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SWAIN COUNTY

SOCIAL SERVICES

DIRECTOR

SHEILA SUTTON

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May 11, 2020

**Swain County Department of Social Services
Modification of Office Operations – COVID-19**

SWAIN COUNTY DEPARTMENT OF SOCIAL SERVICES OFFICE

The Consolidated Health and Human Services of Swain County – Division of Social Services take the health and safety of our community members and employees very seriously. We strive to keep the public informed about service delivery for all programs during this public health crisis. The health and well-being of our community is our top priority, and we will continue to evaluate the Covid-19 threat and follow State and Local guidance as we serve the citizens of Swain County.

On May 4, 2020 The Swain County Board of Commissioners voted to drop all local ordinances voted on previously. They are listed below. The NC Governor's Order is still in effect.

The Swain County Board of Commissioners **dropped** the following Supplemental Declarations of a Local State of Emergency:

- **March 23, 2020** – Declaration of Local State of Emergency
- **March 27, 2020** – Supplemental Declaration of Local State of Emergency. Restricting Movement, Non-essential gatherings, Cease non-essential operations.
- **March 27, 2020** – Amendment to Supplemental Declaration of Local State of Emergency Dated March 23, 2020. Rentals, Air-BNB, VRBO. B&B, cannot rent or lease for less than one month except for legitimate work related stays.
- **March 30, 2020**- Third Supplemental Declaration of a Local State of Emergency. Any person traveling to Bryson City from another State must bring enough supplies to self-quarantine for fourteen days.
- **April 7, 2020**- Fourth Supplemental Declaration of a Local State of Emergency. Restricting Movement of all Individuals within Swain County and Establishing a Curfew.

As of Monday May 11, 2020, and until further notice, the Swain County DSS office will be open to the public. DSS personnel will be available by phone to assist clients with questions, conduct interviews by phone, and process applications timely. We are following guidance from the State regarding social distancing, and proper hygiene. We ask the public to please wear a protective mask when visiting DSS. You may be asked to wait in a differing area if six feet social distancing cannot be achieved in our lobby. Please be patient as we plan for the new normal.

Instructions for applying and/or contacting DSS personnel is posted at the front entrance of the Swain DSS lobby, on the Swain County Government Website/ Swain DSS, Swain DSS Facebook Page, Smoky Mountain Times Facebook page, and What's Up Facebook Page.

We have modified our operations in the following ways:

1. The Agency is fully staffed five days a week 8:00am to 5:00pm. We encourage the public to utilize the locked drop box that is posted at the front entrance along with applications for Medicaid, Food and Nutrition Services, and Emergency services. They can be filled out and placed in the drop box for your convenience. An eligibility worker will call back to complete the interview if needed.
2. Child and Adult Protective Services is operating five days a week 8:00am to 5:00pm. If you want to make a report of suspected abuse or neglect of a child or adult during business hours, call 488-6921. After hours and week-end reports can be made by calling Swain County Dispatch at 488-2197.

APPLYING FOR PROGRAMS:

- You can apply online at: epass.nc.gov
- You can also print a paper application for Medicaid at healthcare.gov and Food & Nutrition Services at: DSS-8207
- You can pick up a paper application at the front entrance
- You can request one be mailed to you with a self-addressed stamped envelope.
- Apply by phone from the lobby

Return paper applications to:

Swain County Department of Social Services

- By mail to P.O. Box 610
Bryson City, NC 28713
- Place all documents in the Drop Box located at the Agency entrance.

Please be sure that your application is signed and include a phone number where we can reach you.

If you have already applied for a program, or are currently working with a social worker in Children Services or Adult Services, and have questions about your case, you can call the office at 488-6921 and dial your caseworker's extension, or email the program supervisor at:
#2043 for Medicaid/NEMT kim.greene@swaincountync.gov
#2011 for FNS/EA/Child Support kim.cunnungham@swaincountync.gov
#2017 for CPS or In-home selena.salazar@swaincountync.gov
#2010 for Foster Care/Adoptions paul.timan@swaincountync.gov
#2042 for Adult Services amy.seay@swaincountync.gov
#2012 for Program Manager bree.clawson@swaincountync.gov

Non-Emergency Medical Transportation (NEMT)

If you have any questions about your gas voucher or scheduled trip please call 828 488-6921 ext. 2037. Leave a message for Amy Baucom.

Callers are being asked to only schedule essential medical appointments.

Call ahead to verify appointment time to ensure the doctor's office is open for business.

You must cancel trips at least 1 hr. prior to pick up, if not sooner.

Energy Assistance

During COVID-19, most utility providers are not disconnecting services. However, your energy bill will keep accumulating. Please take steps to conserve energy. If you are in a crisis there is a way to apply: [Energy Programs Application](#)

Child Care Subsidy: Bob Fouts

828-488-6921 ext. 2067 Monday, Wednesday and Friday.

Work First Benefits

Work First Family Assistance Assessments and Application Interviews will be conducted by phone for potential applicants who would like to apply for the Work First Program. If you would like to be assessed to apply for Work First monthly on-going cash assistance, or 200% Emergency assistance, please call (828) 488-6921.

Adult Medicaid

Special Assistance (Help with the cost of assisted living care)

Special Assistance (Cash assistance to help keep ALF eligible people in their homes)

For this type of Medicaid, you will need to speak with the eligibility worker. Please call (828) 488-6921.

Child Support

Applications are available online at

<https://www.ncchildsupport.com/ecoa/caseApplicationInfo/1.htm>

Applications may be mailed via request by calling 1-800-992-9457 or 919-856-6630.

Please call 828 488-6921 ext. 2007 to contact your child support agent.

Sheila Sutton, MSW

Director of Swain County Social Services