

100 County Call

D-SNAP Overview

October 17, 2024



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



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

Alexander	Jackson
Alleghany	Lincoln
Ashe	Macon
Avery	Madison
Buncombe	McDowell
Burke	Mitchell
Caldwell	Polk
Catawba	Rutherford
Clay	Transylvania
Cleveland	Watauga
Gaston	Wilkes
Haywood	Yancey
Henderson	

EBCI residents in ZIP Code 28719

Households have 2 Options to Apply for D-SNAP

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 Band 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:

1

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

2

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).

OR

1

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).

DATES AND HOURS OF OPERATION

The dates of operation for the Call Center and On-Site D-SNAP are both
Friday, October 18th through Thursday, October 24th

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

On-Site Hours of Operation

Weekdays

**8:00am -
4:00pm**

Weekends

**9:00am -
2:00pm**

Call Center Hours of Operation

Weekdays

**8:00am -
4:00pm**

Weekends

**9:00am -
12:00pm**

APPLICANT CALL-IN BREAKDOWN

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

D-SNAP CALL CENTER OPERATIONS – STAFFING

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 – PROCESS

D-SNAP Process for Applicants Via Call Center (1-844-453-1117)

- 1 Callers Select **Option 1 for D-SNAP applicants** or Option 2 to be re-routed back to the EBC Call Center.
- 2 When a county merit staff worker is available to take a call, applicants will be **connected to a county merit staff worker** to complete their **D-SNAP application and interview**.
 - a If **known** to the NC FAST system, an applicant's D-SNAP **pre-registration information will be accessed, reviewed, and updated** by the county merit staff worker during the interview.
 - b If an applicant is **new** to the NC FAST system, the county merit staff worker will **complete a new D-SNAP application** in NC FAST. The county merit staff worker will process the D-SNAP application during the interview and advise the applicant of the eligibility decision.
- 3 If there is not an available staff to take the call, callers will be given the option to receive a callback when a staff member is available. Callbacks are automatically initiated by the system. The caller may also choose to continue to hold for the next available staff member.

D-SNAP CALL CENTER OPERATIONS – OPTIONS TO GET CARD

D-SNAP EBT Card Pick-Up and Delivery

If the household is informed that they are eligible for D-SNAP, they are given two options. They can:

- 1. Pick up** their D-SNAP EBT card at any of the D-SNAP on-site locations.

Applicants must be informed that they must present a form of identification (ID)* to pick up their D-SNAP EBT card.

OR

- 2. Receive the card via overnight mail** to the mail address given on the application. (NCDHHS will overnight the 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. 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 **4:00pm – 6:00pm EST** (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.

TRAINING DATES AND TIMES

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 Call Center Volunteers**

- 10/15 - 8:15 am – 10:30 am
- 10/17 - 8:15 am – 10:30 am

- **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 Helping Counties**

- 10/16 – 8:15 am – 10:30 am

BEST PRACTICES FOR COUNTIES ADMINISTERING D-SNAP

For counties operating D-SNAP, the following are some best practice considerations for D-SNAP on-site operations.

- 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

WHERE DO I GO IF I NEED MORE HELP?

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 EBT.CSC.Internal.Leads@dhhs.nc.gov. This email address is well monitored, and someone will reply as quickly as possible.

Malcolm (Eric) Meadows – Malcolm.Meadows@dhhs.nc.gov
Manager
Division of Social Services, EBT Call Center
[NC Department of Health and Human Services](#)