

## **Accessing Services Information for COVID-19 Stanly DSS Office Closure to the Public**

### **PROGRAM SPECIFIC INFORMATION**

#### **Adult Services**

Work First - Applicants for Work First benefits can apply using a paper application, and phone interviews will be conducted. For more information, please call 704-982-6100.

Work First Employment Services - Please call your social worker for follow-up interviews. For general information, please call 704-982-6100.

#### **Emergency Assistance**

Stanly County DSS has exhausted all of the Crisis Intervention Program (CIP) funding. The agency is accepting applications for the Low Income Energy Assistance Program (LIEAP) by mail. Interviews for the LIEAP may be taken by telephone. Please call 704-982-6100 to apply by telephone. Customers may also e-mail county staff at [EnergyAssistance@stanlycountync.gov](mailto:EnergyAssistance@stanlycountync.gov).

#### **Adult Protective Services**

Reports of abuse, neglect and exploitation can be made by calling 704-982-6100 to make the report by telephone during regular business hours. Reports may be made after hours by calling 704-986-3700. If you have an open case with Stanly County DSS you may also email your assigned social worker.

Assistance with Adult Guardianship, CAP/DA and In-Home Aide Services can be obtained by contacting 704-982-6100 or by e-mail: [AdultServices@stanlycountync.gov](mailto:AdultServices@stanlycountync.gov).

#### **Child Support**

All Child Support customers may call the local office at 704-986-2041 or 704-986-2073 for case-related information, status of court cases, update case information, give information or have a message sent to the worker. Customers may also call 1-800-992-9457 for case information, court information, and update the case. Customers may also e-mail county staff at [Childsupport@stanlycountync.gov](mailto:Childsupport@stanlycountync.gov).

To access case information, apply for Child Support, and access resources online, go to: <https://ncchildsupport.com/ecoa/parentsIndex.jsp>

#### **Economic Services**

All NC Health Choice Fee payments, Health Care for the Working Disabled Fee payments, Program Integrity (Fraud) repayments, or Child Support Application Fee can be made via mail-in of a Money Order or Certified Check. Please mail all payments to: Stanly County Social Services 1000 N. First Street suite 2, Albemarle NC 28001.

All Medicaid and Food and Nutrition Services Applicants can apply on-line at [epass.nc.gov](http://epass.nc.gov), or by mail. When you apply online, you may be able to upload the verifications staff need to this system. The Medicaid program also allows applications by phone. Also, Food and Nutrition Services, Medicaid, Work First, and Low Income Energy Assistance Program applications are available during business hours at Stanly Commons.

If you already have active Medicaid, Medicaid Transportation, Daycare, Child Support or Food and Nutrition Services and you need to report a change, submit documentation, or have questions concerning your active case, you may call (704) 982-6100, or send a fax to (704) 983-5818, or send an email to [FNS@stanlycountync.gov](mailto:FNS@stanlycountync.gov), [childsupport@stanlycountync.gov](mailto:childsupport@stanlycountync.gov), [adultmedicaid@stanlycounty.nc.gov](mailto:adultmedicaid@stanlycounty.nc.gov),

[daycare@stanlycountync.gov](mailto:daycare@stanlycountync.gov) ,or for Family and Children’s Medicaid at [familychildrensmedicaid@stanlycountync.gov](mailto:familychildrensmedicaid@stanlycountync.gov).

### **Adult Medicaid- Recertification’s and Active Cases**

If you are needing to report a change or have questions concerning your active Adult Medicaid case, you may do so by calling your caseworker or sending an email to [adultmedicaid@stanlycountync.gov](mailto:adultmedicaid@stanlycountync.gov). If you are needing to submit information that has been requested by your caseworker, you may do so by emailing the information to the email address listed above, faxing the items to 704-983-5818, or returning the items by mail or by placing them in the drop box located in Stanly Commons. Please call the following number for further questions: 704-982-6100.

### **Family & Children’s Medicaid: Recertification’s and Active Cases**

If you are needing to report a change or have questions concerning your active Family & Children’s Medicaid case, you may do so by calling your caseworker or sending an email to [familychildrensmedicaid@stanlycountync.gov](mailto:familychildrensmedicaid@stanlycountync.gov). If you are needing to submit information that has been requested by your caseworker, you may do so by emailing the information to the above email address, faxing the items to 704-983-5818, or returning the items by mail or by placing them in the drop box located in Stanly Commons. Please contact 704-982-6100 for more information.

### **Food and Nutrition Services: Recertification’s and Active Cases**

If you are needing to report a change or have questions concerning your active Food and Nutrition Services case, you may do so by calling your caseworker or sending an email to [FNS@stanlycountync.gov](mailto:FNS@stanlycountync.gov). If you are needing to submit information that has been requested by your caseworker, you may do so by emailing the information to the above listed email, faxing the items to 704-983-5818, or returning the items by mail or by placing them in the drop box located in Stanly Commons. If you have been required to complete an interview to continue your food and nutrition services benefits, please contact your caseworker to schedule a telephone interview. Please contact 704-982-6100.

### **Adult Medicaid Applications (Medicaid for aged, blind & disabled)**

Applicants can apply on-line at [epass.nc.gov](http://epass.nc.gov), by mail, or by phone. If verifications are needed, we will send you a request for information form allowing you 12 days to return. We will mail this with a return mail envelope. If you apply on-line at [epass.nc.gov](http://epass.nc.gov), you may be able to upload the verifications we need to this system either at the time you apply or a later date. Please reach out to the following number for further questions 704-982-6100.

### **Family and Children’s Medicaid- Applications**

Applicants can apply on-line at [epass.nc.gov](http://epass.nc.gov), by mail, or by phone. If verifications are needed, we will send you a request for information form allowing you 12 days to return. We will mail this with a return mail envelope. If you apply on-line at [epass.nc.gov](http://epass.nc.gov), you may be able to upload the verifications we need to this system either at the time you apply or a later date. Depending on your household’s situation, we have various timeframes for processing your application. Please contact 704-982-6100 for more information. Fax line 704-983-5818. Also, be sure to provide updated telephone numbers and email addresses.

### **Program Integrity**

At this time, we are no longer conducting face to face interviews. If you are scheduled for an interview, this will be conducted via telephone. If you have any questions related to your case, please contact 704-982-6100.

### **Special Assistance**

At this time, applications for special assistance will continue to be conducted in person by appointment only as required by policy. Should you have questions about an existing case or need to report a change, please contact your caseworker via telephone. If you have general questions, please contact 704-982-6100.

### **Child Care Applications/Recertification's**

At this time, we are currently not accepting new applications for services as we are on a waiting list. If you would like to be placed on the waiting list or have questions concerning the process, please call 704-986-2047 or 704-986-2020. If you are pulled from the waiting list, you will receive a communication via mail. If you have a question concerning an active case or need to report a change, please contact your caseworker directly at one of the phone numbers listed above. If you have received a communication to apply via mail please complete the forms and return them to the agency by mail or use our office drop box.

### **Medicaid Transportation**

If you are needing to request transportation to your doctor's appointments, you may do so by calling 704-986-2011 or 704-986-2038. If you are needing to submit information that has been requested by your caseworker, you may do so by mail or faxing the items to 704-983-5818, or by placing them in the drop box located in Stanly Commons. Please contact 704-982-6100 for more information. Also, be sure to provide updated telephone numbers and email addresses.

### **Family & Children's Services**

#### **Child Protective Services**

Child Protective Services reports of abuse, neglect and dependency may be made by calling 704-982-6100 during business hours. Please call 704-986-3700 to make reports after hours. If you have an open case with Stanly County DSS you may email your assigned social worker.

#### **Foster Care**

For assistance with Foster Care Services and Foster Home Licensing please contact 704-982-6100.