

From: Pisarik, Holly <HollyPisarik@gov.sc.gov>
To: Glaccum, DavidDavidGlaccum@gov.sc.gov
Date: 10/31/2015 3:27:02 PM
Subject: Re: DSNAP Status

We're going forward with the call.

Sent from my iPhone

On Oct 31, 2015, at 3:26 PM, "Glaccum, David" <DavidGlaccum@gov.sc.gov> wrote:

While I am not eager to be on a FEMA call today, do you not think it may be beneficial just to keep the pressure on, emphasizing we expect help when we ask for it. I don't want to be unnecessarily harsh, and I agree we need to talk with legal and not Mile (I just assumed legal would be on the call), they need to understand we will not take a No answer laying down. If you think this is not an appropriate response at this time, I will defer to your judgement.

DMG

Sent from my iPhone

On Oct 31, 2015, at 3:19 PM, Pisarik, Holly <HollyPisarik@gov.sc.gov> wrote:

Based on ambers numbers below, I think we should hold off on the FEMA call until Monday or Tuesday after I've fully researched this. If amber anticipates needing large numbers after this week, I'm going to ask mike to set up a call with his legal counsel on Monday to work through it with them. No need to work with mike when it's the legal office saying no.

Sent from my iPhone

Begin forwarded message:

From: "Gillum, Amber" <Amber.Gillum@dss.sc.gov>
Date: October 31, 2015, 3:13:39 PM EDT
To: "Austin Smith (austinsmith@gov.sc.gov)" <austinsmith@gov.sc.gov>, "Pisarik, Holly" <HollyPisarik@gov.sc.gov>
Cc: "Alford, Susan" <Susan.Alford@dss.sc.gov>
Subject: DSNAP Status

Good news. We have received a number of volunteers from other agencies as well as other parts of DSS, and have reassigned economic services staff to multiple weeks of DSNAP. As a result, at this point, Dorchester is reporting they have enough people to meet the need next week, as is Sumter.

The revised numbers for the other two sites are:

Richland – 10 to 15

Lexington – 5

These folks are needed to help manage the crowds. After tomorrow afternoon, we will know how many volunteers show up to the trainings, and may be able to reduce these numbers further. Per your request, I have placed the types of volunteer duties into categories.

- Greeter/Navigator. Welcome applicants as they enter application site and direct them to the appropriate area.
- Application Assistant. Distribute applications, pens, and clipboards. Help those who have difficulty understanding or completing the application.
- Pre-Screener. Talk to applicants waiting in line about general eligibility criteria (not potential eligibility of a particular household); review applications for completeness before applicants are interviewed.
- Human Comforts. Distribute food/water, direct applicants to restrooms or medical facilities, assist applicants with disabilities and the elderly.
- Translation/Interpretation. Provide language services to applicants with limited English proficiency. *If we have staff and/or volunteers who are bilingual, they would likely float between the duties to provide services as needed to this population.*

Each site will have a law enforcement lead identified to work with the officers handling the parking and assisting with crowd security. We have crowd-management procedures in place, including:

- Estimating the number of people that can be served daily and cutting the line off at that point (handing out numbers to those in line each day).
- Providing estimated wait times at different parts of the line to let people know how far they are so they can decide if they want to come back the next day.
- Taking names at the cut-off points and creating a priority line for the next day.
- Creating separate lines for the disabled/elderly.

I will keep you updated tomorrow and Monday. Thanks.

Amber