



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

September 5, 2019

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Administrators, Managers and Supervisors
Program Integrity Supervisors and Investigators

Subject: September 2019 FNS Benefits to be Issued Early due to Hurricane Dorian

Priority: **Action Required**

The United States Department of Agriculture (USDA) approved North Carolina's waiver request to issue the remainder of September benefits early. Households that normally receive their benefits between September 9, 2019 and September 21, 2019, will receive their benefits on September 7, 2019. This will allow households impacted by Hurricane Dorian to purchase food immediately following the storm.

To ensure that ongoing FNS households do not have more than 40 days between their next issuance cycle, households that receive their benefits between October 17, 2019 and October 21, 2019, will receive their benefits on October 15, 2019, all other households will receive on their regular issuance cycle.

Notification of early issuance cycles will be communicated to recipients through public notices, press releases, social media, flyers to display in local county departments of social services, community action agencies, food banks and authorized EBT retailers. In addition, the Department will coordinate efforts with the NC Retail Merchants Association and other community partners. Flyers and social media templates are attached to this letter.

As always, households may access their account information by calling the NC EBT Call Center at 1-888-622-7328 or by downloading the free mobile app, **ebtEDGE**. The app is available as a free download on the [Apple Store](#) and [Google Play](#).

Sincerely,

David Locklear, Deputy Director

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EFS-FNSEP-29-2019

Attachment

September FNS Benefits English Flyer
September FNS Benefits Spanish Flyer
September FNS Sample Social Media English
September FNS Sample Social Media Spanish

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

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