



FOR IMMEDIATE RELEASE

DATE: March 13, 2020

CONTACT: Guilford County Department of Social Services

PHONE: (336) 641-4664

DSSDocuments@guilfordcountync.gov

METHODS OF HOW TO SUBMIT APPLICATIONS, RECERTIFICATIONS AND VERIFICATIONS ELECTRONICALLY AND THE EXTENSION OF FOOD NUTRITION SERVICES (FNS) RECERTIFICATION DEADLINES DUE TO COVID-19 PANDEMIC

GUILFORD COUNTY –With consideration of the COVID-19 (coronavirus) pandemic the Guilford County Department of Health and Human Services, Social Services Division, will accept documents electronically. Our agency would like to advise Guilford County residents of the various methods and alternatives you have to submit your applications, recertifications and documentation related to your services received through the Department Social Services.

To help prevent the spread of COVID-19, while also practicing containment, individuals may submit paperwork to the Department in the following ways:

- Electronically by scanning the document or attaching a photo of the document to DSSDocuments@guilfordcountync.gov
- Mailing documents to the Department of Social Services at: PO Box 3388, Greensboro NC 27405
- Faxing documents to the Department of Social Services at 336-641-6067 or 336-641-5647.
- Submission of EPASS Online electronic applications via (www.epass.nc.gov)

Until further notice, the agency will still accept traditional face-to-face submission of applications.

Per the instructions of the U.S. Department of Agriculture (USDA), we will extend all Food Nutrition Services recertifications that are due within the months of April and May 2020 for an additional six months. For all simplified (disabled and elderly) households, if your recertification is due within the months of April and May 2020, we will extend these certification periods for an additional twelve months. Your monthly benefits will remain available on your normal allotted dates between the 3rd and 21st of each month.

In the event it is necessary to report abuse or neglect contact Child Protective Services @ (336) 641-3795 and Adult Protective Services @ (336) 641-3137. CPS and APS will continue to assess the needs of our most vulnerable customers during the COVID-19 pandemic

For more information on the COVID-19 pandemic you can go to www.guilfordcountync.gov or contact the Department of Social Services at (336) 641-4664.