

Navigating the Course

Planning for and Working Through Natural Disasters

Louisiana
July 30, 2019



Louisiana DSNAP History

- Louisiana has run eight DSNAPs between 2005 and 2017
- We went from being overwhelmed and not very prepared to being a well-oiled machine



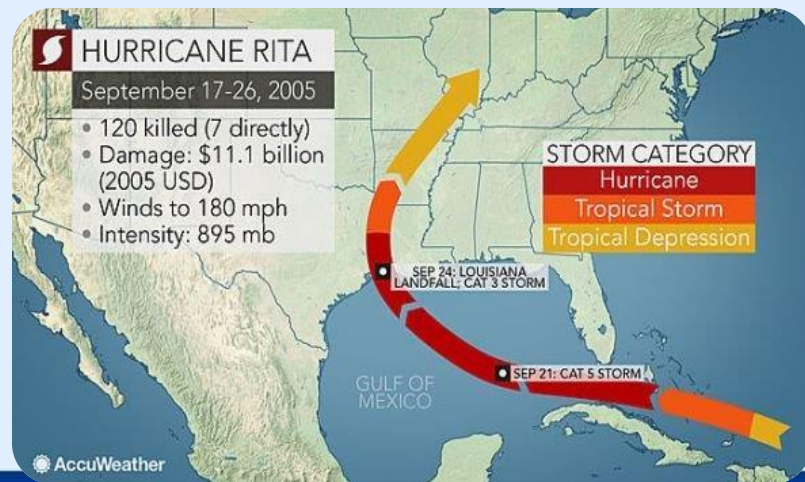
DFSP for Katrina

- Implemented September 2, 2005, four days after landfall
- Accepted DFSP applications statewide
- Included 25 Louisiana parishes and several counties in Mississippi and Alabama for initial benefit month (September 2005)
- Extended DFSP benefits for two months (October and November 2005) for six parishes



DFSP for Rita

- Implemented September 29, 2005, five days after landfall
- Accepted DFSP applications statewide
- Included 17 Louisiana parishes and several counties in Texas for initial benefit month (October 2005), of which five parishes “overlapped” with the Katrina DFSP
- Extended DFSP benefits for one month (November 2005) for ten parishes



Total households and Benefit Issuance for Hurricanes Katrina and Rita

Katrina	345,441 households
Rita	<u>151,146 households</u>
TOTAL	496,587 households

\$409,387,689

(DFSP & Regular FSP Supplemental
and Replacement Benefits)



Changes After Katrina and Rita

- Developed and published general DFSP policy and system guide
- Enhanced DFSP system to include
 - Name, SSN, and DOB for all HH members
 - Case Status
 - Benefit Month
 - Name of Authorized Representative
- Secured sites to operate DFSP outside of local offices



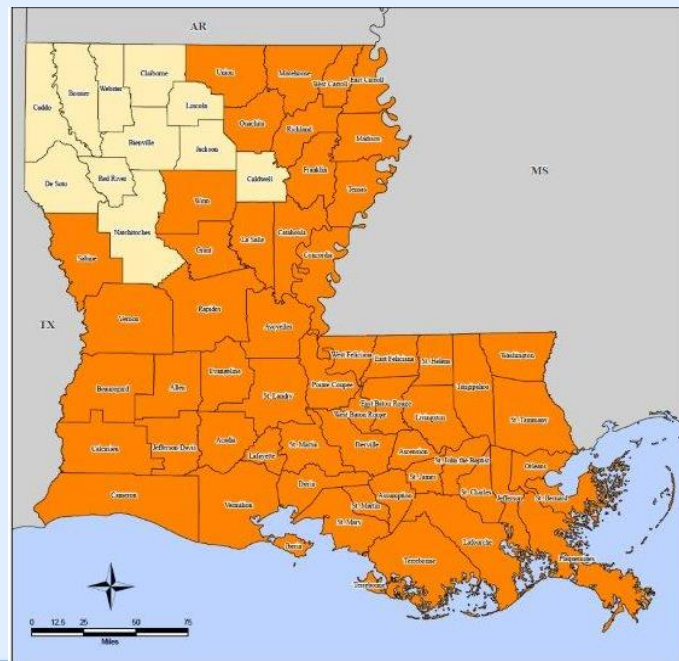
Changes After Katrina and Rita (cont'd)

- Developed “draft” criteria for determining parishes to include in DFSP. Parishes must meet at least one of the following three criteria:
 - Power outage – at least 50% of residential customers are still without power 48 hours after landfall
 - Wind velocity – must have experienced winds of at least 96 mph (category 2)
 - Flooding – at least 25% of residential structures are affected by flooding
- Created a Quality Assurance Team to monitor procedures to ensure program integrity in the DFSP



DFSP for Gustav

- Implemented September 9, 2008, eight days after landfall
- Accepted DFSP applications statewide
- Utilized approximately 65 DFSP application sites
- Included 43 Louisiana parishes for initial benefit month (September 2008)
- Extended DFSP benefits for one month (October 2008) for seven parishes



DFSP for Ike

- Implemented September 22, 2008, nine days after landfall
- Accepted DFSP applications statewide
- Utilized approximately 34 DFSP application sites
- Included 14 Louisiana parishes and evacuees from FEMA-declared Texas counties for initial benefit month (September 2008)
- All 14 Ike parishes were also Gustav parishes, so most DFSP cases were certified in the Gustav DFSP
- Extended DFSP benefits for one month (October 2008) for seven parishes



Total households and Benefit Issuance for Hurricanes Gustav and Ike

Gustav 562,058 households

Ike 5,472 households

TOTAL 567,530 households

\$302,388,733

(DFSP & Regular FSP Supplemental and Replacement Benefits)



Louisiana DFSP for Gustav and Ike

- Approximately 2.7 million (in a state with a population of approximately 4.2 million) people received either regular Food Stamp or DFSP benefits in September 2008
- Over 985,000 calls processed through the IVR in Sept. 2008
- The following areas were identified for enhancement:
 - Reduction in the amount of time each client spends in line at sites
 - Reduction in the amount of “wait time” to receive benefits
 - Prevention of fraud and duplicate participation
 - Reduction in the number of applicants at sites on specific days
 - Enhanced timeliness and accuracy of EBT benefit issuance



Louisiana D-SNAP Preparations Following Gustav and Ike

- Outreach activities with community partners
- Implementation and promotion of the pre-registration process
- Agreements formalized with D-SNAP sites across state
- Sites identified with proper technology and hardwired for internet
- Site set-ups packaged for quick transport and set-up
- Site set-up drills conducted
- Applicants will come to sites based on an alphabetical system
- Enhanced D-SNAP System with pre-registration and card swipe technology



Louisiana D-SNAP Call Center

Louisiana has implemented a Call Center that includes the following components:

- An Interactive Voice Response System to provide information on the program
- Customer Service Representatives to support the pre-registration process and to assist the applicant with completion of the application via the telephone
- Customer Service Representatives to provide support and information on the program



Louisiana D-SNAP Citizen Portal

Louisiana has implemented a web-based citizen portal to allow citizens to complete a D-SNAP pre-registration:

- Citizens can complete the pre-registration prior to coming to a D-SNAP site
- Citizens can pre-register at any time during the year using web-based technology, allowing citizens to pre-register when necessary information is readily available
- Pre-registration remains on-line and can be reused in another disaster



Louisiana D-SNAP Worker Portal

Louisiana has implemented a web-based worker portal providing the following benefits:

- When applicants arrive at the D-SNAP site, their pre-registration will be accessed through the system and information will only have to be validated and updated instead of starting from scratch



Louisiana D-SNAP Worker Portal

- Allows the worker to see pre-registration information on a summary screen during the face-to-face interview with the client and to make necessary changes
- If the applicant has not pre-registered, information is entered into the system when the applicant is present, reducing errors and the need to send paper applications to a central processing site and reducing duplication of effort, errors, and “wait time” for benefits



Louisiana D-SNAP Card Swipe

Louisiana has implemented a card swipe technology to expedite the processes at the site:

- If the client has completed an on-line pre-registration, the worker can swipe the driver's license or state identification card verifying identity and automatically pulling up the pre-registration in the system



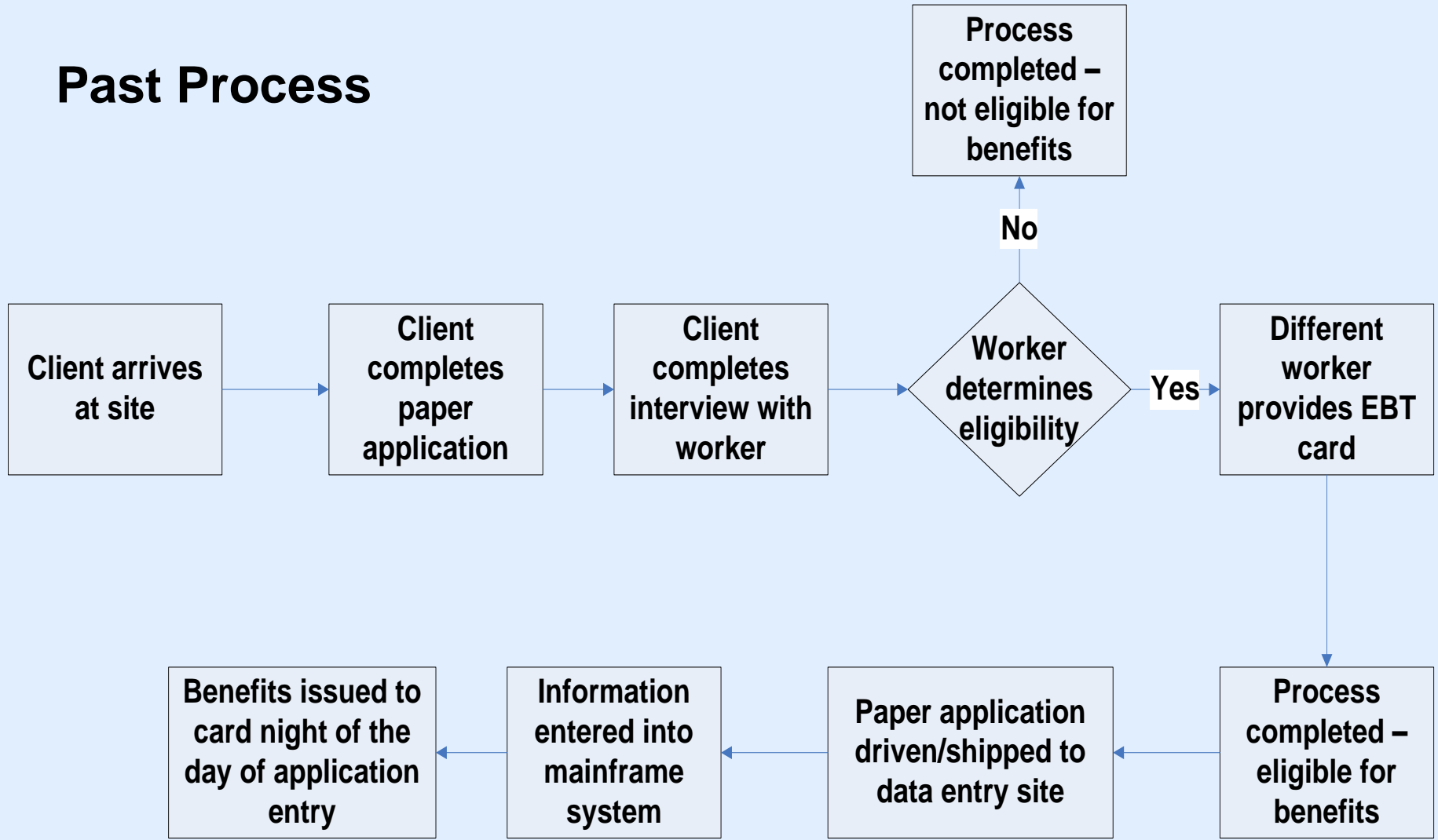
Louisiana D-SNAP Card Swipe

Louisiana has implemented card swipe technology to support EBT processing

- Eligibility for benefits is determined while the applicant is on-site
- EBT cards can be swiped at the site to verify card numbers and allow card numbers to be automatically entered into the system (reducing potential errors)
- EBT cards can be provided to applicants on-site with benefits loaded by the next day



Past Process



Past Process Concerns

- If errors occur on paper application, data entry worker must call client to correct errors. This was very hard to do after Katrina and Rita.
- Worker determines eligibility and potential benefits using a table
- Benefit calculation done manually and could be incorrect

• WE HAVE CONCERNS •



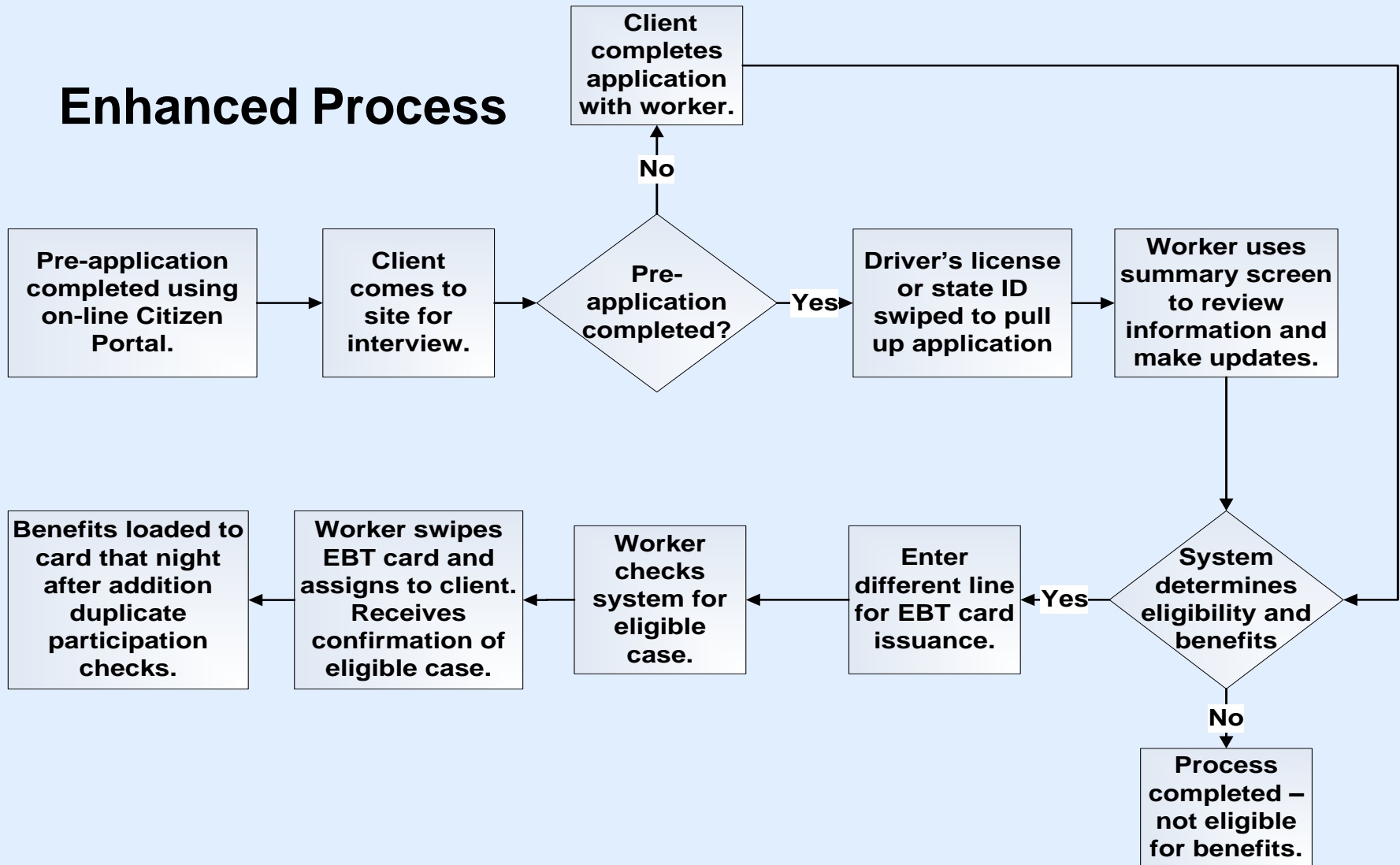
Past Process Concerns

- Duplicate participation could occur
- Client may have to return to site to address errors
- Information may be transposed or entered incorrectly
- Application delivery process problematic

• WE HAVE CONCERNS •



Enhanced Process



Process Enhancements

- Pre-registration speeds process
- Driver's license and state ID card to pull up registration
- Eligibility and benefit amounts determined by system
- Duplicate participation check conducted on-site
- Errors corrected and validation that case is correct and that client is eligible while client is on-site
- EBT card swipe enters card # into system, reducing errors



Louisiana D-SNAP Contingency Plans

If no power or connectivity exists and L'AMI is operational:

- Paper applications can be taken and entered into L'AMI.

If L'AMI is not operational and Citizen and Worker Portal are operational:

- Citizen and Worker Portals utilized and confirmation comes in batch process when L'AMI is operational



Hurricane Isaac

- Implemented September 5, 2012, seven days after landfall
- Initial D-SNAP approval for nine Louisiana parishes
- Total of 21 Louisiana parishes approved
- First time the Emergency Operations Center was used for a Disaster



Alphabet Schedule – Hurricane Isaac

- Day 1 A – C
- Day 2 D – G
- Day 3 H – L
- Day 4 M – R
- Day 5 S – Z
- Day 6 A – M
- Day 7 N – Z



Social Media

How did we let the public know about D-SNAP and site/alphabet information?

- Facebook
- Twitter
- DCFS Webpage
- Public Service Announcements
- News/Radio



Hurricane Isaac Affected Households and benefits issued

D-SNAP Certifications: 263,916

Supplements: 121,277

Replacements: 201,632

Total number
of Payments Issued: 586,825

\$140,390,819

(DSNAP & Regular SNAP Supplemental and
Replacement Benefits)



Paper Process vs. Automated Process

First Day of Application Processing				
	Jefferson		Orleans	
	Cases	Benefits	Cases	Benefits
Gustav	23	\$7,111	33	\$9,584
Isaac	3,565	\$1,598,627	3,896	\$1,348,706



Off-Site vs. Local Office

Advantages for Off-Site

- More parking
- Better traffic controls
- “Regular” work continues with skeleton crew
- D-SNAP clients not mixed in with “regular” clients
- Logistics for handling larger crowds
- Create staging areas
- Neutral site determined with local officials



Off-Site vs. Local Office

Advantages for Local Office

- No rental fee
- Computer access
- Connectivity established



More changes...

Beginning with Hurricane season 2013 and going forward, all D-SNAP sites follow the Incident Command System.

Each site has already identified all key positions and roles and all personnel are trained in their role.



March 2016 Floods

- DSNAP applications taken in 3 phases
- Each phase had different application periods due to the number of people affected in different areas and not to run a DSNAP during a holiday.
- Flooding continued in different areas of the state



DSNAP Operations – March Floods

PHASE 1

- Mon 21 March: A-D
- Tues 22 March: E-K
- Wed 23 March: L-R
- Thur 24 March: S-Z
- Fri 25 March: A-K
- Sat 26 March: L-Z

– LaSalle will be Mon-Fri (Fri covering A-Z)

Staff Hours are 7:00 AM - 7:00 PM
Accept Applications 8:00 AM – 6:00 PM

23 Parishes/25 Sites

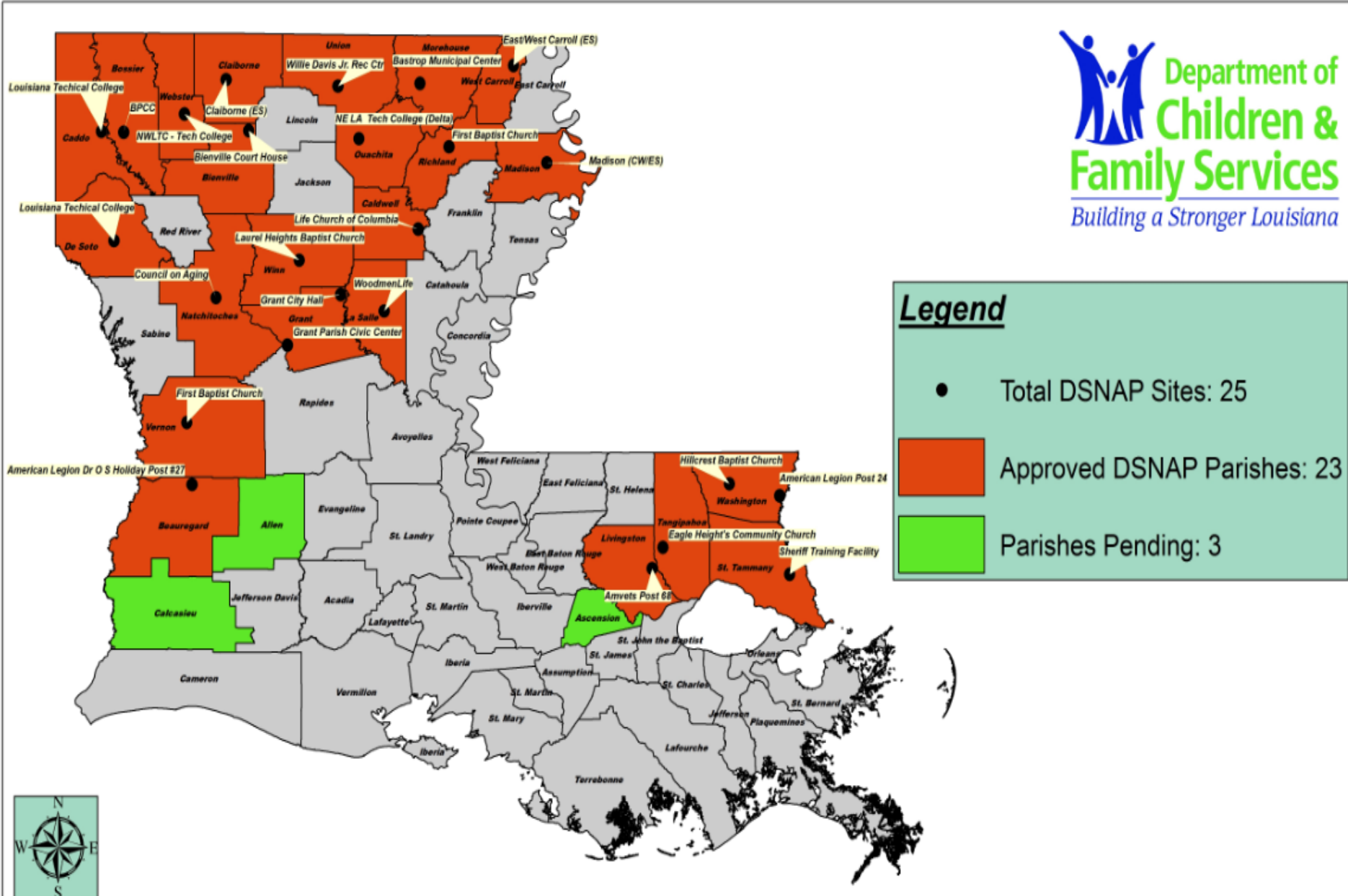
- Beauregard
- Bienville
- Bossier
- Caddo
- Caldwell
- Claiborne
- DeSoto
- Grant
- LaSalle
- Livingston
- Madison
- Morehouse
- Natchitoches
- Ouachita
- Richland
- St. Tammany
- Tangipahoa
- Union
- Vernon
- Washington
- Webster
- West Carroll
- Winn



phase

1

Louisiana Department of Children and Family Services Flood Disaster Parishes & DSNAP Sites As of 3-22-2016



DSNAP Operations – March Floods

PHASE 2

- Wed 30 March: A-F
- Th 31 March: G-N
- Fri 1 April: O-Z
- Sat 2 April: A-K
- Sun 3 April: L-Z

Staff Hours are 7:00 AM - 7:00 PM

Accept Applications 8:00 AM – 6:00 PM

7 Parishes/7 Sites

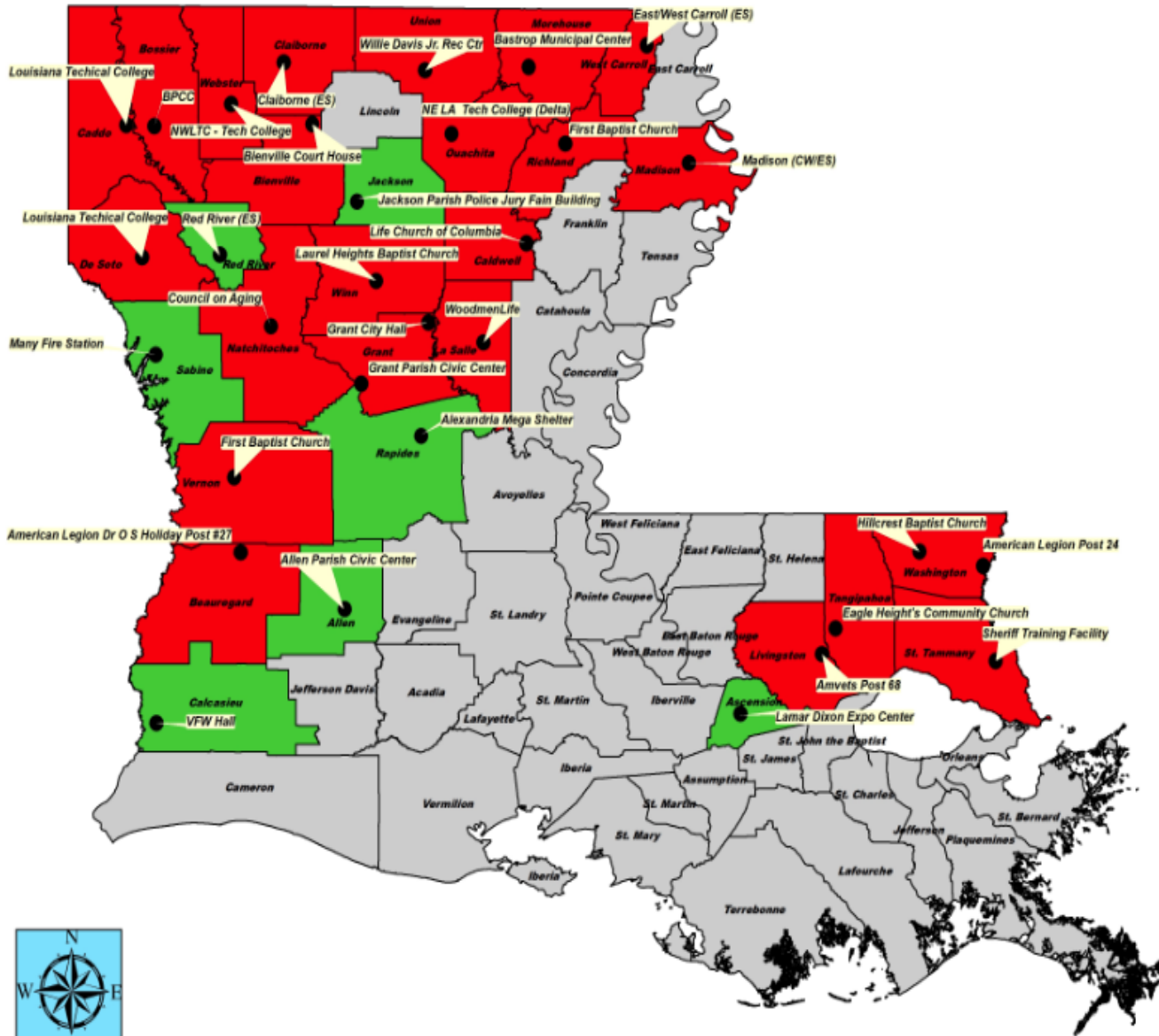
- Ascension
- Allen
- Calcasieu
- Jackson
- Rapides
- Red River
- Sabine



phase

2

Louisiana Department of Children and Family Services Flood Disaster Parishes & DSNAP Sites 3-21-2016 thru 4-3-2016



<u>Legend</u>	
	Approved DSNAP Parishes: 7
	Completed DSNAP Parishes: 23



DSNAP Operations – March Floods

PHASE 3

- Tues 12 April: A-K
- Wed 13 April: L-Z
- Thur 14 April: A-K
- Fri 15 April: L-Z

Staff Hours are 7:00 AM - 8:00 PM

Accept Applications 8:00 AM – 7:00 PM

5 Parishes/5 Sites

- Avoyelles
- Catahoula
- East Carroll
- Franklin
- St. Helena

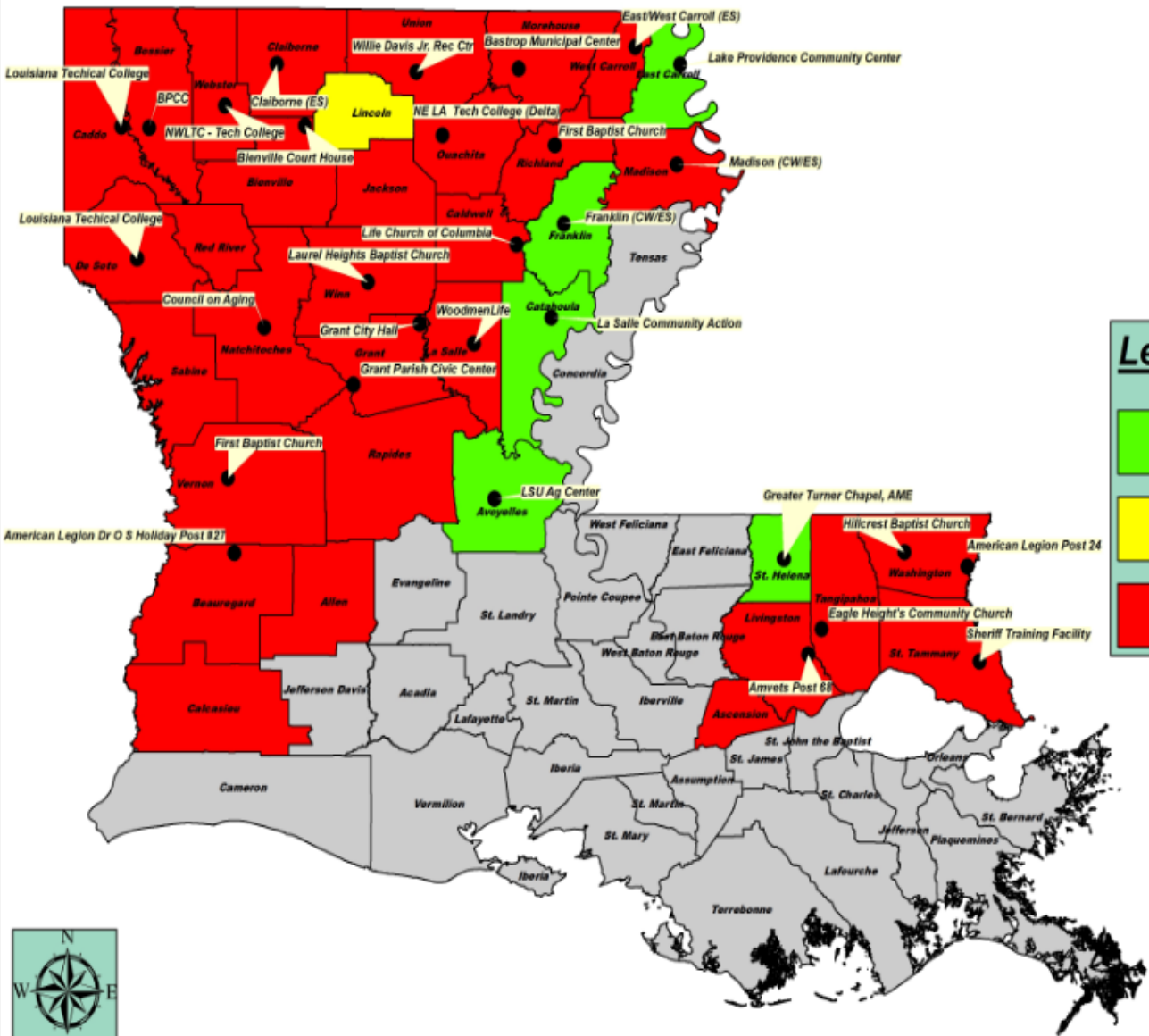


Louisiana Department of Children and Family Services Flood Disaster Parishes & DSNAP Sites 3-21-2016 thru 4-15-2016



Legend

- Approved DSNAP Parishes: 5
- Approved IA, No DSNAP Parish: 1
- Completed DSNAP Parishes: 30



August 2016 Floods

- DSNAP applications also taken in 3 phases
- The application periods were 5 and 6 days due to the number of people affected in different areas and to not have to run a DSNAP on a holiday
- Flooding continued in different areas of the state



DSNAP Operations – August 2016 Floods

PHASE 1

- Mon 22 Aug: A-D
- Tues 23 Aug: E-K
- Wed 24 Aug: L-R
- Thur 25 Aug: S-Z
- Fri 26 Aug: A-K
- Sat 27 Aug: L-Z

Staff Hours are 7:00 AM - 7:00 PM
Accept Applications 8:00 AM – 6:00 PM

phase

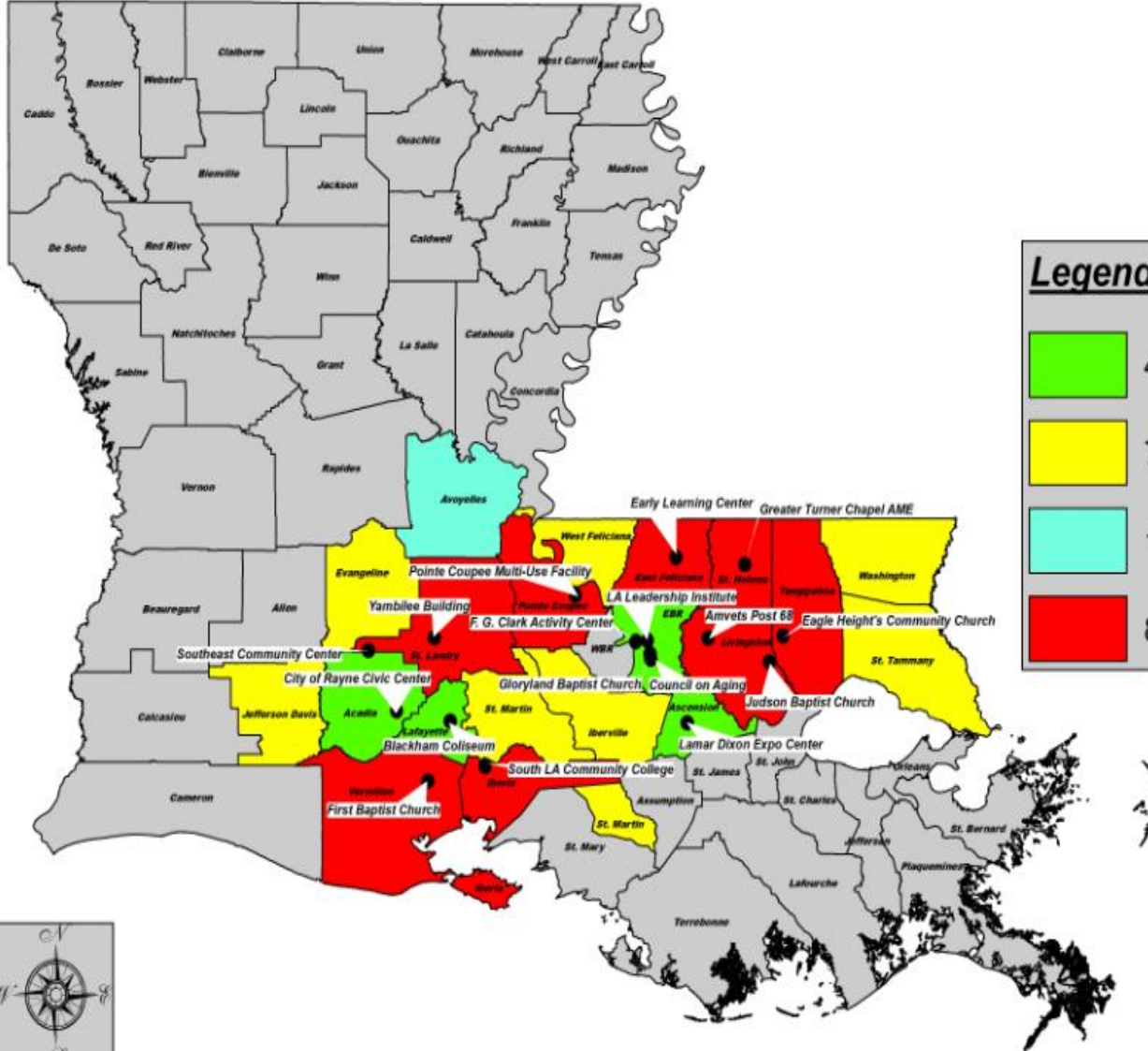
1

8 Parishes/10 Sites

Parish	# of Sites	Staff Required	Computers Required
East Feliciana	1	17	12
Iberia	1	84	60
Livingston	2	162	108
Pointe Coupee	1	17	12
St. Helena	1	17	12
St. Landry	2	134	96
Tangipahoa	1	120	84
Vermilion	1	50	36
	10	601	420



Louisiana Department of Children and Family Services Flood Disaster Parishes & DSNAP Sites 8-29-2016 thru 9-3-2016



Legend

- 4 DSNAP Parishes Approved/7 Sites Phase 2
- 7 Approved IA; Awaiting DSNAP
- 1 Approved IA; No DSNAP
- 8 Completed DSNAP Parishes

DSNAP Operations – August 2016 Floods

PHASE 2

- Mon 29 Aug: A-D
- Tues 30 Aug: E-K
- Wed 31 Aug: L-R
- Thur 1 Sept: S-Z
- Fri 2 Sept: A-K
- Sat 3 Sept: L-Z

Staff Hours are 7:00 AM - 7:00 PM
Accept Applications 8:00 AM – 6:00 PM



4 Parishes/7 Sites

Parish	# of Sites	Staff Required	Computers Required
Acadia	1	67	48
Ascension	1	101	72
East Baton Rouge	4	618	475
Lafayette	1	168	132
	7	1,310	727

Acadia site is City of Rayne Civic Center.

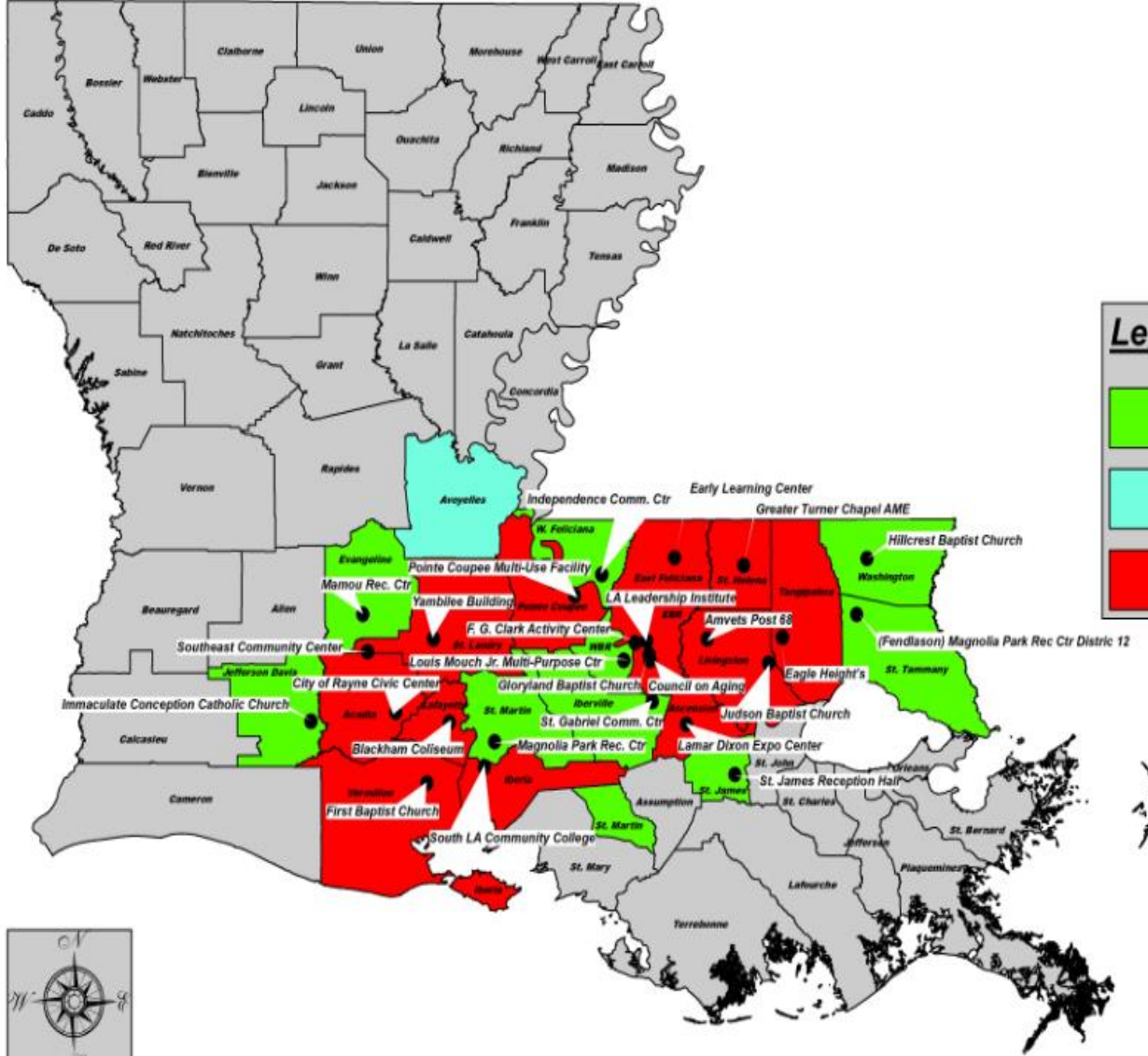
Ascension site is Lamar Dixon Expo Center.

EBR Sites are LA Leadership Institute, FG Clark, Gloryland, and Council on Aging.

Lafayette site is Blackham Coliseum.

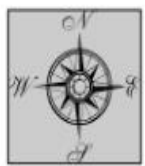


Louisiana Department of Children and Family Services Flood Disaster Parishes & DSNAP Sites 9-6-2016 thru 9-10-2016



Legend

- 9 DSNAP Parishes Approved/9 Sites Phase 3
- 1 Approved IA; No DSNAP
- 12 Completed DSNAP Parishes



DSNAP Operations – August 2016 Floods

PHASE 3

- Tues 6 Sept: A-F
- Wed 7 Sept: G-N
- Thur 8 Sept: O-Z
- Fri 9 Sept: A-K
- Sat 10 Sept: L-Z

Staff Hours are 7:00 AM – 7:00 PM

Accept Applications 8:00 AM – 6:00 PM

**St Tammany will service Tuesday-Friday; closed on Saturday.*

phase

3

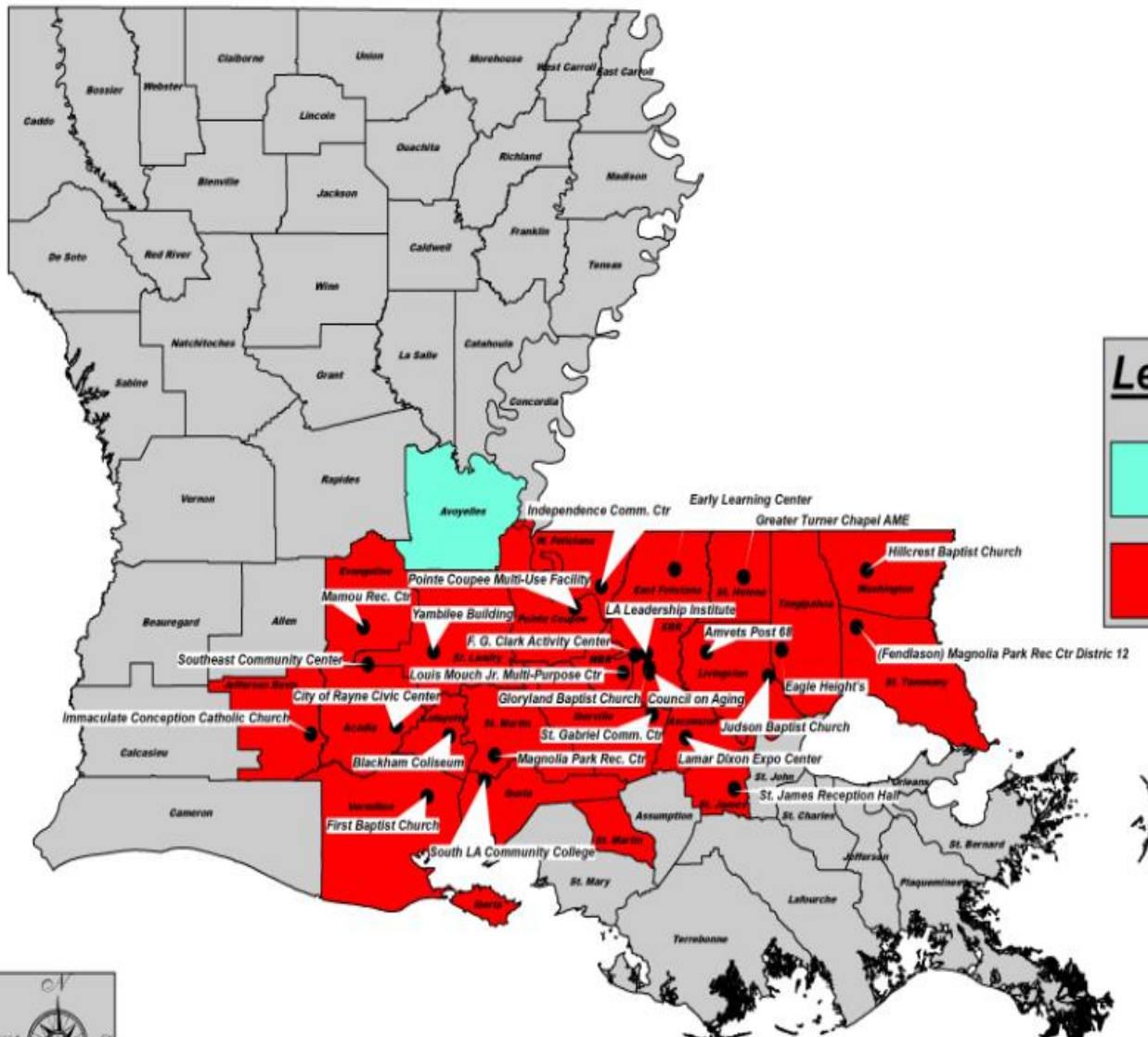
9 Parishes/9 Sites

Parish	# of Sites	Staff Required	Computers Required
Evangeline	1	53	36
Iberville	1	28	20
Jefferson Davis	1	37	24
St. James	1	29	21
St. Martin	1	63	44
*St. Tammany	1	16	12
Washington	1	59	48
West Baton Rou	1	18	12
West Feliciana	1	20	12
	9	323	229



DSNAP Operations – August 2016 Floods

Louisiana Department of Children and Family Services
 August 2016 Flood Disaster Parishes & DSNAP Sites
 8-22-2016 thru 9-10-2016



Legend

- Approved IA; No DSNAP Parish: 1
- Completed DSNAP Parishes: 21



DSNAP Recap – August 2016 Floods

Phase	Dates	# Parishes / Sites	# Staff () OO	HH Certified	# People	Amount Issued
1	22-27 Aug	8 / 10	601 (148)			
2	29 Aug – 3 Sep	4 / 7	1,310 (409)			
3	6-10 Sep	9 / 9	323			
	Total	21 / 26		122,960	286,715	\$90,340,356
	Supplements			73,135	172,615	\$22,963,992
	Replacements			114,394	256,446	\$19,857,990
	Total					\$133,162,338

****Staff Numbers do not include OTS, Security, and other non-DCFS personnel.***

Total DSNAP hours worked: 218,908

• **Phase I - 8 parishes (10 sites): East Feliciana, Iberia, Livingston, Pointe Coupee, St. Helena, St. Landry, Tangipahoa, Vermilion*

• **Phase II - 4 parishes (7 sites): Acadia, Ascension, East Baton Rouge, Lafayette*

• **Phase III – 9 parishes (9 sites): Evangeline, Iberville, Jefferson Davis, St. James, St. Martin, St. Tammany, Washington, West Baton Rouge, West Feliciana*



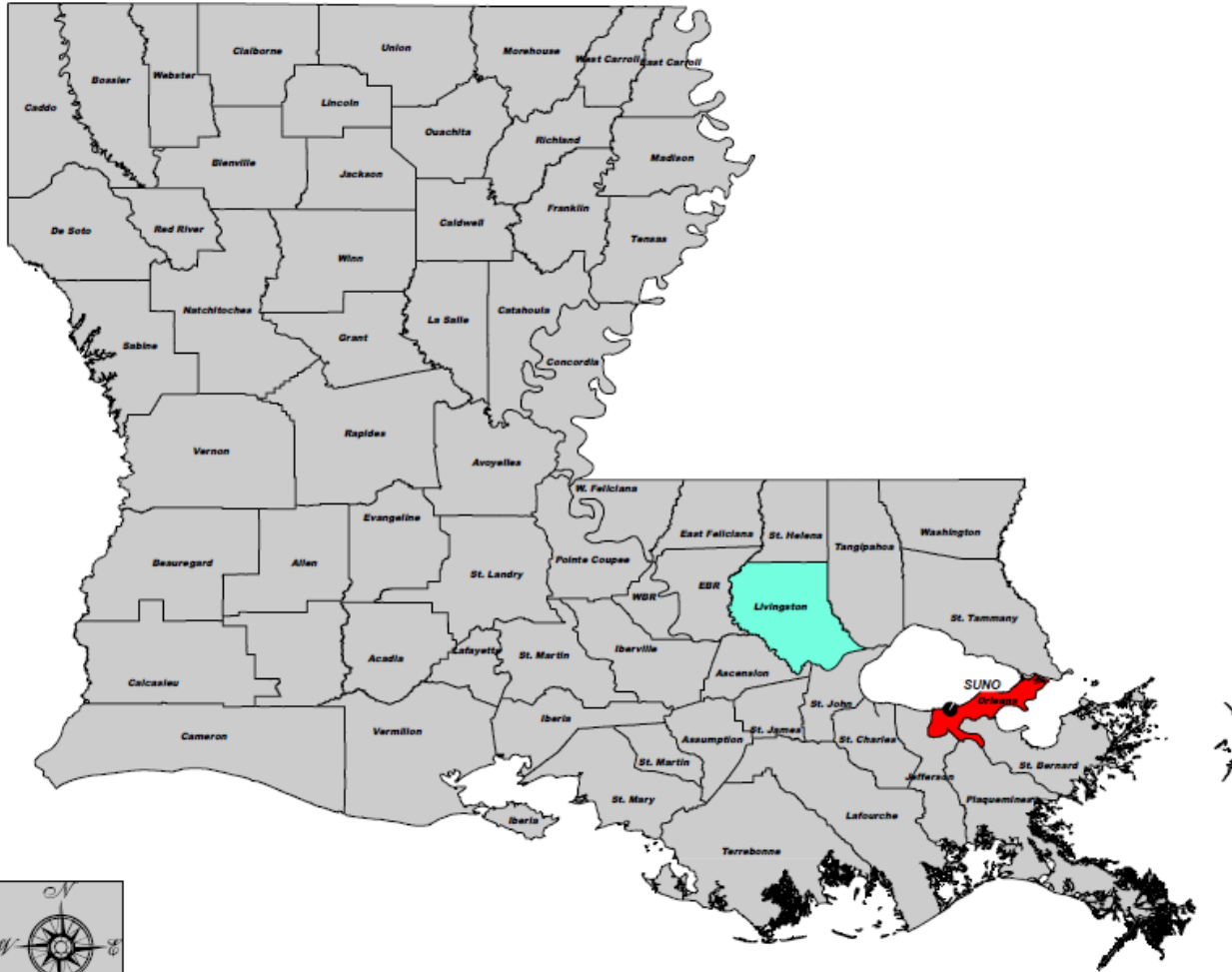
February 2017 Tornadoes

- New Orleans area hit by tornadoes
- Limited scope identified using GIS
- DSNAP in one phase
- 4 Day Application Period





DSNAP Site Map – February 2017 Tornadoes

**Louisiana Department of Children and Family Services
February 2016 Tornado Disaster Parishes & DSNAP Site
2-21-2017 thru 2-24-2017**



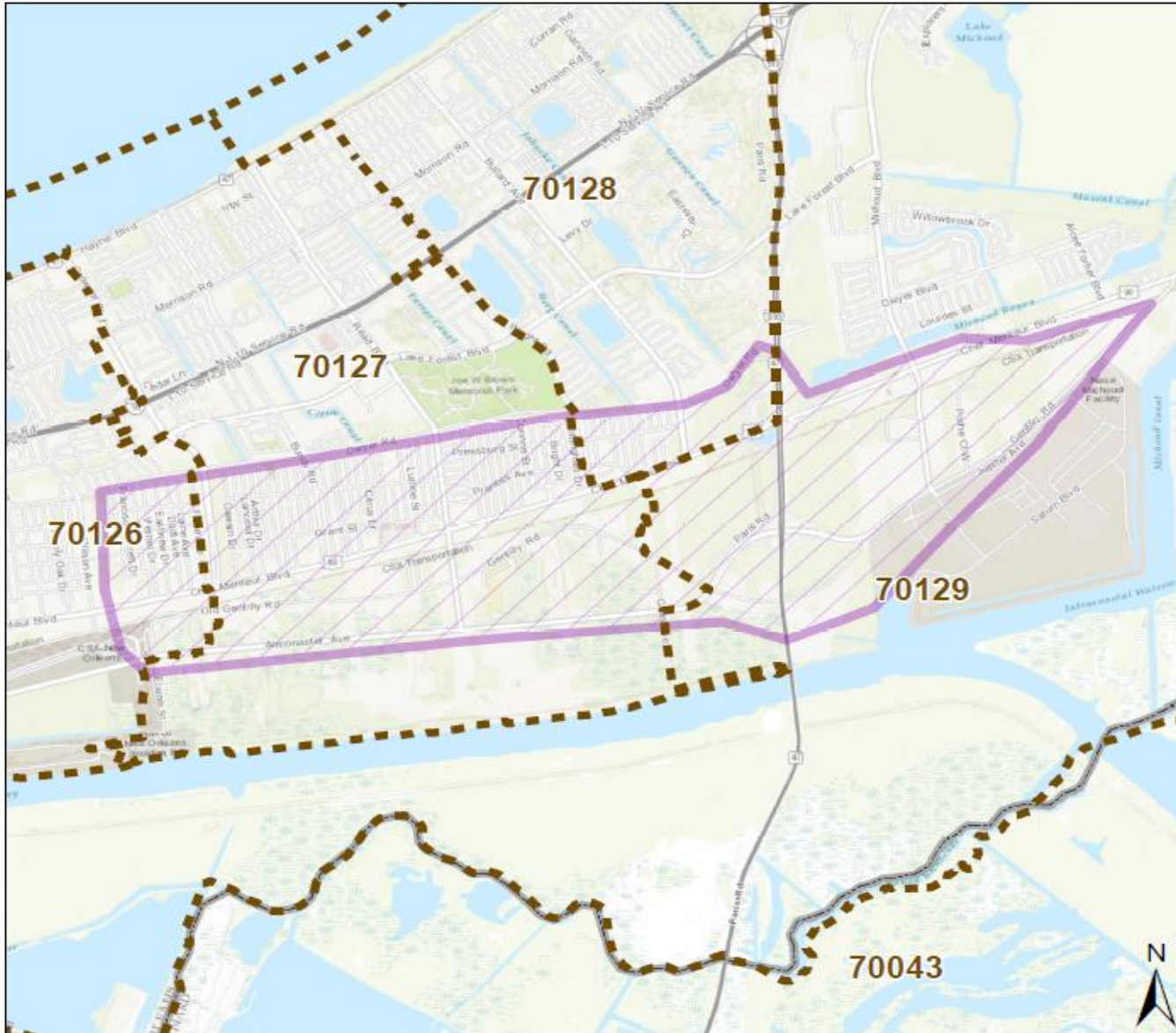
Legend




-  Completed DSNAP Parish: 1
-  Approved IA; No DSNAP Parish: 1

Orleans Census Block Map

Orleans Parish Tornado Area

Impact Assessment
13 Feb 17 15:10



-  Zip Codes
-  Power Outage Area as of 02/08/2017 12:42PM
-  Parish

Estimated Impact in Tornado Path

Estimate of population affected: 1,574
Estimate of structures affected: 665
Estimate of businesses affected: 231

Utility outages as of 02/10/2017, 10:00

Customers w/o electric service: 3,185
Customers w/o gas service: 288



Power outages provided by Entergy; Tornado Path and EF Scale provided by NOAA.

Disclaimer: This map has been compiled using the best information available and is believed to be accurate; however, its preparation required many assumptions. Actual conditions during a tornado even may vary from those assumed, so the accuracy cannot be guaranteed.

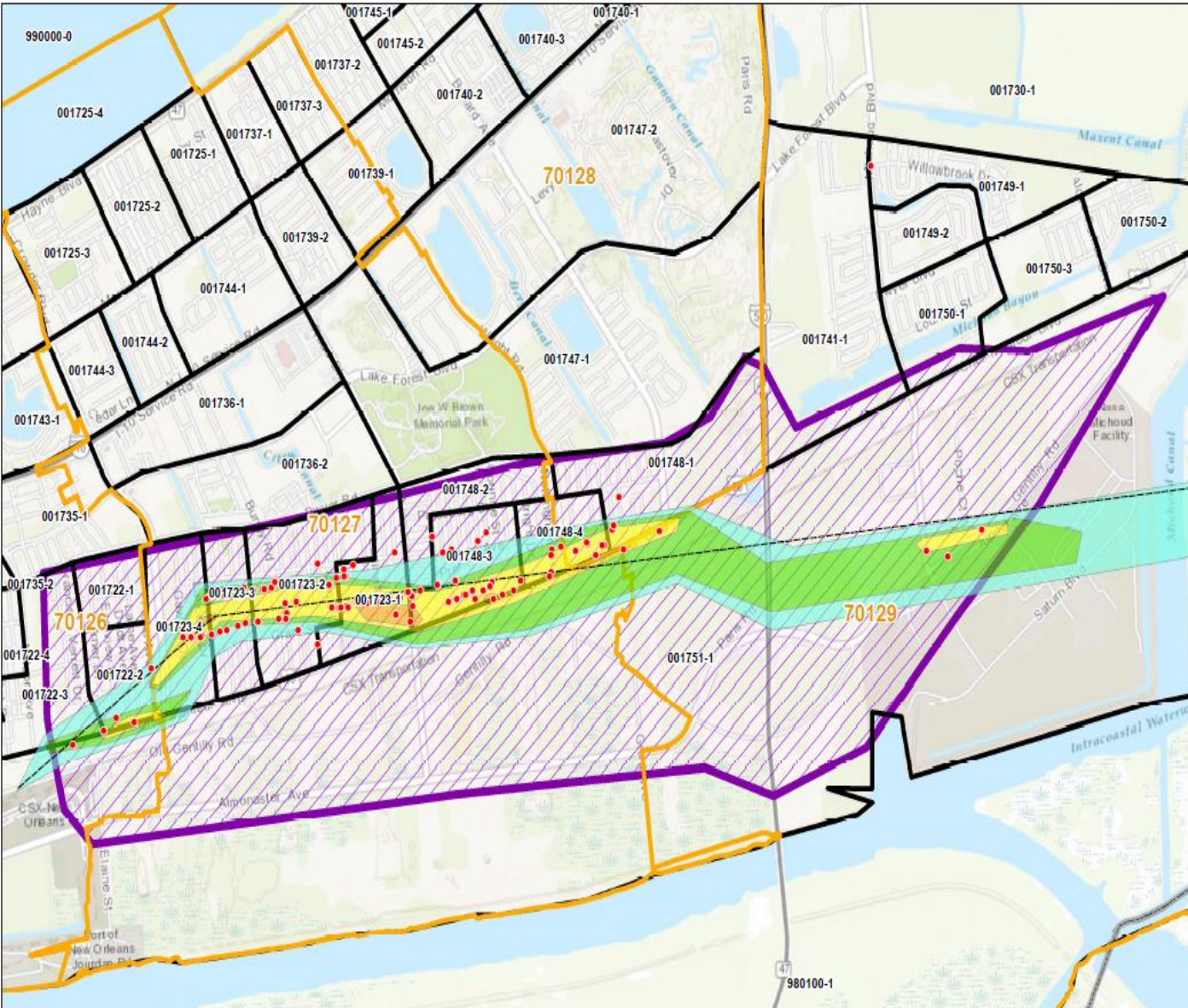


0 0.5 1 1.5 Miles

Power outages by Census Block

Orleans Parish

Impact Assessment
13 Feb 17 15:10



- NOLA East Gas Outages as of 20170211
- Tornado Path
- Tornado EF Scale**
- EF3
- EF2
- EF1
- EF0
- ZIP codes
- Census Block Groups
- Power Outage Area as of 20172008 12:42
- Parish

Estimated Impact in Tornado Path

Estimate of population affected: 1,574
 Estimate of structures affected: 665
 Estimate of businesses affected: 231

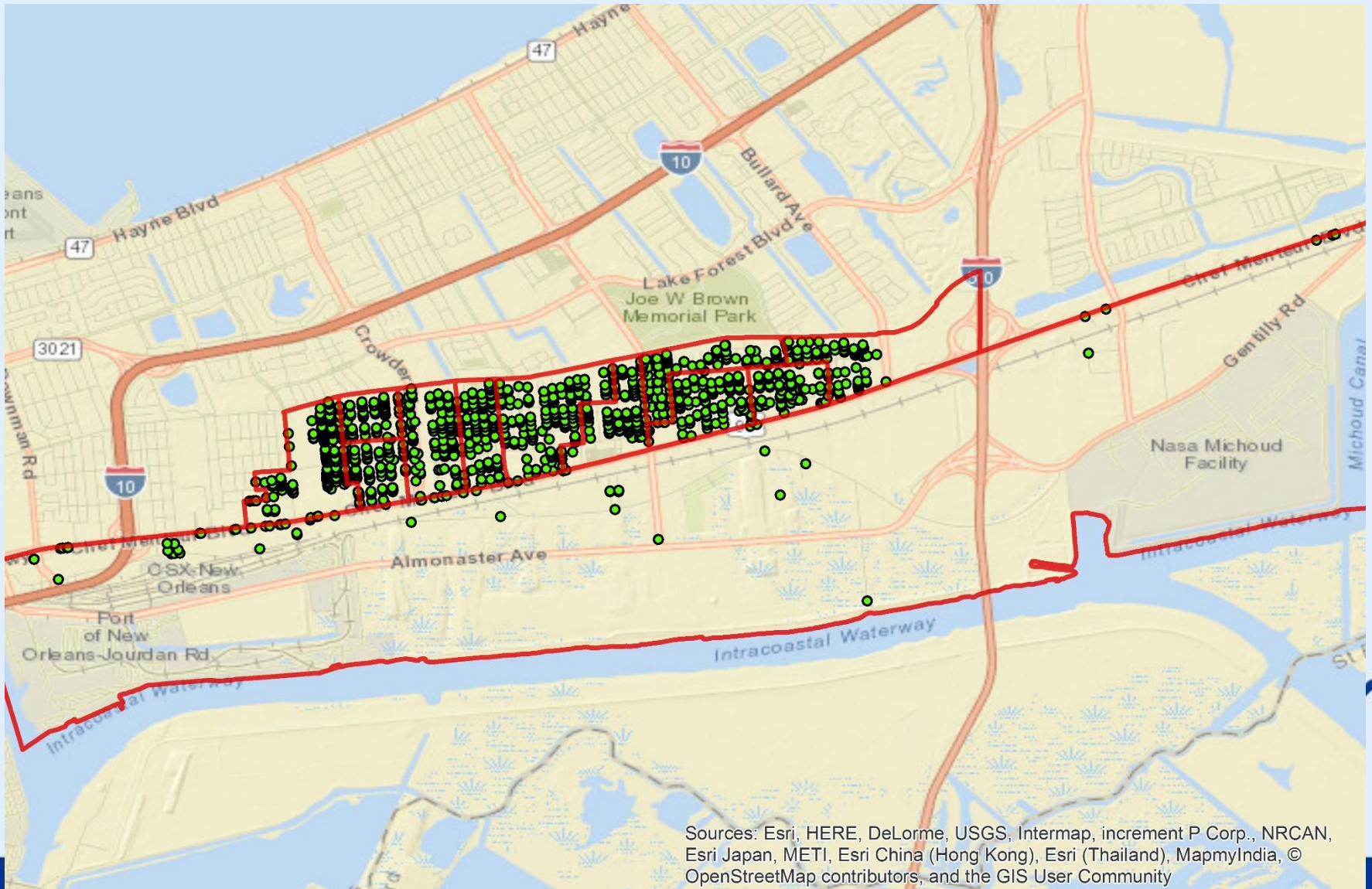
Utility outages as of 02/10/2017, 10:00

Customers w/o electric service: 3,185
 Customers w/o gas service: 288



Power outages provided by Entergy; Tornado Path and EF Scale

SNAP households in impacted area



Sources: Esri, HERE, DeLorme, USGS, Intermap, increment P Corp., NRCAN, Esri Japan, METI, Esri China (Hong Kong), Esri (Thailand), MapmyIndia, © OpenStreetMap contributors, and the GIS User Community

Managed DSNAP Sites – February 2017

Disaster Supplemental Nutrition Assistance Program (DSNAP)

February 2017 Tornado – New Orleans East

Benefit	HH Certified	People	Issued Amount
DSNAP	1,857	4,148 persons	\$714,660
Supplements	192	440 persons	\$32,353
Replacements	439	962 persons	\$88,848
Total			\$835,861

5,110 hours worked by
DCFS staff (**11** staff)



D-SNAP Pre-registrations

- July 2012 28,309
- August 2012 62,238
- September 2012 371,894
- Registered during 2016 195,226
- As of August 2018 548,133



After 3 DSNAPs in a 12-month period, Louisiana has had a breather for 18 months straight!



Best Practices

- Every single DCFS staff has a pre-event assignment.
 - DSNAP
 - COOP (Continuity of Operations Plan)
 - Sheltering
- Staff are trained annually on DSNAP policy. When an event occurs, training is conducted on the DSNAP worker portal and DSNAP policy.



Best Practices

- We have CEAs with sites in every parish of the state, so when an event occurs, everything is in place to use those sites.
- Staff are assigned to the EOC and perform their role throughout the disaster.



Best Practices for DSNAP sites

- The set-up and organization of computer equipment at the DSNAP sites before the storm was highly effective and beneficial.
- Having IT staff onsite to assist with system and connectivity issues
- Having SNAP (DSNAP) policy experts on site



Best Practices for DSNAP sites

- Having Fraud staff and Quality Control staff on site to assist with questionable situations.
- Having executive leadership assigned to DSNAP sites and being involved allowed for decisions to be made efficiently. It was also a morale booster for the other staff.



Best Practices for DSNAP sites

- Check ID before allowing anyone into the site to see if the individual lives in an approved area and to see if the first letter of the last name matches the alphabet being served that day.
- Use the GOHSEP website to enter the address of the individual to see if they live in the affected area (when using an area smaller than a zip code).



Best Practices for DSNAP sites

- Greeters should follow the information in Talking Points to keep people from waiting a long period of time.
- Greeters should inform the crowd to have the information in their hand to give to the worker rather than looking for it once they sit down.



Best Practices for DSNAP sites

- Have a calendar available at each interviewing station to use in determining income and expenses in the disaster period.
- Consultants would go over problem areas, provide policy clearances, and give reminders to staff after clients left but before being dismissed for the night.



Best Practices for DSNAP sites

- Make sure consultants have a place at the site to connect their computer so they can get the emails and clearances.
- Utilize eligibility staff as interviewers and use other staff (Child Welfare, Child Support, etc) as greeter and EBT.



Best Practices for DSNAP sites

- Swipe applicant's Driver's License in the swipe machine to pull up the applicant information in the DSNAP worker portal.
- Swipe the EBT card and ensure the EBT card is linked to the case before the client leaves.



Lessons Learned

- Funneling or channeling information through a single common source and having a designated daily time for updates worked well.
- The geographic area could be a parish, a ZIP code, a census tract, a census block or certain streets within census block. Using the maps GOHSEP provided was invaluable.



Lessons Learned

- Central feeding of the staff allowed them to remain in the work area for work to continue without interruption and ensure site was properly staffed at all times.
- Some sites had buses transport staff from the hotel to the DSNAP site.



Lessons Learned

- Alerting our core partners (National Guard, State Police, Louisiana Workforce Commission, Department of Transportation Development, etc...) early of proposed openings/closures/changes of DSNAP sites allowed them to allocate resources based on each site's needs.



Lessons Learned

- Daily EBT reports were run to identify cases where an EBT card was not linked or the case was pending.
- Reports sent to the sites daily for corrections.
 - This reduced the number of clients returning to the DSNAP site or local office or calls to the call center.



In Conclusion

We never want to have a disaster but I am confident we are prepared to respond to any disaster. We have a great team that works well together.

If you have a disaster and have any questions, feel free to contact Allison Riggsby.



Contact Information

Allison Rigsby

Louisiana Department of Children and
Family Services

(225) 342-2530

Allison.Rigsby.DCFS @la.gov

