

Hurricane Helene Disaster Food Assistance (D-SNAP) is Now Available!



If you live in Western NC and were impacted by Hurricane Helene, you may be eligible for Disaster Supplemental Nutrition Assistance Program (D-SNAP) benefits to help you buy food.

Who Can Apply?

Residents of Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, Yancey Counties and the Eastern Band of Cherokee Indians (zip code 28719).

How to Apply:

1. **Pre-register online** starting October 15th through October 24th using the ePASS Tool at epass.nc.gov.
2. **By phone:** Call the D-SNAP Call Center at 1-844-453-1117 between Oct. 18 - 24, 2024.
3. **In-person:** Visit a D-SNAP location in your county between Oct. 18-24, 2024

For locations and hours, visit the [NCDHHS D-SNAP Info Page](#).

To be eligible, applicants 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 EBCI 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);
- Not currently receiving benefits through Food and Nutrition Services (FNS or "food stamps");
- Have income and resources below certain levels.

Eligible households will be notified within three days of completing the application and receive a one-time benefit on a special debit card (called an Electronic Benefits Transfer, or EBT card) to help buy food.

If eligible, the exact amount you may receive will depend on household size, income, and disaster losses. A family of 5 may be eligible to receive up to \$1,158. While there are [income eligibility](#) standards, a number of income and expense considerations are taken into account.

If you are in need of food assistance and have been impacted by the storm, you are encouraged to begin the application now.

Call the LANC Helpline: [\(866\) 219-5262](tel:8662195262)
Visit the LANC Helene Relief homepage:
www.legalaidnc.org/helene

Visit the NCDHHS
D-SNAP Info Page



People may apply in person on weekdays from 8 a.m.- 4 p.m. and on weekends from 9 a.m.- 2 p.m. at the following locations starting on October 18, 2024 – October 24, 2024:

- Alexander County: Alexander County Department of Social Services: 604 7th St SW, Taylorsville, NC 28681
- Alleghany County: Emerson Black Building: 1375 Hwy 21 N, Sparta, NC 28675
- Ashe County: Ashe County Department of Social Services (main 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 Department of Social Services (main office): 40 Coxe Ave., Asheville, NC, 28801
- Burke County: Burke County Department of Social Services: 700 E Parker Rd, Morganton, NC 28655
- Caldwell County: Former Walgreens Building: 621 Harper Ave., Lenoir, NC 28645
- Catawba County: Catawba County Department of Social Services: 3030 11th Ave Dr, Hickory, NC 28602
- Clay County: Clay County Department of Social Services: 119 Courthouse Dr, Hayesville, NC 28904
- Cleveland County: Cleveland County Schools Bus Garage: 300 Kemper Road, Shelby, NC 28152
- Gaston County: Gaston County Department of Social Services (main office): 330 Dr. Martin Luther King Jr. Way, Gastonia, NC 28052
- Haywood County: Haywood County Department of Social Services: 157 Paragon Pkwy #300, Clyde, NC 28721
- Henderson County: Living Waters Baptist Church: 1284 Sugarloaf Rd., Hendersonville, NC 28792
- Jackson County: Jackson County Department of Social Services: 15 Griffin St, Sylva, NC 28779
- Lincoln County: Lincoln County Department of Social Services: 1136 East Main St, Lincolnton, NC 28092
- Macon County: Macon County Department of Social Services: 183 Holly Springs Plaza, Franklin, NC 28734
- Madison County: Madison County Department of Social Services: 5707 US Hwy 25-70, Suite 1, Marshall, NC 28753
- McDowell County: McDowell County YMCA gymnasium (bottom level): 348 Grace Corpene Drive, Marion, North Carolina 28752
- Mitchell County: Mitchell County Department of Social Services: 347 Longview Dr, Bakersville, NC 28705
- Polk County: Polk County Department of Social Services: 231 Wolverine Trail, Mill Spring, NC 28756
- Rutherford County: Isothermal Community College (ICC): Foundation Performing Arts Center, 286 ICC Loop Road, 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: 132 Poplar Grove Connector, Suite C, Boone, NC 28607
- Wilkes County: Wilkes County Department of Social Services: 304 College St, Wilkesboro, NC 28697
- Yancey County: Burnsville Town Center: 6 South Main St., Burnsville, NC 28714
- Eastern Band of Cherokee Indians Residing in 28719:
 - Qualla Boundary, Qualla Boundary, 1526 Acquoni Rd, Cherokee, NC
 - Jackson County DSS, 15 Griffin St., Sylva, NC 28779

