



Food & Nutrition Support Guide

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1.0 Overview: Supporting Family Access to Nutritious Food

This guide is a roadmap for improving food security among children enrolled in the NC Integrated Care for Kids (NC InCK) Model. It begins with an introduction to food insecurity in the US, then highlights how Family Navigators can help, and finally outlines resources that can support food insecurity in each of the five NC InCK counties (Alamance, Durham, Granville, Orange, and Vance).

1.1 What is Food Insecurity?

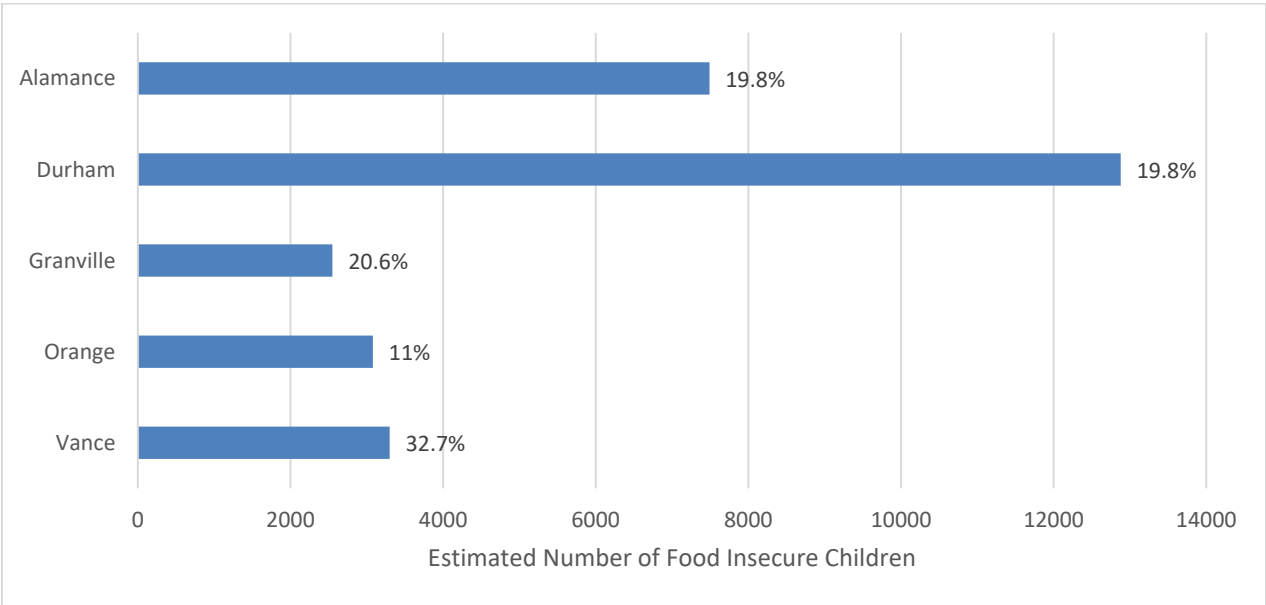
Food insecurity is a critical threat to the health of American children across rural, suburban, and urban communities. Food insecurity in the US is more than missing meals or experiencing hunger—it is an economic and public policy problem with complex underlying causes. Combatting food insecurity requires intentional support, continued education, and advocacy. American families who are food insecure live with both low household income and low cumulative wealth, which can mean little or no emergency cash resources. Nationwide patterns of low household income and low wealth are symptoms of the root causes of food insecurity in the US: decades of racism, the growth of low-wage jobs, and high housing costs.¹

Did you know...

In 2022, North Carolina had the 10th highest statewide level of child food insecurity in the United States.²

Across the five NC InCK counties, rates of childhood food insecurity in 2022 ranged from 11% in Orange County to 32.7% in Vance County (see Figure 1).

Figure 1. Child Food Insecurity Across NC InCK Counties (2022)²



A family is considered “food secure” if their food supply is consistently:

- Nutritious
- Affordable
- Accessible
- Culturally appropriate¹

When the quantity or quality of a family’s food does not have one or more of the above factors, the family is considered “food insecure.” Food insecurity may present in a family as:

- Food anxiety
- Diet monotony
- Decreased nutrition quality
- Inadequate food intake

Childhood food insecurity affects several domains of health, including development, cognitive performance, social-emotional health, and physical health. Children who experience food insecurity at any age are at risk for poor health outcomes that can continue into adulthood. From before they are born through a child’s second birthday, or the “first 1,000 days”, is a critical window of growth and brain development that has life-long implications for health and well-being; food insecurity experienced during this time can be particularly harmful.³

Childhood food insecurity is associated with:

- Higher risk for developmental delays⁴
- Poorer academic outcomes, including lower reading levels and cognitive performance⁵
- Increased long-term psychological distress and poorer social-emotional health⁶
- Increased risk for chronic health conditions such as asthma⁷

In America, households with children experience food insecurity at higher rates than those without children.⁸ Households with children under the age of 6, single caregiver households, Black and Hispanic/Latino households, immigrant households, Native American households, and households with a child who has special health care needs are also more likely to be food insecure.⁹ Many of these trends reflect the impact of decades of discrimination and structural racism in the United States.¹⁰ Despite these trends, health practitioners should not assume which families might be at risk for food insecurity and all pediatric patients/families should be screened for potential food insecurity.

However, don’t wait for a screening to offer food support to NC InCK families. Family Navigators can address these food topics:

- Is the family enrolled in [FNS/SNAP food benefits](#)?
- Are K-12 students in the family receiving [free meals at school and over the summer](#)?
- Is the family enrolled in [WIC](#)?
- Does the family need [emergency food resources](#)?

Children who are food insecure won't necessarily experience the need to skip meals or limit the amount they eat. Parents and caregivers in food insecure households typically shelter children from missing meals when possible, limiting their own food intake instead.⁸ However, food insecurity can change the quality and variety of food available at home and limits the amount of nutrients in a child's diet.

Children, particularly older children, may also experience emotional distress related to food insecurity as they witness adults in the household skipping meals or struggling to afford groceries.¹¹

Normalizing conversations about household food needs, removing stigma around available benefit programs, and attending to the mental and emotional needs of both parents and children are important components of supporting families facing food insecurity.

1.2 Federal Benefit Programs

Charitable organizations, food pantries, and mutual aid play important roles in locally supporting food insecurity. They can help meet emergency food needs, particularly while families wait to receive other forms of financial assistance. Community and faith-based organizations can also provide social networks, cultural support, and emotional support. Charitable support may be most helpful for families who face food insecurity but exceed the income limits to be eligible for federal benefit programs.

Our modern federal nutrition programs, funded through the US Department of Agriculture, were expanded in 1969 as a response to the anti-hunger and anti-poverty advocacy of the Poor People's Campaign, led by Dr. Martin Luther King, Jr. and the Southern Christian Leadership Conference.¹² These federal programs have enormous power to reduce food insecurity.

Federal programs like the Supplemental Nutrition Assistance Program (SNAP), the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and free school meals have the greatest impact on reducing poverty and food insecurity rates. SNAP is sometimes referred to as "food stamps" or "Electronic Benefit Transfer (EBT) benefits".

In North Carolina, the program is administered by NCDHHS under the name Food and Nutrition Services (FNS). In this guide, we use the term "SNAP" to identify the broader federal program, and "FNS" to refer to the benefit program in North Carolina. Most children and families who receive Medicaid services are also eligible for food benefits through the [FNS program](#) in North Carolina. NC InCK families must enroll in SNAP/FNS and WIC separately.

North Carolina also has its own Simplified Nutritional Assistance Program. The NC SNAP program is specifically tailored to provide food assistance to older individuals. This program is different from federal SNAP benefits. Family Navigators should make sure families understand the differences between these terms, as they can be confusing and assist families with program referrals to both SNAP/FNS and WIC.

Did you know...

All NC InCK children aged 0-5 are automatically eligible for food benefits through [NC's Special Supplemental Nutrition Program for Women, Infants, and Children \(WIC\) program](#).

TIP: If using FNS funds to shop for groceries online, families won't see the term FNS, but will see tags such as "SNAP EBT eligible item". Help families by sharing that NC FNS, SNAP, and EBT benefits are all terms that describe the same federal program that provides money to purchase groceries.

In response to the COVID-19 pandemic, the American Rescue Plan Act of 2021 increased benefit levels for families receiving SNAP and WIC and funded the Pandemic EBT program, which provides food dollars for families to buy groceries to make up for meals missed when schools are closed.¹³ The emergency expansion of SNAP and WIC alone is projected to have lifted 2.9 million American children out of poverty in 2021.¹⁴ Although these increased benefit amounts did not continue after the COVID Public Health Emergency period ended, the message is clear—federal benefit programs reduce poverty, reduce food insecurity, and increase the health of American families.⁹

1.3 Family Navigator's Role

About 72% of NC's food-insecure children live in households that qualify for federal benefit programs.² In North Carolina, more than 1 million Medicaid members miss out on food support through SNAP and WIC benefits. In 2024, about 45% of NC Medicaid members who were likely eligible for SNAP were not enrolled, and 46% of those likely eligible for WIC missed out on benefits.

Referring patients to federal nutrition programs is the primary intervention recommended by the American Academy of Pediatrics for addressing food insecurity in children.⁹ Federal programs, including SNAP, WIC, and school meals, currently serve only a fraction of the food insecure children and families eligible for benefits.

To maximize the impact of federal programs, families need support to learn about, apply for, and utilize nutrition benefits. Sections 6-12 of this guide provide specific details about federal benefit programs, and suggestions for how to promote those programs within clinic workflows.

Did you know...

Medicaid-insured children (up to age 5) are automatically eligible for co-enrollment in WIC.¹⁶

2.0 NC InCK's Goals for Reducing Food Insecurity

NC InCK aims to reduce food insecurity in North Carolina by:

- 1. Building communities of practice focused on food and nutrition support:** Through normalizing conversations around food insecurity, sharing practices, and discussing challenges, NC InCK aims to build a community of health practitioners who support each other with the knowledge and skills needed to meet families' food and nutrition goals.
- 2. Increasing enrollment in benefit programs:** Recognizing the impact of federal benefit programs, NC InCK aims to improve patient health outcomes by increasing enrollment in SNAP, WIC, and free school meals.
- 3. Developing workflows that support empowered families:** NC InCK training materials and resources are designed to support Family Navigators as they connect families with locally and culturally relevant programs, resources, and information. These resources are created to empower families to set and meet their own nutrition goals and to destigmatize conversations around food insecurity and access to benefit programs.

3.0 Creating Safe Spaces for Conversations About Food Insecurity

A family's journey to food and nutrition support is a very personal experience. Each family's perception of food assistance depends on their own life experiences, culture, family dynamics, where they live, what languages they speak, and their prior experiences with the medical system and government programs. When building relationships with families, frame conversations about food assistance carefully to minimize feelings of shame and fear.

3.1 Asking Families About Food Insecurity

Family Navigators should discuss SNAP, WIC, and free meals at school with all families. Even though there may be a need to administer food insecurity screening questions at some point, conversations about food support don't have to begin with questions about "need". Identifying families who face food insecurity is a critical step in bridging support to food and nutrition services. The Hunger Vital Sign™ screening tool is a commonly-used and validated screening instrument for food insecurity.

All North Carolinians have the right to apply for these programs, including families that do not screen "positive" for food insecurity on standardized screening tools. Part of a Family Navigator's work is to make conversations around SNAP, WIC, and school meals feel like a routine part of care management support that is offered to all NC InCK families.

TIP: It may be helpful to present these programs as impactful resources that support the health of families and children, rather than programs tied to "need" or "insecurity".

Patients who completed the NC DHHS Social Determinants of Health (SDOH) Screening Questions reported that they felt comfortable with the questions asked (94% of surveyed English-speaking

patients, 95% of surveyed Spanish-speaking patients).²⁰ Printable copies of the NC DHHS Social Determinants of Health Screening Questions are [available in 8 languages](#): English, Spanish, Arabic, Chinese (simplified), French, German, Swahili, and Vietnamese.

Each family’s journey to food and nutrition support will be different and will change over time. Some families facing food insecurity may need to connect with support for housing, childcare, or personal safety before they can prioritize food and nutrition goals. Family Navigators can support families effectively over time by creating multiple opportunities for nonjudgmental conversations about food and nutrition.

Did you know...

A 2018 field study of the DHHS SDOH screening tool showed that food support was the most common resource needed. 42% of patients screened positive for food insecurity, and 14% of patients requested resources to address their need.²⁰

TIP: The families you support may have been asked these screening questions before you began working with them, and their responses to previous screening questions may be in their medical records. Factors like misunderstanding, fear, and shame can influence people’s responses to screening questions. As a Family Navigator, consider revisiting conversations about food support during your time with a family.

4.0 Fear and Shame About Food Insecurity

Cultural and political trends can make families feel fearful or ashamed when discussing food insecurity or seeking support. Work to reduce these barriers by being prepared to address concerns if they arise. Even without prior negative experiences, misconceptions, confusion, and intimidation can prevent a family from accessing resources. The sections below highlight issues that may influence a family’s perception of available support resources.

4.1 Public Charge Status

In US immigration law, the term “public charge” is used to describe an individual who the government has decided “has become [for deportation purposes] or who is likely to become [for admission/adjustment purposes] ‘primarily dependent on the government for subsistence’”.²¹ Public charge tests are used to evaluate an individual who is applying for a visa to enter the US or for lawful permanent resident status (through a “green card”).

The criteria for public charge status have changed numerous times in recent years.²¹ Confusion over the public charge rule can deter immigrant families, particularly those who are lower income, from accessing resources.²² Family Navigators can reduce fear and confusion by helping families understand which benefits are excluded from the public charge test.

Participation in the following programs will NOT affect an individual’s immigration status or immigration application:

- Medicaid
- SNAP
- WIC
- Free or reduced-price school lunches
- P-EBT
- Food banks or shelters
- Earned Income Tax Credit (EITC)
- Child tax credits
- Stimulus checks from the IRS

The [North Carolina Justice Center](#) offers flyers in English, Spanish, Chinese, Vietnamese, French, Pashto, and Dari on the updated September 2022 public charge policies.

Did you know...

Participation in Medicaid, SNAP, WIC, and free school lunches does not count toward the public charge and will not increase families’ risk of deportation or affect pending visa/green card applications.

4.2 School Meal Shaming

School meal or lunch shaming refers to practices used by schools or districts to collect payment for unpaid school meal charges. These tactics may be directed at parents or at students themselves and can range from threatening letters to having children with unpaid accounts sit at a different lunch table, stamping their hands, or giving them a different “alternative” meal.²²

North Carolina does not currently have specific anti-shaming legislation guiding school meal practices.²³ Families do not have to experience shaming tactics directly to be affected by intimidation or confusion around school meal payments. Family Navigator help clarify policies around free and reduced-price school meals.

Did you know...

Medicaid-enrolled children who are income-eligible are now [automatically enrolled in free or reduced-price school meals](#). Additionally, Durham, Granville, and Vance County Public Schools provide free meals to all students.

Additional information on school meals is available in the [School Meals and Summer Meals Resource Highlight](#) at the end of this guide.

4.3 Common Barriers to Food Program Enrollment

Food and nutrition programs, while valuable, have shortcomings that can prevent families from accessing and/or fully using them. Understanding common barriers to access can help families overcome these obstacles.

Table 1. Challenges families might face while navigating the food resource and assistance landscape

Challenge	Quote
Lack of information about available programs	“A lot of times we hear ‘Yeah, I knew that they were serving free meals at school, but that’s not for my family’, when really - it is.”
Confusing application process or program details	“It’s normally just so many restrictions. If they would relax some of those things and not tie our hands so much, I think it could be a more successful program, as far as feeding kids.”
Transportation barriers	“Transportation immediately carries over into the other federal nutrition programs ... it’s either how you get the food to the child or the child to the food and transportation is the key to that and if your family is so poor, that they don’t even have a working vehicle, they’re never going to get a child to a site...If they now have to choose between medicine or fixing that carburetor... they’re going to try to get medicine, they’re trying to get food to their kids first. Transportation is a really big issue.”
Food choice limitations	“A lot of the folks we serve ... do not [often] find what they would like to get for themselves at a food pantry. It’s all this very standard processed stuff and not always culturally appropriate for the families we serve.”

Quotes taken from community interviews conducted by the Duke University Early Childhood Action Plan Bass Connections Team.²⁵

5.0 Workflows That Support Empowered F

5.1 Understand Federal Nutrition Support Programs

Review [What Works: The Role of Federal Benefit Programs](#) and Sections 6-12 of this guide that highlight specific resources. All Family Navigators should be able to guide families through the main government benefit programs that provide food and nutrition support (SNAP/FNS, WIC, school meals, summer meals, SUN Bucks).

Review cross-eligibility opportunities listed below:

- Medicaid-insured children ages 0-5 are automatically eligible for WIC.
- Many Medicaid-insured families are eligible for monthly SNAP food benefits through NC FNS.
- Income-eligible Medicaid-insured children will be automatically enrolled in free or reduced-price school meals.
- Medicaid-enrolled children aged 7-16 are automatically enrolled in SUN Bucks.
- Pregnant and breastfeeding parents are eligible for insurance-covered electric breast pumps through WIC or directly through certain insurance providers.

5.2 Evaluate Available Language Support Options

As a Family Navigator check that when families contact a Department of Social Services office or apply for a program through ePASS, phone trees and written/online materials are available in their preferred language. Additionally, provide a list of local community organizations that provide additional language and cultural support for families interested in nutrition services.

5.3 Prepare to Support Common Concerns

Review the [Fear and Shame as Barriers to Access](#) section of this guide. A Family Navigator should be prepared to answer initial questions about public charge or immigration concerns and know who to refer families to for more information.

Make a plan for supporting a family that expresses hesitation or embarrassment about participating in school meals or grocery shopping using benefits. This plan may include sharing program details or relating experiences from other families to help address concerns.

5.4 Track Progress Toward Family's Goals

Help families identify short-term goals along the path to accessing and using benefit programs. Applying for benefits might be an initial goal. Mid-term goals might include becoming comfortable using benefits to buy groceries, exploring new recipes, or using benefit cards to shop for [groceries online](#) and at [farmers markets](#). Families already enrolled in benefit programs might be interested in maximizing benefits through farmer's market matching programs or free cooking classes.

6.0 Breastfeeding Support

Breast milk is the recommended primary source of nutrition for infants. The American Academy of Pediatrics [recommends exclusive breastfeeding for about 6 months](#), followed by continued breastfeeding for at least two years along with the introduction of solid foods.

The choice of whether and how long to breastfeed is very personal and influenced by a wide number of factors. Breastfeeding may not be a viable option for parents who have undergone mastectomies, are on certain medications, or have histories of sexual trauma. Other families choose not to breastfeed or encounter significant difficulties when attempting breastfeeding. Many parents lack adequate support to continue breastfeeding as they return to work.

Family navigators can support families by sharing information on breastfeeding support resources. Knowing how to answer the following questions that families may ask can help better support families that need breastfeeding support:

- What is the nutritional role of breastfeeding during infancy?
- Do you have flyers, handouts, or other materials on breastfeeding?
- Are there local community resources to support breastfeeding parents, e.g. WIC breastfeeding programs, La Leche League chapters, etc.? (see Table 2)

The Fair Labor Standards Act (FLSA) and the PUMP for Nursing Mothers Act are federal laws that protect parents’ right to pump breastmilk at work. These policies include:

- Most nursing workers are entitled to reasonable break time and a private space to pump at work for up to one year after their child’s birth.
- Most employers are required to provide covered employees with space that is functional for pumping milk, shielded from view, free from intrusion, available as needed and not a bathroom.
- Under the FLSA, when an employee is using break time at work to express breast milk they either:
 - Must be completely relieved from duty; or
 - Must be paid for the break time.

For more information and for flyers in English and Spanish, visit dol.gov/pump-at-work.

TIP: BreastfeedNC.com has resources for breastfeeding parents and their partners. See the toolkit [Making It Work: Advocating for Breastfeeding Accommodations](#) for template letters that providers can complete to inform a parent’s employer of their need to breastfeed at work and their rights.

Table 2. Local Breastfeeding Support

County	Resource
Statewide	<ul style="list-style-type: none"> • WIC provides breastfeeding support, peer counseling, and breast pump supplies. See the Resource Highlight on WIC for clinic information in each county. for clinic information in each county. • The North Carolina Breastfeeding Coalition maintains an expanded directory of resources.
Alamance	<ul style="list-style-type: none"> • La Leche League of Alamance County <ul style="list-style-type: none"> ○ Twitter: @Alamancell • Peer support, breastfeeding meetups, and lactation guidance <ul style="list-style-type: none"> ○ Last Tuesday of the month, 12:30 pm • CityGate Dream Center (day care room), 1423 N. Church St., Burlington <ul style="list-style-type: none"> ○ Lead by: <ul style="list-style-type: none"> ▪ Elena Shoonmaker-Gates: 206-291-8249 (Habla español) ▪ Liege de Moraes: 336-350-1155
Orange	<ul style="list-style-type: none"> • La Leche League of Chapel Hill <ul style="list-style-type: none"> ○ Peer support, breastfeeding meetups, and lactation guidance. ○ Multiple groups meet via Zoom and in-person; see website for upcoming meetings ○ Contact 919-259-1701 for support

Durham	<ul style="list-style-type: none"> • Breastfeed Durham • Local lactation support directory • Black Breastfeeding • LGBTQ+ Human Milk Feeding • La Leche League of Durham <ul style="list-style-type: none"> ○ Free breastfeeding support meetings with both in-person and online options. • Family Connects Durham <ul style="list-style-type: none"> ○ Community-wide nurse home visiting program for all parents of newborns, regardless of income or socioeconomic status. Registered nurses support all families in Durham County, North Carolina by providing no-cost postpartum home visits. • MAamE, Inc. Lactation Clinic <ul style="list-style-type: none"> ○ Breast/chest-feeding support for English & Spanish speaking BIPOC families, including on-site lactation support, virtual support, home visits, and prenatal breastfeeding education
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Table 3. Breast Pumps and Other Maternity Supports by NC Medicaid Managed Care Health Plans

Health Plan	Member Services	Additional Information
AmeriHealth Caritas	Phone: 1-855-375-8811 (available 24/7)	<ul style="list-style-type: none"> • Breast pumps and supplies (including milk storage bags): Available through Aeroflow to members from 26 weeks of gestation through 12 months postpartum. Members must provide due date, contact information, insurance information, and provider name and contact information. Visit Aeroflow or call 1-844-867-9890 (Mon-Fri, 8:00 am-5:30 pm) • Bright Start program for pregnant members: Includes cash incentives for participation in program and completion of prenatal visits. To enroll, call 1-833-475-2262, Mon-Fri, 8:00 am-5:00 pm
Carolina Complete Health	Phone: 1-833-552-3876 (Mon-Sat, 7:00 am-6:00 pm)	<ul style="list-style-type: none"> • Start Smart for Your Baby: Program for all pregnant and new (i.e. <12 mos postpartum) moms. To enroll, call Member Services or log into the member portal to submit a Notification of Pregnancy here. Enrolled members get an infant car seat, diaper bag, or breast pump and diapers. To receive one of these items after enrolling in the program, complete the form here.
Healthy Blue	Phone: 1-844-594-5070 (Mon-Sat, 7:00 am-6:00 pm)	<ul style="list-style-type: none"> • Breast pumps: Available through Edgepark or Home Care Delivered to members within ~30 days of their due date. Members must provide due date, contact information, insurance information, and provider name and contact information. <ul style="list-style-type: none"> ○ Visit Edgepark or call 1-855-504-2099 (Mon-Fri, 8:00 am-9:00 pm; Sat, 9:00 am-3:00 pm)

		<ul style="list-style-type: none"> ○ Contact Home Care Delivered, 1-866-938-3906 (Mon-Fri, 8:00 am-6:00 pm) or have provider complete referral form here (choose “Other” under supplies and enter “Breast Pump”) ○ Visit MedLine@Home or call 1-833-718-2229 (Mon-Fri, 8:00 am-5:00 pm) ● Healthy Rewards Program: Provides financial incentives for attending prenatal, postpartum, and well-baby visits. To enroll, log into the Benefit Reward Hub and visit the Healthy Rewards portal or call 1-888-990-8681 (Mon-Fri, 9:00 am-8:00 pm)
UnitedHealth care	Phone: 1-800-349-1855 (Mon-Sat, 7:00 am-6:00 pm)	<ul style="list-style-type: none"> ● Breast pumps: Available through Aeroflow to members from 36 weeks gestation to 12 mos postpartum. Note member will be asked to attest they did not receive an electric or hospital grade pump from WIC. <ul style="list-style-type: none"> ○ Visit Aeroflow or call 1-844-867-9890 (Mon-Fri, 8:00 am-5:30 pm) ● Members can also receive up to six virtual breastfeeding visits. For info or to enroll, call or text UHCNC4MILK 1-888-458-1364 (24/7) or visit Simplified
WellCare	Phone: 1-866-799-5318 (Mon-Sat, 7:00 am-6:00 pm)	<ul style="list-style-type: none"> ● Breast pumps: Available through Aeroflow to members from 34 weeks gestation to 30 days postpartum (if delivered a healthy baby) or 90 days postpartum (if baby required a NICU stay). Visit Aeroflow or call 1-844-867-9890 (Mon-Fri, 8:00 am-5:30 pm) <ul style="list-style-type: none"> ○ For breastfeeding support, contact the 24/7 nurse advice line at 1-800-919-8807. For support with pumping, milk storage, obtaining formula, and/or finding a community-based lactation support program, contact Care Coordination at 1-833-298-4301 and press 2 to speak to the maternity team. ○ Members can also receive free baby supplies. For info, contact Member Services.

7.0 School and Summer Meals

7.1 What are School Meals?

All public K-12 schools and some charter schools in North Carolina provide meals at school through the USDA National School Breakfast Program and National School Lunch Program. These programs provide free or reduced-price meals to students. Free meals at school can include breakfast, lunch, and after-school snacks, though what is offered and who can access free meals at school varies across North Carolina public school districts. Participation in school meals can reduce both the cost of food and time

spent on food labor. For children, participation in school meals has been shown to reduce food insecurity, improve dietary intake, reduce obesity rates, and improve both health and learning outcomes.

Medicaid-enrolled children who are income-eligible are now automatically enrolled in free or reduced-price school meals. No enrollment or additional paperwork is required. School Nutrition teams receive lists of students who are enrolled in Medicaid and who are eligible for school meal support based on their household income. Some Medicaid-enrolled students will be eligible for free school meals, while others will be eligible for reduced-price school meals. Families of these students will receive communication from their School Nutrition director detailing the student’s enrollment in either free or reduced-price school meals.

In addition, a growing number of public schools and entire public school districts provide free meals to all enrolled students, creating a culture of food support as a normal part of the school day and removing stigma around receiving free meals at school. As of the 2024-2025 school year, the following school districts will provide free school meals to all enrolled students, with no additional application required:

- Durham County Schools
- Granville County Schools
- Vance County Schools

Some individual schools within the Alamance and Orange Public School districts provide free school meals to all enrolled students through the [Community Eligibility Provision](#).²⁴

TIP: For more information about the benefits of school lunch, review this [guide](#) from the [Food Research & Action Center](#).

7.2 Food Support During Summer Months

During summer months when schools are closed, a variety of sponsors offer free summer meals for children through the Summer Meal Service Program. The national nonprofit [No Kid Hungry](#) operates a texting hotline to help families locate free summer meals for children. This is a free service. Families can receive information about meal locations near them by texting “FOOD” or “COMIDA” to 304-304.

TIP: Most summer meal site information is only available late-May through August in North Carolina, which is when most K-12 schools are closed for summer break. The meal site list is updated weekly. Meal site information might not appear on the texting hotline results unless the meal site is currently open.

A new federal benefit program, [SUN Bucks](#), is also providing food support for students over the summer months. SUN Bucks provides a one-time payment of \$120 in cash benefits to purchase groceries. The cash benefits are distributed on an EBT card that works like a debit card and can be used in participating

grocery stores, farmers markets, and other retailers that accept “SNAP EBT” benefits (for more information on shopping with an EBT card, see Section 8 [on NC Food and Nutrition Services](#)).

Medicaid-enrolled children are automatically eligible for, and will be automatically enrolled in, SUN Bucks if:

- The Medicaid household income is below 185% of the Federal Poverty Level; AND the child is either:
 - 7-16 years old
 - Younger than 7 and attends a pre-K program that participates in the USDA meal program (for example, some Head Start programs)

Families of students who are automatically enrolled in SUN Bucks will receive an EBT card in the mail. NC DHHS will issue one EBT card per household, and the benefits for all eligible students in the household will be loaded onto the card. Families who are enrolled in SNAP food benefits through NC Food and Nutrition Services (FNS) will receive the additional SUN Bucks benefit for all children in the household on the household’s existing EBT card, along with the recurring monthly SNAP food benefits.

For eligible students who are enrolled in Medicaid but do not receive monthly SNAP/FNS benefits, new EBT cards with SUN Bucks benefits will be mailed to the household address associated with the Medicaid case information. Enrolling in monthly SNAP/FNS food benefits is the easiest way to receive the additional SUN Bucks food benefits. Encourage families to apply for SNAP/FNS food benefits and help connect them with a local partner that can provide application and enrollment assistance. For more information, see the [Resource Highlight on NC Food and Nutrition Services](#).

TIP: Encourage families to contact their local DSS office in May each year to confirm that their mailing address on file is current to avoid a delay in receiving their EBT card and SUN Bucks benefits.

7.3 Connecting with School Meals

Families should connect with the Nutrition Team at their local public school for more information about school meals. Menu information can be found on each school district’s website. Families can contact their local school district Nutrition Team with questions about summer meals even if their child is not enrolled in the public school district.

Table 4. School Nutrition Contacts

County	District Nutrition Website	Contact information
Alamance	Alamance-Burlington Schools	<ul style="list-style-type: none"> • Spencer Brown, Executive Director of School Nutrition Program <ul style="list-style-type: none"> ○ Phone: 336-438-4000 ext 20061 ○ Email: spencer_brown@abss.k12.nc.us • Nutrition Department: 336-570-6080

Durham	Durham Public Schools	<ul style="list-style-type: none"> • James Keaton, Director, School Nutrition Services <ul style="list-style-type: none"> ○ Phone: 919-560-3657 ○ Email: James_Keaton@dpsnc.net
Granville	Granville County Public Schools	<ul style="list-style-type: none"> • Meg Strong, Director, Child Nutrition <ul style="list-style-type: none"> ○ Phone: 919-693-9349 ○ Email: strongm@gcs.k12.nc.us
Orange	Orange County Public Schools	<ul style="list-style-type: none"> • Sara Pitts, Child Nutrition Services Director <ul style="list-style-type: none"> ○ Phone: 919-732-8126 x 16501 ○ Email: sara.pitts@orange.k12.nc.us
Orange (Chapel Hill-Carrboro)	Chapel Hill-Carrboro City Schools	<ul style="list-style-type: none"> • Director of Dining <ul style="list-style-type: none"> ○ Phone: 919-967-8211 ext. 28219
Vance	Vance County Public Schools	<ul style="list-style-type: none"> • Phyllis W. Newcomb, Director, School Nutrition <ul style="list-style-type: none"> ○ Phone: 252-492-2127 ○ Email: pnewcomb@vcs.k12.nc.us

8.0 North Carolina Food and Nutrition Services (FNS) Monthly Benefits

8.1 What is FNS?

The USDA federally-funded Supplemental Nutrition Assistance Program (SNAP, formerly referred to as “food stamps”) is administered in North Carolina under the name Food and Nutrition Services (FNS). The SNAP/FNS program provides cash benefits to income-eligible households. People enrolled in SNAP through North Carolina FNS receive monthly cash benefits to help with the cost of groceries.

TIP: Program names can be confusing for both families and for professional advocates. North Carolina administers a state program called SNAP, which stands for Simplified Nutritional Assistance Program. This NC SNAP is different from the federal program SNAP. In North Carolina, the SNAP program provides food assistance to elderly individuals receiving Supplemental Security Income (SSI). To learn more about SNAP in NC, visit the [NCDHHS website](#).

SNAP/FNS cash benefits are distributed to participants using EBT debit cards. Monthly cash benefits can be used to purchase a wide variety of SNAP-eligible foods from participating grocery stores, retailers and farmer’s markets, including seeds and food plants for home gardens. Families cannot purchase hot food items with SNAP/FNS benefits.

8.2 Why Emphasize SNAP/FNS?

The federal SNAP program lifts families out of poverty, improves child nutrition and health outcomes, and stimulates local economies. Living in a household that receives SNAP benefits can yield positive health outcomes that span a lifetime, from improved infant birth weight to lower likelihood of developmental delays and reduced adulthood incidence of obesity, high blood pressure, heart disease, and diabetes.

TIP: Explore [this guide](#) from the Food Research & Action Center to learn more about the impacts of the federal SNAP program.

8.3 SNAP/FNS Eligibility

SNAP/FNS eligibility and benefit amounts are based on income and household size. Determining whether a family meets the income requirements for SNAP/FNS can be complex, and only the county Department of Social Services office can officially evaluate a household's eligibility.

While Medicaid-insured individuals are not automatically eligible for SNAP, many Medicaid-enrolled families will meet the income requirements for participation. Family Navigators can support families by encouraging them to submit a SNAP/FNS application and connecting them with a community partner that can help with the application.

TIP: Family Navigators can also share information on some common misconceptions around SNAP/FNS eligibility.

8.31 SNAP Eligibility & Immigration Status

SNAP benefits can support some immigrant families and families with mixed citizenship status. Parents who do not have a social security number can still apply for SNAP/FNS food benefits to support children in their household who do have social security numbers.

Participation in SNAP does NOT affect a family's immigration status and will not designate them as a public charge. For more information, see the USDA website on [SNAP Eligibility for Non-Citizens](#) and the [Public Charge Status](#) section earlier in this guide.

8.32 SNAP and Grandparent/Kinship Caregivers

Grandparents and kinship families can apply for SNAP/FNS food benefits for themselves and for any children that they care for as long as they care for the child for most (>50%) of the year. County DSS offices are directed to review an FNS application within 30 days of the application date. Families with urgent circumstances may qualify for food assistance starting seven days after their application date.

Caregivers do NOT need legal custody or guardianship of the child/children to apply for SNAP benefits. A SNAP household is defined as people who live together, purchase food, and prepare meals together. People in a SNAP household do not need to be biologically related or to have a legal relationship.

TIP: To learn more about North Carolina FNS eligibility and program information, visit the [NCDHHS website](#).

Did you know...

FNS benefits can be used to shop online with Aldi, Amazon, BJ's Wholesale Club, Carlie Cs, Earth Fare, Food Lion, Publix, Walmart, and other retailers. See the [Online Shopping with SNAP/FNS Benefits Resource Highlight](#) for more information.

8.4 Help Families Apply for FNS

Below are several ways that families can apply for FNS benefits:

1. **Apply in person at the local Department of Social Services (DSS) office:** Call your [county office](#) before you visit to confirm hours of operation.
2. **Complete a paper application and deliver it to the local county DSS office by mail, fax, or in person:** Find the [application form](#) online. The paper FNS application form is available as a PDF in multiple languages [here](#). Click on the language of interest and use the search box to search for form "DSS-8207".
3. **Apply online through the [NC ePASS website](#) using an [enhanced ePASS account](#):** This website is available in English and Spanish and is mobile-friendly. Check out the video overviews of the ePASS application on the NCDHHS website.
4. **Connect with a community partner for help completing the SNAP/FNS application:** Local community partners can help you complete a SNAP/FNS application. Support is available in English and Spanish. Some partners include:
 - **Food Bank of Central and Eastern NC**
 - Call (984) 301-4791 or (984) 301-4795 (para ayuda en español) or complete the online referral form for a callback within two business days to begin the application process
 - **More in My Basket**
 - Call 1-855-240-1451 or 1-888-382-7105 (para ayuda en español) or complete the online contact form

Table 5. Applying for FNS Benefits (FNS Customer Service Center: (866) 719-0141)

County	Contact Information	Hours
Alamance County DSS	Phone: (336) 570-6532 Address: 319 North Graham-Hopedale Road Burlington, NC 27217	8:00 am-5:00 pm, Monday - Friday
Durham County DSS	Phone: (919) 560-8000 Address: 414 East Main Street Durham, NC 27701	7:30 am-5:30 pm, Monday- Friday Main lobby: 8:00 am-5:00 pm, Monday- Friday
Granville County DSS	Phone: (919) 693-1511 Address: 410 West Spring Street Oxford, NC 27565	8:30 am-5:00 pm, Monday- Friday
Orange County DSS	Phone: (919) 245-2800 Address: Hillsborough Commons 113 Mayo St. Hillsborough, NC 27278 Southern Human Services 2501 Homestead Road Chapel Hill, NC 27516	8:00 am-5:00 pm, Monday - Friday
Vance County DSS	Phone: (252) 492-5001 Address: 500 North Beckford Dr Suite C Henderson, NC 27536	8:30 am-5:00 pm, Monday- Friday

9.0 Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

9.1 What is WIC?

NC WIC is a program for pregnant and postpartum people and children ages 0-5. WIC provides nutrition education, breastfeeding support, and community referrals as well as monthly food benefits that can be used to buy healthy foods and infant formula. Families may be required to attend WIC appointments and occasional nutrition classes to receive benefits.

WIC food benefits are intended to supplement a family’s diet with nutritious food and are not designed to support all of a family’s monthly food needs. Unlike FNS/SNAP, most of the food support that WIC

provides is not a cash benefit but rather monthly allowances of a limited number and quantity of food groups (e.g. specific amounts of milk, eggs, bread, cheese, juice, peanut butter, baby food per month).

Families do receive monthly cash benefits for fruits and vegetables. Additional cash vouchers (\$30 per eligible family member per year) are available for buying produce from participating farmers markets. For more information, visit the [NCDHHS WIC Program webpage](#).

Learning which foods are WIC-eligible and how to shop using WIC benefits can be intimidating and frustrating. This is an area where families can benefit from support and guidance from a Family Navigator.

For more information, visit the [NCDHHS WIC Program webpage](#).

TIP: WIC benefits are accepted at approved independent grocery stores as well as certain large grocer locations (examples include: Food Lion, Harris Teeter, Publix, Target, and Walmart). Check the [NC DHHS website](#) for an updated list of vendors who accept WIC. North Carolina offers electronic WIC benefits (eWIC) managed through a [debit card and mobile app](#).

Did you know...

Breastfeeding mothers receive additional food allowances and peer support for breastfeeding. They can also request breast-pumping equipment through WIC.

Online shopping is not currently available for WIC benefits and WIC benefits cannot be used to purchase diapers.

Participation in WIC improves health and wellness outcomes. Children who participate in WIC have more varied and nutritious diets, which contribute to positive health outcomes like lower rates of anemia and nutritional deficiency. WIC participation also supports positive long-term outcomes for families, including improved early childhood language development, stronger cognitive development in toddlers, and reduced rates of childhood obesity.

TIP: Explore this [summary report](#) from the Food Action & Research Center (FRAC) to learn more about WIC's impact on families.

9.3 WIC Eligibility

WIC provides food benefits to pregnant and postpartum parents and to children ages 0-5. Applicants must meet [income criteria](#), live in NC, and have nutrition insecurity (as determined during the WIC intake appointment). Pregnant people can receive food benefits during pregnancy and for their first year

postpartum (if breastfeeding) or first six months postpartum (if not breastfeeding). Fathers and grandparents who are the primary caregivers for children under the age of 5 can apply for NC WIC benefits for their children.

Pregnant and postpartum people and children ages 0-5 insured through Medicaid automatically meet the income criteria to receive WIC benefits and can use their Medicaid card as the primary document supporting their WIC application.

Did you know...

There are no citizenship requirements to apply for WIC. Undocumented people can receive WIC if they meet income requirements. WIC benefits do not count toward the [public charge test](#).

9.4 Help Families Apply for WIC

Consider using the [online referral form](#) to connect families with WIC. Family Navigators can complete this online referral on behalf of families with their verbal permission. WIC staff receive online referrals immediately and must respond within 20 days, although they typically respond much sooner. Families will receive a follow-up phone call to complete the application process.

When submitting a WIC referral using the online form, select “NC InCK Family Navigator” in the “Referred by” field at the end of the form:

Heard about WIC / Referred By *

NC InCK Family Navigator

Submit

WIC requires basic health information for each enrolled child and adult. Collecting this information is part of the WIC enrollment process. To help a family save time and speed up their enrollment process, share available health information with the relevant WIC clinic.

It may be helpful to coordinate with families’ pediatricians or health providers to complete and submit the [WIC Exchange of Information form](#). Be sure to provide the contact information and fax number for the relevant local [WIC clinic location](#) when requesting documentation from providers.

TIP: Use the steps below to help families connect with WIC:

1. Refer the family for an intake appointment using the [online referral form](#).
2. Work with the family’s providers to collect and submit needed health information using the fillable [WIC Exchange of Information](#).
3. Help the family make a plan to get to their intake appointment. **All potential enrollees must be present** at this first visit. See the [section on virtual appointments](#) below for info on supporting families who cannot travel to an intake appointment.

Family Navigators can help children access specialized nutrition support through WIC. A written prescription is required for an infant who uses a formula/product other than the routine milk or soy-based brands offered through NC WIC. Family Navigators can help a provider prepare a [WIC Medical Documentation form](#) to request a particular brand/type of infant formula or whole milk instead of skim milk. Completed forms should be faxed to the relevant [WIC clinic](#).

To see a complete list of WIC-approved infant formula options, visit the [NCDHHS website](#).

During the COVID-19 pandemic, WIC offices allowed remote intake appointments. Now, WIC offices generally require in-person intake visits. Some locations allow applicants to complete intake appointments remotely if they can provide required medical information and documentation of WIC eligibility by fax or email. As noted above, providers can use the [WIC Exchange of Information form](#) to provide required medical information. Some offices will accept proof of Medicaid and or SNAP/FNS enrollment as proof of income eligibility. See Table 6 below for details about remote intake appointment availability by WIC site.

Family Navigators can support families who have transportation barriers by calling their local WIC site to determine whether and how a family can complete an intake appointment remotely, then working with the family and their PCP to collect and share the necessary documentation. To apply for benefits, call the local WIC agency or submit a request [online](#).

Table 6. Local WIC Contacts

County	Local WIC Agency	Contact Information & Office Locations	Hours
Alamance	Alamance County Health Department	<ul style="list-style-type: none"> • Remote intake visits generally NOT available but may be willing to accommodate on a case-by-case basis • Alamance County Health Department 319 N. Graham-Hopedale Rd Burlington, NC 27217 Phone: (336) 570-6745 Fax: (336) 570-6535 	<ul style="list-style-type: none"> • Mon-Fri, 8:00 am-5:00 pm (walk-ins 8:00-3:30 only) • Extended hours available by appointment ONLY, 1st-4th Mon (except holidays), 5:00-6:00 pm

Durham	Lincoln Community Health Center	<ul style="list-style-type: none"> • Remote intake visits available if applicants are already enrolled in SNAP/Medicaid AND applicants can provide height, weight, and hemoglobin (for all applicants ages 12 mos+) measurements taken within past 60 days. • Lincoln Community Health Center has three sites that offer WIC appointments. Applicants can choose whichever is most convenient. • Lincoln Community Health Center (main location) 1301 Fayetteville St. Durham, NC 27717-2119 Phone: (919) 956-4042 • Live Well Office Bldg. 3901 N. Roxboro Street, Suite 103 Durham, NC 27704 Phone: (919) 403-1300 • Durham County Human Services Building 414 East Main Street Durham, NC 27701 Phone: (919) 560-7824 	<ul style="list-style-type: none"> • Lincoln CHC: Mon-Fri, 7:30 am-5:00 pm • Live Well Bldg: Mon-Fri, 8:00 am-5:00 pm • Durham County Human Services: Mon-Fri, 8:00 am-5:00 pm
Granville	Granville-Vance Health Department	<ul style="list-style-type: none"> • Remote intake visits generally NOT available. May be willing to accommodate on a case-by-case basis • Granville-Vance County Health Department – Oxford location 1036 College St. Oxford, NC 27565 Phone: (919) 693-1333 Text: (888) 707-0649 Fax: (919) 693-8517 	<ul style="list-style-type: none"> • Mon-Fri, 8:30 am- 5:00 pm (closed 12:00 pm-1:00 pm during lunch hours)
Orange	Piedmont Health Services	<ul style="list-style-type: none"> • Remote intake visits are available if applicants can provide height and weight measurements taken within the past 30 days and hemoglobin (for all applicants ages 12 mos+) taken within the past 60 days. • Applicants must also be able to provide proof of ID. Applicants can share relevant documentation via patient portal or Zoom screenshare 	<ul style="list-style-type: none"> • Hillsborough: Mon, Weds, & Thurs, 8:00 am-5:00 pm (lunch break 12:30-1:00); Tues, 8:00 am-6:30 pm (lunch break 12:30-1:30); Fri 8:00 am-1:00 pm • Carrboro: Mon, 8:00 am-8:00 pm; Tues, 9:00 am-5:00 pm; Weds, 8:00 am-5:00 pm;

		<ul style="list-style-type: none"> • Piedmont Health Services has three sites that offer WIC appointments. Applicants can choose whichever is most convenient. • Orange County Health Department 300 W. Tryon St. Hillsborough, NC 27278 Phone: (919) 245-2422 eFax: (919) 951-7517 • Carrboro Community Health Center 299 Lloyd St. Carrboro, NC 27510 Phone: (919) 913-1698 eFax: (919) 951-7516 • UNC Family Medicine Center 590 Manning Drive Chapel Hill, NC 27599 Phone: (919) 695-6517 eFax: (984) 215-4731 	<p>Thurs, 8:00 am-6:30 pm; Fri, 8:00 am-1:00 pm</p> <ul style="list-style-type: none"> • UNC Family Med: Mon-Weds, 8:00-4:30
Vance	Granville-Vance District Health Department	<ul style="list-style-type: none"> • Remote intake visits generally NOT available. May be willing to accommodate on a case-by-case basis • Granville-Vance County Health Department – Henderson location 115 Charles Rollins Rd. Henderson, NC 27536 Phone: (252) 492-3147 Text: (888) 707-0649 Fax: (252) 492-4219 	<ul style="list-style-type: none"> • Mon-Fri, 8:30 am- 5:00 pm

10.0 Resource Highlight: Online Shopping with SNAP/FNS Benefits

Certain grocery stores in North Carolina now offer online shopping for customers using their EBT card to purchase food with their FNS monthly benefits. Find a full list of retailers accepting online SNAP payments in NC on the [USDA website](#); see Table 7 below for instructions for using EBT for online shopping at many of these vendors.

Here are some common terms used in these online shopping platforms:

- **SNAP:** When shopping online using monthly FNS benefits, customers should look for the term “SNAP”. Food and Nutrition Services (FNS) is the program in North Carolina that distributes monthly benefit funds for groceries, but this program is referred to as SNAP nationally.
- **EBT Card:** The term EBT refers to the electronic benefits debit card that monthly FNS benefit funds are loaded onto. To shop online using an EBT card, customers will need both the card number and their pin number.

- **EBT SNAP-eligible items:** When shopping online, food items eligible for purchase with NC FNS funds are often identified with tags like “EBT SNAP eligible”.

TIP: When ready to check out, the online store will show the total cost of EBT SNAP-eligible items in the cart and may show the available balance on the EBT card. The EBT card balance must be exceed the cost of an individual item for EBT to be used for payment.

Table 7. Online Grocery Stores that Accept SNAP/FNS benefits

Store	Instructions	Delivery Fee	Notes
ALDI	<ul style="list-style-type: none"> • Visit ALDI and create a free account or use the Instacart app to shop with ALDI. • Enter your EBT card information into your ALDI account or on the Instacart app. • Add EBT SNAP-eligible items to your cart. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • Extra fees (taxes, tips, etc.) may apply to items that are not EBT SNAP-eligible. 	<ul style="list-style-type: none"> • You can have your online ALDI order delivered or select Curbside Pickup. Enter your zip code while shopping to check local options. The ALDI site does not let shoppers filter for EBT SNAP-eligible items. You won't see information on which items are SNAP-eligible until you check out.
Amazon	<ul style="list-style-type: none"> • Visit www.amazon.com/snap. • Create a free Amazon account. Shopping with a valid EBT card allows you to access Amazon Fresh and Whole Foods Market on Amazon without Amazon Prime. • Add an EBT card during checkout or to your virtual wallet on Amazon. • Add EBT SNAP-eligible Items to your cart. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • There are 3 ways to order SNAP-eligible foods through Amazon: Amazon Fresh, Whole Foods, or shopping directly through Amazon for shelf-stable goods. Each program has an option for free delivery for SNAP recipients if the minimum purchase requirement is met; minimum requirements vary by program. SNAP benefits cannot be used to pay for 	<ul style="list-style-type: none"> • Customers can pay in cash if picking up an online order in person. Customers can also schedule a preferred delivery time. • Tagged as: SNAP EBT Eligible Item

		delivery or shipping fees. Visit the FAQs for details.	
Carlie C's	<ul style="list-style-type: none"> • Visit www.carliecs.com/shop and create a free Carlie C's IGA account. • Choose a store near you. • Add EBT SNAP-eligible items to your cart. • Enter your EBT card information at checkout. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • There is a \$8.95 delivery fee per order. Customers can order delivery on any grocery purchase (no minimum cost requirement). Online orders can be picked up at the store for free. 	<ul style="list-style-type: none"> • Tagged as: EBT Cash Eligible and EBT SNAP Eligible item
Food Lion	<ul style="list-style-type: none"> • Visit https://shop.foodlion.com/ or download the Food Lion To Go app and create a free account. • Enter your zip code and select the closest participating store. • Filter for eligible items by tapping Explore, then EBT Eligibility and selecting EBT eligible. • Add EBT SNAP-eligible items to your cart. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • For orders over \$35, the delivery fee is \$3.99 or \$5.99 for orders delivered within an hour. For orders less than \$35, the delivery fee is \$7.99 or \$9.99 for orders delivered within an hour. There is an additional delivery service fee that is 5% of the cost of your order. Curbside pickup is available for \$1.99 for orders over \$35 and \$3.99 for orders under \$35. SNAP benefits cannot be used to pay for these fees. • More info here. 	<ul style="list-style-type: none"> • Food Lion items ordered online do not cost more than they would in the store. • Tagged as: EBT eligible

<p>Publix</p>	<ul style="list-style-type: none"> • Visit www.publix.com/shop-online and create a free Publix account. • Choose between delivery, curbside pickup, or in-store pick-up. • For delivery or curbside pickup, you will be redirected to the Instacart website: https://delivery.publix.com/ • Add EBT SNAP-eligible items to your cart. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • Deliveries and curbside pickup are provided via Instacart; fees vary depending on the size of the order, and fees do not include driver tips (which are encouraged but not required). 	<ul style="list-style-type: none"> • Online orders for delivery or curbside pickup must be placed through Instacart. Shoppers using Instacart will see eligible items tagged with the label “EBT”. You can order online for free in-store pickup. With the in-store pickup option, you can choose to pay online or pay in person at the store. See the section on Instacart below.
<p>Walmart</p>	<ul style="list-style-type: none"> • Visit www.walmart.com or download the Walmart app and create a free Walmart account. • Select Payment Methods. If your local store accepts EBT Online, you'll see an option to add your EBT card to your account. • Add EBT SNAP-eligible items to your cart. • At checkout, select the checkbox to pay with EBT. • Enter your EBT PIN to secure checkout. • During checkout, select how much of your benefits you would like to spend on the order. 	<ul style="list-style-type: none"> • Delivery fees for a free Walmart account range from \$7.95 to \$9.95 per order. SNAP EBT customers can pick up online grocery orders in-store for free, with no minimum order requirement. 	<ul style="list-style-type: none"> • SNAP EBT customers qualify for 50% off the price of a Walmart+ Assist membership (\$6.47/month or \$49/year). Walmart+ members have access to free grocery delivery options. Go online to find out more about Walmart+ Assist. More info on using EBT at Walmart here.
<p>InstaCart</p>	<ul style="list-style-type: none"> • Visit www.instacart.com or download the Instacart app and create a free account. • Go to your Account Settings to add your EBT SNAP card as a payment method. • Shop for EBT SNAP-eligible items. 	<p>N/A</p>	<ul style="list-style-type: none"> • Items purchased through Instacart may cost more than they would in the store. The Instacart app will display the tag “Higher than store prices” underneath the store name if that is the case. If prices are the same, Instacart will display the tag “In-store prices”

	<ul style="list-style-type: none"> At checkout, make sure “EBT SNAP” is selected as a payment method. 		<ul style="list-style-type: none"> Tagged as: an ‘EBT’ label when browsing at participating stores.
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11.0 Using SNAP EBT Benefits at the Farmers Market

Farmers markets are a great source of fresh local produce. Many farmers market locations accept SNAP/EBT payments. Certain markets also offer “bonus bucks” or “double bucks” incentive programs where the markets match food stamps dollars spent on produce to double EBT consumers’ purchasing power!

Table 8. Farmers Markets that Accept EBT Payments

County	Farmers Market *Indicates Market Offers Double Bucks or Other EBT Incentive Program
Alamance	<p>Elon Farmers Market Hours: April to mid-Nov, Thursdays, 3-6 pm Location: 271 N. Williamson Ave, Elon</p> <p>North Park Farmers Market Hours: April 4 to Oct 31, Tuesdays, 3-6 pm Location: 849 Sharpe Rd, Burlington</p>
Durham	<p>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</p> <p>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</p> <p>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</p>
Granville/Vance	<p>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</p>

Orange	<p>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</p> <p>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</p>
Other Nearby Counties	<p>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</p> <p>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</p> <p>Black Farmers Market (Raleigh)* Hours: April-Nov, 4th Sundays, 1-4 pm Location: 1436 Rock Quarry Rd, Raleigh</p> <p>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</p>

12.0 Local Support Resources

Table 9. Local Support Resources

Organization	Contact	Hours	Additional Information
Alamance County			
Southern Alamance Family Empowerment Food Pantry (SAFE)	<p>Phone: (336) 525-2120</p> <p>Address: 5950 Hwy 87 S., Graham</p>	<p>Food distributed: Tuesday and Saturdays at 9:00 am</p> <p>Food distributed for remote learnings: Thursdays from 9:00-</p>	<ul style="list-style-type: none"> • You receive: Non-perishable items, perishable items, fruits, vegetables, and breads. Pet food, paper products, and/or cleaning supplies are sometimes available. • How often can I visit? Every other week; arrive at 9 am

		11 am; recommend arriving by 9:00 for sign-in <i>NOTE: SAFE is closed the first & fifth Saturday of every month.</i>	
Salvation Army	Phone: (336) 227-5529 Address: 812 N Anthony St, Burlington	Food distributed: Monday, Wednesday, & Friday, 1:00-3:30 pm	<ul style="list-style-type: none"> • What to bring: Proof of ID • You receive: Fresh items available Monday, Wednesday, and Friday • How often can I visit? Once a week; You can receive an emergency box every 90 days
Bridging the Gap/We Care Pantry	Phone: (336) 266-0580 Address: 2619 Green Level Church Rd., Green Level	Third Saturday of each month, 9:30-11:30 am (while supplies last)	<ul style="list-style-type: none"> • You receive: Free food boxes • Pantry may make exceptions to distribution schedule for individuals if needed. Call (336) 266-0580 to inquire
Durham County (complete list of food pantries and free meal sites)			
Durham Community Food Pantry	Phone: (919) 286-1964 Address: 2020 Chapel Hill Rd., Suite 30, Durham	Wednesdays: 10:00 am-1:00 pm and 5:00pm-7:00 pm Thursdays: 10:00am-1:00 pm	<ul style="list-style-type: none"> • What to bring: For your first visit, bring a form of ID (a utility bill with your name on it will do) • You receive: Three boxes of food: Box 1 will contain dry/ canned goods. Box 2 will contain produce. Box 3 will contain perishables (meat & bread). Pantry occasionally serves hot meals and sometimes has baby food and toothbrushes available. This location has diapers available. • Who is eligible for services? Residents of Durham, Orange, Alamance, Granville, and Vance Counties • How often can I visit? One visit per month
Duke Memorial United Methodist West End	Phone: (919) 683-3467 Email: mobilemarket-	Every third Saturday of the month: 10:30 am-12:30pm <i>NOTE: lines begin</i>	<ul style="list-style-type: none"> • What to bring: No documentation is required. • You receive: 1-2 trucks of food, often including bread and fresh produce

Mobile Market	leaders@dukememorial.org Address: 504 W Chapel Hill St, Durham	<i>forming around 8:30am</i>	<ul style="list-style-type: none"> • Who is eligible for services? Anyone can receive food, and all are welcome • How often can I visit? Once monthly
Granville County			
Area Congregations in Ministry (ACIM) Home ACIM (acimgranville.org)	Phone: (919) 690-0961 Address: 634 Roxboro Rd, Oxford NC 27565	Mondays, Wednesdays, and Fridays (except holidays): 9:00 am-11:30 am	<ul style="list-style-type: none"> • In the event of inclement weather, ACIM closes if Granville County Schools are closed. If Granville County Schools operate on a delay, ACIM will do its best to open as usual depending on the ability of staff and volunteers to travel in safely to work.
Orange County			
Table <i>Due to the high demand for food, TABLE currently has a waitlist of 250 children.</i>	Phone: (919) 636-4860 Email: info@tablenc.org Address: 209 E Main St, Carrboro	TABLE@Home Program: Delivers food Tuesday-Thursday every week (families must live in Orange County to receive deliveries). Shopping the Shelves Program: Tuesday-Thursday, 10:00 am-12:00 pm and 2:30 pm-5:00 pm; Families may shop the shelves on Friday by appointment only. Families may shop the shelves on Mondays as well, though less fresh food is available that day.	<ul style="list-style-type: none"> • You receive: About 10 meals and snacks in one bag; healthy non-perishables (examples: oatmeal, individual cereal, peanut butter, pasta, tomato sauce, canned tuna/chicken, granola bars, and milk or juice); and fresh produce (examples: baby carrots, apples, oranges, blueberries, sweet potatoes, lettuce, zucchini, and bell peppers) • Who is eligible for services? Families with children (must live in Orange County to receive home deliveries). Children who attend Chapel Hill-Carrboro and Orange County schools are additionally eligible for summer meals programs. An application is required, and you will be asked to complete a permission form (TABLE keeps this form on file after your first visit). • How often can I visit? The Shopping the Shelves Program allows families to come once a week.
Inter-Faith Council for Social Service	Phone: (919) 929-6380	Monday-Friday, by appointment	<ul style="list-style-type: none"> • Who is eligible for services: Shoppers must complete an online registration form (English; Spanish) or request an appointment by calling (919) 929-6380

Community Market	Address: 110 W. Main Street, Carrboro (on J bus line)		and pressing "0" to schedule a pick-up time.
RENA Community Center Food Pantry	Phone: (919) 918-2822 Address: 101 Edgar St, Chapel Hill	Every third Saturday of each month, 10:00 am-3:00 pm (first-come, first-served, while supplies last)	<ul style="list-style-type: none"> • What to bring: No ID required. You will be asked to fill out a form when you receive food. Customers can also complete the application online here and email it to jameshacannonphillips@gmail.com • You receive: Varies depending on donations • Who is eligible for services? The RENA Center primarily serves neighbors in the Rogers Rd. and Eubanks neighborhoods in Chapel Hill. • How often can I visit? Monthly
Vance County			
Harvest of Love Food Pantry	Phone: (252) 492-1824 Address: 90 S Lake Lodge Ext, Henderson	Every first and third Saturday of each month, 9:00 am-12:00 pm	<ul style="list-style-type: none"> • What to bring: No documentation is required. • You receive: Basic provisions and nonperishable items. • Who is eligible for services? Anyone can receive food, and all are welcome • How often can I visit? Once monthly
The Help Center NC	Phone: (252) 572-3203 Email: info@TheHelpCenterNC.com Address: 500 North Beckford, Henderson Text HELP to (833) 229-7768 to receive updates	Mondays at 10:00 am; monthly truck distribution on the fourth Monday of each month	<ul style="list-style-type: none"> • What to bring: No documentation is required. • You receive: Varies depending on donations usually bread and fresh produce • Who is eligible for services? Anyone can receive food, and all are welcome • How often can I visit? Once monthly

Shiloh Baptist Church	<p>Phone: (252) 438-8987</p> <p>Address: 635 South College Street, Henderson</p>	<p>Thursdays 9:00-10:30 am</p> <p><i>NOTE: first-come, first-served, while supplies last</i></p>	<ul style="list-style-type: none"> • What to bring: No ID required. First-time customers will be asked to fill out a short demographics form • You receive: Bags of food provided by Food Lion • Who is eligible for services? Anyone can receive food, and all are welcome • How often can I visit? Weekly, no limit
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