



# News Release

**FOR IMMEDIATE RELEASE**

Feb. 5, 2014

Department of Social Services  
Brenda Jackson, Director  
Email: [director@ccdsnc.com](mailto:director@ccdsnc.com)

## **DSS Extends Hours to Meet NC Fast Deadline, Asks Customers to Respond with Information**

**FAYETTEVILLE, N.C.** – The Cumberland County Department of Social Services is working extended hours today through the weekend to process delayed N.C. Families Accessing Services through Technology (NC FAST) Food and Nutrition Services (commonly known as food stamps) cases by a Monday, Feb. 10, deadline.

To help in clearing up the backlog of cases, the agency is asking Food and Nutrition clients who have been notified by DSS case workers to promptly respond with requested information. Customers can email their information to [foodstamps@ccdsnc.com](mailto:foodstamps@ccdsnc.com) or fax the information to (910) 677-2885. Individuals may also drop off the information in person to the DSS building, 1225 Ramsey St., during these extended Food and Nutrition (food stamp) drop-off hours:

**Wednesday through Friday, Feb. 5-7, from 7:30 a.m. to 8 p.m.  
Saturday, Feb. 8, from 8 a.m. to 12 p.m.**

The extended hours are only for Food and Nutrition customers who have been contacted regarding information needed to process their Food and Nutrition Services case. All other customers will need to access services through [ePASS.nc.gov](http://ePASS.nc.gov) or visit the agency during normal operating hours: Monday-Friday, 7:30 a.m.-5 p.m.

Cumberland County DSS transitioned all food and nutrition applications to NC FAST last year and has been experiencing a backlog in processing applications and recertifying cases in the new state system since February 2013. The U.S. Department of Agriculture has given the N.C. Department of Health and Human Services and backlogged counties like Cumberland until Monday, Feb. 10, to process all cases.

“Our staff is working overtime each day and during the weekend to complete all cases by next week,” said DSS Director Brenda Jackson. “Customers are encouraged to respond promptly to calls and letters from DSS about their cases. If customers have received a letter, message, or see that DSS is calling, it would greatly help to respond quickly.”

Submit Requested Food and Nutrition Information to:

- [foodstamps@ccdsnc.com](mailto:foodstamps@ccdsnc.com)
- Fax: (910) 677-2885
- During drop-off hours, Wednesday - Friday, Feb. 5-7, 7:30 a.m. – 8 p.m.; Saturday, Feb. 8 – 8 a.m.- 12 p.m. , 1225 Ramsey St.

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