



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

**Date:** September 11, 2020

**Attention:** Food and Nutrition Services Managers and Supervisors

**Subject:** DSNAP (Disaster Supplemental Nutritional Assistance Program) Playbook and Upcoming Training

**Priority:** Information and Action Needed

**Dear County Directors of Social Services:**

As you know, North Carolina is entering peak hurricane season leading to the possibility that some counties may be required to administer DSNAP and replacement benefits due to a declared disaster. Adding to this challenge of dispensing these much-needed services, North Carolina counties are faced with the need to deliver these benefits safely and efficiently in the mandated timeframes while promoting social distancing due to COVID-19. Because each DSNAP has policy and procedures that are specific to the disaster itself, the Department of Health and Human Services (DHHS) cannot provide policy guidance prior to a declared disaster. To assist counties in their preparations, DHHS convened a workgroup that included county, state, and NC Fast personnel to develop a planning and implementation playbook, which is attached to this letter, that contains recommendations and areas for consideration when the county is planning and preparing to administer DSNAP and replacement benefits during COVID-19.

The DSNAP workgroup is also working with NC FAST to develop new functionality, such as an online DSNAP application that will help streamline processes for disaster affected counties and those non-affected counties that are willing to assist in various capacities for DSNAP. These new functionalities are currently scheduled for release on September 21, 2020. As part of that process, NC FAST will offer training on the new functionality as it becomes available.

If you have any questions regarding these instructions, please send to the Operational Support Team (OST) at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "David Locklear".

David Locklear, Deputy Director  
Economic and Family Services Section

**EFS-FNSEP-23-2020**

**Attachment (1)**  
DSNAP Playbook

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES**

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