



# WIC Operational Plans during an Emergency

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*Annex to the Iowa Department of Public Health's Emergency Response Plan*

# Table of Contents

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Overview.....	2
State Agency Responsibilities.....	4
Local Agency Responsibilities .....	6
Post-Disaster .....	9
Procedures for Processing Participants or Applicants in the Disaster affected Area.....	13
Appendix A: Center for Disaster Operations and Response (CDOR) .....	19
Appendix B: Point-of Contact List .....	23
Appendix C: WIC Clinic Disaster Preparedness Checklist .....	26
Appendix D: Post-Disaster Clinic Assessment.....	27
Appendix E: Post-Disaster Clinic Assessment Report (State Agency use only) .....	28
Appendix F: Clinic Charting Form.....	27
Appendix G: Focus Installation .....	28

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# Disaster plan

## Overview

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**Introduction** In the event of a disaster or emergency situation the Iowa WIC program places a central focus on service delivery for WIC participants. The state office and local agencies will implement the following procedures in the event of situations that disrupt services.

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**Background** The WIC program is a limited grant supplemental food program that serves a specific population with special nutritional needs. WIC is not designed or funded to meet the basic nutritional needs of disaster victims who would not otherwise be eligible for the program. Unlike the distribution of commodities or the emergency issuance of food stamps, there is no legislatively mandated role for WIC in disaster relief, nor is there legislative authority for using WIC food funds for purposes other than providing allowable food benefits to categorically eligible participants. Finally, no additional WIC funds are designated by law or WIC disaster relief, and WIC must operate in disaster situations within its current program context and funding. For these reasons, WIC is not to be considered a first-line defense to respond to the nutritional needs of disaster victims, including the provision of infant formula.

WIC Federal policy guidance can found on the FNS website:

- “Special Supplemental Nutrition Program For Women, Infants, and Children (WIC) Guide to Coordinating WIC Services During Disaster: <https://fns-prod.azureedge.net/sites/default/files/wic/WIC-Disaster-Guidance.pdf>
- FNS Program Guidance on Human Pandemic Response: <https://www.fns.usda.gov/disaster/pandemic>

Other resources include:

- Department of Homeland Security: <https://www.ready.gov/pandemic>
  - Department of Health & Human Services: <https://www.cdc.gov/flu/>
- 

**Purpose** The central focus in service delivery during and immediately after a disaster by the Iowa WIC program will be to:

- Restore WIC services to current participants as soon as possible.
- Provide services to the eligible population in the disaster-affected areas.

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## Overview, Continued

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### **Guidelines**

The following guidelines reflect the Standard Operating Procedures (SOP) to be followed by the state WIC office in the event that a disaster or other emergency disrupts service delivery at a local agency. WIC local agency staff will be guided by these procedures and County Health Department (CHD) procedures, including the Continuity of Operations Plan (COOP). Private agencies that contract to provide WIC services will use disaster preparedness plans that are consistent with these and any developed by their parent agency. Local WIC agencies must ensure that they are included in their CHD Disaster Preparedness Plans.

Guidelines reflecting operations for the WIC State Agency when the Lucas State Office Building are affected can be found in Appendix A.

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### **Analysis of situation**

The extent of damage caused by the disaster will need to be assessed. To determine if delivery of WIC services is feasible, the following questions will be answered:

- Is the CHD/local agency requesting help?
  - How many participants are affected, and can they reach local WIC clinics?
  - How many grocery stores are closed due to the disaster and is retail purchase still feasible?
  - How many newly eligible participants are there now as a result of the disaster?
  - How long will services remain disrupted?
  - Are electricity/water/communication services disrupted?
  - Does the state WIC office need to request ready-to-feed formula from the contracted formula company?
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### **Annual updates**

Annually in September, the state agency will review the WIC Program Disaster Plan and point-of-contact list. Annual update requirements for local agencies can be found on page 6.

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## State Agency Responsibilities

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**State policies** Specific decisions concerning state WIC office actions during a disaster depend upon the duration and magnitude of the disaster, and upon specific directions from the department's Emergency Coordinating Officer. The focus of actions by the state WIC office is to support local agency service delivery.

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**State responsibilities** Various staff members are assigned specific responsibilities in the WIC Disaster Preparedness Plan.

- Bureau Chief Nutrition and Physical Activity
  - Overall responsibility for implementation of the SOP and reporting on WIC's response to the disaster.
- State WIC Director
  - Responsible for coordination of state agency staff activities and monitoring communications and delivery of services.
- WIC Operations Director
  - Responsible for overseeing technology operations including the data interchange between externally hosted eWIC systems and WIC data system
  - Responsible for overseeing food delivery operations
  - Primary liaison with Information Management and OCIO
- WIC Helpdesk
  - Responsible for participant food benefit issuance (e.g. WIC data system)
- Vendor Coordinator
  - Responsible for redemption of WIC food benefits and procurement, storage, and direct distribution of infant formula.
- Nutrition Service Coordinator
  - Responsible for services related to certification and food package issues.

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**Point-of-contact list** Each September the state agency will update Appendix B, the disaster point-of-contact list. The list will include contact information for the following:

- State agency staff and other points of contact
- The United States Department of Agriculture (USDA) Regional Food and Nutrition Service contacts
- Local agency WIC directors and at least one contact designee
- Infant formula manufacturers
- Vendors

The above list will only be distributed in disaster situations. The private numbers will only be used by authorized personnel during emergencies.

## State Agency Responsibilities, Continued

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<b>CDOR plan</b>	See Appendix A for the Iowa WIC Program Center for Disaster Operations and Response (CDOR) Emergency Response Plan.
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## Local Agency Responsibilities

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### **Annual requirements**

The local agencies will be responsible for the following on an annual basis.

- Create/update the local agency disaster plan that incorporates the state guidelines as well as local public health procedures.
- Create and maintain a local point-of-contact list including but not limited to:
  - Local agency executive director,
  - WIC director/coordinator,
  - Disaster coordinator(s),
  - State agency contacts, and
  - Other local essential personnel.
- Conduct and/or attend local agency and state disaster training when scheduled.
- Create and maintain one disaster kit at the main office and one to be used for travel. The kit should include at a minimum the following:
  - Batteries/flashlight,
  - Plastic sheets or garbage bags to cover equipment,
  - Masking tape,
  - State agency contact numbers, and
  - Disaster plans (state and local).

Other items could include a label maker, disposable gloves, duct tape, hand sanitizer, mosquito repellent, scissors, air mattresses, blankets, markers and masks.

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### **Guidance during an emergency or disaster**

The central focus in service delivery by the local WIC agencies during and immediately following a disaster is to restore WIC services to current participants as soon as possible.

Local WIC agencies may be vulnerable to a variety of hazards, including but not limited to:

- Floods
  - Tornadoes
  - Dam or levee failure
  - Terrorism
  - Hazardous materials incidents
  - Epidemics/pandemics
  - Armed violence, civil unrest
  - Mass immigration emergencies
  - Fires
  - Transportation accidents
  - Weather related facilities destruction
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## Pre-Disaster

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**Pre-Disaster** A pre-disaster would be an occurrence that gives a local agency advance notice of an impending disaster (i.e. flooding).

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**State agency** In a pre-disaster situation the state agency will:

- Identify and provide an updated state agency contact phone list.
- Update potentially affected local agency phone contact lists.
- Provide instructions to local agencies for securing computer data or equipment and clinic security.
- Identify possible affected vendors.
- Provide guidance on service to participants and applicants.

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**Service communication plan** The state agency will use the following mechanisms to notify local agencies, partners, participants and potential applicants of available services.

- All available communication channels will be analyzed for risk of disruption and appropriate communication channels will be prioritized.
- The state agency will schedule conference calls with the affected local agency(ies) on a regular basis for continued consistent communication.
- Important emails/texts sent to local agencies and partners will be followed up with a phone call.
- The state agency will work with the IDPH Public Information Officer (PIO) to use multiple media and information outlets to share messages. Media sources may include newspaper, T.V., radio stations, hotlines and websites as available.

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**Local agency** In a pre-disaster situation the local agency will:

- Notify the state agency of a possible event.
- Update contact information for the state office staff.
- Update staff phone lists and emergency contact lists.
- Identify staff who will be available and those who will be evacuating.
- Check communications and remind staff to charge cell phones, update their own phone lists, etc.
- Provide key staff with updated state agency staff contacts and phone lists.
- Secure work areas, building, records, check stock and computers/laptops.
- Complete WIC Clinic Disaster Preparedness Checklist (Appendix C) for each clinic potentially affected.

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## Local Agency Responsibilities, Continued

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### VOC

If possible, verification of certification (VOC) information should be provided by the local WIC office to WIC participants when a disaster-related evacuation is anticipated. In addition, each disaster-related evacuee must receive VOC information from the “new” state upon certification in that state. This will help to assure continuation of benefits when the participant returns to the home state. A person with VOC information shall not be denied participation in either state because the individual does not meet that state’s particular eligibility criteria.

Note: According to policy 220.20; if an agency has a participant waiting list, place the transferring participant on the list ahead of all waiting applicants, regardless of the transferring participant’s priority class.

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## Post-Disaster

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### State agency

During periods of emergency or disaster, every reasonable effort will be made to continue food issuance to participants. Following a disaster the state agency will:

- State office staff should report within 8 hours to their supervisor, their situation and availability for duty assignments.
- Contact the WIC HelpDesk to report any disruptions to service due to network outages affecting MIS.
- Contact the WIC Operations Director to coordinate services with eWIC contractor, MIS contractor, and OCIO.
- Direct participants to emergency food centers in the event that alternative sources of food or formula become necessary.
- Assist the local agency to identify buildings, equipment, general supplies and any other resources required to continue service delivery.
- Assist in locating alternative sources of infant formula and food for participants who cannot use food instruments at local vendors due to closings or power outages.
- Coordinate communications and services with other state and federal programs.
- Assist local agencies in obtaining additional temporary staff.
- Collect information in the Post-Disaster Clinic Assessment form (Appendix D). The state agency will then transfer this information to the Post-Disaster Clinic Assessment Report (Appendix E).
- Provide guidance on service to participants and applicants.
- Alert vendors of the potential use of the homeless food package and/or RTU formula packages and provide them with the number of WIC infants in affected areas.
- Identify state office and/or local agency staff at a designated Logistical Staging Area (LSA) or Point of Distribution (POD) in order to provide WIC services more expeditiously.
- State office staff will relocate to the Broadlawns River Plaza WIC office if the Lucas State Office Building is closed.

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### Service communication plan

The state agency will use the following mechanisms to notify local agencies, partners, participants and potential applicants of available services.

- All available communication channels will be analyzed for disruption and appropriate communication channels will be prioritized.
- The state agency will schedule conference calls with the affected local agency(ies) on a regular basis for continued consistent communication.
- Important emails sent to local agencies and partners will be followed up with a phone call.
- The state agency will work with the IDPH Public Information Officer (PIO) to use multiple media and information outlets to share messages. Media sources may include newspaper, T.V., radio stations, hotlines and websites as available.

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## Post-Disaster, Continued

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- Local agency** Following a disaster the local agency will:
- If a local agency office closes, staff should contact one of their supervisors or designee within 8 hours to determine availability for duty assignment.
  - The local agency WIC director will call the state agency at 1-800-532-1579 or 515-281-4919 to report their status and a phone number where they can be reached.
  - When safe, physically assess any damaged locations used for WIC services in the affected area and report results to the WIC state office.
  - Move contents and WIC equipment from buildings and offices that have been damaged.
  - Collect information for the Post-Disaster Clinic Assessment (Appendix D) for each clinic.
  - Be available to help the state agency resolve issues.
  - If local agencies are unable to serve participants at the local WIC clinic due to the disaster, agencies may need to provide services using alternate procedures such as completing appointments via telephone or telehealth.
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**Closing of offices** If a local agency office closes and local agency staff are unable to contact their immediate supervisor, staff can call the state WIC office at 1-800-532-1579 or 515-281-4919. Local agency staff should report their status and phone number where they can be reached.

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**Documentation of hours worked** Any department employee working during a declared disaster should make sure that these hours are recorded correctly on their time sheets. This documentation of disaster related activities is required for reimbursement from the Federal Emergency Management Agency (FEMA).

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**Breastfeeding women** All staff will encourage mothers to continue breastfeeding their infants during disasters. Local agency lactation support and state agency staff will provide breastfeeding consultation assistance upon request. For more information on supporting breastfeeding during a disaster, see the following information from the American Academy of Pediatrics <https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Breastfeeding/Documents/InfantNutritionDisaster.pdf> .

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## Post-Disaster, Continued

**Certification** Depending on the duration and severity of the disaster, appropriate measures will be taken by the state agency to minimize the disruption of certification services at the local agency. When facilities, medical services, equipment, general supplies, and staff are available, the state agency will assist local agencies with maintenance of certification services. When specific facilities, medical staff or services are needed, the state agency will enact measures to meet those needs through other local agency or state agency resources.

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**Food package** Local agencies have the option to change participants to a homeless food package under the following situations:

- Retail purchase is available;
- The local agency is able to issue food benefits; and
- The participant does not have refrigeration.

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### **Reissuing eWIC cards and benefits**

#### **eWIC Cards**

eWIC cards that are deemed inoperable, lost or stolen should be replaced as soon as possible, but no later than seven business days following notice by the participant or proxy.

#### **Food Benefits**

Replacement of food benefits redeemed, but destroyed can be replaced only if:

- The replacement of redeemed food benefits does not result in the replacement of prior month(s) benefits. If the participant has benefits remaining in a 3-month issuance cycle, the remaining benefits to replace the lost/destroyed food can be issued. For example, if a participant redeemed benefits for both June and July, but they were destroyed in July (when disaster occurred), only July's benefits can be replaced.
  - The State Office will develop a process to determine the portion of the current month's food benefits to be replaced.
  - The quantity of replacement food benefits reflects the portion of food benefits for which the participant would still be eligible.
  - Participants must sign a statement attesting to the fact that their food benefits have been destroyed as a result of disaster. **Note:** This could be subject to flexibility if there are approved FNS waivers that apply.
  - Information about the reissuance must be noted in the participant's care plan.
  - Local agencies should contact the State Office before reissuing redeemed food benefits.
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**Viable retail grocery stores** Following a disaster, the state agency will establish and update a list of retail grocery stores that remain in operation following the disaster, their operating hours, and their available stock of WIC approved foods. The state and local agency will coordinate efforts to share this information with the participants.

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**Nonviable retail grocery stores** Retail purchase is considered nonviable when a significant number of clients are unable to purchase WIC approved foods. The state agency will work directly with corporate offices in the affected chain stores for the status of their outlets in the affected area.

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**Direct distribution** The state WIC office will work closely with other programs and agencies that assist with disaster relief. If retail purchase is not viable, the state WIC office will relay any requests for assistance or other information concerning the needs of disaster victims from local agencies to the appropriate agency. The state and local agencies will coordinate efforts to contact the Red Cross and other relief agencies to arrange for methods of food distribution to current participants.

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**Special formula** The state WIC agency and local agency will estimate the quantity of special formula needed to sustain services until normal operations are restored. The state agency will then take measures to ensure that affected local agencies have supplies in the types and quantities needed. This may include state agency contacts with manufacturers, suppliers, retailers, and other local agencies. Procurement, shipment and local storage of infant formula will be the responsibility of the state agency.

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## **Post-Disaster, Continued**

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**Focus** In the IDPH Disaster Recovery Plan, with the exception of email and the Health Alert Network (HAN), all other systems, including Focus, have up to 30 days following a disaster to be restored.

In the event of a total datacenter failure or lengthy internet outage, a paper version is available for clinic charting. The form allows for manual documentation, which must then be transferred to Focus by the local agency once Focus has been restored (Appendix F). Local agency staff will not be able to issue eWIC cards or food benefits until data center and/or internet services are restored.

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**Focus access** If computers are damaged or inaccessible, WIC staff may need to place Focus on a new or different computer. Instructions for accessing and loading Focus to a computer can be found in Appendix G.

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**State office  
downtime  
prevention**

To prevent state office downtime, infrastructure redundancy is implemented as follows:

- Redundant firewalls implemented with standby recovery units are online for immediate failover.
- The application servers use VMWare Virtualized Infrastructure and Network Load Balancing, which permit automatic failover and routine maintenance of server equipment without the need for excessive downtime. The VMWare infrastructure the application servers use is clustered for high-availability. The load balancer checks the servers at a pre-determined interval and then should flag them out of service if they fail the check. The virtualized application services server images are replicated to an alternate datacenter in a ready to use format should relocation be necessary. VMware Servers and IBM storage area networks (SANS) provide centrally located, highly available storage.
- IBM Tivoli TSM takes nightly backups of the database (SQL) servers for daily off-site archival. Production servers are imaged nightly using Veeam replication. Test servers are not imaged to the off-site location.
- OCIO Service Desk phone is answered 24x7x365. In the event of a disaster, OCIO has an Incident Response Plan. As part of the plan an OCIO Duty Officer and OCIO Duty Manager are available 24/7 on call to coordinate the handling of infrastructure issues that may arise and could potentially be service affecting.

## **Procedures for Processing Participants or Applicants in the Disaster affected Area**

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**Homeless**

The definition of homeless will apply to a displaced participant or applicant who:

- Is staying in a temporary accommodation for not more than 365 days in the residence of another individual; or
  - Lacks fixed and regular nighttime residence; or
  - Is staying in a supervised shelter or institution designed to provide temporary living accommodation; or
  - Is staying in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
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**Prioritization**

A displaced individual will be assigned the highest priority.

- Service will be provided upon request.
- Applicants will be seen within 10 days.
- Lower priority participants may need to be rescheduled.

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**Waiver of physical presence**

Physical presence may be waived for:

- Newborns up to 2 months old (8 weeks old),
  - Infant or child who was present at the initial certification visit and is receiving ongoing health care,
  - Infant or child who was present at the initial certification appointment, and the most recent certification visit, and has one or more parents that work,
  - Medically disabled participants. Examples include:
    - A medical condition that necessitates the use of medical equipment that is not easily transportable,
    - A medical condition that requires confinement to bed rest, and
    - A serious illness that may be exacerbated by coming into the WIC clinic.
  - Disabled parents/caretakers, or
  - Pandemics
- 

**Proof of residency and identity**

The state agency may authorize the certification of applicants when no proof of residency or identity exists (such as when an applicant’s parent is a victim of theft, loss, or disaster, a homeless individual, or a migrant farm worker). Also, please keep in mind that there is no durational requirement for residency. That is, length of residency cannot be a prerequisite to receiving WIC benefits.

In these cases, the local agency must require the applicant to confirm in writing his/her residency and/or identity. The “Signed Statement” should be used for this confirmation.

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## **Procedures for Processing Participants or Applicants in the Disaster affected Area, Continued**

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**Proof of income**

The income documentation requirement does not apply to an individual for whom the necessary documentation is not available or an individual such as a homeless woman or child for whom the agency determines the income documentation requirement would present an unreasonable barrier to participation. When using these exceptions, the local agency must require the applicant to sign the “Signed Statement” specifying why he/she cannot provide documentation of income.

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**Expedited processing of disaster-related evacuees**

Disaster-related evacuees who seek WIC benefits shall be considered special nutritional risk applicants and receive expedited certification processing. Special nutritional risk applicants must be notified of their eligibility or ineligibility within 10 days of the date of the first request for program benefits. Although the regulations allow the State agency to extend the notification period to a maximum of 15 days when a local agency justifies such a request, such exceptions should not be granted. Rather, every effort

must be made to certify these individuals immediately and at a maximum, within 10 days of their request for WIC benefits. These individuals should be served ahead of others seeking benefits.

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**Disaster-related  
evacuees in  
other  
households**

In cases where disaster-related evacuees move in with another household, the displaced individuals should be considered homeless and treated as a separate economic unit. The income documentation requirement does not apply to a homeless woman or child for whom the agency determines the income documentation requirement would present an unreasonable barrier to participation. It is expected that most of these displaced categorically eligible individuals will be determined income eligible for WIC benefits.

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**Nutrition  
Assessment  
Best Practice**

Every effort should be made to provide a full assessment at the time the individual seeks services to ensure that she/he is linked into the health and social services network in the state. This will ensure that WIC continues to serve as an adjunct to health care as it was designed.

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## Procedures for Processing Participants or Applicants in the Disaster affected Area, Continued

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**Nutrition  
Assessment  
Expedited**

As part of the nutritional risk assessment, WIC regulations require at a minimum, height or length and weight measurements and a blood test for anemia. The blood test can be obtained within 90 days of certification for persons with a documented nutritional risk. Disaster-related evacuees can be determined to be at nutritional risk since they are considered homeless. Therefore, the blood test can be deferred for 90 days. FNS will also allow the height or length and weight measurements to be deferred for 90 days, if necessary, to expedite the certification process. On a case-by-case basis the 90-day time frame may be extended based on the discretion of the state agency and capabilities of Focus.

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**Noncontract  
standard milk  
or soy based  
formula**

For out-of-state transfers using a standard milk or soy-based formula different from the current contract formulas, infants shall be issued the comparable contract formula.

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**Medical  
documentation  
for exempt  
infant formulas  
and WIC-  
eligible  
nutritionals**

With appropriate medical documentation WIC may provide exempt infant formula and WIC-eligible nutritionals for participants with serious medical conditions. Regulations state that medical documentation can be provided as an original written document, electronically or by facsimile. Medical documentation may also be provided by telephone to a competent professional authority who must promptly document the information, which must be kept on file at the local WIC clinic. The local clinic must then obtain written documentation of the medical documentation within a reasonable amount of time after accepting the initial medical documentation by telephone.

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## Procedures for Processing Participants or Applicants in the Disaster affected Area, Continued

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### **Medical documentation and disaster-related evacuees**

In an effort to provide the best service to disaster-related evacuees, the state agency will allow local agencies the following options to assist with serving those needing exempt infant formulas and WIC-eligible nutritionals.

- Participants presenting at WIC clinics from another state with a food instrument that specifies an exempt infant formula or WIC-eligible nutritional may be issued food benefits for the specified item up to the end of their certification period.
  - Participants presenting at WIC clinics from another state without a food instrument, but who can provide the name of the exempt infant or WIC-eligible nutritional that the individual was receiving before relocating, may be issued 1-month of food benefits for that specific item.
  - Persons seeking WIC benefits who were not participants prior to the disaster must obtain medical documentation. Per policy 235.50, the local agency may issue the participant one month of food benefits when the written medical documentation is pending. When adequate documentation is provided, two more months of benefits may then be provided to the family.
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### **Mailing eWIC cards**

When disaster prohibits participants from visiting the clinic or creates a staffing shortage in the clinic, FNS will allow food instruments to be mailed or issued electronically to those individuals who were or were not scheduled for nutrition education, but not certification visits. Policy 225.85 should be followed regarding proper procedures for issuing benefits without a participant present.

If mailing food instruments, to help ensure the return of food instruments if the participant no longer resides or receives mail at the address to which the food instruments were mailed, the following steps should be taken:

- Use first class mail with one of the following phrases included on the envelope: “Do not forward. Return to sender.” Or “Do not forward. Address correction requested.” Or “Return Service Requested.”.
  - Do not use window envelopes.
  - Do not identify the name of the WIC clinic. For example, do not use the words “WIC Program” on the return address.
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### **Modify Certification End Date**

When there is difficulty in scheduling appointments, the certification end date (CED) may be extended by a period not to exceed 30 days for infants and children. When completing this, the CED will be set to the last day of the month selected. An adjustment cannot exceed the child’s categorical eligibility end date.

## **Procedures for Processing Participants or Applicants in the Disaster affected Area, Continued**

### **Providing WIC Services**

There may be circumstances when disaster prohibits participants or staff from visiting a clinic or creates a shortage in the clinic. In these situations, staff may complete WIC appointments remotely from their home via telephone or virtual technologies such as telehealth or mobile apps. If your agency has procedures in place, it is allowable for staff to serve participants remotely from their home.

The State office will provide guidance on how to serve participants when they are not physically present.

Per 7 CFR 246.26 (d)(1)(i), applicant and participant confidentiality must be maintained no matter how the information is provided. Contractors and their subcontractors shall comply with USDA and Department policies and procedures to protect client confidentiality and assure security of the client information, including electronic files.

Security requirements for equipment and applications used must meet requirements in the local agency's contract.

# Appendix A: Center for Disaster Operations and Response (CDOR)

**WIC emergency response plan**

The WIC program has four major responsibilities that must be maintained. Those responsibilities include:

- Issuing food benefits;
- Updating participant records;
- Daily draw-down of federal funds; and
- Provide ready-to-feed formula to infants when water is contaminated or not available.

**Issuing benefits**

<b>Resources</b>	<ul style="list-style-type: none"> <li>● Local agency computers must be supported.</li> <li>● eWIC card stock would have to be drop shipped or delivered to 20 local agencies.</li> </ul>
<b>Operating procedures</b>	<ul style="list-style-type: none"> <li>● Connie Glover will be available to support local agencies.</li> <li>● Connie Glover will call company for extra card stock to be delivered to local agencies.</li> <li>● Card stock will be inventoried before being distributed to local agencies.</li> </ul>

**Participant records**

<b>Operating procedure</b>	<ul style="list-style-type: none"> <li>● Daily updating of approximately 60,000 participant records.</li> </ul>
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**Daily draw-down of Federal funds**

<b>Resources</b>	<ul style="list-style-type: none"> <li>● Home phones will be used in the event the Lucas building phone system is not operational.</li> <li>● Cell phone usage would be an alternative.</li> <li>● If all telephone communications fail, there is no alternative to performing this function.</li> </ul> <p><i>Note: The bank location is not local, courier services are not an option.</i></p>
<b>Operating procedure</b>	<ul style="list-style-type: none"> <li>● Bruce Brown, Kenny Kane, Jill Lange or Kimberly Stanek will have the necessary phone number and will make the transfer from home.</li> </ul>

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## Appendix A: Center for Disaster Operations and Response (CDOR), Continued

### Provide RTF formula to infants

<b>Resources</b>	<ul style="list-style-type: none"> <li>• Contact our current formula contracted provider(s) asking them to drop ship Ready-to-Feed formula to any location in Iowa where an “act of God” has caused lack of clean water to mix with powder or concentrate formula.</li> </ul>
<b>Operating procedure</b>	<ul style="list-style-type: none"> <li>• Kenny Kane is responsible for contacting the formula companies via phone and/or e-mail for overnight delivery service.</li> <li>• Formula will be drop shipped to the disaster area.</li> <li>• Kenny Kane will contact all local agencies asking them to mobilize for distribution of formula.</li> <li>• Kimberly Stanek will contact the IDPH PIO to release information to the media.</li> </ul>

### Items needed at home

<b>Person</b>	<b>Items</b>
Dr. Nalo Johnson	<ul style="list-style-type: none"> <li>• Copy of state disaster plan</li> <li>• Local agency phone numbers</li> <li>• Local agency e-mails</li> <li>• State agency evacuation kit*</li> </ul>
Jill Lange	<ul style="list-style-type: none"> <li>• Copy of state disaster plan</li> <li>• Current bank information</li> <li>• Laptop with Focus production</li> <li>• Local agency phone numbers</li> <li>• Local agency e-mails</li> <li>• State agency evacuation kit*</li> </ul>
Kimberly Stanek	<ul style="list-style-type: none"> <li>• Copy of state disaster plan</li> <li>• Current bank information</li> <li>• Laptop with Focus production</li> <li>• Local agency phone numbers</li> <li>• Local agency e-mails</li> <li>• State agency evacuation kit*</li> </ul>
Connie Glover	<ul style="list-style-type: none"> <li>• Copy of state disaster plan</li> <li>• eWIC card company information (phone number)</li> <li>• Local agency phone numbers</li> <li>• Laptop with Focus production</li> <li>• State agency evacuation kit*</li> <li>• OCIO Contact Information</li> <li>• Contact information for the Mountain Plains States Consortium (MPSC) Help Desk</li> </ul>

## Appendix A: Center for Disaster Operations and Response (CDOR), Continued

Items needed at home  
(continued)

Person	Items
Kenny Kane	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Current bank information</li> <li>● Contract formula provider(s) contact information</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Ken Kane	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Current bank information</li> <li>● Contract formula provider(s) contact information</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Bruce Brown	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Current bank information</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Nicole Newman	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Laptop with Focus production</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Nikki Davenport	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Laptop with Focus production</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Caryn Wittry	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Laptop with Focus production</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>

*Continued on next page*

## Appendix A: Center for Disaster Operations and Response (CDOR), Continued

**Items needed at home**  
(continued)

Person	Items
Charles Lorinser	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Laptop with Focus production</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>
Brandy Benedict	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● eWIC card company information (phone number)</li> <li>● Laptop with Focus production</li> <li>● Contact information for eWIC contractor</li> <li>● Contact information for MIS contractor</li> <li>● Contact information for the Mountain Plains User Group Project Management Office (MPUG PMO)</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> <li>● OCIO Contact Information</li> </ul>
Todd Erskine	<ul style="list-style-type: none"> <li>● Copy of state disaster plan</li> <li>● Laptop with Focus production</li> <li>● Local agency phone numbers</li> <li>● Local agency e-mails</li> <li>● State agency evacuation kit*</li> </ul>

**\*Contents of state agency evacuation kits**

Each member of the state agency CDOR team will take home a state agency evacuation kit if the Lucas State Office Building is evacuated. Contents of the state agency evacuation kit will include:

- Iron key
- Access to two-factor authentication code
- WIC Program Disaster Plan
- Bureau of Health Promotion & Physical Activity emergency contact list
- Local agency emergency contact list
- Regional public health community health consultant contact list. This list can be found here:  
<http://idph.iowa.gov/Portals/1/Files/LPHS/Regional%20Community%20Health%20Consultant%20County%20Assignments.pdf> or  
<http://idph.iowa.gov/Portals/1/Files/LPHS/Regional%20Map.pdf>.
- Pens, pencils, sticky notes, note pad and small calculator
- Laptop

## Appendix B: Point-of Contact List

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**State Team** See Bureau Emergency Phone Tree.

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**USDA**

<b>Name</b>	<b>Role</b>	<b>Contact Information</b>
Bruce Hillman	Acting Regional Director	312-886-4590
Jacqueline Pipitone	Assistant to Director	312-505-5285
Nancy Ranieri	Acting Branch Chief/Lead Program Specialist	312-353-1780
Victor Ho	Lead Program Specialist	312-353-6272
Tia Stovall	Senior Program Specialist	312-353-6667
Joyce Robertson	Nutritionist	312-353-7710
Randy Garrett	Senior Program Specialist	312-353-1872
Jen Kim	Senior Program Specialist	312-353-1469
Karon Harper	Program Specialist	312-582-7801

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**Local agency  
WIC director**

<b>Name</b>	<b>Agency</b>	<b>Contact Information</b>
Karen Goff	Broadlawns	515-282-6704 641-820-8599 (cell)
Hannah Ledeboer Kristy Carr		515-282-6717 515-282-8531
Paula Klocke		712-792-9266 ext. 201 712-830-1330 (cell)
Julie Williams	New Opportunities	712-792-9266 ext. 212
Angela Munson Diana Strahan	HACAP	319-440-7658 319-440-7659

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*Continued on next page*



## Appendix B: Point-of Contact List, Continued

<b>Name</b>	<b>Agency</b>	<b>Contact Information</b>
Karla Hynes Michelle West	MATURA	641-202-7114 641-344-4760 (cell) 515-480-9663
Sierra Stevens Gloria Symons	MICA	515-232-9020 ext. 105 641-753-4816 641-752-7162 ext. 163
Cindy Harpenau Dick Sievers	Mid-Sioux Opportunity	712-786-3417 (office) 712-539-3286 (cell) 712-786-3420 (office) 712-540-9401 (cell)
Carla Miller Jody Weiss	NICA	641-423-5044 ext. 24 641-530-9131 (cell) 641-423-5044 ext. 15
Sara Noack Theresa Eberhardt	VNA - Dubuque	563-245-1145 563-880-0168 (cell) 563-329-0094 (cell)
Amanda Kirchhoff Barb Grant	Operation Threshold	319-292-1827 (office) 319-404-8745 (cell) 319-239-4049 (cell)
Christine O'Brien Sheri Wilson	Community Action of Southeast Iowa	319-753-0193 319-759-2594 (cell) 319-753-0193 319-572-3000 (cell)
Cindy Meiners Katy Gottschalk	AHF	641-682-8784 641-980-0671 (cell) 641-682-3449
Emily Swancutt Jamey Whitney	UDMO	712-260-7181 712-859-3885
Amanda Blum Wendy Mueller	West Central Community Action	712-755-5135 (office) 712-579-0421 (cell) 712-755-5135 (office)
Jean Sterner Kevin Grieme  24/7 SDHD Contact	Siouxland	712-234-3904 (office) 710-490-5945 (cell) 712-279-6119 (SDHD office) 712-234-3901 (office direct) 712-898-5176 (cell) 712-234-3903

## Appendix B: Point-of Contact List, Continued

**Local agency  
WIC director,  
continued**

<b>Name</b>	<b>Agency</b>	<b>Contact Information</b>
Gina Gassman Cynthia Kaczinski Maggie Brenner	Hillcrest - Dubuque	563-557-4444 563-243-9329 563-557-4444
Cynthia Kaczinski Gina Gassman Chris Sandstoe	Hillcrest - Clinton	563-243-9329 563-557-4444 563-243-9329
Tricia Nichols  Jessica Peterson	Webster County	515-573-4107 (office) 515-570-5860 (cell) 515-573-4107 (office) 515-571-7396 (cell)
Chuck Dufano Kate Kelfstad	Johnson County	319-688-5863 319-688-5866
Kris Wood  Luz Collins	Pottawattamie County	712-328-5886 (office) 402-637-6822 (cell) 402-290-9422
Julie Miller Kim Dorn	Marion County	641-828-2238 ext. 256 641-891-4068 (cell)
Courtney Connor  Nicole Johnson	Community Health Care, Inc.	563-823-9228  563-327-2083

**Infant formula  
manufacturers**

<b>Name</b>	<b>Company</b>	<b>Contact Information</b>
Beatrice Freidhof	Abbott	614-624-3443 Beatrice.okatch@abbott.com

**Vendors**

The vendor contact list will be maintained separately from this plan by the Vendor Management staff.

## Appendix C: WIC Clinic Disaster Preparedness Checklist

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**Process**

If you are told by your local city or county that you must close your agency office and/or clinics or if there is the potential for severe storms or flooding please complete the following checklist.

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**Checklist**

- Report to state agency that you will be evacuating. At this time provide emergency contact information for local agency staff to the state agency.
  - Gather and distribute to designated local agency staff contact information for the state agency staff.
  - Remind all staff to charge cell phones.
  - Shut down all computers. Turn off surge protectors/uninterruptible power supply (UPS) units and unplug them from the wall outlet. Unplug any computer equipment that is not plugged into a surge protector or UPS from the wall outlet.
  - If there is a possibility of flooding, please move computer equipment (and anything else you don't want to get wet) off the floor and to a secure location. It may also be a good idea to cover the equipment with plastic in the event of a roof leak.
  - If possible remove all portable equipment (laptops and printers) and eWIC card stock from the building and place in a secure location not likely to flood.
  - If unable to remove all portable equipment and eWIC card stock, place all in a secure location where it is least likely to get wet if flood occurs.
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## Appendix D: Post-Disaster Clinic Assessment

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### Process

The following information should be gathered for each clinic that is non-operational.

- Local agency and site location:
  - Does the clinic/area surrounding the clinic have electricity?
  - Does the clinic/area surrounding the clinic have potable water?
  - Are the WIC vendors in the area surrounding the clinic open for business?
  - Has the clinic building been damaged?
  - Has the clinic building or the area surrounding the clinic flooded?
  - Was any computer equipment damaged?
  - Do you have an estimate as to when the clinic will be able to restore operations?
  - What is the plan for seeing clients that normally participate at this clinic location?
  - What is the plan for communicating clinic status to clients?
-

## Appendix E: Post-Disaster Clinic Assessment Report (State Agency use only)

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Local agency	Local agency primary contacts	Updates from local agency staff	Open clinic sites	Closed clinic sites	Restoration plan

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## Appendix F: Clinic Charting Form

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**Clinic charting forms**    See the clinic charting forms found as a separate attachment.

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# Appendix G: Focus Installation

**Focus  
installation  
document**

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Appendix G: Focus Installation

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