

211 IMPACT REPORT

Across the U.S., 211 Community Resource Specialists responded to more than **16.8 million requests for help** in 2024. That's **45,000 calls, texts, e-mails, and web chats per day**.



211 is America's most powerful tool for identifying and responding to community needs.

As the nation's most comprehensive source of information about local resources and services, **211 is a 24/7 go-to resource in times of disaster, personal crisis, or daily challenge** – connecting people with locally available help. It's free, confidential, available in more than 180 languages, and accessible to 99% of the U.S. population.

Every day, **211 Community Resource Specialists help people** find local resources such as food, healthcare and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, childcare, caregiving and family services, crisis and emergency counseling, disaster assistance, and more.

If anyone you know needs help, encourage them to **call 211**, or visit **211.org**

NORTH CAROLINA BY THE NUMBERS



120,420

Referrals for
housing assistance



83,191

Referrals for
utilities assistance



28,415

Referrals for
food assistance



16,667

Referrals for disaster
services assistance



11,735

Referrals for individual,
family, and community
support assistance

