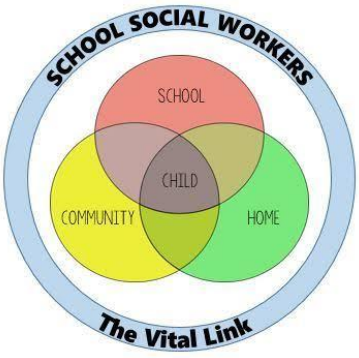
NC InCK
NC INTEGRATED CARE FOR KIDS

Back-to-School & Beyond: Resource Guide for Case Managers
August 2026

Care managers play a key role in helping families prepare and have a successful school year by connecting them to reliable, community-based resources. This guide supports care managers in connecting families to staple, community-based resources and other essential services that make it easier for families to find what they need throughout the year.

How to Use It: Use the guide as a starting point for conversation and resource navigation. Begin with the family's most immediate *"expressed need"* based on what you hear the family saying when they are unsure where to start and then explore the more specific resources that fit their situation. Encourage families to connect early, ask about eligibility and availability, and use multiple entry points when needed.

"Who can help my child at school?"	
Resource	**Details/ How to Access**
School Social Workers 	**About:** The School Social Worker is typically the first and most effective point of contact for school-based needs. They also often coordinate with counselors, nurses, and administrators for additional student support: **Offers:** • **Assessment and individualized support:** identifying needs and address barriers to attendance, enrollment, and participation • **Direct access to essentials:** connect families to school supplies, clothing, fee waivers, and McKinney-Vento supports • **Coordinated referrals:** link to mental health, food, housing, and crisis services through school and community partners • **Attendance and engagement support:** provide truancy prevention and ongoing coordination to keep students connected to school **How to Access:** Contact the child's school front office and request to speak with the School Social Worker. Use these links to visit Student Support Services pages in the following counties: • Alamance-Burlington County Schools Student Services • Durham Public Schools Student Services • Orange County Schools Student Services • Granville County Public Schools Student & Family Services • Vance County Schools Student Services **Care Manager Tips:** • Encourage ongoing communication. School Social Workers can be valuable partners throughout the school year and not just during crises • Support is available regardless of Medicaid status. School-based services are often accessible to all enrolled students and can serve as an effective first step when families need assistance

"Where can I get help with food and other basic needs?"	
Resource	**Details/ How to Access**
Department of Social Services (DSS)	**About:** Each county's Department of Social Services (DSS) serves as the central hub for public benefits and safety net programs including food, healthcare, financial support, childcare, and protective services. For some families, DSS can be the first step in stabilizing basic needs which directly impact school readiness, attendance, and overall well-being. **Offers (Eligibility for these programs varies):** • **Food and Nutrition:** SNAP (Food & Nutrition Services) and referrals to WIC • **Childcare Support:** Child Care Subsidy to help eligible families pay for childcare • **Energy Assistance:** Help with heating and cooling costs • **Referrals and Navigation:** Connections to community partners, employment services, and additional local resources **How to access:** • Visit epass.nc.gov to learn more about and apply for many of the benefits listed above • Learn about ePASS: What is ePASS? • Each county has a local social services agency: find your county DSS

"How can I quickly find out what benefits I qualify for?"	
Resource	**Details/ How to Access**
Immediate Resource Navigation: NC 211 & Benefit Screening Tools	**About:** When families need quick, real-time help, online benefit screening tools are designed to help families identify potential public benefits and community programs they may qualify for based on their household circumstances. **Offers:** • Connects families to local resources for food, housing, utilities, healthcare, transportation, school supplies, and other basic needs • Provides current information on local programs, seasonal assistance, food distributions, and other community supports that may not be widely advertised **Resource Navigation and Benefit Screening Tools:** • **NC 211 (by United Way):** Provides free, statewide resource navigation through phone, text, or online search. Connects families to local resources for food, housing, utilities, healthcare, mental health, transportation, school supplies, and other basic needs. Also offers up-to-date information on seasonal programs and community events • **MyFriendBen**: A free online tool that helps families identify public benefits and tax credits they may be eligible for, including SNAP, Medicaid, childcare assistance, and other support programs • **GetBenefitHelp:** Provides guidance on SNAP eligibility and work requirements, helps families understand how benefits may be affected by employment, and identifies documents that may be needed when applying for or maintaining benefits

"What learning supports are available?"	
Resource	**Details/ How to Access**
School-Based Academic Supports Public Schools of North Carolina State Board of Education Department of Public Instruction	**About:** School-based academic support is the most effective way to help students succeed because they are embedded within the student's daily learning environment. **Offers (specific programs and offerings vary by school and district):** • School-based tutoring • After-school programs (academic and enrichment) • Credit recovery or alternative learning options (middle/high school) • Access to educational apps and virtual learning supports • English Learner (EL) services and language development programs • Exceptional Children (EC) services, IEP/504 supports **How to Access:** • Encourage caregivers to contact teachers, school counselors, or Exceptional Children (EC) staff early and throughout the school year to request support • Caregivers should follow up each formal request in writing • NC Legal Aid has a resource library and templates for parents to use

"What free, ongoing learning resources can we use?"	
Resource	**Details/ How to Access**
Trusted & Free Digital Learning Tools for Kids Khan Academy CK-12 PBS NC epic! CollegeBoard openstax™	**About:** These platforms provide high-quality, no-cost academic support across subjects and grade levels. They are widely used by educators and can reinforce classroom learning, support homework completion, and build foundational skills at home. **Core Platforms (Comprehensive Learning):** • Khan Academy – Full curriculum (math, reading, science, SAT prep); includes structured lessons and practice • CK-12 Foundation – Interactive textbooks ("FlexBooks"), simulations, and practice aligned to standards • PBS LearningMedia – Videos, lesson plans, and activities tied to curriculum topics **Reading & Literacy:** • Epic! Digital Library – Thousands of digital books for kids • Storyline Online – Read-aloud videos by actors to build comprehension • ReadWorks – Reading passages and comprehension exercises **Middle & High School / College Readiness:** • College Board (SAT Practice via Khan Academy) – Official SAT prep tools • OpenStax – Free high school and college-level textbooks • Duolingo – Language learning (useful for English Learners and world languages) **Care Manager Tip:** • Encourage parents to check if the school already provides access to certain platforms and to pair digital tools with offline learning (reading books, practicing writing, real-world math) for balance.

Resource	Details/ How to Access
Public Libraries (All Counties)	**About:** The local library is a reliable hub for academic support and enrichment for students as well as adults. Libraries provide access to books, technology, and learning supports, along with safe spaces for studying and skill-building throughout the school year. **Library Offerings (vary by branch and availability)** • **Tutoring & homework help platforms** - often online with a library card • **Hotspots, laptops, or tablets for checkout** in some locations • **Printing, copying, and school project support** - sometimes free or low-cost • **Test prep resources** - SAT, ACT, GED, driver's education • **Language learning programs** and ESL support for families • **Job and benefits navigation help** - resumes, applications, online forms • **Makerspaces** with STEM tools, crafts, and hands-on learning activities • **Meeting/study rooms** for group projects or quiet work time • **Programs for younger siblings** – story time, early literacy **How to Access:** • Visit local library branches in person and bring proof of ID for a free library card • Check their online calendars for program offerings Alamance County Public Libraries | Durham County Public Libraries(7 Branches) | Orange County Public Libraries (4 Branches) | Vance County Library | Granville County Libraries (4 branches)

"What local/community-based help might be available?"	
Resource	**Details/ How to Access**
Community Organizations and Online Resource Libraries	**About:** Community organizations, nonprofits, and faith-based groups can be valuable sources of support throughout the school year. In addition to back-to-school events, many offer basic needs assistance, youth programs, family support services, and connections to other community resources. **Offers (vary by organization):** • School supplies, backpacks, clothing, shoes, and hygiene items • Food assistance and other basic needs supports • After-school programs, mentoring, and youth enrichment activities • Family support services, case management, and referrals • Community resource fairs and health events (some offer immunizations, vision, dental and health screenings for all ages) **How to Access:** • Contact local churches, nonprofits, and community organizations in the family's area to ask about available programs and eligibility requirements • Search local event and resource websites such as Eventbrite, Macaroni KID, Durham YouthWorks, Discover Durham , Facebook (buy nothing groups, family focused groups), neighborhood apps e.g. Nextdoor

"What extra benefits might be available through Medicaid?"	
Resource	**Details/ How to Access**
North Carolina Prepaid Health Plans (PHPs) United Healthcare Healthy Blue AmeriHealth Caritas Care is the heart of our work carolina complete health	**About:** North Carolina Prepaid Health Plans (PHPs) offer Value-Added Services (VAS), or "extra benefits," beyond standard Medicaid coverage. Depending on the plan, these may include supports that promote school readiness, attendance, and overall well-being, such as school supplies, tutoring, mental health supports, care coordination, GED programs, and other family-focused resources. **How to Access:** • Contact the Member Services number on the family's Medicaid card and ask about Value-Added Services (VAS) for school-aged children • Log in to the plan's member portal or review the member handbook for current benefits • Ask about eligibility requirements, enrollment processes, and available timelines, as some benefits may be limited or require prior approval • Verify current offerings when regularly, as benefits and availability may change **Use the links below for general information:** • United Healthcare • Healthy Blue • AmeriHealth Caritas North Carolina • Carolina Complete Health