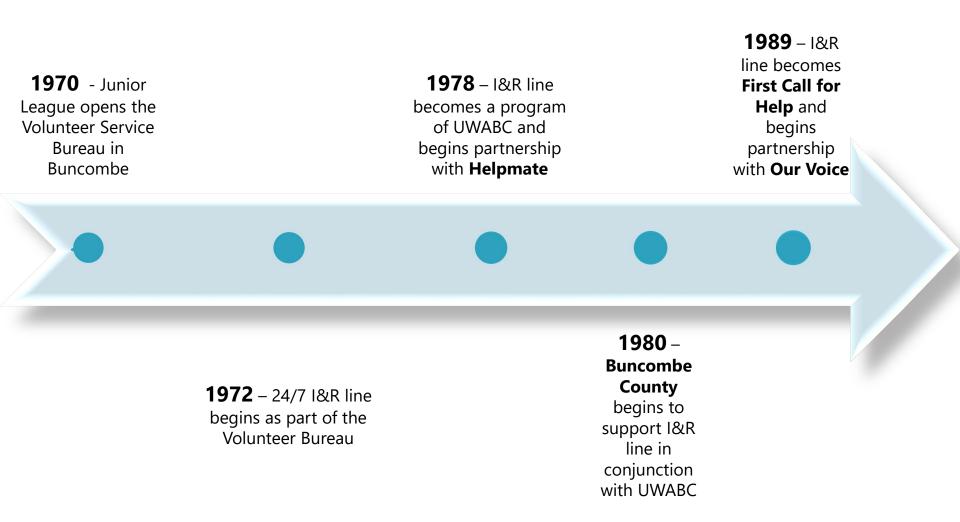


History of NC 2-1-1 - Asheville



History of NC 2-1-1 - Asheville

2004 – WNC 2-1-1



2001 – First Call for Help becomes **WNC 2-1-1** and achieves national accreditation through AIRS **2015** – WNC 2-1-1 becomes NC 2-1-1 – Asheville and covers 16 WNC counties

NC 2-1-1

- NC 2-1-1 is a health and human service referral line available 24/7 to speakers of many languages
- NC 2-1-1 is confidential, free and accessible by phone or web
- NC 2-1-1 is available to 100% of NC

NC 2-1-1 – Asheville Call Center

- NC 2-1-1 Asheville is operated by United Way of Asheville and Buncombe County
- Serves Buncombe and the 15 contiguous counties
- AIRS Accredited since 2001



United Way of Asheville and Buncombe County

Callers and NC 2-1-1 - Asheville

Trained Referral Specialists:

- Listen to callers
- Assess needs
- Identify appropriate resources
- Provide information to connect people with services to meet their needs



Callers and NC 2-1-1 - Asheville

Trained Referral Specialists provide a combination of:

- Information
- Referrals
- Advocacy
- Crisis intervention
- Follow-up



Community and NC 2-1-1 - Asheville

- 1. After-hours coverage for APS, CPS, Helpmate and Our VOICE
- 2. Food Pantries
- 3. Homeless Shelters
- 4. Electric Service Payment Assistance
- 5. Rent Payment Assistance
- Included in the top ten: Home Rental Listings, General Legal Aid and Crisis Intervention Hotlines
- Top needs align with many of the Buncombe County's Strategic Priorities

Community and NC 2-1-1 - Asheville

- Buncombe County unique calls for 2018: 21,375
- Buncombe County NC 2-1-1 Asheville database contains 2,700 agencies, programs and sites

Agency	# of Referrals	Agency	# of Referrals
Asheville-Buncombe Community Christian Ministry	1,918	NCHousingSearch.org	509
Salvation Army - Buncombe County	1,700	Saint Vincent de Paul Society - Buncombe County	457
Buncombe County Health and Human Services	1,127	Pisgah Legal Services	418
Eblen Charities	1,104	Foster Adventist Community Services	415
Western Carolina Rescue Ministries	714	Catholic Charities - Western Regional Office	385
Mountain Housing Opportunities	665	Vaya Health	368
Homeward Bound of WNC	599	Housing Authority of the City of Asheville	364
The Council on Aging of Buncombe County	553	Social Security Administration - Asheville Office	333
RHA Health Services	538	Mission Health	310
Helpmate	510	Total	12,987

Community and NC 2-1-1 - Asheville

- Helps services providers as a companion piece to their work
- Informs community decision-makers about social service gaps
- Helps in disasters by handling non-emergency calls



2-1-1 counts

www.211counts.org

Thank You!

Marla Browne, NC 2-1-1 Director - Asheville 828-239-1037 <u>Marla.browne@unitedwayabc.org</u>