

Graham County Continuing Operations

As of 3/24/2020

Graham County Department of Social Services is still functioning in all Departments

We have made some changes to both protect the public and our workforce. We will have someone in the building to help answer calls and collect the applications. Some of our staff will be working from home. We will still make sure you have the chance to get what you need.

-All applications are **highlighted** where they need to be filled out-

Medicaid - You can still apply for all types of Medicaid

- Come to the office there are paper applications inside the front door
- There is a phone to call the front desk Dial 7911
- You will be assisted by a real person on the phone
- Leave your application in the locked drop box on the front of the building
- You can also apply on-line from your home or phone
- Go to <https://epass.nc.gov/CitizenPortal/application.do>
- You can also print an application at home and mail it to the office at
Graham County Department of Social Services
PO Box 1878
Robbinsville, NC 28771
- You can contact someone from Medicaid at 479-2120

Special Assistance- You can still apply for Special Assistance

- There is a phone to call the front desk Dial 7911
- You will be assisted by a real person on the phone
- Arrangements will be made to complete the application within minutes.

Work First- You can still apply for Work First

- Come to the office there are paper applications inside the front door
- There is a phone to call the front desk Dial 7911
- You will be assisted by a real person on the phone

Food and Nutrition (Food Stamps)- You can still apply for Food Stamps

- Come to the office there are paper applications inside the front door
- There is a phone to call the front desk Dial 7911
- You will be assisted by a real person
- Leave you application in the locked drop box on the front of the building
- You can also apply online from your home or phone

- Go to <https://epass.nc.gov/CitizenPortal/application.do>
- You can also print an application at home and mail it to the office at
Graham County Department of Social Services
PO Box 1878
Robbinsville, NC 28771
- You can talk to someone in Food Stamps at 479-7911

Energy Assistance- we have limited funds for the Crisis Intervention Program

- Please call 479-7911 first ask for help with energy application
- We have paper applications inside the front door- they must be signed

Child Support- You can still apply for Child Support

- Paper applications are inside our front door
- There is a phone inside the front door on the desk call Pam at 2504
- Apply online at www.ncchildsupport.com
- Print one out at <https://files.nc.gov/ncdhhs/dss-4451-ia.pdf> complete it and email it to pam.jenkins@grahamcounty.org
- Any other questions or concerns email pam.jenkins@grahamcounty.org or call 828 479-7911 Extension 2504

Child Protective Services-

- If you know a child is being abused, neglected or dependent please call 479-7911 8:00am-5:00pm Monday-Friday or dispatch at 479-7985 and ask for the on-call social worker if it is after 5:00pm.
- If you know of a home with children that is struggling to get food due to the Covid-19 (Corona) Virus please call and let us know and we will help.

We are continuing to call and check on the children and families we are involved with, though most of our social workers are working away from the office.

Adult Protective Services-

- If you know of an adult that is being abused or exploited please call 479-7911 8:00am to 5:00pm Monday-Friday or dispatch at 479-7985 and ask for the on-call social worker.
- If you know of an adult who is having trouble getting enough food because of the Covid-19 (Corona) Virus please let us know and we will help.

We are also continuing to give Representative Payee checks at the office on Fridays- This has no changed. Come to the office and use the phone inside the front door and call 7911.

Non-Emergency Medical Transportation-

- Continue to call for rides to medical appointments at 479-7911 and we will assist.

- Gas Vouchers will continue to be given on Fridays- this has not changed. Come to the office and use the phone inside the door to call 7911.
- Be sure to have your papers in by Thursday just like normal.