



**DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

DIVISION OF SOCIAL SERVICES

DISASTER PLAN

Revised May 2006

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INTRODUCTION

The North Carolina Division of Social Services is dedicated to assisting and providing opportunities for individuals and families in need of basic economic support and services to become self-supporting and self-reliant. The Division of Social Services advocates for and encourages individuals to seek actions appropriate to their needs. Furthermore, we recognize our responsibility through teamwork and professional effort to assist in this process. Toward this end, in cooperation with county department of social services, and other public and private entities, we seek to identify needs, devise and focus resources, and deliver services responsively and compassionately.

The Division of Social Services strives to:

- Ensure that children are protected from abuse, neglect, and exploitation.
- Enable citizens to maintain or achieve maximum self-sufficiency and personal independence through employment if possible;
- Strengthen family life in order to nurture our children so that they may become productive, healthy, and responsible adults;
- Ensure that every family and individual has sufficient economic resources to obtain the basic necessities of life.

PLAN BACKGROUND

In the event of a disaster it is the goal of the NC Division of Social Services to provide as needed:

- Support to local Departments of Social Services
- Support to the Emergency Operations Center (EOC) when the State Emergency Response Teams (SERT) has been activated
- Administration of the Disaster Food Stamp Program
- Assessment of whether the Division's capacity to carry out its roles has been affected by the disaster and making provision for the continuation of core Division functions.
- Evaluation of the need for special policies and procedures to ensure safety and well-being of families and children.

Further, the NC Division of Social Services recognizes the role of coordination of mass care. However, through a Memorandum of Agreement between the American Red Cross (ARC) and the State of North Carolina, generally the ARC operates appropriate shelter facilities and arranges for mass feeding during peacetime disasters, including precautionary evacuations and peacetime radiological emergencies/nuclear accidents.

The roles that the NC Division of Social Services and the local Department of Social Services have in a disaster are very important to ensure that citizens continue to receive the services that have been previously described.

The process through which we assure we are able to carry out our role includes:

Advanced Planning
Preparation
Response
Recovery

This plan outlines these processes as they relate to the goals of the NC Division of Social Services.

DSS PROGRAM SECTIONS OVERVIEW

CHILD SUPPORT ENFORCEMENT, Barry Miller, Section Chief

The Child Support Enforcement Section has the responsibility for supporting and supervising local child support enforcement offices. The State CSE:

- Serves as a resource for the local child support offices to ensure that staff have a clear and comprehensive understanding of policy, that training needs are met, that location assistance through the State Parent Locator Service, and technical advice provided promptly and courteously to assist staff in the delivery of child support services in an effective and efficient manner.
- Has the responsibility for Collections, Reporting/Control, Distribution, Administrative Services, Client services, new hire, Tax Intercept and Credit Bureau Sections. It receives and posts all child support payments to ensure that monies are distributed properly and timely in accordance with state and federal regulations.
- Provides oversight of local child support offices statewide, quality control of service delivery to clients, and technical assistance to ensure that agencies are in compliance with policy and procedures, state and federal regulations.

FAMILY SUPPORT AND CHILD WELFARE SERVICES, Jo Ann Lamm, Section Chief

The Family Support and Child Welfare Section carries out the Division's supervisory responsibility related to child protection as prescribed in Federal and State laws, administrative rules, and policies. The Family Support and Child Welfare Section is committed to the development and support of a collaborative, outcome-based approach to child protection that is proactive, family-centered and focused on achieving a safe, permanent home for all children. In addition, the Family Support and Child Welfare Section supports and supervises county departments of social services in the delivery of benefits and services to eligible families and individuals for the Work First Program.

ECONOMIC SERVICES, Jane Schwartz, Section Chief

Economic Services supports and supervises county departments of social services in the delivery of benefits to eligible families and individuals for the Food Assistance, Low Income Energy Assistance and Crisis Intervention Programs. The section provides

technical assistance in the area of detecting and preventing the occurrence of erroneous overpayments and prosecuting fraud in public assistance programs. In addition, Economic Services supports and supervises county departments of social services and other providers in the delivery of benefits and social services to the State's Refugee population.

AUTOMATED SYSTEMS OVERVIEW

The Division provides program management of the following systems. These systems provide information to/from the county departments of social services, generate benefits for families, and allow county departments and the State to track individuals and families receiving benefits and services. The Division of Information Resource Management (DIRM) provides the technical oversight and expertise to ensure the systems continue to operate. Toward that end, DIRM has a complex disaster plan to safeguard the systems and the confidential information they contain.

AUTOMATED COLLECTION AND TRACKING SYSTEM (ACTS) - Performs all case management, payment distribution and check printing functions for child support.

CENTRAL REGISTRY FOR CHILD ABUSE AND NEGLECT SYSTEM - Tracks children reported as having been abused, neglected, and/or dependency, as well as perpetrator information for substantiated cases. Gathers data to enable research and produce statistics and management reports for county DSS.

CHILD FATALITIES SYSTEM - Tracks investigations of circumstances where a child fatality has occurred.

CHILD PLACEMENT AND PAYMENT SYSTEM - Collects and tracks placement information on children in custody or placement responsibility of a county DSS. Issues reimbursements to county DSS and payments to child carrying institutions and public agencies for foster care. Issues adoption assistance subsidy to adoptive parents.

DAILY REPORT OF SERVICES SYSTEM - Tracks time spent by county DSS staff and identifies this time by client, service, and funding source.

ELIGIBILITY INFORMATION SYSTEM (EIS) - Maintains current and some historical information on Work First families. Vehicle for eligibility determination for Work First and Special Assistance benefits. Issues cash benefits. Provides data to produce statistics and management reports for county DSS and federal reporting.

EMPLOYMENT PROGRAMS INFORMATION SYSTEM (EPIS) - Maintains current and historical employment activity information for individuals participating in Work First employment services

ENERGY - Processes eligibility for the Low Income Energy Assistance Program.

FOOD STAMP INFORMATION SYSTEM (FSIS) - Maintains current and some historical information on Food Stamp households. Vehicle for eligibility determination for Food Stamp benefits. Sends information to EBTIS for the issuance of benefits. Provides data to produce management reports for county DSS.

FOSTER CARE FACILITY LICENSING SYSTEM - Maintains current and historical licensing information on foster parents and generates licenses for foster parents.

RECORDS MANAGEMENT SYSTEM - Facilitates the Interstate Compact on Placement of Children. Maintain data on adoption and foster case placements between other states and counties.

SERVICES INFORMATION SYSTEM (SIS) - Maintains current and historical record of all clients receiving services from county departments of social services. Provides notices to clients. Transmits authorization of service provider's claim for reimbursement. Provides data to produce management reports for county DSS.

ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS) - Maintains tracking of all referrals and overpayments for Food Stamps, AFDC, Work First (TANF) and Medicaid. Performs reporting and accounting functions to maintain integrity in accounting for overpayments in each program.

CRISIS INTERVENTION PROGRAM SYSTEM (CIP System)- Allows counties to enter applications for Crisis Intervention Program (CIP) assistance, approve or deny applications, track county spending and families' receipt of assistance statewide. Produces required state and federal reports for target populations and spending. Contains allocations for each county for the SFY to have a real-time record of authorized assistance statewide and county-by-county.

ADVANCED PLANNING

Planning by both the state Division of Social Services and local agencies must occur prior to a disaster. The state is responsible for developing and maintaining a plan of operation as outlined in this document.

Responsibilities of the state during the advanced planning stage include:

1. Assign central office and field staff to disaster team.
2. Develop and update at least annually a directory listing names of state office and county personnel responsible for disaster duties. The directory should include office, home, cellular and pager telephone number.
3. Provide an annual review of the plan to county directors.
4. Provide counties guidance on developing a local county DSS disaster plan of operation, separate from that developed with Emergency Management. Copies of sample plans will be provided by the County Operations Liaison if needed. The County Operations Liaison is available to assist counties by reviewing their local disaster plans annually as requested by each county.
5. Compile a list of information needed from counties which does not duplicate information available through another source such as outage information and available shelter sites from Emergency Management.
6. Use the Division of Emergency Management as a facilitator of information, which is not Division of Social Services specific.
7. Determine equipment needed, including short-term use of cellular phones.
8. Complete an annual skills assessment inventory of state staff and maintain database.

PREPARATION

The preparation phase will begin when it is determined a disaster is imminent. A disaster is considered imminent when the State Emergency Response Team (SERT) is activated. The Division's Disaster Coordinator or his/her designee will notify the Executive Management Team of SERT alerts or activations.

The Division will have the following responsibilities:

Notify counties anticipated to be in harm's way. Counties involved initially will be those in the path predicted by the Emergency Management Agency. The purpose of this communication will be to discuss DSS specific issues and to obtain information not provided through Emergency Management. (See Appendix 2, Directory of North Carolina County Departments of Social Services)

Notification will occur via:

- E-mail,
- Terminal message,
- Telephone, and/or
- Web Site.

The initial call down will officially notify counties of an imminent disaster and give information on if and when the DSS Communication Center will be activated.

1. Provide alternative communication methods in the event that telephone service is interrupted.
2. Update the directory of changes in personnel and telephones using e-mail and conference calls.
3. Notify state and field staff assigned to disaster response and review responsibilities.

The local agency will have the following responsibilities:

1. Provide any changes needed to directory.
2. Review local plan with staff
3. Monitor equipment needs, forms and supplies with staff
4. Coordinate with local Emergency Management
5. Notify Central Office of any needed personnel, equipment, forms or supplies.

RESPONSE

Response will begin as soon as communication can be established between the Division and local departments immediately following the event.

The Division responsibilities include

1. Contacting the counties known to have been impacted by the event to determine immediate needs. This will be accomplished through use of Emergency Management Communications system and the regularly scheduled conference calls with the agency Director or his/her designee. In addition, communications for changes in written procedures may be transmitted via e-mail and the state Division computer systems at pre-arranged intervals as required.
2. Responding to requests by the counties for specific needs. This will include coordination of multi agency resources.
3. Determining the need to provide staff as necessary to assist the county operations.
4. Implementing plan to assign staff to special duties as required, making adjustments to these assignments as necessary based on event's impact on staff
5. Serving as a clearinghouse for counties volunteering to share staff.
6. Providing a list of shelters (ARC and non-ARC), their capacity, and availability to out of county residents to be updated from conference call and EOC information.

The local agency - responsibilities include

Activating immediately the agency disaster plan.
Determining any changes needed to assignments as a result of the disaster,
Notifying the state of any special needs
Providing updated data through the EMC system and participation in the scheduled conference calls.
Coordinating with local Emergency Management for all requests for assistance other than personnel needs.

RECOVERY

Recovery begins once normal operations have been resumed.

Division responsibilities during recovery include

1. Developing a format used to debrief staff.
2. Participating in Departmental efforts at staffing Community Relations Teams

3. Debriefing staff, including state, regional and county.
4. Analyzing debriefing data and modify procedures accordingly.
5. Recognizing staff as appropriate.

Local Agency responsibilities during response include

Debriefing staff and evaluating the results to determine any necessary changes in the county disaster plan, (See Appendix 3, NCDSS Disaster Debriefing Agenda; Appendix 4, DHHS Disaster Debriefing Agenda)

DSS COMMUNICATION CENTER

The Division Communications Center has been established so that in the event of a disaster the Division has a location where communication between the Division, county social service offices, other divisions and SERT can be centralized. The Center is located in the Albemarle Building in room 832. It is equipped with 3 digital phone lines, computers and 1 analog phone line.

The Division Director or his/her designee activates the Center when a specific disaster results in major damage in one or more counties and when Division resources to support its disaster response and recovery efforts generally exceed normal operations. It is anticipated that the center may be activated in preparation for a major disaster. During many disasters, the impact or the event may not exceed the Division's capacity to respond using personnel normally assigned to support a county or counties involved in a specific disaster. In these situations, the Division would rely on normal personnel assignments and communication channels in disaster response.

Administrative staff will be available to assist with requisitions for any supplies, equipment, copying or printing needs, and arranging for specific phone numbers to be assigned to the center. Personnel may also be tasked with arranging for conference call-in numbers for county briefings.

A minimum of three Division employees are assigned to be contact persons at the center. These individuals include managers and field staff and at least one employee from the Economic Services Section. The ES Section employee will serve as the Disaster Food Stamps Program liaison. The managers and field staff have overall responsibility for communication with affected county social services departments. Additional staff may be assigned as needed.

Conference calls with affected counties are to be held on an established schedule. Conference calls should be scheduled daily during center operations unless otherwise noted. During preparations in anticipation of a hurricane the counties anticipated as most likely affected by EM are usually the first counties to be included in a briefing. This briefing will be conducted approximately 48 hours prior to projected landfall and as soon

as the center is activated. (See Appendix 3, NCDSS Disaster Briefing Agenda; Appendix 5, Proposed Conference Call Protocol.)

The Division will notify counties by email, EIS and FSIS of the activation of the Center, contact persons, telephone numbers, e-mail address, conference call numbers and schedule. The Division will also distribute information to the department and other divisions regarding contacts, phone numbers and department briefings. (See Appendix 6, Disaster Response Communication Center Operations Guidelines)

STATE DSS LIAISON WITH COUNTY DSS

In order to provide continuity of information and planning for the Division in its role to support counties during a disaster, the Division will assign specific staff to be the liaison with Division staff assigned to counties. A state staff person will have the responsibility for communicating with one or more counties. The number of counties that an individual has responsibility for depends on the nature of the disaster, the extent of the disaster geographically, and the number of Division staff available to staff the Communications Center. To the extent possible, all communications should go through that specific staff member to the staff assigned to the county. This will help the Division develop a continued clear picture of what the situation is like in a county and how the Division can best support the county. It also provides for tracking of requests from and responses to counties. This method of operation does not preclude other Division staff and Division Management from communication with counties as may be necessary such as during conference calls.

Depending on the nature of the disaster, it may be necessary to assign one or more staff to act as the liaison to specific counties especially if staffing is needed for periods of time that are impractical for one individual to handle. A normal assignment would be for 48 hours but not to exceed 72 hours unless there is no means to relieve.

When a disaster occurs in a county, the Division will offer to the County DSS Director one or more Division staff to work on site with the Director and appropriate county staff in their efforts to respond to the disaster. Division staff will preferably be part of the team that normally serves the county. The primary functions of the state staff is to assist the DSS Director and staff as requested, and to serve as the point of contact for communications between the Division Communications Center and the County DSS.

Depending on the length of time it is necessary for Division staff to be on site, it may be necessary for other Division staff to relieve the individual(s) originally assigned to the county.

FOOD STAMP PROGRAM RESPONSE TO A NATURAL DISASTER

The Food Stamp Program is designed to handle a natural disaster that causes interruptions in food supply, delivery and ability to purchase food. There are three separate responses to a natural disaster. Each response is contingent upon the size of the disaster and number of individuals affected. The economic situation of the individuals effected is also used to determine the need for intervention by the Food Stamp Program.

REGULAR FOOD STAMP PROGRAM - The regular ongoing Food Stamp Program has program rules to handle small disasters that affect a few individuals. Individuals, who have lost food during a natural disaster, can request replacement benefits to replace their food loss. This is outlined in Section 6000.4 of the Food Stamp manual. This does not require any declaration by the United States Department of Agriculture (USDA) or the state office.

MODIFIED FOOD STAMP PROGRAM - This is the most common response and is utilized for small to medium size natural disasters. The regular Food Stamp Program is run with modifications. The state must request waivers of Food Stamp Program rules for the affected areas. The most common program waivers include but are not limited to: waiver of gross income limits, net income limits only are utilized; applicants declaration of income and expenses will be taken unless questionable; non-liquid resources are excluded; out-of-pocket expenses for repairs, temporary lodging, etc., are allowable deductions; Employment and Training requirements are waived; and hot food is allowable purchases during the benefit period. The number and extent of waivers granted vary from disaster to disaster and are contingent upon number of individuals affected and the size of the disaster. Depending on the size of the disaster, the regular program may be run at the same time as the modified. In larger disasters, USDA will allow the state to run the modified program only during the designated application taking period.

DISASTER FOOD STAMP PROGRAM - This response is to handle large natural disasters that affect a large number of individuals and as such is rarely utilized. The only eligibility requirements for this program are: residency; must plan on purchasing food during the benefit period; must have experienced an adverse effect such as loss of food, lost income, damage to home or business etc. Identity must also be verified. Only Disaster Food Stamp Program applications are taken during the application taking period. The regular Food Stamp Program is suspended during that time frame.

In order to run a Modified or Disaster Food Stamp Program, state officials must request approval from USDA. USDA can approve or deny in whole or in part the plan including which counties are eligible to run these programs. The decision and declaration to operate either of these programs is separate and apart from Federal Emergency Management Agency's (FEMA) purposes and not meet USDA's guidelines for the Modified or Disaster Food Stamp Program. The reverse may also be true. The Modified or Disaster Programs are usually implemented 7-10 days post disaster. Prior to implementation of these programs, commodities may be distributed and mass feeding

sites are usually operated. Both programs also require a fraud plan, and a review of a sample of approved cases. Each program also requires daily reporting to USDA of the number of applications taken, approved or denied, as well as the amount of benefits authorized and the average allotment size. Most of these reports are automatically produced by the Food Stamp Information System (FSIS), however, in smaller disasters, some manual reporting may be necessary.

Note: The Modified or Disaster Food Stamp Programs are not implemented until grocery stores are operating. Therefore electricity must be restored to a least some areas of the county in order for these programs to be approved. As such it is anticipated clients will be able to access their benefits through their EBT cards. The A/ES<C staff maintains control over the supply of Disaster EBT cards which can be mobilized to counties during a Disaster Food Stamp Program.

FAMILY SUPPORT AND CHILD WELFARE RESPONSE TO A NATURAL DISASTER

The Family Support Child Welfare Section at the Division of Social Services will respond to any natural disaster by responding to requests for assistance by providing local County Departments of Social Services the most current information available on the families that they serve. Local county Departments of Social Services have developed disaster plans that meet their individual needs, however the Division is committed to providing to individual counties assistance in retrieving information that will assist them in locating families that are currently receiving child welfare services and / or benefits through the Work first Program, should county data systems be inaccessible.

North Carolina is a county administered system and in child welfare as mentioned previously, each county has their own plan. They have developed processes to respond to reports of abuse and neglect, how to identify their foster children and planning with their foster parents. As the Foster Care Licensing authority, the Division ensures evacuation plans with our foster care facilities.

The Division of Social Services is committed to responding to individual county needs as identified through consultation and technical assistance. As defined in our comprehensive plan, all service areas are addressed on a continuous basis dependent upon need.

The Division of Social Services maintains several automated systems that are used to provide historical and statistical data during the provision of child welfare services. Information from these systems will be accessible to counties upon request should their paper or computer systems be destroyed.

The Division maintains a Central Registry for Child Abuse and Neglect as well as child fatalities. The Central Registry for Child Abuse and Neglect and fatalities data would be able to provide historical data on families that have received services and the specific details surrounding their involvement with child protective services and CPS in home services.

In addition the Daily Report of Services System and the Services Information System would be able to provide counties a listing of children that may be involved with child protective services but who were not yet determined to be abused or neglected and identified to the Central Registry by name, and by the individual social worker name. Not only will this assist counties in locating the families they serve, this will also allow counties to maintain contact with their social workers.

The Division of Social Services also maintains foster home licensure information in the Foster Care Facility Licensing System that may assist County Departments of Social Services in the event that they loose access to either their computer or paper records of foster parent information. Placement information on each child is maintained in the Child Placement and Payment System and the Records Management System. Should a disaster occur, these data sources could be used to assist counties in locating and maintaining contact with foster children for whom they are responsible and with the foster parents and other caregivers that provide care for these children.

The Division of Social Services also maintains automated systems that maintain current and historical employment activity (EPIS), cash benefits and special assistance benefits (EIS) that would be made available to counties in the event of a disaster.

The Division of Information and Resource Management (DIRM) has implemented a separate complex disaster plan to safeguard the confidential information generated by local County Departments of Social Services.

During a disaster of such magnitude that would disable a local County Department of Social Services from accessing critical information, information from the automated tracking systems will be promulgated so that county Departments of Social Services can locate and provide mandated services to ensure the safety, permanence, well-being and self sufficiency of the families and children that they serve.

PLAN IMPLEMENTATION AND MANAGEMENT

IMPLEMENTATION

Each Section Chief has been given a copy of the Disaster Plan to review and share with section members.

MANAGEMENT

The team that was initially assembled to develop the Disaster Plan will continue to meet regularly. The team will meet quarterly to discuss the overall progress and testing of section plans. This team discusses and resolves issues that may not have been identified or may have been duplicated, as well as any problems that and solutions regarding section plans that are of interest to the team as a whole.

The Disaster Plan will be updated as needed. The updates will be based on team member changes, review of section plans, and needed adjustments stemming from contingency plan testing.

APPENDIX 1

**DIVISION OF SOCIAL SERVICES
DISASTER – EXECUTIVE MANAGEMENT CONTACT INFORMATION**

Personal information not available on emailed/web copies.

Name	Physical Home Address	Work Phone	Home Phone	Cell Phone	Other Contact Number
Jane Smith					
Sherry Bradsher					
Jo Ann Lamm					
Jane Schwartz					
Barry Miller					
Sarah Barham					
Gwen Sanders					
Hank Bowers					

APPENDIX 2

**DIRECTORY OF
NORTH CAROLINA COUNTY DEPARTMENTS
OF SOCIAL SERVICES**

**Because of the turn-over in county departments of social services as well as the frequency with which telephone numbers and addresses change, we are also referencing the Division's on-line directory of our county partners. It can be located at:
<http://www.dhhs.state.nc.us/dss/local/>**

Last Updated: Friday, May 12, 2006

- | | |
|---|---|
| <p>01. Ms. Susan Osborne, Director
Alamance County DSS
319 N. Graham Hopedale Rd.
Suite C
Burlington, NC 27217
Tel. 336-570-6532
Fax # Admin. 336-570-6538
Services 336-570-6771
Income Maintenance
336-570-6499
Child Support 336-570-6586
Courier #: 17-42-05</p> | <p>02. Ms. Karen Hoyle, Director
Alexander County DSS
604 7th St., SW
Taylorsville, NC 28681
Tel. # 828-632-1080
Fax #828-632-1359
Courier #: 15-83-09</p> |
| <p>03. Miss Sandra A. Ashley, Director
Alleghany County DSS
PO Box 247
182 Doctor St.
Sparta, NC 28675
Tel. # Main 336-372-2411
Food Stamps 336-372-2414
Fax # 336-372-2635
Courier #: 15-97-06</p> | <p>04. Mr. Larry Crandell, Director
Anson County DSS
118 N. Washington St.
Wadesboro, NC 28170
Tel. # 704-694-9351
Fax # 704-694-1608
Courier #: 03-82-19</p> |
| <p>05. Mrs. Donna Weaver, Director
Ashe County DSS
150 Government Circle – Suite 1400
Jefferson, NC 28640
Tel. # 336-219-2700
Fax # 336-219-2762
Courier #: 15-66-04</p> | <p>06. Ms. Marie Gwyn, Director
Avery County DSS
PO Box 309
Lineville St.
Newland, NC 28657
Tel. # 828-733-8230
Fax # 828-733-8245
Courier #: 12-40-11</p> |
| <p>07. Mr. Jim Harriett, Director
Beaufort County DSS
PO Box 1358
632 W. 5th St.
Washington, NC 27889
Tel. # 252-975-5500
Fax # 252-975-5555
Courier #: 16-08-01</p> | <p>08. Mr. Morris Rascoe, Director
Bertie County DSS
PO Box 627
1006 Wayland St.
Windsor, NC 27983
Tel. # 252-794-5320
Fax # 252-794-5344
Courier #: 10-93-18</p> |

09. Ms. June Koenig, Director
Bladen County DSS
PO Box 369
208 McKay St.
Elizabethtown, NC 28337
Tel. # 910-862-6800
Fax # 910-862-6801
Courier #: 04-26-17
10. Mr. Jamie Orrock, Director
Brunswick County DSS
PO Box 219
60 Government Rd.
Bolivia, NC 28422-0219
Tel # Main 910-253-2077
Director 910-253-2080
Admin. Assist. 910-253-2139
Fax # 910-253-2071
Courier #: 04-20-19
11. Ms. Mandy Stone, Director
Buncombe County DSS
PO Box 7408
40 Cox Ave.
Asheville, NC 28801
Tel. # 828-250-5500
Fax # 828-255-5845
Courier #: 12-50-02
12. Mr. David G. Smith, Director
Burke County DSS
PO Box 549
700 East Parker Rd.
Morganton, NC 28680-0549
Tel. # 828-439-2003
Fax # 828-757-1189
Courier #: 15-01-06
13. Mr. James F. Cook, Jr. Director
Cabarrus County DSS
1303 S. Cannon Blvd.
Kannapolis, NC 28083
Tel. # 704-920-1400
Fax # 704-920-1401
Courier #: 05-09-02
14. Joyce Edwards, Director
Caldwell County DSS
1966-H Morganton Blvd., SW
Lenoir, NC 28645
Tel # 828-426-8200
Fax # 828-757-1189
Fax # 828-426-8398
Courier #: 15-24-17
DSS Switchboard: 828-426-8338
Joyce Edwards,
Adult/Children's Svcs. Prog. Admin. 828-426-8245
Linda Laws, Admin. Officer 828-426-8283
Lynn Hall, CPS 828-426-8257
Stacey Kirk, Admin. Asst./Personnel 828-426-8323
15. Ms. Sylvia Holley, Director
Camden County DSS
PO Box 70
117 North 343
Camden, NC 27921
Tel. # 252-331-4787
Fax # 252-335-1009
Courier #: 10-41-10
16. Mr. Clint Lewis, Interim Director
Carteret County DSS
PO Box 779
210 Craven St.
Beaufort, NC 28516
Tel. # 252-728-3181
Fax # 252-728-3631
Courier #: 11-14-24

- 17. Ms. Bettye B. Parker, Director
Caswell County DSS
P. O. Box 1538
175 E. Church St.
Yanceyville, NC 27379
Tel. # 336-694-4141
Fax # 336-694-1816
Courier #: 02-51-14
- 18. Mr. Bobby Boyd, Director
Catawba County DSS
PO Box 669
330 Eleventh Ave. Dr. Suite 602
Newton, NC 28658
Tel. # 828-695-5600
Fax # 828-695-2497
Courier #: 09-70-03
- 19. Mr. John Tanner, Director
Chatham County DSS
PO Box 489
102 Camp St.
Pittsboro, NC 27312
Tel. # 919-542-2759
Fax # 919-542-6355
Automated Attendant: 919-542-0536
Courier #: 13-25-02
- 20. Ms. Lisa P. Davis, Director
Cherokee County DSS
40 Peachtree St.,
Murphy, NC 28906
Tel. # 828-837-7455
Fax # 828-837-9789
Courier #: 08-52-03
- 21. Mr. William B. Rose, Director
Chowan County DSS
PO Box 296
113 E. King St.
Edenton, NC 27932
Tel. # Admin/IM/Child Support
252-482-7441
Services 252-482-7717
Fax # Admin/IM/ Child Support
252-482-7041
Services 252-482-3845
Courier #: 10-62-13
- 22. Mrs. Deborah G. Mauney, Director
Clay County DSS
PO Box 147
55 Riverside Cir.
Hayesville, NC 28904
Tel. # 828-389-6301
Fax # 828-389-6427
Courier #: 08-51-07
- 23. Mr. John Wasson, Director
Cleveland County DSS
Drawer 9006
130 S. Post Rd.
Shelby, NC 28150-9006
Tel. # 704-487-0661
Fax # 704-484-1051
Courier #: 06-52-03
- 24. Ms. Marva Scott, Director
Columbus County DSS
PO Box 397
40 Government Complex Rd.
Whiteville, NC 28472-0397
Tel. # 910-642-2800
Fax # 910-641-3970
Courier #: 04-21-23

25. Mr. Kent Flowers, Jr., Interim Director
Craven County DSS
2818 Neuse Blvd.
PO Box 12039
New Bern, NC 28561-2039
Tel. # 252-636-4900
Fax # 252-636-4946
Courier #: 16-66-02
26. Mr. William F. (Bill) Scarlett, Director
Cumberland County DSS
1225 Ramsey Street
PO Box 2429
Fayetteville, NC 28301
Tel. # Main 910-323-1540
Director 910-677-2035
Fax # Director 910-677-2801
Legal Dept. 910-677-2672
Transportation 910-677-2661
Day Care Section 910-486-4570
Adult Services 910-677-2646
Family Violence 910-677-2661
Work First 910- 677-2227
Work First Family Assist. 910-677-2248
Courier #: 14-62-41
27. Ms. Kathlyn S. Romm, Director
Currituck County DSS
2793 Caratoke Hwy.
PO Box 99
Currituck, NC 27929
Tel. # 252-232-3083
Fax # 252-232-2167
Courier #: 10-68-01
28. Mr. Jay F. Burrus, Director
Dare County DSS
107 Exeter Street
PO Box 669
Manteo, NC 27954
Tel. # 252-473-1471
Fax # Director 252-473-9824
Income Maintenance 252-473-3353
Adult Protective Services 252-473-6437
Child Protective Services 252-473-6165
Courier #: 16-30-05
29. Ms. Catherine Lambeth, Director
Davidson County DSS
PO Box 788
913 Greensboro St.
Lexington, NC 27293
Tel. # Lex. 336-242-2500
Colonial Dr.
Thomasville 336-474-2760
Fax # Lex. 336-249-7588
336-249-1924
Thomasville 336-472-6635
Courier #: 13-50-26
30. Ms. Karen Smith, Director
Davie County DSS
228 Hospital St.
PO Box 517
Mocksville, NC 27028
Tel. # Main 336-751-8800
Food Stamps 336-751-8850
Fax # 336-751-1639
Courier #: 09-40-12

31. Mrs. Millie I. Brown, Director
Duplin County DSS
423 N. Main Street PO Box 969
Kenansville, NC 28349
Tel. # 910-296-2200
Fax # 910-296-2323
Courier #: 11-20-16
32. Mr. Sammy Haithcock , Director
Durham County DSS
220 E. Main St.
PO Box 810
Durham, N C. 27702-0810
Tel. # Main 919-560-8000
Director 919-560-8038
Child Protective Services 919-560-8424
Child Support 919-560-8900
Adult Services 919-560-8600
Income Maintenance 919-560-8800
Fax # 919-560-8102
Courier #: 17-24-13
33. Mr. Marvin Rouse, Director
Edgecombe County DSS
3003 N. Main St.
Tarboro, NC 27886
Tel. # Main 252-641-7611
Director 252-641-7631
Services 252-641-7672
Finance Office 252-641-7651
Human Resources
252-641-7690
Fax # 252-641-7980
Rocky Mount Office
301 S. Fairview Rd.
Rocky Mount, NC 27886
Tel. # 252-985-4101
Fax # 252-985-1615
Courier #: 07-50-03 (Tarboro)
07-65-01 (Rocky Mt.)
34. Mr. Joe Raymond, Director
Forsyth County DSS
741 N. Highland Avenue
Winston-Salem, NC 27101
Tel. # Administration 336-703-3400
Fax # Admin. 336-727-2850
Public Assist. 336-727-8335
Child Protective Services 336-703-3500
Adult Services 336-703-3501
Adult Medicaid 336-703-3502
Food Stamps 336-703-3800
Child Support 336-703-3801
Family & Children's Medicaid 336-703-3803
Work First Employment 336-703-3804
Day Care Services 336-703-3805
County Attorney 336-703-3900
Fraud 336-727-2075
Fraud 336-727-8491
Courier #: 13-07-01
35. Ms. Nicki Griffin, Director
Franklin County DSS
107 Industrial Dr.
PO Box 669
Louisburg, NC 27549
Tel. # 919-496-5721
Fax # 919-496-8137
Courier #: 07-06-04
36. Mr. Keith Moon, Director
Gaston County DSS
330 North Marietta Street
Gastonia, NC 28052
Tel. # Main 704-862-7500
Medicaid & Children's Day Care 704- 862-7505
Food Stamps 704-862-7510
Child Support 704-862-7520
Work First Employment Services 704-862-7525
Children & Family Services 704-862-7530
Adult Services, Administration & Personnel
704-862-7540
Director's Office 704-862-7888
Fax # 704-862-7885
Courier #: 06-35-01

37. Ms. Colleen Turner, Director
Gates County DSS
PO Box 185
200 Court St.
Gatesville, NC 27938
Tel. # 252-357-0075
Fax # 252-357-2132
Courier #: 10-21-08
38. Mr. Marvin Mullinax, Director
Graham County DSS
196 Knight St.
PO Box 1150
Robbinsville, NC 28771
Tel. # 828-479-7911
Fax # 828-479-7928
Courier #: 08-40-02
39. Mr. Louis W. Bechtel, Director
Granville County DSS
PO Box 966
102 Lanier St.
Oxford, NC 27565
Tel. # Main 919-693-1511
Child Support 919-693-1611
Fax # Main 919-603-5090
Child Support 919-693-1611
Courier #: 17-05-01
40. Ms. Debra Jones, Director
Greene County DSS
227 Kingold Boulevard-Suite A
Snow Hill, NC 28580
Tel. # 252-747-5932
Fax # 252-747-8654
Courier #: 01-81-06
41. Mr. John Shore, Director
Guilford County DSS
PO Box 3388
1203 Maple Street (27405)
Greensboro, NC 27402
Tel. #: Main 336-641-3000
CPS 336-641-3795
Foster Care 336-641-3819
Adoption 336-641-3834
Child Day Care 336-641-3715
Work First 336-641-3270
Fax # Director 336-641-6868
Child Welfare 336-641-6285
Child Welfare 336-641-6293
Child Day Care 336-641-6064
CPS(Greensboro) 336-641-6099
CPS(High Point) 336-845-6084
Work First(High Point)
336-845-3004
Income Maint.(Greensboro)
336-641-6913
Courier #: 02-15-38
42. Mr. Michael G. Felt, Director
Halifax County DSS
4421 Hwy 301
PO Box 767
Halifax, NC 27839
Tel. # Main 252-536-2511
Food Stamps 252-536-4273
Child Support 252-583-5220
Fax # 252-536-6539
Courier #: 07-42-01
43. Mr. Robert P. (Pat) Cameron,
Director
Harnett County DSS
311 Cornelius Harnett Blvd
Lillington, NC 27546
Tel. # 910-893-7500
Fax # 910-893-6604
Courier #: 14-73-02
44. Mr. Tony Beaman, Director
Haywood County DSS
486 East Marshall St.
Waynesville, NC 28786
Tel. # 828-452-6620
Fax Admin. Ch. Sup.&WFFA 828-452-6673
CPS & APS 828-452-6692
Legal Services 828-452-6721
Courier #: 08-14-12

45. Mr. Liston B. Smith, Director
Henderson County DSS
246 Second Avenue East
Hendersonville, NC 28792
Tel. # 828-697-5500
Fax # Admin. 828-697-4544
Child Support 828-698-6107
Children's Services 828-698-5612
Courier #: 06-94-09
46. Donna Jacobs, Interim Director
Hertford County DSS
704 King St.
PO Box 218
Winton, NC 27986
Tel. # 252-358-7830
Fax # Winton Office 252-358-0597
Ahoskie Office 252-332-4710
Courier #: 10-13-09
47. Ms. Barbara Brooks, Interim Director
Hoke County DSS
PO Box 340
Raeford, NC 28376
Tel. # Main 910-875-8725
Child Support 910-875-8755
Fax # 910-875-1068
Courier #: 14-80-12
48. Ms. Gloria C. Spencer, Director
Hyde County DSS
1430 Main St.
PO Box 220
Swan Quarter, NC 27885
Tel. # 252-926-4199
Fax # 252-926-3711
Courier #: 16-40-05
49. Mr. Donald C. Wall, Director
Iredell County DSS
PO Box 1146
549 Eastside Drive
Statesville, NC 28625
Tel. # 704-873-5631
Fax # 704-832-2370
Courier #: 09-34-01
50. Mr. Robert B. Cochran, Director
Jackson County DSS
15 Griffin Street
Sylva, NC 28779
Tel. # 828-586-5546
Fax # 828-586-6270
Courier #: 08-23-17
51. Mr. G. Earl Marett, Director
Johnston County DSS
PO Box 911
714 North St.
Smithfield, NC 27577
Tel. # 919-989-5300
Fax # 919-989-5324
919-989-5455
919-989-8706
Courier #: 01-64-33
52. Ms. Thelma A. Simmons, Director
Jones County DSS
118 Highway 58 North
PO Box 250
Trenton, NC 28585
Tel. # 252-448-2581
252-448-7581
Fax # 252-448-5651
Courier #: 11-18-10
53. Ms. Brenda Potts, Director
Lee County DSS
530 Carthage St.
PO Box 1066
Sanford, NC 27331-1066
Tel. # 919-718-4690
Fax # 919-718-4634
Courier #: 14-42-05
54. Mr. Jack B. Jones, Director
Lenoir County DSS
130 W. King St.
PO Box 6
Kinston, NC 28502-0006
Tel. # 252-559-6400
Fax # 252-559-6380
Courier #: 01-22-20

55. Ms. Susan L. McCracken, Director
Lincoln County DSS
1136 E. Main Street
PO Box 130
Lincolnton, NC 28093-0130
Tel. # 704-732-0738
Fax # Main 704-736-8692
Adult Services/Child Support/
Work First 704-732-9019
Courier #: 09-02-07
56. Mrs. Jane Kimsey, Director
Macon County DSS
Lakeside Government Complex
1832 Lakeside Drive
Franklin, NC 28734
Tel. # 828-349-2124
Fax # 828-349-2401
Courier #: 08-49-03
57. Ms. Flossie Ball, Director
Madison County DSS
PO Box 219
180 S. Main St.
Marshall, NC 28753
Tel. # 828-649-2711
Fax # 828-649-2097
Courier #: 12-20-07
58. Ms. Susan Davenport, Director
Martin County DSS
305 E. Main St.
PO Box 809
Williamston, NC 27892
Tel. # Main 252-809-6400
AFDC/MA 252-809-6400
Food Stamps 252-809-6430
Services 252-809-6403
Child Support 252-809-6413
Fax # 252-792-5186
Courier #: 10-84-30
59. Mr. Phillip Hardin, Director
McDowell County DSS
145 E. Court St.
PO Box 338
Marion, NC 28752
Tel. # 828-652-3355
Fax # 828-652-9167
Courier #: 12-93-20
60. Mr. Richard W. (Jake) Jacobsen, Jr., Director
Mecklenburg County DSS
P.O. Box 220999
Wallace H. Kuralt Centre
301 Billingsley Road
Charlotte, NC 28211
Tel. # Main 704-336-3150
Admin. 704-336-3020
Youth & Family 704-336-2131
Adult Services 704-336-3171
Economic Services 704-353-1500
Fax # 704-336-3361
Economic Services 704-353-1325
Services for Adults 704-336-7965
Youth & Family 704-336-7429
Courier #: 05-14-12
61. Mr. Larry L. Deyton, Director
Mitchell County DSS
347 Long View Dr.
Bakersville, NC 28705-0365
Tel. # 828-688-2174
Fax # 828-688-4940
Courier #: 12-72-07
62. Mr. James Sanders, Director
Montgomery County DSS
Drawer N
102 E. Spring St.
Troy, NC 27371
Tel. # 910-576-6531
Fax # 910-576-5016
Courier #: 03-96-15

63. Ms. Beth Duncan, Director
Moore County DSS
1036 Carriage Oaks Drive
PO Box 938
Carthage, NC 28327
Tel. # 910-947-2436
Fax # Admin. 910-947-1618
Medicaid 910-947-4841
WFFA/Food Stamps
910-947-3027
Services 910-215-5835
Courier #: 03-41-08
64. Ms. Laura O'Neal, Director
Nash County DSS
120 W. Washington St.
PO Drawer 819
Nashville, NC 27856
Tel. # Admin. 252-459-9818
WFFA/Medicaid 252-459-9831
Food Stamps 252-459-9822
Child Support 252-459-9864
Child Protective Services 252-459-1268
Fax # 252-459-9833
Courier #: 07-72-11
65. LaVaughn Nesmith, Director
New Hanover County DSS
1650 Greenfield St.
PO Drawer 1559
Wilmington, NC 28402
Tel. # Main 910-798-3400
Child Protective Services
910-341-4722
Business Office 910-798-3480
Child Support 910-343-5252
Food Stamps 910-341-4715
Work First 910-341-4719
Medicaid 910-341-4716
Child Day Care 910-341-4719
Fax # Admin./Director 910-341-4022
Food Stamps 910-341-4364
Child Support 910-343-5279
Children's Services
910-341-4382
Public Assistance 910-341-4363
Services 910-341-4360
Courier #: 04-10-16
66. Dr. Albert Wentzy, Director
Northampton County DSS
9467 NC 305 Hwy.
PO Box 157
Jackson, NC 27845
Tel. # Main 252-534-5811
Food Stamps 252-534-0521
Child Support 252-534-0111
Services 252-534-1772
Services 252-534-1246 & 252-5340-1772
Fax # 252-534-0061
Courier #: 10-03-12
67. Mr. Roger Penrod, Director
Onslow County DSS
1915 Onslow Dr. Extension
PO Box 1379
Jacksonville, NC 28541-1379
Tel. # 910-455-4145
Fax # 910-455-2901
910-455-9130
Courier #: 11-08-20
68. Ms. Nancy Coston, Director
Orange County DSS
300 W. Tryon St.
Hillsborough, NC 27278
Tel. # 919-732-8181
Fax # 919-644-3005
Courier #: 17-50-11

69. Mr. Robert S. Johnson, Director
Pamlico County Human Services Center
202 Main St.
PO Box 395
Bayboro, NC 28515
Tel. # 252-745-4086
Fax # 252-745-7384
Courier #: 16-50-11
70. Melissa Stokely, Director
709 Roanoke Ave.
Pasquotank County DSS
Elizabeth City, NC 27909
Tel. # 252-338-2126
Fax # 252-338-7512
Courier #: 10-32-01
71. Dr. Reta M. Shiver, Director
Pender County DSS
80 S. Walker St.
PO Box 1207
Burgaw, NC 28425
Tel. # 910-259-1240
Fax # 910-259-1418
Courier #: 04-69-11
72. Ms. Susan M. Chaney, Acting Director
Perquimans County DSS
103 Charles St.
PO Box 107
Hertford, NC 27944
Tel. # 252-426-7373
Fax # 252-426-1788
Courier #: 10-53-09
73. Ms. Beverly W. Warren, Director
Person County DSS
PO Box 770
303 S. Morgan St.
Roxboro, NC 27573
Tel. # Main 336-599-8361
Income Maint. 336-503-1137
Services 336-503-1134
Child Support 336-503-1144
Work First 336-598-0227
Fax # 336-597-9339
Courier #: 02-35-02
74. Mr. George Perry, Director
Pitt County DSS
1717 W. Fifth Street
Greenville, NC 27834-1695
Tel. # Main 252-902-1101
Director's Private Line 252-902-1064
Income Maintenance 252-902-1068
Services 252-413-1274
Child Support 252-902-1210
Fax # Admin. & Services 252-413-1252
Income Maintenance 252-413-1275
Child Support/Adult Services
252-413-1038
Foster Care 252-413-1040
Courier #: 01-48-44
75. Ms. Sue Rhodes, Director
Polk County DSS
330 Carolina Drive
Tryon, NC 28782
Tel. # 828-859-5825
Fax # 828-859-9703
Courier #: 06-74-02
76. Ms. Martha Sheriff, Director
Randolph County DSS
PO Box 3239
1512 N. Fayetteville St.
Asheboro, NC 27204-3239
Telephone # 336-683-8000
Fax # Administration 336-683-8131
Staff 336-683-8056
Courier #: 13-67-01

77. Mr. Mikell M. Todd, Director
Richmond County DSS
125 Caroline Street
PO Box 518
Rockingham, NC 28380
Tel. # 910-997-8400
910-997-8480
Fax #: 910-997-8447
Courier #: 03-75-01
78. Ms. Becky Morrow, Director
Robeson County DSS
435 Caton Road
Lumberton, NC 28360
Tel. # Main 910-671-3500
Director (Private) 910-671-3547
TANF 910-671-3560
Work First/Day Care 910-671-3490
Medicaid 910-671-3540
Child Support 910-671-3510
Fax # 910-671-3092
Courier #: 14-92-04
79. Mr. Larry Johnson, Director
Rockingham County DSS
PO Box 361
Wentworth, NC 27375
Tel. # 336-342-1394
Fax # 336-634-1847
Courier #: 02-28-07
80. Ms. Sandra Wilkes, Director
Rowan County DSS
1236 W. Innes Street
Salisbury, NC 28144
Tel. # Main 704-216-8330
Children's Services 704-216-8646
Fax # Main 704-638-3041
Children's Services 704-216-8479
Courier #: 05-30-05
81. Mr. John Carrol, Director
Rutherford County DSS
389 Fairground Rd.
PO Box 237
Spindale, NC 28160
Tel. # 828-287-6199
Fax # 828-287-6350
Courier #: 06-64-12
82. Ms. Sarah Bradshaw, Director
Sampson County DSS
405 County Complex Rd.
PO Box 1105
Clinton, NC 28329
Tel. # Medicaid/Food Stamps/Work First Cash/Director
910-592-7131
Adult & Family Services/Work First
Employment 910-592-4200
Child Support 910-592-4137
Fax # Medicaid/Food Stamps/Work First Cash/Director
910-592-4297
Adult & Family Services/Work First
Employment 910-590-2248
Child Support 910-592-1598
Courier #: 11-33-29
83. Ms. Jan Elliott, Director
Scotland County DSS
1405 West Blvd.
PO Box 1647
Laurinburg, NC 28353
Tel. # 910-277-2500
Fax # 910-277-2402
Courier #: 14-38-03
84. Sharon Scott, Director
Stanly County DSS
1000 N. First St. - Suite 2
Albemarle, NC 28001
Tel. # 704-982-6100
Fax # 704-983-5818
Courier #: 03-23-02

85. Janice Spencer, Director
Stokes County DSS
1010 Hwy 8 & 89 N.
PO Box 30
Danbury, NC 27016
Tel. # Main 336-593-2861
King Branch, Tues. & Thurs.
336-983-0481
Director's Home 336-593-9867
Fax # 336-593-9362
Courier #: 09-16-01
86. Wayne Black, Director
Surry County DSS
118 Hamby Road
Dobson, NC 27017
Tel. # Admin/Public Assistance/
Child Support 336-401-8700
Services 336-401-8800
Fax # Admin/Public Assistance/
Child Support 336-401-8750
Services 336-401-8860
Courier #: 09-92-02
87. Tammy Cagle, Director
Swain County DSS
101 Mitchell St.
PO Box 610
Bryson City, NC 28713
Tel. # 828-488-6921
Fax # 828-488-8271
Courier #: 08-30-10
88. Ms. Carson Griffin, Director
Transylvania County DSS
205 E. Morgan Street
Brevard, NC 28712
Tel. # 828-884-3174
Fax # 828-884-3263
Courier #: 06-02-12
89. Mr. Harry B. Foard, Director
Tyrrell County DSS
102 N. Road St.
PO Box 449
Columbia, NC 27925
Tel. # 252-796-3421
Fax # 252-796-1732
Courier #: 16-20-02
90. Mr. Roy Young, Director
Union County DSS
1212 W. Roosevelt Blvd
PO Box 489
Monroe, NC 28111-0489
Tel. # 704-296-4300
Fax # Main 704-296-6151
Courier #: 03-07-01
91. Beatrice Walker, Interim Director
Vance County DSS
350 Ruin Creek Road
Henderson, NC 27536
Tel. # Main 252-492-5001
Child Support 252-431-1200
Children's Services 252-436-0407
Fax # 252-438-5997
Courier #: 07-24-18
92. Mr. C. Robert Sorrells, Deputy Director
Wake County Human Services
220 Swinburne Rd.
PO Box 46833
Raleigh, NC 27620
Tel. # Main 919-212-7000
919-212-0494
Fax # 919-212-7285
Courier #: 51-91-00
93. Mr. Henry Hayes, Director
Warren County DSS
307 N. Main Street
Warrenton, NC 27589
Tel. # Main 252-257-5000
Food Stamps 252-456-3006
Services 252-257-5000
Work First 252-257-5019
Fax # Main 252-257-4656
Food Stamps 252-456-4760
Courier #: 07-30-19
94. Mr. Jerry W. Rhodes, Director
Washington County DSS
209 E. Main St.
PO Box 10
Plymouth, NC 27962
Tel. # 252-793-4041
Fax # 252-793-3195
Courier #: 16-13-01

95. Mr. James Atkinson, Director
Watauga County DSS
132 Poplar Grove Road Connector, Suite C
Boone, NC 28607
Tel. # 828-265-8100
Fax # 828-265-7638
Courier #: 15-92-11
96. Mrs. Judy Pelt, Director
Wayne County DSS
301 N. Herman Street, Box HH
Goldsboro, NC 27530
Tel. 919-580-4034
Fax # Main 919-731-1293
Borden Building 919-731-1508
Director 919-705-1979
Courier #: 01-15-33
97. Mr. James D. Bumgarner, Director
Wilkes County DSS
304 College St.
PO Box 119
Wilkesboro, NC 28697
Tel. # Main 336-651-7400
336-651-7490
Fax # Main 336-651-7568
Children's Services
336-651-7559
Courier #: 15-10-09
98. Mr. J. Glenn Osborne, Director
Wilson County DSS
100 N.E. Gold St.
PO Box 459
Wilson, NC 27894-0459
Tel. # 252-206-4000
Fax # 252-237-1544
Courier #: 01-54-01
99. Mr. Edsel Wooten, Director
Yadkin County DSS
PO Box 548
250 Willow St.
Yadkinville, NC 27055
Tel. # 336-679-4210
Fax # 336-679-2664
Courier #: 09-12-22
100. Ms. Alice Elkins, Director
Yancey County DSS
111 Oak Crest Rd.
PO Box 67
Burnsville, NC 28714
Tel. # 828-682-6148
Fax # 828-682-6712
Courier #: 12-45-03

APPENDIX 3

NCDSS DISASTER BRIEFING AGENDA
COUNTY SOCIAL SERVICES DEPARTMENTS

1. **Counties** (list counties or teams to be included)
2. Purpose of Call
 - Storm Update/SERT activities
 - Division Communication
 - Center Information Telephone
3. Communications Center Contacts
4. Communication Systems
 - E-mail by LISTSERV
 - Terminal messages by FSIS and EIS
 - Fax
 - Conference Call Schedule
5. State/County Disaster Plan
 - County Feedback on Disaster Status
 - Inter-County Staff Sharing
6. Disaster Food Stamp Plan
 - Benefits
 - Status of County Plans
 - Requested Information from Early Assessment
 - State Food Stamp Plan Distribution
 - Guidelines for Crowd Control and Security
 - Key Automation Issues
 - Public Information
 - Fraud Sample
7. Other Critical Issues

APPENDIX 4

DHHS DISASTER BRIEFING AGENDA

1. Status of Disaster Incident

- SERT Activities
- FEMA Activities
- Storm Impact (weather conditions, roads, utilities)

2. Mass Care

- Shelters Opened
- Feeding Issues

3. Public and Community Health Issues

- Food Safety
- Water Safety Issues
- Injury Prevention Issues

4. Communications and Public Information

- Communications Center Information/Status
- DHHS Team Convening Protocol
- Automation Issues
- Public Information and Press Release Activities

5. DHHS Facilities

- Damage_Assessment/Recovery Efforts

6. Response and Recovery Programs

- Disaster Food Stamp Program
- Individual and Family Grant Program
- Community Relations
- Division of Aging Programs

- Mental Health Crisis Counseling
- FEMA Public Assistance Application Process

Other Issues

DEBRIEFING QUESTIONNAIRE

In order to assist us with the debriefing, each participant will be requested to fill out the following questionnaire.

1. Specific Actions

Please identify specific actions you performed prior to, during and/or following the current disaster. Indicate if the activity was related to response or to recovery efforts.

2. Positive Experiences

Please list the positive experiences and successful actions of the response or recovery efforts in which you were involved

3. Needs Improvement

Please list those areas in need of modification or improvement.

4. Long-Term Strategies

Please list any issues (policy decisions, organizational, resources, structures, etc.) that may require long-term strategies.

APPENDIX 5

PROPOSED CONFERENCE CALL PROTOCOL

- **Purpose of Call**

- **Storm Update/SERT Activities**

- **Division Communication Center (Room 832)**
Insert Telephone Numbers

- **Teams Involved**
Insert Team Numbers and Telephone Numbers

- **Communication Center Contacts**

- **Terminal Messages**

- **State/County Disaster Plan**

- **Disaster Food Stamp Plan**

Benefits
Status of County Plans
Requested Information for Early Assessment
State Food Stamp Plan Distribution
Guidelines for Crowd Control and Security
Key Automation Issues
Public Information
Fraud Sample

- **Proposed Schedule of Calls**

APPENDIX 6

DISASTER RESPONSE COMMUNICATIONS CENTER OPERATIONAL GUIDELINES

Activation

When EOC notifies the DSS Disaster Coordinator that activation of the EOC is imminent or has occurred, he/she informs the Director and the Executive Management Team. The Disaster Coordinator also informs the counties in potential harm's way and advises that they will be made aware if the Communications Center is activated. The Director of NC DSS or his/her designee is responsible for activating the Center

Setting Up the Communications Center

Upon activation, the Disaster Coordinator notifies Administrative Services to activate phones and notifies the LAN Administration to set-up the computer system. He/She contacts the Section Chiefs to alert them that the Center has been activated and to have their representative(s) report.

Operation of the Communications Center

The Deputy Director directs the Center's Operation. The Center is the locus for communicating with impacted counties. The hours of operation generally parallel the hours of EOC operation; however, when the Center is not operating (for example, late evening and overnight), the locus shifts to the DSS station at the EOC.

The Center deploys staff to impacted counties to assist with assessing the counties' needs and to serve as points of contact to provide the Center with requested information. The Center also operates a clearinghouse between the impacted counties needs and the personnel available for assisting. The personnel may include NC DSS State staff from the Disaster Registry or volunteer staff from non-impacted local DSS agencies. The Information Systems Support Section is responsible for maintaining the databases in the clearinghouse.

Deactivation

The Director or his/her designee determines when the Center is deactivated. At that time, the Disaster Coordinator notifies Administrative Services, the LAN Administrator, and Section Chiefs that the Center is being deactivated.

APPENDIX 7

GENERAL PUBLIC SHELTERS AND AMERICAN RED CROSS (ARC) RESPONSIBILITIES

General public shelters usually are in public buildings and usually meet ADA standards. However, these shelters have limitations and operate for those who are self-sufficient and need no outside professional assistance in performing activities of daily living, or for those who are accompanied by family members or other caregivers who assist with activities of daily living. For those individuals whose needs are beyond that available at public shelters, special care sheltering is available.

Public shelters, including special care shelters, are the responsibility of county government (NC General Statute 166-A) and the American Red Cross (ARC) (Congressional mandate). In those situations where county government opens public shelters and where agreements between ARC and the county social services department (DSS) exist for that purpose, the responsibility for Special Care Shelters normally rests with the county DSS

General Public Shelters. General public shelters are selected with consideration of the proximity of the disaster to the facility the size of the shelter, available feeding facilities and other factors. Whenever possible, these shelters are also expected to provide reasonable accommodations (ramps, interpreters, restrooms, effective communication devices, etc.). Temporary accommodations that are in the best interest of the physically challenged (ramps, rails, etc.) may be arranged through the Red Cross Job Director, who has the authority to borrow, rent or construct such accommodations. However, additions of such modifications to permanent structures can only be done so with the written permission of the facility owner.

The American Red Cross (ARC). The ARC usually manages general public shelters. Evacuees to all public shelters are encouraged to bring sufficient sleeping and personal needs items to include medications with them when advance evacuation time is possible. In cases where the nature of the disaster is immediate, Red Cross may provide such items as cots, blankets, and other comfort accommodations when the shelter is determined to be open for a period longer than 36 hours and when such items are deemed necessary and appropriate. The initial availability of cots, blankets, etc. is dependent upon the local ARC's resources, local government resources or other agency stockpiles within that area. Following the incident when non-affected shelters are able to close, resources may be shifted to remaining open shelters. Resources may need to be diverted to special care shelters due to the condition of the Support Level I and II evacuees as opposed to the healthier evacuees in the general public shelters. Resources such as cots and blankets will be directed to the elderly and medical needs evacuees as a priority when such items are not in sufficient quantities to include all sheltered individuals.

The level of care needed for Support Levels I and II exceed the Red Cross medical protocols. The responsibility for care of these residents rest with the facilities that provide pre-shelter care or with the special care shelters. Medical staff for special care shelters normally will be provided by the county public health department. Red Cross will work with agencies, after meeting their own health care responsibilities, who are special needs care providers but ARC cannot be responsible for these persons.

ARC will provide Disaster Health Services (DHS) personnel in all general public shelters. The DHS workers will be available for consultation with other medical personnel in the temporary infirmary section. The ARC will provide space and service within their shelters for the Support Level II individuals when special need shelters are not available or accessible and will make a determination regarding the need to retain or transfer those individuals when such action is in the best health interest of the person being sheltered.

Individuals who need special diets will be accommodated through the local hospitals and within the Mass Care function for Support Level III persons in regular shelters. Special dietary needs for persons staying in special needs shelters will be ordered and provided through the agency responsible for the shelter. ARC strives to meet special diet needs but may be limited in doing so during the first few days of a disaster if there has been widespread destruction. ARC will endeavor to assist after meeting their own mass care requirements or at such time that provisions cannot be made by the responsible agency due to disaster related causes.

A request for mass care assistance from ARC does not imply assumption of any financial responsibilities nor liabilities by the American Red Cross. All potential requests for assistance either as a primary or secondary source of mass care in special needs shelters should be agreed upon in writing between the potential service provider and the local American Red Cross unit in advance. Such agreements should outline the general scope of the request to include general nutritional parameters, additional personnel, financial reimbursements if any, liability issues, responsibilities of the service provider to insure release of the ARC from any liability incurred in the consumption of those meals relative to medical dietary requirements and prescriptions.

ARC will bear the financial responsibility for those items that are part of the traditional ARC shelter response when such facilities are deemed “ARC shelters”. Specialized medical equipment needed for special needs individuals is the responsibility of the individual or the special care shelter. Medical personnel who work in these special care units are not covered under ARC guidelines.

In Summary. It is important that the service delivery equivalent to the needs of the individual are in keeping with the highest health service available under the circumstances. While the ARC operates shelters general public shelters, it will always provide a place of safe haven and shelter to those in need regardless of their medical condition. It is hoped that this document will provide lead planning time to facilitate the best arrangement and charge those agencies and individuals with providing service through the course of the disaster an implied in NC General Statute 166-A.

As part of their Congressional mandate, ARC will strive to become an advocate to initiate those responsibilities. In cases where there is an absence of service or where local jurisdictions do not or cannot provide service or where the ARC determines that service delivery is inadequate or not to ARC standards, ARC will implement the necessary actions to provide the safest haven for those needing emergency shelter regardless of category.

The ARC will provide support to Support Level I and II shelters when possible and after ensuring that they have met their own disaster responsibilities. In such situations where there is a known deficiency in resources, funding or manpower, parties may negotiate with the ARC to ensure that the interest of the disaster client is best served. Such request will be part of the pre-disaster planning and such agreements must be in writing, and approved by the National ARC prior to the event. Request for mass care support from ARC does not imply assumption of any financial responsibilities or liabilities by the ARC.