



...ensuring affordable, accessible, high quality child care for all young children and families.



Do You Need Help With...

Food and Nutrition?

SNAP (the Supplemental Nutrition Assistance Program)

SNAP helps low-income individuals and families buy healthy food. SNAP is a federal program that provides monthly benefits using Electronic Benefit Transfer cards (EBT cards) that can be used like debit cards. Call 1-866-719-0141 or visit www.fns.usda.gov/snap/ for more information. If you lose your EBT card, replace it by calling the EBT Call Center at 1-888-622-7328.

WIC (Women, Infants and Children a.k.a. Special Supplemental Nutrition Program)

Research has established a clear connection between good nutrition and child development, including brain development in the first three years of life. The WIC program provides food to low-income, pregnant, postpartum and breastfeeding women, infants and children until the age of five. The program provides nutrition education, supplemental foods, breastfeeding promotion and support and referrals for health care.

Eligibility in the WIC Program may be granted to NC residents and undocumented individuals who live in NC or receive health care in the state. Anyone who currently receives Medicaid, Work First or SNAP automatically meets the income eligibility guidelines. Call the North Carolina Family Resource line at 1-800-367-2229 for more information or visit www.fns.usda.gov/wic/. For resources about safety of applying for WIC as an undocumented immigrant, visit the NC Justice Center at www.ncjustice.org/immigrants-and-refugees and click on "Resources, Factsheets, and Materials."

Health Care?

Health insurance is very expensive and many children are uninsured. **Medicaid and Health Choice** are free or low-cost health insurance plans. These plans cover medical visits (well baby/child visits) as well as vision, dental, hearing and labs. Call 1-800-367-2229 or 1-800-662-7030, or visit www.medicaid.ncdhhs.gov/medicaid for more information and applications. You may also be eligible for health insurance under the **Affordable Care Act**. Visit www.hhs.gov/healthcare/index.html for more information, or www.healthcare.gov/get-coverage/ to begin the enrollment process.

Prescription Drug Coverage?

NC 2-1-1 Help is a website that can help locate prescription assistance, even if uninsured. Visit www.nc211.org/prescription-assistance-0 to see a list of resources or dial 211 for more information. **GoodRx** is a website and app that provides free coupons and compares drug prices to find the lowest price at pharmacies close to you. Visit www.goodrx.com for more information.

Dental Care?

Good dental hygiene is important for the prevention of tooth decay and extreme pain. Children in pain find it difficult to learn. Medicaid and Health Choice provide dental coverage, however, if your child is not enrolled in one of these plans, there are dental clinics in most counties in North Carolina. Information about low cost or free clinics in your area can be found at www.publichealth.nc.gov/oralhealth/. Click on "Safety Net Dental Clinics" to see clinics near you.

Hygiene Products?

Diapers and menstrual products are expensive. If a family you know needs free or low-cost diapers, visit www.ncdiaperbank.org, open the sidebar, and click "Get Diapers." If you need pads, tampons, or other hygiene products search the NC 2-1-1 database for personal hygiene product programs at www.nc211.org/find-help, or reach out to your local **NC Diaper Bank** branch.

STI Testing and Reproductive Health?

Access to family planning, birth control, testing for sexually transmitted infections, cancer screening and treatment are all important parts of reproductive health. One free option for reproductive health services in NC is a program called **Be Smart**, which provides free office visits, labs, birth control, and STI testing. This program is offered to documented immigrants and US citizens who are at or below 185% of the poverty line, and are not currently pregnant. To apply for the program, visit bit.ly/2RnOGha. Many health departments offer free condoms and other services not provided by Be

Smart. Many health departments and community organizations also offer free and low cost STI testing. Visit bit.ly/2y9FNz1 to find your county health department, and bit.ly/2zOKKiP to find STI testing near you.

Mental Health and Substance Use Support?

Struggling with mental health is common, and everyone needs help sometime. One in five adults in the US experiences a mental health condition, and 17% of youth meet the criteria for an emotional, mental, or behavioral condition. Problems with mental health can emerge because of traumatic experiences, difficult life experiences, stress, discrimination, poverty, or genetics. Counseling, therapy, medication, or other treatments could help. To find free or low-cost mental health or substance use disorder services, visit www.nc211.org/mental-health-and-addictions. If you or someone you know is experiencing suicidal thoughts, call the National Suicide Prevention Lifeline at 1-800-273-8255, or visit www.suicidepreventionlifeline.org.

Addiction to substances is an illness, not a freely-made choice. If you or someone you know is experiencing prescription drug or opioid addiction, the **NC Harm Reduction Coalition** provides treatment and safety resources at www.nchrc.org/harm-reduction/resources/.

Homelessness and Housing Discrimination?

Families and individuals who are experiencing homelessness are in crisis and deserve support without judgement. For a list of resources, visit the **NC Coalition to End Homelessness** at <http://www.ncceh.org/lookingforhelp/>. For housing assistance, dial 2-1-1, or visit <https://www.nc211.org/housing-help>. If you believe your landlord has discriminated against you on the basis of your race, color, religion, national origin, sex, familial status, or disability, you may be able to receive free or low-cost legal representation. Visit www.fairhousingnc.org for more information, or call (855) 797-3247.

Unemployment?

The **Division of Employment Security** (DES) provides job search assistance and unemployment filings. For job assistance, visit <https://www.nccommerce.com/workforce/job-seekers>, or <https://www.ncworks.gov/> to search for jobs. To file for unemployment benefits, visit <https://des.nc.gov/DES> and click on “Apply for Unemployment Benefits.”

Financial Counseling?

Managing and saving money are complex skills that take time and resources to develop. If you feel you would benefit from financial counseling or literacy programs, there are free or low-cost options available. Visit www.nc211.org/financial-counseling to find resources near you.

Other Financial Resources?

You may be able to offset some of your child care expenses by filing for federal and state tax credits. When filing your taxes, be sure to check your eligibility for the following credits:

The Federal Child Tax Credit (CTC) may reduce the federal income tax you owe by up to \$2,000 for each qualifying child under the age of 17.

The Federal Child and Dependent Care Tax Credit provides tax assistance to parents who pay for child care so they can work or look for work. Total child care expenses counted for the credit cannot be more than \$3000 for one dependent or \$6000 for two or more dependents.

The Federal Earned Income Tax Credit (EITC) provides tax assistance to working families with qualifying children and incomes.

Tax credits policies and availability may change from year to year. For more information on Federal tax credits visit www.irs.gov. To track your tax refund, go to www.irs.gov/refunds. For more information on tax credits, visit www.taxcreditsforworkersandfamilies.org.

Temporary Assistance for Needy Families (TANF)

Families may find themselves faced with an unexpected crisis because of job loss. TANF, also known as **Work First**, provides support to help families overcome obstacles and become independent once again. Qualifying families may receive employment training, monetary Work First benefits, Medicaid, child care services and food/nutrition services. Contact your local **Department of Social Services** or the **NC Care Line** at 1-800-662-7030 for more information.

College Education?

Because a college education greatly improves job opportunities and compensation, it is important that children and families have access to resources that help with funding college and securing a better financial future. Grants and loans for college, loan forgiveness programs, service work opportunities, and tax credits are available to those who qualify. For more information on these resources you may contact your local college, high school counselor, the **Free Application for Federal Student Aid (FAFSA)** website (www.fafsa.ed.gov), the **NC College Foundation**, or if you are working in child care, **T.E.A.C.H. Early Childhood®** at 919-967-3272.

Child Care?

Finding Child Care

Parents are often faced with the difficult question of who will care for their children while they work. **Child Care Resource and Referral (CCR&R)** agencies are available across the state of NC to help parents better understand the early care and education system and to help them access high quality child care. For more information about the CCR&R in your area, please visit <http://childcarernc.org/directory.php>.

Paying for child care

Child care tuition rates are unaffordable for many families. In each county across NC, funds are available to help families pay for child care. Eligibility for the child care subsidy program is based on income and priorities set by the individual county. To find out more about the funds in your county please visit ncchildcare.ncdhhs.gov, scroll over “services,” and click “financial assistance,” (or ncchildcare.ncdhhs.gov/Services/Financial-Assistance).

Child Abuse?

From July 2016 to June 2017, there were 121,000 cases of child abuse investigated in NC. The effects of abuse last for years or even a lifetime. You can help stop the cycle of abuse by calling 1-800-CHILDREN, 1-800-4-A-Child or notifying the **Child Protective Services Unit** of your county **Department of Social Services**, which can be found by visiting www2.ncdhhs.gov/dss/local/index.htm. For more information about reporting, visit **Prevent Child Abuse North Carolina** at www.preventchildabusenc.org/about-child-abuse, and click on “Recognizing and Responding to Child Maltreatment” in the sidebar.

Family Violence, Gender-Based Violence or Sexual Assault?

Family violence powerfully affects children and adults. Family violence occurs when a family member, partner, or ex-partner uses physical violence, sexual abuse, emotional abuse, intimidation, economic deprivation or threats of violence against another family member. Family violence is never the victim’s fault. If you or anyone you know is experiencing family violence, call the national family violence hotline for immediate assistance: 1-800-799-SAFE (7233). Local resources are available by county through the **NC Coalition Against Domestic Violence** website: www.nccadv.org/get-help.

Sexual assault is any type of sexual contact or activity that is unwanted or happens without your consent, and includes everything from rape to non-contact behavior like flashing. Sexual assault is never the victim’s fault. If you or someone you know has been assaulted, you can visit the **NC Coalition Against Sexual Assault** website to find resources, including a list of rape crisis centers by county, at www.nccasa.org/cms/need-help/. You can also call the **RAINN Sexual Assault Hotline** at 1-800-656-HOPE (4673). The confidential hotline is available 24/7, and you will be connected with someone local to you who will be able to help. Visit centers.rainn.org to find more resources near you.

Gender-based violence occurs when someone is physically, sexually, emotionally, or economically abused or threatened because of their gender. Gender-based violence is never the victim’s fault. Women and gender non-conforming people, particularly transgender women, experience the highest rates of gender-based violence. Men can also face gender-based violence if they challenge or push back against certain ideas about what it means to be a man. Gender-based violence includes harassment that occurs at work or in school. If you work in or attend a school, a civil rights law called Title IX protects you from gender-based discrimination and abuse. For more information about your rights and how to report gender-based violence, visit **Know Your IX** at bit.ly/2xZ2aHW.

Bullying?

Bullying includes repetitive behaviors or words (written or spoken) that are intended to cause physical or emotional harm to a person or intimidate them. Bullying is common in schools and can take place in person or over the internet. Bullying

should be taken seriously in all cases. For a list of anti-bullying resources in NC, visit www.ncpublicschools.org/cfss/bullying-prevention/resources/. If you know a child who is experiencing bullying, visit www.stopbullying.gov/get-help-now/ for information on how to get help.

Employment and Workplace Discrimination?

Employment discrimination occurs when a person or group of people are treated unfairly, harassed, or abused in the workplace. Federal law protects against discrimination based on a person's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability or genetic information. State law additionally protects against discrimination based on a person's HIV status. If you choose to file a charge of discrimination, you must do so within 180 days of an incident you believe is discriminatory. The charge will automatically be filed at both the state and federal level. For information about filing a charge, visit www.eeoc.gov/employees/charge.cfm.

Immigration Services?

Immigration status can put a lot of strain on families and children, especially if members of a family are undocumented. Undocumented immigrants are often unable to receive government assistance which causes added stress and financial difficulty. For free or reduced cost legal assistance with immigration-related issues, visit <https://www.immigrationadvocates.org/nonprofit/legaldirectory/>, and search by zip code. The **NC Justice Center** provides resources in Spanish and English about immigrant and refugee rights in our state. Visit <https://www.ncjustice.org/immigrants-and-refugees> to access these resources. To find a foreign language court interpreter, visit bit.ly/2QsLQWO. To find free or low-cost English classes, visit www.nc211.org/find-help, and search "English Language Learning."

Disability Services and Accommodations?

NC Disability Services can help people with disabilities find employment and access care and technology to help with daily living. To learn more, visit www.ncdhhs.gov/assistance/disability-services. If you have a disability, you are entitled to accommodations in the workplace, in rental housing, and at school. To learn more about how to advocate for these accommodations, visit **Disability Rights NC** at www.disabilityrightsn.org, and click on "Getting Help," or follow this link: bit.ly/2RmLzWL. To learn about accommodating children with disabilities in school, visit <https://ec.ncpublicschools.gov/instructional-resources>.

LGBTQ+ Services?

LGBTQ+ families and children often experience discrimination and isolation. For information about supporting LGBTQ+ families and youth, as well as a list of state organizations, visit **Safe Schools NC** at <https://www.safeschoolsn.org/resources.html>. For emergency LGBTQ+ mental health support, visit www.thetrevorproject.org, or call 1-866-488-7386. You can also visit <https://www.pflag.org/hotlines> for a list of support hotlines.

Emergency Assistance?

Low income families and children are most impacted by, and least able to recover from natural disasters. Visit www.disasterassistance.gov/get-assistance/find-assistance for information about getting help after an emergency.

Finding Other Resources in Your Community?

Finding help in times of need can be confusing. The NC 2-1-1 multilingual service is free, confidential and available 24 hours a day, 365 days a year. Dial 2-1-1 or visit www.NC211.org. Residents of Buncombe, Henderson and Transylvania counties should call 1-828-252-HELP (4357). Residents of Mecklenburg, Union, Cabarrus and South Iredell counties should call 1-866-744-7778. In the Triangle area, call 1-888-892-1162.