

## **Frequently Asked Questions - Disaster Nutrition Assistance Program (DSNAP) Relief for Specific Counties Impacted by Hurricane Helene**

The Disaster Supplemental Nutrition Assistance Program, or “DSNAP”, is a temporary food assistance program that provides a one-time payment to household that have lost income or property damage due to a disaster.

### **Are all counties in South Carolina eligible for this program?**

As of November 1, 2024, the U.S. Department of Agriculture has approved only the following counties for DSNAP as a result of Hurricane Helene: **Abbeville, Aiken, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Cherokee, Chester, Edgefield, Fairfield, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lexington, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union, and York.**

Households that resided within one of these counties at the time of Hurricane Helene **AND** suffered unreimbursed disaster losses may be eligible to receive a DSNAP benefit. **Food loss alone is not a qualifying factor for DSNAP assistance.**

### **What will the process look like for households who need assistance?**

Non-SNAP recipients in the affected counties who are seeking assistance and were unable to pre-register and complete a telephone interview between November 12<sup>th</sup> and November 21<sup>st</sup> may apply in-person.

Each in-person event will run for three (3) days. Individuals can only apply for DSNAP at the designated location in their county of residence.

Beginning Sunday, December 1<sup>st</sup>, residents of **Allendale, Anderson, Bamberg, Barnwell, Beaufort, Cherokee, Hampton, Laurens, McCormick, Saluda, Spartanburg, Union, and York** counties may pre-register for DSNAP online, at <https://benefitsportal.dss.sc.gov/> and visit the DSNAP site in their county of residence during the scheduled period.

Beginning Sunday, December 8<sup>th</sup>, residents of **Abbeville, Aiken, Chester, Edgefield, Fairfield, Greenville, Greenwood, Jasper, Kershaw, Lexington, Newberry, Oconee, Orangeburg, Pickens, and Richland** counties may pre-register for DSNAP online, at <https://benefitsportal.dss.sc.gov/> and visit the DSNAP site in their county of residence during the scheduled period.

Please review the schedule of in-person DSNAP events at the end of this FAQ or on the DSS website.

### **What will I need to provide during the online pre-registration process?**

Applicants are encouraged to provide as much information as possible on the online pre-registration form. Households should be prepared to provide the following information:

- Name, date of birth, and Social Security number (if applicable) for each household member.
- Permanent residential address, temporary address, and/or mailing address.
- A driver's license or state-issued ID number.
- Amount of disaster-related expenses incurred during the disaster period.
- Amount of income for each household member.
- Amount of household resources, to include cash on hand or savings.

Failure to provide the requested information in the DSNAP pre-registration process may delay the determination of eligibility for DSNAP benefits.

**If I was denied DSNAP over the phone, can I reapply in-person in my county of residence?**

No. Households who applied for DSNAP between November 11<sup>th</sup> and November 21<sup>st</sup> and were denied after a telephone interview are not eligible to re-apply. If you do not agree with the decision made on your DSNAP application, you may request a fair hearing by calling 1-800-311-7220 or writing to your local county DSS office.

**What if I pre-registered for DSNAP but did not complete the telephone interview?**

If you completed the pre-registration process but did not complete a telephone interview, you can visit the scheduled onsite DSNAP event in your county of residence. You will need the confirmation/reference number provided at the completion of the pre-registration process to complete an in-person eligibility interview.

**Can I call or visit my local county or regional DSS office to apply for DSNAP?**

Online pre-registration and interviews cannot be completed at your local county DSS office. Calling or visiting your local DSS office will not expedite the application and verification process for DSNAP.

**What will be considered as a 'loss' related to Hurricane Helene?**

Applicants must have suffered a loss directly related to Hurricane Helene to be eligible for DSNAP benefits. Households applying for Disaster SNAP must have lived in the disaster area on September 27, 2024, **and** must have suffered loss or damages, such as:

- Damage to or destruction of the home.
- Loss or inaccessibility of income including a reduction or termination of income or a significant delay in receiving income due to disaster related problems.
- Disaster-related expenses (home or business repairs, temporary shelter, evacuation, etc.) that are not expected to be reimbursed during the disaster benefit period.

Individuals applying for DSNAP in-person should be prepared to provide the following:

- Proof of Identity
- Proof of Address
- Proof of Income
- Proof of the value of unreimbursed damages incurred as a direct result of the storms
- Proof of loss or inaccessibility of income

All DSNAP applications are subject to review. If it is determined that an applicant received benefits that he/she was not entitled to, the applicant will be required to pay them back.

**Is there an income limit for DSNAP? How much is the benefit?**

To qualify for DSNAP, a household's net income plus its accessible liquid resources minus any disaster-related expenses must not exceed the Disaster Gross Income Limit.

The Disaster Gross Income Limits and DSNAP allotment amounts are included below:

Household Size	Disaster Gross Income Limit	DSNAP Allotment
1	\$2,171	\$292
2	\$2,620	\$536
3	\$3,068	\$768
4	\$3,529	\$975
5	\$4,015	\$1,158

6	\$4,500	<b>\$1,390</b>
7	\$4,948	<b>\$1,536</b>
8	\$5,397	<b>\$1,756</b>
Each additional member	+\$449	<b>+\$220</b>

### **How will I receive my DSNAP benefits if approved?**

DSNAP benefits will be provided via an electronic debit-like card and can be used to purchase food items at authorized SNAP retailers. For approved items that can be purchased with DSNAP benefits, please visit: [What Can SNAP Buy? | Food and Nutrition Service.](#)

If approved for DSNAP benefits, the DSNAP EBT card will be issued onsite at the DSNAP event.

Households that completed a telephone interview can expect to have the benefits mailed to their home address on file with their application. Delivery time for DSNAP EBT cards is estimated to be three days from the date DSNAP is approved.

### **How can I prevent fraud with my DSNAP EBT card?**

Please visit the **SC EBT Cardholder Portal** (<https://www.connectebt.com>) or download the **Connect EBT** mobile app to set up Alerts/Notifications regarding EBT card usage and to Lock/Unlock your EBT card for purchases. Please do not use third party mobile apps for management of your SC EBT account.



### **My household already receives traditional SNAP benefits each month. Is my household also eligible for DSNAP?**

**No. Per federal rules and guidelines, current SNAP recipients are not eligible for DSNAP.** Current SNAP recipients who reside in a county approved for DSNAP and received SNAP during the month of October 2024 may be eligible for a disaster supplement if their monthly SNAP benefit is less than the maximum monthly allotment for their household size.

If approved, the amount of a SNAP household's disaster supplement will be equal to the difference between their October 2024 monthly SNAP benefit and the total maximum allotment amount for the household size. For example, a 3-person SNAP household whose October 2024 SNAP benefit was \$500 would receive a disaster supplement of \$268 (\$768 - \$500).

SNAP households that already receive the maximum allotment for their household size are not eligible for a disaster supplement.

This disaster supplement was already issued to current SNAP recipients residing in Abbeville, Aiken, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Cherokee, Chester, Edgefield, Fairfield, Greenville, Greenwood, Hampton, Jasper, Laurens, Lexington, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union, and York counties who qualify.

Current SNAP recipients residing in Kershaw County who meet all of the criteria listed below may go to the designated DSNAP site in Kershaw County between December 11<sup>th</sup> and 13<sup>th</sup> and file an Affidavit of Loss to request a supplement of their October SNAP benefits:

- a. Received SNAP in October 2024;
- b. Receive a monthly benefit that is less than the maximum monthly allotment for their household size; and
- c. Suffered a disaster loss.

**If approved, when will my household's DSNAP benefits expire?**

Unused DSNAP benefits will be expunged after 9 months (274 days) of inactivity.

**Where can I go to get additional information on the DSNAP process? Should I believe everything I read on social media?**

DSS reminds the public to be sure you are obtaining information from official sources and trusted news organizations to avoid confusion and misinformation. Additional updates will be posted to [dss.sc.gov](https://dss.sc.gov) as they become available, including information about the next round of online pre-registration and screening interviews and in-person events in December.

**Where do I go to apply for DSNAP in my county of residence?**

DSNAP Onsite Events Schedule:

<b>Monday, December 2<sup>nd</sup> through Wednesday, December 4<sup>th</sup> 8AM – 5PM</b>	
<b>County</b>	<b>Site Location/Address</b>
Anderson	Iconic Event Center 3131 N. Main Street Anderson, SC 29625
Cherokee	Old Cherokee DSS Office 1434 N. Limestone Street Gaffney, SC 29340
Laurens	Laurens County Piedmont Technical College 663 Medical Ridge Road Clinton, SC 29325
McCormick	Talmadge Center 1319 S Main Street McCormick, SC 29835
Saluda	Radius Church 100 Main Street Saluda, SC 29138
Union	Union County Recreation Department 111 Thomas Street Union, SC 29379

<b>Wednesday, December 4<sup>th</sup> through Friday, December 6<sup>th</sup> 8AM – 5PM</b>	
<b>County</b>	<b>Site Location/Address</b>
Allendale	Brandt Building 398 Barnwell Highway Allendale, SC 29810
Bamberg	Bamberg Civic Center 2477 Main Hwy Bamberg, SC 29003
Barnwell	Blackville Community Center 19464 Solomon Blatt Ave N Blackville, SC 29817
Beaufort	Burton Well Recreation Center 1 Middleton Recreation Drive Beaufort, SC 29906

Hampton	Open Arms Fellowship 402 Hoover Street North Hampton, SC 29924
Spartanburg	Dr. T.K. Gregg Community Center 650 Howard Street Spartanburg, SC 29303
York	First Baptist Church 481 Hood Center Drive Rock Hill, South Carolina 29730

<b>Monday, December 9<sup>th</sup> through Wednesday, December 11<sup>th</sup> 8AM – 5PM</b>	
<b>County</b>	<b>Site Location/Address</b>
Abbeville	Abbeville Civic Center 404 N. Main Street Abbeville, SC 29620
Aiken	Western Carolina State Fairground 561 May Royal Drive, Hwy 495 Aiken, SC 29801
Chester	Mount Olive Baptist Church 176 Center Street Chester, SC 29706
Greenwood	Greenwood YMCA 1760 Calhoun Road Greenwood, SC 29649
Jasper	Mount Carmel Baptist Center 3763 Bees Creek Road Ridgeland, SC 29936
Newberry	Prosperity Rikard Civic Center 250 School Drive Prosperity, SC 291127
Oconee	Old Seneca Middle School 810 W. South 4 <sup>th</sup> Street Seneca, SC 29678
Orangeburg	Edisto Fork United Methodist Church 356 Lariot Road Orangeburg, SC 29115
Pickens	East Pickens Baptist Church 2244 Gentry Memorial Hwy Pickens, SC 29671

<b>Wednesday, December 11<sup>th</sup> through Friday, December 13<sup>th</sup> 8AM – 5PM</b>	
<b>County</b>	<b>Site Location/Address</b>
Edgefield	American Legion Hall 314 Penn Street Edgefield, SC 29824
Fairfield	Blackjack Baptist Church 178 State Road Winnsboro, SC 29180
Greenville	TD Convention Center 1 Exposition Drive Greenville, SC 29607

Kershaw	Kershaw Cnty Recreation Facility – City Arena 517 Bull Street Camden, SC 29020
Lexington	Lexington County DSS Office 1070 S. Lake Drive Lexington, SC 29073
Richland	The Meeting Place Conference Ctr 201 Columbia Mall Blvd. Columbia, SC 29223

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