



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

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

May 5, 2022

**Dear County Directors of Social Services**

**Attention:** DSS Directors, Food and Nutrition Services Managers and Supervisors

**Subject:** Disaster Operations/DSNAP (Disaster Supplemental Nutrition Assistance Program)

**Priority:** Information and Action Needed

With hurricane season approaching, we wanted to provide you with information regarding DSNAP planning and operations. This will be followed with additional communications and presentations.

**DSNAP Resources Available:**

Please be reminded of DSNAP-related training and guidance that is available in the Learning Gateway and FAST Help for your staff. Note that to access some of these materials, users will need to log in with their appropriate log in credentials for Learning Gateway and/or FAST Help. **We strongly encourage all of your staff who would assist during a DSNAP related event to review these materials in preparation for hurricane season.** At this time, materials include:

**DSNAP Playbook** – We have updated the DSNAP Playbook released in 2020 which, at the time, primarily covered COVID-related DSNAP operations. The attached, updated DSNAP Playbook covers any type of DSNAP operation. This material continues to serve only as a guide for counties to utilize as deemed helpful.

As previously shared, each DSNAP is “event specific”. This means policy and procedures are specific to the disaster itself and authority granted by the federal government. DHHS will mobilize all state level responsibilities and support as expeditiously as possible following a disaster that necessitates recovery services.

**DSNAP Training Materials** – Updated DSNAP training, including webinars and web-based training, are available within the Learning Gateway as well as updated Job Aids located within FAST Help. These materials include both staff

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and client perspectives based on current functionality within NC FAST and ePASS platforms and include Neighbors Helping Neighbors Initiative content.

**Neighbors Helping Neighbors Initiative (Out-of-County Staff Support):**

The Neighbors Helping Neighbors Initiative, as previously implemented in 2020, continues to be available as needed and requested by impacted counties. **As part of this initiative, county staff can use their own NCID to process DSNAP applications for a neighboring county without having to create a second NCID for the neighboring county.** Affected counties will be able to more easily connect with other counties who are able to assist with DSNAP-related tasks including, but not limited to, processing DSNAP applications. We will be sharing more information about this.

In addition to updating existing materials from 2020 and 2021 and developing additional training, we look forward to providing statewide presentations on Disaster Operations and DSNAP beginning in June 2022. Stayed tuned for more information and support as you add disaster preparedness to your many critical human services. All trainings will be available in the Learning Gateway.

If you have any questions regarding this communication, please send them to the Continuous Quality Improvement Team (CQI) at [dss.policy.questions@dhhs.nc.gov](mailto:dss.policy.questions@dhhs.nc.gov).

Attachment:  
DSNAP Playbook

Sincerely,



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Deputy Director  
Division of Child and Family Well-Being



**Carla West**  
Senior Director for Economic Security  
Division of Social Services, Economic and Family Services Section

MV/CLW/vd

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