While we are proud of our accomplishments in 2019, there is still much to do in the assistance to over 130,000 callers each year. NCCARE360, text and the website while continuing to provide live, 24/7/365 looking to the future and how best to align 211 with other contact points through reporting cybercrime and connecting to cybercrime recovery services. We are also The 211 system also continues to grow. The recovery work from Hurricanes Matthew and Florence has allowed NCCARE360 to build a team of dedicated disaster navigators. Additionally, two new initiatives launch in early 2020 that will leverage 211 as a single port of entry for coordinated entry across the state and for reporting cybercrime and connecting to cybercrime recovery services. We are also looking to the future and how best to align 211 with other contact points through NCCARE360, text and the website while continuing to provide live, 24/7/365 assistance to over 130,000 callers each year. While we are proud of our accomplishments in 2019, there is still much to do in the New Year and we are excited to get started. Together, with our local United Way members, partners and funders, we are charting a course that creates dialogue, collaborations and aligns with the work of United Way. Thank you for supporting our transformation, and we look forward to continuing our partnership for many years.

Lois Inglund
2019 Chairperson
United Way of North Carolina Board of Directors
United Way of North Carolina

Laura Zink Marx
President & CEO
2019 UWNC Board of Directors
2019 United Way of North Carolina Board of Directors

2019 United Way of North Carolina Staff

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2019 United Way’s NC 211
2019 Facts and Figures

133,949 callers - 156,693 needs met
44,478
18,280
9,309
8,424
6,623
Housing & Shelter
Utility Assistance
Healthcare Assistance
Food Assistance
Social Support Services
(includes case management, holiday programs or home services)

Plus 430,923 web searches and views on nc211.org

NC 211 is a free, confidential information & referral service
Available 24/7/365 by dialing 211 or visiting nc211.org
Highly trained call specialists in two call centers
Each call specialist receives 80 hours of training before taking calls, and ongoing training throughout their time at NC 211

NC 211 is brought to you by United Way of North Carolina with support from local United Ways.
For more information, visit www.nc211.org or contact Heather Black, NC 211 State Director at hblack@unitedwaync.org.
All numbers are as of December 31, 2019.

The United Way of North Carolina Board and staff thank our local United Ways, funders and partners for allowing us to serve North Carolina in 2019. The board continues to be actively engaged in focusing our work to bring the greatest value back to our local United Way members and to leverage NC 2-1-1’s infrastructure in support of local, statewide initiatives and disaster recovery.

The Return on Investment Committee conducted an extensive survey, meetings and interviews with our United Way membership to inform priorities of specific tasks and projects that will provide a direct return on investment for local United Ways. The survey analysis supported the “refresh” of the NC Self Sufficiency Standard, a new approach to advocacy that will align with United Way community impact. Survey responses also supported the end of a long term relationship with the state as the campaign organization for the State Employee Combined Campaign.

United Way of North Carolina began work leading a team of innovative partners (including NC 211 and local United Ways) in the creation of the first statewide care coordination system in the nation to connect health and human services. NCCARE360 has provided a unique opportunity to expand our data team and to build naviga...
In 2019 United Way of North Carolina worked alongside a trusted and powerful network of local member United Ways to drive measurable change in local communities across North Carolina. Strengthening the partnership was achieved through data driven education and capacity building opportunities, along with exposure to innovative practices.

NCCARE360

**FAST FACTS:**
- 50 counties launched
- 898 Lives impacted with 1,500 needs addressed
- 660 organizations participating with 2,400 users
- 136 requests handled by NCCARE360 Navigators at 211
- 3,172 organizations updated with 9,874 programs

NCCARE360 is the nation’s first coordinated care network that knits together health care, human services and community-based organizations to deliver person-centered care. United Way of North Carolina’s team works to ensure that the resources in NCCARE360 are up-to-date, verified and accessible, and build on its existing, robust NC 211 resource database and 211 system expertise — while also engaging the network of local United Ways as champions.

These community resources are also integral to the build-out of NCCARE360 and to inform the NCCARE360 community engagement strategy. In the past year, the NCCARE360 resource team has verified more than 9,800 services statewide. NC 211 resource information powers the NCCARE360 web search at nccare360.org and is also viewable within the NCCARE360 platform to allow for referrals to organizations not yet a part of NCCARE360.

NCCARE360 Navigators, based in the 211 call centers, are also an integral part of the system. Navigators respond to requests for assistance received via nccare360.org, and support health care providers who need help making the best referral to meet their patients’ health and human service needs. To date, NCCARE360 navigators have assisted with 64 referrals.

Local United Ways have also embraced NCCARE360 in many of the 50 communities launched in 2019. United Ways convened community leaders to lead the way as champions for NCCARE360 and encouraged partner agencies and board members to see the benefits of participation. A total of 20 meetings were hosted by local United Ways with many more United Ways assisting in the planning of other community meetings. In the long term, local United Ways are looking toward the outcomes data that will be available through NCCARE360 to inform community need and ultimately impact how United Ways address gaps and barriers to service.

**211 Resources Verified**

- Housing: 43%
- Employment: 10%
- Food Assistance: 11%
- Interpersonal Violence: 9.5%
- Transportation: 6%
- No Wrong Door: 5.5%
- Income Support: 5%
- Non-Pillar Programs: 3%

About NCCARE360: NCCARE360 is a public-private partnership between NC DHHS and the Foundation for Health Leadership & Innovation, in collaboration with implementation partners that include the United Way of North Carolina/NC 211, Expound Decision Systems, and Unite Us.

**Continued Role in Disasters in NC**

NC 211 continued its role in supporting storm survivors in North Carolina. Through the Rebuild NC program, NC 211 serves as the call center for North Carolinians applying for federal Community Development Block Grant – Disaster Recovery funds. A dedicated team of 211 call specialists serve the Rebuild Program and help clients make appointments, check application status, and answer questions about the program. In support of Back@Home, another dedicated team at 211 screened callers to see if they are eligible for State funds to help prevent storm survivors from becoming homeless as a result of Hurricane Florence. The work to support long term recovery in our State following Hurricanes Florence and Matthew is expected to continue for years to come and 211 is proud to be a part of the team.

In September, 211 was activated in preparation for Hurricane Dorian’s expected landfall. The team spent the week working to prepare for a potential large-scale disaster in the State, but fortunately the impact to North Carolina was not as significant as expected. The run through proved to be a great exercise for the team — always working to be prepared if disaster hits our State.