

County DSS Office Operating Status During COVID-19		
3/26/2020 at 7:00p.m.		
All Counties have asked that clients CALL prior to attempting to go to the local DSS office		
County	Status	Stay Home Order
Alamance	<p>Department of Social Services 3/24/2020</p> <p>In an effort to keep our community safe from the COVID-19 outbreak, our agency as implemented procedures to promote social distancing:</p> <ul style="list-style-type: none"> <li>• Paper applications for Food and Nutrition (Food Stamps), Medicaid and Work First benefits are available in the lobby;</li> <li>• Applications can be mailed to per customer's request;</li> <li>• Completed applications can be returned to the agency by: <ul style="list-style-type: none"> <li>o Secured drop box located at the main entrance of Social Services</li> <li>o Mail to 319 N. Graham Hopedale Road Suite C Burlington, NC 27217.</li> <li>o Email at AskDSS@alamance-nc.com</li> <li>o Fax at 336-290-8651.</li> </ul> </li> <li>• Applications can be completed online at <a href="http://www.ePass.nc.gov">www.ePass.nc.gov</a> or by phone at 336-570-6532;</li> <li>• For current recipients, changes in circumstances can be completed online at <a href="http://www.alamance-nc.com/dss/">www.alamance-nc.com/dss/</a> or by phone.</li> </ul> <p>Staff continue to work an A/B Day schedule. Social workers are currently making only required field visits.</p>	
Alexander	Normal Operations at this time. Paper applications; minimal time in office	
Alleghany	Alleghany County Offices will be closed to the public. Please visit department websites to access phone numbers and email addresses as staff are available to answer question and take payments electronically.	
Anson	DSS has implemented social distancing protocols, restricting contact to a distance of 6ft for 10 minutes. A telework option is being developed. Hours of service to the public are subject to change.	
Ashe	County offices are closed to the public. County offices will close most services to the public on 03/23/20. DSS will be available limited hours & by appointment only– encouraging the public to use on-line services as much as possible.	
Avery	County Departments are using spacing protocol by all employees. Protective safety measures are in place also. DSS Office is receiving clients by appointment on a one person at a time basis.	
Beaufort	Public access will be restricted to Beaufort County Government buildings beginning Tuesday, 3/24. Guidance for conducting business with our various departments can be found using the following link and will also be posted at each county building. <a href="https://co.beaufort.nc.us/post/421/limited-access-to-county-facilities">https://co.beaufort.nc.us/post/421/limited-access-to-county-facilities</a> . Social Services- All clients will be served by appointment. Encouraging citizens not to bring at-risk individuals to the agency or come if you are sick.	
Bertie	County operations are normal; Restricting public access. Lobby services for applications; recertifications; can see caseworker if needed.	
Bladen	County offices closed to public other than walk up and drive thru.	
Brunswick	Brunswick County is urging individuals to call or email all county departments for assistance first before visiting county offices and will require appointments for in-person visits <ul style="list-style-type: none"> <li>☒Not sure who to contact? Call our main line and we can help direct your calls.</li> <li>☒Main County Contact Information: 910.253.2000 / 800.442.7033</li> </ul>	
Buncombe	Mandated economic services are primarily being provided remotely by phone, computer and mail (Food and Nutrition benefits, Medicaid, WIC, etc.) with a skeleton crew (2 per program) in the office for citizens who have no other way to apply. File solve staff are also in the office to keep essential mail services flowing to citizens. Citizen safety staff are available to respond to reports of child abuse or adult abuse. These staff are located bot in the office and at home with constant ability to respond in the field.	Yes, This Declaration of Local State of Emergency for Buncombe County shall go into effect at 8:00 p.m. on Thursday, March 26, 2020 and will continue through 6:00 a.m. on Thursday, April 9, 2020. Essential Government Functions. All services provided by local governments needed to ensure the continuing operation of the government agencies to provide for the health, safety and welfare of the public. Further, nothing in this order shall prohibit any individual from performing or accessing "Essential Government Functions." All Essential Government Functions shall be performed in compliance with social distancing requirements of six feet, to the extent possible.
Burke	Normal operations	

Cabarrus	Closed to the public until further notice. County government locations still offer online and phone consultations for residents and the business community. Individual department contact information located on county website.	Yes, Will take effect March 26 at 5 p.m. For purposes of this Proclamation, individuals may leave their residence to work for or obtain services that are not available viaonline or mail-in applications, and telephone interviews at any Human Services Operations, or Medicaid providers that are providing services to the public and including state-operated, institutional, or community-based settings providing human services to the public. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined. This Proclamation is adopted and shall take effect on Thursday, the 26 day of March 2020 at 5:00 p.m.
Caldwell	Open – access for general public limited to certain areas to protect against exposure of staff and citizens; , measures are in place so that interaction can happen behind glass as much as possible and when applicable. We will accept appointments in-person for Medicaid and Special Assistance only. Clients will be seen one a time in our reception area, since there is a physical barrier between the client and a DSS worker. We have set up a drop box for clients to submit documentation to.	
Camden	No walk-ins allowed, only Child/Adult Protective Services will be conducted face-to face. Applications for services will be provided at the door. Individuals can apply for benefits (Adult Medicaid, Family & Children’s Medicaid, Food & Nutrition Services) through the ePass website and options are available to print an application and mail in/drop off if preferred. <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a> . At this time, the following programs require an in-person application and cannot be completed online: <input checked="" type="checkbox"/> Work First Family Assistance/Employment Services <input checked="" type="checkbox"/> Including Re-certifications <input checked="" type="checkbox"/> Medicaid for Special Assistance	
Carteret	Facilities have implemented risk management strategies which may include modified visiting hours, visitor and employee logging, monitoring, increased hygiene signage/stations. DSS is encouraging the use of their electronic application process, EPass, for both Medicaid applications and Food and Nutrition Services applications. Staff are available via phone to assist should applicants experience any difficulty in completing the online application. Clients still have the choice of applying for these services in person at our two locations—DSS office in Beaufort and the Carteret County Health Department. Applications can be access via the web page at <a href="https://epass.nc.gov">epass.nc.gov</a> .	
Caswell	Individuals will only be allowed to enter the County Offices they have an appointment. Before visiting a Caswell County Department in person, individuals should call the desired department to determine if alternative service options are available or to schedule an appointment. A department directory can be found on the County website at <a href="http://www.caswellcountync.gov">www.caswellcountync.gov</a> . Citizens should use any online services that may be available for county Department services.	
Catawba	All response agencies operating normally with heightened awareness of potential need for respiratory PPE. Government services operating to provide essential community services.	

Chatham	<p>Chatham County Department of Social Services has adjusted operational protocols in response to advisories regarding social distancing. We are continuing to provide all services; however, we have closed our lobbies and cancelled in-person meetings, to limit contact.</p> <p>There is a drop box available at the entrance of DSS available Monday through Friday from 8 AM to 5 PM. Please call with any questions at 919-542-2759 or email at askdss@chathamnc.org. We have increased the number of employees assigned to answering phone calls and email inquiries.</p> <p>Residents may access social services in the following ways:</p> <p>Apply online for Food and Nutrition using <a href="https://epass.nc.gov">https://epass.nc.gov</a></p> <p>Apply for Medicaid using <a href="https://epass.nc.gov">https://epass.nc.gov</a> or <a href="http://www.healthcare.gov">www.healthcare.gov</a></p> <p>Apply for report changes and upload documents for Child Support using <a href="http://www.childsupport.com">www.childsupport.com</a>. For case status update and payment question you can call Child Support Customer Service at 1-800-992-9457</p> <p>Send questions or email copies of any verifications you are required to turn in to <a href="mailto:askdss@chathamnc.org">askdss@chathamnc.org</a></p> <p>At this time, we do not have information about whether or not supplemental Food and Nutrition Services (SNAP) payments will be issued. We will share information as we have it available. For current recipients of SNAP who will renew benefits in March or April, benefits will automatically renew for 6-12 months.</p>	
Cherokee	Normal operations	
Chowan	<p>Although the County facilities are closed to the public, Chowan County DSS staff will continue to perform their normal duties. We are encouraging the public to apply for services by submitting an application online, telephone, email, fax or use of the Drop Box which is located in front of the agency. The Drop Box will be checked throughout the day with the exceptions of the weekends and holidays.</p> <p>How to apply:</p> <p>Food &amp; Nutrition Services (food stamps) and Medicaid:</p> <ul style="list-style-type: none"> <li>☑ Call Chowan County DSS at 252-482-7441 to complete an application over the phone. After the application is completed, it will be mailed to you for your signature and you will need to return it the agency to complete the application process.</li> <li>☑ <a href="http://www.epass.nc.gov">www.epass.nc.gov</a></li> <li>☑ You can also print the application from the epass website and mail it to: Chowan County DSS 100 West Freemason Circle, Edenton, NC 27932 or place it in the Drop Box outside the building</li> <li>☑ Pick up an application at the Chowan County DSS office. Applications will be available for pickup.</li> <li>☑ Fax or email a completed application to 252-482-7041</li> </ul> <p>For information about the following programs please call the agency at 252-482-7441</p> <ul style="list-style-type: none"> <li>☑ Crisis Intervention Program (CIP)</li> <li>☑ Medicaid Transportation</li> <li>☑ Child Welfare &amp; Adult Services</li> <li>☑ Childcare</li> <li>☑ Work First</li> </ul> <p>To make a Child Protective or Adult Protective Services report after-hours please call 252-482-4444 and ask to speak to the on-call social worker.</p> <p>There are NO LIEAP funds available</p>	
Clay	Normal operations	
Cleveland	Normal operations with minimal staffing	
Columbus	<p>County Offices are currently operating on a regular or possibly modified schedule. We urge citizens to conduct their business with the county by telephone or email if possible. If you must come in person to county offices, please contact the office prior to arrival to be familiar with precautions that are in place to protect the public and county employees. Departments may be taking different precautionary measures based on the amount of foot traffic in each office.</p>	
Craven	<p>Closed to the public effective Wednesday, March 25, 2020 at 8:00 am. While Craven County Government Offices are closed to the public, Craven County employees will continue to work to ensure the continuity of essential services Craven County provides for its citizens. Craven County Department of Social Services is encouraging the use of the electronic application process, EPass, for both Medicaid applications and Food and Nutrition Services applications <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. Staff members are available via telephone to assist should applicants experience any difficulty in completing the online application. Clients should call the Department of Social Services at 252-636-4900 for additional information. To report concerns regarding child abuse, neglect or dependency call Child Welfare at 252-636-4948. To report concerns regarding adult abuse, neglect or exploitation call Adult Services at 252-636-4900.</p>	
Cumberland	<p>Cumberland DSS is closed to the public. Citizens should be using ePASS to apply for Food and Nutrition (Food Stamps), and Medicaid (Adult or Family) by following this link: <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a></p>	

Currituck	Public access to county offices will be permitted by appointment only. Citizens should contact staff to set an appointment, which will be conducted in a designated space that will be cleaned prior to and after each use.	
Dare	<p>Food and Nutrition Benefits Recertifications  Food and Nutrition Services will automatically extend eligibility for March and April Food benefits for families whose cases are due a review for continued eligibility. If you have questions please call 252.475.5500. If you wish to apply for Food and Nutrition Services you may do so online at <a href="http://Epass.nc.gov">Epass.nc.gov</a>.</p> <p>Clinical Services  Northern Beach Offices will be closed for clinical services beginning Friday, March 20, 2020. Limited clinical services will be available in Manteo and Frisco. For clinical services, please call 252.475.5003 for Manteo or 252.475.9320 for Frisco.</p> <p>Environmental Health Services  Environmental Health will be conducting all future business over the phone or electronically until further notice. Applications and plans can be left in a drop box located to the right of the main entrance. In person inspections must be scheduled ahead of time, and will be on a case by case basis. Please call 252.475.5080 or email <a href="mailto:laurag@darenc.com">laurag@darenc.com</a></p> <p>Emergency Economic Services  We have temporarily changed some of our procedures to ensure your health and wellness as well as that of our staff. At this time, please call before coming into the office, as most needs can be resolved via email, fax and phone. If you do have to come into the office for some reason, please take all precautions as indicated by the CDC. If you are in need of assistance, please dial 252.475.5500 and ask to speak with an emergency intake social worker.</p>	Yes, Non-resident property owners were prohibited from entering Dare County.
Davidson	DSS still providing community support with mandated site visits.	
Davie	<p>In the wake of coronavirus disease 2019 (COVID-19), Davie County has changed operating procedures. While we are still in operation, our doors will be locked to protect the health of everyone in this public health crisis. Davie County urges you to complete all that you can electronically or by telephone, and for Economic Services there will be paper copies of applications and a locked drop-box in front of the building.</p> <p>If you don't have access to a computer there will be paper applications out front of the office to fill out with a locked drop-box, or you can contact the office (336) 753-6180 and they will mail you one: Please complete an online application through Electronic Pre-Assessment Screening Service for Food Nutrition Services (Food Stamps), Adult Medicaid, and Family and Children Medicaid.</p> <p>If you don't have access to a computer there will be paper applications out front of the office to fill out with a locked drop-box, or you can contact the office (336) 753-6180 and they will mail you one: Click here for the Electronic Pre-Assessment Screening Service</p> <p>For Work First please call the office (336)753-6180.</p> <p>For Child Support, please click here to go to the Child Support website to apply for Child Support Services.</p> <p>For Day Care Services please call (336) 753- 6199.</p> <p>For Energy Assistance please contact the agency at (336) 753-6180. Paper applications will be available in front of the building, with a locked box for drop-offs. Please listen closely to the menu and select the appropriate prompt.</p>	

Duplin	<p>DCoDSS hours are now 8:30-3:30. Beginning March 24, 2020, Social Services will be closing the lobby to the public but will be providing curbside service to assist citizens with applying for services, making payments in cash, and assessing service needs. Anyone needing assistance with applications will be able to come into the agency after meeting with outside staff. This change will minimize exposure for clients and staff. Residents are encouraged to contact the agency prior to coming to the agency in order to determine whether your needs can be met by phone or computer or to schedule an appointment. You may also email us at duplindss@duplincountync.com.</p> <p>Applications for Food and Nutrition Services and Medicaid can be completed online with ePass at <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. Paper copies of the application can also be picked up through curbside service. Assistance with applications can be provided at the agency if needed. There is a drop box available on the left front-side of the building and can be utilized for dropping off applications or other paperwork for an employee. Payments can also be left in the drop box in the form of check or money order and should be in a sealed envelope with your name, address, and date of birth written on the outside of the envelope. Any payments in cash can be paid at curbside service as well.</p> <p>Crisis Intervention (CIP) and Low Income Energy Assistance (LIEAP) applications can be completed by phone by contacting the 910-296-2372.</p> <p>Please contact the following numbers if you need assistance or would like to schedule an appointment. Main Number: 910-296-2200 Child abuse and neglect reports: 910-296-2200 or 910-271-4985 Adult abuse, neglect, and exploitation reports: 910-296-2200 or 910-271-4038. Child Support: 910-296-2213. Non emergency Transportation and Special Assistance: 910-296-2382.</p>	
Durham	<p>Durham, NC-- In the wake of the COVID-19 crisis, Durham County's Social Services Department is taking steps to protect both the public and its employees from the virus. The agency will be implementing these measures, effective, Tuesday, March 24, 2020:</p> <ol style="list-style-type: none"> <li>1). Please call 9-1-1 to report child abuse and neglect and dependency, and to file a report for adult abuse, neglect or exploitation.</li> <li>2). DCoDSS' public office hours will be 8:30 a.m. until 3:30 p.m. Monday through Friday. Visitors to the agency will not be seen by a DSS staff person unless they are presenting a NEW application for benefits. We ask that new applicants be patient as you can expect some wait time for service. New applicants can apply for benefits electronically as well, by visiting, <a href="https://www.ePass.nc.gov">https://www.ePass.nc.gov</a>. Our regular clients may have their questions answered by phone. The agency telephone number is, 919-560-8000.</li> <li>3). Current clients should utilize the DSS dropbox located in the main lobby of the Human Services Building street entrance, 414 E. Main St. Also, any information related to your case can also be mailed to Durham County DSS, P.O. Box 810, Durham, NC 27702.</li> <li>4). Citizens should use the North Carolina ePass website for the critical services of Food and Nutrition Benefits (SNAP) and Medicaid. Visit <a href="https://ePass.nc.gov">https://ePass.nc.gov</a> to file an application.</li> <li>5). Paper applications for Food and Nutrition Benefits (SNAP), Medicaid, Child Care, Work First, Child Support and the Low Income Energy Assistance Program (LIEAP) are available for pickup in the first floor hallway, outside of Lobby 9 at the Human Services Building, Monday through Friday between the hours of 8:30 a.m. until 3:30 p.m. Please note that all of our lobbies will be closed to the public.</li> <li>6). Durham citizens are strongly encouraged to CALL FIRST before making a trip to the agency offices, 919-560-8000.</li> <li>7). With our lobbies closed, and vital applications being placed on tables outside of the Lobby 9 hallway, we ask that all citizens exercise the rules of social distancing, and remain 6 feet away from one another when picking up applications.</li> </ol> <p>While the COVID-19 situation is fluid, Durham County DSS must take the necessary precautions to limit the spread of the virus. The public is encouraged to conduct business with the Department by phone or through the online portal ePass. We look forward to continue to serve you during these challenges that are facing us all, knowing that we will get through them together.</p> <p>For questions about this Durham County DSS announcement, call 919-560-8118 or 919-201-6866.</p>	<p>Yes, City of Durham Mayor Steve Schewel issues Stay at Home order, effective 26 March 2020 @ 1800. Human Services Operations. For purposes of this Order, individuals may leave their residence to work for a Human Services Operation or to obtain the services of a Human Services Operation that cannot be accessed by remotely. Before leaving home to obtain such Human Services, individuals in need should first seek to access these services by telephone or through digital or other online access, and all Human Services Operations are strongly urged to make such services available by telephone, online, and/or digital access as a first option for clients. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.</p>
Eastern Band of Cherokee Indians	Closed to public	Curfew on all Cherokee Trust Lands from 10:00p.m. to 5:00a.m. During those hours, persons should stay at home. Everyone is prohibited from being out in public except to conduct essential services. Road Closures remain in effect.
Edgecombe	Beginning Monday March 23, 2020 at 0800 hours Edgecombe County offices will be closed to the public due to COVID-19 with the exception of certain services. Citizens may call our offices and access may access many of our services online at <a href="http://edgecombecountync.gov">edgecombecountync.gov</a> . We also have a drop box located at the County Administration Building where payments and documents can be left for processing. If a citizen needs to conduct business with any of our departments, they can call the department.	

Forsyth	<p>The Department of Social Services office remains open with core staffing in place. Many service lines are implementing modifications to processes to allow the public to access information and services through alternative means (when possible):</p> <p>All Medicaid and Food and Nutrition Services Applicants can apply on-line at <a href="http://epass.nc.gov">epass.nc.gov</a>, by mail, by phone at 336-703-3800, or in person at the agency. If you apply online, you may be able to upload the verifications we need to this system. If you choose to come into the agency to initiate your application and a caseworker will follow-up with you within 1 business day to gather the information for your household and provide further verification instructions.</p> <p>If you already have active Medicaid, Medicaid Transportation or Food and Nutrition Services and you need to report a change, submit documentation, or have questions concerning your active case, you may call (336) 703-3800, or send a fax to 336-727-2842 or 336-727-3130, or send an email to <a href="mailto:customer-care-user@forsyth.cc">customer-care-user@forsyth.cc</a>. The Adult Medicaid fax number is 336-727-8491.</p> <p>All Child Support customers may call 1-800-992-9457 for case-related information, status of court cases, update case information, and give information. Customers may also call 336-703-3801 for case information, court information, update the case, and to have a message sent to their caseworker. To access case information, apply for Child Support, and access resources online at <a href="http://ncchildsupport.com/ecoa/parentsIndex.jsp">ncchildsupport.com/ecoa/parentsIndex.jsp</a></p> <p>All NC Health Choice Fee payments, Health Care for the Working Disabled Fee payments, Program Integrity (Fraud) repayments, or Child Support Application Fees can be made via mail-in of a Check, Money Order or Certified Check. Please mail all payments to: Forsyth County Department of Social Services, 741 Highland Ave., Winston-Salem, NC 27101</p> <p>For Assistance or Questions regarding any Adult Services, please contact the office at 336-703-3501</p> <p>Protective Services</p> <p>Adult Protective Services - To report instances of abuse, neglect or exploitation of adults 18 years of age and older, please call 336-703-3503.</p> <p>Adult Care Facility Complaints - Please call 336-703-3501 to make any complaints regarding Assisted Living Facilities.</p> <p>Child Protective Services (CPS) - Our CPS Intake hotline is available 24-hours per day, 7 days per week. If you suspect abuse or neglect, please contact our intake hotline at 336-703-ABUSE or 336-703-2287.</p> <p>Temporarily Suspended Services</p> <p>The following services are closed to the public until further notice: Onsite DNA testing, Services through The Employment Lab, Child Support Group Appointments and Program Integrity In-person Interviews are canceled and participants will be contacted by phone or US Mail.</p> <p>TIPPS/MAPP Foster Parent training classes and Foster Parent Interest meetings</p>	<p>Yes, The order is valid from 5:00p.m., March 27, 2020 through 12:01 a.m. Thursday, April 16, 2020. For purposes of this Proclamation, individuals may leave their residence to work for or obtain services that are not available via online or mail-in applications, and telephone interviews at any Human Services Operations, or Medicaid providers that is providing services to the public and including state-operated, institutional, or community-based settings providing human services to the public. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.</p>
Franklin	Franklin County Government Offices have either closed or modified their schedules for some of their services and locations due to COVID-19 Response.	
Gaston	Normal operations	
Gates	Normal operations	
Graham	Closed to the public	
Granville	<p>To better serve residents who need assistance, the Department of Social Services is also accepting applications for Food and Nutrition assistance, Medicaid, Work First Family Assistance or any other economic service program through DSS online, by phone or by mail. To apply by phone, please call 919-693-1511. To apply online, please visit <a href="https://www.granvillecounty.org/residents/social-services/">https://www.granvillecounty.org/residents/social-services/</a>. To apply by mail, send application to P.O. Box 966, Oxford NC, 27565.</p>	

Greene	<p>Greene County Department of Social Services is dedicated to enhancing the quality of life for the citizens of Greene County. By providing financial aid, social assistance, protection of children and adults, encouraging self-sufficiency and promoting responsibility. Due to the declaration of COVID-19, a Public Health Emergency, we as a department want to ensure the health of all citizens as well as employees. Please see the suggested practices our agency will be implementing at this time. * All reports of abuse or neglect of a child or an adult please contact our agency at (252) 747-5932.*</p> <p>For Economic Services Including FNS, Medicaid, Work First, Energy &amp; Childcare</p> <ol style="list-style-type: none"> <li>1. Paper applications are available for all programs, and will be provided for client's access during business hours. Telephone interviews will be completed.</li> <li>2. Greene County has a secure drop box out front for clients to drop off information. The drop box will be checked Monday thru Friday at 11:00 am &amp; 4:30 pm.</li> <li>3. If clients have questions about services or case questions you can call us at (252) 747-5932.</li> <li>4. Information can be faxed to (252) 747-8654, we ask you attention this information to ensure it goes to the correct person.</li> <li>5. Individuals can apply for services through EPASS, the link is <a href="https://www.nc.gov/services/e-pass">https://www.nc.gov/services/e-pass</a>, please include a phone number.</li> <li>6. Appointments will be scheduled for individuals who need in-person assistance to ensure a low number of individuals are present in the county office.</li> <li>7. Change forms are also available at the front desk, if there is a change that needs to be reported to a worker.</li> </ol> <p>For questions you can call the agency, and or email the program supervisor. Emails listed below.</p> <p>Food &amp; Nutrition/Energy: <a href="mailto:lisa.harrison@greencountync.gov">lisa.harrison@greencountync.gov</a>  Medicaid for Children &amp; Adults &amp; Cash Assistance: <a href="mailto:rachael.thornton@greencountync.gov">rachael.thornton@greencountync.gov</a>  Work First Employment &amp; Childcare: <a href="mailto:janine.rose@greencountync.gov">janine.rose@greencountync.gov</a>  Child Welfare: <a href="mailto:amanda.smith@greencountync.gov">amanda.smith@greencountync.gov</a>  Adult Services: <a href="mailto:preston.craddock@greencountync.gov">preston.craddock@greencountync.gov</a></p> <p>We appreciate your cooperation and patience during this time. Questions regarding any services can be directed to a supervisor or the director <a href="mailto:angela.ellis@greencountync.gov">angela.ellis@greencountync.gov</a></p>	Reviewing policies and procedures due to new Executive Order.
Guilford	<p><b>GUILFORD COUNTY DEPARTMENT OF SOCIAL SERVICES: Effective Friday, March 20, 2020</b></p> <p>1203 Maple Street, Greensboro – Facilities closed to the public  325 Russell Street, High Point – Facility closed to the public</p> <p>Services can be accessed by utilizing the information below:</p> <p>Adult and Family &amp; Children's Medicaid  Customers will need to call our call center 336-641-3000 to complete an application with a DSS employee.</p> <p>Adult Protective Services (APS) Intake and Investigations  Call 336-641-3137 Monday – Friday 8am to 5pm  After hours 1-800-378-5315</p> <p>Adult Protective Services (APS) Guardianship  Call 336-641-3137 Monday – Friday 8am to 5pm  After hours 1-800-378-5315</p> <p>Child Protective Services (CPS) Intake  Call 336-641-3795 Monday – Friday 8am to 5pm  After-hours 1-800-378-5315</p> <p>Children's Services – In-Home Services, Foster Care, Adoptions, Links, Licensing, Placements, etc.  Call 336-641-3795 Monday – Friday 8am to 5pm  After-hours 1-800-378-5315</p> <p>Food &amp; Nutrition Services (FNS) – Intake &amp; Redeterminations</p> <p>We encourage customers to apply online at <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a> or through a mail for all applications and recertifications. To receive a mail-in application and assistance in applying for benefits, call 336-641-3000. Recertification paperwork is automatically mailed to the customer's last known mailing address. Completed recertification packets should be mailed to Post Office Box 3388 Greensboro NC 27402-3388. If recertification paperwork was not received and the case is due for recertification, customers can complete the process online using ePASS at <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. Customers can also call Customer Connect at 336-641-3000 for recertification assistance.</p> <p>*Note – if your recertification is due in April or May, you will not need to recertify. You will automatically receive your benefits.</p> <p>Low Income Energy Assistance Program (LIEAP/CIP)</p>	<p>Yes, March 27, 2020 at 5:00p.m. For purposes of this Proclamation, individuals may leave and return to their residence to work for or obtain services that are not available via online or mail-in applications, and telephone interviews at any Human Services Operations, or Medicaid providers that are providing services to the public and including state-operated, institutional, or community-based settings providing human services to the public. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.</p>
Halifax	<p>Starting 26 March 2020, to limit public contact, offices will be closed until 3 April, 2020.  All Emergency Services will operate as normal.</p>	
Harnett	<p>Applications; reviews done at reception windows.</p>	

Haywood	Face to face only if necessary; all other business online, mail, fax, email. Human Service Branch: Working on multiple internal and external communication programs; worker at home program & processes. Ongoing optimization of client home visits and walk-in client visits and interactions, with the primary goal to continue servicing client needs and the safety for both client and employee. Adult Protective Services (APS) and Child Protective Services continue to provide on-going services and accepting new reports and investigations. Social Workers are adjusting their schedules to work from home and continue to make mandated home visits. Economic Services report some staff have begun teleworking. ADULT/CHILD PROT. SERVICES: We are checking on our most vulnerable clients at least weekly via phone calls and video chats, utilizing facetime. Our Adult Protective Services social workers are making face-to-face home visits for new and open cases. Our Community Alternatives Program social workers are providing case management services via phone call or video chat (facetime). In Addition, they provide needed supplies to clients by leaving the supplies at their doors/on porches, without entering client homes. Our social work teams have begun meeting as a team via video chat using Zoom. Meals on Wheels program will initiate a new delivery process that reduces COVID exposure risk to our volunteers and recipients, by delivering 5 frozen meals each week. Friday the 25th, we will deliver 5 frozen meals to our recipients using mostly HHSA staff vs regular volunteers, utilizing the recommended preventative measures. We are contacting all MOW recipients and/or their emergency contacts to discuss plans for future meals and providing "community food resource" information. We will also provide all MOW recipients a paper copy of the latest "community food resource list" with their frozen meal delivery on Friday.	Take effect on March 26, 2020 at 5:00p.m. For purposes of this Proclamation, individuals may leave their residence to work for or obtain services that are not available via online or mail-in applications, and telephone interviews at any Human Services Operations, or Medicaid providers that are providing services to the public and including state-operated, institutional, or community-based settings providing human services to the public. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, Joint Haywood County/Towns Revised Proclamation of Emergency Version 6, Final 6 intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.
Henderson	Lobby services for applications; recertifications	
Hertford	DSS screening all walk-ins	
Hoke	Staff only effective 3/23/2020, citizens may access by appointment	
Hyde	Business conducted over phone only	
Iredell	Normal operations	
Jackson	Closed to the public. Services are still available. Apply online for Food Stamps-Medicaid-Child Support at <a href="https://epass.nc.gov/citizenportal/application.do">https://epass.nc.gov/citizenportal/application.do</a> or <a href="http://www.jcdss.org">www.jcdss.org</a> ; Report Abuse or Neglect, Call 828-586-5546 for assistance.	
Johnston	Normal operations; clients encouraged to use online, phone, fax, email. Alamance County and local municipalities are evaluating tele-work and or instituting this process to limit employee exposure including options to send non-essential employees' home if	
Jones	Citizens are encouraged to conduct county business online / by phone / via drive through window / by drop boxes as much as possible. All County Offices will operate on an appointment only basis starting March 25, 2020. Jones County DSS 252-448-2581. Department of Social Services: <ul style="list-style-type: none"> <li>o Paper applications for all economic benefits are available outside at the front door of the agency Monday-Friday 8:00 am to 5:00 pm. Paper applications can also be requested by calling (252) 448-2581. Assistance filling out applications can be provided over the phone.</li> <li>o Applications for Food and Nutrition Services and Medicaid can also be made on-line with ePASS at <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. Assistance filling out applications on-line can be provided over the phone.</li> <li>o Child Support applications can be made on-line at <a href="http://www.ncchildsupport.com">www.ncchildsupport.com</a>. The Child Support Call Center is also available at (800) 992-9457.</li> <li>o There is a drop box located to the right of the front entrance to DSS that can be used to drop off any information or applications. All items deposited in the box need to be in a sealed envelope with client's name, address, telephone number and date of birth written on the outside of the envelope.</li> <li>o To make a Child Protective Services or Adult Protective Services report, please call (252) 448-2581 or (252) 559-6118 after hours and ask for the on-call social worker.</li> </ul>	
Lee	Facilities will remain open to staff and are available by phone.	



Lenoir	<p>HOURS Monday - Friday (EFF 3-23-20), Closed to Public. Food and Nutrition Services Food and Nutrition Services is a federal food assistance program that provides low-income families the food they need for a nutritionally adequate diet. Benefits are issued via Electronic Benefit Transfer cards (EBT cards). There are four ways to apply for Food and Nutrition Services (Food Stamps): Apply online with ePass. (<a href="https://epass.nc.gov/citizenportal/application.do">https://epass.nc.gov/citizenportal/application.do</a>) A video detailing how to complete the ePass process is available online at <a href="https://www.ncdhhs.gov/assistance/lowincome-services/food-nutrition-services-food-stamps">https://www.ncdhhs.gov/assistance/lowincome-services/food-nutrition-services-food-stamps</a>. Fill out a paper application and mail to or drop it off at your county DSS office. Paper applications will also be available for pick-up at the local office or individuals may call the office at 252-559-6400 and request that an application be mailed to you. An application may also be faxed to the agency at 252-559-6381. Medicaid or Health Choice may be available to people who are: • Age 65 or older • Blind or disabled • Infants and children under the age of 21 • Low-income individuals and families • In need of long-term care • Receiving Medicare You also must: • Be a US citizen or provide proof of eligible immigration status (individuals only applying for emergency services are not required to provide documentation of immigration status) • Live in North Carolina, and provide proof of residency • Have a Social Security number or have applied for one To apply for Medicaid. Apply online with ePass. (<a href="https://epass.nc.gov/citizenportal/application.do">https://epass.nc.gov/citizenportal/application.do</a>) A video detailing how to complete the ePass process is available online at <a href="https://www.ncdhhs.gov/Medicaid/get-started/eligibility-Medicaid-or-health-choice">medicaid.ncdhhs.gov/Medicaid/get-started/eligibility-Medicaid-or-health-choice</a>. Fill out a paper application and mail to or drop it off at your county DSS office. Paper applications will also be available for pick-up at the local office or individuals may call the office at 252-559-6400 and request that an application be mailed to you. An application may also be faxed to the agency at 252-559-6381. CIP/Energy Programs CIP program is based on temperature 50 degrees – 5 and younger, 60 and over 40 degrees or lower – over 5 and under 60 Bill must be within three (3) days of disconnect Need copy of bill Need proof of income Clients may apply during working hours of 8-12. Clients should contact the office at 252-559-6295 or 252-559-6296 for additional questions, information or concerns. All other Emergency Assistance Programs – Clients can apply during hours of operation. NEMT – Medical Transportation 1. Request travel assistance during working hours of 8 – 12 2. Use message line – (252) 559-6280 to request assistance with transportation needs. 3. Clients should contact the office at 252-559-6270, 252-559-6272, or 252-559-6273 for additional questions, information or concerns.</p>	
Lincoln	Normal operations; client encouraged to use online, phone, fax, email.	
Macon	Macon County Government Offices remain open and continue to operate on a regular schedule.	
Madison	20 of the 49 employees have been sent home to work. DSS is otherwise open	
Martin	Martin County has restricted access to all government facilities, only allowing public to come in between the hours of 9 till 1.	
McDowell	Normal operations	
Mecklenburg	<p>The Department of Social Services is temporarily closed to the public. However, we are still providing all of our services by telephone, mail, and online. If you want to file an application for benefits, call 704-336-3000 to apply by phone.</p> <p>The date you call us will be used as your date of application even if we have to mail the application to you. You can also apply for some programs online at <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. If you are turning in paperwork at our office (301 Billingsley Road, Charlotte), place it in the gray drop box in the parking area.</p> <p>If you came to our office because of a deadline or for an appointment, we will not cut off your benefits or penalize you for missing that. If you want to file an appeal, you can do that by calling 704-336-3000. If you would like to report a change, call us 704-336-3000. If you have an emergency, be sure to mention that when you call.</p>	<p>Yes, Meck County has issued a Stay At Home Joint Proclamation effective Thursday 3/26/2020 @ 0800 hrs. Human Services Operations. For purposes of this Proclamation, individuals may leave their residence to work for or obtain services that are not available via online or mail-in applications, and telephone interviews at any Human Services Operations, or Medicaid providers that is providing services to the public and including state-operated, institutional, or community-based settings providing human services to the public. Human Services Operations include, but is not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.</p>
Mitchell	County Buildings closed to the public, telephone numbers posted for all county offices. County offices are seeing people on an as needed appointment only basis only at this time.	
Montgomery	Closed to public with the following exceptions: Medicaid Special Assistance applications will be taken in-person by appointments; Child Protective Staff will be split-with one half of staff working field operations and one-half performing administrative operations; Adult Protective Staff will be similarly divided to provide services and to limit exposure risks; Econ Services, Child Support, and Administration will perform services via telephone, email, and fax. Residents may utilize the drop-box located at the Administration entrance of the building at 102 East Spring Street, Troy. Residents should call (910) 576-6531 for information. Fax# (910) 576-5016	
Moore	Normal operations; clients encouraged to use online, phone, fax, email	

Nash	<p>We have made some temporary changes to our lobby to provide the recommended 6-foot distance between our customers and staff.</p> <p>Please call 252-459-9818 for assistance and follow the prompts:          Food and Nutrition Services – Press 1          Adult Medicaid and all SSI Recipients – Press 2          Family and Children’s Medicaid – Press 2</p> <p>For your convenience please note that the following websites can be utilized to submit online Food and Nutrition and Medicaid applications:  <a href="http://www.epass.nc.gov">www.epass.nc.gov</a>  <a href="http://www.ncdhhs.gov">www.ncdhhs.gov</a></p> <p>Customers may fax completed applications or other information regarding Food and Nutrition Services and Medicaid to 252-459-1373.</p>	
New Hanover	Normal operations	
Northampton	Northampton County Local Government Offices are closed to the Public until further notice.	
Onslow	100-120 cars a day through their drive-up curb service, Suspending in-person visitation for 30 days, Suspending youth group services, PEERS day-care is suspending services, Holding last in-person parenting class today – moving to virtual classes, EPASS has seen an increase in activity, APS has seen a 50% decrease and CPS also has a decrease since the first of the month.	
Orange	To be determined	<p>Yes, This Declaration is to take effect March 27, 2020 at 6:00p.m. and remain in effect until April 30, 2020 at 5:00p.m. Human Services Operations. For purposes of this Order, individuals may leave their residence to work for or obtain services that are not available via online or mail-in applications, and telephone interviews at any Human Services Operations. Human Services Operations include, but are not limited to: long-term care facilities; residential settings and shelters for adults, seniors, children, and/or people with developmental disabilities, intellectual disabilities, substance use disorders, and/or mental illness; transitional facilities; home-based settings to provide services to individuals with physical, intellectual, and/or developmental disabilities, seniors, adults, and children; field offices that provide and help to determine eligibility for basic needs including food, cash assistance, medical <a href="http://www.orangecountync.gov">www.orangecountync.gov</a>. Protecting and preserving – People, Resources, Quality of Life Orange County, North Carolina – You Count! (919) 245-2130 coverage, child care, vocational services, rehabilitation services; developmental centers; adoption agencies; businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged individuals, individuals with physical, intellectual, and/or developmental disabilities, vulnerable populations, or otherwise needy individuals. Human Services Operations shall be construed broadly to avoid any impacts to the delivery of human services, broadly defined.</p>
Pamlico	<p>Pamlico County Government and Businesses have remained open and operating under Governor Cooper’s current Executive Orders. Logistically and Economically it is hard decision to determine if Government and/or Businesses need to be ordered to close. In addition to Emergency Services, Health Care Providers, and Commerce, Pamlico County Government continues to remain open and local businesses continue to remain open as they are an integral part of basic needs and necessities of every day functions. Government and Businesses also employ personnel from not only inside Pamlico County, but surrounding Counties as well.</p>	
Pasquotank	<p>The screening Triage Station is operated by Albemarle Regional Health Services (ARHS) and does include temperature readings for fevers. If you pass the screening station with no ‘red flags’, you will be directed to the DSS front desk to conduct as much business as possible in an effort to reduce the risk of transmission and physical contact with staff. If you do not pass the screening station, you will be redirected outside of the building at which time a worker will contact you by phone or meet you outside to conduct business. Services conducted outside will be done with respect to everyone’s safety, health and well-being at a minimal distance of 6 feet. With respect to confidentiality, we will seek to obtain as much information as possible by phone or other means and will have an alternate location in the parking lot away from other customers. Individuals can apply for benefits (Adult Medicaid, Family &amp; Children’s Medicaid, Food &amp; Nutrition Services) through the ePass website and options are available to print an application and mail in/drop off if preferred. <a href="https://epass.nc.gov/CitizenPortal/application.do">https://epass.nc.gov/CitizenPortal/application.do</a>. At this time, the following programs require an in-person application and cannot be completed online: <input type="checkbox"/> Work First Family Assistance/Employment Services <input type="checkbox"/> Including Recertifications <input type="checkbox"/> Medicaid for Special Assistance. Pasquotank-Camden Emergency Management has secured a tent, locally, for Pasquotank DSS for use for triage.</p>	

Pender	Pender County officials urge residents to call or email county departments for assistance before visiting county offices. Effective Wednesday, March 25, the county requires appointments for in-person visits. Social Services, Food Stamps, and WIC: 910-259-1240 <a href="http://www.pendercountync.gov/hhs/health-human-services/departments-of-social-services/food-nutrition/">http://www.pendercountync.gov/hhs/health-human-services/departments-of-social-services/food-nutrition/</a>	
Perquimans	Perquimans County offices are encouraging their customers to conduct business with the County either electronically or by telephone if possible. -Effective March 20, 2020 at 12 p.m., Department of Social Services has closed its public lobby until further notice. All business will be handled by phone or electronically and there is a Drop Off Box in the foyer of the building for paperwork.	
Person	Walk in clients may apply on paper with phone interview later.	
Pitt	All clients will be served. Encouraging citizens to not bring at-risk individuals to the agency or come if you are sick.	Yes, The order is set to last for two weeks from 5:00 PM on Wednesday, March 25, 2020, until April 8, 2020, with a scheduled reevaluation afterwards. Organizations that provide charitable and social services. Business that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals.
Polk	We continue to meet with community stakeholders daily to discuss their operations and needs. There has been a message line set up to answer COVID-19 questions. The hours of this line is 8:30am until 5:00pm. You can call 2-1-1 for information and if they cannot answer the question they will transfer you to the county line. If you call after 5:00pm you will be able to leave a message and someone will call you back the following day.	
Randolph	DUE TO COVID-19, DSS is not offering in-person services at this time. You may still apply by using e-Pass (see link on this page) or you may pick up a paper application at the entrance to the building at 1512 N. Fayetteville Street, Asheboro, NC. DSS Staff is still working to make sure you get the services needed. You can drop information or applications off at the drop box near the entrance, or send them electronically by email to your case worker. For more information call: (336) 683-8000 (Main Phone). Child Abuse reports are still being taken on our CPS Hot Line (336) 683-8200, or call 911 after normal business hours. Adult abuse reports are still being taken on our APS Hot Line (336) 683-8300, or call 911 after normal business hours.	
Richmond	Closed to the public- Business only by drive thru and telephone; COVID-19 Hotline 910-417-4947.	
Robeson	Normal operations	
Rockingham	Constituents are urged to please call 336.342.8100 to first determine if their needs may be met via phone, email, mail or online services. Then, starting Wednesday, March 18th, from 8 a.m. to 5 p.m., citizens entering the Governmental Campus, 371 NC Hwy. 65, in Reidsville, 27320, will drive to a bright red tent for Rockingham County Governmental Center; OR a bright green tent for Rockingham County Health & Human Services (DSS). A county representative will greet and talk to each driver about his/her needs and contact the specific county department who can assist. The county department will call the driver with details on how they can assist them and next steps to follow. This new, Monday through Friday procedure, will steer visitors from county lobby areas to support social distancing, Customers will receive personal service regarding specific needs when they talk with a county representative assisting them near the tent. Citizens are asked to please bear with these changes for the time being in order to protect all involved. This process will remain in place as county officials regularly evaluate needs based on recommendations from the Centers for Disease Control and Prevention (CDC) and the NC Dept. of Health & Human Services/Division of Public Health.	
Rowan	Under authority of NCGS § 7B-905.1, Rowan County Social Services Director Donna Fayko has temporarily suspended visitation for foster youth as covid-19 makes in-person visitation inconsistent with the child's health and safety as well as the safety of the community at-large. Virtual visits will be arranged for parents through Skype, Facetime and Zoom. It is important that parents stay in contact with their social workers. General contact number for child welfare is 704-216-8440. This process will be reviewed in 30 days.	
Rutherford	The COVID-19 crisis is unprecedented and presents many challenges for all of us. The Department of Social Services realizes that our services are essential for many of our citizens to ensure that their needs are met and to protect vulnerable children and adults. While we will continue to provide all services and are not closed to the public, we have put temporary procedures in place to protect both our consumers and our staff from potential exposure to COVID-19. Please click on above link or go to <a href="http://cms6.revize.com/revize/rutherfordnc/departments/social_services/index.php">http://cms6.revize.com/revize/rutherfordnc/departments/social_services/index.php</a> if you have questions or concerns. During the COVID-19 crisis, we are experiencing higher call volume than usual, so it may take longer for calls to be answered.	
Sampson	Normal operations; emphasizing phone interviews	
Scotland	Closed to the public-Staff are working normal operations, practicing social distancing.	
Stanly	Most County Offices as of Wednesday 3/25/2020 are closed to the public.	

Stokes	<p>IMPORTANT INFORMATION DURING THE COVID 19 CRISIS ALL MEDICAID AND FOOD AND NUTRITION APPLICANTS CAN APPLY ON-LINE AT EPASS.NC.GOV, BY MAIL, BY PHONE AT (336)593-2861 OR IN PERSON AT THE DSS OFFICE. IF YOU ALREADY HAVE ACTIVE MEDICAID, MEDICAID TRANSPORTATION, OR FOOD AND NUTRITION SERVICES AND YOU NEED TO REPORT A CHANGE, SUBMIT DOCUMENTATION, OR HAVE QUESTIONS CONCERNING YOUR ACTIVE CASE, YOU MAY CALL (336)593-2861, SEND A FAX TO (336)593-9362, OR SEND AN EMAIL TO YOUR DESIGNATED CASE WORKER. ALL CHILD SUPPORT CUSTOMERS MAY CALL 1-800-992-9457 FOR CASE RELATED INFORMATION, STATUS OF COURT CASES, UPDATE CASE INFORMATION, AND GIVE INFORMATION. CUSTOMERS MAY ALSO CALL (336)593-2861 TO SPEAK WITH THEIR CASE WORKER AROUND CASE INFORMATION, COURT INFORMATION AND UPDATES. TO ACCESS CASE INFORMATION, APPLY FOR CHILD SUPPORT, AND ACCESS RESOURCES ONLINE, VISIT NCCHILDSSUPPORT.COM/EOA/PARENTSINDEX.JSP. ***** LIEAP (LOW INCOME ENERGY ASSISTANCE PROGRAM) AND CIP (CRISIS INTERVENTION PROGRAM) APPLICATIONS CAN BE MADE OVER THE PHONE BY CALLING (336)593-2861 OR IN PERSON AT THE DSS OFFICE. ALL PROGRAM INTEGRITY (FRAUD) REPAYMENTS OR CHILD SUPPORT APPLICATION FEES CAN BE MADE VIA MAIL WITH MONEY ORDER. PLEASE MAIL ALL PAYMENTS TO STOKES COUNTY DSS, PO BOX 30, DANBURY, NC 27016. ***** FOR PROTECTIVE SERVICES FOR CHILDREN AND ADULTS, REPORTS CAN BE MADE OVER THE PHONE BY CALLING (336)593- 2861 OR IN PERSON AT THE DSS OFFICE. WHEN THE OFFICE IS CLOSED, REPORTS CAN BE MADE BY CALLING (336)593-8139. ***** For more information, call us at (336)593-2861 or visit <a href="http://www.co.stokes.nc.us/dss">www.co.stokes.nc.us/dss</a>.</p>	
Surry	Normal operations	
Swain	Swain County Government offices are open with limited access. Lobby services only; phone in lobby to connect to worker if needed.	
Transylvania	Normal operations-DSS staff on buses to help evaluate any needs the children may have as the buses deliver meals.	
Tyrrell	Normal operations	
Union	Closed to the public-Staff will continue to work and all essential programs and services will be provided via website, telephone, email, and drop off box. UC Buildings will be closed to the public beginning 3/23/2020. A detailed list of closures is located on the county website. <a href="http://www.unioncountync.gov/news/union-county-government-service-changes">http://www.unioncountync.gov/news/union-county-government-service-changes</a>	
Vance	County Government offices remain open as usual.	

Wake	<p>Wake County is working to ensure residents can continue to access services while practicing social distancing to avoid spreading COVID-19. In some cases, services have been expanded to serve people who have been affected by the virus.</p> <p><b>Medicaid</b> To apply for Medicaid, people have four options: You may apply online at <a href="http://epass.nc.gov">epass.nc.gov</a>. Mail completed, signed applications to: Wake County Human Services, P.O. Box 46833, Raleigh, N.C. 27620. Fax completed, signed applications to 919-212-7028. You may apply by calling 919-212-7000. Medicaid questions can be emailed to <a href="mailto:FCMAintake@wakegov.com">FCMAintake@wakegov.com</a>.</p> <p><b>Food and Nutrition Services</b> To apply for food and nutrition services, people may: Apply online at <a href="http://epass.nc.gov">epass.nc.gov</a>. Mail applications to: Wake County Human Services, P.O. Box 46833, Raleigh, N.C. 27620 Fax completed, signed applications to 919-212-7028. Questions related to Food and Nutrition Services can be emailed to <a href="mailto:foodandnutrition@wakegov.com">foodandnutrition@wakegov.com</a>. If you need to speak to your case worker, call 919-212-7000.</p> <p><b>Energy Assistance</b> Most utility providers are not currently disconnecting service during the COVID-19 outbreak. However, you can obtain an application for energy assistance by calling 919-212-7000 or downloading an application here. You may apply for the low-income energy assistance program until March 31 by completing this application.</p> <p><b>Child Protective Services</b> The county will no longer accept walk-ins at any location. For questions about child welfare services, call 919-212-7000. If you suspect child abuse or neglect, call the Wake County report line at 919-212-7990 (English) or 919-212-7963 (Spanish) between the hours of 8:30 a.m.–5 p.m. If a child is in immediate danger, call 9-1-1.</p> <p><b>Childcare Subsidy</b> To apply for assistance with childcare costs, email <a href="mailto:childcaresubsidy@wakegov.com">childcaresubsidy@wakegov.com</a>. Questions about childcare subsidy can be answered by calling 919-212-7000.</p> <p><b>Work First Benefits</b> Work First family assistance assessments and application interviews will be conducted by phone. Please call 919-212-7846 for an interview.</p> <p><b>Public Transportation</b> GoTriangle is continuing to update its bus and shuttle services in response to COVID-19. Changes affect the routes run by GoRaleigh, GoCary and GoWake Access, as well as routes that run beyond Wake County. Riders may call 919-485-RIDE for info.</p> <p><b>Other Changes to County Services</b> As the COVID-19 situation continues to evolve, the health and welfare of our community remains the county's top objective. As a result, the county is pausing or curtailing some services. <a href="#">Click here for a full list of changes.</a></p>	Yes, Stay-at-home order in effect on Friday, March 27, at 5 p.m. Organizations that provide charitable and social services. Business that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals.
Warren	As of March 23, 2020 at 5:00 pm, all Warren County are closed to the public. Staff will continue to report to work on their regular schedules and will be available to serve the public via phone/email/and other electronic or restricted means where appropriate. Residents should call Social Services with questions and mail in recertifications. Residents are also encouraged to use the drop box. All visitors to the building will be screened prior to entrance. For more information, contact Social Services at 252-257-2202.	
Washington	Effective Thursday, March 26, 2020 at 8:30AM most Washington County Offices and Facilities will be closed to the public with some limited exceptions. In many instances business can be transacted using online/phone/or drop box measures including: The Department of Social Services will accept and process Crisis Intervention Program (CIP) applications by telephone. Call 252-793-4041 for more information.	
Watauga	Closed to the public except for essential services; services accessible via phone/email; Clients asked to leave all paperwork for worker; worker will call to complete process.	
Wayne	Limiting public access to certain County Departments. Encouraging online tools as much as possible.	
Wilkes	Normal daily operations with restrictions on entering buildings, Lobby services only	
Wilson	County offices are operating as normal, with some practices put in place to reduce exposure potential. No County offices have been closed. Limited face to face interactions.	



































