



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 16, 2021

**Dear County Directors of Social Services**

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

**Subject:** Remnants of Tropical Storm Fred (Hot Food Waiver)

**Priority:** Information Only

**I. GENERAL INFORMATION**

On August 16, 2021, the remnants of Tropical Storm Fred caused severe flooding and power outages in the western part of North Carolina. The need for hot prepared food products is critical for those most adversely impacted and who are temporarily unable to prepare hot foods.

**II. POLICY PROCEDURES**

The United States Department of Agriculture (USDA) has approved a Hot Food Waiver for Food and Nutrition Services (FNS) recipients in the following counties: **Buncombe, Haywood, and Transylvania**. This waiver allows FNS recipients in the three counties listed to purchase hot prepared food from EBT-authorized retailers anywhere in North Carolina. This does not include restaurants or other non-EBT authorized retailers. The Department is in communication with the North Carolina Retail Merchants Association to ensure all authorized retailers are aware of this waiver. **If calls are received regarding not being able to purchase hot meals, inform clients the retailers will need 24 to 36 hours to program their systems. Hot food purchase will be available at some point on September 17<sup>th</sup>.** Social media, press releases, other media outlets and state partners will be used to notify FNS recipients of this waiver.

**III. IMPLEMENTATION INSTRUCTIONS**

The Hot Food Waiver is effective September 16, 2021 and will end on September 30, 2021. If you have any questions regarding this information, please send them to the Operational Support Team (OST) at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

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

CLW/vd

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

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