

**From:** Alford, Susan <Susan.Alford@dss.sc.gov>  
**To:** Smith, AustinAustinSmith@gov.sc.gov  
**CC:** Pisarik, HollyHollyPisarik@gov.sc.gov  
**Date:** 10/29/2015 9:15:27 PM  
**Subject:** Fw: DSNAP

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Austin,

I received a voicemail from Col. Shwedo this evening, saying that my request for assistance for DSNAP next week has been returned back to the Governor's Office. He also said there are questions as to why I need additional assistance.

As per my e-mail to you yesterday, DSS is requesting additional assistance because this week's large turnout in Williamsburg suggests that numbers in Richland and Lexington next week will likely be enormous. Amber re-worked the numbers for volunteer requests, and sent those to Col. Shwedo last night so he could get messaging out this morning to cabinet agencies....but Col. Shwedo says that didn't occur, per Governor's Office instructions.

Richland DSNAP is on Monday, and training for volunteers is on Sunday. Richland DSNAP is a 5-day event. If we have missed the opportunity to get additional volunteers for Monday, we can still use them the rest of the week.

Coordination for any additional volunteers can occur through Amber Gillum...her phone is 803-331-7350.

Thanks,

Susan Alford  
Director  
SC Department of Social Services

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**From:** Alford, Susan  
**Sent:** Wednesday, October 28, 2015 9:42 PM  
**To:** Smith, Austin  
**Subject:** DSNAP

Austin,

I just sent you a copy of an e-mail to Kevin Shwedo, asking for additional support for DSNAP next week. Our DSNAP in small counties this week has been fairly uneventful; but, today in Williamsburg, we were understaffed, and had hundreds of people waiting in line for hours to submit applications. Tomorrow is the third and final day of DSNAP in Williamsburg County, and we believe we have staffed-up...but I remain concerned about the scenario of closing out the day with hundreds of citizens potentially unserved.

All that is to say...I need to ask for your help in staffing for next week, given that we are DSNAP-ing in Richland and Lexington counties, where numbers are likely to be enormous. What would help, from you, is a call to Christian, to see if he could designate additional staff from HHS, since their staff could actually help with

processing applications. (as opposed to acting as runners and doing crowd management) We could also use help from agencies that could send larger numbers of staff...don't know if SCDC or another mega- agency could free up more volunteers for assisting folks in filling out applications.

I am asking our folks to dig deep into non-case-carrying child welfare staff, and Katie is sending high numbers of child support enforcement staff. Amber says we have 1100 economic services staff currently working on DSNAP, in some capacity.

Thanks,

Susan Alford  
Director  
SC Department of Social Services

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