

Disaster Supplemental Nutrition Assistance Program (D-SNAP) Frequently Asked Questions

1. What is D-SNAP?

D-SNAP is the disaster supplemental nutrition assistance program. It is open to individuals and households NOT currently receiving Food and Nutrition Services benefits who were impacted by Hurricane Helene.

2. What are the counties or areas eligible for D-SNAP benefits?

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 and the Eastern Band of Cherokee Indians households living in zip code 28719.

3. When can I apply for D-SNAP?

Applications will be accepted starting Oct. 18, 2024 through Oct. 24, 2024. People can pre-register for D-SNAP at www.epass.nc.gov as early as Oct. 15 and through Oct. 24. If you pre-register, you must call the D-SNAP virtual call center to complete the interview no later than Oct. 24.

4. How much can I receive to buy food?

If eligible, the exact amount you may receive will depend on household size, income, and disaster losses. A family of 4 may be eligible to receive up to \$975. While there are [income eligibility](#) standards, a number of considerations are taken into account. Individuals above these limits may still be eligible dependent on disaster expenses, so we encourage everyone who needs support to purchase food to begin their application by calling the DSNAP Virtual Call Center at 1-844-453-1117.

5. How do I know if I qualify?

To be eligible you must:

- 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 living 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).
- Have income and resources below certain levels.
- Not currently be receiving benefits through the Food and Nutrition Services (FNS) program.

6. How do I apply for D-SNAP?

PHONE: People are encouraged to apply for D-SNAP by phone, when possible, by calling the D-SNAP call center at 1-844-453-1117. The D-SNAP call center will be open at the following hours:

- Weekdays (Friday, Oct. 18, Monday, Oct. 21, Tuesday, Oct. 22, Wednesday, Oct. 23, and Thursday, Oct. 24) from 8 a.m. to 4 p.m.
- Saturday, Oct. 19 and Sunday, Oct. 20 from 9 a.m. to noon.

People are encouraged to apply for D-SNAP by phone on their assigned day by last name but will not be turned away if they apply any time during the application period.

- Oct. 18 – A-G
- Oct. 19 – H-M
- Oct. 20 – N-S
- Oct. 21 – T-Z
- Oct. 22 – Open to all
- Oct. 23 – Open to all
- Oct. 24 – Open to all

ONLINE: Residents can also use the online ePASS Pre-Registration Tool, which will open on Tuesday, Oct. 15 and close on Thursday, Oct. 24. Once the pre-registration is completed, applicants will be issued a confirmation number and need to call 1-844-453-1117 between Oct. 18 and Oct. 24 to complete the interview part of the application.

IN-PERSON: Residents can apply for D-SNAP in-person at [any of the following locations](#). The D-SNAP sites will be open at the following hours:

- Weekdays (Friday, Oct. 18, Monday, Oct. 21, Tuesday, Oct. 22, Wednesday, Oct. 23, and Thursday, Oct. 24) from 8 a.m. to 4 p.m.
- Saturday, Oct. 19 and Sunday, Oct. 20 from 9 a.m. to 2 p.m.

Residents can also complete their D-SNAP application ahead of time and bring it with them by downloading the form in [English](#) or in [Spanish](#).

7. What if I relocated due to storm damage but lived in one of the impacted counties at the time of the disaster and believe that I qualify?

You can call the D-SNAP Virtual Call Center at 1-844-453-1117 to apply by phone or visit [one of the D-SNAP locations](#) in any of the 25 counties to apply in-person.

8. How long will benefits be available?

Funds are available for nine months.

9. Can I apply for D-SNAP if I receive FNS benefits?

No, you cannot receive D-SNAP and FNS benefits at the same time. However, if you are approved to receive D-SNAP for the month of October, you may still apply for regular Food and Nutrition Services (FNS) benefits starting in November.

10. Can I apply for D-SNAP if I receive WIC benefits?

Yes, you can apply for D-SNAP even if you are currently receiving WIC benefits.

11. Is there a fee to apply for D-SNAP?

No, there is no fee for any D-SNAP application. If someone is asking for money, credit/debit card, this is SCAM , and you can report it to FNCIVILRIGHTSCOMPLAINTS@usda.gov.

12. Do I have to be a citizen to apply for D-SNAP?

No. If you have a H2A/H2B Immigration status, you are still encouraged to apply.

13. How should I submit my last name if I have a double last name?

It is recommended that double last names should be submitted without any spaces in the last name field.

14. Are there additional resources available for families impacted by Hurricane Helene?

For information and resources for North Carolina residents and visitors affected by Hurricane Helene, please read more [at this link](#). You can also access [additional food and nutrition resources](#).

If you have been impacted by the storm and need someone to talk to, call or text the Disaster Distress Helpline at 1-800-985-5990. Help is also available to anyone, anytime in English or Spanish through a call, text or chat to 988. Learn more at [988Lifeline.org](https://988lifeline.org).