

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

People in 25 western NC counties and the Eastern Band of Cherokee Indians households who reside in the 28719 zip code impacted by Hurricane Helene can apply to receive a one-time benefit to help buy food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP).

Pre-registration:

Beginning October 15, 2024 through October 24, 2024, eligible households can pre-register for assistance through the online ePass Pre-registration Tool at epass.nc.gov.

Once the pre-registration is completed, applicants will be issued a confirmation number and will need to call 1-844-453-1117 between Oct. 18 and Oct. 24 to complete the interview part of the application.

Apply for Benefits:

Beginning October 18, 2024, eligible households may apply by calling the D-SNAP Virtual Call Center at 1-844-453-1117 from 8 a.m.-4 p.m., Monday through Friday, and from 9 a.m. to noon on Saturday and Sunday.

To manage call volumes, individuals are asked to call on their assigned day based on their last name:

- 10/18: A-G
- 10/19: H-M
- 10/20: N-S
- 10/21: T-Z
- 10/22: Open to all
- 10/23: Open to all
- 10/24: Open to all

People may also apply in person by visiting any D-SNAP site from October 18 through October 24, 2024, from 8 a.m.-4 p.m., Monday through Friday, and from 9 a.m. to 2 p.m. on Saturday and Sunday. While people are encouraged to apply in their county of residence, they can apply in any of the counties

approved to implement D-SNAP. To find D-SNAP locations, visit ncdhhs.gov/DSNAP. Please note if you live on the Qualla Boundary in the 28719 zip code and you wish to apply in person, DSNAP applications are being taken on the Qualla Boundary at 1526 Acquoni Road, Cherokee, NC 28719.

Eligibility:

- Live in Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancey counties or be a member of the Eastern Band of Cherokee Indians (EBCI) residing in zip code 28719
- Have suffered losses/damages related to Hurricane Helene, such as damage to property or loss of income
- Have proof of identity and proof of residency (if available)
- Not currently be receiving benefits through the Food and Nutrition Services (FNS). People receiving FNS can also get extra help to buy food but do not need to fill out a D-SNAP application.
- Certain income and resource limits may apply.

For more information, visit ncdhhs.gov/fns.

D-SNAP Locations:

Alexander County

Alexander County Department of Social Services Office
604 7th St SW, Taylorsville, NC 28681

Alleghany County

Emerson Black Building
1375 Hwy 21 N, Sparta, NC 28675

Ashe County

Ashe Department of Social Services Office
150 Government Circle, Suite 1400, Jefferson, NC 28640

Avery County

Avery County Library (Basement)
150 Library Rd, Newland, NC 28657

Buncombe County

Buncombe County Health and Human Services
Buncombe Department of Social Services Office
40 Coxe Ave, Asheville, NC, 28801

Burke County

Burke County Department of Social Services Office
700 E Parker Rd, Morganton, NC 28655

Caldwell County

Former Walgreens Building
625 Harper Ave, Lenoir, NC 28645

Catawba County

Catawba County Department of Social Services Office
3030 11th Ave Dr SE, Hickory, NC 28602

Clay County

Clay County Department of Social Services Office
119 Courthouse Dr, Hayesville, NC 28904

Cleveland County

Cleveland County Schools Bus Garage
300 Kemper Rd, Shelby, NC 28152

Gaston County

Gaston County Health and Human Services, Gaston
County Department of Social Services Office
330 Dr. Martin Luther King Jr. Way, Gastonia, NC 28052

Haywood County

Haywood County Health and Human Services, Haywood
County Department of Social Services Office, 157 Paragon
Pkwy #300, Clyde, NC 28721

Henderson County

Blue Ridge Commons Shopping Center, 2111 Asheville
Hwy, Hendersonville, NC 28739

Jackson County

Jackson County Department of Social Services Office
15 Griffin St, Sylva, NC 28779

Lincoln County

Lincoln County Department of Social Services Office
1136 East Main St, Lincolnton, NC 28092

Macon County

Macon County Department of Social Services Office
183 Holly Springs Plaza, Franklin, NC 28734

Madison County

Madison County Department of Social Services Office
5707 US Hwy 25-70, Suite 1, Marshall, NC 28753

McDowell County

McDowell County YMCA gymnasium (bottom level)
348 Grace Corpening Dr, Marion, North Carolina 28752

Mitchell County

Mitchell County Department of Social Services Office
347 Longview Dr, Bakersville, NC 28705

Polk County

Polk County Health and Human Services Agency,
Human Services Building, 231 Wolverine Trail, Mill
Spring, NC 28756

Rutherford County

Isothermal Community College (ICC) Foundation
Performing Arts Center
286 ICC Loop Rd, Spindale, NC 288160

Transylvania County

Transylvania County Library (Rogow Room)
212 South Gaston St, Brevard, NC 28712

Watauga County

Watauga County Department of Social Services Office
132 Poplar Grove Connector, Suite C, Boone, NC 28607

Wilkes County

Wilkes County Department of Social Services Office
304 College St, Wilkesboro, NC 28697

Yancey County

Burnsville Town Center
6 South Main St, Burnsville, NC 28714

Eastern Band of Cherokee Indians Households Residing in Zip Code 28719:

Qualla Boundary

Qualla Boundary
1526 Acquoni Rd, Cherokee, NC 28719

Jackson County

Jackson County Department of Social Services Office
15 Griffin St, Sylva, NC 28779

