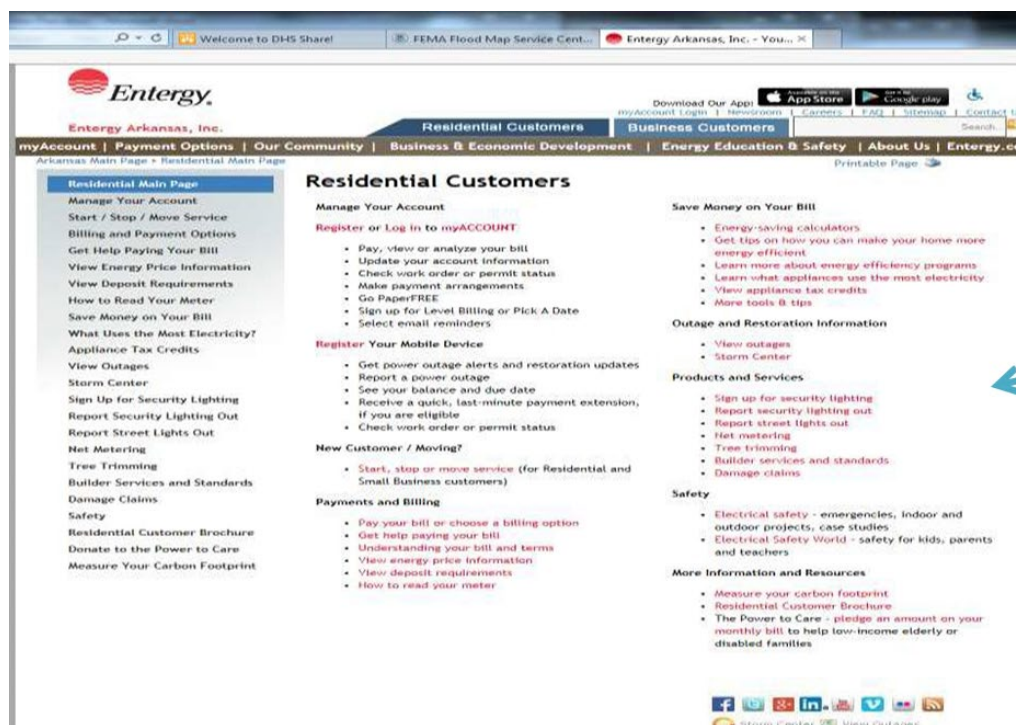
Historic FIS now available! FEMA's MSC has for the first time exposed historic Flood Insurance Study (FIS) Reports on the MSC website. There are now over 10,000 historic FIS on the MSC website available for free download. The work continues to make all historic documentation available for download, and if you have a document that is not currently available please contact FEMA's Map Information exchange at 1-877-FEMA-MAP.

Hazus-MH 3.1 Now Available. The Hazus team has deployed Hazus-MH 3.1. The software can be downloaded for free on the Map Service Center (MSC) [Hazus Download page](#). ArcGIS version compatibility remains at version 10.2.2 and it is supported for 64-bit Windows 7 and Windows 8.1 only.

NOTE: The instructions for uninstalling your old version of Hazus and installing Hazus-MH 3.1 have changed. Please read the Getting Started Guide in the HAZUS_APP folder from the MSC download for details.

Entergy Arkansas Power Outage Map is accessible here:

<http://www.entergy-arkansas.com/yourhome/>



Implementation Plan


Public Information and Outreach

The State will notify disaster-related agencies and the local media of the establishment of a Disaster Program through a press release prepared by Office of Program and Grant Management(OPGM) and the DHS Office of Communications. The press release will provide details about where to apply, the period during which applications will be accepted, information the household will be expected to provide, and a general explanation of the eligibility guidelines. DHS will transmit updated hotline phone numbers and website information during a disaster via local news, telephone, social media, fax, and/or email. In the event of a power outage, correspondence will be sent via US mail, AWIN radio, and ham radio contacts. In addition, special efforts will be made through local media outlets to reach the aged/disabled population affected by the disaster, such as wellness checks, assistance in finding family members, emergency food and water, or transportation.

The State will contact past outreach hosts to identify potential outreach locations and volunteers. The outreach partners will assist with the following:

- Navigation
- ID Requirements
- Assisting the elderly/disabled
- Supplying water to those waiting
- Taking general calls and questions regarding the D-SNAP process
- Assisting clients with status updates
- Providing technical assistance regarding the information on the application

The state will also produce posters for the State Offices and other locations to display where those affected by the disaster congregate such as grocery stores and disaster centers. Please see an example below:



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**

**We are implementing a
Disaster SNAP Program for
the following counties**

**Arkansas, Conway, Crawford,
Desha, Faulkner, Jefferson,
Logan, Perry, Pope, Pulaski,
Sebastian and Yell County**

Dates:
Monday, June 24 – Friday, June 28

Hours:
7AM - 6PM

Retailer Communication

Normal EBT transaction processes apply to D-SNAP benefits. In the event unusual EBT procedures are employed, retailers will be provided with instructions through mass mailings, contact with retailer associations, public service announcements, social media, a retailer help desk, news releases, and/or individual contacts with:

1. The agency EBT Unit

Markesha Black-Watson,
EBT Support Program Manager

Makeal Jones
DHS Program Specialist

ebt.support@dhs.arkansas.gov

2. The FNS Retailer Management and Issuance Branch

Georgina Castillo: Georgina.Castillo@fns.usda.gov;

Rogelio Carrasco: Rogelio.Carrasco@fns.usda.gov

Any special D-SNAP waivers such as the allowance of hot food purchases or the notice to expand the D-SNAP Disaster area will be submitted for approval by FNS and announced through one of the public venues listed above.

Example of a Waiver for Expansion of the Disaster area: next page

Procedures to Reduce Applicant Hardship

Prior to the disaster declaration, the EBT contractor will be made aware of the need for increased call center resources to accommodate an increase in the volume of cardholder and retailer calls due to the disaster related increase in SNAP households. The contractor will adjust their resources to accommodate each disaster within 24 hours.

In order to control any potential crowds, the State will have volunteers pre-screening for services, the State will issue resource numbers to applicants, and the State will make use of the Mobile Enrollment Units which offer up to 40 additional computer workstations.

The State will work with other disaster response partners to ensure that human needs, including food, water, hygiene, medical needs, and provisions for elderly and disabled are adequately addressed. The State will redirect translators from local offices, as available, and partner with community groups to provide translation services, if needed.

Certification Process

The State has updated the application for use in a Disaster Supplemental Nutrition Assistance Program. If the State elects to operate a Disaster Supplemental Nutrition Assistance Program (D-SNAP), the updated application form will be finalized, translated into Spanish, printed in both English and Spanish versions, and distributed to the application site or sites. The State will also translate all other general D-SNAP information into Spanish and will make this information available at the disaster application site.

If the State elects to submit waivers requesting a modified Disaster Supplemental Nutrition Assistance Program, the State may request to use its regular “Request for Assistance” in lieu of a Disaster Program Application. This will allow the State to determine eligibility for Transitional Employment Assistance (the State’s TANF program) and/or Medicaid assistance as well. On a disaster-by-disaster basis, the State will distribute clarification on the Disaster Standard Expense Deduction, which will typically be set at \$100.

The separation of eligibility and issuance will not be an issue as the State does not have the resources to offer loaded EBT cards on-site. Issuance will be handled off-site and delivered overnight to approved D-SNAP recipients. See “Issuance System Development” for instructions on how the State will comply with timeliness requirements for EBT card processing.

If the traditional online application is used and DHS county offices do not have the resources to provide clients access to computers, the mobile enrollment units will be dispatched to locations where potential applicants are congregating. If needed and as resources allow, community partners may be asked to volunteer access to their computers (such as libraries and schools).

Client Materials

See Attachment 1 for examples of client materials used in previous D-SNAP events.

All Client materials are available in Spanish and Marshallese, or any other language upon request.

Note: Future materials intended for prospective applicants will include language requesting all available verifications while also ensuring that unavailable verifications do not act as a barrier to accessing benefits.

Issuance Process

Issuance will be handled off-site and delivered overnight to approved D-SNAP recipients. By having issuance handled completely off-site, the State will not need to contend with compromised issuance capabilities or security threats. The Arkansas Card Production facility routinely maintains a four (4) to six (6)-month supply of Arkansas card stock on hand. This is over and above the ten thousand (10,000) cards necessary for disaster purposes. This facility will monitor the card stock. The state agency will communicate with the card production facility, prior to implementing D-SNAP, if the disaster has the potential to deplete the reserved supply. Additional cards will be available from the card vendor within seven (7) business days. Arkansas will use their normal card stock for disaster purposes, further simplifying D-SNAP and SNAP should the programs be run simultaneously. The card will contain the cardholder's name and sixteen (16) digit PIN. The cards will not have a pre-assigned PIN. The cardholder will call the Customer Services number to select their PIN upon receipt of the card. If existing recipients lost their card due to the disaster, a new card will be ordered and an alternate address can be used for mailing, including their local DHS county office.

The State will communicate with community partners to assist clients in establishing their PIN, if needed.

Fraud Prevention and Security

Any Disaster Program will contain one or more of the following safeguards as deterrents to fraudulent activity:

- Verification of identity and residency (if possible) will be required. In the absence of normal documentary evidence such as a driver's license, collateral contact will be accepted as verification of identity. NOTE: In dire situations, DHS may amend these rules or may assist in the process of verifying identity.
- Field investigators will be available at the application site to verify questionable situations and/or to investigate questionable applications. For example, field investigators could be used to verify whether the applicant lives in the disaster area.
- Application approval may be delayed up to 7 days for those with questionable applications requiring additional verification.
- All EBT cards will be issued via overnight mail to reduce the possibility of people coming to the area just to receive SNAP benefits or other disaster assistance.
- At the application site, DHS will post and distribute fliers translated appropriately with D-SNAP requirements including food lists, criminal and civil penalties for fraud, and a notice that anti-fraud measures are in place. **See Attachment 7.**

- The worker making contact if an out-of-state participation is suspected will utilize dual participation monitoring to the extent possible.
- Special procedures will be used to certify DHS employees for D-SNAP benefits. The County Administrator or designee will be required to key, process, review, and approve all employee applications for D-SNAP benefits. The State will conduct a post-certification wage match of all State agency employees. Quality Control staff will review 100% of all employee D-SNAP applications.

Security

DHS county offices are responsible for providing location security and providing comforts such as bottled water and portable restroom facilities for applicants. DHS county offices may work with existing security contractors or other entities as needed to include any special circumstances at Disaster Recovery Centers. Many DHS offices are staffed with security officers, however, in the event of large crowds, volunteers from surrounding field offices will assist. D-SNAP staffing will also align with these practices.

Disaster Reporting and Post-Disaster Review Report

The State Agency is responsible for compiling and transmitting daily reports to FNS. The following information must be included in the daily report:

- Number of households, persons, and dollar amount of approved applications
- Number of households, persons, and dollar amount of supplements issued for on-going households.
- Average benefit per New and Ongoing household
- Number of households Denied
- Number of pending applications

The DCO Reporting team will compile a county level report and send to the SNAP Administrator or their designee the following business day. The report will be compiled by the SNAP Administrator or their designee and submitted to FNS.

Post Disaster Reports

Post-Disaster reports include:

- FNS-292B -The application/issuance site shall prepare a report of D-SNAP benefits and Commodity Distribution Relief (FNS-292B) by the date specified in the memorandum approving the D-SNAP request, in which the date should be 45 days after the end of the application period. The due date of the FNS-292B may also be determined by the circumstances surrounding the disaster. The FNS-292B will be completed by the SNAP Administrator or their designee.

The FNS-292B should contain the following information on D-SNAP operations:

1. Number of households issued D-SNAP benefits (new households)
2. Total number of persons assisted (new persons)
3. Number of certified persons (ongoing households that received supplements)
4. Value of benefits issued (total of benefits to new and ongoing households that received supplements)

The FNS-292B should not include the value of any replacements issued, since replacements are from regular SNAP funds. Arkansas will report the value of replacements in the FNS-388 Monthly Issuance Report. The Monthly Issuance report will be completed by the Managerial Accounting section.

- FNS-388 - The Monthly Issuance Report FNS-388 shall reflect all issuance and participation including disaster issuance and participation figures, including replacement benefits. The monthly issuance report will be completed by the Managerial Accounting unit.

The State agency will provide FNS with a disaster issuance summary on Form FNS-292B by the date specified in the memorandum approving the D-SNAP request, which should be 45 days after the end of the application period. The Monthly Issuance Report, FNS-388, will reflect disaster issuance and participation figures. The State agency will provide a report on the post-disaster review to FNS within six months of the end of the disaster.

Attachments

Attachment 1 – D-SNAP Application Example

Please see attached

Attachment 2 – Disaster SNAP Policy

Please see attached.

Attachment 3 – County Population

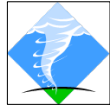
County	2023	County	2023
ARKANSAS	16,307	LAWRENCE	16,318
ASHLEY	18,262	LEE	8,201
BAXTER	42,875	LINCOLN	12,898
BENTON	311,013	LITTLE RIVER	11,805
BOONE	38,530	LOGAN	21,400
BRADLEY	10,104	LONOKE	75,944
CALHOUN	4,641	MADISON	17,775
CARROLL	28,814	MARION	17,514
CHICOT	9,538	MILLER	42,415
CLARK	21,274	MISSISSIPPI	38,663
CLAY	14,201	MONROE	6,512
CLEBURNE	25,445	MONTEGOMERY	8,620
CLEVELAND	7,378	NEVADA	8,120
COLUMBIA	22,150	NEWTON	7,071
CONWAY	21,077	OUACHITA	21,793
CRAIGHEAD	113,993	PERRY	10,184
CRAWFORD	61,891	PHILLIPS	14,961
CRITTENDEN	47,139	PIKE	10,208
CROSS	16,420	POINSETT	22,937
DALLAS	6,185	POLK	19,436
DESHA	10,479	POPE	64,593
DREW	16,945	PRAIRIE	8,036
FAULKNER	129,951	PULASKI	400,009
FRANKLIN	17,468	RANDOLPH	18,907
FULTON	12,421	ST. FRANCIS	22,101
GARLAND	99,784	SALINE	129,574
GRANT	18,383	SCOTT	9,851
GREENE	46,743	SEARCY	7,806
HEMPSTEAD	19,343	SEBASTIAN	129,098

Arkansas D-SNAP Plan FFY 2025

HOT SPRING	33,258	SEVIER	15,632
HOWARD	12,533	SHARP	17,968
INDEPENDENCE	38,320	STONE	12,671
IZARD	14,169	UNION	37,397
JACKSON	16,784	VAN BUREN	16,142
JEFFERSON	63,661	WASHINGTON	261,549
JOHNSON	26,129	WHITE	78,452
LAFAYETTE	6,095	WOODRUFF	5,964
		YELL	20,044

Attachment 4 – D-SNAP Power Point Training

DSNAP Training Module



Introduction

- The D-SNAP is a *completely* different program from the regular Supplemental Nutrition Assistance Program (SNAP).
- Note the following comparison regarding program components.



SNAP vs. D-SNAP

SNAP

- **Identity** – Verified
- **Disaster Status** – NA



D-SNAP

- **Identity** – Verified
- **Disaster Status** – Declared
 1. Damage to home or self-employment property
 2. Disaster related expenses
 3. Income source disrupted
 4. Inaccessible liquid resources

SNAP vs. D-SNAP (continued)

SNAP

- **Residency** – applicant lives in project area. Must be verified.
- **Household Composition** – As defined by SNAP policy

D-SNAP

- **Residency** – applicant lived in disaster area at the time of the disaster. **Verify if possible. Declarations are acceptable.**
- **Household Composition** –
 1. Persons living and eating together at the time of a disaster
 2. Does NOT include members of a household with whom applicants are temporarily staying during the disaster.

SNAP vs. D-SNAP (continued)

SNAP

- **Benefit Amount** – As determined by SNAP policy.
- **Alien Status** –
 1. Citizenship and alien status is verified.
 2. Applicant must sign statement under penalty of perjury that information is correct.

D-SNAP

- **Benefit Amount** – Maximum allotment for household size.
- **Alien Status** – Citizenship and alien status is NOT Applicable.


SNAP vs. D-SNAP (continued)


SNAP

- **Student Status** – As determined by SNAP policy.
- **SSN Requirement** - Failure to provide SSNs of household members results in denial or disqualification.
- **Work Requirements** – Yes
- **IPV's** - Penalties are 12 months, 24 months, and permanent DQ.

D-SNAP

- **Student Status** – student status is NOT Applicable.
- **SSN Requirement** – Agency can ask for a SSN but cannot deny for failure to supply one.
- **Work Requirements** – No
- **IPV's** - Disqualification status from regular program does NOT disqualify an applicant from the D-SNAP.





FEMA has a website that lets you search for historical flood data by address.

- All applications for D-SNAP should be checked with the FEMA website.
- If the results that the address is in a location identified as a flood area by FEMA then the application should be processed as normal.
- If the results do not match FEMA flood data and the impacted area cannot be verified by any other sources the Eligibility Worker should make a referral to Special Investigations.

Note:

Committing an IPV in the D-SNAP WILL count towards disqualification in the regular SNAP!

FEMA - <https://msc.fema.gov/portal/search>

Under no circumstances should an application be denied because data cannot be verified on the FEMA website.

SNAP vs. D-SNAP (continued)

SNAP	D-SNAP
<p>□ Resources – SNAP Policy</p> <ol style="list-style-type: none"> 1. Cannot exceed \$2,750 if there is NOT an elderly or disabled household member. 2. Cannot exceed \$4,250 if there is an elderly or disabled household member. 3. Verification is required. 	<p>□ Resources –</p> <ol style="list-style-type: none"> 1. No separate resource test. 2. Only liquid resources are counted. 3. Verified WHERE POSSIBLE, but declared is acceptable.

SNAP vs. D-SNAP (continued)

SNAP	D-SNAP
<p>□ Income –</p> <ul style="list-style-type: none"> □ Per SNAP Policy □ Special provisions for elderly and handicapped (Net instead of gross pretest) □ Verified 	<p>□ Disaster Gross Income Limit (DGIL)</p> <ul style="list-style-type: none"> □ No special provisions for elderly and handicapped. □ The income limit combines the SNAP maximum monthly net income limit, the maximum standard shelter expense deduction for the current fiscal year. In order to be eligible under DGIL, <u>a household's take home income and accessible liquid resources during the disaster benefit period, minus disaster expenses</u> as determined by the State agency, must not exceed the income limit for its size. <div style="display: flex; align-items: center; justify-content: center; gap: 10px;"> <div style="border: 1px solid black; padding: 2px; font-size: 8px;">Total Take-Home Income</div> <div>+</div> <div style="border: 1px solid black; padding: 2px; font-size: 8px;">Accessible Liquid Resources</div> <div>-</div> <div style="border: 1px solid black; padding: 2px; font-size: 8px;">Deductible Disaster- Related Expenses</div> <div>≤</div> <div style="border: 1px solid black; padding: 2px; font-size: 8px;">Disaster Gross Income Limit</div> </div>

SNAP vs. D-SNAP (continued)

SNAP	D-SNAP
<p>□ Expenses –</p> <p>Deductions include:</p> <ul style="list-style-type: none"> □ standard □ 20% earned income □ excess shelter □ dependent care □ medical (elderly/disabled members only) 	<p>□ Expenses –</p> <ul style="list-style-type: none"> □ Maximum standard and shelter deductions already incorporated into disaster eligibility standards. □ Disaster-related expenses that are not expected to be reimbursed during the 30-day disaster benefit period are allowed.

D-SNAP Verification Table

Applicant's Information	DSNAP Verification Status	Suggested ways to verify
Identity	Mandatory	<ul style="list-style-type: none"> •Photo ID •Two documents that verify identity and residency •A signed affidavit from a collateral contact attesting to the identity of the applicant, when other sources of identity are not available
Residency	Where Possible	Utility bills, tax bills, insurance policies, driver's licenses, other ID with address, bills, or other documents that establish the applicant's home or work address.
Household Composition	If Questionable	After taking the application, the EW can ask applicant to orally list the names, ages, and birthdays of all household members.
Loss or inaccessibility of liquid resources	Where Possible	<ul style="list-style-type: none"> •Obtain a list of banks that were closed due to the disaster and compare with damage maps. •Remember that in this day of electronic banking, closed brick-and-mortar banks may not cause inaccessibility of resources. •Check with the State Banking Commission.
Current Income	Where Possible	•Check stubs, bank statements showing payroll or other income deposits, earnings statement, work number express, telephone call to employer, client declaration.

D-SNAP Benefit Facts

- Maximum allotments are authorized for eligible "new" participants based on household size.
- Disaster supplements are required to bring regular SNAP participants who apply for and are eligible for DSNAP up to the maximum allotment amount for their household size.

Note: If a regular SNAP household is already at the maximum benefit level, no supplement can be generated.

- For new DSNAP participants, An EBT card will be delivered via parcel service. PO Boxes are not acceptable for parcel service deliveries.

Note: If the new participant has participated in regular SNAP previously and had a card, no new card will be generated. This must be reviewed with each approved applicant. If a new card is needed, the worker will request through EBT Support.

Other D-SNAP Facts

- D-SNAP applicants approved for the program must be able to participate within 72 hours of the application date.
- In the event of a response that overwhelms the local office's capabilities for managing a crowd (long lines outside the door, no parking space, etc.) The State Agency (via local county office) is responsible for:
 1. **Providing location security**
 2. **Providing human comforts such as bottled water and portable restroom facilities for applicants.**
- Contact your PEA and/or AD to arrange for needed services.

D-SNAP Program Integrity and Fraud Prevention Measures

We must find a balance between responding quickly to meet emergency food needs and encouraging the eligible public to participate in the program and protecting program integrity by ensuring that benefits only go to eligible participants and that these eligible participants receive the correct amount of benefits.

There are few mandatory verification requirements in a D-SNAP thus making it error prone. This fact might convince agency representatives that fraud is inevitable AND that there is no way, hence motivation to prevent it.

As good stewards of USDA funds and public servants of the state of Arkansas, we are constrained to deliver benefits quickly to those in need and to identify and prevent fraud where possible.

D-SNAP Program Integrity and Fraud Prevention Measures (continued)

What can you do at the local level to help preserve program integrity?

- Prominently display D-SNAP fraud warnings in the lobby.
- Make it a priority to thoroughly cover civil penalties and fraud statements during the interview.
- Post the Fraud Hotline number in your lobby area.
- Remember that 100% of cases for employee D-SNAP participants will be reviewed by QA.
- Remember that although D-SNAP cases don't count against regular error rates, some cases will be pulled randomly for review and if overpayments exist, repayment is required.

Attachment 5 – D-SNAP Instructions

Please see attached document

Attachment 6 - Food Loss Form (DCO-238)

Please see attached document.

Attachment 7 – D-SNAP Fraud Notice example



- ✓ **To qualify for the (mm/dd/yyyy) D-SNAP (Disaster Supplemental Nutrition Assistance Program), you must have lived in an area impacted by the storm AND suffered damage or loss related to this storm.**
- ✓ **Intentionally providing false information may lead to permanent disqualification from SNAP, fines, and possible imprisonment.**
- ✓ **DHS Quality and Fraud staff perform random home visits.**

Attachment 8 – FNS Daily Report Example

D-SNAP DAILY REPORT																
Note: Only add data to white cells. Grey and blue cells contain formulas and/or are left blank purposefully. Please do not edit the formulas.																
		Pre-registrations Taken	New Apps Taken	Application Method		New Approved			Avg Benefit per New HH	Households Denied	Pending Applications	Supplements Approved			Avg Benefit per Ongoing HH	Total New Ongoing Benefits
				On-Site	Telephonic	Households	Persons	Total Benefits				Households	Persons	Total Benefits		
Program TOTAL:		0	5202	0	0	4355	11240	\$2,676,280.00	\$614.53	858	0	607	1715	\$191,588.00	\$315.63	\$2,867,868.00
Disaster Location:																
Pulaski County	Date	Pre-registrations Taken	New Apps Taken	Application Method		New Approved			Avg Benefit per New HH	Households Denied	Pending Applications	Supplements Approved			Avg Benefit per Ongoing HH	Total New + Ongoing Benefits
	On-Site	Telephonic	Households	Persons	Total Benefits	Households	Persons	Total Benefits								
	04/26/2023	0	385			41	122	\$28,542.00	\$696.15	14		10	28	\$3,532.00	\$353.20	\$32,074.00
	04/27/2023	0	448			150	364	\$87,718.00	\$584.79	20		20	62	\$6,468.00	\$323.40	\$94,186.00
	04/28/2023	0	749			193	500	\$118,289.00	\$612.90	30		21	65	\$7,202.00	\$342.95	\$125,491.00
	04/29/2023	0	296			104	256	\$61,109.00	\$587.59	16		5	11	\$1,558.00	\$311.60	\$62,667.00
	04/30/2023	0	244			114	311	\$73,805.00	\$647.41	16		12	36	\$4,641.00	\$386.75	\$78,446.00
	05/01/2023	0	1099			239	618	\$148,529.00	\$621.46	30		34	112	\$13,990.00	\$411.47	\$162,519.00
	05/02/2023	0	1487			252	664	\$152,398.00	\$604.75	58		55	142	\$17,296.00	\$314.47	\$169,694.00
	05/03/2023	0	0			232	621	\$151,231.00	\$651.86	43		63	197	\$18,723.00	\$297.19	\$169,954.00
	05/04/2023	0	0			350	868	\$207,517.00	\$592.91	80		39	113	\$13,144.00	\$337.03	\$220,661.00
	05/05/2023	0	0			255	701	\$167,855.00	\$658.25	45		32	117	\$9,571.00	\$298.06	\$177,426.00

Attachment 9 – EBT Card Log

[illegible]

EBT CARD DESTRUCTION LOG - May 2014 D-SNAP PROGRAMCOUNTY: San Diego[illegible]

REPLACEMENT REQUEST DENIAL LOG – May 2014 D-SNAP PROGRAM

COUNTY: San Diego[illegible]

Attachment 10 – FNS 292b submission example

Form Name:	FNS-292B (4-11)			[Warnings]
Form Description:	Disaster Relief			
Program:	Disaster Supplemental Nutrition Assistance Program Benefit Issuance			
State:	AR			
Agency Code:	0592501	Agency Name:	AR DEPT OF HUMAN SERVICES	
Program Time:	January 2022			
Submission Type:	Final	Revision:	1	
Submission Status:	Posted			

OK

[\[Excel\]](#) [\[History\]](#) [\[Audit\]](#)

Disaster Relief	Disaster Relief 2	Disaster Relief 3	Disaster Relief 4
-----------------	--------------------------	-------------------	-------------------

Enter data for this tab?					
Yes					

4. DISASTER DATE	DISASTER NAME				
12/10/2021	Pandemic				

5. BRIEF DESCRIPTION OF AREAS AFFECTED (counties, cities, towns, zip codes, etc, located within area of disaster.)

Statewide

8. APPLICATION PERIOD (MM/DD/YYYY)									
From: 01/01/2022					Through: 01/31/2022				

9. BENEFIT PERIOD OF ISSUANCE (MM/DD/YYYY)									
From: 01/01/2022					Through: 01/31/2022				

10. ALLOTMENT ISSUED TO EACH HOUSEHOLD									
New Households	Other								
OTHER (Specify)	P-EBT								
OnGoing Households									
OTHER (Specify)									
Automatic Supplements?	No								

11. GIVE TOTAL BREAKDOWN OF DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE BENEFIT ISSUANCE FOR EACH PROJECT AREA AFFECTED									
	Name of Project Area	Number of Households Issued Benefits	Number of Persons Issued Benefits	Total Value of Benefits Issued (1)	Number of Households Denied	Number of Households Issued Supplements	Number of Persons Issued Supplements	Total Value of Supplements Issued (2)	Grand Total of Benefits Issued (1) + (2)
	Statewide	1,847	2,350	538,396.22	0	0	0	0.00	538,396.22
Totals		1,847	2,350	538,396.22	0	0	0	0.00	538,396.22

12. REMARKS

The date for pandemic SNAP had to align in order to submit.