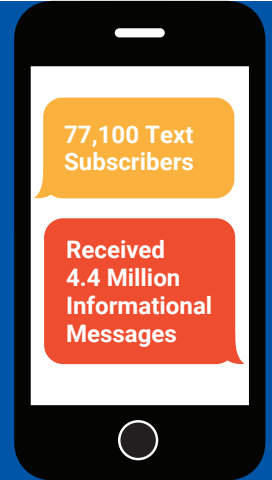


NC 211 ANSWERS THE CALL

COVID-19 Pandemic Response



104,300
CALLS & EMAIL RESPONSES



135,762
CALLER NEEDS IDENTIFIED

CALLER NEEDS ACROSS NORTH CAROLINA



ACCURACY OF
16,000
RESOURCES

CONFIRMED BY 211 RESOURCE TEAM VIA
13,541 UPDATES & 1,205 NEW SERVICES

WHO HELPED

- 27** 211 TEAM MEMBERS
- 21** 211 CONTRACTORS & VOLUNTEERS
- 17** NC TOURISM CONTACT CENTER TEAM
- 8** CARDINAL INNOVATIONS TEAM
- 7** RESOURCE TEAM MEMBERS



Top Needs of Callers



NC 211 response is possible because of the support of North Carolina United Ways, state funding and various grants and contracts. Thank you for allowing us to serve North Carolina!

DATA FROM MARCH 18–AUGUST 31, 2020
UNITED WAY OF NORTH CAROLINA | unitedwaync.org | nc211.org | 919.834.5200

