



## NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

### **Disaster Food and Nutrition Services: Questions and Answers**

#### **What Are Disaster Food and Nutrition Services Benefits?**

Disaster FNS Benefits are available to residents of Guilford and Rockingham counties who suffered loss due to severe weather on April 15, 2018, and were living in the impacted areas at the time of the disaster. Not everyone will be eligible for these benefits, as certain eligibility criteria must be met.

You can only apply for yourself and individuals who lived with you before the severe weather occurred.

#### **How Do I Apply?**

You must file an application for benefits at your county's designated application site. Your application must be truthful, and report all income, resources, and disaster expenses accurately.

A county department of social services worker will interview you and go over your application with you. If you do not understand a question, ask the worker to explain it during the interview.

Every household that receives disaster FNS benefits is subject to review or audit.

If you are unable to apply in person, you may designate (with a signed statement from you) someone to represent you and apply on your behalf.

#### **What Verifications Will I Need to Complete My Application?**

- Identification: Photo ID or any other document that verifies your identity
- Residency (if possible)
- You can use utility bills, tax bills, or insurance policies, or a collateral (friend, employer, pastor, etc.)
- Social Security Number and date of birth for each household member (do not need Social Security Cards, just the number)
- Amount of take home pay for each household member between April 15, 2018 and May 14,

2018

### **How Will We Determine Your Eligibility?**

Your total income received (or expected to be received) between April 15 and May 14, plus available resources, minus deductions for unreimbursed disaster-related expenses, must not exceed federal income limits.

### **How and When Do I Get My Disaster Food and Nutrition Services Benefits?**

All Disaster FNS Benefits are placed on an Electronic Benefits Transfer (EBT) card. You will receive an EBT card from the worker if you are eligible, after you complete your application. If you need assistance with using your EBT card, you may contact the NC EBT Call Center at 1-888-622-7328.

### **What Can I Use the Food and Nutrition Services Benefits For?**

You may use your EBT card at any store that accepts FNS EBT cards. Only food, seeds, or plants for a garden to grow food may be purchased with the EBT card. You may also purchase infant formula, ice, and drinking water. You **cannot** purchase paper items, soap, vitamins, diapers, medicine, pet foods, tobacco, or alcoholic beverages with your benefits.

### **Penalties**

You must tell the truth when you apply for FNS Benefits. Anyone who gives false information will have to pay back any FNS benefits that they are not eligible for.

Do not sell or give away your EBT card and/or FNS Benefits.

It is illegal to receive Disaster FNS Benefits twice for the same disaster. Anyone who receives benefits they are not entitled to will be required to pay them back. All State Employee and County Social Services employees who receive Disaster FNS Benefits will be audited at a later time.

If you intentionally break the rules of the program or give false information, you may be permanently disqualified from the FNS Program and may be fined up to \$250,000 and/or jailed up to 20 years.

### **Hearings**

Any household denied Disaster Food and Nutrition Services Benefits is entitled to request a fair hearing. You can request this at your county department of social services.

### **Ongoing Food and Nutrition Services Benefits**

The application is for temporary Disaster Food and Nutrition Service Benefits only. If you want

to apply for the regular FNS Program to receive ongoing benefits, you must apply separately.

**Department of Social Services Locations, Hours of Operation**

**Guilford County DSS**

Location

1203 Maple Street  
Greensboro, NC 27405

Hours of Operation

Thursday, May 17 and Friday, May 18: 8 a.m.–5 p.m.

Saturday, May 19: 9 a.m.–1 p.m.

Sunday, May 20: 1–4 p.m.

Monday, May 21: 8 a.m.–5 p.m.

**Rockingham County DSS**

Location

411 NC Highway 65  
Wentworth, NC 27375

Hours of Operation

Thursday, May 17 and Friday, May 18: 8 a.m.–5 p.m.

Saturday, May 19: 9 a.m.–1 p.m.

Sunday, May 20: 1–4 p.m.

Monday, May 21: 8 a.m.–5 p.m.

**Thank you for your cooperation and patience during the application process.**