

## **FOOD AND NUTRITION SERVICES**

300 N. Duke St.  
560-5761

### **PURPOSE**

The Food and Nutrition Services Program is designed to promote the general welfare of the nation's population and to safeguard its health and well-being by raising nutrition levels among low-income households.

### **SERVICES**

Eligible households receive a monthly allotment to purchase food products. The benefits are electronically deposited into the Electronic Transfer Benefits (EBT) account monthly.

See also Electronic Benefits Transfer (EBT) program information.

Eligible individuals who are age 60 or over, homebound, or disabled may use Food and Nutrition Services benefits to purchase meals prepared for and delivered to them by a non-profit meal delivery service or at communal dining facilities. Homeless individuals may be eligible to purchase meals at communal dining facilities.

Certain unemployed or under employed individuals who do not meet work requirements are registered with the Employment Security Commission to receive assistance in obtaining employment or in building or enhancing their job skills.

Special projects include participation in the Just For Us Program which is an assessment and referral program for senior citizens.

## **ELIGIBILITY**

The Food and Nutrition Services Program serves families and individuals of low-income households who meet federal/state income and asset guidelines and are residents of Durham County who need assistance meeting their food and nutritional needs. Eligible households may include elderly or disabled persons, employed or unemployed persons, families who receive Work First Family Assistance (WFFA), homeless individuals and others that qualify. There are also non-financial criteria that are considered such as citizenship, household composition, work requirements, and controlled substance requirements. With the exception of undocumented aliens, all applicants must provide their social security number or show proof that one has been applied for. Also, each particular applicant may have additional specific eligibility requirements determined by the household composition and household situation.

## **APPLICATION**

Applicants are not required to provide anything at the time of intake in order to apply. However, verification of identity, social security number, income, assets, and shelter expenses may be required during the application-processing period and applicants may find it helpful to bring verification items with them to the interview. These items may include valid identification, bank account statements, wage stubs, mortgage/rent receipts, and utility bills or receipts.

Normal Business hours are Monday through Friday, 7:30 AM-6:00 PM. Most applicants apply for themselves as needed, or a representative does so for them. Wednesdays are designated for processing only, however applications are still available. We may receive referrals from agency staff, community organizations, and health organizations. Certain individuals who receive Supplemental Security Income (SSI) may apply at the Social Security Administration. Certain households receiving WFFA may apply through the WFFA program.

Applications must be processed in time for eligible households to have the opportunity to purchase food no later than the 30th calendar day following the date of application. Applicants eligible for emergency services must be able to purchase food no later than the seventh calendar day following the date of application, however they must provide some form of identification within the seven day process.

## **REFERRALS**

We make referrals to many agencies. The most frequent referrals are made to:

Salvation Army  
Women In Action  
Shelter for Hope  
Urban Ministries and various churches  
WIC Program  
School Lunch Program.

## **CONTACT INFORMATION**

Program Manager (919) 560-8761  
Fax: 560-8208

**RELATED TOPICS:** Work First Family Assistance; Private Living Medicaid; Family and Children's Medicaid/NCHC; Adult Services  
Financial Services; Immediate Services; Child Care (DACCA)

## **ELECTRONIC BENEFITS TRANSFER PROGRAM**

300 N. Duke St.  
560-8797 or 560-8161



### **PURPOSE**

Electronics Benefits Transfer or EBT is an electronic system that allows Food and Nutrition Services recipients to access their benefits by using a plastic card to purchase food. The card contains a 16- digit account number and the recipient's name on the front. The card is mailed to the recipient once he/she is approved for food and nutrition services benefits. Upon receipt, the client is to call the EBT Customer Service @ 1-888-622-7328 to assign yourself a Personal Identification Number (PIN) to activate card.

**To accomplish the program purpose, EBT staff performs the following functions:**

- Assist agency staff with computer system updates.
- Provide information on account and card statuses.
- Conduct trouble shooting and research to resolve card problems.

### **SERVICES**

- Assistance for special needs clients such as hearing and visually impaired and for non-English speaking applicants/recipients.
- Training for new and tenured staff in the Food Stamp Program and WFFA Program on policy, procedures and computer usage.
- Training and information for other agency staff.
- Information and referrals for community businesses and agencies, and for state and regional office personnel.

Special projects include participation in:

- EBT State Steering Committee
- NC Nutrition Network (DINE for LIFE) Program operated by Durham County Dept. of Public Health

## **ELIGIBILITY**

Refer to the specific Program Information sheet for Food Stamp Program.

Services are also provided to:

- Community businesses and agencies
- Retailers
- State and Regional office personnel

## **APPLICATION**

Referrals may come from caseworkers, program supervisors, program managers, other agency staff, community businesses and agencies. Individuals may walk-in at 300 N. Duke St. during regular Office Hours: 7:30 AM – 6:00 PM, Monday, Tuesday, Thursday and Friday, with Wednesdays designated as processing days.

## **REFERRALS**

Referrals are made to Adult Services and to Immediate Services for recipients with urgent food assistance needs. Also, referrals are made to social workers for those who have mental or physical impairments and are in need of assistance with accessing their benefits or are having difficulty managing their monthly food stamp allotment.

## **CONTACT INFORMATION**

Program Manager (919) 560-8761  
EBT Coordinator (919) 560-8797

**RELATED TOPICS:** Food and Nutrition Services Program