



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

CARLA WEST • Division Director, Social Services

October 24, 2024

Dear Owners/Operators of Facilities Licensed to Accept Special Assistance Payments

ATTENTION: Facilities with residents receiving Special Assistance administered by the following county DSS Agencies:

Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancey

SUBJECT: Executive Order No. 319 and Special Assistance – Temporary Waivers In Support of Hurricane Helene Relief Efforts

This guidance is in reference to temporary Special Assistance policy waivers as authorized by Section 4 of Executive Order No. 319 dated October 9, 2024, related to Special Assistance program applications and redeterminations. The waivers authorized by Executive Order No. 319, as described below, shall remain in effect specifically for the durations indicated, unless extended by a subsequent Executive Order.

In light of the devastating impact of Hurricane Helene on Western North Carolina, the following Special Assistance waivers are in place effective immediately (**and only**) for the forementioned county DSS agency cases:

- The requirement for a face-to-face interview for Special Assistance has been waived through December 31, 2024. Until that time an applicant or their authorized representative, if needed, may make an application for Special Assistance by telephone, mail, electronically (i.e., email, fax), as well as in person to the county DSS.
Note: This waiver only applies to Special Assistance applications processed by one of the affected counties listed in this letter when they are the county of case ownership.
- Existing Special Assistance certification periods in affected waiver counties that were scheduled to expire October 31, 2024, will have the certification period automatically extended by 3 months, so that the certification will end on January 31, 2025;
- Existing Special Assistance certification periods in affected waiver counties that were scheduled to expire November 30, 2024, will have the certification period automatically extended by 3 months, so that the certification will end on February 28, 2025;

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- Existing Special Assistance certification periods in affected waiver counties that were scheduled to expire December 31, 2024, will have the certification period automatically extended by 3 months, so that the certification will end on March 31, 2025.
- Any FL-2s *currently in use on active Special Assistance cases* that are maintained by the forementioned county DSS agencies which are due to expire in October, November or December 2024, may continue to be honored in situations where obtaining an updated FL-2 has been made impossible due to complications resulting from Hurricane Helene. Reach out to the Special Assistance case manager at the county DSS if there are questions or concerns related to obtaining updated FL-2s.

We appreciate your partnership and your efforts to assist Special Assistance beneficiaries during this difficult time. We will provide updated guidance if Executive Order No. 319 is rescinded or is replaced with a subsequent Executive Order.

Sincerely,

Thomas Grecco
Special Assistance Program Administrator