

STOKES COUNTY DEPARTMENT OF SOCIAL SERVICES

OPERATING PROCEDURES

EFFECTIVE 3/30/2020

Effective Monday, March 30, 2020, the Stokes County Department of Social Services will be closed to the public for walk-in traffic. Please call us at (336)593-2861 during regular business hours Monday through Friday (8:30 a.m. to 5:00 p.m.). Most business can be conducted by phone, mail, e-mail, or fax. We have a drop slot at the front of our building at ground level by the front door. Any information that you'd like to turn in to a worker can be slid in that slot. We will be checking the slot periodically throughout the day.

If you must come in person, please call ahead if at all possible. There will be a bell at our front entrance. If you must come to the office, please ring the bell and someone will come out and speak with you.

These changes are being enacted to protect citizens and employees health and safety. This new procedure will assist in supporting social distancing, therefore helping to prevent spreading the Coronavirus.

All Medicaid and Food and Nutrition applications can be completed on-line at epass.nc.gov, by mail, or by phone at (336)593-2861.

If you already have active Medicaid, Medicaid Transportation, or Food and Nutrition Services and you need to report a change, submit documentation, or have questions concerning your active case, you may call (336)593-2861, send a fax to (336)593-9362, or send an e-mail to your designated caseworker.

All Child Support customers may call 1-800-992-9457 for case related information, status of court cases, or to update case information. Customers may also call (336)593-2861 to speak with their caseworker around case information, court information and updates. To access case information, apply for child support, and access resources online, visit ncchildsupport.com/ecoa/parentsindex.jsp.

LIEAP (Low Income Energy Assistance Program) and CIP (Crisis Intervention Program) applications can be made over the phone by calling (336)593-2861.

All Program Integrity (Fraud) repayments or child support application fees can be made via mail with money order. Please mail all payments to Stokes County DSS, PO Box 30, Danbury, NC 27016.

For Protective Services for Children and Adults, reports can be made over the phone by calling (336)593-2861 during business hours Monday through Friday. After hours, reports can be made by calling (336)593-8139.

If you need additional resource information during this time of crisis, you may call 2-1-1. If needed, they have provided an emotional support number for the COVID-19 crisis. It is 1-800-985-5990.

For emergency/crisis services, you may call Cardinal Innovations at 1-800-939-5911.

Please reach out for help, if needed. You are not alone during this crisis. We are here to help you.