

New 2-1-1 WNC Online Database Frequently Asked Questions

Q: I just went to your website and everything has changed. Why?

A: United Way's 2-1-1 of WNC has partnered with the other 2-1-1 services in North Carolina to create a new system that provides one single searchable database with community resource information from various communities across the state. Lots of people turn to 2-1-1 looking for resources outside of the community where they live – either for themselves or a loved one – and the new system gives people access to a wider set of information.

Q: Does the new database contain information for all of North Carolina?

A: 2-1-1 is available in 36 of the 100 counties in North Carolina. You can find a map of 2-1-1 coverage in North Carolina by visiting our website at www.211wnc.org. Or, you can always call us, and we can tell you if there is 2-1-1 information for the area you need help with.

Q: I searched for food on your website and I got information about an animal rescue organization; why doesn't this match?

A: Our new online software produces very broad search results because it searches all of the text in every single field of a provider's record for the search terms you enter. There are some simple things that you can do to help narrow the search results. If you have access to email we can send you a copy of searching instructions that might help. Still, it is always necessary to read the descriptions of search results to ensure the services you seek are really offered by those providers.

Q: I realize that your online database searches all the text fields, but I am looking at a listing and I don't see the term I selected anywhere; why is this?

Our online database not only searches all the text fields visible to the public, it also searches some that are not visible to the public. That is why we encourage end users to fully read the provider listing to make sure they are contacting organizations that provide the services they seek.

Q: I was just searching your database and when I was trying to get back to the original search screen I got a "Webpage has Expired" message; what happened?

A: Is it possible you might have clicked the back arrow on your browser screen? Our online database is not programmed to be able to use the back button. If you need to return to the search page, use the "Back to Search" button at the bottom of the page.

Do you have a question that is not answered by this document? We are happy to answer it! You may reach us by emailing 211info@unitedwayabc.org or by dialing 2-1-1.