

GET CONNECTED. GET HELP.

THE FACTS ABOUT 211

211 is a 24/7 go-to resource that connects millions with locally available help. Expert, caring call center operators are supporting **99%** of the U.S. population. It's free, confidential and available in more than 180 languages.

The 211 network fields some **18 million** requests for help every year, including **686K** in Spanish. These requests aren't answered by technology, but by **5,600+** real people who are part of the 211 network. In a disaster, personal crisis, or daily challenge, these trained specialists connect people to available resources for finding food, paying housing bills and connecting to other essential services.

211 IS AMERICA'S MOST COMPREHENSIVE SOURCE OF INFORMATION ABOUT LOCAL RESOURCES AND SERVICES.

In 2000, the Federal Communications Commission designated 211 as the three-digit number to reach information and referral services for health, human, and social service organizations. Today, 211 serves as a powerful resource for help and hope in communities across the country.

Last year, trained call center specialists made **19M referrals to local resources**, helping to change people's lives. Through 211, people got crisis and emergency counseling, disaster assistance, food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, childcare, family services and more. The website, 211.org, now in English and Spanish, has many resources for people to find help or a 211 in their community.

211 IS OPERATED AND FUNDED, IN PART, BY LOCAL UNITED WAYS.

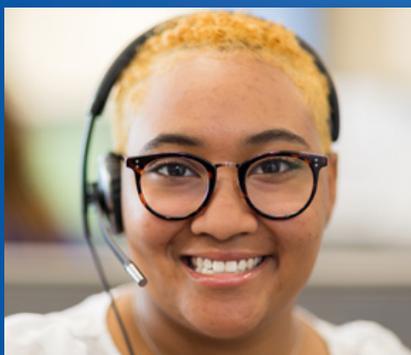
It's part of United Way's work to build strong, resilient, and equitable communities where everyone can thrive. By connecting people in need with the best resources available to them, 211 helps make the social services ecosystem more efficient and effective, and help local resources go further.



211 IS THE ONLY CALLER-BASED DATA SOURCE OFFERING A SNAPSHOT OF AMERICA'S NEEDS.

The network responds to an average of **18M calls, texts, chats and emails** every year. Some are crises, but many are people in search of basic needs.

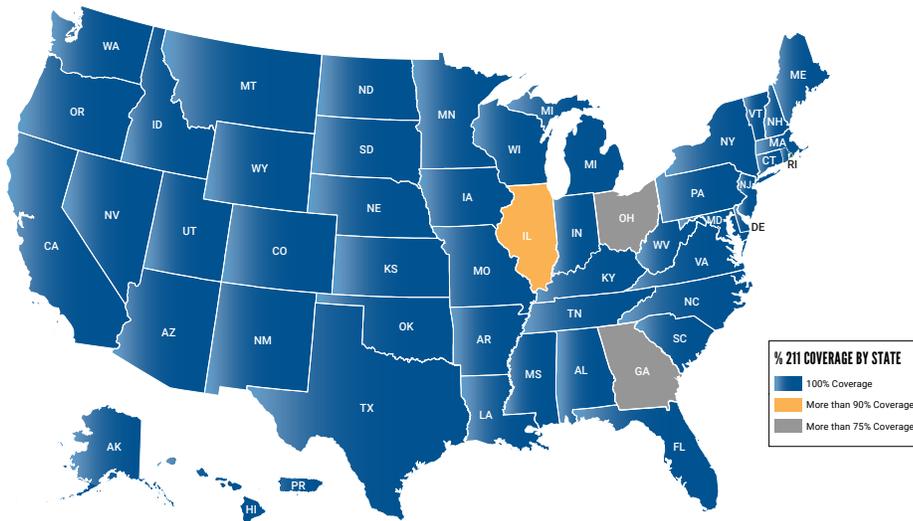
No matter the situation, **211's trained specialists** listen, identify underlying problems, and connect people to local resources and services that improve their lives.



Call center operators field 50,000 calls a day. The top asks for help are housing, utilities, food, and health care. For example, a 59-year-old man called 211 in Cleveland, OH for help with food. As they talked, the trained call center operator realized he had more challenges. He was living in an unfurnished apartment—with only a chair, blanket and single can of soup—and struggled to get around because of spinal cord injuries.

Instead of making him navigate complex intake processes at multiple agencies (he lacked pen or paper), the 211 specialist made a few calls on his behalf. That day he got food, but also someone came to check on him, and he got a case manager who's helping him resolve longer-term issues. Still, the 211 call specialist periodically checks back in with him to make sure he's getting the help he needs.

211 COVERAGE MAP



GOVERNMENT RELIES ON 211, AS WELL.

- During the pandemic, 211 fielded more than **41M** requests for assistance, and connected **11M** million people to Covid-related resources. Many states launched hotlines, relying on 211 to provide real-time pandemic information, resources, and referrals. Some 31 Governors pointed people to 211 for reliable, factual information.
- Federal agencies often call on and use 211 in times of need. The Federal Emergency Management Institute (FEMA) often refers to 211, directs people to use 211 at certain times, and requests data. As an established civic partner, 211 hopes to be prepared for the next and man-made or natural disasters that strikes.

HOW CAN CONGRESS HELP?

Nonprofits and public agencies want to make sure people have access to social services that keep them healthy and safe. While the 211 network collects important data through calls and outreach, **there is currently no way for communities—including local, state, and federal governments—to access this vital data on community needs or trends.** The lack of real-time data analysis often leads to underutilized funds, or underserved communities.

For example, if local governments or nonprofits had access to 211 data—like the number of calls in a given area about foreclosures, or hunger, or trouble paying bills—they'd have an early warning system about trending problems and spiking needs. Not only could they be better able to direct resources to meet community needs, but state and federal governments would have aggregated data at their fingertips to respond to America's next pandemic, or to offer a bird's-eye view of America's self-reported challenges.

A \$10 million investment will support building and maintaining a 211 database benefiting the public, which will be used to track and analyze requests for assistance and information through the national 211 network.

211s from around the country currently curate a standardized dataset of **1.5M local programs** helping people in need find support efficiently. They also log the call volumes and reasons why people call, providing insights into the changing needs and demands in communities. A consolidated database from the 211s will provide an unparalleled dataset for providing analysis and monitoring of the human condition and social sector capacity in communities. This data will help local, state, tribal, and federal officials, as well as nonprofits, connect people with resources more effectively, improve disaster coordination and response, and better allocate funds and resources in real time to better serve their communities by identifying and addressing capacity and needs gaps.

To Learn More, Contact the Public Policy Team at:
Public.Policy@uww.UnitedWay.org



HERE IS A LIST OF OTHER SERVICES TO WHICH 211 CONNECTS PEOPLE:

- **Employment and education opportunities**
- **Services and supports for veterans**
- **Addiction prevention and rehabilitation programs**
- **Re-entry assistance** for ex-offenders
- **Support groups** for individuals with mental illnesses or special needs
- A safe, confidential **path out of physical and/or emotional domestic abuse**
- **Transportation** for doctor's appointments, job interviews, and to access food and medicine
- **Support for anyone who takes care of a loved one**, whether that's an elderly parent, a sibling, or a child with disabilities

211 in 2022

Get Connected. Get Help.



From Hello to Help, 211 is Here.

18M
requests
for help



19M
referrals to 1.5M local
services and programs



211 IS A VITAL HUMAN SERVICE ACROSS NORTH AMERICA. 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages – no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes – 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.

2.4M
referrals to
reduce hunger



127K
referrals to support
services for domestic
violence and
human trafficking



400K
referrals for
clothing, personal,
and household
supplies

808K
referrals for
financial assistance
including providing
\$45M in direct
support to families



1.6M
referrals for
healthcare
and COVID-19
resources

8.1M
meals delivered
with Ride United:
Last Mile Delivery

385K
referrals to
transportation
and 134K rides
dispatched

4.8M
referrals to housing
and homeless
prevention services

2.6M
referrals for
utilities assistance

987K
referrals for mental
health services