



**Tracie Murphy**  
Director

## **Department of Social Services**

**Susan A. Stevenson**  
Board Chair

### **Press Release**

#### **RANDOLPH COUNTY SOCIAL SERVICES WILL SEE CITIZENS IN-PERSON BEGINNING OCTOBER 15, 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. On September 1, 2020, DSS began offering limited in-person services by appointment only. Effective October 15, 2020, services at Randolph County DSS can be obtained on-site without an appointment.

In-person service is 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.

At this time, “in-person” does not mean “face-to-face.” When arriving at the DSS Office, 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 come back after an appropriate quarantine period 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 be aware that your contact with an eligibility services intake worker will be live and in real time, but virtually through electronic means by way of devices set-up for your visit. You do not need to bring a device or smart phone with you.

Should the appropriate waiting and service spaces within the building be at capacity under the COVID-19 guidelines, you will be given a pager and asked to wait in your vehicle until space is available.

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 have other questions, please call (336) 683-8000.

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

[www.randolphcountync.gov/Departments/Social-Services](http://www.randolphcountync.gov/Departments/Social-Services)

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