



# Disaster Supplemental Nutrition Assistance Program (D-SNAP)

**People in 25 western NC counties and the Eastern Band of Cherokee Indians households who reside in the 28719 zip code impacted by Hurricane Helene can apply to receive a one-time benefit to help buy food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP).**

## Pre-registration:

Beginning October 15, 2024 through October 24, 2024, eligible households can pre-register for assistance through the online ePass Pre-registration Tool at [epass.nc.gov](https://epass.nc.gov).

Once the pre-registration is completed, applicants will be issued a confirmation number and will need to call 1-844-453-1117 between Oct. 18 and Oct. 24 to complete the interview part of the application.

## Apply for Benefits:

Beginning October 18, 2024, eligible households may apply by calling the D-SNAP Virtual Call Center at 1-844-453-1117 from 8 a.m.-4 p.m., Monday through Friday, and from 9 a.m. to noon on Saturday and Sunday.

To manage call volumes, individuals are asked to call on their assigned day based on their last name:

- 10/18: A-G
- 10/19: H-M
- 10/20: N-S
- 10/21: T-Z
- 10/22: Open to all
- 10/23: Open to all
- 10/24: Open to all

People may also apply in person by visiting any D-SNAP site from October 18 through October 24, 2024, from 8 a.m.-4 p.m., Monday through Friday,

and from 9 a.m. to 2 p.m. on Saturday and Sunday. While people are encouraged to apply in their county of residence, they can apply in any of the counties approved to implement D-SNAP. To find D-SNAP locations, visit [ncdhhs.gov/DSNAP](https://ncdhhs.gov/DSNAP). Please note if you live on the Qualla Boundary in the 28719 zip code and you wish to apply in person, DSNAP applications are being taken on the Qualla Boundary at 1526 Acquoni Road, Cherokee, NC 28719.

## Eligibility:

- Live in Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancey counties or be a member of the Eastern Band of Cherokee Indians (EBCI) residing in zip code 28719
- Have suffered losses/damages related to Hurricane Helene, such as damage to property or loss of income
- Have proof of identity and proof of residency (if available)
- Not currently be receiving benefits through the Food and Nutrition Services (FNS). People receiving FNS can also get extra help to buy food but do not need to fill out a D-SNAP application.
- Certain income and resource limits may apply.

For more information, visit [ncdhhs.gov/fns](https://ncdhhs.gov/fns).

## D-SNAP Locations:

### Alexander County

Alexander County Department of Social Services Office  
604 7th St SW, Taylorsville, NC 28681

### Alleghany County

Emerson Black Building  
1375 Hwy 21 N, Sparta, NC 28675

### Ashe County

Ashe Department of Social Services Office  
150 Government Circle, Suite 1400, Jefferson, NC 28640

### Avery County

Avery County Library (Basement)  
150 Library Rd, Newland, NC 28657

### Buncombe County

Buncombe County Health and Human Services  
Buncombe Department of Social Services Office  
40 Coxe Ave, Asheville, NC, 28801

### Burke County

Burke County Department of Social Services Office  
700 E Parker Rd, Morganton, NC 28655

### Caldwell County

Former Walgreens Building  
625 Harper Ave, Lenoir, NC 28645

### Catawba County

Catawba County Department of Social Services Office  
3030 11th Ave Dr SE, Hickory, NC 28602

### Clay County

Clay County Department of Social Services Office  
119 Courthouse Dr, Hayesville, NC 28904

### Cleveland County

Cleveland County Schools Bus Garage  
300 Kemper Rd, Shelby, NC 28152

### Gaston County

Gaston County Health and Human Services, Gaston  
County Department of Social Services Office  
330 Dr. Martin Luther King Jr. Way, Gastonia, NC 28052

### Haywood County

Haywood County Health and Human Services, Haywood  
County Department of Social Services Office, 157 Paragon  
Pkwy #300, Clyde, NC 28721

### Henderson County

Blue Ridge Commons Shopping Center, 2111 Asheville  
Hwy, Hendersonville, NC 28739

### Jackson County

Jackson County Department of Social Services Office  
15 Griffin St, Sylva, NC 28779

### Lincoln County

Lincoln County Department of Social Services Office  
1136 East Main St, Lincolnton, NC 28092

### Macon County

Macon County Department of Social Services Office  
183 Holly Springs Plaza, Franklin, NC 28734

### Madison County

Madison County Department of Social Services Office  
5707 US Hwy 25-70, Suite 1, Marshall, NC 28753

### McDowell County

McDowell County YMCA gymnasium (bottom level)  
348 Grace Corpening Dr, Marion, North Carolina 28752

### Mitchell County

Mitchell County Department of Social Services Office  
347 Longview Dr, Bakersville, NC 28705

### Polk County

Polk County Health and Human Services Agency,  
Human Services Building, 231 Wolverine Trail, Mill  
Spring, NC 28756

### Rutherford County

Isothermal Community College (ICC) Foundation  
Performing Arts Center  
286 ICC Loop Rd, Spindale, NC 288160

### Transylvania County

Transylvania County Library (Rogow Room)  
212 South Gaston St, Brevard, NC 28712

### Watauga County

Watauga County Department of Social Services Office  
132 Poplar Grove Connector, Suite C, Boone, NC 28607

### Wilkes County

Wilkes County Department of Social Services Office  
304 College St, Wilkesboro, NC 28697

### Yancey County

Burnsville Town Center  
6 South Main St, Burnsville, NC 28714

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## Eastern Band of Cherokee Indians Households Residing in Zip Code 28719:

### Qualla Boundary

Qualla Boundary  
1526 Acquoni Rd, Cherokee, NC 28719

### Jackson County

Jackson County Department of Social Services Office  
15 Griffin St, Sylva, NC 28779

