



NC 211: HELP STARTS HERE

ABOUT NC 211

NC 211 is a health and human services information and referral service provided by United Way of North Carolina. Accessible through the simple 3-digit dialing code, 2-1-1 services are available 24 hours a day, 7 days a week, 365 days a year. NC 211 services are free and confidential and available in all 100 counties of North Carolina. A team of professional call specialists based in two call centers located in Asheville and Cary provide the connection to health and human services resources and information that North Carolinians seek each and every day. The team at NC 211 includes bi-lingual staff and all staff have access translation services to meet the needs of clients in more than 150 languages.

2021 IMPACT

In 2021, the team at NC 211 handled more than **160,000** calls responding to more than **194,000** needs. Top needs of callers included housing and shelter, utility assistance, financial assistance and employment, legal support, healthcare and COVID19 resources, food assistance, and government and legal resources. NC 211's robust database of resources includes nearly 13,000 resources statewide and is maintained by a dedicated team of professionals who verify and ensure the accuracy of each resource at least once a year.

PROGRAMS & INITIATIVES

NC 211 is provided thanks in large part to the financial support of local United Way organizations all throughout North Carolina. Additionally, NC 211 is supported by generous appropriations in the state budget that ensure the system has the necessary infrastructure and staffing in place to respond to the ever-changing needs of our state. New lines of business are added via contracts and grant opportunities to further leverage the infrastructure of the NC 211 system and to support the needs of North Carolinians. For example, in 2021, NC 211 was leveraged as the call center for the first phase of the **HOPE** rent assistance program with additional staff added to handle more than 30,000 calls to support application intake and on-going applicant support for the first phase of the program. For the **Back@Home** program, NC 211's team conducted eligibility screenings and intake through the handling of more than 32,000 calls. In Mecklenburg and Lee Counties, NC 211 is leveraged in support of the community's **Coordinated Entry** systems with 211 designated as the centralized intake point for those experiencing homelessness and NC 211 staff trained to conduct diversion screening and intake before referring clients to resources in the community. NC 211 also houses a team of Navigators that support the statewide **NCCARE360** coordinated care network. The Navigators provide support for referrals on the platform that need additional attention and support.

United Way of North Carolina is a member of the State Emergency Response Team (SERT) and NC 211 has been activated for major disasters in our state such as Hurricanes Matthew and Florence and the COVID-19 pandemic response.

CONTACT

For more information about NC 211 or to inquire about partnership opportunities, please contact Heather Black, NC 211 State Director at hblack@unitedwaync.org or 919-834-5200, ext 107.



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