



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well
Being

Date: October 24, 2024

Dear County Directors of Social Services

Attention: Food and Nutrition Services (FNS) Income Maintenance Caseworkers, Managers and Supervisors

Subject: Hurricane Helene – Disaster Supplemental Nutrition Assistance Program (D-SNAP) Disaster EBT Card Return and Destruction Procedures

Priority: Information and Action Required

I. GENERAL INFORMATION

This letter provides instructions and procedures for returning and destroying EBT Cards for counties operating Disaster Supplemental Nutrition Assistance Program (D-SNAP) program. Those counties are **Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, Yancey, and the Eastern Band of Cherokee Indians (EBCI) households residing in the 28719 zip code.** This letter contains instructions for both policy and procedures. Cards need to be returned no later than October 28, 2024. All cards in opened liners must be destroyed.

II. POLICY PROCEDURES FOR RETURNING DISASTER EBT CARDS

Return **ONLY** full liners (seal not broken) of Disaster EBT cards to the State Office. Partial liners of EBT cards **cannot** be returned to the State Office. Complete the [DSS-8603 Food and Nutrition Services Returned Disaster EBT Cards](#), and return along with the box(es) of EBT cards and the manifest.

III. IMPLEMENTATION INSTRUCTIONS FOR RETURNING DISASTER EBT CARDS

The [DSS-8603 Food and Nutrition Services Returned Disaster EBT Cards](#) must be completed by DSS staff and the State employee/carrier. Follow the instructions below on how to complete the form.

Section 1 - Completed by the County Department of Social Services (DSS)

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING

LOCATION 5601 Six Forks Rd, Building 2, Raleigh, NC 27609

MAILING ADDRESS: 2416 Mail Service Center, Raleigh, NC 27699-2420

www.ncdhs.gov • TEL: 919-707-5800 • FAX: 919-870-4819

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The county will provide the job number, liner number and sequence beginning and ending numbers. The numbers are located on the label at the end of the white liner. A signature from the individual completing this section is required.

Section 2 (A) - Completed by County DSS Staff

Include the name and address of the agency the cards are being returned to:

**Division of Child and Family Well-Being
Food and Nutrition Services Section
Raven Hairston
5601 Six Forks Road
Raleigh, NC 27609-2416**

Section 2 (B) - Completed by Carrier's Organization or State Staff

Section 2 (B), the State employee/carrier will fill out this section. By signing this, it is certifying that DSS is returning the D-SNAP EBT cards and that the carrier is taking possession of the cards.

Section 2 (C) - This is to certify that the EBT Cards in Section 1 were returned.

Section 2(C) **cannot** be signed until Section 3 has been completed. This section confirms that the carrier has delivered the cards to the State Office. The carrier will return a completed copy to the county DSS office.

Section 3 - Completed by Food and Nutrition Services State Staff

Section 3, State staff who receive the D-SNAP EBT cards from the Carrier will complete the last section of the form.

Each county DSS will receive a copy of the completed [DSS-8603 Food and Nutrition Services Returned Disaster EBT Cards](#).

IV. POLICY PROCEDURES FOR DESTROYING DISASTER EBT CARDS

Destroy partial liners (seal broken) of Disaster EBT cards. Partial liners of EBT cards cannot be returned to the State Office. Complete the [DSS-8602 Disaster Food and Nutrition Services Disaster Electronic Benefit Transfer Card Destruction](#). Once completed, the form must be emailed to the State Office DCFWSAdmin@dhhs.nc.gov Raven.Hairston@dhhs.nc.gov.

V. IMPLEMENTATION INSTRUCTIONS FOR DESTROYING DISASTER EBT CARDS

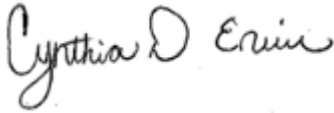
The [DSS-8602 Disaster Food and Nutrition Services Disaster Electronic Benefit Transfer Card Destruction](#) must be completed by DSS staff. Be sure to include the following information on the form:

- Name and address of the agency that is destroying the cards

- Number of boxes of opened disaster cards destroyed (only four liners/box(es)) per form
- The job number, liner number and sequence beginning and ending numbers. The numbers are located on the label at the end of the white liner/box(es).
- Method of how the cards were destroyed
- Date the cards were destroyed
- Name of the person that destroyed the cards and county DSS name
- Signature, date, and title of the person that destroyed the cards
- Signature and date of County Director

Please direct any questions regarding this information to DCFW.FNS.Admin@dhhs.nc.gov.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia D. Ervin".

Cynthia Ervin, Assistant Director
Division of Child and Family Well-Being
Food and Nutrition Services Section

CE/vb

EFS-FNSEP-27-2024