100 County Call

D-SNAP Overview October 17, 2024





D-SNAP OVERVIEW

D-SNAP applications will be accepted during the **seven (7) consecutive days** of the D-SNAP program from **October 18, 2024 through October 24, 2024**

Note: The **benefit period** covered by the D-SNAP waiver is September 25, 2024, through October 24, 2024.

D-SNAP IA Counties		Households have 2 Options to Apply for D-SNAP			
Alexander Alleghany Ashe Avery Buncombe Burke Caldwell Catawba Clay Cleveland Gaston Haywood Henderson EBCI residents i	Jackson Lincoln Macon Madison McDowell Mitchell Polk Rutherford Transylvania Watauga Wilkes Yancey n ZIP Code 28719	 1. By Telephone Through the D-SNAP Call Center and selecting the option to reach the D-SNAP line (1-844-453-1117). 	 2. In Person At one of the 25 county locations for counties approved to operate D-SNAP At one of the 2 locations for Eastern Ban of Cherokee Indians (EBCI) households residing in zip code 28719, on the Qualla Boundary or at Jackson County DSS. 		



CALL CENTER WORKFLOW

Two ways people can apply for D-SNAP via the D-SNAP virtual call center:

Submit a D-SNAP pre-registration via the **ePASS Pre-registration Tool** at **www.epass.nc.gov** from October 15 through October 24, 2024



Once the pre-registration is completed, a confirmation number will be issued and applicants will need to **call the D-SNAP virtual call center at 1-844-453-1117** to complete the interview before the close of the D-SNAP program (October 24, 2024, at 4:00 PM).



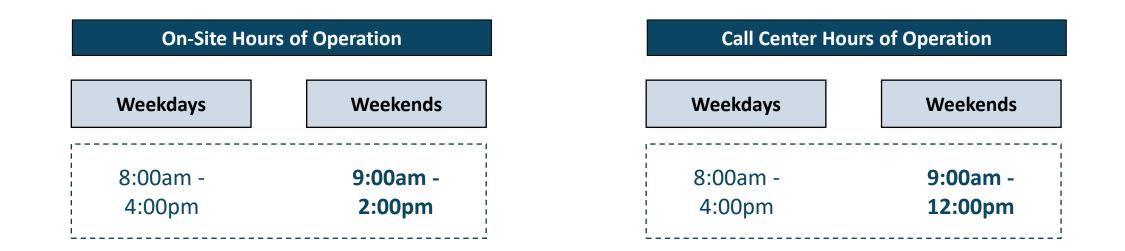


Call the D-SNAP virtual call center at 1-844-453-1117 to complete the application and interview before the close of the D-SNAP program (October 24, 2024, at 4:00 PM).





However, the hours of operation for the on-site D-SNAP and Call Center are different





People are encouraged to apply for D-SNAP by calling the D-SNAP virtual call center on their assigned day by last name (see below for assignments by first letter of last name).

Applicants will not be turned away if they call any time during the D-SNAP application period.



D-SNAP applications sent in via e-mail or fax will not be accepted

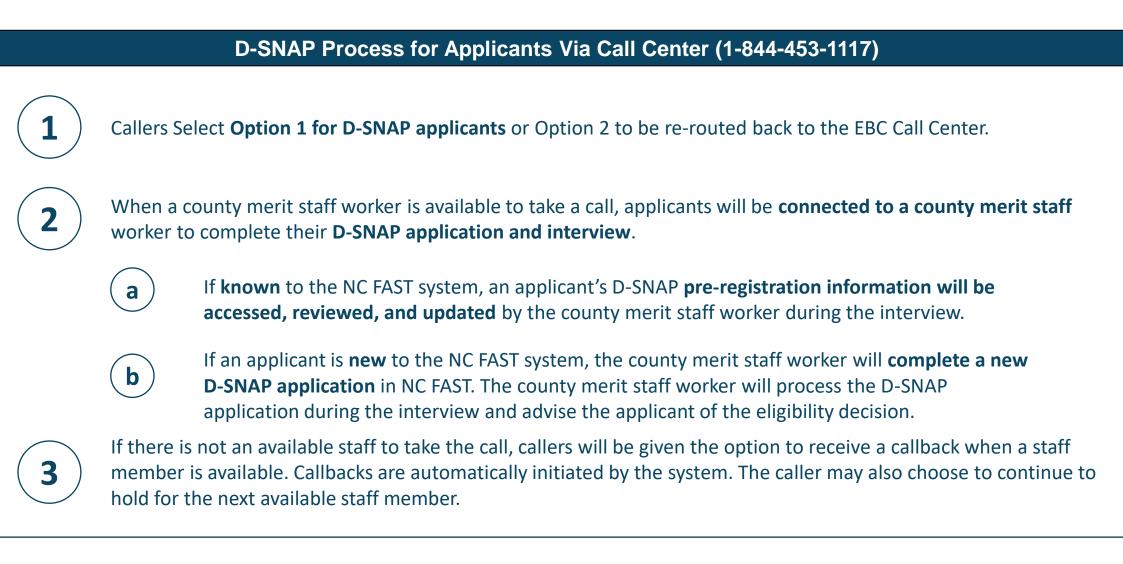
D-SNAP Applicant Call-In Date Assignment				
Oct. 18	A – G			
Oct. 19	H – M			
Oct. 20	N – S			
Oct. 21	T – Z			
Oct. 22	Open to all			
Oct. 23	Open to all			
Oct. 24	Open to all			



DSNAP Call Center Staffing Details:

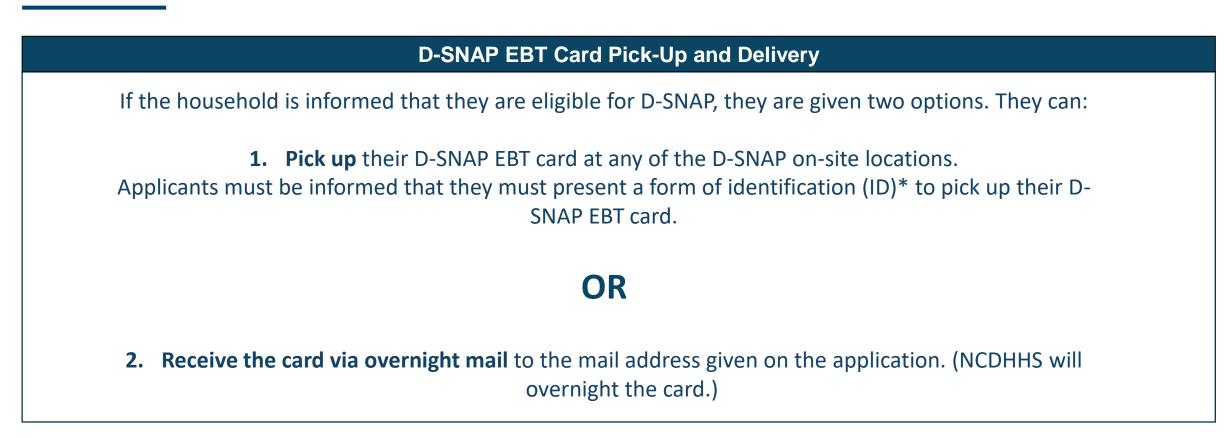
- The D-SNAP Call Center will be staffed by **county merit staff** from non-disaster counties
- County merit staff will take D-SNAP applications and **perform all interviews** in the D-SNAP virtual call center.
- Call Center Staff has received (or will receive) training on D-SNAP policy and the call center platform from **October 15th through October 17th**.
- State staff will also provide staffing support as part of the regular EBT call center to **answer ancillary questions**, for example:
 - Where people can apply for D-SNAP in person
 - Where people can pick up their D-SNAP card
 - How to PIN their DSNAP card
 - Receiving complaints







D-SNAP CALL CENTER OPERATIONS – OPTIONS TO GET CARD



*Note: If an applicant cannot access their ID due to storm-related damage, on-site county staff will use the same identity verification method employed during the phone application process or provide collateral contact (see Part E, Verifications).



D-SNAP CALL CENTER OPERATIONS – CARD PICK-UP AND BENEFITS AVAILABILITY

Card Pick-Up				
Scenario	Action			
Applicant is unable to pick up their card or fails to pick up their card by 12pm the day after being approved .	The state office will overnight the D-SNAP EBT card to the household via overnight mail to the specified mailing address given on application.			
Applicant calls to apply for D-SNAP on the last day of the D-SNAP operating period (i.e., October 24, 2024) and requests to pick up the card in person .	The call center staff must ask them if they can pick up their card that day at one of the D-SNAP sites by 4:00pm .			
period (i.e., October 24, 2024) and requests to pick up the card in person.	If they cannot or do not, the state office will overnight the card to the mailing address listed on the application.			

D-SNAP Benefits Availability

If the household is eligible, D-SNAP Benefits will be **available to the household within three (3) calendar days** from the D-SNAP interview being completed.



D-SNAP SUCCESS IS BUILT TOGETHER – HOW WE'RE ALL SUPPORTING D-SNAP

- NC DHHS sent out a request for non-impacted counties to support their IA neighbors in the West through Call Center staffing and **you delivered**!
 - We received responses from **54** out of **73** non-impacted counties with **480+** unique participants resulting in nearly **220** full time volunteers on average over the 7-day D-SNAP period

	DSNAP Dates and Times						
	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
	18-Oct	19-Oct	20-Oct	21-Oct	22-Oct	23-Oct	24-Oct
	8:00-4:00+	9:00-12:00+	9:00-12:00+	8:00-4:00+	8:00-4:00+	8:00-4:00+	8:00-4:00+
Total FTEs	212	204	209	216	226	233	223

- We conducted 3 types of policy-focused trainings (1,100+ attendees on Day 1 alone) and have more trainings today.
 - Session 1: Call Center Volunteers Training: 250 attendees, 16 from IA counties
 - Session 2: Onsite IA County Training: 512 attendees, 466 from IA County attendees
 - Session 3: Onsite IA County Training: 440 attendees, 389 from IA County attendees
- We conducted 4 CXONE/Phone System training for Call Center support and will be hosting office hours (more on this in a following slide) and 2 more trainings today.
 - **CXONE Phone System training for Call Center Support (Non-IA Counties)**: 448 total attendees through the first 4 trainings.
- We developed a script and additional resources for the Call Center to accompany the training



HOW ARE COUNTY PARTNERS SUPPORTING?

- Non-impacted counties have provided great response to our request to staff the call center keep them coming!
 - THANK YOU! We would still gladly accept more support on the Call Center to handle applications
- Many counties have connected directly with disaster counties and are providing staff to assist on-site or key paper applications
 - THANK YOU!



TRAINING MATERIALS, RESOURCES, AND OFFICE HOURS

Training Materials and Resources

- DCDL Hurricane Helene D-SNAP (revision sent to DSS Directors listserv at 1:48PM)
- All training content and resources, including D-SNAP guidance, are now available within the Learning Gateway. The site is open to any county user and can be found within the FNS Disaster Presentation course. Content includes:
 - NC FAST System Hours Updates
 - NC FAST Disaster Support Help Desk
 - DCDL Hurricane Helene D-SNAP Guidance
 - Training Content (Onsite, Call Center, Neighbor Helping Neighbor, and NICE CX-ONE guides and videos)
 - D-SNAP Signage & Posters
 - D-SNAP Flyers
 - D-SNAP Sample Applications

CXONE System Office Hours

Virtual Office Hours will be held today from <u>4:00pm – 6:00pm EST</u> (see link)

- Please drop by to have any unanswered questions addressed.
- ✤ A final Q&A will also be sent to everyone as a quick reference guide.



Learning Gateway Link: https://ncfasttraining.nc.gov/login/index.php

Training Dates and Times				
 CXONE Training for Call Center Systems 10/15: 12-1pm, 2-3pm 10/16: 12-1pm, 2-3pm 10/17: 12-1pm, 2-3pm 	 D-SNAP Training for IA Counties 10/15 - 11:00 am - 1:15 pm 10/15 - 2:00 pm - 4:15 pm 10/17 - 11:00 am - 1:15 pm 10/17 - 2:00 pm - 4:15 pm 			
 D-SNAP Training for Call Center Volunteers 10/15 - 8:15 am – 10:30 am 10/17 - 8:15 am – 10:30 am 	 <u>D-SNAP Training for Helping Counties</u> 10/16 – 8:15 am – 10:30 am 			



BEST PRACTICES FOR COUNTIES ADMINISTERING D-SNAP



- Have law enforcement on site for card security and crowd control or potential problem clients
- Provide water (USDA requirement) and snacks for diabetic applicants (recommendation)
- Map out parking provide parking guides
- Provide a check-in table and an application table
- Provide line guides so orderly lines can form; plan to have plenty of space for long lines



Providing water and bathrooms on-site are a USDA requirement



For counties operating D-SNAP, if you have questions once D-SNAP begins from October 18, 2024 to October 24, 2024, please direct questions to your assigned on-site state staff person who be your liaison to get timely answers.

If the training resources, DCDLs, site contacts, and other information and resources do not address what you need, please reach out to the following NC Department of Health and Human Services contacts:

D-SNAP Policy and Operations

Madhu Vulimiri, MPP – madhu.vulimiri@dhhs.nc.gov Deputy Director Division of Child and Family Well-Being NC Department of Health and Human Services

Allison W. Smith – allison.smith@dhhs.nc.gov Deputy Director Division of Social Services, Economic and Family Services NC Department of Health and Human Services

D-SNAP Call Center Operations

For issues with the CXONE phone system, please email any questions to <u>EBT.CSC.Internal.Leads@dhhs.nc.gov</u>. This email address is well monitored, and someone will reply as quickly as possible.

Malcolm (Eric) Meadows – <u>Malcolm.Meadows@dhhs.nc.gov</u> Manager Division of Social Services, EBT Call Center <u>NC Department of Health and Human Services</u>

