



**To:** Interested parties  
**From:** DES Assistant Secretary Pryor Gibson  
**Date:** Sept. 3, 2021

## **Resources for North Carolinians as Federal Pandemic Unemployment Benefits End Sept. 4, 2021**

The week ending Sept. 4, 2021, is the last payable week for all federal pandemic unemployment programs in North Carolina. The programs include Pandemic Emergency Unemployment Compensation (PEUC), Pandemic Unemployment Assistance (PUA), Federal Pandemic Unemployment Compensation (FPUC) and Mixed Earners Unemployment Compensation (MEUC).

For weeks beginning after Sept 4, state unemployment benefits will be the only benefits available in North Carolina. To be eligible for state unemployment benefits:

- You must be unemployed due to no fault of your own.
- You must have earned sufficient wages in employment that was subject to unemployment insurance tax.
- You must be physically able and available to work.
- You must be actively seeking work.

Under state law, North Carolina currently provides eligible claimants with up to 13 weeks of benefits in a one-year period, with a maximum benefit of \$350 per week.

**As federal unemployment benefits end, the following programs are available to help North Carolinians who qualify with rent, utilities, food, health care or other needs.**

### **Do you need help finding a job?**

- [NCWorks Career Centers](#) offer a wide variety of services to help individuals at every step of the job search journey, all of which are free of charge. Visit [NCWorks.gov](https://www.ncworks.gov) or call 1-855-NCWORKS or 1-855-629-6757 to find an NCWorks Career Center in your community or to access virtual services.

### **Do you need help with rent, mortgage or utilities?**

- The Housing Opportunities and Prevention of Evictions Program, known as the [HOPE Program](#), provides rent and utility assistance to qualifying renters who are experiencing financial hardship due to COVID-19. The program helps prevent evictions and utility disconnections. Learn more and apply for the program at [www.rebuild.nc.gov/hope-program](https://www.rebuild.nc.gov/hope-program) or by calling 1-888-9ASK-HOPE or 1-888-927-5467.



- The [Low Income Energy Assistance Program \(LIEAP\)](#) and [Crisis Intervention Program \(CIP\)](#) provide assistance through vendor payment to help households pay heating and cooling bills. For more information, contact your [local Department of Social Services](#) or apply online at <https://epass.nc.gov>.
- [Foreclosure Prevention](#): Whether you're actively facing or at risk of foreclosure on your home, North Carolina offers free resources to help. To receive free foreclosure counseling, call the [North Carolina Housing Finance Agency](#) at 1-888-442-8188.
- [Legal Assistance](#): If you are concerned about eviction or your landlord has started eviction proceedings, contact [Legal Aid of NC](#) at 1-866-219-5262 for legal assistance.
- Find additional information for renters through [the HUD Rental Housing Counseling and Eviction Prevention Program](#), including contact information for [local housing counselors](#).

### **Do you need food assistance?**

- [Food and Nutrition Services \(Food Stamps\)](#) provides eligible families and individuals the food they need for a nutritionally adequate diet. Benefits are issued via Electronic Benefit Transfer cards. Users may use the ebtEdge Mobile app to check balances and locate stores that accept benefits. For more information, contact your [local Department of Social Services](#) or apply online at <https://epass.nc.gov>.

### **Do you need help with health care or mental health?**

- [Medicaid](#) provides access to physical and behavioral health services to improve health and well-being for North Carolinians. Services include, but are not limited to, physical, behavioral health, and substance use services; pharmacy benefits; and services and supports for people with chronic and long-term health care needs. The [NC Medicaid Beneficiary Portal](#) offers information on eligibility and applying for Medicaid. For more information, contact your [local Department of Social Services](#) or apply online at <https://epass.nc.gov>.
- [Rural Health Centers](#), located in rural communities of North Carolina, offer basic health care to all residents, regardless of your ability to pay. Call the [Rural Health Center in your area](#) to schedule an appointment.
- The [Medication Assistance Program \(MAP\)](#) provides assistance to low-income, uninsured patients who need access to prescription drugs and cannot afford them. MAP is available at participating health center sites around the state, such as free and charitable health clinics, and rural and community health centers.



- The [Hope4NC](#) Helpline is a free, confidential mental health resource available statewide. Individuals can call or text 'hope' to 1-855-587-3463, 24 hours a day, seven days a week to access emotional support, counseling referrals and community resources. A live person will always answer, no matter when help is needed.

### **Do you need help with child care or child support?**

- [Subsidized Child Care Assistance](#) provides ongoing financial assistance via vouchers for families in need of child care services from enrolled providers. Eligibility may be limited based on financial and situational criteria. For more information, contact your [local Department of Social Services](#).
- [Child Support Services](#) is available to anyone needing help to establish paternity, establish and collect a court order obligation for child support, or collect child support on an existing obligation. The program is not authorized to assist with custody, visitation or property disagreements. For more information, contact your [local Department of Social Services](#) or apply online at <https://ncchildsupport.com>.

### **Other Assistance**

- North Carolina's Temporary Assistance for Needy Families program, called [Work First](#), provides parents (and in some situations where children reside in the care of relatives) with short-term training and other services to help them become employed and move toward self-sufficiency. For more information, contact your [local Department of Social Services](#).
- [Community Services Block Grants](#) offer support to individuals who are currently at or below 100% of the federal poverty level to meet employment, housing and crisis prevention needs. Contact the [Community Action Agency](#) in your area for information on how to apply.
- The federal Child Tax Credit provides eligible families with children payments of \$3,000 per child 6-17 years old and \$3,600 per child under 6 years old. Most families don't have to do anything to receive this payment. But people who don't normally file tax returns, which often include people experiencing homelessness, must register to claim their payments. The IRS created the [Non-Filer Sign-Up Tool](#) as a free and easy way to help people in this situation. The IRS's [Volunteer Income Tax Assistance \(VITA\)](#) program may be available to provide additional assistance.
- [NC 211](#): You can dial 2-1-1 or [888-892-1162](tel:888-892-1162) to connect with an NC 211 Call Specialist. Call Specialists are available 24 hours a day, 7 days a week, and the call is free and confidential. Multi-lingual service is available. Call Specialists have access to a database of community-based resources and can provide details about available resources in your area. The database is also available online at [nc211.org](http://nc211.org).