



Mailing address: PO Box 67, Burnsville, NC 28714 Site address: 320 Pensacola Rd, Burnsville, NC 28714
Phone Numbers: (828) 682-6148 or 682-2470

Coronavirus (COVID-19) Response – Yancey DSS

The North Carolina Department of Health & Human Services website has the latest information on Coronavirus COVID-19 in North Carolina and can be found at the following link:

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

With mandates and policies changing frequently, we are requesting residents call 682-6148 to ask questions or provide information in lieu of physically coming into the agency. Most programs are accepting applications over the phone. Several economic services programs are extending eligibility periods for clients currently receiving benefits.

To report **suspected abuse or neglect** call 682-2470 or the Sheriff's Department at 682-2124.

To inquire about or apply for **Food & Nutrition (Food Stamps)**:

- Clients can complete an application On-Line @ Epass.gov:
<https://epass.nc.gov/CitizenPortal/application.do>
- Pick up a paper application at the office. Paper applications are also available in a tote under the covered porch at the DSS office. You can also download an application at
<https://www.ncdhhs.gov/assistance/low-income-services/food-nutrition-services-food-stamps>
Complete the application and put in the drop box in the parking lot at the front of the building, mail it to the agency, fax it to the agency at (828) 682-6712, or email it to
cynthia.mcintosh@yanceycountync.gov
- Call the agency at 682-6148 to complete a telephone application and interview.

To inquire about or apply for **Medicaid or Health Choice**:

- Clients can complete an application On-Line @ Epass.gov:
<https://epass.nc.gov/CitizenPortal/application.do>
- Pick up a paper application at the office. Paper applications are also available in a tote under the covered porch at the DSS office. You can also download an application at
<https://medicaid.ncdhhs.gov/medicaid/get-started/apply-for-medicaid-or-health-choice#forms>.
Complete the application and put in the drop box in the parking lot at the front of the building, mail it to the agency, fax it to the agency at (828) 682-6712, or email it to
Pamela.Foster@yanceycountync.gov
- Call the agency at 682-6148 to complete a telephone application and interview.

To inquire about or apply for **Work First:**

- Pick up a paper application at the office. Paper applications are also available in a tote under the covered porch at the DSS office. Complete the application and put in the drop box in the parking lot at the front of the building, mail it to the agency, fax it to the agency at (828) 682-6712, or email it to sarah.street@yanceycountync.gov
- Call the agency at 682-6148 to complete a telephone application and interview.

To inquire about or apply for **Child Support:**

- Pick up a paper application at the office. Paper applications are also available in a tote under the covered porch at the DSS office. You can also download an application at <https://ncchildsupport.com>.
- Complete the application and put in the drop box in the parking lot at the front of the building, mail it to the agency, fax it to the agency at (828) 641-9788, or email it to lisa.harrell@yanceycountync.gov
- Call the agency at 682-6148 to complete a telephone application and interview.

To inquire about or apply for **Child Care Subsidy:**

- Pick up a paper application at the office. Paper applications are also available in a tote under the covered porch at the DSS office. Complete the application and put in the drop box in the parking lot at the front of the building, mail it to the agency, fax it to the agency at (828) 682-6712, or email it to sharon.hoover@yanceycountync.gov
- Call the agency at 682-6148 to complete a telephone application and interview.

To inquire about or apply for **Energy Assistance (LIEAP):**

Currently, there is no funding available for energy assistance.