



Transportation Needs in WNC



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

NC 2-1-1 is serviced by two call centers, Asheville and Durham

NC 2-1-1 is a partner of
NCCARE360

NC 2-1-1 – Asheville is AIRS
Accredited since 2001





NC 2-1-1 Asheville



Food Pantries



Housing and Shelter



Electric Service
Payment Assistance



Health Care



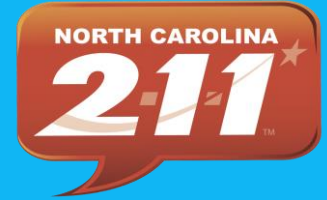
Employment



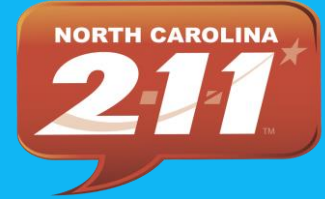
Transportation

1,200 WNC callers requested transportation assistance in 2019 for services such as:

- Non emergency medical services
- Accessing basic needs
 - Grocery store
 - Community connections
 - Medication
- Accessing employment
 - Seeking employment
 - Employee seeking transportation to work
- Options for someone living with a disability
- Leaving a domestic violence situation
- Automobile repair
- Gas money



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Reported barriers by passengers that are not medically fragile or living with a disability to receive available services include:

- Finding transportation on short notice
- Finding transportation between county lines
- Finding set routes (bus lines) versus by appointment only
- Automobile repairs
 - Only 4 agencies in WNC that list with 2-1-1 as being able to possibly assist with that expense

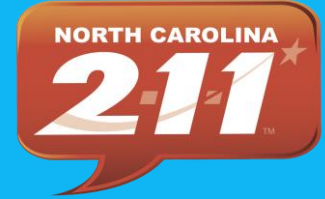
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Reported barriers by passengers living with a disability, medically fragile or elderly to receive available services include:

- Curb side service versus door service
- Wheelchair accessible options
- Long waits for medical appointments
- COVID-19

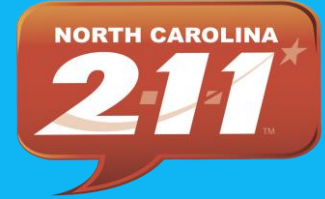
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2-1-1 Caller Story

Caller in Clay County called looking for transportation to her disability hearing at the Social Security office in Franklin (Macon County). Her appointment is in two weeks. The letter about her appointment did not share any options for transportation. She tried calling a cab, but they do not travel more than 40 miles one way. Her mom or uncle usually help her get around in town but neither can go that far, due to health conditions. On follow up, it was learned that the caller was able to pay a friend to take her to the hearing.

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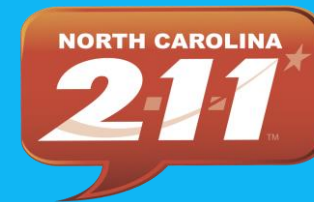
NCCARE360 Transportation Data:

- Transportation is the 6th most referred service type in the network.
- Total referrals sent to date: 108
 - Ride Coordination – 48%
 - Transportation Expense Asst – 22%
 - Vouchers/Passes – 30%
- Closed Cases Resolved: 39%
- Closed Cases Not Resolved: 36%
 - Of Cases closed Not Resolved, it's typically that client could not be contacted.
- Cases still open: 23%
- Recalled Cases: 2%

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NCCARE360 Transportation Data:

- Rejected referrals reasons:
 - Client does not meet eligibility
 - Organization does not provide what is requested
- Data shows:
 - There are simply not enough services
 - Not enough diversity among types of transportation services that do exist
 - Transportation services that do exist are not broad spectrum
- There are 72 transportation programs across the entire network
- Most referrals come from medical providers
 - Physical health is the second highest service type represented of onboarded organizations



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Thank You!

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