



History of NC 2-1-1 - Asheville

1970 - Junior League opens the Volunteer Service Bureau in Buncombe

1978 - I&R line becomes a program of UWABC and begins partnership with **Helpmate**

1989 - I&R line becomes **First Call for Help** and begins partnership with **Our Voice**

1972 - 24/7 I&R line begins as part of the Volunteer Bureau

1980 - **Buncombe County** begins to support I&R line in conjunction with UWABC

History of NC 2-1-1 - Asheville



2000 – United Way of North Carolina secures the **2-1-1** dialing code

2004 – WNC 2-1-1 partners with city and county to **respond to Hurricanes** Frances and Ivan

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!

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