

## NC InCK Quick Reference Guide: Food Insecurity Resources

Family Navigators should ask these questions to provide food support.

### Is the family enrolled in FNS/SNAP?

The Supplemental Nutrition Assistance Program (SNAP) provides cash benefits to income-eligible households. In North Carolina, the SNAP program is called Food and Nutrition Services (FNS). FNS/SNAP food benefits are distributed to participants using Electronic Benefit Transfer (EBT) debit cards. Benefits can be used to shop for groceries in stores, farmers' markets, and online. FNS/SNAP eligibility and benefit amounts are based on income and household size.

#### To connect families to FNS/SNAP, you can:

- **Ask** – Do you currently use ePASS to manage your Medicaid benefits and recertification? Did you set up an ePASS account to apply for Medicaid?
  - **If yes**, the family can log in to their ePASS account, update their records as needed, and apply for FNS food benefits.
  - **If no**, offer a direct referral to the More in My Basket program for help completing an FNS/SNAP application.
- Complete a referral for application assistance to [More in My Basket](#).
  - An email address is required to complete the form. This can be the family's email address or, if the family does not have email, you can enter the email information for a care manager or other advocate with the family's consent.
  - Add basic notes in the message:
    - Indicate if Medicaid-enrolled family.
    - Note the household size.
    - Add notes on preferred days/times for contacting the family.
  - If the family does not have email, you can also refer them to application assistance through the Food Bank of Central and Eastern NC. Email is an optional field to include in their form, available [here](#).

### Is the family receiving the maximum monthly FNS/SNAP benefit?

Share resources that families can use to check their current monthly FNS/SNAP benefit amount and update their records, if necessary, to receive the maximum benefit they are eligible for. Families that are not currently receiving the maximum monthly benefit *may* be able to increase the amount they receive by updating their records.

**Ask families about changes to their budget, such as:**

- Have you lost income or had your work hours cut?
- Do you pay more in rent or for a mortgage, homeowner's insurance, or property taxes?
- Do you pay more for childcare or to care for a disabled adult dependent?
- Are there older adults (60+) in your household that have new or increased medical expenses above \$35/month?

**How do I find my current monthly SNAP benefit amount?**

Use one of the options below to find your current monthly benefit amount.

Call **1-888-622-7328** to reach the North Carolina EBT customer service helpline. You will need to enter the 16-digit number on your EBT card to receive account information.

Visit [www.ebtEDGE.com](http://www.ebtEDGE.com) and select "Cardholder Login". You will be asked to log in or to register to create an account.

Download the ebtEDGE mobile app (available through the Apple AppStore or Google Play). You will be asked to log in or to register to create an account.

**How can I tell if I am receiving the maximum monthly FNS/SNAP benefit?**

The maximum amount that a family can receive depends on the number of people in the household. If a family is already receiving the maximum amount shown below, they will not be able to increase their benefit by documenting a change in circumstances. If the family is currently receiving less than the maximum amount, updating their information with DSS could lead to a higher monthly benefit. The actual benefit amount will depend on both the household income and the household size.

# people in the household	1	2	3	4	5
maximum monthly FNS/SNAP benefit	\$291	\$535	\$766	\$973	\$1,155

Maximum benefit amounts for larger households can be found at:

[ncdhhs.gov/divisions/child-and-family-well-being/food-and-nutrition-services-food-stamps](http://ncdhhs.gov/divisions/child-and-family-well-being/food-and-nutrition-services-food-stamps)

This is also a good time for families to **make sure that their mailing address on file with the Department of Social Services is correct.** Families can update their FNS account information by contacting their local Department of Social Services office or updating their information on ePASS. Find contact information for local DSS offices [here](#).

County DSS Phone Numbers	
Alamance County DSS	336-570-6532
Orange County DSS	919-245-2800
Durham County DSS	919-560-8000
Granville County DSS	919-693-1511
Vance County DSS	252-492-5001

Wake County DSS

919-212-7000

## Is the family enrolled in WIC?

WIC (Supplemental Nutrition Program for Women, Infants, and Children) is a nutrition program for pregnant and nursing people and babies and children ages 0-5. The families you work with may have eligible young children enrolled in NC InCK and/or younger siblings at home not enrolled in NC InCK but eligible for WIC. WIC support for younger siblings helps the family's food budget.

Families enrolled in WIC receive monthly allowances for several food groups (e.g. milk, eggs, bread, cheese, juice, peanut butter, baby food, formula). Instead of a simple cash benefit, WIC benefits include vouchers for a specific amount of each food type each month (e.g. one dozen eggs). North Carolina offers electronic WIC food benefits managed through a debit card and mobile app. Learn more about eWIC on the NC DHHS website [at this link](#).

WIC does provide monthly cash benefits for purchasing fruits and vegetables. Additional cash vouchers (\$30 per eligible family member per year) are available for buying produce from participating farmers markets. Breastfeeding mothers receive increased food allowances and peer support for breastfeeding and can request breast pumping equipment.

### How to make a referral for WIC enrollment

Complete the online referral form available [at this link](#).

Select "NC InCK Family Navigator" from the Referral Source drop-down at the end of the form.

Heard about WIC / Referred By \*

NC InCK Family Navigator

Referral requests are sent directly to county WIC offices. Local WIC offices will reach out to families to schedule intake appointments, usually within a few days.

## Are K-12 students receiving free meals at school and during the summer?

**Many Medicaid-insured children (K-12) will be automatically enrolled in free or reduced-price school meals if they attend a school that participates in the National School Lunch Program (most public schools).** At some schools, this will mean free breakfast in addition to free lunch.

Students who are not eligible for automatic enrollment may still qualify for free or reduced-price meals based on their household income. Families can apply for free and reduced-price meals at the start of the school year with an online application (see below), or they can request a paper application from their child's school.

If a family is interested but not currently participating in free school meals, or if there has been a problem with enrollment, obtain family consent to speak with the school district's school nutrition team enrollment specialist (see table below). Get the family's permission to share the following information when speaking with the enrollment specialist:

- Student name(s)
- Name and phone number of the parent/guardian(s)
- Questions, concerns, or issues the family is having regarding free school meals
- If emailing, request a response indicating that the district contact has received your email

For privacy reasons, school district staff cannot share updates with you regarding the family's enrollment in school meals. However, the nutrition team staff will typically coordinate with the school social work team to initiate outreach to the family. Follow up with the family a few weeks after speaking with the specialist to ensure the school social work team has contacted them about meal enrollment.

### School District Offices:

#### Alamance-Burlington School System

Susan Isley  
(336) 438-4000 x20058  
[susan\\_isley@abss.k12.nc.us](mailto:susan_isley@abss.k12.nc.us)

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at [www.lunchapplication.com](http://www.lunchapplication.com); choose "North Carolina" and select "Alamance Burlington Schools".

#### Orange County Schools

Amy Crabtree  
(919) 245-4002 x2  
[amy.crabtree@orange.k12.nc.us](mailto:amy.crabtree@orange.k12.nc.us)

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at [www.lunchapplication.com](http://www.lunchapplication.com); choose "North Carolina" and select "Orange County Schools".

#### Chapel Hill-Carrboro City Schools

Debbie Koonce  
(919) 967-8211 x28270  
[dkoonce@chccs.k12.nc.us](mailto:dkoonce@chccs.k12.nc.us)

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at [www.lunchapplication.com](http://www.lunchapplication.com); choose "North Carolina" and select "Chapel Hill-Carrboro Schools".

#### Durham Public Schools

Nydia Casiano-Vargas  
(919) 560-2370 x26277  
[Nydia\\_Casiano-Vargas@dpsnc.net](mailto:Nydia_Casiano-Vargas@dpsnc.net)

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at [www.lunchapplication.com](http://www.lunchapplication.com); choose "North Carolina" and select "Durham Public Schools".

#### Granville County Public Schools

Katie Hatfield  
(919) 693-9349 x101251  
[hatfieldk@gcs.k12.nc.us](mailto:hatfieldk@gcs.k12.nc.us)

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at [www.lunchapplication.com](http://www.lunchapplication.com); choose "North Carolina" and select "Granville County Schools".

#### Vance County Schools

**\*\*Vance County Schools offers free meals to all students enrolled in district schools through the Community Eligibility Provision. No additional enrollment is needed to participate.**

Jessica W. Kearney  
(252) 492-2127  
[jekearney@vcs.k12.nc.us](mailto:jekearney@vcs.k12.nc.us)

#### Wake County Schools

Call (919) 588-3535 to speak to a Nutrition Department team member (English and Spanish).

Families who are not automatically enrolled in Free & Reduced-Price Lunch can apply online at <https://www.myschoolapps.com/>; search for "Wake County Public School System".

During the summer (June-August), families can receive free meals for children ages 0-18 at any summer meal distribution site, regardless of where their children go to school.

#### How do I find summer meal sites closest to me?

Contact your child's school to ask if the district will be sponsoring free summer meal sites. Many districts run summer feeding sites or know of community partners offering nearby summer meal sites.

You can also use one of the options below to find nearby summer meal sites. These resources will connect you with the name, location, and phone number for summer meal sites in your area. Meal times and locations can change over the summer. Before your first visit, it is a good idea to call ahead and verify meal times and locations.

Call **1-866-3-HUNGRY** (1-866-348-6479), or **1-877-8-HAMBRE** (1-877-842-6273) (Spanish) to find summer meals.

Text **FOOD** or **COMIDA** (Spanish) to **304-304** and provide your full address, zip code, or city to find the sites nearest you (information updated regularly June - August)

Visit the [NC Site Finder Map](#) to find summer meal sites (updated weekly June - August).

### Does the family need emergency food resources?

Assist families with calling 211 or visiting the [NC 211 website](#) to find additional information on local food pantries and free meals.