

Best Practices in Disaster SNAP Operations and Planning

Appendices

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Authors

Jonathan Blitstein, Dani Hansen, Kathy Wroblewska, Betsy Thorn, Courtenay Kessler,
Kristen Giombi, Katie Powell, Christine Bevc, Anne Roubal, and Mairyn Lopez-Rios

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USDA Food and Nutrition Service
Office of Policy Support
1320 Braddock Place
Alexandria, VA 22314

Project Officer

Eric Williams

Submitted by

Insight Policy Research, Inc.
1310 North Courthouse Road
Suite 800
Arlington, VA 22201

Project Director

Jonathan Blitstein

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Appendix A. Technical Notes

This appendix provides a crosswalk showing data sources that address the research questions for each study objective and additional methodological notes on the administrative SNAP/D-SNAP data and geospatial analysis.

A. Data Sources and Research Objectives

Table A.1 provides an overview of the research questions and the primary sources of data used to address each objective.

Table A.1. Research Objectives and Questions and Data Source

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits			Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders	Observations	
Objective 1: Assess the implementation and operation of D-SNAP for selected disaster(s) in each study State	1. How did the planned approach presented in the annual State disaster plan compare with actual D-SNAP operations during the disaster? Was the disaster substantially different in size and scope from those anticipated in the disaster plan?						
	2. How many households and individuals were actually served by D-SNAP compared with the estimated number provided by the State agency in its D-SNAP request? What accounts for this difference? How can States better estimate need?						

¹ A research question regarding the economic impact of D-SNAPs was removed from the study because FNS did not have confidence in the results due to data limitations.

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 1: Assess the implementation and operation of D-SNAP for selected disaster(s) in each study State (continued)	3. How many current SNAP-participating households and individuals were served during the disaster through the issuance of a supplement? Were supplements issued automatically, or was an affidavit required? Were there any challenges associated with providing the supplements?			●	●		●
	4. Were the method and data used by the State agency for the needs assessment appropriate for the size and scope of the declared disaster? Were other data available that would have been more useful? Why were these other data not used?	●	●	●			
	5. Did the State disaster plan or D-SNAP request identify the resources (e.g., additional staffing, application sites) that could be mobilized if the disaster was larger than anticipated? What were these resources?	●		●	●		
	6. Did the actual D-SNAP implementation require additional staffing by the State's merit staff who do not typically work on SNAP, other State agencies, or hired temporary staff? If so, how many staff, and how were they mobilized?	●		●			

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 1: Assess the implementation and operation of D-SNAP for selected disaster(s) in each study State (continued)	7. What policy flexibilities did the State exercise and why?	●	●	●			
	8. Was the timing of the launch of D-SNAP operations appropriate for the situation? For example, was the initiation of D-SNAP too long after the disaster may have occurred, or was D-SNAP implemented before appropriate public outreach had been conducted?	●	●	●	●		
	9. How were applications received and processed? How was eligibility determined? What process was used for verification? Were applications processed and benefits disbursed within established timeframes? When and how were staff trained?	●	●	●		● ^a	
	10. Was the State able to use its SNAP eligibility system to conduct D-SNAP, or did it use a different system? Did the State face any system challenges in implementing D-SNAP?	●	●	●			

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 1: Assess the implementation and operation of D-SNAP for selected disaster(s) in each study State (continued)	11. Did the State have enough EBT cards for applicants? Were there any activation challenges? If so, what were they? How were cards kept safely and securely?	●		●	●		
	12. How did the State maintain separation of eligibility and card issuance duties?	●		●			
	13. What sites were chosen for D-SNAP operations? Were the operation sites appropriate for the size and scope of the disaster? Was the number of sites either insufficient or excessive? Did the selection of sites take into account the damage caused by the disaster (e.g., road closures)? Did the sites have adequate crowd control?	●	●	●	●	●	
	14. Did the D-SNAP operations comply with civil rights laws? How were older and disabled individuals and those with special needs reached and served?	●	●	●	●	●	
	15. How was the public informed about D-SNAP? What were the elements of the information campaign? Was the public information campaign successful?	●		●	●		

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 1: Assess the implementation and operation of D-SNAP for selected disaster(s) in each study State (continued)	16. Did the State face any challenges meeting D-SNAP reporting requirements?	●	●	●			
	17. What were the operational challenges and lessons learned?	●	●	●	●	●	
	18. What changes has the State made to its annual plan based on operating D-SNAP for this (these) disaster(s)?	●	●	●			
Objective 2: Describe the characteristics and economic circumstances of the D-SNAP households for the selected disaster(s)	1. How do characteristics of D-SNAP households compare with characteristics of SNAP households in the disaster area?			●			●
	2. What were the characteristics and proportion of ongoing SNAP households that received a D-SNAP supplement?						●
	3. What were the characteristics and proportion of D-SNAP households that enrolled in SNAP after the disaster?						●

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 3: Document each State's approach to protecting program integrity while operating D-SNAP for the selected disaster(s)	1. How were the 500 ^b cases selected for review? What types of case errors were documented?	●	●	●			
	2. How was duplicate participation checked to prevent households from receiving SNAP and D-SNAP in the same month or D-SNAP more than once during a month?	●		●			
	3. What fraud prevention methods did the State use? Were the fraud prevention methods appropriate for the type, size, and scope of the disaster?	●	●	●			
	4. How did the State handle case fraud?			●			
	5. How did the State approach benefit issuance and reconciliation?	●		●			
Objective 4: Determine best practices for developing annual disaster plans to address a variety of disaster types	1. In their annual disaster plans, do States plan for more than one type/size of disaster? How do States decide what types/sizes of disasters to plan for?	●	●	●			
	2. How often do States make significant changes to their annual disaster plans?	●	●	●			

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 4: Determine best practices for developing annual disaster plans to address a variety of disaster types (continued)	3. What topics do States address in their annual disaster plans (e.g., methods for estimating size of D-SNAP caseload, procedures for reporting requirements, program integrity)?	•	•	•			
	4. What information, in addition to what FNS requires, should States consider when developing their plans?	•	•	•	•	•	
	5. Whom should States involve when developing their annual disaster plans?	•	•	•	•		
Objective 5: Determine best practices for implementing and operating D-SNAP for a variety of disaster types	1. What are key considerations for operation of D-SNAP? This includes the preparation needed in the immediate aftermath of the disaster and determination of when to launch operations.	•	•	•	•	•	
	2. What are key considerations for addressing operational challenges during the early implementation phase by disaster type and scope? For States with more than one disaster type, did the same elements work in different types of disasters?	•	•	•	•		
	3. What are key considerations for ensuring D-SNAP operates in accordance with the approved request?		•	•		•	

Research Objectives and Questions ¹		Data Sources					
		Document Reviews	Interviews With Federal Staff	Site Visits		Observations	Administrative Data
				Interviews With State/Local Staff	Interviews With Other Stakeholders		
Objective 5: Determine best practices for implementing and operating D-SNAP for a variety of disaster types (continued)	4. What policy flexibilities requested by the States facilitate D-SNAP operations across disaster types? Were certain policy flexibilities more effective when addressing disasters of certain sizes and scopes? What other policy flexibilities would be beneficial to States?	●	●	●			

Notes:

^a Observations at former D-SNAP sites via staff-guided walkthrough of the client process will provide context for the D-SNAP application process and complement the information collected through staff interviews about the application process, site characteristics, and best practices.

^b States must review a random sample of 0.5 percent of all D-SNAP cases (with a minimum of 25 and a maximum of 500 cases).

B. Administrative SNAP/D-SNAP Data

Each of the four study States provided caseload data for both D-SNAP and SNAP participants for the 3 months immediately before, the month of, and the 6 months after the D-SNAP. Datasets included caseload data for the entire State—not just the areas operating D-SNAP—because some participants may have relocated as a result of the disaster. This also facilitated comparisons between all D-SNAP and SNAP households, whether they were in or outside D-SNAP counties.

Data came from State eligibility systems and were provided at the participant level for each month the participant was enrolled (i.e., received benefits) in D-SNAP or SNAP. These data included demographic information on SNAP participants and benefits received each month. The study team also collected extant Rural-Urban Community Area (RUCA) codes that were merged into each State's files based on the residential ZIP Code.

1. Data Cleaning and Creation of Analytic Variables

The study team's data analyst worked iteratively with each State to obtain useable datafiles. After receiving the final datafiles, generally recognized data-cleaning steps were applied across all study States; additional State-specific cleaning steps were needed to address differences in the data each State provided. The generally recognized cleaning steps included an examination of the following:

- ▶ Frequency distribution for all continuous variables to ensure all values fell within expected ranges and to identify and address outliers
- ▶ Tabulations for all categorical variables to ensure all values were expected values or codes and that definitions for all observed codes had been provided by the State
- ▶ The proportions of missing variables and whether they were similar across D-SNAP and SNAP populations

All D-SNAP and SNAP files were merged across all months to create one analytic file per State. Additional analytic variables were created, including the following:

- ▶ A series of indicators for participant type, including D-SNAP household, SNAP household, and whether a household was in a D-SNAP county. For States where disaster-related supplements were authorized, the study team created an indicator for SNAP households that received supplements. The study team also developed an indicator for D-SNAP households that later enrolled in SNAP, although this was only possible in Oregon because of the limitations of the data collected during the D-SNAP operations (e.g., Social Security number was not a required field).
- ▶ Household characteristics, including indicators for any children, older individuals, and individuals with disabilities who were members of the household, and number of household members, categorized as 1, 2, 3, and 4 or more household members
- ▶ Race/ethnicity of the household head, categorized as non-Hispanic White, non-Hispanic Black, Hispanic, and non-Hispanic other race²

² Two States (Tennessee and Louisiana) tracked race and ethnicity in ways that precluded the creation of these four categories. The State-specific chapters for these States describe how race/ethnicity was measured in these States.

- ▶ Age of household head, categorized as under 18, 18–24, 25–44, 45–59, and 60 or older. Household heads with a reported age over 100 years were reviewed to determine if there was an obvious error (e.g., transposition of birth year). Two households were deleted from the file because of a reported age of over 200 years.
- ▶ Employment status, categorized as employed or unemployed
- ▶ Gross household income as a percentage of Federal Poverty Guidelines, categorized as 0 (no income), 1–50 percent, 51–100 percent, 101–130 percent, and over 130 percent.
- ▶ Monthly benefit amount, categorized as less than \$51, \$51–100, \$101–200, \$201–400, and over \$400; only D-SNAP and SNAP benefits (i.e., not SNAP supplement or replacement benefits) were included
- ▶ Urbanicity, categorized as urban, large rural, and small rural based on RUCA codes based on the household's residential address³

2. Data Analysis

The study team examined the demographic characteristics of D-SNAP participants. For each disaster, the team produced tables presenting household composition, economic characteristics, and case characteristics of D-SNAP households and comparing those to other household types. Specifically, these comparisons included the following:

- ▶ D-SNAP households, SNAP households in the D-SNAP ZIP Codes, and SNAP households outside the D-SNAP ZIP Codes in the same State during the month(s) of the D-SNAP were compared. This comparison table was created for each of the five D-SNAP operations evaluated in the study.
- ▶ For States that issued SNAP supplements in response to the disaster, D-SNAP households were compared with SNAP households that received supplements and households that did not receive supplements during the month(s) of the D-SNAP. Disasters that occurred during the COVID-19 pandemic (Hurricane Laura in Louisiana; wildfires in Oregon) did not issue disaster-related supplements because COVID-19 waivers were in place, resulting in all households receiving the maximum allowable benefits for household size.
- ▶ For Oregon, D-SNAP households that enrolled in SNAP within 6 months of the D-SNAP operation were compared with households that did not enroll in SNAP within the same period. No other State had data that allowed for this comparison.

All analyses were conducted using SAS statistical software (version 9.4).

3. Data Analysis Challenges

None of the study States provided all of the requested data elements, owing to significant variation in the data captured from SNAP and D-SNAP participants in each State and idiosyncrasies associated with data labeling. In some instances, the study team's data analyst identified duplicate records State data managers could not explain. In other instances, individuals were recorded as receiving D-SNAP benefits in months that the D-SNAP was not operating. The following issues should be considered when

³ The three-category coding schematic presented at <https://depts.washington.edu/uwruca/ruca-uses.php> was used for this analysis.

evaluating the D-SNAP and SNAP household characteristics and data on SNAP households that received supplements.

- ▶ The study team planned to present employment categorized as employed part time, employed full time, and unemployed. No State had data collected to allow the distinction between full- and part-time employment.
- ▶ Only Oregon tracked disability status among D-SNAP participants.
- ▶ While no State was able to provide an indicator for whether a child or an older individual was included in the D-SNAP household, the study team was able to determine whether the household had children or older members using information on household members' age in all States except Oregon.
- ▶ Oregon did not provide the number of household members for D-SNAP households; however, the household size could be determined using the D-SNAP benefit amount, which is determined based solely on household size.
- ▶ Tennessee did not collect gross household income among D-SNAP participants but did collect net income. Net income is calculated differently for SNAP and D-SNAP, so these variables are not directly comparable across programs.
- ▶ The decision to omit supplement and replacement benefits was made to facilitate a more direct comparison between D-SNAP and SNAP benefits and (especially) between SNAP households that received supplements and those that did not.
- ▶ North Carolina provided data to link D-SNAP and SNAP households. When the matching was done based on household ID, no matches were found between the D-SNAP and SNAP cases in the 6 months following the disaster. The study team inquired whether it would be possible that no D-SNAP household had enrolled in SNAP. The State team felt the available data could not conclusively confirm that no D-SNAP participant had later enrolled in SNAP.
- ▶ Louisiana, Oregon, and Tennessee used different eligibility systems for SNAP and D-SNAP. They also did not collect any common identifier that could be used to link D-SNAP participants to later SNAP participation.

C. Geospatial Analysis

ArcPro version 3.0.2, a spatial analysis program, was used to create the maps used in the report.

1. Geocoding D-SNAP Sites and Households

To map households and D-SNAP distribution sites, the study team used the World Geocoding Software USGS in ArcPro. D-SNAP household addresses provided by the State were mapped using the U.S. address locator. Of the 448,166 D-SNAP household records included for disaster months, 99.45 percent were successfully assigned latitude and longitude coordinates. Addresses outside the four study States were removed from the file, leaving 443,036 D-SNAP households.

D-SNAP sites were also geocoded using the same method. All D-SNAP sites provided in North Carolina and Tennessee were matched successfully and geolocated into the database.

2. Summation of Households by Census Tract

D-SNAP households were assigned the appropriate census tract from the TIGER/LINE census tract shape file using the “intersect” tool. This tool matched the household to the census tract in which it is located. To calculate the number of households in each census tract, the “assign count” tool was used to assign each household a value of 1. The “summarize within” tool was then used to sum the number of unique households within each census tract.

3. Average Distance From D-SNAP Households to Distribution Sites

To determine the distance to the nearest site, the research team used the “near” geospatial tool. This tool calculates the shortest planar (as the crow flies) distance between two points in different files—in this case, the nearest distance between each D-SNAP participant household and each D-SNAP distribution site. The distance was calculated in decimal degrees and converted into miles.

4. Percentage of Households Within Defined Buffered Distances

The study team used the “buffer” tool to create buffers of 1, 5, 10, and 25 miles around each distribution site. This is a planar distance from the site. The “summarize within” tool was used to determine the number of households within each buffer. A limitation of this analysis is households lie within multiple buffers because sites can be close to each other.

Appendix B. Data Collection Instruments

This appendix provides protocols used for interviews with Federal staff, State/local agency staff, and other stakeholders. At the beginning of all interviews, the interviewer introduced themselves and the study. The interviewer then reviewed informed consent and the privacy act statement and asked for permission to record the interview.

A. FNS Interview Protocol

The study team used this protocol for Regional Office (Southeast Regional Office, Southwest Regional Office, and West Regional Office), Retailer and Issuance Policy and Innovation Division (RIPD), and Civil Rights Division interviews.

1. Background (Ask of All Respondents)

I'd like to learn about your role and responsibilities at FNS's *[Division]*.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities?
4. What is your role in working with States on D-SNAP? Which D-SNAPs were you involved with among the study States?

2. D-SNAP Plans (Ask of Regional Office Respondents)

First, I would like to learn more about D-SNAP plans, including how the FNS Regional Offices work with States to develop the plans.

1. We are familiar with the D-SNAP Guidance Handbook and Toolkit, but can you tell us more about the guidance, training, and/or technical assistance FNS provides to States in developing their D-SNAP plans each year?
 - a. In a typical year, what role does FNS Regional Office play in helping States develop or revise their D-SNAP plans?
 - b. Which individuals at FNS, or other agencies, provided disaster-related expertise in helping to draft the guidance on D-SNAP plans?
2. Do you typically review D-SNAP plans? If yes, approximately how many have you reviewed in the past year? Past 3 years?
3. Do States' D-SNAP plans typically cover the topics provided in the D-SNAP Plan Template?
 - a. If no, which topics are most often omitted?
 - b. What additional topics not discussed in the D-SNAP Plan Template do States include in their plans? *[Probe for methods for estimating size of D-SNAP caseload, procedures for reporting requirements, program integrity measures]*

4. Do States typically plan for more than one type or scope of disaster?
 - a. If yes, could you please describe the type of tailoring included in these plans?
 - b. Have you seen States benefit from using D-SNAP plans tailored to different types of disasters? If yes, please elaborate.
5. Other than the information currently provided in FNS guidance, do you think States should include any additional information in their plans? If yes, what information should be included?
6. How often do States substantially revise their D-SNAP plans?
 - a. What are the most common reasons for these revisions?
7. Outside of FNS, who else should States involve when developing their D-SNAP plans? Please provide specific examples of stakeholders.
8. Thinking about the States and D-SNAPs included in the study, which States have a particularly strong D-SNAP plan? What makes those plans stronger?
 - a. Which States included in the study have less robust plans? What makes these documents weaker?
 - b. Is there other training or technical assistance you think would help States develop robust D-SNAP plans? Please describe.
9. How often do D-SNAP implementation and operations proceed as planned? What are the main reasons planning documents do not align with circumstances on the ground? *[Probe for positive and negative possibilities (e.g., operations could have implemented improvements or innovations not reflected in the plan, the plans could have included insufficient information/contingencies to use when disaster struck)]*
 - a. *[If not already addressed]* Has FNS worked with States to improve their D-SNAP plans post-disaster if they were insufficient? If so, how?
10. *[If not already addressed]* What would you say are best practices in D-SNAP plan development?
11. Are there any other questions about D-SNAP plans we should be asking?

3. Needs Assessment and D-SNAP Request (Ask of Regional Office (RO) and RPMD Respondents)

We've discussed D-SNAP planning in the previous section, and now I want to turn to D-SNAP implementation, including the needs assessment, D-SNAP requests, and waivers.

1. *[Ask RO Only]* We understand FNS is currently revising the D-SNAP Guidance to clarify that State agencies must submit a needs assessment of the damage caused by the disaster prior to approval. What is your understanding of the current requirements for a needs assessment?
 - a. What guidance will FNS provide on how States should target their D-SNAP response based on the needs assessment?
2. *[Ask RO Only]* Currently, how common is it for a State to conduct a needs assessment?

3. *[Ask RO Only]* How do States typically conduct their needs assessments?
 - a. What data do States typically use? In general, do States have these data on hand, or do they need to request the data from another agency or outside stakeholder? *[Probe for utility company information, flood maps, FEMA assessments, onsite Federal/State team assessments]*
 - b. What other data should they be using?
 - c. Can you provide any examples of States that are particularly adept at using data as part of their needs assessment?
4. *[Ask RO Only]* *[If not already addressed]* What are some examples of best practices in conducting needs assessments?
5. *[Ask RO Only]* How does the number of households actually served typically compare with the estimates in D-SNAP requests?
 - a. In your opinion, what accounts for the differences? How can States better estimate need?
6. What policy flexibilities and waivers do States typically use?
 - a. Are there any flexibilities or waivers you consider underutilized? *[Probe for automatic/mass replacements, hot foods, timely reporting, or expungement waivers]*
 - b. Are there any you consider overutilized? *[Probe for automatic/mass replacements, hot foods, timely reporting, or expungement waivers]*
7. How many days after a disaster strikes do States typically submit the D-SNAP request to FNS? What influences this timeline?
8. *[Ask RO Only]* In your opinion, for the disasters included in the study, were the D-SNAP requests submitted within an appropriate timeframe? Why?
9. *[Ask RPMD Only]* In your opinion, for the disasters included in the study, were the D-SNAP waivers you reviewed submitted within an appropriate timeframe? Why?
10. For *[selected disaster(s)]*, do you think the State requested the appropriate waivers? Were the parameters of the D-SNAP requests appropriate to the disasters (e.g., the disaster area, the application period, use of food loss only for eligibility, use of the Disaster Standard Expense Deduction—DSED)?
 - a. Did the States ask to modify or extend D-SNAP or request additional waivers?
11. How can States improve their D-SNAP requests and waivers?
 - a. What are some best practices you have seen from around the country?
12. Are there any other questions about D-SNAP *[RO only: needs assessments]*, requests, or waivers we should be asking?

4. D-SNAP Operations (Ask of Regional Office, OEM, Food Distribution Division, and Civil Rights Division Respondents)

Now let's discuss how States intend to operate D-SNAP after FNS approves it and how that compares with what ultimately happens on the ground, such as differences stemming from unanticipated challenges.

1. What are the main steps that must occur once between FNS approval of a State's D-SNAP request and the launch of D-SNAP operations?
2. For *[selected D-SNAP(s)]*, was the timing of the launch of D-SNAP operations appropriate?
 - a. What factors determine the appropriate timeline for launching D-SNAP?
 - b. Do you have any suggestions for how States can best assess timing?
3. Can you walk me through, at a high level, the D-SNAP application process? For example, what happens when a client arrives on site?
 - a. What does a typical D-SNAP application look like?
 - b. Are States usually able to use their SNAP eligibility systems to conduct D-SNAP? Why or why not?
 - i. What are the challenges associated with not having access to the SNAP eligibility system?
 - c. How long does it take a typical client to be issued an EBT card from the time of arrival at the D-SNAP site? What influences the length of time?
 - i. What are some best practices for keeping waiting times short?
 - d. In general, what are some best practices you have seen from across the country in regard to the D-SNAP application process?
 - i. Are there any particular challenges that come to mind?
4. What are the benefits of the preregistration systems used in California, Florida, and Louisiana? What are the disadvantages?
5. Can you share any challenges States face in training staff for D-SNAP?
 - a. Any best practices?
6. In your opinion, for *[selected D-SNAP(s)]*, were the D-SNAP application sites appropriately selected? Why?
7. How can States improve D-SNAP site selection? What are some best practices you've seen from across the country?
8. For *[selected D-SNAP(s)]*, did problems arise at D-SNAP application sites you are aware of? How could these problems be prevented in the future? *[Probe for ADA compliance, lack of connectivity or power, insufficient number of staff, poor customer flow, insufficient seating areas, inadequate protection from the elements, poor signage]*

9. For the selected D-SNAPs, did any States experience issues processing applications and issuing benefits within a timely manner? If so, what caused the delays?
10. Do State agencies typically comply with civil rights laws? Thinking about the selected disasters, to your best knowledge, did any of these D-SNAPs not comply? If so, in what ways?
 - a. Can you describe any best practices for ensuring compliance with civil rights laws? *[Probe for alternative procedures to ensure access to application sites and interviews, human comforts, language services, and site layout]*
 - b. *[If selected State(s) did not comply]* How did FNS work with the State to ensure compliance for future D-SNAPs?
 - c. Would the FNS Division of Civil Rights be able to answer any questions about this topic? If yes, what kinds of questions should we direct to them about compliance with civil rights laws during D-SNAP?
11. What other USDA food assistance was used to help survivors of *[selected D-SNAP(s)]*?
 - a. Would the Food Distribution Division be able to answer some further questions about coordination between other USDA food assistance and D-SNAP? If so, what kinds of questions should we ask them?
12. How does FNS coordinate with other Federal agencies on the *[selected D-SNAP(s)]*?
 - a. Would OEM at FNS be able to answer some further questions about coordination between USDA and other agencies? If so, what kinds of questions should we ask them?
13. What are best practices related to D-SNAP closeout? *[Probe for closing out D-SNAP application/issuance site, transitioning to regular SNAP, certification and issuance reporting]*
14. What are best practices in postdisaster reporting?
 - a. Does postdisaster reporting present any challenges for States? If so, how?
 - b. The Post-Disaster Reports indicate States should propose changes to their disaster response if needed. What are some salient lessons learned that States have included in these reports?
15. *[Ask Regional office staff only]* For *[selected D-SNAP(s)]*, was the FNS-292B entered in to FPRS within 45 days after the close of the D-SNAP?
16. *[Ask Regional office staff only]* For *[selected D-SNAP(s)]*, was the D-SNAP Post-Disaster Report submitted within 6 months after the close of the D-SNAP?
17. Are there any other questions about D-SNAP operations we should be asking?

5. Program Integrity (Ask of Regional Office and PAAD Respondents)

We understand D-SNAP poses some unique program integrity challenges. I would like to ask you some questions regarding how States can best ensure program integrity during D-SNAP operations.

1. Could you describe some common program integrity challenges that are unique to D-SNAP?

2. What fraud prevention or program integrity methods do States typically use? *[Probe for maps to verify residency in an affected area, income matches, or delaying benefits; separation of certification and issuance duties; checks for duplicate participation]*
 - a. What specific program integrity measures are put into place for State employees that apply for D-SNAP?
3. In your opinion, for *[selected D-SNAP(s)]*, did the States use the appropriate fraud prevention measures? *[Repeat question for each D-SNAP]*
 - a. If yes, how so?
 - b. If no, why not?
4. For *[selected D-SNAP(s)]*, did the States experience any challenges related to program integrity? Please describe.
5. How does the post-D-SNAP case review process work?
 - a. What types of case errors are most often found in the post D-SNAP review of up to 500 cases?
 - b. What types of cases errors are most often found in the review of State employee cases?
6. How could States improve their program integrity and fraud prevention measures for D-SNAP?
7. What are some best practices related to program integrity you have seen from around the country?
8. Would PAAD at FNS be able to provide further information about program integrity within D-SNAP? If so, what sorts of questions should we ask them?
9. Are there any other questions about D-SNAP program integrity we should be asking?

6. Challenges, Best Practices, and Lessons Learned (Ask of All Respondents)

Finally, I would like to recap the challenges, best practices, and lessons learned you have seen in State planning, implementation, and operations of D-SNAP.

1. Overall, what are some best practices for implementing D-SNAP you have observed across the country?
 - a. How should States prepare for D-SNAP?
 - b. How can States determine the best timeframe to launch D-SNAP operations after a disaster? *[Probe by type of disaster, such as tornado, hurricane, flooding, or wildfires]*
 - i. What factors influence this decision?
2. What are the main challenges States have encountered in implementing D-SNAP? *[Probe for technology, role of partners, communication protocols, site selection or location, program integrity]*
 - a. How did FNS work with States to address these challenges?

3. Of the recent D-SNAPs in your region included in the study, which were among the best run? Why? *[Probe for technology, role of partners, communication protocols, site selection or location, program integrity. Facilitator note: Only ask this question if there are multiple recent D-SNAPs from the region included in the study.]*
 - a. Which of the D-SNAPs had the most challenges? Please explain.
4. For States that have experienced multiple types or scopes of disasters, have you found any differences in how they respond to different disasters?
 - a. Have you seen States that are familiar with one type of disaster struggle if they encounter another? If so, how?
5. What are some best practices you have seen for States that have responded to disasters with varying type/scope?
6. Are there any other questions about D-SNAP challenges, lessons learned, or best practices we should be asking?

7. Wrap-Up (Ask of All Respondents)

Thank you for answering our questions.

1. Is there anything else you would like to share about D-SNAP plan development or operations?
2. Is there anything we should have asked you about these topics or these particular D-SNAPs but didn't?
3. *[As for National Office respondents only]* Are there any other divisions at FNS other than PDD, PAAD, CN, RPMD, OEM, the Food Distribution Division, or the Civil Rights Division that you think we should be speaking to about D-SNAP?
 - a. If yes, who? What topics related to D-SNAP could they speak to?
4. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

B. State SNAP Agency Interview Protocol: Kickoff Discussion

[Facilitator note: Repeat disaster-specific questions for multiple disasters or probe for differences between separate disaster implementations/operations.]

1. Background

I'd like to learn about your role and responsibilities at the *[State]* SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?

3. What are your primary responsibilities?
4. What was your role in *[selected D-SNAP(s)]*?

2. D-SNAP Planning

First, I would like to learn more about your State's D-SNAP preparations.

1. Please describe your State's process for developing your D-SNAP plan.
 - a. How does your State agency determine what types and/or sizes of disasters to plan for?
 - b. How significantly does your D-SNAP plan change from year to year?
 - c. Did you make edits to your plan after *[selected D-SNAP(s)]*? Please describe these changes.
 - d. Does your D-SNAP plan identify what resources are available if the disaster is larger than anticipated? If so, please describe. *[Probe for: additional staffing or application sites, reserve EBT cards, other resources identified in State plan]*
 - e. I understand FNS requires that D-SNAP plans contain three sections: (1) roles and responsibilities, (2) resource readiness plan, and (3) implementation plan. In addition to the various elements included under these three components, are there any other items you think States should include in their D-SNAP plans?
2. [If not already answered] Who is involved in drafting the plan? What other agencies or stakeholders are involved?
 - a. Do you think involvement from other agencies or individuals would be beneficial? If so, who?
 - i. Why doesn't your State currently work with these agencies/stakeholders when developing the D-SNAP plan?
3. I understand FNS developed a D-SNAP guidance handbook and toolkit. Have you used these resources when developing your D-SNAP plan? How? How useful are they?
 - a. What additional guidance or training from FNS would be helpful for you in developing your annual disaster plan?
 - b. What guidance or training have you received from FNS in the past?
4. Does your State conduct any training in preparation for D-SNAP? Please describe.
 - a. How often does the training occur?
 - b. How do you decide which staff will participate in the training?
5. Other than the stakeholders you work with to develop your D-SNAP plan, what other entities do you coordinate with for disaster response? Please describe your relationship with these entities.
 - a. Do you think involvement from other entities would be beneficial? If so, which ones?

3. Needs Assessment and D-SNAP Request

Next, I'd like to focus on the early steps following a disaster: the needs assessment and the D-SNAP request.

1. Based on the D-SNAP request for *[selected D-SNAP(s)]*, it appears that your State conducted a needs assessment. Is that correct? If yes, how was the assessment conducted? *[Interviewer note: Tailor this question based on information available in the D-SNAP request.]*
 - a. What information is included in the needs assessment?
 - b. Who is involved at your office? How about at other State agencies or stakeholders?
 - c. How long does it take to complete the assessment? Do you think this is an appropriate amount of time?
 - d. What data does your State use to conduct the needs assessment?
 - i. Where does your State obtain these data?
 - e. What other data, if any, would be helpful in conducting needs assessments? Why?
 - i. What are the barriers to using these data?
 - f. In your opinion, was the needs assessment useful for planning and implementing the D-SNAP? Why or why not?
2. [If the State has had multiple D-SNAPs] Has the needs assessment process changed from [selected D-SNAP 1] to [selected D-SNAP 2]? If so, how?
3. [If the State has been hit by different types of disasters] Does the needs assessment vary depending on the disaster type? If so, how?
4. Does your office work with the local utility companies to complete the D-SNAP request?
If yes:
 - a. Could you please describe your working relationship?
 - i. What data did utility companies provide to facilitate the D-SNAP request process?
 - ii. How were these data provided?
 - b. Were there any challenges in receiving the data from the utility companies?
5. *[Repeat for each D-SNAP]* According to your D-SNAP request and post-disaster report, *[State]* used the following policy flexibilities and waivers: *[fill in from D-SNAP request]*. Why did you decide to use these policy flexibilities and waivers?
 - a. In hindsight, were there any policy flexibilities or waivers that you did not use but would have been beneficial to D-SNAP operations? Why?
6. *[Repeat for each D-SNAP]* Based on our review of *[State]*'s D-SNAP request and post-disaster reporting, *[State]* submitted the D-SNAP request *[X]* days after the disaster hit. What influenced this timeline?
 - a. [If timeline is different between multiple D-SNAPs] Why does the timeline differ between [selected D-SNAP 1] and [selected D-SNAP 2]?

- b. Do you think it would have been beneficial to wait longer to submit the D-SNAP request or submit it sooner? Why or why not? [Probe for: length of time between disaster and D-SNAP request; adequacy of timeline for public outreach, needs assessment, or other preliminary activities]
- 7. [Repeat for each D-SNAP] Did your D-SNAP request identify resources that could be used in case the disaster was larger than anticipated? What were these resources? [Probe for: additional staffing or application sites]
- 8. [Repeat for each D-SNAP] How do you estimate the number of individuals expected to be served by the D-SNAP? How do you estimate the total amount of D-SNAP benefits? [Probe for assistance from other State agencies.]
 - a. How did the number of individuals served compare to the estimates in your D-SNAP request?
 - i. [If there is a large difference between estimates and the actual number served] What accounts for the difference between the two numbers?
 - b. How important is it to accurately estimate D-SNAP need?
 - c. What are the challenges and best practices associated with estimating D-SNAP need?
 - d. Approximately what percentage of those served were current SNAP participants?
- 9. Do you know how many households affected by the disaster moved out of the State? What would be your best estimate of how many SNAP households left the State? Where did they go?

4. D-SNAP Site Selection and Staffing

Let's turn to site selection and staffing for the [selected D-SNAP(s)]. [Facilitator note: If the State operated multiple D-SNAPs, probe for multiple disasters where relevant.]

First, let's discuss D-SNAP site selection in general.

- 1. How did you select the D-SNAP site(s)? [Probe for: any rubrics or documentation the State used to aid in site selection]
 - a. Did you have backup locations? If so, in what circumstances would you need to use the backup location?
 - b. How did you take into account any lingering damage from the disaster (e.g., road closures) when selecting the site(s)?
- 2. How did you decide how many D-SNAP sites to have?
 - a. In hindsight, do you think that was the appropriate number of sites? Why or why not?
- 3. How did you determine how large of a D-SNAP site was required?
 - a. In hindsight, do you think the site was an appropriate size? Why or why not?

4. How did you ensure the sites and staff were compliant with civil rights laws? [Facilitator note: Collect any checklists, training guides, or other materials the State may have used.]
 - a. *If needed, probe for: assistance with language services, accommodations for the older individuals or people with disabilities (e.g., building is wheelchair accessible, there is separate seating), adequate power, air conditioning, water, snacks, adequate number of bathrooms (including wheelchair-accessible bathrooms), accessible communications (Braille, TTY, large print, open captioning for televised ads)*
5. How did you ensure connectivity at the sites?
6. How did you ensure adequate crowd control?
7. In general, were there any challenges with your D-SNAP sites?
8. How did you determine how many staff were needed at each D-SNAP site?
9. Who staffed the D-SNAP site(s)?
 - a. Were staff from other State agencies involved? If yes:
 - i. How many were involved?
 - ii. How were staff from other State agencies mobilized?
 - iii. What were the roles of these staff?
 - b. Were non-State agency temporary staff hired? If yes:
 - i. How many were involved?
 - ii. Can you please describe the hiring process for these staff?
 - iii. What were the roles of these staff?
10. When and how were site staff trained? How did this training differ from other training staff receive that is not tied to a particular D-SNAP?

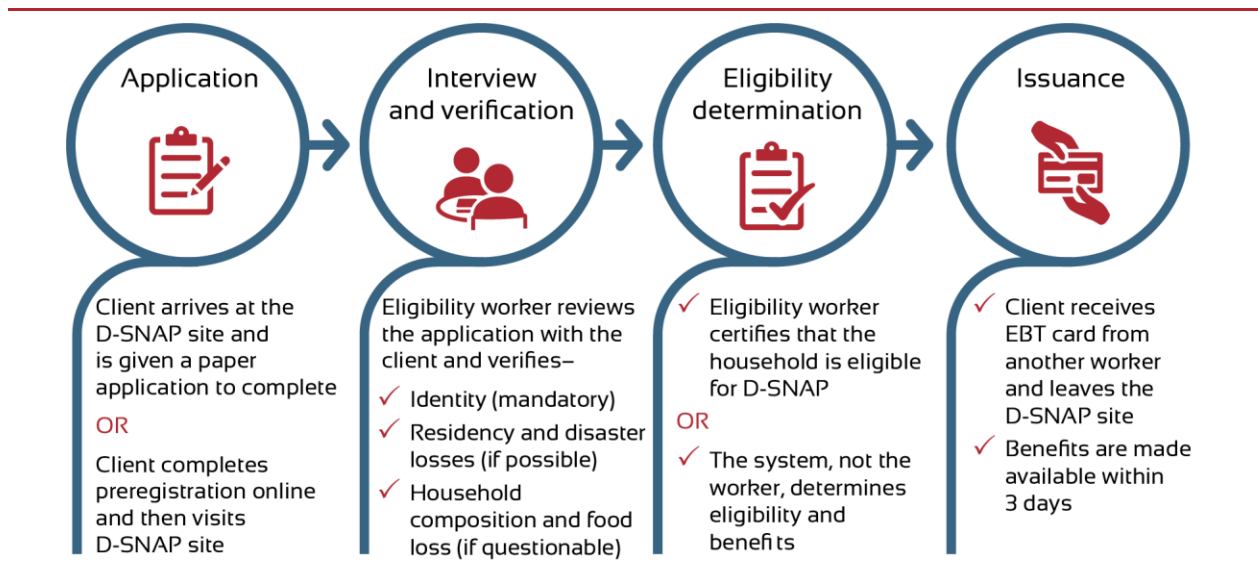
Now I want to turn to a discussion of the specific D-SNAP sites that were selected for inclusion in the site visit.

1. What aspects of the selected site(s) made it a good D-SNAP site location? [*Probe for: close to public transit, accessible for individuals with disabilities, near the disaster site, adequate size for serving applicants*]
2. What were the challenges associated with this D-SNAP site(s)? Please describe. [*Probe for: too small, poor traffic flow, not enough seating, limited parking, poor crowd control*]
3. Would you use this site(s) for a future D-SNAP? Why or why not?
4. What else should we know about this site? [*Request any signage, flow charts, or other diagrams of the site.*]

5. D-SNAP Application Processing

Next, let's discuss the D-SNAP certification and issuance process. For this part of the discussion, we will map the steps on a whiteboard/large poster board to aid the group in visualizing the steps D-SNAP applicants go through when they arrive on site. *[Facilitator note: Map the steps on a whiteboard or large poster. Repeat for multiple disasters. Refer to figure 1 for an example of the D-SNAP certification and issuance process.]*

Figure 1. Example D-SNAP Certification and Issuance Process



a. Arrival and Application

1. When a client arrived at the D-SNAP site, what happened first?

If the State uses paper applications distributed on site:

1. How were applications distributed?
2. Where did clients complete the D-SNAP application?
3. Who was available to assist clients with the application process?
4. How did clients submit their applications? When? Where?
5. After clients submitted their applications, what came next?

If the State uses an online preregistration:

1. How did site staff locate the client's preregistration information?
2. What happened if the client's information could not be found?
3. How often did you encounter issues with online preregistration? Please describe.

4. What additional information did the caseworker request that was not included on the preregistration form?

b. Interview and Verification

1. Who conducted the interview?
2. On average, how long did a client wait for an interview after arriving on site?
3. Can you walk me through how a caseworker reviewed the D-SNAP application with a client?
4. How did staff verify applicant's eligibility? *[Probe for: documents requested, data matches conducted]*
 - a. What documents were used?
 - b. Were any data matches conducted? If so, what were they?
5. How did staff check for duplicate participation?
6. How were staff trained in the different eligibility criteria for D-SNAP as opposed to regular SNAP benefits?
7. To your knowledge, were most clients who came to the site interviewed the same day? Why or why not?

c. Eligibility Determinations

1. Were eligibility workers able to use the State eligibility system to help determine D-SNAP eligibility?
 - a. *[If no]* Why were you unable to use your eligibility system?
[If not already answered] What extra program integrity measures did you have in place to ensure there were no duplicate certifications?
 - b. Were any other systems used to operate D-SNAP?
 - c. What were the challenges or best practices associated with this approach?
2. What was the average wait time between verification and eligibility determination?
3. How often did staff need to delay eligibility determination because of a questionable application?

d. Issuance

1. Once the application was completed, how were benefits issued to D-SNAP clients?
2. Did any sites run out of EBT cards? If yes, what happened then?
3. Were there any challenges associated with card activation? If so, what were they?

4. How were the cards stored at each of the sites we will be visiting?
 - a. Are there any general EBT card storage best practices that are common across all D-SNAP sites? Please describe.
5. For current SNAP participants who received a supplement, was it issued automatically, or was an affidavit required? *[Probe for the process for receiving a supplement]*
6. D-SNAP benefits are issued within 72 hours of application. Was *[State]* able to meet this requirement for all applications, except in cases of delayed issuance for questionable applications?
 - b. If no, what prevented *[State]* from meeting this timeframe? *[Probe for: delays in data entry, lack of EBT cards]*

e. Other

1. Thinking about the entire D-SNAP application process, including site selection and staffing, what would you say were your lessons learned for addressing and avoiding operational challenges?

6. D-SNAP Public Awareness Campaigns

Next, let's discuss how your State informed the public about *[selected D-SNAP(s)]*.

1. How was the public informed about D-SNAP? *[Probe for: TV and radio ads, community-based organization (CBO) engagement, social media use. Ask for hardcopy or electronic promotional materials, if not already received.]*
 - a. What stakeholders did you work with to inform the public? *[Probe for: media outlets, CBOs, emergency management agency]*
 - i. What was the role of each stakeholder during *[selected D-SNAP(s)]*?
2. In your opinion, was the public information campaign successful? Why or why not? *[Probe for: timing of outreach relative to beginning of D-SNAP operations, sufficient reach, use of mediums commonly consumed by D-SNAP eligible clients, partnerships with local media companies]*
 - a. What would you do similarly if another disaster strikes?
 - b. What would you do differently?

7. Program Integrity

Now I would like to discuss D-SNAP program integrity measures and challenges.

1. What are the key program integrity challenges that are unique to operating D-SNAP?
 - a. Which of these challenges did you encounter during *[selected D-SNAP(s)]*? How did you address them?

2. What fraud prevention or program integrity methods did your State use? [Probe for: maps to verify residency in an affected area, income matches, or delaying benefits; separation of certification and issuance duties; checks for duplicate participation]
 - a. Which of these strategies would you say worked particularly well for ensuring program integrity? Why?
 - b. Would you do anything differently in a future D-SNAP? If so, what?
3. [If not already answered] How did you maintain separation between eligibility and card issuance duties during D-SNAP? [Request any schematics of the site that show a separation between the two]
4. How did you ensure D-SNAP operated in accordance with the approved request? [Probe for: staff training, onsite support, guidance from FNS National Office and/or Regional Office]
5. Please describe your case review process.
 - a. How did you select cases for review? [Probe for: review of State employee cases]
 - b. How were cases reviewed? By whom? When?
6. What types of case errors did you commonly encounter?
 - a. What efforts were put into place to minimize these errors for future D-SNAPs?
7. Did *[selected D-SNAP(s)]* result in any fraud cases?
 - a. If so, how did your State handle these cases?
 - b. How did the fraud occur?

8. Closeout and Reporting

Next, let's discuss D-SNAP closeout and reporting.

1. What steps did your staff take to close out D-SNAP?
2. What procedures does your State use for meeting the reporting requirements?
 - a. For *[selected D-SNAP(s)]*, did the procedures you used align with those listed in your annual D-SNAP plan? Why or why not?
3. What challenges did you face in meeting the reporting requirements? How did you address these challenges?

9. Wrap-Up

Thank you for answering our questions. As a reminder, we will be conducting another interview with you on *[date, time]* to discuss D-SNAP challenges, successes, and lessons learned, and to follow up on any outstanding questions that came up during the other portions of our site visit.

In the meantime, I would like to ask you a couple of questions to wrap up today's discussion.

1. Is there anything else you would like to share about D-SNAP plan development, implementation, or operations?
2. Is there anything we should have asked you about these topics but didn't?

That completes our questions for you today. Thank you very much for speaking with us.

C. State SNAP Agency Interview Protocol: Wrap-Up Discussion

1. Background

[Facilitator note: Ask the following questions of any new staff present during today's interview who were not present or available on day 1, such as staff who are joining the discussion to specifically address civil rights or IT-related follow-up questions.]

I'd like to learn about your role and responsibilities at the [State] SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities?
4. What was your role in [selected D-SNAP(s)]?

2. Challenges, Best Practices, and Lessons Learned

During our first conversation, we touched upon several challenges and lessons learned associated with planning and implementing D-SNAP. Today, I would like to step back and focus on the key challenges you have encountered, and lessons learned in D-SNAP planning and operations, as well as the most significant best practices you would like to share with other States.

1. First, can you please describe how your approach to D-SNAP planning and implementation has evolved over time?
 - a. What has worked particularly well over the years? Why?
 - b. What aspects of D-SNAP planning and operations have you improved on over time?
 - i. What were the problem areas or bottlenecks in past disasters?
 - ii. What strategies have been helpful in addressing these problem areas or bottlenecks? Why?
 - iii. What strategies have you tried that were less than successful? Why do you think these strategies were not successful?

2. What worked particularly well during *[selected D-SNAP(s)]*?
 - a. What do you think helped facilitate this success? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning, guidance from FNS]
 - b. If you could link one aspect of your State's approach to D-SNAP planning and implementation that contributed most to the success of *[selected D-SNAP(s)]*, what would it be? Why?
3. Other than *[list some challenges described during the day 1 interview]*, what challenges has your office encountered in implementing *[selected D-SNAP(s)]*? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning]
 - a. How were they addressed?
 - b. What would you do differently in future D-SNAPs?
 - c. What would you say were the top three challenges associated with implementing *[selected D-SNAP(s)]*?
4. What are the key lessons your State has learned from implementing *[selected D-SNAP(s)]*? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning, or other lessons learned abstracted from the post-disaster report]
 - a. Were any changes made to your annual plan after *[selected D-SNAP(s)]* as a result of your experience? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity]
5. *[If the State has responded to multiple types of disasters]* How have your response and D-SNAP operations differed by the type of disaster (e.g., a tornado versus a hurricane, flooding versus a winter storm)?
 - a. What are some lessons your State has learned from operating and implementing D-SNAPs for different types of disasters?
6. Thinking about your experiences with D-SNAP, what are the top three best practices related to D-SNAP planning that your State has identified?
 - a. What are the most important best practices related to D-SNAP implementation that you have identified? How about operations? Reporting?

3. Wrap-Up

Facilitator note: Follow up on new, unclear, or inconsistent information obtained during the local site visit discussions or observations. For example, if during the initial State interview, the State staff indicated the D-SNAP site was compliant with the Americans With Disabilities Act, but the site observation did not support this assessment, the site visitors would be able to follow up with State civil rights staff during the wrap-up interview. The team may similarly request to speak with IT staff familiar with the D-SNAP system to probe for details about system-related challenges or the launch of the new D-SNAP system to obtain information about best practices.

[Placeholder for additional State-specific follow-up questions. Fill in further questions as needed.]

1. Question 1
2. Question 2
3. Question 3

Thank you for answering our questions.

1. Is there anything else you would like to share about D-SNAP planning, implementation, operations, or reporting?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

D. Local SNAP Office Director Interview Protocol (In-person D-SNAP)

1. Background

I'd like to learn about your role and responsibilities at the *[local]* SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities in your current position?
4. What was your role in *[selected D-SNAP(s)]*?
 - a. *[If needed for clarification]* Were you *[current position]* during *[selected D-SNAP(s)]* or other D-SNAP(s)?
 - i. *[If they were not in the position]* Please describe your positions during *[selected D-SNAP(s)]* or other D-SNAP(s)?

2. D-SNAP Preparations

First, I would like to learn more about how your office trains and prepares for D-SNAP.

1. At the time of the disaster, how familiar were you with your State's D-SNAP plan?
 - a. Does *[State]* typically plan for more than one type or scope of disaster?
 - b. How often does *[State]* substantially revise its D-SNAP annual plans?

2. *[If they were familiar/aware of the plan]* What information do you find most useful in your State's D-SNAP plan?
 - a. Is there any additional information you would like to see included in the State's D-SNAP plan? If so, what information would you find useful?
3. What, if any, training does your local office participate in to prepare for D-SNAP?
 - a. What kinds of training occur? *[Probe for: format, content, frequency (e.g., annual training versus D-SNAP launch training)]*
 - b. Who conducts the training(s)?
 - c. Who typically attends the training(s) from your office?
 - d. How useful do you find the training(s)?
 - e. How could the training(s) be improved?
 - f. What additional guidance or training from the State would be helpful for you in preparing for D-SNAP situations?
4. Has your office's approach to D-SNAP preparations changed over time? If so, what prompted those changes?
5. Are there any other ways your local office prepares for potential D-SNAP situations in the future that we haven't already discussed?

3. Needs Assessment and D-SNAP Request

Next, I'd like to focus on the early steps following a disaster: the needs assessment and the D-SNAP request.

1. Was your office involved with the needs assessment or D-SNAP request for *[selected D-SNAP(s)]*?
[If yes, interviewer proceed to questions 2-5]
[If no, interviewer skip to Section D]
2. Once the disaster occurs, what does your typical communication with the State agency look like? What information is being shared between your office and the State agency? How?
3. Once a disaster has occurred, does your office provide any data to help in submitting a D-SNAP request? Have you provided any data to help in completing a D-SNAP needs assessment?
4. Does your office coordinate with other entities for disaster response? Please describe these relationships and at what points in the process coordination happens.
 - a. Do you think involvement from other entities would be beneficial? If so, which ones? Why?

5. From reviewing the records, we noted the time between the disaster occurring and the start of D-SNAP operations for *[selected D-SNAP(s)]* was *[XX]* days.
 - a. Was this timing successful? Why?
 - b. Did the timing of the D-SNAP present any challenges? Please describe.

4. D-SNAP Site Selection and Staffing

Let's shift to talking about site selection and staffing for the *[selected D-SNAP(s)]*.

1. Did your office provide input when the State selected the site(s) for *[selected D-SNAP(s)]*? If so, what input did you provide?
2. *[If applicable]* What are the advantages and disadvantages of operating D-SNAP from the local office compared with an alternate location?
3. In your opinion, for *[selected D-SNAP(s)]*, were the D-SNAP application sites appropriately selected? Why?
4. Who staffed the D-SNAP site? Who provided oversight?
 - a. Were any temporary staff hired? How many? For what roles?
 - b. Were many local office staff personally affected by the disaster? If yes, how did that affect D-SNAP site staffing?
5. In your opinion, for *[selected D-SNAP(s)]*, was the site appropriately staffed? Why or why not?
6. How were special populations (e.g., older individuals, people with disabilities or special needs, individuals needing assistance with language services) reached and served at the site?
[Probe for: wheelchair accessibility, seating, adequate shelter from elements, wheelchair-accessible bathrooms, accessible communication materials, adequate power, air conditioning, water, snacks, adequate number of bathrooms]
 - a. Did you experience any issues or problems with this site related to these accommodations?
7. What would you say worked well about this site as a location for D-SNAP?
8. What were the challenges associated with using this site for D-SNAP? How were those challenges addressed? *[Probe for: too small, poor traffic flow, not enough seating, limited parking, poor crowd control]*
9. Would you recommend using this site for a future D-SNAP? Why or why not?
10. Can you provide additional documentation about this site, including any signage, flow charts, or other diagrams of the site?

5. D-SNAP Application Processing

Now I want to discuss the application processing and eligibility for D-SNAP.

1. How were D-SNAP applications received and processed? *[Probe for: paper versus online, preregistration, interview process]*
 - a. What would you say worked well with receiving and processing applications?
 - b. What challenges did staff encounter in receiving and processing D-SNAP applications for *[selected D-SNAP(s)]*?
 - c. Were eligibility workers able to use the State eligibility system to help determine D-SNAP eligibility? *If no:*
 - i. What were the challenges associated with this approach? How were those challenges addressed?
 - ii. What worked particularly well about this approach?
 - d. *If yes:*
 - i. What eligibility system(s) did your State use to conduct D-SNAP?
 - ii. What were the challenges associated with this approach? How were those challenges addressed?
 - iii. What worked particularly well about this approach?
2. What processes did your State use for verification? *[Probe for: documents requested from applicants, data matches]*
3. How was duplicate participation checked?
4. D-SNAP benefits are issued within 72 hours of application. To your knowledge, was that timeframe met for all applications at your D-SNAP site (except in cases of delayed issuance for questionable applications)?
 - a. If no, what do you think prevented the timely disbursement of benefits? *[Probe for: delays in data entry, lack of EBT cards]*
5. How do you think the D-SNAP households for *[selected D-SNAP(s)]* compared to SNAP households? *[Probe for: household size, household composition, income, employment]*

6. EBT Issuance

I have a few questions about EBT cards and *[selected D-SNAP(s)]*.

1. Did the State supply a sufficient number of EBT cards to your D-SNAP site?
2. How did you maintain separation between eligibility and card issuance duties during D-SNAP? *[Request any schematics of the site that show a separation between the two]*
3. Were there any challenges associated with card activation? If so, what were they? How were they addressed?
4. How did your staff store the cards?
5. For current SNAP participants who received a supplement, was it issued automatically, or was an affidavit required? *[Probe for the process for receiving a supplement]*

6. Were there any challenges or problems with benefit issuance and reconciliation? Please describe. How were these challenges addressed?
 - a. What worked particularly well about benefit issuance and reconciliation at your site?

7. D-SNAP Public Awareness Campaigns

Next, let's discuss how your State informed the public about *[selected D-SNAP(s)]*.

1. How was the public informed about D-SNAP? *[Probe for: TV and radio ads, community-based organization (CBO) engagement, social media use. Ask for hardcopy or electronic promotional materials, if not already received.]*
2. Was your office involved in helping to inform the public about *[selected D-SNAP(s)]*?
 - a. *[If yes]* What stakeholders did you work with to inform the public? *[Probe for: media outlets, CBOs, emergency management agency]*
 - i. What was the role of each stakeholder during *[selected D-SNAP(s)]*?
3. In your opinion, was the public information campaign successful? Why or why not? *[Probe for: timing of outreach relative to beginning of D-SNAP operations, sufficient reach, use of mediums commonly consumed by D-SNAP eligible clients, partnerships with local media companies]*
[If not involved in the public awareness campaign, proceed to section H]
 - a. What would you do similarly if another disaster strikes?
 - b. What would you do differently?

8. Program Integrity

Next, I want to shift to talking about program integrity and D-SNAP.

1. What are the key program integrity challenges for operating D-SNAP? *[Probe for: duplicate participation, clients not residing in the D-SNAP areas, keeping EBT cards secure, confirming eligibility]*
 - a. Which of these challenges did you encounter during *[selected D-SNAP]*? How did you address them?
2. How did you ensure D-SNAP operated in accordance with the approved D-SNAP request? *[Probe for: staff training, onsite support, guidance from FNS National and/or Regional Office]*
 - a. *[Probe based on any specific information from D-SNAP Request]*
3. Was your office involved with the postdisaster case review process?
 - a. If so, how did the case review process work? *[Probe for: involvement of local office staff in the process, roles, activities]*
 - b. What types of case errors were most common? What efforts were put into place to minimize these errors for future D-SNAPs?

9. Closeout and Reporting

Now let's discuss D-SNAP closeout and reporting.

1. What steps did your staff take to close out D-SNAP operations?
2. Please describe the process for meeting D-SNAP reporting requirements.
 - a. Who was involved in reporting? To whom?
 - b. How frequently are reports submitted?
3. How were the necessary data for reporting tracked during before, during, and after D-SNAP?
4. What challenges, if any, did you face in meeting the reporting requirements for *[selected D-SNAP(s)]*?
 - a. How were those challenges addressed?
5. What worked particularly well for completing the required reports?

10. Successes, Challenges, and Lessons Learned

Finally, I would like to discuss any further successes, challenges, and lessons learned that we have not yet touched upon in our conversation.

1. What would you say worked particularly well during *[selected D-SNAP(s)]*?
 - a. What do you think helped facilitate this? *[Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning]*
2. What challenges did your office encounter in implementing D-SNAP for *[selected D-SNAP(s)]*? *[Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning]*
 - a. How were these challenges addressed?
 - b. What would you do differently in a future D-SNAP?
3. In general, how often do D-SNAP implementation and operations proceed as planned? What are the main reasons that planning documents do not align with circumstances on the ground?
 - a. Are there common or reoccurring discrepancies that arise between D-SNAP plans and the actual operations?
4. What are some key lessons your office has learned from implementing *[selected D-SNAP(s)]*? *[Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, advance planning]*
 - a. What are some lessons your office has learned from implementing previous D-SNAPs?
 - b. After a disaster, how are lessons learned incorporated into preparations for future disasters? *[Probe for: D-SNAP plans, training, local partnerships]*

11. Wrap-Up

Thank you for answering our questions. We have a few final questions before we conclude our discussion today.

1. Is there anything else you would like to share about D-SNAP planning, implementation, operations, or reporting?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

E. Local SNAP Office Director Interview Protocol (Virtual D-SNAP)

1. Background

I'd like to learn about your role and responsibilities at the *[local]* SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities in your current position?
4. What was your role in *[selected D-SNAP(s)]*?
 - a. *[If needed for clarification]* Were you *[current position]* during *[selected D-SNAP(s)]* or other D-SNAP(s)?
 - i. *[If they were not in the position]* Please describe your positions during *[selected D-SNAP(s)]* or other D-SNAP(s)?

2. D-SNAP Preparations

First, I would like to learn more about how your office trains and prepares for D-SNAP.

1. At the time of the disaster, how familiar were you with your State's D-SNAP plan?
 - a. Does *[State]* typically plan for more than one type or scope of disaster?
 - b. How often does *[State]* substantially revise its D-SNAP annual plans?
2. *[If they were familiar/aware of the plan]* What information do you find most useful in your State's D-SNAP plan?
 - a. Is there any additional information you would like to see included in the State's D-SNAP plan? If so, what information would you find useful?

3. What, if any, training does your local office participate in to prepare for D-SNAP?
 - a. What kinds of training occur? *[Probe for: format, content, frequency (e.g., annual training versus D-SNAP launch training)]*
 - b. Who conducts the training(s)?
 - c. Who typically attends the training(s) from your office?
 - d. How useful do you find the training(s)?
 - e. How could the training(s) be improved?
 - f. What additional guidance or training from the State would be helpful for you in preparing for D-SNAP situations?
4. Has your office's approach to D-SNAP preparations changed over time? If so, what prompted those changes?
5. Are there any other ways your local office prepares for potential D-SNAP situations in the future that we haven't already discussed?

3. Needs Assessment and D-SNAP Request

Next, I'd like to focus on the early steps following a disaster: the needs assessment and the D-SNAP request.

1. Was your office involved with the needs assessment or D-SNAP request for [selected D-SNAP(s)]?
[If yes, interviewer proceed to questions 2-5]
[If no, interviewer skip to Section D]
2. Once the disaster occurs, what does your typical communication with the State agency look like? What information is being shared between your office and the State agency? How?
3. Once a disaster has occurred, does your office provide any data to help in submitting a D-SNAP request? Have you provided any data to help in completing a D-SNAP needs assessment?
4. Does your office coordinate with other entities for disaster response? Please describe these relationships and at what points in the process coordination happens.
 - a. Do you think involvement from other entities would be beneficial? If so, which ones? Why?
5. From reviewing the records, we noted the time between the disaster occurring and the start of D-SNAP operations for [selected D-SNAP(s)] was [XX] days.
 - a. Was this timing successful? Why?
 - b. Did the timing of the D-SNAP present any challenges? Please describe.

4. Virtual D-SNAP Approach and Staffing

Let's shift to talking about the virtual D-SNAP approach and staffing for the *[selected D-SNAP(s)]*.

1. Who was involved in making decisions about the general approach and logistics of the virtual aspects of the DSNAP?
2. What outside experts or additional staff and resources were called on during planning?
3. Was a centralized operation, like a phone center, part of the virtual D-SNAP?
 - a. IF CENTRALIZED:
 - i. Where was this located?
 - ii. How did you make sure the location was accessible to workers?
 - iii. [If call center] Did the call center have adequate power? Did the call center have stable internet connection? How (e.g., electricity, generator)?
 - b. IF REMOTE:
 - i. Where were D-SNAP staff physically located when they received applications and conducted interviews?
 - ii. What steps were taken to ensure applicant privacy?
 - iii. How did the State ensure that eligibility workers had a stable internet connection and appropriate equipment to take calls and process applications?
 - iv. How were staff meeting and team communications handled?
 - v. [if interviewing manager] How did you communicate with the State office?
4. How did the system manage the call volume?
 - a. What was the average hold time for callers?
 - b. How were phone lines secured to protect callers' sensitive information?
 - c. How often did calls drop?
 - d. What was the protocol for managing dropped calls?
5. Were callers satisfied with their experience?
6. Who staffed the virtual D-SNAP? Who provided oversight?
 - a. Were any temporary staff hired? How many? For what roles?
 - b. Were many local office staff personally affected by the disaster? If yes, how did that affect D-SNAP staffing?
7. In your opinion, for *[selected D-SNAP(s)]*, was the virtual D-SNAP appropriately staffed? Why or why not?

8. How were special populations (e.g., older individuals, people with disabilities or special needs, individuals needing assistance with language services) reached and served during the virtual D-SNAP?

[Probe for: translation services, teletypewriter, individuals with limited access to mobile technology]

- a. Did you experience any issues or problems with the virtual D-SNAP related to these accommodations?
9. What would you say worked well about the virtual D-SNAP?
10. What were the challenges associated with the virtual D-SNAP? How were those challenges addressed?
11. Would you recommend using virtual D-SNAP in the future? Why or why not?
12. Do you have any additional documentation about the virtual D-SNAP processes?

5. D-SNAP Application Processing

Now I want to discuss the application processing and eligibility for D-SNAP.

1. How were D-SNAP applications received and processed without a physical site? *[Probe for: paper versus online, preregistration, interview process]*
 - a. [If applicable] How did people get applications? How did they fill them out?
 - b. When and where were applications reviewed?
 - c. Were applications screened for ... completion? Having the required verifications? Ongoing or duplicate participation?
 - i. Probes: When? Where? By whom?
 - d. How were applicants interviewed? By whom were applicants interviewed?
2. What would you say worked well with receiving and processing applications?
3. What challenges did staff encounter in receiving and processing D-SNAP applications for *[selected D-SNAP(s)]*?
 - a. Were eligibility workers able to use the State eligibility system to help determine D-SNAP eligibility?
 - b. If no:
 - i. What were the challenges associated with this approach? How were those challenges addressed?
 - ii. What worked particularly well about this approach?

- c. *If yes:*
 - i. What eligibility system(s) did your State use to conduct D-SNAP?
 - ii. What were the challenges associated with this approach? How were those challenges addressed?
 - iii. What worked particularly well about this approach?
- 4. What processes did your State use for verification? *[Probe for: documents requested from applicants, data matches]*
- 5. How was duplicate participation checked?
- 6. D-SNAP benefits are issued within 72 hours of application. To your knowledge, was that timeframe met for all applications your team received (except in cases of delayed issuance for questionable applications)?
 - a. If no, what do you think prevented the timely disbursement of benefits? *[Probe for: delays in data entry, lack of EBT cards]*
- 7. How do you think the D-SNAP households for *[selected D-SNAP(s)]* compared to SNAP households? *[Probe for: household size, household composition, income, employment]*

6. EBT Issuance

I have a few questions about EBT cards and *[selected D-SNAP(s)]*.

- 1. How were cards issued?
 - a. Who issued them? How were they distributed?
- 2. Did the State supply a sufficient number of EBT cards to your team?
- 3. How did you maintain separation between eligibility and card issuance duties during the virtual D-SNAP? *[Request any schematics that show a separation between the two]*
- 4. Were there any challenges associated with card activation? If so, what were they? How were they addressed?
- 5. How did your staff store the cards?
 - a. Who had access to the cards?
- 6. For current SNAP participants who received a supplement, was it issued automatically, or was an affidavit required? *[Probe for the process for receiving a supplement]*
- 7. Were there any challenges or problems with benefit issuance and reconciliation? Please describe. How were these challenges addressed?
 - a. What worked particularly well about benefit issuance and reconciliation during the virtual D-SNAP?

7. D-SNAP Public Awareness Campaigns

Next, let's discuss how your State informed the public about [selected D-SNAP(s)].

1. How was the public informed about the virtual D-SNAP? *[Probe for: TV and radio ads, community-based organization (CBO) engagement, social media use. Ask for hardcopy or electronic promotional materials, if not already received.]*
 - a. Where could they find the number to call?
 - b. What information was available about application materials?
 - c. What was the protocol in the event clients went to their local SNAP office to apply for D-SNAP?
2. Was your office involved in helping to inform the public about [selected D-SNAP(s)]?
 - a. *[If yes]* What stakeholders did you work with to inform the public? *[Probe for: media outlets, CBOs, emergency management agency]*
 - i. What was the role of each stakeholder during [selected D-SNAP(s)]?
3. In your opinion, was the public information campaign successful? Why or why not? *[Probe for: timing of outreach relative to beginning of D-SNAP operations, sufficient reach, use of mediums commonly consumed by D-SNAP eligible clients, partnerships with local media companies]*
[If not involved in the public awareness campaign, proceed to section H]
 - a. What would you do similarly if another disaster strikes?
 - b. What would you do differently?

8. Program Integrity

Next, I want to shift to talking about program integrity and D-SNAP.

1. What were the key program integrity challenges for operating the virtual D-SNAP? *[Probe for: duplicate participation, clients not residing in the D-SNAP areas, keeping EBT cards secure, confirming eligibility]*
 - a. How did you address these challenges?
2. How did you ensure the virtual D-SNAP operated in accordance with the approved D-SNAP request? *[Probe for: staff training, guidance from FNS National and/or Regional Office]*
 - a. *[Probe based on any specific information from D-SNAP Request]*
3. Was your office involved with the postdisaster case review process?
 - a. If so, how did the case review process work? *[Probe for: involvement of local office staff in the process, roles, activities]*
 - b. What types of case errors were most common? What efforts were put into place to minimize these errors for future D-SNAPs?

9. Closeout and Reporting

Now let's discuss D-SNAP closeout and reporting.

1. What steps did your staff take to close out the virtual D-SNAP operations?
2. Please describe the process for meeting D-SNAP reporting requirements.
 - a. Who was involved in reporting? To whom?
 - b. How frequently are reports submitted?
3. How were the necessary data for reporting tracked during before, during, and after D-SNAP?
4. What challenges, if any, did you face in meeting the reporting requirements for *[selected D-SNAP(s)]*?
 - a. How were those challenges addressed?
5. What worked particularly well for completing the required reports?

10. Successes, Challenges, and Lessons Learned

Finally, I would like to discuss any further successes, challenges, and lessons learned that we have not yet touched upon in our conversation.

1. Are there any other elements of the virtual D-SNAP that worked particularly well?
 - a. What do you think helped facilitate this? *[Probe for: technology, role of partners, communication protocols, program integrity, advance planning]*
2. Are there any other challenges your office encountered in implementing the virtual D-SNAP for *[selected D-SNAP(s)]*? *[Probe for: technology, role of partners, communication protocols, program integrity, advance planning]*
 - a. How were these challenges addressed?
 - b. What would you do differently in a future D-SNAP?
3. In general, how often do D-SNAP implementation and operations proceed as planned? What are the main reasons that planning documents do not align with circumstances on the ground?
 - a. Are there common or reoccurring discrepancies that arise between D-SNAP plans and the actual operations?
4. What are some key lessons your office has learned from implementing the virtual D-SNAP? *[Probe for: technology, role of partners, communication protocols, program integrity, advance planning]*
 - a. What are some lessons your office has learned from implementing previous D-SNAPs?
 - b. After a disaster, how are lessons learned incorporated into preparations for future disasters? *[Probe for: D-SNAP plans, training, local partnerships]*

11. Wrap-Up

Thank you for answering our questions. We have a few final questions before we conclude our discussion today.

1. Is there anything else you would like to share about D-SNAP planning, implementation, operations, or reporting?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

F. Local SNAP Office Staff Group Interview Protocol (In-person D-SNAP)

1. Background

I'd like to learn about your role and responsibilities at the *[local]* SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities?
4. What was your role in *[selected D-SNAP(s)]*?
 - a. *[If needed for clarification]* Were you *[current position]* during *[selected D-SNAP(s)]* or other D-SNAP(s)?
 - i. *[If they were not in the position]* Please describe your positions during *[selected D-SNAP(s)]* or other D-SNAP(s)?

2. D-SNAP Planning and Needs Assessment

First, I would like to learn more about your office's plans and preparations for D-SNAP.

1. At the time of the D-SNAP, how familiar were you with your State's D-SNAP plan?
 - a. What information does *[State]* typically include in the D-SNAP plan?
 - b. What types of disasters does *[State]* plan for?
2. What, if any, training do you receive in preparation for D-SNAP?
 - a. What types of training do you receive? When? What does the training cover?
 - b. How often do these trainings occur?
 - c. How do you decide which staff will participate in the training(s)?
 - d. How useful do you find the training(s)?
 - e. How could the training(s) be improved?

3. What training did you receive in preparation for *[selected D-SNAP(s)]* in particular? When? How?
4. Are you involved in the D-SNAP needs assessment process? If so, please describe any roles you have in providing information for the needs assessment.

3. D-SNAP Site Selection and Staffing

Let's turn to site selection and staffing for the *[selected D-SNAP(s)]*.

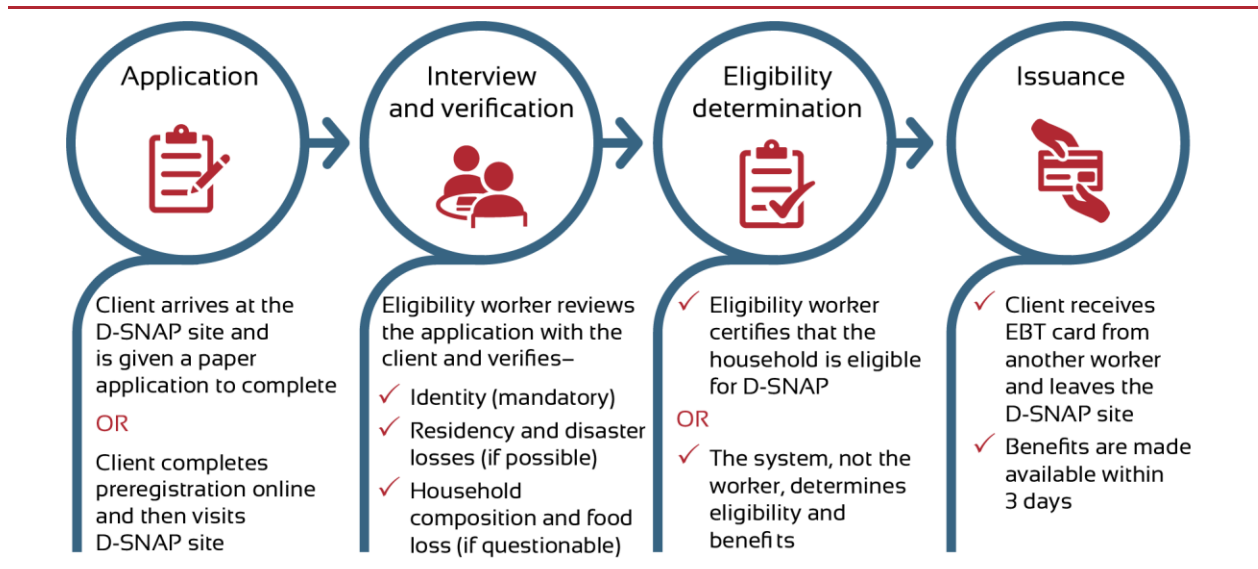
1. For *[selected D-SNAP(s)]*, at which site(s) did you work?
 - a. *[If D-SNAP site was the local office]* What are some advantages and disadvantages of using the local office as the D-SNAP site?
2. Tell me more about the *[site name]* site:
 - a. What was the site like? *[Request any signage, flow charts, or other diagrams of the site.]*
 - b. How did you ensure there was power and internet connectivity at the site?
[Probe for: use of generators, internet set-up/capabilities]
 - c. How did you ensure crowd control at the site?
 - d. Did lingering damage from the disaster (e.g., road closures) affect the site at all? If so, how was the site affected?
 - e. Was the site an appropriate size? Why or why not?
 - f. Who staffed the D-SNAP site?
 - i. Were local office staff personally affected by the disaster? If yes, how did that affect site staffing?
 - g. Were staff from other State agencies involved? If yes:
 - i. How many were involved?
 - ii. How were merit staff and staff from other State agencies mobilized?
 - iii. What were the roles of these staff?
 - h. Were temporary staff hired? If yes:
 - i. How many were hired?
 - ii. Please describe the hiring process for these staff.
 - iii. What were the roles of these staff?
3. How were special populations (e.g., older individuals, people with disabilities or special needs, individuals needing assistance with language services) reached and served at the site? *[Probe for: wheelchair accessibility, seating, adequate shelter from elements, wheelchair-accessible bathrooms, accessible communication materials, adequate power, air conditioning, water, snacks, adequate number of bathrooms]*
 - a. Did you experience any issues or problems with this site related to these accommodations?
4. *[If not already answered]* What were the challenges associated with using this site for D-SNAP? *[Probe for: too small, poor traffic flow, not enough seating, limited parking, poor crowd control]*

5. *[If not already answered]* We have discussed the following challenges associated with the site, *[list some challenges]*. How were those challenges addressed?
6. What aspects of the site made it a good D-SNAP site location? *[Probe for: close to public transit, accessible for individuals with disabilities, near the disaster site, adequate size for serving applicants]*
7. Would you recommend using this site for a future D-SNAP? Why or why not?

4. D-SNAP Application Processing

Next, let's discuss the D-SNAP certification and issuance process. For this part of the discussion, we will map the steps on a whiteboard/large poster board to aid the group in visualizing the steps D-SNAP applicants go through when they arrive on site. *[Facilitator note: Map the steps on a whiteboard or large poster. Repeat for multiple disasters. Refer to figure 1 for an example of the D-SNAP certification and issuance process.]*

Figure 1. Example D-SNAP Certification and Issuance Process



a. Arrival and Application

1. When a client arrives at the D-SNAP site, what happens first?

If the State uses paper applications distributed on site:

1. How were applications distributed?
2. Where did clients complete their D-SNAP applications?
3. Who was available to assist clients with the application process?
4. How did clients submit their applications? When? Where?
5. After clients submitted their application, what came next?

If the State uses online preregistration:

1. How did you locate the client's preregistration information?
2. What happened if the client's information could not be found?
3. How often did you encounter issues with online preregistration?
4. What additional information did the caseworker request that was not included on the preregistration form?

b. Interview and Verification

1. Who conducted the interview?
2. On average, how long did a client wait for an interview after arriving on site?
3. Can you walk me through how you review the D-SNAP application with a client?
4. How did you verify applicants' eligibility?
 - a. What documents did you use?
 - b. Were any data matches conducted?
5. How did you check for duplicate participation?
6. To your knowledge, were most clients who came to the site interviewed the same day? Why or why not?

c. Eligibility Determinations

1. Were eligibility workers able to use the State eligibility system to help determine D-SNAP eligibility?

If no:

- a. Why were you unable to use your eligibility system?
- b. What were the challenges associated with this approach? How were those challenges addressed?
- c. What worked particularly well about this approach?
- d. What extra program integrity measures did you have in place to ensure there were no duplicate certifications?

If yes:

- a. What eligibility system(s) did your State use to conduct D-SNAP?
- b. What were the challenges associated with this approach? How were those challenges addressed?
- c. What worked particularly well about this approach?

2. What was the average wait time between verification and eligibility determination?
3. How frequently did you encounter questionable cases?
4. How did you handle questionable cases?
 - a. *[If the eligibility worker handled the case themselves]* How often did you need to delay an eligibility determination because of a questionable application?

d. Issuance

1. Once the application was completed, how were benefits issued to D-SNAP clients?
2. Please describe your role in tracking the site's EBT card inventory, including tracking new cards received, total cards available, and cards issued. *[Probe for: EBT card log, reporting daily usage, including EBT card number on application]*
3. Did the site receive a sufficient number of EBT cards from the State?
 - a. *If no:* Did you run out? If so, what happened when you ran out?
4. Were there any challenges associated with card activation? If so, what were they?
5. How were cards stored?

e. Process Reflection

1. Thinking about the entire D-SNAP application process from start to finish, including site selection and staffing, what would you say worked particularly well for this site?
2. What would you say was challenging or problematic with the D-SNAP application process? How, if at all, were these challenges addressed?

5. D-SNAP Public Awareness Campaigns

Next, let's discuss how your State and/or office informed the public about *[selected D-SNAP(s)]*.

1. Was your office involved in helping to inform the public about D-SNAP? If so, how?
2. What did you hear from participants about how they heard about D-SNAP?
3. In your opinion, was the public information campaign successful? Why or why not?
[Ask E.3.a and E.3.b only if respondents answered yes to E.1]
 - a. What would you do similarly if another disaster strikes?
 - b. What would you do differently?

6. Program Integrity

Now let's discuss D-SNAP program integrity measures and challenges.

1. What fraud prevention or program integrity methods did your office use? *[Probe for: maps to verify residency in an affected area, income matches, or delaying benefits; separation of certification and issuance duties; checks for duplicate participation]*
 - a. Which of these strategies would you say worked particularly well for ensuring program integrity? Why?
 - b. Would you do anything differently in a future D-SNAP? If so, what?
2. *[If not already answered]* How did you maintain separation between eligibility and card issuance duties during D-SNAP? *[Request any schematics of the site that show a separation between the two]*
3. Was your office involved with the postdisaster case review process? If so:
 - a. How did you select cases for review?
 - b. How were cases reviewed? By whom? When?
4. *[If involved]* What types of case errors did you commonly encounter?
 - a. What efforts were put into place to minimize these errors for future D-SNAPs?

7. Closeout and Reporting

Next, let's discuss D-SNAP closeout and reporting.

1. Did you submit any regular reporting during the D-SNAP? *If yes:*
 - a. What information did you submit in these reports?
 - b. Who else was involved in reporting?
 - c. Who were the reports submitted to?
 - d. How frequently were the reports submitted?

[Interviewer instructions: If the answer to G.1 is no, skip to question G.5]

1. How were the necessary data for reporting tracked before, during, and after D-SNAP?
2. What challenges, if any, did you face in submitting the required reports for *[selected D-SNAP(s)]*?
 - a. How were those challenges addressed?
3. What worked particularly well for completing the required reports?
4. Were you involved in D-SNAP closeout? *[If needed: This includes organizing site files and documents, reconciling all issuance records, taking final inventory of EBT cards, taking final inventory of equipment, completing time sheets]*
 - a. *If yes:* What steps did your site take to close out D-SNAP? Can you walk me through these steps?

8. Successes, Challenges, and Lessons Learned

Finally, I would like to discuss any further successes and challenges, that we have not yet touched upon in our conversation.

1. What would you say worked particularly well during *[selected D-SNAP(s)]*?
 - a. What do you think helped facilitate this? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity]
2. What challenges did your office encounter in implementing *[selected D-SNAP(s)]*? [Probe for: technology, role of partners, communication protocols, site selection or location, program integrity, site staff working conditions or accommodations]
 - a. How were these challenges addressed?
 - b. What would you do differently in future D-SNAPs?
3. *[If the State has responded to multiple types of disasters]* How has your response and D-SNAP operations differed by the type of disaster (e.g., a tornado versus a hurricane, flooding versus a winter storm)?

9. Wrap-Up

Thank you for answering our questions. We have a few final questions before we conclude our discussion today.

1. Is there anything else you would like to share about D-SNAP plan development, implementation, operations, or reporting?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

G. Local SNAP Office Staff Group Interview Protocol (Virtual D-SNAP)

1. Background

I'd like to learn about your role and responsibilities at the *[local]* SNAP office.

1. What is your current job title or position?
2. How long have you been in this position?
3. What are your primary responsibilities?

5. What was your role in *[selected D-SNAP(s)]*?
 - a. *[If needed for clarification]* Were you *[current position]* during *[selected D-SNAP(s)]* or other D-SNAP(s)?
 - i. *[If they were not in the position]* Please describe your positions during *[selected D-SNAP(s)]* or other D-SNAP(s)?

2. D-SNAP Planning and Needs Assessment

First, I would like to learn more about your office's plans and preparations for D-SNAP.

1. At the time of the D-SNAP, how familiar were you with your State's D-SNAP plan?
 - a. What information does *[State]* typically include in the D-SNAP plan?
 - b. What types of disasters does *[State]* plan for?
2. What, if any, training do you receive in preparation for D-SNAP?
 - a. What types of training do you receive? When? What does the training cover?
 - b. How often do these trainings occur?
 - c. How do you decide which staff will participate in the training(s)?
 - d. How useful do you find the training(s)?
 - e. How could the training(s) be improved?
3. What training did you receive in preparation for *[selected D-SNAP(s)]* in particular? When? How?
4. Are you involved in the D-SNAP needs assessment process? If so, please describe any roles you have in providing information for the needs assessment.

3. Virtual D-SNAP Approach and Staffing

I'd like to gather some background information on the disaster, then turn to the virtual D-SNAP approach and staffing for the *[selected D-SNAP(s)]*.

1. For *[selected D-SNAP(s)]*, Were there power outages?
 - a. *[If yes]* Where were the power outages? Which areas were most affected? How long did they last?
2. Were roads closed because of the disaster?
 - a. *[If yes]* Do you remember which ones?
 - b. *[If yes]* How did these closures affect people's ability to move from place to place and provide for their needs (access services, purchase food, etc.)?
3. Were commercial channels of food distribution interrupted? *[Probe: For example, were grocery stores closed, or were roads so impassable that products could not make it to shelves?]*
 - a. *[If yes]* How long did these interruptions last? When were they resolved?

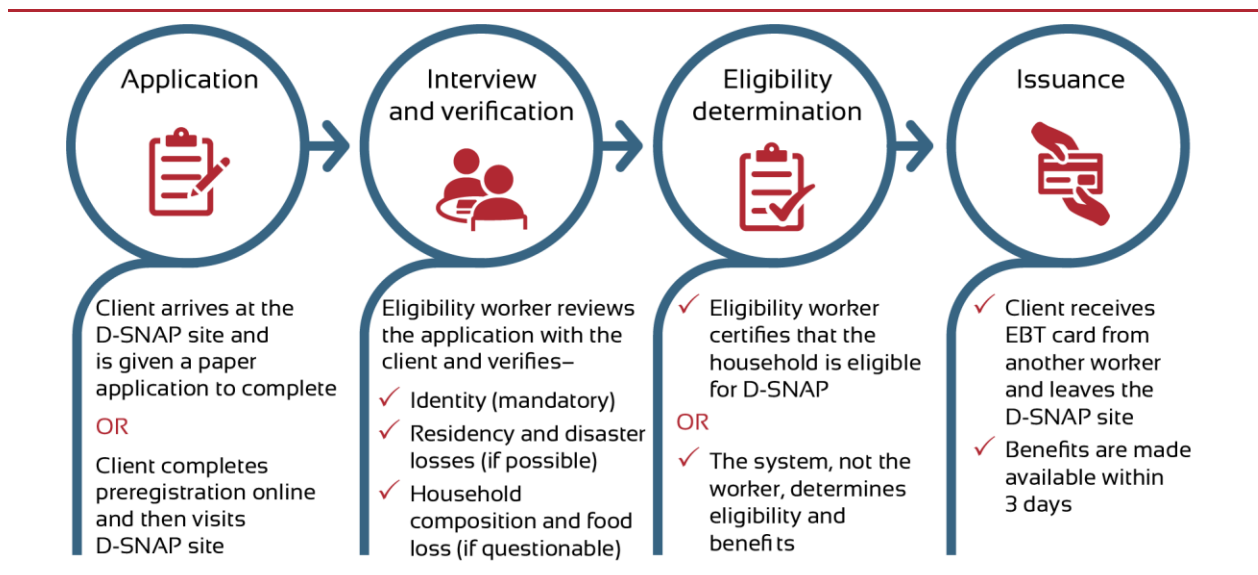
4. For [selected D-SNAP(s)], was a centralized operation, like a phone center, part of the virtual D-SNAP?
 - a. IF CENTRALIZED:
 - i. Where was this located?
 - ii. How did you make sure the location was accessible to workers?
 - iii. [If call center] Did the call center have adequate power? Did the call center have stable internet connection? How (e.g., electricity, generator)?
 - b. IF REMOTE:
 - i. Where were D-SNAP staff physically located when they received applications and conducted interviews?
 - ii. What steps were taken to ensure applicant privacy?
 - iii. How did the State ensure that eligibility workers had a stable internet connection and appropriate equipment to take calls and process applications?
 - iv. How were staff meeting and team communications handled?
 - v. How did you handle communications with your manager when you needed clarification or decisions made about how to handle a case?
5. Tell me more about the virtual D-SNAP logistics:
 - a. How did the system manage the call volume?
 - i. How many calls could the system handle?
 - ii. What was the average hold time for callers?
 - iii. How often did calls drop?
 - iv. What was the protocol for managing dropped calls?
 - b. How were phone lines secured to protect callers' sensitive information?
 - c. Were callers satisfied with their experience?
6. Who staffed the virtual D-SNAP?
 - a. Were local office staff personally affected by the disaster? If yes, how did that affect D-SNAP staffing?
7. Were staff from other State agencies involved? If yes:
 - a. How many were involved?
 - b. How were merit staff and staff from other State agencies mobilized?
 - c. What were the roles of these staff?
8. Were temporary staff hired? If yes:
 - a. How many were hired?
 - b. Please describe the hiring process for these staff.
 - c. What were the roles of these staff?

9. [If not already answered] What were the challenges associated with the virtual D-SNAP?
 - a. How were those challenges addressed?
10. What aspects of the virtual D-SNAP worked well?
11. Would you recommend using this approach for a future D-SNAP? Why or why not?

4. D-SNAP Application Processing

Next, let's discuss the D-SNAP certification and issuance process. For this part of the discussion, we will map the steps on a whiteboard/large poster board to aid the group in visualizing the steps D-SNAP applicants go through when they apply. *[Facilitator note: Map the steps on a whiteboard or large poster. Repeat for multiple disasters. Refer to figure 1 for an example of the D-SNAP certification and issuance process.]*

Figure 1. Example D-SNAP Certification and Issuance Process



a. Arrival and Application

1. In lieu of a physical site, how did you receive applications and conduct interviews?
 - a. **Probe:** Primarily by phone? Primarily over internet? Mix of the two?
2. Was there an online preregistration system?
 - a. [If yes:]
 - i. How did you locate the client's preregistration information?
 - ii. What happened if the client's information could not be found?
 - iii. How often did you encounter issues with online preregistration?
 - iv. What additional information did the caseworker request that was not included on the preregistration form?
3. How did people get applications?

4. How did people fill out applications?
 - a. **Probe:** Did they print and submit? Complete them online?
5. How were applicants interviewed?
 - a. **Probes:** When were they interviewed? Where were they interviewed? By whom were applicants interviewed?
6. Were applications screened for completion?
 - a. **Probes:** When were they screened? Where were they screened? By whom were they screened?
7. How were applications screened for having the required verifications?
 - a. **Probes:** When were they screened? Where were they screened? By whom were they screened?
8. How were applicants screened for ongoing or duplicate participation?
 - a. **Probes:** When were they screened? Where were they screened? By whom were they screened?
9. Were applicants allowed to drop off applications? If so, how did that process work?

b. Interview and Verification

1. How were applicants informed about eligibility requirements, completing the application, required verification, the duration of the process, etc.?
2. How was the flow of calls or applications managed?
 - a. When calling, was the client given menu options or was there a direct line to an eligibility worker?
 - b. On average, how long did a client wait for an interview?
 - c. **Probe:** Did callers have the option to receive a call back rather than staying on the line?
3. Was there a limit to who could apply each day based on certain parameters?
 - a. **Probe:** What were these limits? For example, were days assigned alphabetically or by county/parish?
4. How did you provide access to callers with limited English proficiency?
 - a. **Probe:** For example, was there a language line, in-person translators, multi-lingual staff?
5. How did you provide access to callers with hearing and speech impairment?
 - a. **Probe:** For example, was there a teletypewriter?
6. Were any other accommodations provided for special populations (e.g., older individuals, people with disabilities or special needs)?
7. Did you experience issues or problems related to any of these accommodations?

8. How did you ensure accessibility for those with limited access to mobile technology, cellular data, stable internet connection?
 - a. Did you run into any challenges with maintaining accessibility?
 - b. If so, how did you handle it?
9. Who conducted the interview?
10. Were staff available on-call?
 - a. [If yes:] What type of staff were on-call?
 - b. **Probes:** For example, site managers, supervisors, eligibility workers, anti-fraud staff, EBT issuance workers, application screeners, troubleshooters?
11. [If yes] What functions did on-call staff serve?
 - a. **Probes:** Were staff available to answer questions from applicants? Answer questions from staff about DSNAP policy? Help complete an application if an applicant cannot read or write? Advise applicants of the process and estimated wait times? Assist applicants needing additional accommodations (e.g., elderly, disabled)?
12. Can you walk me through how you review the D-SNAP application with a client?
13. How did you verify applicants' eligibility?
14. What documents did you use?
15. Were any data matches conducted?
16. How did you check for duplicate participation?

c. Eligibility Determinations

1. Were eligibility workers able to use the State eligibility system to help determine D-SNAP eligibility?

If no:

 - a. Why were you unable to use your eligibility system?
 - b. What were the challenges associated with this approach? How were those challenges addressed?
 - c. What worked particularly well about this approach?
 - d. What extra program integrity measures did you have in place to ensure there were no duplicate certifications?

If yes:

 - a. What eligibility system(s) did your State use to conduct D-SNAP?
 - b. What were the challenges associated with this approach? How were those challenges addressed?
 - c. What worked particularly well about this approach?

2. What was the average wait time between verification and eligibility determination?
3. How frequently did you encounter questionable cases?
4. How did you handle questionable cases?
 - a. *[If the eligibility worker handled the case themselves]* How often did you need to delay an eligibility determination because of a questionable application?

d. Issuance

1. Once the application was completed, how were benefits issued to D-SNAP clients?
2. Please describe your role in tracking the EBT card inventory, including tracking new cards received, total cards available, and cards issued. [Probe for: EBT card log, reporting daily usage, including EBT card number on application]
 - a. Did all those cards work as they should (e.g., none were expired or damaged)?
 - b. Who had access to the cards?
 - c. Where were the cards kept? Were they kept there overnight?
3. Did you have enough EBT cards?
 - a. *If no:* Did you run out? If so, what happened when you ran out?
 - b. Were there any challenges associated with card activation? If so, what were they?
4. How was the EBT card delivered to the beneficiary?
 - a. Where you able to provide cards within 72 hours?
 - b. Were there any delivery problems?
 - i. If so, how were they addressed?

e. Process Reflection

1. Thinking about the entire D-SNAP application process from start to finish, what would you say worked particularly well for this virtual D-SNAP?
2. What would you say was challenging or problematic with the D-SNAP application process?
 - a. Probe [if needed]: How were these challenges addressed?

5. D-SNAP Public Awareness Campaigns

Next, let's discuss how your State and/or office informed the public about *[selected D-SNAP(s)]*.

1. Was your office involved in helping to inform the public about D-SNAP? If so, how?
2. What did you hear from participants about how they heard about D-SNAP?
 - a. How did people find out about how to apply for D-SNAP virtually?

Probe: What was included in your public awareness campaign?

- Probe:** Where could they find the number to call?
- b. Was information about D-SNAP available on the website?
 - i. **Probe:** Was information available about application materials?
 - 3. How were people informed of the hours of operation?
 - 4. What was the protocol in the event clients went to their local SNAP offices to apply for D-SNAP?
 - a. **Probe:** Was there signage or staff to redirect applicants?
 - 5. In your opinion, was the public information campaign successful? Why or why not?
[Ask E.3.a and E.3.b only if respondents answered yes to E.1]
 - a. What would you do similarly if another disaster strikes?
 - b. What would you do differently?

6. Program Integrity

Now let's discuss D-SNAP program integrity measures and challenges.

- 1. What fraud prevention or program integrity methods did your office use? *[Probe for: maps to verify residency in an affected area, income matches, or delaying benefits; separation of certification and issuance duties; checks for duplicate participation]*
 - a. Which of these strategies would you say worked particularly well for ensuring program integrity? Why?
 - b. Would you do anything differently in a future D-SNAP? If so, what?
- 2. *[If not already answered]* How did you maintain separation between eligibility and card issuance duties during D-SNAP? *[Request any schematics that show a separation between the two]*
- 3. Was your office involved with the postdisaster case review process? If so:
 - a. How did you select cases for review?
 - b. How were cases reviewed? By whom? When?
- 4. *[If involved]* What types of case errors did you commonly encounter?
 - a. What efforts were put into place to minimize these errors for future D-SNAPs?

7. Closeout and Reporting

Next, let's discuss D-SNAP closeout and reporting.

- 1. Did you submit any regular reporting during the D-SNAP? *If yes:*
 - a. What information did you submit in these reports?
 - b. Who else was involved in reporting?
 - c. Who were the reports submitted to?
 - d. How frequently were the reports submitted?

[Interviewer instructions: If the answer to G.1 is no, skip to question G.5]

1. How were the necessary data for reporting tracked before, during, and after D-SNAP?
2. What challenges, if any, did you face in submitting the required reports for *[selected D-SNAP(s)]*?
 - a. How were those challenges addressed?
3. What worked particularly well for completing the required reports?
4. Were you involved in D-SNAP closeout? *[If needed: This includes organizing site files and documents, reconciling all issuance records, taking final inventory of EBT cards, taking final inventory of equipment, completing time sheets]*
 - a. *If yes:* What steps did your team take to close out D-SNAP? Can you walk me through these steps?

8. Successes, Challenges, and Lessons Learned

Finally, I would like to discuss any further successes and challenges, that we have not yet touched upon in our conversation.

1. What would you say worked particularly well during *[selected D-SNAP(s)]*?
 - a. What do you think helped facilitate this? [Probe for: technology, role of partners, communication protocols, program integrity]
2. What challenges did your office encounter in implementing *[selected D-SNAP(s)]*? [Probe for: technology, role of partners, communication protocols, program integrity, site staff working conditions or accommodations]
 - a. How were these challenges addressed?
 - b. What would you do differently in future D-SNAPs?
3. *[If the State has responded to multiple types of disasters]* How has your response and D-SNAP operations differed by the type of disaster (e.g., a tornado versus a hurricane, flooding versus a winter storm)?

9. Wrap-Up

Thank you for answering our questions. We have a few final questions before we conclude our discussion today.

1. Is there anything else you would like to share about D-SNAP plan development, implementation, operations, or reporting?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

H. Local Stakeholder Interview Protocol

1. Introduction and Background (All Stakeholders)

First, I'd like to learn about you and your role and responsibilities at *[organization/company]*.

1. Tell me about *[organization/company]*.
2. What is your current job title or position?
 - a. How long have you been in this position?
 - b. What are your primary responsibilities in this role/position?
3. Tell me about *[organization/company]*'s work with SNAP.
 - a. How long has your organization been working with SNAP?
 - b. Has this relationship changed over time? If so, how?
4. What was *[organization/company]*'s role in *[selected D-SNAP(s)]*?
 - a. What was your position at *[organization/company]* during *[selected D-SNAP(s)]*?
 - b. Has your *[organization/company]* supported other D-SNAPs? If so, which ones?
5. What other entities, if any, did you coordinate with for *[selected D-SNAP(s)]*? Please describe your relationship.
6. The disaster occurred on *[Date]* and the D-SNAP began on *[Date]*. Do you think that the D-SNAP was launched in an appropriate amount of time after the disaster to best serve the needs of D-SNAP clients? *[Probe for: enough time for outreach, site selection, food channels reestablished, clear roads]*

[Facilitator note: As relevant, repeat disaster-specific questions for multiple disasters or probe for differences between separate disaster implementations/operations. Skip to relevant sections B, C, D, E, or F for continuation of the interview depending on the type of stakeholder.]

2. Community-Based Organizations

Let's talk more specifically about your organization and D-SNAP during *[selected D-SNAP]*.

1. During *[selected D-SNAP]*, was your organization's support for D-SNAP official and formalized, or was it an informal working relationship?
 - a. *[If it is formalized]* Tell me more about that process. What agreements or documentation was in place to formalize that relationship?
2. Is your organization typically involved with helping to prepare for D-SNAP before disasters happen? Or is involvement limited to once a disaster has occurred and D-SNAP is approved?

3. I would like to know more about what aspects of D-SNAP your organization was involved with. I will ask for your confirmation on specific aspects of D-SNAP your organization supported, and then we'll revisit the applicable areas and address follow-up questions. Was your organization involved with—

- ☐ Planning (*such as contributing to the State D-SNAP plan*)?
- ☐ Providing information for the D-SNAP request?
- ☐ Conducting outreach or promotion for D-SNAP?
- ☐ Supporting D-SNAP operations (*such as presence at the D-SNAP site*)?
- ☐ Any other D-SNAP activities?

a. Planning (skip if not applicable)

1. What was your organization's role in providing support for the D-SNAP planning process, such as contributing to the State D-SNAP plan?
 - a. Were there any challenges associated with D-SNAP planning? If so, what were they?
 - b. What seemed to work well in D-SNAP's planning efforts?

b. D-SNAP Request (skip if not applicable)

1. Please describe your organization's role in helping the SNAP agency complete the D-SNAP request.
 - a. Were there any challenges associated with completing the D-SNAP request? If so, what challenges did SNAP or your organization face?
 - b. What seemed to work well with the D-SNAP request?

c. Outreach (skip if not applicable)

1. What was your organization's role in D-SNAP outreach efforts?
 - a. Were there any challenges associated with outreach and informing affected households about D-SNAP benefits? If so, please describe these challenges.
 - b. What about the State's outreach strategy worked well? How did your organization help facilitate that success?

d. Operations (skip if not applicable)

1. What kind of support or information did your organization provide for D-SNAP operations?
2. Was anyone from your organization involved at the D-SNAP site? If so, please describe this involvement.
 - a. Were there any challenges associated with the D-SNAP operations your organization was aware of? How did these challenges affect the site or the participants served?
 - b. What worked particularly well for D-SNAP operations during [*selected D-SNAP*]?
 - i. [*If applicable*] What worked well at the D-SNAP site?

e. Other (Skip if not applicable)

1. Please describe any other ways your organization was involved in the [selected D-SNAP].
[Facilitator note: Probe as needed depending on the response received. For example, probe about further details, what worked well with their involvement or if there were any challenges.]

[Facilitator note: Resume questioning for all respondents below.]

1. Who were the main points of contact at SNAP that your organization worked with during [selected D-SNAP]?
2. Who from your organization was involved in the coordination process with the D-SNAP lead(s) for [selected D-SNAP]?
3. How frequently was your organization in contact with SNAP and the D-SNAP lead(s) before, during, and after [selected D-SNAP]?
 - a. What were the main modes of communication? How was information about the D-SNAP shared with your organization?
 - b. Did you feel it was an appropriate level of communication? Please describe why or why not.
 - i. How could the State agency improve its communication with organizations such as yours?

Now I want to ask you about the challenges and successes your organization experienced in providing support for [selected D-SNAP].

1. What challenges, if any, did your organization encounter in providing support for [selected D-SNAP]?
 - a. How were these challenges addressed, if at all? By whom (SNAP or your organization)?
2. What do you think worked particularly well in the support your organization provided for [selected D-SNAP]?
 - a. What do you think helped facilitate this success?

Let's shift to talking about your experience with D-SNAP for [selected D-SNAP] overall.

1. What do you think went particularly well in terms of both planning and operations for [selected D-SNAP] overall?
 - a. What do you think helped facilitate this success?
2. In your view, what aspects of the overall D-SNAP operation did not go well?
 - a. What do you think led to these challenges? *[Probe for: coordination challenges, site challenges, disaster/weather-related challenges]*

3. Are there other ways *[company/organization]* could support the State's D-SNAP efforts in future disasters? If so, please describe.
 - a. What factors, if any, have prevented this kind of collaboration previously?
 - b. What factors would facilitate this collaboration in the future?
4. What could *[company/organization]* do differently in a future D-SNAP collaboration?
5. *[If not already answered]* What do you think the State SNAP agency should do differently in a future D-SNAP?

3. Retailers: Grocery Stores and Restaurants

Let's talk more specifically about *[store/restaurant]* and D-SNAP during *[selected D-SNAP]*.

1. Tell me more about how *[selected D-SNAP]* affected *[store/restaurant]*.
 - a. How long after the disaster did business return to normal levels? [Probe for: low levels of stock, supply-chain issues, road access]
 - b. Based on previous experiences, does the impact on *[store/restaurant]* vary by disaster type or scope?
2. *[Grocery stores only, unless State received the hot foods waiver]* Did you receive feedback from customers about their D-SNAP benefits, either formally or anecdotally? If yes, please describe.
 - a. Did your store/restaurant have any challenges or problems with D-SNAP benefits during checkout?
 - i. If so, what were the issues? How did you handle or resolve these issues?
 - b. *[If the State requested and received the hot foods waiver]* Did your store have any difficulties implementing the waiver that allowed D-SNAP participants to use their benefits to purchase hot foods?
 - i. From your recollections, did many participants purchase hot foods? Do you think individuals knew they were allowed to purchase hot foods with their D-SNAP benefits for a brief time because of the disaster?
3. What do you think went particularly well for *[selected D-SNAP]*?
4. What challenges, if any, did your store/restaurant experience or observe with D-SNAP during *[selected D-SNAP]*?
 - a. How might these challenges vary by disaster type or scope?
5. What do you think went particularly well for *[selected D-SNAP]*?
6. What impact do you think the D-SNAP benefits had on *[store/restaurant]*? [Probe for: financial impact, increase in business, return customers]
7. Based on your store/restaurant's experience with *[selected D-SNAP]*, were there any key lessons learned for both your business and D-SNAP? If so, please describe.
8. What could *[store/restaurant]* do differently, if anything, in a future D-SNAP?

9. *[If not already answered]* What do you think the State SNAP agency should do differently in a future D-SNAP?

4. Wrap-Up (all stakeholders)

Thank you for answering our questions so far. We have just a few final questions before we conclude our discussion today.

1. Is there anything else you would like to share about D-SNAP that we haven't already talked about?
2. Is there anything we should have asked you about these topics but didn't?
3. May we follow up with you by email or phone if we have further questions?

That completes our questions for you. Thank you very much for speaking with us.

Appendix C. Supplemental Tables

This appendix presents descriptive statistics derived from the States' SNAP and D-SNAP administrative case file datasets that characterize SNAP and D-SNAP households in the areas affected by State for each D-SNAP event.

A. Louisiana

Table C.1.1. Characteristics of D-SNAP and SNAP Households During a D-SNAP: Hurricane Laura 2020, Louisiana

Characteristic			D-SNAP Households		SNAP Households in D-SNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Number			41,936	100.0	126,500	100.0	308,877	100.0
Household Composition	Presence of children in the household		15,676	37.4	62,839	49.7	152,458	49.4
	Presence of older individuals in the household		10,778	25.7	32,484	25.7	81,624	26.4
	Presence of individuals with disabilities in the household		N/A	N/A	49,728	39.3	118,656	38.4
	Number of household members	1	16,284	38.8	39,885	31.5	99,309	32.2
		2	11,596	27.7	19,632	15.5	47,841	15.5
		3	6,743	16.1	17,513	13.8	43,706	14.2
		≥ 4	7,313	17.4	49,470	39.1	118,021	38.2
	Race/ethnicity of household head	White	17,389	41.5	49,260	38.9	109,022	35.3
		Black	16,578	39.5	71,770	56.7	183,507	59.4
		Other	820	2.0	5,344	4.2	15,838	5.1
		Not reported/missing	7,149	17.1	126	0.1	510	0.2
	Age of household head	< 18	87	0.2	298	0.2	662	0.2
		18–24	2,342	5.6	11,525	9.1	24,071	7.8
		25–44	16,903	40.3	61,040	48.3	149,215	48.3
		45–59	11,825	28.2	29,487	23.3	73,156	23.7
		≥ 60	10,778	25.7	24,148	19.1	61,770	20.0
		Not reported/missing	1	0.0	2	0.0	3	0.0

Characteristic			D-SNAP Households		SNAP Households in D-SNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Economic Characteristics	Employment status	At least one member employed	21,533	51.4	126,500	100.0	308,877	100.0
		No employed members	20,403	48.7	0	0.0	0	0.0
	Gross household income as a percentage of Federal Poverty Guidelines	0	7	0.0	31,844	25.2	80,565	26.1
		1–50	8,208	19.6	40,821	32.3	98,848	32.0
		51–100	14,091	33.6	41,441	32.8	97,557	31.6
		101–130	6,760	16.1	8,526	6.7	21,809	7.1
		> 130	8,899	21.2	1,005	0.8	2,980	1.0
		Not reported/missing	3,971	9.5	2,863	2.3	7,118	2.3
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	0	0.0	16,958	13.4	40,755	13.2
		\$51–\$100	618	1.5	13,929	11.0	31,901	10.3
		\$101–\$200	15,676	37.4	45,329	35.8	113,120	36.6
		\$201–\$400	11,947	28.5	24,182	19.1	59,852	19.4
		> \$400	13,695	32.7	26,102	20.6	63,249	20.5
Geographic Characteristics	Urbanicity ^b	Urban	28,890	68.9	84,027	66.4	253,910	82.2
		Large rural	6,299	15.0	27,512	21.8	19,810	6.4
		Small Rural	5,629	13.4	13,798	10.9	31,731	10.2
		Not reported/missing	1,118	2.7	1,163	0.9	3,786	1.2

Note: N/A = not available

^a For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the RUCA files.

B. North Carolina

Hurricane Florence

Table C.1.2. Characteristics of D-SNAP and SNAP Households During a D-SNAP: Hurricane Florence 2018, North Carolina

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Number			205,449	100.0	272,330	100.0	401,277	100.0
Household Composition	Presence of children in the household		80,733	39.3	127,651	46.9	187,611	46.8
	Presence of older individuals in the household		59,451	28.9	63,564	23.3	97,603	24.3
	Presence of individuals with disabilities in the household		N/A	N/A	85,250	31.3	122,184	30.5
	Number of household members	1	62,073	30.2	127,376	46.8	185,592	46.3
		2	55,101	26.8	51,280	18.8	77,098	19.2
		3	39,267	19.1	39,595	14.5	58,495	14.6
		≥ 4	49,008	23.9	54,079	19.9	80,092	20.0
	Race/ethnicity of household head	White, non-Hispanic	75,863	36.9	107,595	39.5	214,565	53.5
		Black, non-Hispanic	109,386	53.2	143,275	52.6	168,768	42.1
		Hispanic	3,914	1.9	5,589	2.1	7,856	2.0
		Non-Hispanic other	12,115	5.9	14,758	5.4	8,592	2.1
		Not reported/missing	4,171	2.0	1,113	0.4	1,496	0.4
	Age of household head	< 18	720	0.4	787	0.3	1,124	0.3
		18–24	12,342	6.0	20,753	7.6	28,536	7.1
		25–44	80,317	39.1	121,034	44.4	175,840	43.8
		45–59	63,830	31.1	68,089	25.0	101,278	25.2
		≥ 60	48,240	23.5	61,667	22.6	94,499	23.6
Economic Characteristics	Employment status	At least one member employed	N/A	N/A	94,044	34.5	136,331	34.0
		No employed members	N/A	N/A	178,286	65.5	264,946	66.0
	Gross household income as a percentage of Federal Poverty Guidelines	0	2	0.0	77,489	28.5	117,371	29.3
		1–50	30,245	14.7	45,524	16.7	62,324	15.5
		51–100	65,186	31.7	96,889	35.6	139,944	34.9
		101–130	38,936	19.0	32,484	11.9	50,652	12.6
		> 130	56,644	27.6	19,944	7.3	30,986	7.7
		Not reported/missing	14,436	7.0	0	0.0	0	0.0

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	0	0.0	28,774	10.6	78,069	19.5
		\$51–100	0	0.0	16,561	6.1	43,427	10.8
		\$101–200	65,575	31.9	58,841	21.6	123,592	30.8
		\$201–400	55,434	27.0	85,483	31.4	79,439	19.8
		> \$400	84,440	41.1	82,671	30.4	76,750	19.1
		Not reported/missing	0	0.0	0	0.0	0	0.0
Geographic Characteristics	Urbanicity ^b	Urban	124,724	60.7	185,661	68.2	271,418	67.6
		Large rural	48,523	23.6	62,756	23.0	66,166	16.5
		Small rural	26,370	12.8	20,992	7.7	38,838	9.7
		Not reported/missing	5,832	2.8	2,921	1.1	24,855	6.2

Note: NA = not available. The D-SNAP for Hurricane Florence spanned September and October 2018. Data are presented for all unique households receiving D-SNAP or SNAP across the 2 months. September data are used for households that received SNAP benefits in both months.

^a For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

Table C.1.3. Characteristics of Ongoing SNAP Households by Supplement Recipient Status: Hurricane Florence 2018, North Carolina

Characteristic			Supplement Recipient Households		SNAP Households without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Number			99,722	100.0	573,885	100.0	205,449	100.0
Household Composition	Presence of children in the household		44,242	44.4	271,020	47.2	80,733	39.3
	Presence of older individuals in the household		31,154	31.2	130,013	22.7	59,451	28.9
	Presence of individuals with disabilities in the household		41,506	41.6	165,928	28.9	N/A	N/A
	Number of household members	1	47,305	47.4	265,663	46.3	62,073	30.2
		2	17,895	17.9	110,483	19.3	55,101	26.8
		3	13,685	13.7	84,405	14.7	39,267	19.1
		≥ 4	20,837	20.9	113,334	19.8	49,008	23.9

Characteristic			Supplement Recipient Households		SNAP Households without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Household Composition (continued)	Race/ethnicity of household head	White, non-Hispanic	40,995	41.1	281,165	49.0	75,863	36.9
		Black, non-Hispanic	49,280	49.4	262,763	45.8	109,386	53.2
		Hispanic	1,861	1.9	11,584	2.0	3,914	1.9
		Other race, non-Hispanic	7,121	7.1	16,229	2.8	12,115	5.9
		Not reported/missing	465	0.5	2,144	0.4	4,171	2.0
	Age of household head	< 18	171	0.2	1,740	0.3	720	0.4
		18–24	5,457	5.5	43,832	7.6	12,342	6.0
		25–44	40,468	40.6	256,406	44.7	80,317	39.1
		45–59	23,439	23.5	145,928	25.4	63,830	31.1
		≥ 60	30,187	30.3	125,979	22.0	48,240	23.5
Economic Characteristics	Employment status	At least one member employed	34,992	35.1	195,383	34.1	N/A	N/A
		No employed members	64,730	64.9	378,502	66.0	N/A	N/A
	Gross household income as a percentage of Federal Poverty Guidelines	0	10,079	10.1	184,781	32.2	2	0.0
		1–50	12,245	12.3	95,603	16.7	30,245	14.7
		51–100	50,356	50.5	186,477	32.5	65,186	31.7
		101–130	17,102	17.2	66,034	11.5	38,936	19.0
		> 130	9,940	10.0	40,990	7.1	56,644	27.6
		Not reported/missing	0	0.0	0	0.0	14,436	7.0
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	3,785	3.8	103,058	18.0	0	0.0
		\$51–100	2,023	2.0	57,965	10.1	0	0.0
		\$101–200	9,772	9.8	172,661	30.1	65,575	31.9
		\$201–400	45,259	45.4	119,663	20.9	55,434	27.0
		> \$400	38,883	39.0	120,538	21.0	84,440	41.1
Geographic Characteristics	Urbanicity ^b	Urban	53,849	54.0	403,230	70.3	124,724	60.7
		Large rural	29,297	29.4	99,625	17.4	48,523	23.6
		Small rural	12,628	12.7	47,202	8.2	26,370	12.8
		Not reported/missing	3,948	4.0	23,828	4.2	5,832	2.8

Note: NA = not available. The D-SNAP for Hurricane Florence spanned September and October 2018. Data are presented for all unique households receiving D-SNAP or SNAP across the 2 months. September data are used for households that received SNAP benefits in both months.

^a For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

Tornado and Severe Storms, 2018

Table C.1.4. Characteristics of D-SNAP and SNAP Households During a D-SNAP: Tornado and Severe Storms 2018, North Carolina

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Number			2,581	100	44,528	100	600,518	100
Household Composition	Presence of children in the household		1,057	41.0	21,197	47.6	280,960	46.8
	Presence of older individuals in the household		666	25.8	9,723	21.8	145,459	24.2
	Presence of individuals with disabilities in the household		N/A	N/A	12,728	28.6	191,126	31.8
	Number of household members	1	790	30.6	20,746	46.6	277,492	46.2
		2	672	26.0	8,520	19.1	113,676	18.9
		3	573	22.2	6,504	14.6	87,461	14.6
		≥ 4	546	21.2	8,758	19.7	121,889	20.3
	Race/ethnicity of household head	White, non-Hispanic	87	3.4	14,902	33.5	295,980	49.3
		Black, non-Hispanic	2,447	94.8	26,647	59.8	269,205	44.8
		Hispanic	8	0.3	941	2.1	11,915	2.0
		Other race, non-Hispanic	9	0.4	1,841	4.1	20,707	3.5
		Not reported/missing	30	1.2	197	0.4	2,711	0.5
	Age of household head	< 18	7	0.3	97	0.2	1,492	0.3
		18–24	134	5.2	3,611	8.1	42,571	7.1
		25–44	1,099	42.6	19,627	44.1	262,346	43.7
		45–59	844	32.7	11,726	26.3	153,389	25.6
		≥ 60	497	19.3	9,467	21.3	140,720	23.4
Economic Characteristics	Employment status	At least one member employed	N/A	N/A	16,353	36.7	207,057	34.5
		No employed members	N/A	N/A	28,175	63.3	393,461	65.5
	Gross household income as a percentage of Federal Poverty Guidelines	0	0	0.0	19,559	43.9	251,524	41.9
		1–50	263	10.2	5,852	13.1	79,437	13.2
		51–100	903	35.0	12,534	28.2	180,504	30.1
		101–130	586	22.7	4,288	9.6	57,959	9.7
		> 130	468	18.1	2,295	5.2	31,094	5.2
		Not reported/missing	361	14.0	0	0.0	0	0.0
SNAP/ D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	0	0.0	7,589	17.0	110,694	18.4
		\$51–100	0	0.0	4,347	9.8	64,302	10.7
		\$101–200	862	33.4	14,719	33.1	191,693	31.9
		\$201–400	691	26.8	8,898	20.0	118,423	19.7
		> \$400	1,028	39.8	8,975	20.2	115,406	19.2

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Geographic Characteristics	Urbanicity ^b	Urban	2,499	96.8	40,502	91.0	394,923	65.8
		Large rural	16	0.6	3,120	7.0	121,105	20.2
		Small Rural	4	0.2	326	0.7	57,831	9.6
		Not reported/missing	62	2.4	580	1.3	26,659	4.4

Note: NA = not available

^a For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

Table C.1.5. Characteristics of Ongoing SNAP Households by Supplement Recipient Status: Tornado and Severe Storms 2018, North Carolina

Characteristic			Supplement Recipient Households		SNAP Households without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Number			1,018	100	644,028	100	2,581	100
Household Composition	Presence of children in the household		533	52.4	301,624	46.8	1,057	41.0
	Presence of older individuals in the household		221	21.7	154,961	24.1	666	25.8
	Presence of individuals with disabilities in the household		422	41.5	203,432	31.6	N/A	N/A
	Number of household members	1	434	42.6	297,804	46.2	790	30.6
		2	174	17.1	122,022	19.0	672	26.0
		3	151	14.8	93,814	14.6	573	22.2
		≥ 4	259	25.4	130,388	20.3	546	21.2
Household Composition (continued)	Race/ethnicity of household head	White, non-Hispanic	57	5.6	310,825	48.3	87	3.4
		Black, non-Hispanic	943	92.6	294,909	45.8	2,447	94.8
		Hispanic	8	0.8	12,848	2.0	8	0.3
		Other race, non-Hispanic	9	0.9	22,539	3.5	9	0.4
		Not reported/missing	1	0.1	2,907	0.5	30	1.2
	Age of household head	< 18	1	0.1	1,588	0.3	7	0.3
		18–24	44	4.3	46,138	7.2	134	5.2
		25–44	464	45.6	281,509	43.7	1,099	42.6
		45–59	296	29.1	164,819	25.6	844	32.7
		≥ 60	213	20.9	149,974	23.3	497	19.3

Characteristic			Supplement Recipient Households		SNAP Households without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Economic Characteristics	Employment status	At least one member employed	421	41.4	222,989	34.6	N/A	N/A
		No employed members	597	58.6	421,039	65.4	N/A	N/A
	Gross household income as a percentage of Federal Poverty Guidelines	0	235	23.1	270,848	42.1	0	0.0
		1–50	126	12.4	85,163	13.2	263	10.2
		51–100	447	43.9	192,591	29.9	903	35.0
		101–130	141	13.9	62,106	9.6	586	22.7
		> 130	69	6.8	33,320	5.2	468	18.1
		Not reported/missing	0	0.0	0	0.0	361	14.0
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	0	0.0	118,283	18.4	0	0.0
		\$51–100	6	0.6	68,643	10.7	0	0.0
		\$101–200	370	36.4	206,042	32.0	862	33.4
		\$201–400	210	20.6	127,111	19.7	691	26.8
		> \$400	432	42.4	123,949	19.3	1,028	39.8
Geographic Characteristics	Urbanicity ^b	Urban	969	95.2	434,456	67.5	2,499	96.8
		Large rural	6	0.6	124,219	19.3	16	0.6
		Small rural	5	0.5	58,152	9.0	4	0.2
		Not reported/missing	38	3.7	27,201	4.2	62	2.4

Note: NA = not available

^a For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits. SNAP supplements were issued in September 2018, a month prior to D-SNAP issuance. The September SNAP supplement status was used to categorize SNAP participants in the October SNAP file as supplement recipient or without a supplement.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

C. Oregon

Table C.1.6. Characteristics of D-SNAP and SNAP Households During a D-SNAP: Wildfires 2020, Oregon

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Number			168	100.0	166,323	100.0	199,810	100.0
Household Composition	Presence of children in the household		N/A	N/A	45,521	27.4	51,120	25.6
	Presence of older individuals in the household		N/A	N/A	41,862	25.2	50,910	25.5
	Presence of individuals with disabilities in the household		16	9.5	46,747	28.1	54,865	27.5
	Number of household members ^a	1	59	35.1	110,543	66.5	136,599	68.4
		2	1	0.6	23,424	14.1	26,519	13.3
		3	41	24.4	14,236	8.6	15,418	7.7
		≥ 4	67	39.9	18,120	10.9	21,274	10.7
	Race/ethnicity of household head	White, non-Hispanic	133	79.2	140,548	84.5	151,427	75.8
		Black, non-Hispanic	0	0.0	3,253	2.0	14,560	7.3
		Hispanic	13	7.7	8,583	5.2	10,631	5.3
		Other race, non-Hispanic	9	5.4	8,926	5.4	16,739	8.4
		Not reported/missing	13	7.7	5,013	3.0	6,453	3.2
	Age of household head	< 18	9	5.4	1,036	0.6	1,012	0.5
		18–24	7	4.2	15,067	9.1	17,265	8.6
		25–44	70	41.7	69,309	41.7	84,427	42.3
		45–59	45	26.8	39,894	24.0	47,117	23.6
		≥ 60	37	22.0	41,017	24.7	49,989	25.0
Economic Characteristics	Employment status	At least one member employed	63	37.5	34,504	20.8	38,042	19.0
		No employed members	105	62.5	131,819	79.3	161,768	81.0
	Gross household income as a percentage of Federal Poverty Guidelines	0	126	75.0	54,872	33.0	67,635	33.9
		1–50	15	8.9	20,769	12.5	23,858	11.9
		51–100	19	11.3	54,168	32.6	65,383	32.7
		101–130	7	4.2	20,400	12.3	23,269	11.7
		> 130	1	0.6	16,114	9.7	19,665	9.8
SNAP/ D-SNAP Case Characteristics	Monthly benefit amount ^b	< \$51	0	0.0	21,396	12.9	25,700	12.9
		\$51–100	2	1.2	10,679	6.4	13,268	6.6
		\$101–200	60	35.7	30,619	18.4	35,702	17.9
		\$201–400	44	26.2	83,497	50.2	102,725	51.4
		> \$400	62	36.9	20,132	12.1	22,415	11.2

Characteristic			D-SNAP Households		SNAP Households in DSNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Geographic Characteristics	Urbanicity ^c	Urban	150	89.3	121,996	73.4	133,761	66.9
		Large rural	15	8.9	34,790	20.9	42,614	21.3
		Small rural	3	1.8	9,424	5.7	23,011	11.5
		Not reported/missing	0	0.0	113	0.1	424	0.2

Note: NA = Not available

^a Household size for D-SNAP households was calculated based on the D-SNAP benefit amount received by the head of household.

^b For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^c Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

Table C.1.7. Characteristics of D-SNAP Households by Ongoing SNAP Participation Status: Wildfires 2020, Oregon

Characteristic			D-SNAP Households That Later Enrolled in SNAP		D-SNAP Households Without Later SNAP Participation	
			N	Percent	N	Percent
Number			32	100.0	136	100.0
Household Composition	Presence of children in the household		N/A	N/A	N/A	N/A
	Presence of older individuals in the household		N/A	N/A	N/A	N/A
	Presence of individuals with disabilities in the household		6	18.8	10	7.4
	Number of household members	1	6	18.8	53	39.0
		2	0	0.0	1	0.7
		3	7	21.9	34	25.0
		≥ 4	19	59.4	48	35.3
	Race/ethnicity of household head	White, non-Hispanic	20	62.5	113	83.1
		Black, non-Hispanic	0	0.0	0	0
		Hispanic	7	21.9	6	4.4
		Other race, non-Hispanic	2	6.3	7	5.2
		Not reported/missing/not reported	3	9.4	10	7.4
	Age of household head	< 18	1	3.1	8	5.9
		18–24	0	0.0	7	5.2
		25–44	18	56.3	52	38.2
		45–59	11	34.4	34	25.0
		≥ 60	2	6.3	35	25.7

Characteristic			D-SNAP Households That Later Enrolled in SNAP		D-SNAP Households Without Later SNAP Participation	
			N	Percent	N	Percent
Economic Characteristics	Employment status	At least one member employed	17	53.1	46	33.8
		No employed members	15	46.9	90	66.2
	Gross household income as a percentage of Federal Poverty Guidelines	0	14	43.8	112	82.4
		1–50	7	21.9	8	5.9
		51–100	7	21.9	12	8.8
		101–130	4	12.5	3	2.2
		> 130	0	0.0	1	0.7
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^a	< \$51	0	0.0	0	0.0
		\$51–100	2	6.3	0	0.0
		\$101–200	9	28.1	51	37.5
		\$201–400	8	25.0	36	26.5
		> \$400	13	40.6	49	36.0
Geographic Characteristics	Urbanicity ^b	Urban	30	93.8	120	88.2
		Large rural	2	6.3	13	9.6
		Small rural	0	0.0	3	2.2

Note: NA = not available

^a The benefit amount presented in this table is the D-SNAP benefit amount. The benefit amount does not include SNAP benefits.

^b Urbanicity was defined using Rural-Urban Commuting Area (RUCA) codes, which use ZIP Codes. Not reported/missing data includes cases without a ZIP Code or where the ZIP Code was not included in the existing RUCA files.

D. Tennessee

Table C.1.8. Characteristics of D-SNAP and SNAP Households During a D-SNAP: Severe Weather and Tornadoes 2020, Tennessee

Characteristic			D-SNAP Households		SNAP Households in D-SNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Number			2,354	100.0	42,746	100.0	380,564	100.0
Household Composition	Presence of children in the household		N/A	N/A	19,789	46.3	164,841	43.3
	Presence of older individuals in the household		N/A	N/A	8,643	20.2	83,496	21.9
	Presence of individuals with disabilities in the household		N/A	N/A	17,204	40.3	167,604	44.0
	Number of household members ^a	1	1,159	49.2	22,017	51.5	198,969	52.3
		2	576	24.5	7,062	16.5	65,274	17.2
		3	357	15.2	5,948	13.9	52,448	13.8
		≥ 4	262	11.1	7,719	18.1	63,83	16.8

Characteristic			D-SNAP Households		SNAP Households in D-SNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Household Composition (continued)	Race/ethnicity of household head ^b	White	137	5.8	21,875	51.2	248,522	65.3
		Black	1,269	53.9	19,888	46.5	129,073	33.9
		Hispanic	6	0.3	19	0.0	121	0.0
		Other	18	0.8	964	2.3	2,848	0.8
		Not reported/missing	924	39.3	0	0.0	0	0.0
	Age of household head	< 18	9	0.4	2,500	5.9	10,501	2.8
		18–24	133	5.7	3,010	7.0	27,590	7.3
		25–44	1,011	43.0	18,072	42.3	159,422	41.9
		45–59	735	31.2	10,716	25.1	101,915	26.8
		≥ 60	420	17.8	8,448	19.8	81,136	21.3
		Not reported/missing	46	2.0	0	0.0	0	0.0
Economic Characteristics	Employment status	At least one member employed	1,559	66.2	950	2.2	7,401	1.9
		No employed members	795	33.8	41,796	97.8	373,163	98.1
	D-SNAP net household income as a percentage of Federal Poverty Guidelines ^c	0	795	33.8	N/A	N/A	N/A	N/A
		1–50	217	9.2	N/A	N/A	N/A	N/A
		51–100	546	23.2	N/A	N/A	N/A	N/A
		101–130	387	16.4	N/A	N/A	N/A	N/A
		> 130	409	17.4	N/A	N/A	N/A	N/A
	SNAP net household income as a percentage of Federal Poverty Guidelines ^c	0	N/A	N/A	17,094	40.0	138,686	36.4
		1–50	N/A	N/A	16,201	37.9	148,674	39.1
		51–100	N/A	N/A	9,29	21.8	91,709	24.1
		101–130	N/A	N/A	134	0.3	1,359	0.4
		> 130	N/A	N/A	20	0.1	136	0.0
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^d	< \$51	0	0.0	6,561	15.4	65,64	17.3
		\$51–\$100	0	0.0	3,446	8.1	36,077	9.5
		\$101–\$200	1,159	49.2	15,083	35.3	131,142	34.5
		\$201–\$400	576	24.5	8,325	19.5	71,806	18.9
		> \$400	619	26.3	9,331	21.8	75,899	19.

Characteristic			D-SNAP Households		SNAP Households in D-SNAP Counties		SNAP Households in Other Counties	
			N	Percent	N	Percent	N	Percent
Geographic Characteristics	Urbanicity ^e	Urban	2,233	94.9	34,346	80.4	256,740	67.5
		Large rural	90	3.8	8,221	19.2	62,821	16.5
		Small rural	1	0.0	82	0.2	60,216	15.8
		Not reported/missing	30	1.3	97	0.2	787	0.2

Note: N/A = not available

^a Household size for D-SNAP households was calculated based on the D-SNAP benefit amount received by the head of household.

^b D-SNAP and SNAP track race and ethnicity using different categories. D-SNAP also only uses one category to record race and ethnicity, whereas SNAP assesses Hispanic ethnicity separately from race. The study team aggregated the data as similarly as possible across the two methods to facilitate side-by-side comparisons. Some inaccuracies may result from this approach. For example, a D-SNAP participant who identifies as Black Hispanic would have had to choose one of three categories: Black, Hispanic, or some other race.

^c For D-SNAP, only net income was recorded in Tennessee. The percentage of the Federal Poverty Guidelines cannot be calculated for this group.

^d For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^e Urbanicity was defined using Rural-Urban Commuter Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the RUCA files.

Table C.1.9. Characteristics of Ongoing SNAP Households by Supplement Recipient Status: Severe Weather and Tornadoes 2020, Tennessee

Characteristic			Supplement Recipient Households ^a		SNAP Households Without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Number			1,970	100.0	421,342	100.0	2,354	100.0
Household Composition	Presence of children in the household		1,202	61.0	183,428	43.5	N/A	N/A
	Presence of older individuals in the household		319	16.2	91,820	21.8	N/A	N/A
	Presence of individuals with disabilities in the household		950	48.2	183,860	43.6	N/A	N/A
	Number of household members ^b	1	705	35.8	220,283	52.3	1,159	49.2
		2	359	18.2	71,977	17.1	576	24.5
		3	352	17.9	58,044	13.8	357	15.2
		≥ 4	554	28.1	71,038	16.9	262	11.1
	Race/ethnicity of household head ^c	White	319	16.2	270,078	64.1	137	5.8
		Black	1,644	83.5	147,319	35.0	1,269	53.9
		Hispanic	0	0.0	140	0.0	6	0.3
		Other	7	0.4	3,805	0.9	18	0.8
		Not reported/missing	0	0.0	0	0.0	924	39.3

Characteristic			Supplement Recipient Households ^a		SNAP Households Without Supplements		D-SNAP Households	
			N	Percent	N	Percent	N	Percent
Household Composition (continued)	Age of household head	< 18	10	0.5	12,991	3.1	9	0.4
		18–24	100	5.1	30,500	7.2	133	5.7
		25–44	1,044	53.0	176,451	41.9	1,011	43.0
		45–59	503	25.5	112,129	26.6	735	31.2
		≥ 60	313	15.9	89,271	21.2	420	17.8
		Not reported/missing	0	0.0	0	0.0	46	2.0
Economic Characteristics	Employment status	At least one member employed	20	1.0	8,331	2.0	1,559	66.2
		No employed members	1,950	99.0	413,011	98.0	795	33.8
	D-SNAP net household income as a percentage of Federal Poverty Guidelines ^d	0	N/A	N/A	N/A	N/A	795	33.8
		1–50	N/A	N/A	N/A	N/A	217	9.2
		51–100	N/A	N/A	N/A	N/A	546	23.2
		101–130	N/A	N/A	N/A	N/A	387	16.4
		> 130	N/A	N/A	N/A	N/A	409	17.4
	SNAP net household income as a percentage of Federal Poverty Guidelines ^c	0	493	25.0	155,289	36.9	N/A	N/A
		1–50	903	45.8	163,972	38.9	N/A	N/A
		51–100	565	28.7	100,441	23.8	N/A	N/A
		101–130	9	0.5	1,484	0.4	N/A	N/A
		> 130	0	0.0	156	0.0	N/A	N/A
SNAP/D-SNAP Case Characteristics	Monthly benefit amount ^e	< \$51	326	16.5	71,877	17.1	0	0.0
		\$51–\$100	182	9.3	39,341	9.3	0	0.0
		\$101–\$200	443	22.5	145,782	34.6	1,159	49.2
		\$201–\$400	431	21.9	79,700	18.9	576	24.5
		> \$400	588	29.9	84,642	20.1	619	26.3
Geographic Characteristics	Urbanicity ^f	Urban	1,709	86.8	289,379	68.7	2,233	94.9
		Large rural	258	13.1	70,784	16.8	90	3.8
		Small rural	1	0.1	60,297	14.3	1	0.0
		Not reported/missing	2	0.1	882	0.2	30	1.3

Note: N/A = not available

^a Two households received a SNAP supplement but did not receive a SNAP benefit. These individuals are not included in appendix table C.1.8.

^b Household size for D-SNAP households was calculated based on the D-SNAP benefit amount received by the head of household.

^c D-SNAP and SNAP track race and ethnicity using different categories. D-SNAP also only uses one category to record race and ethnicity, whereas SNAP assesses Hispanic ethnicity separately from race. The study team aggregated the data as similarly as possible across the two methods to facilitate side-by-side comparisons. Some inaccuracies may result from this approach. For example, a D-SNAP participant who identifies as Black Hispanic would have had to choose one of three categories: Black, Hispanic, or some other race.

^d For D-SNAP, only net income was recorded in Tennessee. The percentage of the Federal Poverty Guidelines cannot be calculated for this group.

^e For D-SNAP households, the monthly benefit amount represents the D-SNAP benefit amount. For SNAP households, the benefit is the base SNAP benefit amount. The benefit amount does not include SNAP supplement or replacement benefits.

^f Urbanicity was defined using Rural-Urban Commuter Area (RUCA) codes, which use ZIP Codes. Not reported/missing data include cases without a ZIP Code or where the ZIP Code was not included in the RUCA files.