

The Madison County Department of Social Services (DSS) is operating with limited staff but will continue to offer core services during the COVID-19 Pandemic. Citizens are encouraged to call DSS to inquire about services, including currently open cases, prior to visiting the Department.

Core services include:

- Child Protective Services/Child Welfare
- Adult Protective Services
- Medicaid Enrollment
- SNAP/Food and Nutrition Services (Food Stamps) Enrollment
- Work First Applications
- Child Care Subsidy
- Energy Programs
- Guardianship Services
- Adult Care Home Monitoring

Citizens interested in Medicaid and SNAP (Food and Nutrition Services) are invited to apply online using the North Carolina E-pass Program at <https://ePass.nc.gov> The program allows an applicant to submit an application online and not visit the DSS Office. You may also download an application from this site and mail or fax to: Madison County Department of Social Services, 5707 U.S. Hwy 25-70, Suite 1, Marshall, NC 28753. 828-649-3687 (Fax).

Citizens may apply for Medicaid and SNAP (Food and Nutrition Services), Low Income Energy Assistance, Crisis Intervention, and Work First, from 8 a.m. until 5 p.m., Monday-Friday, at the Department, located at 5707 U.S. Hwy 25-70, Suite 1, Marshall, NC. We are located beside NAPA Auto Parts.

Citizens that must visit the agency to apply for benefits will practice social distancing and be screened upon arrival. Citizens will be given a paper application which they may complete in their vehicle and then return to the front desk. Anyone needing to speak with a caseworker about their application or benefits they are currently receiving will need to do so by calling 828-649-2711.

A report of abuse or neglect for children to Child Protective Services can be made by calling 828-649-9498.

A report of abuse, neglect or exploitation of an adult to Adult Protective Services can be made by calling 828-649-2711.

Child or Adult Protective Services reports can be made after hours by calling the Madison County Sheriff's Department at 828-649-2721 and asking to speak with a social worker.