Resource Companion Document:
Echo: Discussing Income-Based Supports with Families
July 11, 2024

Document Purpose

This document is a companion to the shared slides from the Echo on income-based supports for families on July 11, 2024. Read on for a quick guide to WIC and SNAP, information about farmers markets that accept EBT and offer funds-matching for EBT customers, and best practices for discussing income-based supports with families.

Income-Based Food Assistance Programs

Program	Who It's For	Eligibility Criteria	What They Offer	Program Tips

WIC	Pregnant & postpartum women; kids 0-5 (no citizenship reqs.)	• Income: <185% FPL. **Medicaid, SNAP, Work First/TANF enrollees meet income reqs.**
		• NC residency: **Undocumented people can apply.** WIC does NOT affect public charge
			• Healthy food, incl. formula
			• Breastfeeding support, incl. breast pumps and supplies
			• Nutrition education
			• Community referrals
				• Refer families for a WIC intake appt. here. Local WIC agency will respond within 20 days (usually sooner)
				  ○ **Intake appts. usually must be in person. Remote appt. may be possible** if family can mail/fax recent medical info for all applicants AND proof of eligibility
				  ○ **FNs should contact the family's local WIC site to discuss options if attending an appointment in-person is not feasible for the family**
				  ○ FNs can help families get the needed medical information from their provider(s) and send that information over to the appropriate WIC site
				• Help families use the ebtEDGE app to manage WIC benefits
				• Help families find local WIC vendors with this list from DHHS

FNS/SNAP	US citizens & certain immigrant groups	• Income: Limits vary; use calculator here. **Work First/TANF & SSI enrollees meet income reqs.** • NC residency • US citizenship/legal status (e.g. green card): Undocumented people **CAN apply for citizen kids**	• Food assistance (via money loaded to EBT card)	• Connect families to FREE SNAP application help with More in My Basket or Food Bank of Central & Eastern NC • Help families set up an enhanced ePASS account to apply for and manage SNAP benefits online • Help families find vendors that take EBT online here • Help families find local farmers markets that accept EBT, esp. markets that offer bonus bucks for EBT shoppers (see next section for details) • Applicants without an SSN can apply on behalf of a child by using the child's SSN to set up their ePASS account

Farmers' Markets Accepting EBT Cards

County	Farmers Market(s) Accepting EBT Payments *Indicates Market Offers Double Bucks or Other EBT Incentive Program
Alamance	**Elon Farmers Market** Hours: April to mid-Nov, Thursdays, 3-6 pm Location: 271 N. Williamson Ave, Elon **North Park Farmers Market** Hours: April 4 to Oct 31, Tuesdays, 3-6 pm Location: 849 Sharpe Rd, Burlington
Durham	**Durham Farmers Market*** Hours: April-Oct, Wednesdays, 3-6 pm; April-Nov, Saturdays, 8 am-12 pm; Dec-March, Saturdays, 10 am-12 pm Location: 501 Foster Street, Durham **East Durham Farmers Market** Hours: Tuesday-Friday, 9 am-7 pm; Saturday-Sunday, 9 am-5 pm (open year-round, indoors) 306 S. Drive St, Durham **South Durham Farmers Market*** Hours: April-Oct, Saturdays, 8 am-12 pm; Nov-March, Saturdays, 9 am-12 pm Location: 500 Park Offices Dr, Durham
Granville/Vance	**Vance County Regional Farmers Market** Hours: April 20-Dec 14, Saturdays, 8 am-1pm; June 5-Aug 28, Wednesdays, 8 am-1 pm Location: 210 Southpark Dr, Henderson
Orange	**Carrboro Farmers Market*** Hours: April-Oct, Saturdays, 7 am-12 pm; Nov-March, 9 am-12 pm; April-week before Thanksgiving, Wednesdays, 3-6 pm Location: 301 W. Main St, Carrboro **Chapel Hill Farmers Market*** Hours: April-Oct, Saturdays, 8 am-12 pm & Tuesdays, 3 pm-6 pm: Nov-March, Saturdays, 9 am-12 pm Location: 201 S. Estes Dr, Chapel Hill
Other nearby counties	**Greensboro Farmers Curb Market*** Hours: Saturdays, 7:30 am-12 pm (year-round, indoors); April 10-Oct 16, Wednesdays, 8 am-12 pm Location: 501 Yanceyville St, Greensboro **Guilford County Fresh and Local Market*** Hours: June-first week of Aug, Wednesdays, 10 am-2 pm (**double-check website for availability**; market takes some weeks off during the summer) Location: 112 N. Benbow Rd, Greensboro **Black Farmers Market (Raleigh)*** Hours: April-Nov, 4th Sundays, 1-4 pm Location: 1436 Rock Quarry Rd, Raleigh **Cary Downtown Farmers Market*** Hours: April-Oct, Saturdays, 8 am-12 pm; Nov-March, Saturdays, 9 am-12 pm Location: 160 E. Park St, Cary

Best Practices for Discussing Income-Based Supports with Families

- **Use the intake process** to introduce the concept of relevant income-based supports—e.g. mention SNAP & WIC if family indicates food insecurity.
- **Ask permission** to discuss income-based supports, e.g. "Would it be all right if we talked about some programs that could help your family?"
- **Offer income-based supports to alleviate financial stress.** Money saved on groceries can make room in the budget for other necessities like rent.
- **Give families time to consider**. Don't pressure them to make an immediate decision about applying. Follow up later if they're on the fence.
- **Share a list of tangible resources without any expectation.** Consistently providing information allows families to connect with resources when they feel ready, without the stigma of reaching out. This approach is especially helpful for those who may be uncomfortable discussing their needs or who need time to consider their options.
- **Remind families the resources are there for them.** Income-based supports exist to help people who qualify for them. In fact, under-enrollment in programs like SNAP and WIC can endanger these programs' funding levels. Enrolling in SNAP/WIC if you qualify can ensure other families can also get assistance in the future.
- **Use enrollment supports** like the WIC referral form and SNAP enrollment supports through More in My Basket or Food Bank of Central & Eastern NC
- **Share stories** of how you have seen connection to economic supports improve a family or child's situation (or your own situation!).
- **Help families follow up on issues!** Help families compile needed documentation to apply for SNAP and WIC and make three-way calls to their local DSS offices to address application questions or problems. If you continue to hit roadblocks, consider escalating concerns to a SNAP or WIC program leader.