



An important partner in North Carolina's
Emergency Management System.

Brought to you by United Way.

2-1-1 is....

- ▶ A free, statewide service that allows citizens and communities to access more than 18,000 services and other resources in all 100 NC counties.
- ▶ Funded by 53 United Ways and local community partners
- ▶ Part of the NC State Emergency Response Team (SERT)



NC 2-1-1: a value to NC taxpayers

- ▶ Estimated Annual Cost - \$1.2M
- ▶ NC United Ways invest \$558,000/yr.
- ▶ FY 2017: DHHS Contract for \$170,000
- ▶ FY2017: \$250,000 state investment (nonrecurring) – Thank you!

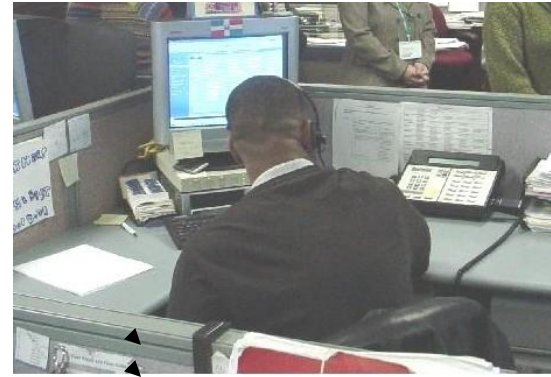
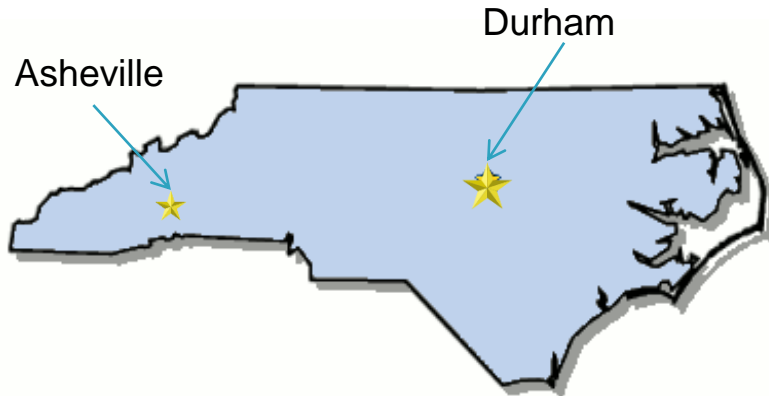


State Investment...

- ▶ Maintains NC 2-1-1 as a 24/7 service critical to the state in an emergency.
- ▶ Ensures that NC 2-1-1 is a permanent part of the state's emergency response system.
- ▶ Guarantees that NC 2-1-1 is available to other state agencies and services on a 24/7/365 basis.



NC 2-1-1 Call Centers



Administered through the United Way of North Carolina, NC 2-1-1 employs a Call Center Staff of 30, of which 50% are Certified Information and Referral Specialists. 3 FT Data Resource Coordinators



NC 2-1-1 2017 Contacts



- **114,310** calls
- **126,555** needs identified
- **176,178** searches and resource views at nc211.org



NC 2-1-1: Built for Reliability, Customer Service

- Web-based: Telecom (Five9), Caller Management System and Data Resources (iCarol)
- Communication delivery: Fiber and cable that have fail over capability
- Satisfaction survey offered at beginning of the call
- Call Center staff can work from anywhere and other 2-1-1 systems can log into our systems for back-up



NC 2-1-1 Training & QA Program

- ▶ 80 hours of classroom and hands on experience
- ▶ Monthly In-service opportunities
- ▶ Daily quality reviews, auditing and performance management



www.nc211.org

Guided Search and Open Search

Find Help

To find services, click Find Help above or on a service area below.

Housing & Shelter



Utilities



Healthcare

[Learn More >](#)



Food



Mental Health & Addictions



Clothing & Household Goods



Homelessness Assistance



Prescription Assistance



Holiday Programs



Value of One Data Portal

- Power of data: 2-1-1 Counts Dashboard
 - United Ways and state and local government can use data to drive decision making about funding needs and gaps in service;
 - Near “real time” snap shot of needs presented to NC 2-1-1;
 - Local agencies can use dashboard to support local solutions, grant writing and to inform decisions;
 - Policy makers can use 211counts to inform decisions.

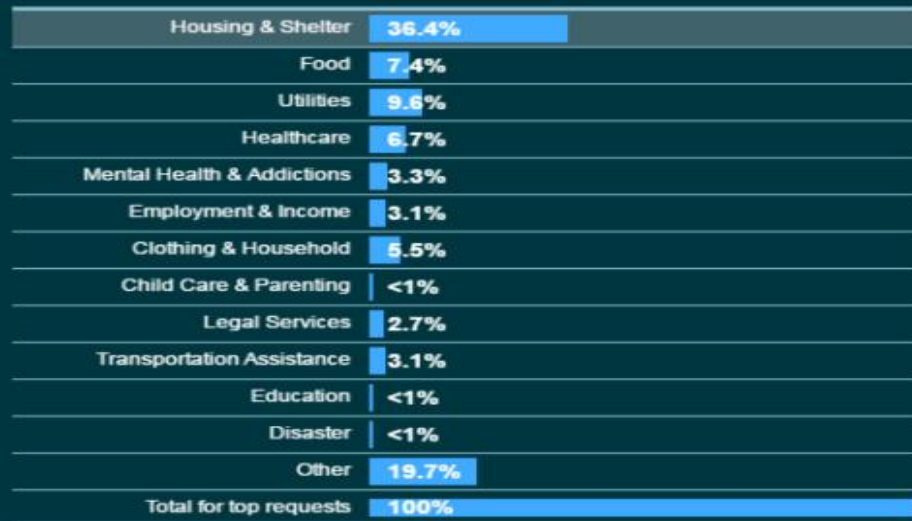
www.211counts.org



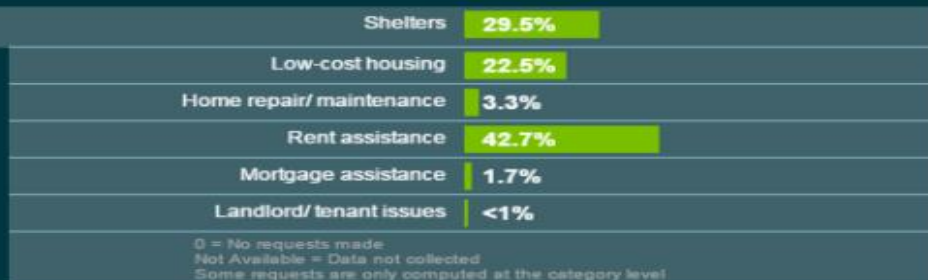
Top service requests Mar 14, 2016 to Mar 13, 2017

TOP REQUEST CATEGORIES

Display as: ☒ PERCENT ☐ COUNT



TOP HOUSING & SHELTER REQUESTS



Requests by County Housing & Shelter | Mecklenburg, NC

View By: ☒ ZIP Code ☐ County

ZIP Code - Requests - Adult Population -



Request by time

ALL TOP REQUESTS IN THE LAST YEAR AND PRIOR YEAR



Housing & Shelter requests in the last year and prior year



NC 2-1-1 and NC Emergency Operations

- Activated at the request of NC State Emergency Management;
- Provides 24/7 Call Center operations during the disaster;
- NC 2-1-1 leadership is credentialed for State EOC access;
- Database, website, and dashboard updating in real-time;
- Informs NC Emergency Management and NC DHHS concerning resource allocation, resource gaps and other emerging issues.



3/15/18

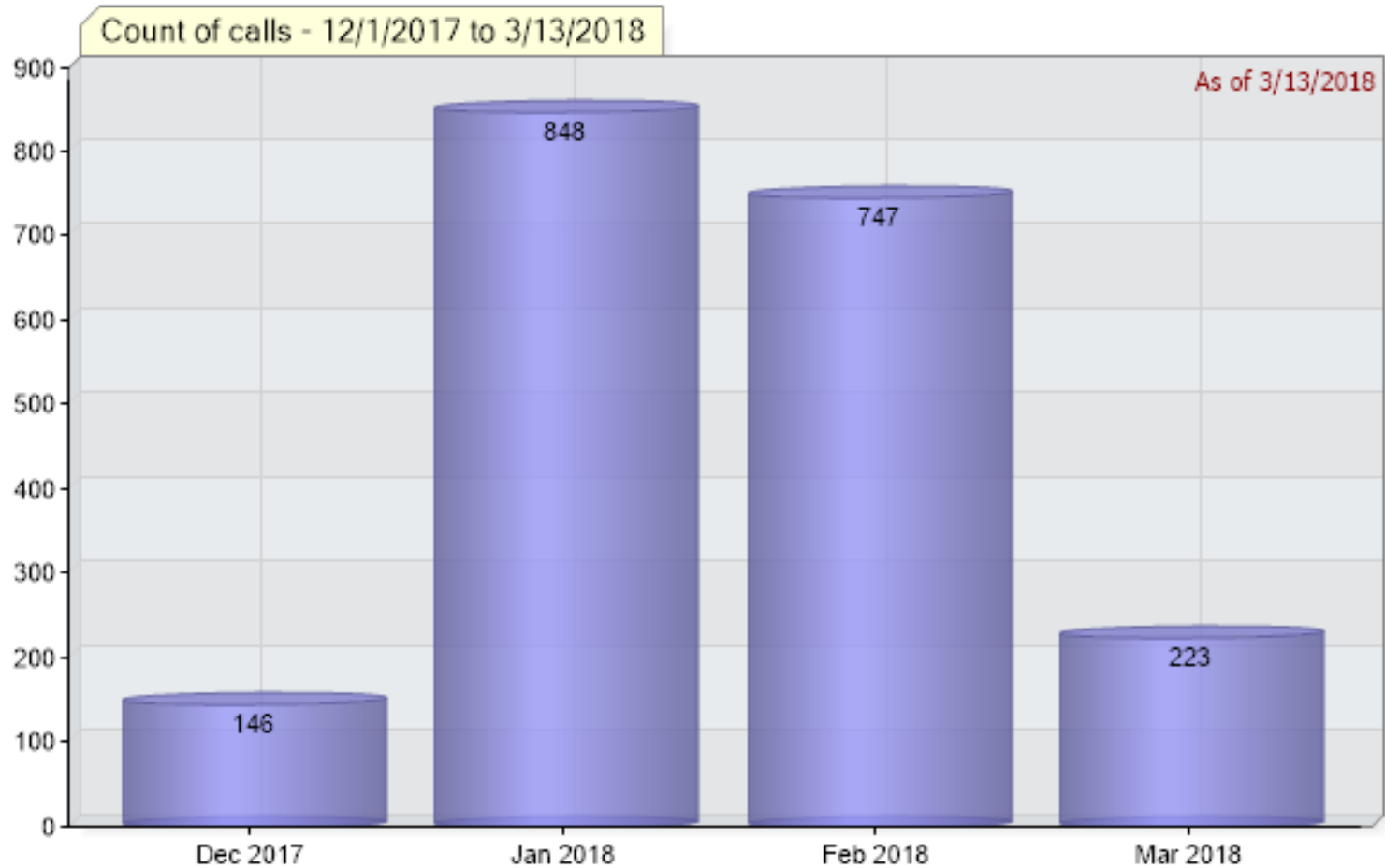


Hurricane Matthew



- More than **12,000** callers spoke with an NC 2-1-1 Call Specialist
- More than **15,000** callers received information from automated messages
- **9,417** unique page views were recorded for nc211.org between October 8 and October 31

Rebuild NC



“We had the best visit with an applicant today. She came prepared with a folder of required documents for her first appointment.

When we praised her for being so well prepared, she gave 2-1-1 full credit because her operator had given her such good directions about what to bring. ”

Community Development Specialist
Wayne County CDBG-DR
NC Emergency Management



Emergency Operations Perspective

- ▶ Benefits of the Partnership
 - Real time reporting allows for perspective on emerging issues and resource gaps
 - Relieves burden on the 9-1-1 system and emergency responders
 - Helps in identifying systems lapses / miscommunications
 - Operates 24/7/365, doesn't have to be resourced each disaster
 - Allows for support continuity from response through recovery for survivors



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