



QUICK GUIDE TO NCDHHS SERVICES for Individuals and Families Experiencing Unemployment

NOVEMBER 2023

The North Carolina Department of Health and Human Services (NCDHHS) offers a variety of services and resources that may assist individuals and families who are experiencing job loss or unexpected unemployment. This quick guide offers information on the types of services available and where to access more information.

CHILD CARE

The NCDHHS **Child Care Subsidy program** provides subsidized child care services to eligible families. Learn more about the [program](#) and find out if your child is eligible. To apply for the program, contact your local [Department of Social Services \(DSS\)](#) office. To access a list of child care providers in your area, visit the NCDHHS [child care facility search tool](#).

FOOD AND NUTRITION SERVICES

Food and Nutrition Services (FNS, also known as Food Stamps or the Supplemental Nutrition Assistance Program) is a program that helps eligible people with limited incomes supplement their budgets so they can purchase food. The benefits are provided via an Electronic Benefit Transfer (EBT) card, which works like a debit card. People can use FNS benefits to buy food at stores that accept EBT cards. Learn more about [FNS](#), including how to find out if you are eligible. The easiest way to apply for FNS is online through [ePASS](#). Descriptions of the features of the ePASS Public Portal are available in [English](#) and [Spanish](#). If you cannot apply online, you can also apply in person at your local [DSS office](#) or fill out a paper application and mail it to, or drop it off, at your local [DSS office](#).

The Special Supplemental Nutrition Program for Women, Infants, and Children (better known as the WIC Program) serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing healthy foods, breastfeeding promotion and support, nutrition education, and community referrals. The North Carolina WIC Program is available statewide through county health departments, community and rural health centers, and community action agencies that provide WIC Program services. Find the [WIC Program in your county](#), complete the [North Carolina WIC Referral Form](#) for more information, or learn more about the [WIC program](#).

Learn about additional [food and nutrition resources](#).

CASH ASSISTANCE

North Carolina's **Temporary Assistance for Needy Families** (TANF) program, called Work First, provides parents with short-term training and other services to help them become employed and move toward self-sufficiency. The easiest way to apply for Work First is online through [ePASS](#). Descriptions of the features of the ePASS Public Portal are available in [English](#) and [Spanish](#). If you cannot apply online, you can also apply in person at your local [DSS office](#). Learn more about the [Work First program](#).

ENERGY ASSISTANCE

NCDHHS administers two energy assistance programs – the **Low-Income Energy Assistance Program (LIEAP)** and the **Crisis Intervention Program (CIP)**. LIEAP provides a one-time annual vendor payment to help eligible individuals and families pay their heating bills, and CIP assists individuals and families who are experiencing a heating or cooling related crisis. The easiest way to apply for these energy assistance programs is online through [ePASS](#). Descriptions of the features of the ePASS Public Portal are available in [English](#) and [Spanish](#). If you cannot apply online, you can also apply in person at your local [DSS office](#). Learn more about these [programs](#).

NC MEDICAID

Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Beginning December 1, 2023, more North Carolinians will be able to get health coverage through NC Medicaid. Visit the [North Carolina Expands Medicaid](#) page on the NC Medicaid website to learn more.

The easiest way to apply for Medicaid is online through [ePASS](#). Descriptions of the features of the ePASS Public Portal are available in [English](#) and [Spanish](#). If you cannot apply online, you can also apply in person at your local DSS office or fill out a paper application and mail it to, or drop it off at, your local [DSS office](#). Call your local [DSS office](#) if one of these methods will not work for you. Your local [DSS office](#) caseworker will help determine if you are eligible for Medicaid. For a full list of eligibility requirements, please review Medicaid's [eligibility criteria](#). For more information on applying for Medicaid, refer to the [How to Apply for NC Medicaid](#) page on the NC Medicaid website and/or the [NC Medicaid Beneficiary Portal](#).

HEALTH CARE FOR THE UNDERINSURED OR UNINSURED

If you lose health insurance and do not qualify for NC Medicaid, you may be able to access **health care at low or no cost** at your local health department and/or your local community health center. Find your [local health department](#) and/or a [community health center](#) near you. You can also access a full list of North Carolina's [safety net health care providers](#).

988 SUICIDE AND CRISIS LIFELINE

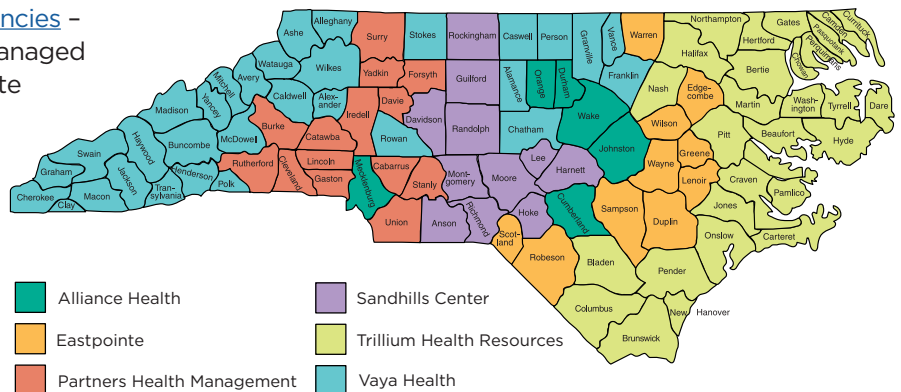
988 offers free, 24/7 access to trained crisis counselors who can help people experiencing mental health-related distress. That could be:

- Thoughts of suicide,
- Mental health or substance use crisis, or
- Any other kind of emotional distress.

People can call or text [988](#) or [chat](#) for themselves or if they are worried about a loved one who may need crisis support. The lifeline is free and confidential for everyone. Learn more about [988](#).

BEHAVIORAL HEALTH SERVICES

North Carolina has local [behavioral healthcare agencies](#) – often referred to as Local Management Entities/Managed Care Organizations (LME/MCOs) – that coordinate **mental health, substance use, and intellectual and developmental disability services** for individuals who have health coverage through Medicaid or who are uninsured. To learn more about enrolling for services, locate your color-coded county on the map to the right and call the Member and Recipient Service Line for your local agency. You can also access crisis services through the behavioral health crisis line listed for your local agency.



Alliance Health - www.alliancetailoredplan.org

Counties Served: Cumberland, Durham, Johnston, Orange, Mecklenburg, Orange

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-800-510-9132	Monday - Saturday, 7:00 AM to 6:00 PM EST
Behavioral Health Crisis Line	1-877-223-4617	24/7

Eastpointe - www.eastpointe.net

Counties Served: Duplin, Edgecombe, Green, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-800-913-6109	Monday - Saturday, 7:00 AM to 6:00 PM EST
Behavioral Health Crisis Line	1-866-218-1328	24/7

Partners Health Management - www.partnersbhm.org

Counties Served: Burke, Catawba, Cabarrus, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanley, Surry, Union, Yadkin

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-888-235-4673	Monday - Saturday, 7:00 AM to 6:00 PM EST
Behavioral Health Crisis Line	1-833-353-2093	24/7

Sandhills Center - www.sandhillscenter.org

Counties Served: Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, Rockingham

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-800-256-2452	24/7
Behavioral Health Crisis Line	1-833-600-2054	24/7

Vaya Health - www.vayahealth.com

Counties Served: Alexander, Alamance, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Yancey

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-800-962-9003	Monday - Saturday, 7:00 AM to 6:00 PM EST
Behavioral Health Crisis Line	1-800-849-6127	24/7

Trillium Health Resources - www.trilliumhealthresources.org

Counties Served: Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Pitt, Perquimans, Tyrrell, Washington

SERVICE LINE	PHONE NUMBER	AVAILABILITY
Member & Recipient Service Line	1-877-685-2415	Monday - Saturday, 7:00 AM to 6:00 PM EST
Behavioral Health Crisis Line	1-888-302-0738	24/7

COMMUNITY ACTION AGENCIES IN NORTH CAROLINA

North Carolina has a network of 34 **Community Action Agencies** (CAAs) that provide services and programs designed to help low-income people reach and maintain self-sufficiency. CAAs offer a variety of services and programs, including household budgeting, emergency assistance, weatherization assistance, support with education and housing, and nutrition assistance. Find your local [CAA](#).

NCCARE360

NCCARE360 helps you connect with resources in your community. You can call 2-1-1 or submit an [Assistance Request Form](#) to learn more about resources in your community. NCCARE360 is available for all 100 North Carolina counties and includes more than 13,000 service listings and 26,000 service locations for most types of need.

EMPLOYMENT SERVICES FOR PEOPLE WITH DISABILITIES

NCDHHS provides **services that help people with disabilities prepare for and find a well-paying job** in the community. We also help people overcome disability-related barriers to keeping a job or advancing in the workplace. These services may include assessments, counseling, education, training, job search and placement assistance, assistive technology, and more, depending on what an individual needs to meet their employment goals.

You may be eligible for a variety of employment-related services if you have a disability or chronic medical condition and if you have experienced any of the issues listed below:

- Alcohol or drug use
- Difficulties with hearing
- Epilepsy, seizures, or fainting spells
- Feeling depressed
- Frequent lateness or absences
- Diabetes
- Difficulties with breathing
- Unable to concentrate or focus
- Problems with reading comprehension
- Visual issues not fixed by glasses

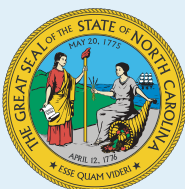
There is no cost to apply, and we provide services statewide via our network of local offices. To learn more and apply for services, call 1-800-215-7227 for a referral to an office near you.

Learn more about [services](#) that help people with disabilities and other chronic conditions achieve their goals for employment and more independent living. For information about services for people with vision-related disabilities and conditions, visit [Services for the Blind](#).

EMPLOYMENT OPPORTUNITIES AT NCDHHS

NCDHHS is an excellent place to work. NCDHHS' mission is to provide **essential services to improve the health, safety, and well-being of all North Carolinians**. NCDHHS is made up of 17,000 employees with a range of skill sets, including health care delivery, customer service, direct services, human resources, operations, facilities maintenance, contracting, program management, and many more. NCDHHS offers health insurance, paid time off, retirement pension plans, and other benefits to our employees.

NCDHHS sends out a "Hot Jobs" list each week which details all new job opportunities that opened at NCDHHS over the past week. Send an email request to recruiter@dhhs.nc.gov to gain access to this listserv. Review and apply for all [NCDHHS jobs](#).



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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