

Department of Social Services (DSS)

North Carolina Department of Health and Human Services (DHHS)
North Carolina Division of Social Services (DSS)

DSS Local County Directory

Purpose: Provides DSS contact information and contact persons for all 100 counties
Website: <https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>

DSS Trainings

Purpose: Home of all DSS Trainings
DSS Training Website: <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training>

DSS Forms

Purpose: Home of all DSS Forms
Website: <https://policies.ncdhhs.gov/divisional/social-services/forms>

DSS DCDL (Dear County Director Letters)

Purpose: Home to all State notices, policy changes, actions sent to DSS, Dear County Director Letters
Website: <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/county-director-letters>

NC Department of Health and Human Services (DHHS)

Division of Health Benefits (DHB)

Programs: NC Medicaid
Website: <https://medicaid.ncdhhs.gov/>

NC Department of Health and Human Services (DHHS)

Division of Child and Family Well-being (DCFW)

Programs: Food and Nutrition Services (FNS)
Website: <https://www.ncdhhs.gov/divisions/child-and-family-well-being/food-and-nutrition-services-food-stamps>

NC Department of Health and Human Services (DHHS)

Division of Social Services (DSS)

Programs: Work First Family Assistance (WF), Energy (EA), Refugee Services (RSS, RCA, RMA)
Website: <https://www.ncdhhs.gov/divisions/social-services>

WF: <https://www.ncdhhs.gov/divisions/social-services/work-first-family-assistance>

EA: <https://www.ncdhhs.gov/divisions/social-services/energy-assistance>

RA: <https://www.ncdhhs.gov/assistance/refugee-services>

Refugee Assistance RCA/RMA

Policy Manual: <https://policies.ncdhhs.gov/divisional/social-services/refugee-assistance>
Training: <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#refugee-assistance-training>

Cash Assistance (CA)

CA Programs	Cash Assistance Description	Who potentially qualifies?
Work First (WF)	This program helps parents support themselves and their families by offering short-term training and other services to increase the chances of employment.	Parents who are unemployed or underemployed and have low or very low income with minor dependent child or children 18 years of age or younger.
Supplemental Security Income (SSI)	Supplemental Security Income (SSI) is a Federal income supplement program. It is designed to help aged, blind, and disabled people, who have little or no income; and It provides cash to meet basic needs for food, clothing, and shelter.	Individuals 65 years of age or older, or who are blind or disabled, would meet criteria for the Supplemental Security Income (SSI).
Refugee Cash Assistance (RCA)	Refugee Cash Assistance (also known as RCA, formally known as RRF) Program provides income to refugees who do not qualify for Work First Family Assistance (WFFA) or Supplemental Security Income (SSI) and do not receive Match Grant. RMA is short-term cash benefits program available to eligible individuals to supplement their living shortly after arrival in the United States.	Individuals or couples without minor dependent children with ORR-eligible "Refugee" immigration status age 18 and up. Note: Since the SSI approval process is typically a lengthy one, the State authorizes receipt of RCA until the refugee applicant is approved for SSI, or until the 12-month RCA eligibility period expires--whichever comes first

Energy Assistance (EA)

Low Income Energy Assistance (LIEAP) provides a one-time annual vendor payment to help eligible families pay their heating expense.

Crisis Intervention Program (CIP) serves individuals and families who are experiencing or in danger of experiencing a heating or cooling related crisis.

Low Income Household Water Assistance Program (LIHWAP) provides emergency assistance to low-income households, particularly those with the lowest incomes, that pay a high proportion of household income for drinking water and wastewater services.

Food and Nutrition Services (FNS)

Food and Nutrition Services (FNS) is a federal food assistance program that provides low-income families the food they need for a nutritionally adequate diet.

Medical Assistance (MA)

Medical Programs	Medical Description	Who potentially qualifies?
Medicaid for Infants and Children (MIC) Infants Age: 0-5 Children Age: 6-18	Full Medicaid Coverage for the following: <ul style="list-style-type: none"> • must be under age 6 and • must be age 6 thru age 18 	<ul style="list-style-type: none"> • Child(ren) only Medicaid Case Children ages 6-18 may be eligible for NC Health Choice for Children or Medicaid with a Medicaid deductible
NC Health Choice (NCHC)	Medicaid-equivalent coverage with four exceptions: no long-term care, no EPSDT, no non-emergency medical transportation, and restricted dental.	Age 6 through 18, ineligible for Medicaid, Medicare, or other federal government-sponsored health insurance, be uninsured, a NC resident.
Medicaid for Families with Dependent Children (MAF)	Full Medicaid coverage for the following: Also known as Medical Assistance for Families.	<ul style="list-style-type: none"> • Parents or other caretaker/relative with children ages 18 and under in the household. • Children under the age of 21 (Children age 19 and 20). • A pregnant woman also may qualify.
Medicaid for Pregnant Woman (MPW)	Limited Medicaid coverage for treatment surrounding conditions that affect the pregnancy. A pregnant woman may apply for this program before or after she delivers. A woman who has experienced a recent pregnancy loss also may be eligible. Medicaid for Pregnant Women covers only services related to pregnancy.	<ul style="list-style-type: none"> • Prenatal care, delivery and 60 days of postpartum care • Services to treat medical conditions that may complicate pregnancy. • Childbirth classes. • Family planning services.
Medicaid for Aged (MAA), Blind (MAB) and Disabled (MAD)	To receive Medicaid for the blind or disabled, a doctor must evaluate you. If you receive Supplemental Security Income, you are eligible for North Carolina Medicaid and do not need to apply.	<ul style="list-style-type: none"> • Medical Assistance for the Aged - MAA <ul style="list-style-type: none"> ◦ Medicaid for individuals age 65 or older • Medical Assistance for the Blind - MAB <ul style="list-style-type: none"> ◦ Medical assistance for individuals of any age who meet Social Security's definition of blindness. • Medical Assistance for the Disabled - MAD <ul style="list-style-type: none"> ◦ Medical assistance for individuals under age 65 who meet Social Security's definition of disability.
Family Planning (MAF-D) Also known as Family Planning Program (FPP)	Family Planning exams & services. Screening & treatment for STI. Screenings for HIV. Sterilizations. FPP reduces unintended pregnancies and improves the well-being of children and families in North Carolina.	NO AGE LIMIT
Refugee Medical Assistance (RMA)	Provides health care to refugees who do not meet qualifications for any other health care program. RMA is short-term, full coverage medical insurance program available to eligible individuals to stabilize their health shortly after arrival in the US.	Individuals or couples without minor dependent children with ORR-eligible "Refugee" immigration status aged 21 through 64 that are not pregnant and not caretakers of dependent minor children ineligible for Medicaid, Medicare, or other federal government-sponsored health insurance.

How to apply for public assistance benefits?

Program	ePASS	Paper Application	In-Person
Work First (WF)	Yes, October 2022	DSS-8227	Contact DSS prior to visit
Refugee CA (RCA)	No	DSS-6241	Contact DSS prior to visit
Refugee MA (RMA)	No	DSS-6242	Contact DSS prior to visit
Food & Nutrition Services (FNS)	Yes	DSS-8207	Contact DSS prior to visit
Energy Assistance (EA)	Yes	DSS-8178, 8178L, 8178W	Contact DSS prior to visit
Medical Assistance (MA)	Yes	DHB-5200	Contact DSS prior to visit