



News Release

FOR IMMEDIATE RELEASE

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Department of Social Services
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COVID-19 Update

DSS Serving Customers, Accepting Benefits Applications Online

FAYETTEVILLE – The Cumberland County Department of Social Services is closed to the public in order to protect the safety and health of customers and staff. Social Services continues to serve customers online, by phone, or by email through the website at www.ccdssnc.com.

Citizens are encouraged to utilize the online application tool called NC Electric Pre-Assessment Screening (ePASS) to apply for Food and Nutrition (Food Stamps) and Medicaid (Adult or Family). To apply for these services, go to <https://epass.nc.gov/CitizenPortal/application.do>. This is the most convenient way to apply for FNS benefits or Medicaid.

Visit the Cumberland County DSS website www.ccdssnc.com to find out how to apply for all new and ongoing public assistance programs such as Energy Assistance, Child Care, and Work First.

Citizens may request a mail-in application and recertification packet by calling the main DSS phone number at 910-323-1540 or by email at the following addresses:

- Adult Medicaid: Medicaid_adult@ccdssnc.com
- Children Medicaid: Medicaid_children@ccdssnc.com
- Food and Nutrition: Food_stamps@ccdssnc.com
- Energy Program: Energyprogram@ccdssnc.com
- Work First: Workfirst@ccdssnc.com
- Daycare: Daycare@ccdssnc.com

The DSS building at 1225 Ramsey Street, is closed for normal in-office appointments. However, citizens can pick up applications in-person at the Hillsboro Street entrance.

Completed applications or recertifications for all public assistance programs and any required documents can be returned by:

- Send by U.S. Mail to P.O. Box 2429, Fayetteville, NC 28302-2429
- Send by email to the addresses listed above
- Fax to 910-677-2885

- Place in the drop boxes located at the both the north and south entrances of Hillsboro Street

Important Contact Information

- Child Protective Services – 910-677-2450
- Adult Protective Services – 910-677-2388
- Adult Services General Information – Adult_Services@ccdsnc.com
- Domestic Violence Crisis Line – 910-677-2532

The Department of Social Services has not received any official information at this time regarding any COVID-19 Federal Aid including disaster SNAP benefits or individual payments.

The Cumberland County Government website contains important information about County services impacted by COVID-19. The information is updated daily. Visit the website at www.co.cumberland.nc.us. Links to the County's social media pages, which also provide information, are available.

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