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NCDHHS

NC 2-1-1 to Provide Assistance for COVID-19

Statewide service can refer people to organizations in their community that are helping with health and human service resources

Raleigh

Mar 18, 2020

Governor Roy Cooper today announced NC 2-1-1 by United Way of North Carolina as a resource for people to call for assistance related to the COVID-19 coronavirus.

NC 2-1-1 (https://urldefense.com/v3/__https://click.icptrack.com/icp/relay.php?r=39314931&msgid=474884&act=4IE0&c=1346310&destination=https*3A*2F*2Fwww.nc211.org*2F__;JSUlJQ!!HYmSToo!KyvU0CethpQQ-xb0qAmhkw0x2wNRUCDLi-fDUbRidd6EdHOmkqMFruvIgfKp6HA9pcoiYQ$) is an information and referral service that families and individuals can call to obtain free and confidential information on health and human services resources within their community. NC 2-1-1 operates 24 hours a day, seven days a week, 365 days a year and resources are available in most languages.

“Services like NC 2-1-1 are critical during times of emergency,” said Governor Cooper. “North Carolinians can now call 2-1-1 to get the information they need while we continue working together to prevent the spread of this virus.”

North Carolinians can text COVIDNC to 898211 to receive general information and updates about COVID-19. Sign up now to get regular alerts on the rapidly evolving situation and North Carolina’s response.

NC 2-1-1 can refer callers to the organizations in their local community best equipped to address their specific health and human services needs including food, shelter, energy assistance, housing, parenting resources, health care, employment, substance abuse treatment, as well as specific resources for older adults and for persons with disabilities, and much more. Simply dial 2-1-1 or TTY 888-892-1162 for assistance.

NC 2-1-1 cannot provide direct medical services, and COVID-19 can only be diagnosed by a health care professional. If you suspect you or someone you care for may have symptoms or have been exposed to the virus, you should contact your health care provider. If you do not have a provider, you can call your local health department (https://urldefense.com/v3/__https://click.icptrack.com/icp/relay.php?r=39314931&msgid=474884&act=4IE0&c=1346310&destination=https*3A*2F*2Fwww.ncdhhs.gov*2Fdivisions*2Fpublic-health*2Fcounty-health-departments__;JSUlJSUl!!HYmSToo!KyvU0CethpQQ-xb0qAmhkw0x2wNRUCDLi-fDUbRidd6EdHOmkqMFruvIgfKp6HB6q3OiUQ$), free and charitable clinics or a Federally Qualified Health Clinic (https://urldefense.com/v3/__https://click.icptrack.com/icp/relay.php?r=39314931&msgid=474884&act=4IE0&c=1346310&destination=https*3A*2F*2Fpublic.tableau.com*2Fprofile*2Fjohn.resendes*23*21*2Fvizhome*2FNorthCarolinaSafetyNexb0qAmhkw0x2wNRUCDLi-fDUbRidd6EdHOmkqMFruvIgfKp6HBf1RyBxg$) for guidance.

People should only call 9-1-1 if they are experiencing an emergency. 9-1-1 centers across North Carolina have been receiving general questions and other non-emergency calls related to COVID-19. Please do not call 9-1-1 unless you have an emergency.

For the most up-to-date information on COVID-19 in North Carolina, go to ncdhhs.gov/coronavirus (https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina).

Due to anticipated high call volume, those seeking general information about COVID-19 are strongly encouraged to sign up for texts. People who are trying to locate specific services would benefit by calling. To learn more about NC 2-1-1, visit https://www.nc211.org/ (https://www.nc211.org/) .

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