



January 30, 2025

**\*\*Revised\*\***

Alexis Fernández Garcia  
Deputy Director  
Family Engagement and Empowerment Division  
California Department of Social Services  
744 P Street  
Sacramento, California 95814

Dear Deputy Director Fernández Garcia:

The Food and Nutrition Service (FNS) approves the California Department of Social Services' request to operate a Disaster Supplemental Nutrition Assistance Program (D-SNAP) in Los Angeles County due to the impact of wildfires and straight-line winds that began on January 7, 2025. President Biden issued a major disaster declaration designating Los Angeles County as eligible for Federal Individual Assistance on January 8, 2025. FNS approves California's request to operate in the following ZIP codes in Los Angeles County: 90049, 90265, 90272, 90290, 90402, 91001, 91006, 91008, 91010, 91011, 91016, 91020, 91024, 91101, 91103, 91104, 91105, 91107, 91206, 91208, 91214, 91301, 91302, 91321, 91342, 91344, 91750, 93510, **90073, 90077, 90095, 90401, 90403, 90404, 91007, 91042, 91106, 91311, 91316, 91326, 91334, 91340, 91350, 91355, 91356, 91367, 91381, 91384, 91390, 91403, 91436, 93015, 93040, 93225, 93243, 93532, 93536, 00018.**

The State agency estimates that approximately 81,477 new households may be eligible for up to \$35,479,273 in D-SNAP assistance, and that approximately 34,193 ongoing Supplemental Nutrition Assistance Program (SNAP) households may be eligible for up to \$3,943,910 in supplemental benefits.

The State agency will offer a hybrid model that includes in-person and virtual D-SNAP operations. California will accept D-SNAP applications by phone or in person. For telephone applications, the telephonic signature will be waived, and the case record documented. Applicants may apply at any of the designated in-person D-SNAP sites. All application sites will operate during the dates and times specified below.

FNS appreciates the State agency's efforts to provide impacted households with temporary access to food assistance and approves the novel telephonic procedure proposed for this specific request. FNS emphasizes that use of telephone interviews in D-SNAP remains a novel practice as outlined in FNS guidance on the [Use of Virtual D-SNAP Operations Reminders and Updates](#). Telephonic interviews may pose risks to the D-SNAP application process, customer service, and timely issuance of benefits. Given these risks, FNS is approving this request with specific additional data requirements, as outlined below. FNS further notes that this novel procedure may not be approvable for future D-SNAP operations in California or elsewhere.

### **Conditions of Approval**

FNS approves the State agency's request and proposed alternative procedures detailed below, subject to the following conditions:

- Regarding the requested novel procedure for telephone interviews, the State agency will:
  - Comply with additional evaluation and reporting measures outlined in the Reporting section of this approval to determine the feasibility of these models for future D-SNAP operations.
  - Have sufficient staff to process applications and conduct telephone interviews in a timely manner, with the ability to augment staffing as needed.
  - Have a designated telephone number for D-SNAP applicants, if possible.
  - Notify FNS if the State changes these approved processes in any way or encounters any issues with the approved processes.
- Application sites must be located in areas accessible by major roads and thoroughfares that are passable and safe to travel.
- The State agency will ensure that all public communications and press materials provide clear, accurate, and updated information about application site locations and hours of operation.
- The State agency will ensure that each application site has human comforts (such as water, and restroom facilities), reasonable accommodations for the elderly and disabled, and sufficient security.
- Commercial channels of food distribution have been restored in the requested areas, and there are a sufficient number of authorized retailers open and available to redeem D-SNAP benefits.
- Only merit personnel will determine eligibility and issue EBT cards to applicants. Non-merit personnel may be utilized to perform other duties as needed at each site.
- Households consisting of California Food Assistance Program (CFAP) recipients only may apply for and receive D-SNAP, if they still meet the eligibility requirements. These households are not eligible for supplemental benefits.
- Households consisting of CFAP and SNAP participants are eligible for supplemental benefits, as long as the household isn't already receiving the maximum allotment for their household size.

FNS reserves the right to direct the State agency to modify or suspend any of these novel procedures or any component of the D-SNAP operation in the event any issues emerge that pose a significant risk to operations, access (including reasonable accommodations for the elderly and disabled), or integrity.

### **Disaster Area**

This approval is limited to the following ZIP codes in Los Angeles County: 90049, 90265, 90272, 90290, 90402, 91001, 91006, 91008, 91010, 91011, 91016, 91020, 91024, 91101, 91103, 91104, 91105, 91107, 91206, 91208, 91214, 91301, 91302, 91321, 91342, 91344, 91750, 93510, **90073, 90077, 90095, 90401, 90403, 90404, 91007, 91042, 91106, 91311, 91316, 91326, 91334, 91340, 91350, 91355, 91356, 91367, 91381, 91384, 91390, 91403, 91436, 93015, 93040, 93225, 93243, 93532, 93536, 00018**. If the State agency wishes to expand D-SNAP to other counties or ZIP codes that subsequently receive a Presidential Disaster Declaration for Individual Assistance, it must submit a formal modification request to FNS for approval.

### **Application Period and Procedures**

The State agency will operate 30 application sites in Los Angeles County. The application period will run for seven non-consecutive days beginning February 10, 2025, through February 14, 2025, and February 18, 2025, through February 19, 2025. The State agency will not accept applications on the weekend. The State agency must notify FNS should this start date be postponed.

The State agency will be allowed two additional days after the close of the application period to complete processing applications, February 20, 2025, and February 21, 2025. The State agency may not accept any new applications during this time, but they may complete interviews and processing for applications already received. If additional processing days are needed, the State agency may request a modification with appropriate justification, subject to FNS review and approval.

The State agency will notify FNS of any changes to this schedule due to conditions affecting public safety or the ability to procure appropriate application sites in Los Angeles County.

If more than seven days are needed to serve applicants in the affected county, the State agency may request an extension of the application period, with appropriate justification, subject to FNS review and approval.

The State agency will offer a hybrid model that includes in-person and virtual D-SNAP operations.

### ***Virtual Operation***

The State agency will accept applications and conduct interviews via telephone each day of the application period from 8:00 am-5:00 pm.

The State agency will document in the case file that the applicant verbally attested to the information provided on the application. The State must document the applicant's name, authorized representative if appropriate, date and time of application, a summary of the

information to which the applicant verbally assents, and the applicant's response indicating agreement or disagreement.

During the application period, the disaster impacted county will accept D-SNAP applications by phone. Applicants may call the county during the application period to complete a D-SNAP application/interview by phone. The county will conduct an "on demand" interview at the time of telephone application.

### ***In Person Operation***

While the State agency will encourage telephone applications for eligible households, the State agency will also provide in-person services during the application period. The State agency will operate multiple application sites in Los Angeles County. Applicants may apply and complete interviews at any of the designated in-person sites during the hours detailed below.

If a household goes into a non-impacted county office seeking to apply for D-SNAP since they were living or working in one of the eligible ZIP codes within Los Angeles County on January 7, 2025, the disaster point of contact (D-POC) in the non-impacted county will provide the D-SNAP application to the household. The non-impacted county can route the D-SNAP application to Los Angeles County, and Los Angeles County can complete the interview over the phone, process the application, and determine eligibility. Alternatively, the non-impacted county can also conduct the interview on behalf of Los Angeles County. The non-impacted county will send the interview information and any verifications to Los Angeles County, and Los Angeles County will use that information to determine eligibility. If the impacted county determines the displaced applicant is eligible for D-SNAP, the D-POC may also supervise the printing of the EBT card for the displaced applicant. Paper D-SNAP applications will be available as an option, but not a requirement.

Verifications will also be accepted at these sites. If the applicant goes in-person without the paper application, the worker will enter the information into the system and determine eligibility as part of the interview. All application sites will be operational for D-SNAP from Monday through Friday based on the county specific office hours of operations below, during the application period as specified for the county from February 10, 2025, through February 14, 2025, and February 18, 2025, through February 19, 2025.

### ***Application Processing Timeliness***

Applications will be processed in the order they are submitted, regardless of the method of submission. The State agency will consider the day an applicant completes their interview as the filing date of the application, for in-person and virtual operations. FNS notes this is the same standard used in traditional on-site D-SNAP operations, as well as recent D-SNAP operations approved by FNS in other States with virtual application procedures.

The State agency will process applications and issue benefits to eligible households who apply for D-SNAP within 3 days (72 hours) of completing the interview, consistent with [FNS' D-SNAP Guidance](#). However, the State agency may take up to 7 days to process D-SNAP applications when information presented is questionable.

***Application Sites and Times***

The State agency will take in-person applications at the following sites and times. These sites will also be accepting telephonic applications at the following times. Since many residents have been temporarily displaced due to wildfires, the State agency will allow applicants to apply at any application site in Los Angeles County. Displaced applicants may also apply at non-impacted county offices during normal business hours.

4680 San Fernando Rd Glendale, CA 91204 Hours: Monday-Friday 8:00am-5:00pm	955 N Lake Ave Pasadena, CA 91104 Hours: Monday-Friday 8:00am-5:00pm
9188 Glenoaks Blvd Sun Valley, CA 91352 Hours: Monday-Friday 8:00am-5:00pm	7555 Van Nuys Blvd Van Nuys, CA 91405 Hours: Monday-Friday 8:00am-5:00pm
27233 Camp Plenty Rd Canyon Country, CA 91351 Hours: Monday-Friday 8:00am-5:00pm	349-B E Ave K-6 Lancaster, CA 93535 Hours: Monday-Friday 8:00am-5:00pm
337 E Ave K-10 Lancaster, CA 93535 Hours: Monday-Friday 8:00am-5:00pm	21415 Plummer St Chatsworth, CA 91311 Hours: Monday-Friday 8:00am-5:00pm
3350 Aerojet Ave El Monte, CA 91731 Hours: Monday-Friday 8:00am-5:00pm	2415 W 6 <sup>th</sup> St Los Angeles, CA 90057 Hours: Monday-Friday 8:00am-5:00pm
9320 Telstar Ave El Monte, CA 91731 Hours: Monday-Friday 8:00am-5:00pm	3352 Aerojet Ave El Monte, CA 91731 Hours: Monday-Friday 8:00am-5:00pm
2040 W Holt Ave Pomona, CA 91768 Hours: Monday-Friday 8:00am-5:00pm	2707 S Grand Ave, Ste A Los Angeles, CA 90007 Hours: Monday-Friday 8:00am-5:00pm
813 E Fourth Pl Los Angeles, CA 90013 Hours: Monday-Friday 8:00am-5:00pm	2601 Wilshire Blvd Los Angeles, CA 90057 Hours: Monday-Friday 8:00am-5:00pm
11110 W Pico Blvd Los Angeles, CA 90064 Hours: Monday-Friday 8:00am-5:00pm	2707 S Grand Ave Los Angeles, CA 90007 Hours: Monday-Friday 8:00am-5:00pm

17600 "B" Sante Fe Ave Rancho Dominguez, CA 90221 Hours: Monday-Friday 8:00am-5:00pm	1819 Charlie Sifford Dr Los Angeles, CA 90047 Hours: Monday-Friday 8:00am-5:00pm
17600 "A" Santa Fe Ave Rancho Dominguez, CA 90221 Hours: Monday-Friday 8:00am-5:00pm	5445 Whittier Blvd Los Angeles, CA 90022 Hours: Monday-Friday 8:00am-5:00pm
2855 E Olympic Blvd Los Angeles, CA 90023 Hours: Monday-Friday 8 :00am-5:00pm	4077 N Mission Rd Los Angeles, CA 90032 Hours: Monday-Friday 8:00am-5:00pm
1740 E Gage Ave Los Angeles, CA 90001 Hours: Monday-Friday 8:00am-5:00pm	12727 Norwalk Blvd Los Angeles, CA 90650 Hours: Monday-Friday 8:00am-5:00pm
3035 E Foothill Blvd Pasadena, CA 91107 Hours: Monday-Friday 8:00am-5:00pm	10850 West Pico Blvd Los Angeles, CA 90064 Hours: Monday-Friday 8:00am-5:00pm
<b>211 E Alondra Blvd Compton, CA 90220 Hours: Monday-Friday 8:00am-5:00pm</b>	<b>10728 S Central Ave Los Angeles, CA 90059 Hours: Monday-Friday 8:00am-5:00pm</b>

**Benefit Period**

For all counties providing D-SNAP, the State agency will determine eligibility based on a household’s income, disaster expenses, and other circumstances from January 7, 2025, through February 5, 2025.

The State agency will certify eligible households for one month based on the FNS FY2025 Disaster Gross Income Limits (DGIL). The State agency will issue the maximum allotment based on the FY2025 Maximum Allotments and Deductions, as updated August 2, 2024.

**Other Eligibility Criteria**

- Only households that resided or worked in the approved county at the beginning of the benefit period are eligible to apply.
- Household composition as it existed at the beginning of the benefit period (January 7, 2025) will be used in determining eligibility and benefits.
- Resources will be based on what is available to the household on January 7, 2025.
- Households that experienced food loss as their only disaster expense are eligible.
- If a household has received or expects to receive reimbursement for disaster expenses during the benefit period, only the net amount of expenses paid or anticipated to be paid shall be deducted.

### **Ongoing Households**

Disaster supplements provide for equity in disaster assistance between new D-SNAP households and ongoing SNAP households, as supplements bring the benefits of ongoing SNAP households up to the maximum allotment for their household size.

The State agency requested to issue automatic disaster supplements to all ongoing SNAP households in the 58 approved ZIP codes. Based on the disaster impact data provided, FNS approves this procedure for the following ZIP codes: 90265, 90290, 91008, 91016, 91024, 91301, 91302, 91750, and 93510.

In the remaining 49 ZIP codes, the State agency may issue automatic disaster supplements to ongoing households that have requested replacement benefits since the disaster occurred, as well to those that submit a signed affidavit attesting to their disaster expenses.

Ongoing SNAP households that already receive the maximum monthly allotment for their household size are not eligible for disaster supplements.

### **Electronic Benefit Transfer (EBT) & Issuance**

The State agency will make all efforts to process applications, issue benefits and ensure EBT cards are received by eligible households who apply for D-SNAP within 3 days (72 hours) of their application filing date, consistent with [FNS' D-SNAP Guidance](#), while maintaining separation of certification and issuance duties.

The State agency maintains that it has a sufficient supply of EBT cards to issue to all anticipated D-SNAP households. The State agency will carefully monitor the cardstock; the number of applications received; and the number processed each day in order to arrange for the production and delivery of additional cards if needed. The State agency will notify FNS immediately should difficulties arise with card stock volume or production.

The card issuance process will vary based on the household's method of application. Eligible households who apply on-site will be issued a card on-site. Eligible households who apply through virtual operations will have the option to pick up a card onsite or mailed via priority mail.

The State agency will provide eligible households with the following information:

- Instructions on how to PIN the EBT card.
- D-SNAP benefit availability date and expungement timeframe.
- What items can and cannot be purchased with the D-SNAP benefits.

The State agency will use January 2025 as the benefit issuance month.

### **Quality Control and Program Integrity**

The State agency will adhere to the verification requirements in [FNS' D-SNAP Guidance](#) to the maximum extent possible, which include:

- Mandatory verification of identity for head of household.
- Where possible, verification of residency and loss of income or inaccessibility of resources due to the storm.
- If questionable, verification of household composition.

The State agency will check for duplicate participation in SNAP and D-SNAP in the month of January 2025 before authorizing benefits for all household members.

The State agency may delay issuing benefits to verify questionable information or if it suspects fraud, but for no more than 7 days from the date of application.

The State agency must conduct anti-fraud efforts and inform households of the consequences of committing fraud.

The State agency will review 100 percent of all applications from permanent, temporary, and contract State agency employees who are involved with administration and operation of the D-SNAP and will ensure that supervisors or investigators conduct employee certification interviews. These results must be included in the Post-Disaster Report.

Quality Control will exclude D-SNAP cases from its samples. However, the State agency will conduct individual case reviews, as detailed below, to ensure D-SNAP eligibility and allotments were correctly determined.

### **Daily Reporting**

During the application period, the State agency will provide daily reports, as well as a summary report after operations end, with the following information for each approved county:

- The number of D-SNAP application taken.
- The number of applications taken on-site.
- The number of applications taken telephonically.
- The number of households and persons approved for D-SNAP.
- The amount of disaster benefits issued to approved households.
- The average issuance amount per household.
- The number of households denied based on their eligibility.
- The number of pending cases remaining each day.
- The number of households and persons issued supplemental benefits.
- The amount of supplements issued to ongoing households.



- The average supplemental issuance per household.

The State agency must also provide FNS with additional daily data on its telephonic interview operations including, but not limited to:

- Average wait time for an interview.
- Number of calls answered.
- Number of calls abandoned.
- Average call completion time.
- Number of applicant complaints regarding difficulty obtaining an interview.
- Number of fair hearing requests for telephonic interviews.
- Information regarding card issuance, such as number of cards picked up, number of cards mailed, number of cards returned in the mail.

During the application period, the State agency will provide FNS with a daily narrative describing the status of, and any updates to, its telephone interview operations.

#### **Post-Disaster Reporting in Food Programs Reporting System (FPRS)**

After D-SNAP operations end, the State will submit the following forms in the Food Programs Reporting System (FPRS):

- FNS-46 Issuance Reconciliation Report - report detailed issuance figures for new D-SNAP households and ongoing SNAP households receiving disaster supplements and/or replacements.
- FNS-209 Status of Claims Against Households Report - in the Remarks section, enter the number of claims established and collected against D-SNAP benefits. D-SNAP claims must be identified on backup documentation in accounting systems for the FNS-209.
- FNS-292B Report of Disaster Supplemental Nutrition Assistance Benefit Issuance – report all issuance data for new households as well as ongoing households for the entire D-SNAP operation. The value of replacements is not contained in this report, as they are not considered a disaster benefit.
- FNS-388 State Issuance and Participation Estimates - report detailed issuance and participation figures for new D-SNAP households, and ongoing SNAP households who received disaster supplements and/or replacements. The FNS-46 and FNS-388 should reconcile with the Net Issuance.

Disaster benefits are reported in the month the benefits become a Federal obligation which is defined as when the benefits are available to the household.

### **Post-Disaster Review Report**

No later than 6 months after the close of operations, the State agency will provide a comprehensive Post-Disaster Report to the FNS Regional Office which will include individual case reviews (public and employee cases), problem analysis, and proposed improvements to the State's D-SNAP plan. Ongoing SNAP households who received supplemental benefits should not be included in the case reviews.

Given the initial information FNS has collected on the effectiveness of virtual D-SNAP operations run by the State thus far, FNS is updating its methodology for determining the number of case reviews for virtual D-SNAP operations. The State agency must review one (1) percent of D-SNAP cases (approvals and denials) to ensure D-SNAP eligibility and allotments were determined correctly. Ongoing SNAP households who received supplemental benefits should not be included in this sample. The State agency must review no fewer than 50 cases but no more than 1,000 cases.

### **Authority**

FNS approves this D-SNAP under the authority of section 412 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act and section 5(h) of the Food and Nutrition Act of 2008.

Sincerely,

DocuSigned by:  
*Sasha Gersten-Paal*  
0E0256B30E274E8...

Sasha Gersten-Paal

Director

Program Development Division

Supplemental Nutrition Assistance Program