



BALLANTYNE FAMILIES

• HELPING NEIGHBORS IN NEED •

RESOURCE GUIDE FALL/WINTER 2025-2026

BFHNIN operates a weekly food pantry at Community House Middle School during the school year to support families who attend or work in the Ballantyne-area CMS schools. The regular pantry shopping dates are from August 28, 2025, to May 27, 2026. Get in touch with your school's counselor/social worker to connect to the pantry during the school year. They will help you create your grocery account to select groceries, which will be delivered to your school on Thursdays.

Visit our website at www.ballantynefamilies.org or scan the QR code for more information, including a list of school counselors/social workers and their contact details.

**MORE INFO
ON OUR SERVICES**



Ballantyne-Area CMS Schools:

- Ballantyne ES
- Community House MS
- Elon Park ES
- JM Robinson MS
- Endhaven ES
- Rea Farms STEAM Academy
- Hawk Ridge ES
- Ardrey Kell HS
- Knights View ES
- Polo Ridge ES
- Ballantyne Ridge HS

QUICK CONTACTS

Emergencies: 911*

*In the event of a psychiatric emergency, ask 911 for police officers trained in crisis intervention or trained to assist people experiencing a psychiatric emergency.

Suicide & Crisis Lifeline: 988 (call or text)

Crisis Assistance Ministry: (704) 371-3001

NC211 - 24/7 hotline for Housing, Food, and Utilities Resources & More: Dial 211 or (888) 892-1162

Mecklenburg Co. Mobile Crisis: (704) 566-3410 (option 1)

EBT Customer Service: (866) 719-0141

NC DSS: (704) 336-3000

Emergency Shelters:

- Families & single women: **Salvation Army**, (704) 348-2560
- Single men: **Roof Above**, (704) 334-3187
- Domestic violence: **Safe Alliance**, (704) 944-0169
- Youth under 18: **The Relatives**, (704) 501-8260

FOOD ASSISTANCE

BFHNIN Pantry: www.ballantynefamilies.org

Weekly grocery support for 11 Ballantyne-area CMS schools; Connect with your school counselor/social worker to set up an account; Groceries delivered to your school on Thursdays.

Pineville Church of the Nazarene: <https://pineville.church/food-pantry/>

Pantry open 2nd & 4th Thursdays, 8:30 AM-12 PM; Call (704) 542-3618 to confirm hours & (704) 805-1710 for Second Harvest Food Bank resources.

Catholic Charities Diocese of Charlotte: <https://ccdoc.org>

Pantry operates Tuesdays (10 AM-12 PM) & Thursdays (1-3 PM); Appointment required: call (704) 370-3262 or text (704) 268-9821.

Nourish Up: <https://nourishup.org>

Grocery pantries by referral (school, doctor, social services); Call (704) 523-4333 for immediate help. Closest pantry site to the Ballantyne area: Harrison United.

Hope Street Food Pantry: <https://hopestreetfoodpantry.com>

Register in person for groceries, no ID or referral required; Call (704) 584-9073 or email food@hopestreetfoodpantry.com for details.

Other Food Security Resources in Meck Co.: <https://tinyurl.com/4j87jndv>

Visit the link for various additional food resources in Meck Co.

Second Harvest Food Bank's Pantry List: <https://tinyurl.com/jdwcyhmt>

Food & Nutrition Services (FNS/SNAP), Including SUN Bucks:

<https://www.ncdhhhs.gov>

EBT (works like a debit card) benefits for groceries; Income, household size, assets, and other factors determine FNS eligibility. Apply online; Benefits begin the day your application is received.

WIC: <https://tinyurl.com/356tju7x>

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.

CMS School Meals: <https://tinyurl.com/5fj7ctb5>

You must apply each school year for free or reduced-price lunch; it is never too late to apply. You may also qualify for other school-related fee discounts (SAT, ACT, AP fees). Only one application per household is required, not per student. Breakfast is free for all students! Call (980) 343-6041 with questions.

2025-2026

CMS MEAL APPLICATION PACKET



HOUSING ASSISTANCE

Emergency Shelter info is listed above under "Quick Contacts."

Coordinated Entry: <https://tinyurl.com/2zu8495d>

If you are experiencing homelessness or think you will be homeless soon, Coordinated Entry is your first step to connect to homeless services and homelessness prevention resources in Mecklenburg County. Call 704-284-9665 and leave a message.

McKinney-Vento Program (CMS): <https://tinyurl.com/337frd6d>

This program is dedicated to supporting homeless students enrolled in CMS. If you or someone you know would like to learn more about the program, please contact your school social worker/guidance counselor, or the CMS McKinney-Vento Manager via email: soniam.jenkins@cms.k12.nc.us.

MCKINNEY-VENTO DETAILS



FHA: <https://www.hud.gov>

Help for homeowners facing mortgage hardship. Seek assistance from a HUD-approved housing counselor (free service) or call the HOPE™ Hotline at (888) 995-HOPE (4673). Always consider contacting your lender first to discuss forbearance, loan modification plans, or repayment plans.

Consumer Finance Protection Bureau: <https://www.consumerfinance.gov>

Help for homeowners facing mortgage hardship. Search for a housing counselor using your zip code. You can also use this website to submit a complaint about a financial service or product., or call: (855) 411-2372.

Housing Collaborative: <https://housingcollab.org/what-we-do/>

Housing Collaborative provides rental navigation and may be able to assist you in finding affordable housing. Call (877) 428-8844 for details.

Salvation Army Center of Hope & Family Shelter:

<https://southernusa.salvationarmy.org/greater-charlotte/>

Programs are designed to provide emergency or transitional housing to families in need; options are based on household.



UTILITIES & OTHER GENERAL BENEFITS

NC ePASS: <https://epass.nc.gov>

Apply for Medicaid, FNS, Energy Assistance, and much more. Through ePASS, you can apply for Medical Assistance, Food & Nutrition Services (FNS), Energy Assistance (LIEAP and CIP), and TANF-Work First. The site also provides information on Medicaid Expansion. If you are unable to apply online, ePASS offers downloadable paper applications for assistance programs and can mail an application to you. Call (704) 336-3000 on weekdays between 8AM and 5PM to apply by phone.

NC EPASS RESOURCES



Sleep in Heavenly Peace: <https://shpbeds.org>

Sleep in Heavenly Peace helps families in need whose kids have uncomfortable sleeping arrangements. Referral from a school, Social Service, family or other local agency required.

Beds for Kids: <https://bedsforkids.org>

Beds for Kids' mission is to provide beds and essential furniture to children and their families in need. You must have a referring agency to qualify; contact your school social worker or guidance counselor for assistance.



MEDICAL, RX, & DENTAL

Care Ring Low-Cost Clinic: <https://careringnc.org/low-cost-clinic/>

Care for all; no income requirements. If you are unable to pay for your visit, please let Care Ring know. They may have funding available to help with costs and they have Spanish-speaking staff. Call (704) 375-0172.

Physicians Reach Out: <https://careringnc.org/physicians-reach-out/>

This Care Ring program offers donated specialty medical care for people who meet eligibility criteria.

Centro Médico Latino: <https://www.cmlhealth.org/locations>

Affordable family medicine serving the needs of the Latino and the underinsured/uninsured communities in Charlotte, Monroe, and surrounding areas of the Carolinas. Call (704) 333-0465.

Mecklenburg County Pediatric Dental: <https://tinyurl.com/59asbsuc>

Low-cost dental care for qualifying children ages 1-17. Qualifications include being a Mecklenburg County resident, income verification, and proof of address at registration.

NAMI Charlotte: <https://namicharlotte.org/crisis-info/>

Contact for mental health support and crisis resources.

Federal Health Insurance Marketplace: <https://www.healthcare.gov>

Starting November 1, you can apply for 2026 coverage or update your application with any changes you expect for the year ahead. Always refer to your healthcare documents for specific dates that apply to your existing plan. Questions: 1-800-318-2596.

Atrium Health Resource Hub:

<https://www.atriumhealthcommunityresourcehub.org>

Atrium offers zip code-based community resources such as free or reduced-cost medical care, food, job training, and more.



EDUCATION, COMMUNITY, & LEGAL AID

CMS Counselors: <https://tinyurl.com/mvyy9t22>

CMS' Counseling Program provides comprehensive counseling services to maximize students' academic achievement, career development, and social-emotional learning - learn more by clicking above.

Morrison Family YMCA: <https://www.ymcacharlotte.org>

The YMCA offers scholarships for membership and various programs to children, teens, adults, and families who cannot afford the total cost of participation. Call (704) 716-4650 for details.

Mecklenburg County Libraries: <https://cmlibrary.org/one-access>

Students can use their CMS ID for free access to a wide variety of resources. The closest branch is South County Regional. Adults can also obtain a free library card, giving access to tutoring, ESL, and job resources. Library Job Help Center Info: <https://www.cmlibrary.org/services>.

Crisis Assistance Ministry (CAM): <https://crisisassistance.org>

CAM helps Mecklenburg County families with basic needs: emergency rent and utility assistance, clothing, household goods, furniture, beds, and appliances. Call (704) 371-3001.

NC 211: <https://nc211.org>

NC 211 is an information and referral service provided by United Way of North Carolina and powered by local United Ways of North Carolina. Families and individuals can call 2-1-1 or 1-888-892-1162 to receive free and confidential information on health and human services within their community.

CharMeck 311: <https://www.mecknc.gov/CharMeck311>

311 is a central customer center that provides information and various services for customers in Charlotte and Mecklenburg County.

Find Help: <https://www.findhelp.org>

Find free or reduced-cost resources like food, housing, financial assistance, health care, and more using your zip code.

Hearts United For Good Charlotte (HUG): <https://www.hugclt.org/services-5>

HUG offers food assistance, community support, homeless outreach, and animal welfare. Food pantry hours are weekly on Wednesdays from 5:30-7PM. For questions that can't be answered by visiting HUG's website, email contact@hugclt.org.

Affordable Internet or hotspot for Qualified Households:

- Spectrum options: <https://tinyurl.com/2vxqdy63n>
- AT&T options: <https://www.att.com/internet/access/>
- T-Mobile's "Project 10Million": <https://www.t-mobile.com/brand/project-10-million>

Novant Health Resource Finder:

<https://www.novanthealth.org/MyCommunity>

Search free/low-cost services by zip code.

Novant Health Community Care Cruiser: <https://tinyurl.com/a58bea4h>

Novant Health's Cruiser is designed to meet the needs of the uninsured youth in the greater Charlotte area, and also offers free youth vaccines for uninsured children.

NOVANT HEALTH'S COMMUNITY RESOURCES



CMS Medicare & Medicaid Services: <https://www.cms.gov>

Federal agency that provides health coverage to more than 160 million through Medicare, Medicaid, the Children's Health Insurance Program, and the Health Insurance Marketplace.

NC MedAssist: <https://medassist.org/how-to-enroll/>

Offers various free pharmacy services; you do not have to file taxes or have an income to qualify. Call (866) 331-1348.

Mark Cuban Cost Plus Drugs: <https://tinyurl.com/5bfnddc5>

Offers discount prescriptions online; check the website to see which medications are carried by Cost Plus before contacting your prescriber.

Legal Aid of North Carolina: <https://legalaidnc.org/get-help/>

Provides free legal aid to low-income North Carolinians in civil cases involving basic human needs. Call (866) 219-5262.

Charlotte Center for Legal Advocacy:

<https://charlottelegaladvocacy.org/get-help/>

Serves individuals and families facing a crisis of safety, shelter, health, or income. Client Helpline (704) 376-1600.

Catholic Charities Diocese of Charlotte (CCOD) Immigration Legal Services: <https://ccdoc.org/immigrations/immigration>

CCOD offers a variety of services, including immigration legal services. Please visit the link above to review services offered before contacting CCOD.

A Note from Ballantyne Families

We're honored to serve Ballantyne families for our fifth year. While our pantry focuses on food, we know families sometimes need more. We hope this guide connects you to the support you need.



www.ballantynefamilies.org

