



Tracie Murphy
Director

Department of Social Services

Susan A. Stevenson
Board Chair

Press Release

RANDOLPH COUNTY SOCIAL SERVICES WILL SEE CITIZENS BY APPOINTMENT ONLY BEGINNING SEPTEMBER 1, 2020

Randolph County Department of Social Services (DSS) closed to in-person public contact on March 23, 2020 due to the state of emergency amid the COVID-19 pandemic. Since that day, the agency has continued to provide necessary services to the citizens of Randolph County through non-public contact methods such as application by ePass, phone, email, and mail-in and drop off information and applications. During this time, the agency was also working to establish effective safety protocols. The work and planning has resulted in a change in the way business is conducted to protect both the staff and the citizens.

Effective September 1, 2020, Randolph County DSS will begin offering limited in-person services by appointment only. Anyone needing in-person services should call DSS at (336) 683-8000 for an appointment. In-person appointments are only available at the main office in Asheboro at 1512 North Fayetteville, Street, Asheboro, NC. In-person services are not available at the Archdale office.

When arriving for an appointment, all COVID-19 safety protocols are observed. You will be met at the entrance to the building and your temperature will be taken and you will be asked a series of questions about travel, potential exposure, and symptoms. If you have a fever, travelled out of the country, or have recent exposure to COVID-19 or have symptoms of COVID-19, you will be asked to reschedule your appointment and/or contact us through electronic or other non-contact methods. Once cleared to enter the building, you will be required to wear a mask and maintain social distancing. A mask will be provided if you don't have one.

Please remember, the same options for non-contact services exist and will remain in place. You can complete an application for most economic services on ePass at: <https://epass.nc.gov/>. Your Randolph County caseworker is available by phone or email. You can also pick up applications and then drop them off at the drop box. For your convenience and safety, these non-contact electronic methods of conducting business with DSS is still encouraged.

If you need an appointment for in-person services or have other questions, please call (336) 683-8000.

P.O. Box 3239, Asheboro, North Carolina 27204

www.randolphcountync.gov/Departments/Social-Services

Serving by empowering, protecting, educating, and promoting stability.