

**What do we do with DSS client calls or those seniors and families requesting SNAP/EBT services?**

County offices are closed to the public, and each county office has a sign posted in each office establishing closures due to the COVID 19 pandemic. However, you may call SCDSS for EBT/SNAP questions at 1-800-616-1309 or go to the SCDSS website for additional information: <https://dss.sc.gov/assistance-programs/snap/>

**Will my SNAP benefits continue? Will I receive supplemental benefits with SNAP and continue receiving my SNAP benefits?**

The answer is yes to both. You will receive your SNAP benefits as usual. Recently, due to economic conditions resulting from the COVID-19 pandemic, the South Carolina Department of Social Services (DSS) has received a federal waiver from the United States Department of Agriculture to provide emergency SNAP supplements to address temporary food needs for SNAP households.

**May I use my EBT card for purchasing groceries online?**

No. SNAP EBT cards cannot be used to purchase groceries online.

**As an elderly person, I cannot drive or go out because of the virus. Can I give my EBT card to just anyone to buy my groceries?**

No. A SNAP household may allow any household member or authorized representative to use its SNAP benefits to purchase food or meals for the household.

**How do I apply or report changes for SNAP and/or TANF since my county office is closed?**

For SNAP and TANF benefits, apply at [SCMAPP.sc.gov](http://SCMAPP.sc.gov). Remember, all eligibility guidelines and income limits must be met before becoming eligible. To report changes, email [SNAPTANFInbox@dss.sc.gov](mailto:SNAPTANFInbox@dss.sc.gov) or fax forms to 803-734-2012. Also, some county offices have drop-boxes outside that you may drop off at any county office or call 1-800-616-1309.

**Who do I call for Community Long Term Care?**

The South Carolina Department of Health and Human Services Community Long Term Care is the appropriate agency to contact. All area offices located throughout the state are closed, but you can contact them by phone and leave messages to have calls returned. If you are already an eligible CLTC participant, please contact your case manager before you contact the regional area offices.

**How do I report a nursing home for abuse?**

Contact [your regional Area Agency on Aging](#) office, and ask to speak with an ombudsman.