



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

October 11, 2021

Dear County Director of Social Services

Attention: Buncombe County Director, Food and Nutrition Services Managers and Supervisors
Haywood County Director, Food and Nutrition Services Managers and Supervisors
Transylvania County Director, Food and Nutrition Services Managers and Supervisors

Subject: Disaster EBT Card Return and Destruction Procedures

Priority: Action Required

This letter provides instructions for returning and destroying EBT Cards for counties operating a Disaster Supplemental Nutrition Assistance Program (DSNAP) resulting from Tropical Storm Fred. All cards in opened liners must be destroyed.

EBT CARD RETURN INSTRUCTIONS:

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 with the box(es) of EBT cards and the Manifest.

The DSS-8603 must be completed by DSS staff and the NCDHHS Card Carrier Staff. Follow the instructions below on how to complete the form.

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

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 of the person 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 Social Services
Allison Smith or Nicola Allen
820 S. Boylan Avenue
McBryde Bldg., Dorothea Dix Campus
Raleigh, NC 27699-2420

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

Section 2 (B), the NCDHHS Staff serving as the Card Courier will fill out this section. By signing this, it is certifying that DSS is returning the Disaster EBT cards.

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2420 Mail Service Center, Raleigh, NC 27699-2420
www.ncdhhs.gov • TEL: 919-527-6300 • FAX: 919-334-1265

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

Section 3 - Completed by Food and Nutrition Services State Staff

Section three, State staff serving as Card Couriers that receive the Disaster EBT cards from the DSS will complete the last section of the form.

Each county DSS will receive a copy of the completed DSS-8603.

EBT CARD DESTRUCTION INSTRUCTIONS:

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](#), Food and Nutrition Services Disaster Electronic Benefit Transfer Card Destruction. The form must be completed and emailed to nicola.allen@dhhs.gov and cc allison.smith@dhhs.nc.gov.

The DSS-8602 must be completed by DSS staff, follow the instructions below on how to complete the form, include the:

- 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

If you have any questions, please contact Nicola Allen at Nicola.allen@dhhs.nc.gov.

Sincerely,



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

CW/nla

Attachment:

[DSS-8603](#)

[DSS-8602](#)

EFS-FNSEP-81-2021