

**DISASTER CALFRESH PROGRAM
MEMORANDUM OF UNDERSTANDING
VALLEY REGIONAL COUNTIES MUTUAL AID PLAN
PROTOCOL FOR POST-DISASTER SUPPORT/SERVICES ACCOMMODATION**

This Memorandum of Understanding (“MOU”) is made and entered into by and between the Counties of Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare, and Tuolumne (each referred to individually as “Mutual Aid County,” and collectively as “Mutual Aid Counties”).

1. Purpose

The purpose of the Valley Regional Counties of Human Services Mutual Aid Plan is to support partner county human services agencies and their ability to maintain services in times of disaster or other emergencies.

Participating counties in this MOU listed alphabetically:

- Fresno
- Kern
- Kings
- Madera
- Mariposa
- Merced
- San Joaquin
- San Luis Obispo
- Stanislaus
- Tulare
- Tuolumne

2. General Policy

The general policy provides that:

- Each Mutual Aid County is responsible for the training of its personnel in the implementation of this plan.
- Use of this plan is voluntary.

Mutual aid between counties will be for a specific, agreed upon period of time for each emergency response related to operating a Disaster CalFresh Program. Mutual Aid Counties agree to provide up to fourteen (14) calendar days of mutual aid. The requesting Welfare Director, or designee, may make special arrangements with the providing Welfare Director to continue duty assignments of a mutual aid person for more than fourteen (14) calendar days.

This MOU does not prevent the Disaster County from seeking assistance from another Mutual Aid County outside of this agreement.

3. Term

This MOU shall become effective upon the date signed by each Mutual Aid County's Board of Supervisors, or designee, and shall terminate on October 31, 2030. This MOU may be extended for one additional twelve-month period upon the written approval of all parties no later than thirty (30) days prior to expiration.

4. Termination

A county's participation in this MOU may be terminated at any time by the county, or its Welfare Director or designee, upon giving thirty (30) days advance written notice of an intent to terminate to the other parties. The termination of a county's participation in this MOU will not terminate this MOU as it relates to the remaining parties. This MOU may be terminated upon the written agreement of all parties.

5. Definitions

- a. **“Mutual Aid Counties”** means the counties that have entered into this MOU to provide post-disaster recovery support in the event of a catastrophic disaster – either natural or man-caused. Each county may also be individually referred to as a “Mutual Aid County.”
- b. **“Disaster Mutual Aid County”** means the county is in need of post-disaster support assistance/services due to a catastrophic disaster. This county may also be referred to as the “Disaster County.”
- c. **“Supporting Mutual Aid County”** means the county providing the post-disaster support assistance/services to a Disaster County. This county may also be referred to as the “Supporting County.”
- d. **“Disaster CalFresh (D-CalFresh)”** in California and Disaster Supplemental Nutrition Assistance Program (D-SNAP) means the Federal post-disaster food assistance program. The program is authorized by the Food Stamp Act of 1977, as amended, and the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, administered by the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS).
- e. **“EBT”** means the electronic benefits transfer system, which is the electronic issuance of CalFresh and/or cash benefits to eligible households.
- f. **“Disaster CalFresh Program benefit issuance services”** means any CalFresh/SNAP benefit issuance disaster assistance program which the county is obligated to initiate/implement during the aftermath of a disaster occurrence within the county's jurisdiction.
- g. **“Catastrophic Disaster”** means a Presidential Declaration for Individual Assistance has been declared in the affected area.

6. Responsibilities of the Mutual Aid Counties

6.1. The Mutual Aid Counties shall have the following shared responsibilities:

- a. To immediately notify the other Mutual Aid Counties of any changes to the post-disaster cross-county support activities/services that are set forth in this MOU. Amendments to this MOU will only be effective when agreed to in writing by all of the parties.
- b. Establish the rules for invoking the protocol for post-disaster support accommodation as agreed upon in this MOU.
- c. Establish disaster security profiles to enable their designated disaster employees to process the Mutual Aid County's disaster applications.
- d. To notify the other Mutual Aid Counties of any changes to Key County Contacts set forth in Exhibit A, attached hereto and by this reference incorporated herein. It is understood that the contents of Exhibit A will change over time.

6.2. The Disaster County shall be responsible to invoke the protocol of the Mutual Aid County post-disaster support/services accommodation process and:

- a. Obtain approval for waivers of program policies that are specific to that catastrophic disaster event from the appropriate Federal oversight agencies to include the Supporting Mutual Aid County providing recovery services to the Disaster County under this MOU.
- b. Create all public statement templates, which the Disaster County will be asking the Supporting County to disseminate to the various broadcasting and news print media in the Supporting County's jurisdiction. Standard public statement templates shall include:
 - i. The location of the disaster processing sites and the capacity of computers/workstations;
 - ii. The dates and times when the disaster processing sites will be operating;
 - iii. The required documents needed to apply for the disaster assistance programs; and
 - iv. The various methods of applying for the disaster assistance programs.

6.3. If possible, the Supporting County shall:

- a. Be responsible to act upon the Disaster County's request to implement the Mutual Aid County protocol for disaster support/services accommodation process along with other responsibilities as soon as administratively feasible, but no greater than forty-eight (48) hours after receipt of the request.

- b. In the event the Supporting County is unable to comply with any of the post-disaster support/services that are negotiated in the MOU, the Supporting County shall immediately inform the Disaster County of its inability to comply with the specific terms of the MOU.
 - c. The Mutual Aid Counties agree that there will be no financial penalty upon that Supporting County's inability to comply with the specific post-disaster support/services requested in this MOU.
- 6.4. The Disaster County acknowledges it shall be liable for all errors and overpayments made by the Supporting County, and no claims or request for financial restitution shall be made against the Supporting County by the Disaster County.
 - a. If Disaster County pursues collection of overpaid/overissued benefits, Supporting County acknowledges that it may be required to cooperate with Disaster County in any proceeding that may arise from such effort at no expense to Disaster County.
- 6.5. The Disaster County will be responsible for submitting all required Federal, State or local reports to the appropriate agency or agencies.
- 6.6. The Disaster County will be responsible for its own settlement and reconciliation.

7. Rules of Invoking the Protocol for Post-Disaster Support/Services Accommodation

- 7.1. In the event of a catastrophic disaster, the Mutual Aid Counties shall follow the rules of invoking the protocol for post-disaster support/services accommodation which are:
 - a. Disaster County will submit a request for Disaster CalFresh Program (D-Calfresh) implementation to the United States Department of Agriculture Food and Nutrition Service (USDA-FNS).
 - b. Upon authorization from the USDA-FNS to implement a D-Calfresh Program, the Disaster County will conduct a full evaluation on the extent of damages from the catastrophic disaster to assess the scope of assistance that will be needed from the Supporting Mutual Aid Counties.
 - c. As soon as administratively feasible, the Disaster County shall notify the Supporting Mutual Aid Counties by telephone, fax or email when post-disaster support services or assistance are needed from the Supporting Mutual Aid County:
 - i. The level of communication will be between the head or designee of the Disaster County agency overseeing the county's Disaster CalFresh Program and the head or designee(s) of the Supporting Mutual Aid County overseeing the county's CalFresh Program, with additional communications being conducted between the appropriate county personnel who will have to implement the agreed upon services as stated in this MOU. D- CalFresh Program Mutual Aid County Contact information is set forth in Exhibit A to this MOU;

- ii. The initial communication shall include the Disaster County's analysis of the devastation, to the extent known the type of assistance support/services the Disaster County is requesting from the Supporting County, and the estimated time period the assistance support is needed. As conditions change, the Disaster County can submit modified requests for assistance; and
 - iii. This initial communication will allow the Mutual Aid Counties to internally prepare personnel for the additional support/services.
- 7.2. The Supporting County may provide the following post-disaster support services/activities as needed by the Disaster County.
 - a. Assistance with locating and securing lodging or shelter for Disaster County employees;
 - b. Assistance with locating and procuring meals for Disaster County employees;
 - c. Assistance with transportation or travel cost reimbursement;
 - d. Technical assistance which may include, but is not limited to assistance with consortia system, ebtEDGE/EBT functionality access, security and password changes, computer, laptop and connectivity assistance, and telephone and web access assistance;
 - e. Up to ten (10) worksite locations which could be located at county district offices or local assistance centers; and
 - f. Personnel support – The Mutual Aid Counties agree that the Disaster County shall be responsible to reimburse all associated costs for personnel support provided by Supporting County. Disaster County personnel support services may include, but are not limited to, the following:
 - i. On-site support to assist at the disaster response centers in the Disaster County;
 - ii. All costs to transport, house and feed the personnel from the Supporting County in the Disaster County;
 - iii. Virtual support to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files:
 - a) The Supporting County, if feasible, will assist the Disaster County in processing its on-line or paper disaster applications.

- b) The Mutual Aid Counties agree that the Supporting County shall transmit the demographic and benefit authorization files for all of the disaster applications that it processes to the Disaster County's EBT contractor.
 - c) Call Center Support – to assist with the processing of on-line applications, scanned applications/documents and/or EBT demographic and benefit authorization files, and will assist callers in the Disaster County with answering general questions about resources and D-CalFresh.
 - iv. The Supporting County is responsible to complete timesheets, provide receipts and other verifications and other required documents that are needed for the Disaster County to obtain FEMA reimbursement for the Mutual Aid County's assistance.
 - g. Technical support – As subsequently negotiated by the Mutual Aid Counties and the Disaster County when invoking the protocol for post-disaster support, Disaster County agrees that it shall be responsible for reimbursing Supporting County for all associated costs for the technical support provided by the Supporting County. Technical support services may include, but are not limited to, the following:
 - i. Lending of personal computer (PC) software and/or hardware;
 - ii. Issuance of the Disaster County's disaster EBT cards;
 - iii. Issuance of the Disaster County's disaster CalFresh benefits;
 - iv. On-line or batch set-up and benefit authorization;
 - v. Creation of "special" security profiles for Mutual Aid Counties assignment to personnel (inquiry and update profiles); and
 - vi. Training in how Supporting County assistance is to be delivered.
- 7.3. To the extent possible, the Mutual Aid Counties are to explore options of remote assistance to avoid travel to the disaster zones and exposure to potential harm. Remote assistance options may include:
 - a. Processing faxed, scanned, mailed or emailed disaster applications;
 - b. Using Skype or other forms telecommuting such as webinars and conference calls to interview or meet;
 - c. Using Virtual Private Network accounts (VPN);
 - d. Using benefitscal.com; and

- e. Working with the consortium to leverage technical capabilities when available for remote Mutual Aid County assistance.

7.4 Prior to the end of the assigned application period, the Mutual Aid Counties shall jointly agree to an end date of the support activities.

8. General Terms and Conditions

- 8.1 During the performance of the support services/activities contemplated by this MOU, the Mutual Aid Counties, at all times are acting as independent contractors. Supporting Counties including any/all personnel providing assistance hereunder, shall not have any claim under this MOU against Disaster Counties for vacation, sick leave, retirement benefits, social security or worker's compensation benefits. The Mutual Aid Counties hereby acknowledge the fact that each is an independent contractor and is in no way to be construed as an employee of another Mutual Aid County nor shall any persons employed by the Mutual Aid Counties be so construed.
- 8.2 Each Mutual Aid County acknowledges it shall be liable for bodily or personal injury or death of any person, or loss of any property arising out of actions or inactions taken by its own officers, agents, or employees.
- 8.3 Each Mutual Aid County shall defend, indemnify and hold the other Mutual Aid Counties, their officers, employees and agents harmless from and against any and all liability, loss, expense, including reasonable attorneys' fees or claims for injury or damages arising out of the performance of this MOU but only in proportion to and to the extent such liability, loss expense, attorneys fees, or claim for injury or damages are caused by or result from the negligent or intentional acts or omissions of the indemnifying Mutual Aid County, its officers, agents, or employees.

IN WITNESS THEREOF, the parties hereto have caused this MOU to be executed and attested by their proper offices thereunto duly authorized, as of the day and year last written below.

[Remainder of page intentionally left blank; signature page to follow]

ATTEST, San Joaquin County Board of Supervisors, State of California

By: _____
RACHÉL DeBORD, Deputy Clerk

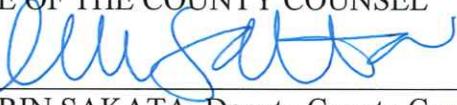
Date: _____

COUNTY OF SAN JOAQUIN, a political subdivision of the State of California

By: _____
PAUL CANEPA, Chair
Board of Supervisors

Date: _____

APPROVED AS TO FORM:
OFFICE OF THE COUNTY COUNSEL

By: 
ERIN SAKATA, Deputy County Counsel

Date: 8/15/2025

Exhibit A: Key County Contacts

Fresno County	Primary Contact	Back-up Contact
Name	Joshua Hernandez	Alimat Adebiyi
Department Name	Department of Social Services	Department of Social Services
Title	Deputy Director	Deputy Director
Address	205 West Pontiac Way, Bldg 3, Clovis, CA 93612	3500 Never Forget Ln, Bldg 1, Clovis, CA 93612
Desk Phone #	(559) 600-4157	(559) 600-2875
Back-up #	N/A	N/A
Email	joshernandez@fresnocountyca.gov	aadebiyi@fresnocountyca.gov
MOU Contact		Director (if not already included)
Name	Rocky Vang	Sanja Bugay
Title	Staff Analyst	Director
Address	205 W. Pontiac Way, Bldg 2, Clovis, CA 93612	205 West Pontiac Way, Bldg 2, Clovis, CA 93612
Desk Phone #	(559) 600-3432	(559) 600-2301
Back-up#	N/A	N/A
Email	txvang@fresnocountyca.gov	bugay@fresnocountyca.gov

Kern County	Primary Contact	Back-up Contact
Name	Jacqueline Huang	Valerie Rangel
Department Name	Human Services	Human Services
Title	Assistant Program Director	Program Director
Address	PO Box 511 Bakersfield, CA 93302	PO Box 511 Bakersfield, CA 93302
Desk Phone #	661-873-2831	661-873-2824
Back-up #	661-873-2826	661-873-2826
Email	huangj@kerndhs.com	rangely@kerndhs.com
MOU Contact		Director (if not already included)
Name	Jenny Solis	Lito Morillo
Title	Contract Administrator	Director
Address	PO Box 511 Bakersfield, CA 93302	PO Box 511 Bakersfield, CA 93302
Desk Phone #	661-334-3310	661-631-6550
Back-up#	661-631-6025	661-633-7307
Email	solisj@kerndhs.com	morillol@kerndhs.com

Exhibit A: Key County Contacts

Kings County	Primary Contact	Back-up Contact
Name	Patricia Martinez	Jacqueline Adams
Department Name	Human Services Agency	Human Services Agency
Title	Program Specialist	Program Manager
Address	1400 W Lacey Blvd Bldg 8, Hanford, CA 93230	1400 W Lacey Blvd Bldg 8 Hanford, CA 93230
Desk Phone #	559-852-2262	559-852-4863
Back-up #	N/A	N/A
Email	Patricia.Martinez@co.kings.ca.us	Jacqueline.Adams@co.kings.ca.us
	MOU Contact	Director (if not already included)
Name	Patricia Martinez	Wendy Osikafo
Title	Program Specialist	Director
Address	1400 W Lacey Blvd Bldg 8, Hanford, CA 93230	1400 W Lacey Blvd, Bldg 8, Hanford, CA 93230
Desk Phone #	559-852-2262	559-852-2200
Back-up#	N/A	N/A
Email	Patricia.Martinez@co.kings.ca.us	Wendy.Osikafo@co.kings.ca.us

Madera County	Primary Contact	Back-up Contact
Name	Robert Mikel	Mee Wang
Department Name	Department of Social Services	Department of Social Services
Title	Program Manager	Deputy Director
Address	PO BOX 569 Madera, CA 93639	PO BOX 569 Madera, CA 93639
Desk Phone #	559-675-2391	559-675-7841
Back-up #	N/A	N/A
Email	Robert.Mikel@maderacounty.com	Mee.Wang@maderacounty.com
	MOU Contact	Director (if not already included)
Name	Deseri Ornelas	Deborah Martinez
Title	Administrative Analyst	Director
Address	PO BOX 569 Madera, CA 93639	PO BOX 569 Madera, CA 93639
Desk Phone #	559-675-7841	559-675-7841
Back-up#	N/A	N/A
Email	dornelas@maderacounty.com	Deborah.Martinez@maderacounty.com

Exhibit A: Key County Contacts

Mariposa County	Primary Contact	Back-up Contact
Name	Alicia Finley	Andrea Powell
Department Name	Mariposa County Health & Human Services Agency	Mariposa County Health & Human Services Agency
Title	Program Manager	Eligibility Supervisor
Address	5362 Lemee Ln PO Box 99 Mariposa, CA 95338	5362 Lemee Ln PO Box 99 Mariposa, CA 95338
Desk Phone #	209-742-0913	209-742-0841
Back-up #	209-347-6033	209-347-9706
Email	afinley@mariposacounty.org	apowell@mariposacounty.org
	MOU Contact	Director (if not already included)
Name	Britany Sturm	Kristina Keheley
Title	Administrative Analyst	Director
Address	5362 Lemee Ln PO Box 99 Mariposa, CA 95338	5362 Lemee Ln PO Box 99 Mariposa, CA 95338
Desk Phone #	209-742-0877	209-742-6694
Back-up#	N/A	N/A
Email	bsturm@mariposacounty.org	kkeheley@mariposacounty.org

Merced County	Primary Contact	Back-up Contact
Name	Ignacio Delacruz	Cesilia Leon
Department Name	Family Services	Family Services
Title	Program Manager	Deputy Director
Address	2115 Wardrobe Ave P.O. Box 112 Merced, CA 95341	2115 Wardrobe Ave P.O. Box 112 Merced, CA 95341
Desk Phone #	(209) 385-3000 ext. 5899	(209) 385-3000 ext. 5290
Back-up #	N/A	N/A
Email	ignacio.delacruz@countyofmerced.com	Cesilia.leon@countyofmerced.com
	MOU Contact	Director (if not already included)
Name	Michelle Smith	Yvonna Brown
Title	Staff Services Analyst	Director
Address	2115 Wardrobe Ave P.O. Box 112 Merced, CA 95341	2115 Wardrobe Ave P.O. Box 112 Merced, CA 95341
Desk Phone #	(209) 385-3000 ext. 5262	(209) 385-3000 ext. 5300
Back-up#	N/A	N/A
Email	Michelle.Smith2@countyofmerced.com	Yvonna.Brown@countyofmerced.com

Exhibit A: Key County Contacts

San Joaquin County	Primary Contact	Back-up Contact
Name Department Name Title Address	Brandi Schultz Corvey San Joaquin County Human Services Agency Deputy Director, Administration San Joaquin County Human Services Agency 102 S. San Joaquin St. Stockton, CA 95202 (209) 468-0459	Tracy Wong San Joaquin County Human Services Agency HSA Staff Analyst San Joaquin County Human Services Agency 102 S. San Joaquin St. Stockton, CA 95202 (209) 468-1956
Desk Phone # Back-up # Email	N/A bcorvey@sjgov.org	N/A tcwong@sjgov.org
	MOU Contact	Director (if not already included)
Name Title Address Desk Phone # Back-up# Email	Contracts Management Unit N/A San Joaquin County Human Services Agency 102 S. San Joaquin St. Stockton, CA 95202 N/A N/A Hsa-contracts@sjgov.org	Chris Woods Director San Joaquin County Human Services Agency 102 S. San Joaquin St. Stockton, CA 95202 (209) 468-1157 (209) 468-1156 cwoods@sjgov.org

San Luis Obispo County	Primary Contact	Back-up Contact
Name Title Address Desk Phone # Back-up # Email	Robb Koch Program Manager 3433 South Higuera St PO Box 8119 San Luis Obispo CA 93403 805-781-1895 805-471-9395 rkoch@co.slo.ca.us	Monica Solis Program Review Specialist 3433 South Higuera St PO Box 8119 San Luis Obispo CA 93403 805-781-1942 805-781-1800 mosolis@co.slo.ca.us
	MOU Contact	Director (if not already included)
Name Title Address Desk Phone # Back-up# Email	Robb Koch Program Manager 3433 South Higuera Street, PO Box 8119 San Luis Obispo, CA 93403 805-781-1895 805-471-9395 rkoch@co.slo.ca.us	Devin Drake 3433 South Higuera St PO Box 8119 San Luis Obispo CA 93403 805-781-1834 805-310-2747 ddrake@co.slo.ca.us

Exhibit A: Key County Contacts

Stanislaus County	Primary Contact	Back-up Contact
Name Department Name Title Address Desk Phone # Back-up # Email	Christine Huber, MSW County of Stanislaus Community Services Agency Director 251 Hackett Rd. Modesto, CA 95358 209-558-2500 huberc@stancounty.com	Ed Cuellar County of Stanislaus Community Services Agency Assistant Director – StanWORKS 251 Hackett Rd. Modesto, CA 95358 209-558-2540 cuellare@stancounty.com
	MOU Contact	Director (if not already included)
Name Title Address Desk Phone # Back-up# Email	Maria Cunningham Staff Services Analyst 251 Hackett Rd. Modesto, CA 95358 209-558-1733 N/A Csa-contracts@stancounty.com	

Tulare County	Primary Contact	Back-up Contact
Name Department Name Title Address Desk Phone # Back-up # Email	Idalia Gonzalez TulareWORKS CalFresh Program Specialist II 4031 W. Noble Ave, Visalia CA 93277 559-623-0142 559-972-4017 IGonzale@tularecounty.ca.gov	Elisa Vaca TulareWORKS CalFresh Program Specialist II 4031 W. Noble Ave, Visalia CA 93277 559-622-7688 559- 972-2615 EVaca@tularecounty.ca.gov
	MOU Contact	Director (if not already included)
Name Title Address Desk Phone # Back-up# Email	Monica Garcia Unit Manager – Change Management, Program Policy, and Training 4031 W. Noble Ave. Visalia, CA 93277 559-623-0240 559-309-4443 Mgarcia@tularecounty.ca.gov	Francena Martinez Human Services Director 5957 S. Mooney Blvd Visalia CA 93277 559-624-8075 559-624-8075 FMartinez@tularecounty.ca.gov

Exhibit A: Key County Contacts

Tuolumne County	Primary Contact	Back-up Contact
Name Department Name Title Address Desk Phone # Back-up # Email	Michie Anderson Social Services Deputy Director 20075 N. Cedar Rd. Sonora, CA 95370 209-533-5753 manderson@co.tuolumne.ca.us	Shauna Armbright Social Services Eligibility Supervisor 20075 N. Cedar Rd. Sonora, CA 95370 209-533-5781 sarmbright@co.tuolumne.ca.us
	MOU Contact	Director (if not already included)
Name Title Address Desk Phone # Back-up# Email	Bianca Robles Staff Services Analyst 20075 N. Cedar Rd. Sonora, CA 95370 209-533-5709 brobles@co.tuolumne.ca.us	

Dated: 9-23-2025

County of Fresno

By: Ernest Buddy Mendes

Ernest Buddy Mendes, Chairman of the
Board of Supervisors of the
County of Fresno

Attest:

Bernice E. Seidel
Clerk of the Board of Supervisors
County of Fresno, State of California

By: Hanen M. Seidel, Deputy