NC InCK NC INTEGRATED CARE FOR KIDS

NC InCK Quick Reference Guide: Connecting Families to Economic Supports

Why is connecting families to economic supports important?

Money matters to child and family health. Reducing financial strain on families improves everyone's immediate and long-term health and well-being.

Best practices for discussing economic supports with families:

Best Practice	Words that Work
• **Ask permission to discuss income-based supports.** • **Use the intake process** to introduce relevant income-based supports.	"I know you mentioned needing help with food. Could we talk about some programs that could cover some of your grocery costs?"
• **Give families time to consider**. Don't pressure them to immediately apply. • **Share tangible resources without any expectation**. Provide information consistently so families can access resources when they feel ready.	"It sounds like you're not sure about applying for WIC. That's okay! I'd like to give you some info about WIC so you can think about it. I think it's a great program for new parents like you, and your family meets the income criteria. I'll follow up in two weeks to see if you're interested. Let me know if you have questions in the meantime!"
• **Remind families the resources are there for them.** Income-based supports exist to help eligible people.	"I love SNAP because it gives families the help they need to get back on their feet. Enrolling in SNAP helps other families, too. When lots of SNAP-eligible families choose to enroll, this shows the program is needed and encourages the government to keep funding it."
• **Share stories** of how you have seen connection to economic supports help a family/child (or you!).	"I worked with a family who had never filed taxes before because they didn't make a lot of money. They got free tax preparation help from a local VITA program this year and got the Earned Income Tax Credit for the first time."
• **Use enrollment support programs** to help families. • **Help families follow up on issues!** Help families compile needed documentation and contact program offices to address problems.	"It can feel overwhelming to find health insurance for yourself on top of everything else. I'd like to set up an appointment with someone who can talk you through health insurance options for free. We can work together to organize documents before your appointment. I'll check in a week after your appointment about next steps."

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Tip:

- Encourage families to maintain all documents/records in one place.
- Walk families through each step of the enrollment process or help them identify supports who can fill out applications with them.
- Help families set up enhanced ePASS accounts to apply for and manage benefits (Crisis Intervention Program, LIEAP/LIHEAP, Medicaid, and SNAP applications are all available through ePASS).

Economic Supports with Continuous Application/Enrollment:

Name	Enrollment Supports	Where to Apply
Childcare Subsidies	Early Years 1-855-327-5933 Spanish-speaking staff available; remote interpretation available for other languages.	DSS offices: • Alamance: 336-570-6532 • Durham: 919-560-8300 • Granville: 984-514-7098 or 984-514-7099 • Orange: 919-245-2800 • Vance: 252-492-5001 (option 7, then option 1)
FNS/SNAP (aka "food stamps")	Food Bank of Central & Eastern NC (support available in Spanish) NC Navigator Consortium (support available in multiple languages)	ePASS DSS offices: • Alamance: 336-570-6532 • Durham: 919-560-8000 • Granville: 919-693-1511 • Orange: 919-245-2800 • Vance: 252-492-5001 NC InCK Quick Reference: Food Supports
Housing (Public Housing and Section 8 Programs)	Support through county Housing Authority programs	See NC InCK Housing Guide for detailed information on how to apply for housing supports
Medicaid (for caregivers)	NC Navigator Consortium (support available in multiple languages)	ePASS DSS offices: • Alamance: 336-570-6532 • Durham: 919-560-8000 • Granville: 919-693-1511 • Orange: 919-245-2800 • Vance: 252-492-5001 (option 2)
Unemployment Benefits	Tips for applying in English and Spanish Free interpretation: 888-737-0259 (2 for Spanish, 3 for other languages)	Online via NC Division of Employment Security
PHP Value-Added Benefits	Apply for Value-Added Benefits through plan's Member Services line	AmeriHealth Carolina Complete Health Healthy Blue (click "Extra Benefits") UnitedHealthcare (click "Extra Benefits")

Supplemental Security Income	Call 1-800-772-1213 or local Social Security Office for appt.	Social Security Administration (online) or in person at local Social Security Office
WIC	WIC referral form (use globe in top right corner to change language)	Local WIC agencies
Work First Family Assistance (aka TANF)	Working with DSS staff to apply	ePASS DSS offices: • Alamance: 336-570-6532 • Durham: 919-560-8000 • Granville: 919-693-1511 • Orange: 919-245-2800 • Vance: 252-492-5001
Matching Savings Programs	None other than working with program staff to apply. Must be a program participant.	Book Harvest: Book Babies, Bright Futures StudentU: Youth College Savings Program

Seasonal Economic Resources and Supports:

January - March		
Resource	**Timing**	**How to Apply/ Access**
LIEAP/LIHEAP	ASAP on or after January 1st	Apply via ePASS or at local DSS office
Tax Programs	January/February	VITA clinics (see Early Years, El Centro, IRS for updated VITA clinic info during tax season; clinics often open in Feb); free online tools (GetYourRefund; MyFreeTaxes—both available in Spanish)
Head Start/Early Head Start/NC PreK	Applications are due mid-February through May. Varies by county.	Early Years (1-855-327-5933; Spanish-speaking staff available; remote interpretation available for other languages) NC InCK Early Childhood Guide
Summer Activities	Many summer programs begin enrolling and offering scholarships in early Spring each year	Local parks & recreation departments, YMCAs, 4H programs, Boys & Girls Club programs, school systems, and be on the lookout for the NC InCK summer resource list.
April - June		
Resource	**Timing**	**How to Apply/ Access**
Summer Meals for Kids	Late May/early June	Online meal site finder; text FOOD or COMIDA to 304-304 to find the three sites nearest you

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July - September		
Resource	**Timing**	**How to Apply/ Access**
Crisis Intervention Program (CIP)	ASAP on or after July 1st	Apply via ePASS or at local DSS office
Back to School Events	July and August	Local parks & recreation departments, YMCAs, United Ways, churches, local libraries, and be on the lookout for the NC InCK Back to School Resource List.
October - December		
Resource	**Timing**	**How to Apply/ Access**
HealthCare.gov insurance plans (for caregivers)	November 1st – January 15th OR any time if there is a qualifying life event like a job loss	Apply by phone, mail, or online via Healthcare.gov (details here); get application from the NC Navigator Consortium
LIEAP/LIHEAP (if people 60+ or certain people w/ disabilities are in home)	ASAP on or after December 1st	Apply via ePASS or at local DSS office
Holiday Events/ Meals/Gifts	Programs requiring enrollment may begin in early fall	Community agencies, Salvation Army, United Way, DSS agencies, religious organizations. Be on the lookout for the NC InCK Holiday Resource list.