



# MAKING ENDS MEET

## A NORTH CAROLINA RESOURCE GUIDE

EMERGENCY SERVICES: food, shelter, clothing

MEETING BASIC NEEDS: such as health care and child care

MONEY MATTERS: handling debt, help with taxes, and more...



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# Introduction to this Guide



## Overview

In these challenging economic times, all families need to know about the available resources that can help them make ends meet. This guide outlines key public benefits and private service providers in three main areas; emergency services, basic needs, and money matters. In addition, three sections connect special populations to services specific to their unique needs.

Information contained in this guide can serve as a first point of reference for identifying available resources and making contact with the institution in charge to make an application or find out more.

## Quick Guide to Community Resources

In addition to the more detailed information provided in this guide, you can find useful information through the following toll-free numbers and internet sites.

### **NC CARE-LINE 1-800-662-7030**

or 919-855-4400 (Local Calls)

or 1-877-452-2514 or 919-733-4851 (TTY Dedicated)

### **and CARE-LINK <http://www.nccarelink.gov/>**

This toll-free number and website provides up-to-date information about programs and services across North Carolina for families, seniors, youths and everyone in-between. It is a collaborative effort of the North Carolina Department of Health and Human Services and many other government and non-profit information and referral stakeholders across North Carolina.

## United Way

### **211**

This free, multilingual service is provided by the United Way and is available 24 hours a day, 365 days a year by calling 2-1-1. It provides information on community health and human service resources in many counties across North Carolina.

## Tips for Accessing Community Resources

- If you call an office and do not get an answer right away, keep trying!
- If you leave a message, be sure to include the best times for someone to return your call.
- Before going to any appointment, ask for a list of everything you need to bring.
- You have the right to be treated with dignity and respect. If you feel that a worker is not treating you properly, ask to speak to a supervisor.

## Quick Reference Guide to County Social Service Departments

Each county has a Department of Social Services (DSS) that offers a wide variety of services to its residents, such as energy assistance and food stamps. For a directory of all 100 county offices as well as available programs, please go to the following website: <http://www.ncdhhs.gov/dss>

# Emergency Services

**If your family is faced with a crisis, the resources below provide assistance in finding housing, food and clothing in times of need.**

