



# United Way's NC 2-1-1 Frequently Asked Questions

## **What is NC 2-1-1?**

NC 2-1-1 is an information and referral service provided by United Way of North Carolina and supported by local United Ways and public and private partners. Accessible via an easy-to-remember three-digit number or by visiting [nc211.org](http://nc211.org), families and individuals can obtain free and confidential information on health and human services and resources in their community.

## **When can I call NC 2-1-1?**

NC 2-1-1 is available 24 hours a day, seven days a week, 365 days a year by dialing 2-1-1 or 888-892-1162.

## **Is NC 2-1-1 statewide?**

NC 2-1-1 is available by landline, cell phone, and VOIP in all 100 counties of North Carolina.

## **Is 2-1-1 available in languages other than English?**

NC 2-1-1 has Spanish language call specialists on staff and also utilizes professional language interpretation services to assist callers in over 170 languages.

## **What information is available by dialing 2-1-1 or visiting [nc211.org](http://nc211.org)?**

NC 2-1-1 maintains a robust database with information on more than 19,000 human service programs and services in North Carolina. Callers are referred to organizations in their local community best equipped to address their specific needs including food, shelter, energy assistance, housing, parenting resources, healthcare, substance abuse, specific resources for older adults and people with disabilities, and much more.

When an individual dials 2-1-1, a trained call specialist conducts a search based on the caller's location to identify resources that meet the caller's needs. In addition to contact information for the resource, call specialists provide eligibility requirements, intake process information, hours of operation, any requirements for appointments, and accessibility information, when available.

## **What types of organizations are included in the database?**

The database includes non-profit organizations and government agencies that provide health and human services to citizens in North Carolina. To learn more about organization inclusion criteria visit [nc211.org/inclusion-policies](http://nc211.org/inclusion-policies).

## **What role does NC 2-1-1 play in the event of a disaster?**

NC 2-1-1 is a member of the State Emergency Response Team and is part of the State's Emergency Plan. In the event of a natural or public disaster, NC 2-1-1 serves as a public information portal providing residents with real-time information and resources related to the disaster. Caller needs are also tracked to provide emergency managers with information on trends and situations that residents are facing. In 2016, more than 12,000 NC residents dialed 2-1-1 for information on emergency evacuations, shelters, meal sites, water and food distributions, and post disaster clean-up and recovery assistance during and after Hurricane Matthew.

## **Does the online search tool at [nc211.org](http://nc211.org) provide the same information as dialing 2-1-1?**

The online database is the same database used by the call specialists; however, NC 2-1-1 call specialists are trained to search using specific keywords which may provide more resources than found through self-search. Individuals who don't find what they need through the online search tool are highly encouraged to dial 2-1-1 to speak to a call specialist.

## **How can I learn more about NC 2-1-1?**

Dial 2-1-1 or visit [www.nc211.org](http://www.nc211.org) to learn more about NC 2-1-1.



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