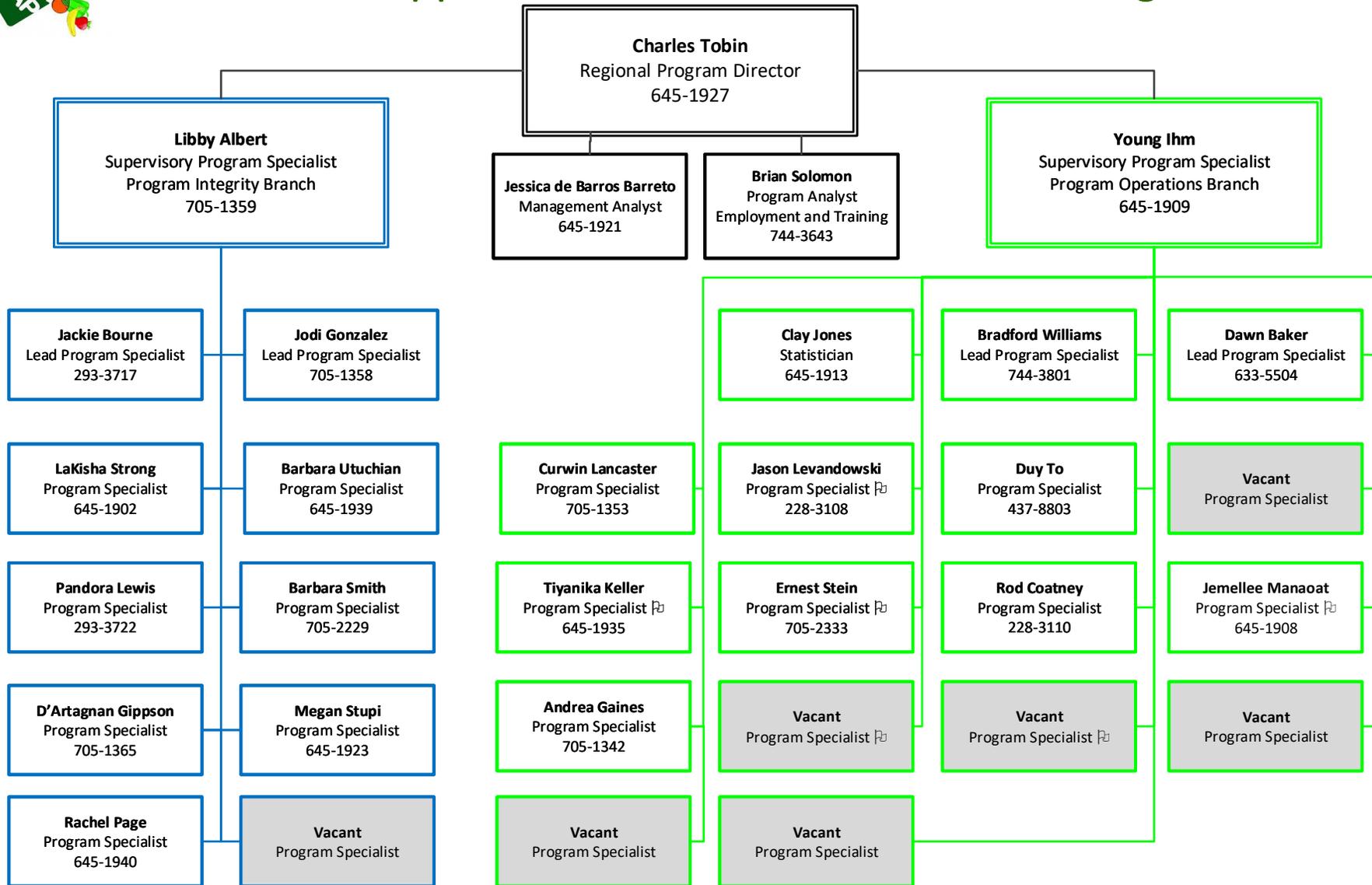




# WRO Supplemental Nutrition Assistance Program



All phone numbers are area code (415)  
 11 SY for Program Integrity 30-40-90-0030-20  
 18 SY for Program Operations 30-40-90-0030-10  
 (1 branch chief, 16 program specialists & 1 statistician)  
 18 indicates one of the six QC only position  
 3 SY for 30-40-90-0030-00  
 32 SY total for division

As of October 12, 2021



## State Primary Contacts

State	Primary Contact	Alternative Contact	QC Lead	QC Primary Reviewer
<b>SNAP</b>				
Alaska	Rachel Page	Jackie Bourne	Dawn Baker	Rodney Coatney
California	Barbara Smith	Jodi Gonzalez	Dawn & Bradford	Duy To
Guam	Megan Stupi	Jodi Gonzalez	Dawn Baker	Rod Coatney
Hawaii	D'Artagnan Gippson	Jackie Bourne	Bradford Williams	Curwin Lancaster
Idaho	Megan Stupi	Jodi Gonzalez	Bradford Williams	Jason Levandowski
Nevada	LaKisha Strong	Jackie Bourne	Bradford Williams	Ernest Stein
Oregon	Pandora Lewis	Jackie Bourne	Dawn Baker	Tiyanika Keller
Washington	Pandora Lewis	Jackie Bourne	Bradford Williams	Jemellee Manaoat
<b>Nutritional Assistance Program (NAP)</b>				
American Samoa	Barbara Utuchian	Jodi Gonzalez		
CNMI	Barbara Utuchian	Jodi Gonzalez		

Acronyms:

ABAWD – Able-bodied Adults without Dependents  
 ALERT - Anti-Fraud Locator using Electronic Benefits Transfer (EBT) Retailer Transactions  
 CAPER – Case and Procedural Error Rate  
 CWFIA – California Welfare Fraud Investigators Association  
 D-SNAP – Disaster SNAP  
 D-NAP – Disaster Nutrition Assistance Program (block grant for territories)  
 EA – Emergency Allotment  
 EBT – Electronic Benefit Transfer  
 EDRS – Electronic Disqualified Recipient System  
 EPI – Enhanced Program Integrity  
 ER – Error Reduction  
 IPV – Intentional Program Violation  
 MOU – Memorandum of Understanding  
 NAP – Nutritional Assistance Program (block grant for territories)  
 NAPIPM – National Association for Program Information and Performance Measurement  
 NEERP – National Error Rate Review Project  
 P-EBT – Pandemic Electronic Benefit Transfer  
 ROQCTS – Regional Office Quality Control Tracking System  
 SLEB – State Law Enforcement Bureau  
 TOP – Treasury Offset Program  
 UCOWF - United Council on Welfare Fraud  
 WIMS – Waiver Information Management System



## Functional Responsibilities with primary lead

Branch	Function	Primary Lead
PI	ABAWDs	Jodi Gonzalez (Barbara Utuchian backup)
PI	Administrative Notices and FNS Memos	Jessica de Barros Barreto (Jackie Bourne & Barb Smith backup)
PI	Blue Sheets	Jessica de Barros Barreto
PI	CAPER	Young Ihm
PI	Certification Policy	Jackie Bourne
PI	Claims	Pandora Lewis (Jackie Bourne backup D'Artagnan Gippson as a learner)
PI	CNMI NAP Enhancement Project	Barbara Utuchian (Jodi Gonzalez backup)
PI	Data Analytics	Pandora Lewis
Ops	Disaster: D-SNAP Plans	Young Ihm
Ops	Disaster: D-NAP Plans	Jodi Gonzalez
PI	Electronic Benefits Transfer (EBT)	Jodi Gonzalez (Barb Smith backup and Megan as a learner)
-	Employment & Training (E&T) – expansion	Brian Solomon
PI	Employment & Training (E&T) – operations	Barbara Utuchian (Jodi Gonzalez as backup)
PI	Farmers Markets (FM)	Jodi Gonzalez (Barb Smith as backup)
PI	FPRS Posting	Jessica de Barros Barreto (Rachel Page backup)
PI	MEMS Coordinator	Jessica de Barros Barreto
-	Misdirected SNAP participant documents	Jessica de Barros Barreto (D'Artagnan Gippson backup)
-	NO contact list maintenance	Jessica de Barros Barreto (Libby Albert backup)
PI	Nutrition Assistance Program MOUs	Barbara Utuchian (Jodi Gonzalez backup)
PI	Nutrition Education (SNAP-Ed) including Pacific Rim Nutrition Collaborative	Jackie Bourne, Megan Stupi, Rachel Page
PI	Pandemic Electronic Benefit Transfer (P-EBT)	Jessica de Barros Barreto and LaKisha Strong
-	Payment Accuracy	Young Ihm & Libby Albert
Ops	Quality Control (QC)	Dawn Baker & Bradford Williams
PI	Recipient Integrity (Recipient Fraud, ALERT, IPV, SLEB and EDRS)	Jackie Bourne, Jodi Gonzalez, & Megan Stupi
Ops	Regional Disaster Coordination (Training & Response)	Bradford Williams & Eric Lai
PI	Restaurant Meals Program (RMP) and communal meals	Barbara Smith (Jodi Gonzalez backup)
PI/Ops	Share Drive Maintenance	Pandora Lewis and Dawn Baker
Ops	SNAP disaster monitoring and waivers	Bradford Williams and Megan Stupi
Ops	State Exchange Program (SEP)	Jessica de Barros Barreto
PI	State Utility Allowance (SUA)	LaKisha Strong
Ops	Statistical plans and case selection	Clay Jones
PI	Systems Implementation	Jodi Gonzalez



		(Jackie Bourne & Barbara Utuchian backup)
PI	Treasury Offset Program (TOP)	Pandora Lewis (Jackie Bourne and D'Artagnan Gippson backup )
PI	Waiver Management Information System (WIMS)	Pandora Lewis (Barb Smith backup)
PI	Whistleblower Mailbox	LaKisha Strong (D'Artagnan Gippson backup)

## Functional Responsibilities managed by the State point of contact

- Corrective Action Monitoring
- Cross-Program Coordination
- Direct Certification – NSLP
- Demonstration Projects
- Grants
- Management Evaluation review coordinator (unless otherwise assigned)
- Outreach & Program Access
- Participant telephone complaints (see instructions a subsequent page)
- Semi-annual Corrective Action Plans (CAP) and plan to address open findings
- State options

## Systems Access

- State QCS and eDRS – submit FNS-674 access form to Dawn Baker and Bradford Williams
- PartnerWeb – submit Excel form to Jason Levandowski

## Public Information

**Foods eligible for purchase:**

<https://www.fns.usda.gov/snap/eligible-food-items>

**States and Retailer participating in online purchasing:**

<https://www.fns.usda.gov/snap/online-purchasing-pilot>



## SNAP Client and Retailer Complaints

Anyone within WRO may receive calls from the public regarding their SNAP benefits or SNAP retailer authorization. With Google searches, members of the public may find the phone number of any WRO staff person. While we cannot control who calls us, we can control how we respond. The information below provides guidance on what to do when the public calls.

**Ask the caller: “Are you calling about your SNAP benefits and application or are you a SNAP retailer calling about your retailer authorization or EBT terminal?”**

**If:**

**SNAP benefits or application**

then continue with SNAP Client Complaints below

**SNAP retailer authorization and/or SNAP EBT terminal**

then skip ahead to the last page for Retailer Application / EBT Terminal Issues

### SNAP Client Complaints (for all WRO Staff)

- Thank the client for calling and show empathy for his or her concern.
- Tell the client you cannot access his or her records but can pass along information to the appropriate state contact.
- Ask the client for his or her name, date of birth, SNAP case number (if known), phone number, mailing address, and reason for calling.
- Email the information to the appropriate State point of contact and the designated back-up. If you receive an out-of-office reply from both individuals, then refer to the org chart and forward to the respective branch chief.



**(The information in grey section is for WRO SNAP staff only)**

- Take action on behalf of the client within 24 hours, if possible. Action may include following up with the client for additional information, explaining Federal policy, and, in many cases, forwarding the complaint to the appropriate State agency contact. If you cannot take immediate action, let your Branch Chief know.
- If you do send externally any **personal identifying information (PII)**, password protection of the E-mail is required so that personal identifying information is secured. PII refers to information that can be used to distinguish or trace an individual's identity, such as name, Social Security Number, biometric records, etc. alone or when combined with other personal identifying information which is linked or linkable to a specific individual, such as date of birth, mother's maiden name, etc.
- File the complaint and action taken in the SNAP Shared drive.

<b><u>State</u></b>	<b><u>State Agency Client Complaints Contact</u></b>
Alaska	<a href="mailto:dpapolicy@alaska.gov">dpapolicy@alaska.gov</a>
California	Raj Shandil, <a href="mailto:Raj.Shandil@dss.ca.gov">Raj.Shandil@dss.ca.gov</a> (CDSS Public Information) (Do not send complaints to CalFresh Chief, Alexis Fernández)
Guam	Christine San Nicolas, <a href="mailto:Christine.SanNicolas@dphss.guam.gov">Christine.SanNicolas@dphss.guam.gov</a>
Hawaii	Scott Nakasone, <a href="mailto:SNakasone2@dhs.hawaii.gov">SNakasone2@dhs.hawaii.gov</a>
Idaho	Kristin Matthew <a href="mailto:mathek1@dhw.idaho.gov">mathek1@dhw.idaho.gov</a>
Nevada	Lynette Giles, <a href="mailto:LGiles@dwss.nv.gov">LGiles@dwss.nv.gov</a>
Oregon	Belit Burke, <a href="mailto:Belit.Burke@dhsosha.state.or.us">Belit.Burke@dhsosha.state.or.us</a>
Washington	DSHS Customer Relations Unit, <a href="mailto:csdcru@dshs.wa.gov">csdcru@dshs.wa.gov</a>
American Samoa	Lagia Tuala, <a href="mailto:Ltualala@dhss.as">Ltualala@dhss.as</a>
CNMI	Walter Macaranas, <a href="mailto:Walter.Macaranas@cnminap.gov.mp">Walter.Macaranas@cnminap.gov.mp</a>



## SNAP Retailer Application and EBT Terminal Issues (for all WRO Staff)

- Thank the retailer for calling and show empathy for his or her concern.
- Refer them to **SNAP Retailer Service Center at 1-877-823-4369**.
- Additional information is available on the Retailer Web site at:  
<https://www.fns.usda.gov/snap/retailer>
- For retailers who have policy questions may email the service center at  
[RPMDHQ-Web@fns.usda.gov](mailto:RPMDHQ-Web@fns.usda.gov)

### **SNAP Retailer and/or other inquiries (for WRO SNAP staff only)**

Retailer Operation Branch (ROB): [joshline.gounder@usda.gov](mailto:joshline.gounder@usda.gov) Joshline Gounder is the Western Region Section Chief and should only be contacted by FNS staff. ROB has the responsibility for managing all SNAP retailer authorizations. **Do not share email with the general public.**

Investigative Analysis Branch (IAB): [jocelyn.keh@usda.gov](mailto:jocelyn.keh@usda.gov) Jocelyn Keh is the Western Region Section Chief and should only be contacted by FNS staff. IAB has the responsibility for investigation & implementation of retailer sanctions/disqualifications. **Do not share email with the general public.**

### **SNAP Retailer Fraud Complaints (for WRO SNAP staff only)**

If anyone calls with issues regarding potential retailer fraud, please ask for the caller's name, phone number, the store name, FNS store number (if known), and location.

Please email the information to [SNAPRetailerComplaints@fns.usda.gov](mailto:SNAPRetailerComplaints@fns.usda.gov) . This address is for FNS, State and local agency personal only. **Do not share email with the general public.**

### **Eligible foods for purchase** <https://www.fns.usda.gov/snap/eligible-food-items>

SNAP entered into a Cooperative Agreement with the National Association of Farmers Market Nutrition Programs (NAFMNP), which operates the MarketLink [www.marketlink.org/](http://www.marketlink.org/) project. MarketLink offers eligible SNAP-authorized DMFs and FMs (A) a card reader and (B) access to Novo Dia Group's app. Together, the card reader and app allow DMFs/FMs to process SNAP, credit, and debit transactions on their own mobile device. The card reader and app are provided free of cost for one year. MarketLink staff provide technical assistance to DMFs/FMs who need help setting them up for operation.

MarketLink team can attend sign-up events to accelerate the application process for DMFs/FMs. Call them at (888) 377-7874 or go to <https://www.marketlink.org/events> . The minimum required attendance for such an event is 20 DMF/FMs.

If you or your staff get questions or hear about DMFs/FMs that might want to participate in SNAP, or learn of potential sign-up events, please direct them to [www.marketlink.org/](http://www.marketlink.org/), for more information.

(information on MarketLink is from Andrea Gold)



## State and Retailer Online Purchasing

FNS [Online Purchasing](#) webpage.

<https://www.fns.usda.gov/snap/online-purchasing-pilot>

Retailers that are not currently able to accept SNAP payment online may benefit from the options detailed in the Q & A below.

**Question:** I'm a SNAP authorized retailer and am interested in ways to continue to get food to my customers in light of the social distancing recommendations related to COVID-19. What are some options for me?

**Answer:** There are several options that would allow for a retailer to continue to get food to its SNAP clients in light of the social distancing recommendations related to COVID-19. These include:

- SNAP client placing their order online or over the phone and picking it up at the store. If the store has a wireless POS the customer would be able to complete the transaction without having to leave their car.
- SNAP client placing their order online or over the phone and having the order delivered to their designated delivery address. The transaction can be completed using a wireless POS.
- SNAP client placing their order online or over the phone and designating a person to pick the order at the store using the clients EBT card. The transaction can be completed, using the SNAP clients EBT card, in the store or by using a mobile POS device outside of the store.
- As a last resort, if you do not have a mobile POS, under these extreme circumstances you can complete a manual voucher which the SNAP customer would need to sign in person at the point the voucher is authorized.

Information regarding manual vouchers, including how they are completed and cleared, can be found at: <https://fns-prod.azureedge.net/sites/default/files/snap/Manual-Voucher-Process.pdf> Manual vouchers must be completed when the client is present to sign it, a retailer is not allowed to obtain the EBT card number remotely (e.g. call or email) and complete the voucher without the client present.

Retailers should **never** accept payment by obtaining a clients' EBT card number and PIN over the phone.



## WRO SNAP Staff List

<b>Name</b>	<b>Email</b>	<b>Phone</b>
Albert, Elizabeth (Libby)	<a href="mailto:Elizabeth.Albert@usda.gov">Elizabeth.Albert@usda.gov</a>	415-705-1359
Baker, Dawn	<a href="mailto:Dawn.Baker@usda.gov">Dawn.Baker@usda.gov</a>	415-633-5504
Bourne, Jacqueline	<a href="mailto:Jacqueline.Bourne@usda.gov">Jacqueline.Bourne@usda.gov</a>	415-293-3717
Coatney, Rodney (Rod)	<a href="mailto:Rodney.Coatney@usda.gov">Rodney.Coatney@usda.gov</a>	415-228-3110
de Barros Barreto, Jessica	<a href="mailto:Jessica.DeBarrosBarreto@usda.gov">Jessica.DeBarrosBarreto@usda.gov</a>	415-645-1921
Gaines, Andrea	<a href="mailto:Andrea.Gaines@usda.gov">Andrea.Gaines@usda.gov</a>	415-705-1342
Gippson, D'Artagnan	<a href="mailto:D'Artagnan.Gippson@usda.gov">D'Artagnan.Gippson@usda.gov</a>	415-705-1365
Gonzalez, Jodi	<a href="mailto:Jodi.Gonzalez@usda.gov">Jodi.Gonzalez@usda.gov</a>	415-705-1358
Ihm, Young	<a href="mailto:Young.Ihm@usda.gov">Young.Ihm@usda.gov</a>	415-645-1909
Jones, Clay	<a href="mailto:Clay.Jones@usda.gov">Clay.Jones@usda.gov</a>	415-645-1913
Keller, Tiyanika	<a href="mailto:Tiyanika.Keller@usda.gov">Tiyanika.Keller@usda.gov</a>	415-645-1935
Lancaster, Curwin	<a href="mailto:Curwin.Lancaster@usda.gov">Curwin.Lancaster@usda.gov</a>	415-705-1353
Levandowski, Jason	<a href="mailto:Jason.Levandowski@usda.gov">Jason.Levandowski@usda.gov</a>	415-228-3108
Lewis, Pandora	<a href="mailto:Pandora.Lewis@usda.gov">Pandora.Lewis@usda.gov</a>	415-293-3722
Manaoat, Jemellee	<a href="mailto:Jemellee.Manaoat@usda.gov">Jemellee.Manaoat@usda.gov</a>	415-645-1908
Page, Rachel	<a href="mailto:Rachel.Page@usda.gov">Rachel.Page@usda.gov</a>	415-645-1940
Smith, Barbara	<a href="mailto:Barbara.Smith2@usda.gov">Barbara.Smith2@usda.gov</a>	415-705-2229
Solomon, Brian	<a href="mailto:Brian.Solomon@usda.gov">Brian.Solomon@usda.gov</a>	415-744-3643
Stein, Ernest	<a href="mailto:Ernest.Stein@usda.gov">Ernest.Stein@usda.gov</a>	415-705-2333
Strong, LaKisha	<a href="mailto:LaKisha.Strong@usda.gov">LaKisha.Strong@usda.gov</a>	415-645-1902
Stupi, Megan	<a href="mailto:Megan.Stupi@usda.gov">Megan.Stupi@usda.gov</a>	415-645-1923
To, Duy	<a href="mailto:Duy.To@usda.gov">Duy.To@usda.gov</a>	415-437-8803
Tobin, Charles	<a href="mailto:Charles.Tobin@usda.gov">Charles.Tobin@usda.gov</a>	415-645-1927
Utuchian, Barbara	<a href="mailto:Barbara.Utuchian@usda.gov">Barbara.Utuchian@usda.gov</a>	415-645-1939
Williams, Bradford	<a href="mailto:Bradford.Williams@usda.gov">Bradford.Williams@usda.gov</a>	415-744-3801