Date:\_\_\_\_\_\_\_\_\_\_ State/Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Site Manager:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Reviewer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**There is a lot of flexibility in how to set-up a disaster site. Some items answered as “No” are not necessarily problems. The reviewer should not discuss their observations with local staff but direct any apparent problems or concerns to FNS Regional, FO or National Office SNAP Staff. *(Include any Region-specific instructions for completion)***

|  | Review Areas | Observed | |  | Comments |
| --- | --- | --- | --- | --- | --- |
| Yes | No | N/A |  |
| 1 | **PHYSICAL ADEQUACY OF SITE**  Observation of area outside of the building appears to be in order (signage, security, etc). |  |  |  |  |
| 2 | Building is elderly and wheelchair accessible. |  |  |  |  |
| 3 | Parking is adequate. |  |  |  |  |
| 4 | Located within close proximity of the affected community. |  |  |  |  |
| 5 | Public transportation is within close proximity to the site. |  |  |  |  |
| 6 | Site is large enough to serve applicants. |  |  |  |  |
| 7 | Place to complete application is protected from the elements. |  |  |  |  |
| 8 | Separate location/room with seating to service the elderly/disabled. |  |  |  |  |
| 9 | Adequate power (electricity, generator) |  |  |  |  |
| 10 | Site has air conditioning/heat, chairs, restrooms, drinking water, snacks, etc. |  |  |  |  |
| 11 | Bathrooms are wheelchair accessible. |  |  |  |  |
| 12 | **CERTIFICATION PROCESS**  Location has writing surfaces – tables +/or clipboards. |  |  |  |  |
| 13 | Designated staff/volunteers are available to answer questions, spot language issues, and help complete application if applicant cannot read or write. |  |  |  |  |
| 14 | Number of workers processing benefits appears reasonable. |  |  |  |  |
| 15 | Signs are posted with basic information on completing the application, required verification, hrs of operation, etc. |  |  |  |  |
| 16 | Applicants are being screened to check:   * If the application is complete * If the applicant has required verification   🞏 For duplicate or on-going participation (volunteers cannot check for duplicate participation) |  |  |  |  |
| 17 | Applicants are being allowed to drop off applications. |  |  |  |  |
| 18 | Average waiting time to be served appears reasonable |  |  |  |  |
| 19 | Type of system used to serve the public (numbers, etc) appears reasonable. |  |  |  |  |
| 20 | Interview area is set-up to protect applicants’ privacy to the extent feasible. |  |  |  |  |
| 21 | System is in place to provide consistent policy guidance: e.g. a hotline to answer policy questions or a policy Q&A session is conducted daily before the start of operations. |  |  |  |  |
| 22 | A plan is in place to conduct on-site reviews of denied applications:  🞏 On-site supervisory reviews are being conducted for denied applicants  🞏 Eligibility workers are notifying applicants of the right to a review |  |  |  |  |
| 23 | Program materials are available for public on:  🞏 Eligible SNAP purchase items  🞏 How to use an EBT card  🞏 Unusual policies not used in the regular program |  |  |  |  |
| 24 | Card inventory is conducted on-site:  🞏 Beginning and ending inventory  🞏 New cards received  🞏 Total cards available  🞏 Cards issued |  |  |  |  |
| 25 | **LANGUAGE ISSUES**  Staff/volunteers are on hand to assist with language services. |  |  |  |  |
| 26 | ***ISSUANCE SITE CONTROLS***  Required Application/Issuance site controls  🞏 Inputting information on all household into the system, including denied applications  🞏 Checking household size: Asking applicant for names and dates of births of all household members. Asking applicant to repeat information later  🞏 Checking for duplicate participation using onsite/offsite databases or participant lists  🞏 Updating database or hardcopy participant list daily  🞏 Referring clients without required verification or with inconsistent information to onsite investigators or highly experienced staff   * Special procedures for handling State agency employee applications   Optional Controls:  🞏 Asking name & birth date at start of screening; asking to repeat information later  🞏 Delaying issuance of EBT cards to allow some verification and/or cross-checkingfor those with questionable applications |  |  |  |  |
| 27 | Personnel present to provide security & crowd control:  🞏 local/State police  🞏 Security guards |  |  |  |  |
| 28 | ***STAFF***  The following were identified:  🞏 Site manager(s)  🞏 Assistant site manager(s)  🞏 Supervisors  🞏 Eligibility workers  🞏 Bi-lingual eligibility workers   * Anti-fraud staff   🞏 Issuance workers  🞏 Application screeners  🞏 Troubleshooters  🞏 On-site reviewers  🞏 Volunteers  🞏 Medical staff |  |  |  |  |
| 29 | ***WIC***  Program materials are available to people requesting WIC information. List types. |  |  |  |  |
| 30 | **MISCELLANEOUS**  Other relief organizations are on site (except FEMA). |  |  |  |  |