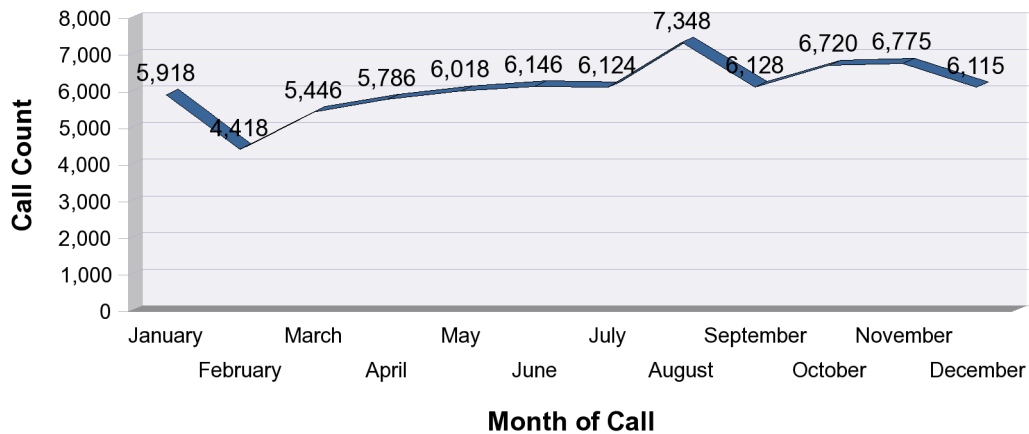


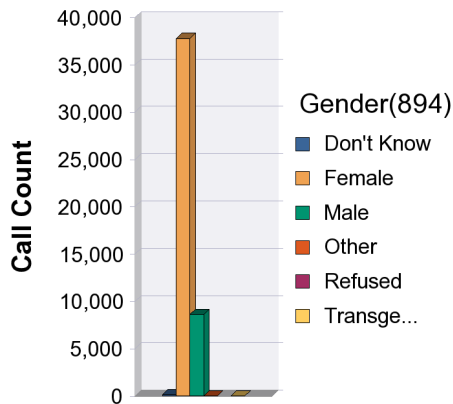
North Carolina 2-1-1 2011 Annual Report



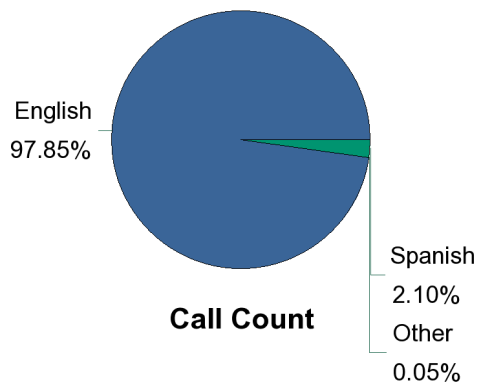
Major Categories of Needs

	2,011	Percentage
Basic Needs	26,862	63.04%
Consumer Services	729	1.71%
Criminal Justice and Legal Services	921	2.16%
Education	342	0.80%
Environmental Quality	140	0.33%
Health Care	3,746	8.79%
Income Support and Employment	1,383	3.25%
Individual and Family Life	4,454	10.45%
Mental Health Care and Counseling	1,618	3.80%
Organizational/Community/International Services	2,419	5.68%
	Percentage:	100.00%

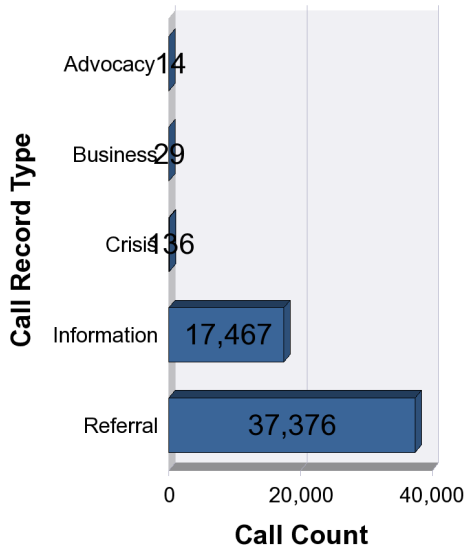
Gender



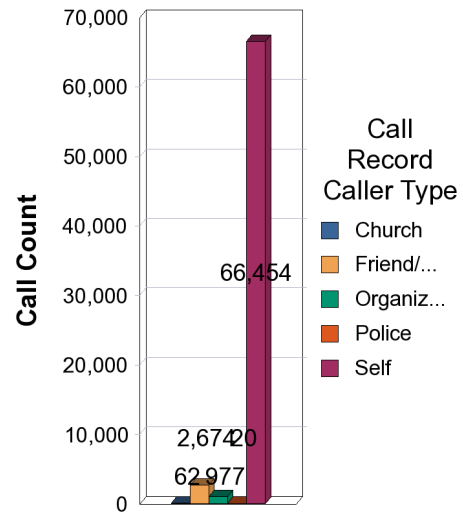
Language



Call Type



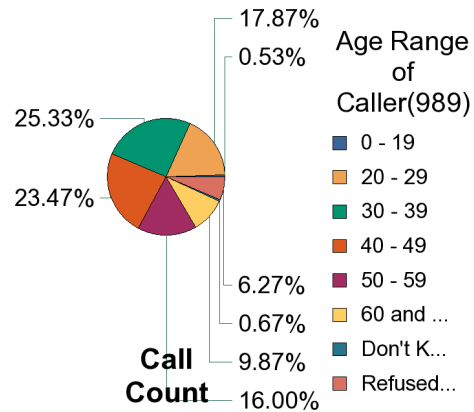
Type of Caller



Marketing

Agency	24,507
Billboard	188
Brochure	558
Business Card/Magnet	74
Church	418
CRC	3
Employer	110
Friend/Relative	2,329
Internet	441
Law Enforcement	67
Newspaper	104
Presentation	12
Previous Contact	1,759
Radio	28
School	105
Special Initiative	8
Telephone Book	698
Telethon	3
Television	498
Unknown	1,440

Age of Caller



Primary Race

American Indian or Alaska	6
Black or African American	373
Don't Know (HUD)	4
Native Hawaiian or Other P	2
Other	70
Refused (HUD)	67
White (HUD)	221

Results of Follow-up Questions

Was the 2-1-1 staff member you spoke to helpful?(1004)	Call Count
1 = Very Unhelpful	22
2 = Not Helpful	24
3 = Somewhat Helpful	73
4 = Helpful	122
5 = Very Helpful	555

Did you contact the program referrals?(1005)	Call Count
No	72
Plans to Contact	21
Yes	713

Did you receive any services from the referrals?(1006)	Call Count
No - Needs Unmet	537
Yes - Needs Fully Met	147
Yes - Needs Partially Met	111

If you did not receive services, why not?(1023)	Call Count
Caller did not contact given referrals	63
Caller does not have transportation	16
Caller exhausted resources from referred provider	11
Caller lives outside service area	11
Caller not eligible for provider services	80
Other	129
Provider did not return caller's call	45
Provider does not offer the needed service	49
Provider funds not available	127
Provider not accepting more clients (waiting list)	27
Provider phone issues (no answer, busy, disconnected)	60
Provider referred caller to someplace else	6

Top 20 Needs

Need Code Description	Call Count
Utility Service Payment Assistance	10,200
Housing Expense Assistance	7,827
Food Pantries	4,306

Need Code Description	Call Count
Homeless Shelter	3,680
Christmas Programs	1,513
Prescription Expense Assistance	1,289
Transitional Housing/Shelter	1,221
Community Clinics	1,111
Mentoring Programs	778
Housing Authorities	636
General Dentistry	512
Rent Payment Assistance	506
Medical Appointments Transportation	416
Low Income/Subsidized Private Rental Housing	387
Job Search/Placement	346
Section 8 Housing Choice Vouchers	286
Clothing Donation Programs	282
General Legal Aid	280
General Clothing Provision	270
Undesignated Temporary Financial Assistance	270