

North Carolina Senior Assistance Toolkit

Print-friendly checklists and quick-start sheets to help older adults and caregivers take action.

Start here (best first calls)
NC 211: Dial 2-1-1 or 888-892-1162 (local food, housing, health, transportation)
County DSS: SNAP, Medicaid, LIEAP/CIP, Special Assistance, many crisis funds
SHIIP: 855-408-1212 (free Medicare counseling, savings programs screening)
Area Agency on Aging (AAA): Benefits counseling, caregiving supports, local services

What this toolkit is: A practical companion to the online guide so you can print, check off steps, and track calls.

Tip: Keep a folder with ID, Social Security number, proof of income/resources, lease/mortgage, utility bills, and medical documentation.

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Quick Action Plan

Use this page if you need help fast. Check off steps as you complete them.

In the next 24 hours

- ☐ If there is immediate danger, call 911.
- ☐ For mental health crisis, call or text 988 (24/7).
- ☐ Call NC 211 to locate nearby emergency help for food, shelter, utilities, and transportation.
- ☐ If you have a shutoff notice or unsafe heat/cooling, apply for the Crisis Intervention Program (CIP) through your county DSS.
- ☐ If Medicare costs are the urgent issue (premiums, drug bills), call SHIP for counseling and savings screening.

In the next 7 days

- ☐ Make a benefits call list (DSS, AAA, SHIP, housing authority, utility).
- ☐ Apply for SNAP (Food and Nutrition Services) if you need grocery help.
- ☐ Ask DSS about Medicaid (ABD), Medicare Savings Programs, and any county crisis funds you might qualify for.
- ☐ If housing is unstable, apply to local PHAs for Section 8 and public housing (waitlists can be long).
- ☐ If your home is unsafe, ask about NCHFA Urgent Repair Program (URP), DHHS home improvement, weatherization, or USDA Section 504 (rural).

In the next 30 days

- ☐ Create a tracking sheet for applications: date submitted, contact name, phone, and next follow-up date.
- ☐ Re-check waitlists and funding cycles (many programs open/close as funds are used).
- ☐ Review insurance choices during enrollment windows and confirm prescriptions are covered.
- ☐ Set up fraud protection: never pay a 'grant fee' or share SSN without verifying the agency.

Document Checklist (Bring this to appointments)

Many programs ask for the same paperwork. This list helps you prepare once.

Identity & household

- ☐ Photo ID (driver's license or state ID)
- ☐ Social Security card or SSN documentation
- ☐ Proof of address (recent mail, lease, or utility bill)
- ☐ Household members' names and dates of birth (if applying together)

Income & resources

- ☐ Social Security award letter (or benefit statement)
- ☐ Pension/retirement statements
- ☐ Pay stubs (if working) or self-employment records
- ☐ Bank statements (checking/savings)
- ☐ Proof of other benefits (SSI, VA, disability, unemployment)

Housing & bills

- ☐ Lease or mortgage statement
- ☐ Property tax bill (for tax relief programs)
- ☐ Utility bills and any disconnect/shutoff notice
- ☐ Homeowner's insurance (if applicable)

Health & care needs

- ☐ Medicare card and plan info
- ☐ Prescription list (name, dose, pharmacy)
- ☐ Doctor notes for disability/medical-need forms (when requested)
- ☐ Caregiver information and emergency contacts

Notes: _____

North Carolina Programs Cheat Sheet (2026)

Keep this by the phone. Write down names, dates, and case numbers.

Need	Program/Office	Phone	What to say / ask
General help locating services	NC 211	Dial 2-1-1 or 888-892-1162	Find local food, housing, utilities, transportation.
Medicare choices & savings	SHIP (NC Dept. of Insurance)	855-408-1212	Free counseling; screens for MSPs and Extra Help.
Public benefits applications	County DSS / NC ePass	Varies by county	SNAP, Medicaid, LIEAP/CIP, Special Assistance.
Energy help (seasonal)	LIEAP	Apply via DSS	One-time heating vendor payment (funds limited).
Energy help (emergency)	Crisis Intervention Program (CIP)	Apply via DSS	Help for shutoff notices, unsafe heat/cooling.
Home repairs (health/safety)	NCHFA Urgent Repair Program (URP)	Local partner	Emergency repairs; typically forgivable/deferred.
Weatherization	NC DEQ Weatherization	Local agency	Insulation, air sealing, HVAC tuning for eligible households.
Housing vouchers & public housing	Public Housing Agencies (PHAs)	Varies	Section 8 and income-based apartments; waitlists common.
Legal help	Legal Aid of North Carolina (Senior Law)	Varies	Housing, benefits, consumer, advance directives.

Call log

Date	Who you called	Person spoken to	Outcome / next step
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Topic Checklists

Use the checklist that matches your biggest need right now.

Lower Medicare costs

- ☐ Call SHIP (855-408-1212) for plan review and savings screening.
- ☐ Ask specifically about Medicare Savings Programs (QMB/SLMB/QI) and Extra Help (Part D).
- ☐ Have your Medicare card, plan name, and prescription list ready.

Keep the lights/heat on

- ☐ If you have a shutoff notice or medical risk, apply for CIP at county DSS today.
- ☐ Ask about seasonal LIEAP if it is open in your county.
- ☐ Call your utility and ask about payment plans, medical-need protections, and third-party notifications.

Make housing more affordable

- ☐ Apply for Section 8 and public housing through local PHAs (apply to multiple if possible).
- ☐ Ask NC 211 about emergency rental assistance and motel/shelter options if you are at immediate risk.
- ☐ If you own your home, ask the county tax office about Homestead Exclusion or Circuit Breaker.

Fix an unsafe home condition

- ☐ Describe the safety issue clearly (fall risk, no heat, electrical hazard, septic failure).
- ☐ Ask about NCHFA URP, DHHS home improvement providers, weatherization, and USDA Section 504 (rural).
- ☐ Take photos of the hazard and bring proof of ownership/occupancy and income.

Food support

- ☐ Apply for SNAP through DSS or NC ePass.
- ☐ Ask your AAA about congregate meals (senior centers) and home-delivered meals.
- ☐ Call NC 211 to find nearby food pantries and senior meal sites.

Safety: Avoid Scams and Protect Your Benefits

Older adults are often targeted with fake 'grant' offers and Medicare scams. Use this page as a quick reference.

- [] No legitimate program requires you to pay a fee to get a grant or a benefit.
- [] Do not share your Social Security number, Medicare number, or bank details unless you verified the agency.
- [] Be cautious of anyone who pressures you to act immediately or threatens arrest or loss of benefits.
- [] For Medicare questions and fraud concerns, SHIP can help you confirm what is real.
- [] If you suspect abuse, neglect, or exploitation, report to county DSS Adult Protective Services (call 911 if immediate danger).

Website companion guide

Use the online guide for live links to official agencies and the latest updates:

grantsforseniors.org/grants-for-seniors-in-north-carolina/

Disclaimer: GrantsForSeniors.org is a private website and is not a government agency. This toolkit is for educational purposes only and does not provide legal, medical, or financial advice. Programs, eligibility rules, phone numbers, and funding availability can change. Always confirm details with official agencies (county DSS, NC DHHS, NC DOI/SHIP, HUD, NCHFA) before you apply.