

SAMPSON COUNTY
DEPARTMENT OF SOCIAL SERVICES
CLINTON, NORTH CAROLINA 28328

360 COUNTY COMPLEX RD
SUITE 100

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SAMPSON COUNTY DSS CORONAVIRUS (COVID-19) INFORMATION

**Last updated Friday, May 22, 2020 1pm*

Due to COVID-19, DSS has modified operations. As circumstances evolve, continual adjustments will be made and shared.

Effective March 30, 2020:

- The Agency will remain open but with limited staff.
- Staggered, rotating work schedules will begin for employees. Fewer staff will work within the office using social distancing and personal protection equipment. Many staff will be home-based/teleworking.
- Our Continuity of Operations Plan is in place with assistance being provided based on legal requirements and need.
- To limit exposure and protect everyone, visitors are screened by the Health Department upon entry to the building
- The front entrance to Health and Human Services is closed, back entry only.
- Almost all DSS services can be handled without visiting the Agency.
- Switchboard operations have been expanded to improve customer service and a telephone call to **910-592-7131** may satisfy your questions or concerns.
- Visitors are being served in a safe manner from the main lobby and interpreter services are available.

Service Information/Program Modifications are as follows:

- Child or adult abuse and neglect reports should continue and will be handled 24/7. Call the Agency during the weekday at **910-592-4200** or **910-592-7131**, call EM Communications at **910-592-1151** or **911** anytime.
- General adult service needs are continuing as normal within the Agency.
- To apply for Food Assistance (FNS) or Medicaid (including Long Term Care):
 - Go online through ePASS (epass.nc.gov)
 - Mail/Drop Off/Fax (910-592-4297) a paper application
 - Call for service by phone or visit the Agency
- To apply for Subsidized Child Care Assistance:
 - Call for service by phone or visit the Agency
- To apply for Work First:
 - Call for service by phone or visit the Agency
- To apply for CIP (Crisis Intervention Program):
 - Call for service by phone or visit the Agency
 - At this time, a disconnect notice is no longer needed for CIP – only a past due or final notice is required.
- To apply for Child Support:
 - Go online at ncchildsupport.com
 - Call for service by phone or visit the Agency

Other Information:

- All students regardless of age who are enrolled in either the Sampson County or Clinton City School System will receive P-EBT benefits.
 - Qualified households with an active FNS case will have these benefits uploaded to their existing card for each eligible school-aged child. If data can't be matched with the active FNS case for any eligible child, a separate card may be mailed.
 - Non-FNS households with one or more eligible school-aged child will receive a P-EBT card in the mail. This card will look different from the EBT card used for regular FNS benefits. It will be black and white with an apple on the front of the card.
 - Call 1-888-622-7328 or visit www.ebtedge.com for assistance with activation of an EBT card
 - Staff at the Sampson County Department of Social Services can assist with questions such as:
 - “Why didn't I receive benefits for all eligible children in my home?”
 - “My neighbor received a card yesterday. Why don't I have my card yet?”
 - “What should I do if I receive a card for a child that is not living with me?”
 - Call 910-592-7131 for answers to these questions as well as other similar P-EBT related questions.

- Effective May 6, 2020 NC FNS participants are now able to purchase groceries online using their EBT cards at authorized online EBT retailers. Amazon and Walmart are the only authorized retailers approved for online FNS purchases.

- Case recertification for anyone already receiving Medicaid, Food Assistance (FNS), Workfirst and Childcare does not require an office visit. FNS and Medicaid certification periods are being automatically extended by the State.

- Medicaid Transportation Services remain available by phone call to the Agency (910-592-7131) anytime

- An internal drop box is in the main DSS lobby & an external drop box is at the back entrance (for any program).

- Payments can be made via the mail or within the office.

- NC Health Choice fees have been temporarily waived.

- Court operations for Child Support and Child/Adult Services have been limited. Individuals are receiving more information by phone and calls to the Agency (as needed) are encouraged.

If you visit our Agency, our Customer Service Center (The HUB) remains open in the main lobby.

Services include:

- Computer/Internet access (personal use for online services – file for unemployment, etc.)

- Various community resources are provided – food bank operations, housing options, other county services, etc.

- A lobby phone is available for use as needed.