

- Please email this report electronically to the NC VOAD Secretary (Al Foote AlFoote@ccdssnc.com) **2 days prior** to the quarterly meeting.

Organization Report	
Organization: United Way of North Carolina/NC 211	
Name: Heather Black	Position: NC 211 State Director
Phone: 919-834-5200, ext 107	Email: hblack@unitedwaync.org
Summary of your organization's response to Hurricanes Matthew and Florence:	
<p>NC 211 continues to serve as the call center for the on-going ReBuild NC work. As the call center for ReBuild NC, 211 handles the calls from survivors of Matthew and Florence who are looking to apply for the CDBG-DR funds. NC 211 schedules appointments at the application centers, educates callers about the documents they need to bring with them to their appointments, provides updates on the status of applications throughout the process, escalates concerns/questions within the ReBuild organization. NC 211 also provides callers with information and referrals from the 211 database to help meet other health and human service needs the caller may be experiencing as they work to recover from the impact of the disaster.</p>	
What your organization provides:	
<p>NC 211 is a 24/7/365 information and referral service serving all 100 counties in NC. Trained call specialists provide callers with information and referrals to health and human services in communities all across the state. Calls to 211 are free, confidential, and available in more than 150 languages. During the response to a disaster, NC 211 becomes one of the primary communication channels leveraged by NCEM to ensure the public has easy access to the most current and accurate information about shelters, evacuations, water and food distributions, and much more.</p>	
Existing unmet needs/areas your organization has found:	
<p>NC 211 captures needs data from all callers. Current data on needs reported by callers can be found at www.211counts.org. Data on 211 Counts is updated overnight, every night.</p>	