July 17, 2020

Dear Member of Congress,

On behalf of the network of agencies and partners that provide 211 services across the United States, we request an emergency appropriation of $150 million to build 211’s capacity to respond to millions of calls from Americans in need of health and financial assistance and support during and long after the COVID-19 pandemic.

The Federal Communications Commission designated the three-digit N11 number 211 in July of 2000 for purposes of “community information and referral services” (FCC 00-256). Similar to 911, callers can dial 211 to speak with a trained community resource specialist to learn about public and private community, health, and human services available in the community. There are currently 200 211s in the U.S. that collectively serve 96% of the US population. Last year, 211 made more than 14 million connections to social services for people in need, including 4.3 million to reduce and prevent homelessness and 1.2 million to reduce hunger and food insecurity.

Since the first cases of COVID-19 were confirmed in the U.S., 211s have been fielding 300-400%, on average, more calls than usual. Most calls are from people who need financial assistance, food, and housing. There are several ways that 211 is responding to the COVID-19 pandemic.

- Currently, 31 Governors are directing residents to 211 for information on the COVID-19 virus and to access financial supports, and we expect that number to increase.
- 211 is playing a vital role in several states’ contact tracing and self-quarantining protocols, supporting individuals in quarantine and helping public health officials conduct contact tracing surveying.
- 211 is connecting 50,000-70,000 people per day to resources like food and utility assistance, unemployment insurance and financial stability programs, and child care and health care services.
- 211’s 24/7/365 service off-loads volume from the emergency 911 system and helps keep families and communities whole and informed in times of disaster and crisis such as wildfires and tornadoes.

Based on call volume trends throughout the pandemic thus far, we anticipate a sustained increase in demand for support from 211 throughout the next 6-12 months well beyond the current capacity of the 211 system. Our request for $150M will fund critical staff and technology enhancements to increase the network’s capacity and efficiency to help meet the demand.

The funds can be distributed equitably through a direct line via United Way Worldwide from the budgets of FEMA or CDC Operations, or another appropriate funding mechanism. United Way Worldwide has invested in a dedicated 211 team, and has experience administering federal dollars, as the fiscal agent and secretariat for the federal Emergency Food and Shelter Program.

This is an extraordinary crisis. United Way and the 211s we operate and fund are prepared to rise to the occasion, but we need your help to meet the moment. Thank you for your consideration.
Sincerely,

**Alabama**
- Arts 'n Autism
- Big Brothers Big Sisters of West Alabama
- Black Warrior Council, Boy Scouts of America
- Child Abuse Prevention Services of Tuscaloosa
- Chilton County United Way
- Crisis Services of North Alabama
- Family Counseling Service of West Alabama, Inc.
- Girl Scouts of North-Central Alabama
- HandsOn River Region
- Harris Home For Children
- Lifelines Counseling Services
- Sickle Cell Association - West Alabama Chapter, Inc.
- Still Serving Veterans
- The Pathfinder, Inc.
- United Cerebral Palsy of Huntsville and Tennessee Valley
- United Cerebral Palsy of West Alabama
- United Way of Cullman County
- United Way of Etowah County
- United Way of Lee County, Inc.
- United Way of Madison County
- United Way of North Talladega County, LLC
- United Way of Northwest Alabama
- United Way of Southwest Alabama
- United Ways of Alabama, Inc.
- United Way of West Alabama
- Wiregrass 2-1-1
- Wiregrass United Way

**Alaska**
- United Way of Anchorage
- United Way of Matanuska Susitna Borough
- United Way of Southeast Alaska

**Arizona**
- Valley of the Sun United Way

**Arkansas**
- Heart of Arkansas United Way
- River Valley United Way
- United Way of Central Arkansas, Inc.
- United Way of Fort Smith Area
- United Way of Northwest Arkansas
- United Way of the Ouachitas

**California**
- 211 Community Connect Riverside County
- 2-1-1 Humboldt Information and Resource Center
- 211 Los Angeles County
- 2-1-1 Orange County
- 211 San Diego
- 211 San Luis Obispo County
- Alliance for Pharmaceutical Access
- Arrowhead United Way
- Atascadero Loaves and Fishes
- Balance Treatment Center
- Cambria Connection
- Community Action Commission of Santa Barbara County
- Connect America
- Contra Costa Crisis Center
- County of San Luis Obispo Public Health Department
- Eden I&R, Inc.
- Family Resource and Referral Center
- IMPORTA Santa Barbara
- Independent Living Resource Center, Inc.
- Inland Empire United Way
- Interface Children & Family Services
- Kings United Way
- Mind Body Clinical Research Center
- Mobility Masters
- NAMI San Luis Obispo County
- Northern Santa Barbara County United Way Inc
- Orange County United Way
- RISE
- San Luis Obispo Child Development Resource Center
- San Luis Obispo Council of Governments
- Senior Citizens United, Inc.
- SLO Village
- Smith Counseling Services
- The Gala Pride and Diversity Center
- United Way Bay Area
- United Way Fresno Madera Counties
- United Way of Merced
- United Way of Monterey County
- United Way of San Joaquin County
- United Way of San Luis Obispo County
- United Way of Santa Cruz County
- United Way of Stanislaus County
- United Way of the Wine Country
- United Way of Tulare County
- United Way of Ventura County
- United Way of Greater Los Angeles

*United Way fights for the health, education and financial stability of every person in every community.*
San Luis Obispo YMCA
Yuba-Sutter-Colusa United Way

**Colorado**
Mile High United Way
Pikes Peak United Way

**Connecticut**
Greenwich United Way
United Way Coastal Fairfield County
United Way of Central and Northeastern Connecticut
United Way of Connecticut
United Way of Greater New Haven
United Way of Milford
United Way of Western Connecticut

**Delaware**
Delaware 211
United Way of Delaware

**District of Columbia**
Community Services Agency of the Metropolitan Washington Council AFL-CIO
United Way of the National Capital Area

**Florida**
2-1-1 Big Bend, Inc.
211 Brevard, Inc.
Alliance of Information and Referral Systems (AIRS)
Heart of Florida United Way
United Way of Florida
United Way of Martin County
United Way of Miami-Dade
United Way of St. Johns County
United Way of Suwannee Valley
United Way of West Florida
United Way Lake and Sumter Counties

**Georgia**
United Way of Greater Atlanta
United Way of Southwest Georgia
United Way of the Chattahoochee Valley, Inc.
United Way of the Coastal Empire
United Way of the CSRA

**Hawaii**
Aloha United Way
Kauai United Way
Maui United Way

**Idaho**
Twin County United Way
United Way of Southeastern Idaho

**Illinois**
Fox Valley United Way
Heart of Illinois United Way
Kishwaukee United Way
United Way of Central Illinois
United Way of Champaign County
United Way of Decatur and Mid Illinois
United Way of Greater McHenry County
United Way of Illinois
United Way of Lee County
United Way of McLean County

**Indiana**
AIDS Ministries/AIDS Assist
Avient Corporation
Center for the Homeless
Decatur County United Fund
Girl Scouts of Northern Indiana-Michiana
Indiana Alliance of YMCAs
Indiana Health Information Exchange (IHIE)
Indiana United Ways
Jackson County United Way
Lake Area United Way
Mishawaka Common Council
Neighborhood Resources Connection
North Central Indiana AFL-CIO
Oaklawn Psychiatric
Olive Township
Open Door Community Alliance
Peirce Consulting LLC
South LaPorte County Special Education Cooperative
Stepping Stone Shelter for Women, Inc.
St. Joseph County United Way
The Salvation Army Kroc Center
TLC House Indiana
United Way of Allen County
United Way of Cass County
United Way of DeKalb County
United Way of Elkhart & LaGrange Counties
United Way of La Porte County
United Way of Madison County
United Way of Noble County Inc
United Way of Pike County
United Way of Porter County
United Way of St. Joseph County
United Way of the Wabash Valley

United Way fights for the health, education and financial stability of every person in every community.
United Way fights for the health, education and financial stability of every person in every community.

United Way of Whitewater Valley
United Way of Whitley County
University of Notre Dame

Iowa
United Way of Central Iowa
United Way of East Central Iowa
United Way of the Quad Cities
United Ways of Iowa

Kansas
United Way Douglas County
United Way of Dodge City

Kentucky
Metro United Way
United Way of Central Kentucky
United Way of Kentucky
United Way of South Central Kentucky
United Way of Southern Kentucky
United Way of the Coalfield
United Way of the Pennyrile

Louisiana
Capital Area United Way
Louisiana Association of United Ways
St. John United Way
St. Landry-Evangeline United Way
United Way of Central Louisiana
United Way of Iberia, Inc.
United Way of Northeast Louisiana
United Way of Northwest Louisiana
United Way of Southwest Louisiana

Maine
United Way of Greater Portland
United Way of Kennebec Valley
United Way of the Tri-Valley Area

Maryland
2-1-1 Maryland
Community Crisis Services, Inc.
County United Way, Inc.
United Way of Central Maryland
United Way of Frederick County
United Way of Washington County

Massachusetts
Acton-Boxborough United Way
Berkshire United Way
Council of Massachusetts United Ways
Mass2-1-1
Northern Berkshire United Way
The Cape and Islands United Way
United Way of Central Massachusetts
United Way of Greater New Bedford
United Way of Greater Plymouth County
United Way of Hampshire County
United Way of Massachusetts Bay and Merrimack Valley
United Way of Pioneer Valley
United Way of South Central Massachusetts
United Way of Tri-County

Michigan
Capital Area United Way
Central Michigan 2-1-1
Community Access Line of the Lakeshore, Inc. (CALL 211)
Heart of West Michigan United Way
Michigan 2-1-1
United Way for Southeastern Michigan
United Way of Bay County
United Way of Northwest Michigan
United Way of Saginaw County
United Way of the Battle Creek & Kalamazoo Region
Upper Peninsula Commission for Area Progress (UPCAP)

Minnesota
Greater Twin Cities United Way
Sherburne County Area United Way
United Way of McLeod County
United Way of Northeastern Minnesota
United Way of Olmsted County
United Way of Southeast Minnesota
United Way of Steele County
United Ways of Minnesota

Mississippi
United Way for Jackson & George Counties
United Way of Southeast Mississippi
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<td>United Way of Central New Mexico, United Way of Eastern New Mexico</td>
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<td>New York</td>
<td>2-1-1 New York, Inc., Allegany County United Way, Institute for Human Services, Inc., Tri-County United Way, United Way of Broome County, United Way of Buffalo &amp; Erie County</td>
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<td>United Way of Cayuga County, United Way of Long Island, United Way of New York State, United Way of Northern Chautauqua County, United Way of Seneca County, Inc., United Way of Southern Chautauqua County, United Way of the Adirondack Region, Inc., United Way of the Greater Capital Region, United Way of the Mohawk Valley, United Way of the Southern Tier, United Way of Westchester and Putnam</td>
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<td>North Carolina</td>
<td>Burke County United Way, Rowan County United Way, United Way of Alamance County, United Way of Asheville and Buncombe County, United Way of Caldwell County, United Way of Cumberland County, United Way of Davidson County, United Way of Forsyth County, United Way of Gaston County, Inc., United Way of Greater Greensboro, United Way of Greater High Point, United Way of Henderson County, United Way of Lincoln County, United Way of Moore County, United Way of North Carolina, United Way of Richmond County, United Way of Robeson County, United Way of Stanly County</td>
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<td>Ohio</td>
<td>Mansfield Richland County Public Library, First Call 211, Pathways of Central Ohio, United Way of Central Ohio, United Way of Greater Cincinnati, United Way of Greater Cleveland, United Way of Greater Lorain County, United Way of Greater Stark County, United Way of Greater Toledo, United Way of Muskingum, Perry and Morgan Counties, United Way of Summit and Medina, United Way of the Greater Dayton Area, United Way of Union County, United Way Services of Northern Columbiana County</td>
</tr>
</tbody>
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United Way fights for the health, education and financial stability of every person in every community.
Oklahoma
HeartLine
United Way of Ponca City

Oregon
211info
United Way of Jackson County

Pennsylvania
Clearfield Area United Way
Community Services Group
Greene County United Way
Have A Heart For Persons In The Criminal Justice System
LancLiving Realty
Lycoming County United Way
PhotOle
Pocono Mountains United Way
Solanco Education Foundation
The Treer Group
United Way 211 Services
United Way of Bucks County
United Way of Chester County
United Way of Columbia and Montour Counties
United Way of Lawrence County
United Way of Lebanon County
United Way of Pennsylvania
United Way of Southwestern Pennsylvania
United Way of Susquehanna County
United Way of the Greater Lehigh Valley
United Way of the Laurel Highlands
United Way of Wyoming Valley
United Way of York County

Rhode Island
United Way of Rhode Island

South Carolina
Black River United Way
Trident United Way
United Way Association of South Carolina
United Way of Aiken County
United Way of Anderson County
United Way of Florence County
United Way of Greenville
United Way of Greenwood & Abbeville County
United Way of Horry County
United Way of Pickens County
United Way of the Lowcountry
United Way of the Midlands
United Way of the Piedmont

South Dakota
Helpline Center

Tennessee
Contact 211 of Northeast Tennessee
East Tennessee 211
United Way of Franklin County
United Way of Greater Chattanooga
United Way of Greater Kingsport
United Way of Greater Knoxville
United Way of Greater Nashville
United Way of Highway 55
United Way of the Greater Clarksville
United Way of West Tennessee
United Way of Wilson County and the Upper Cumberland
United Ways of Tennessee

Texas
211 Texas Alamo
United Way for Greater Austin
United Way of Abilene
United Way of Amarillo & Canyon
United Way of Brazoria County
United Way of Central Texas
United Way of Greater Houston
United Way of Midland
United Way of San Antonio and Bexar County
United Way of the Brazos Valley, Inc.
United Way of Tyler Smith County
United Way of West Ellis County
United Ways of Texas

Utah
United Way of Salt Lake

Vermont
United Way of Addison County
United Way of Northwest Vermont
United Way of Rutland County
United Way of Windham County
United Ways of Vermont
Vermont 211

Virginia
Council of Community Services, Virginia 2-1-1
United Way of Danville-Pittsylvania county
United Way of the National Capital Area

United Way fights for the health, education and financial stability of every person in every community.
**Washington**
- Community Choice Action Health Partners
- Crisis Connections
- Eastern Washington 211
- Greater Columbia 2-1-1
- People For People
- Pierce County Central Labor Council, AFL-CIO
- Spokane County United Way
- United Way of Clallam County
- United Way of King County
- United Way of Kitsap County
- United Way of Mason County
- United Way of Pierce County
- United Way of Snohomish County
- United Way of Thurston County
- United Ways of the Pacific Northwest
- Washington 211

**West Virginia**
- United Way Alliance of the Mid-Ohio Valley
- United Way of Central West Virginia
- United Way of Gilmer, Lewis & Upshur
- United Way of Greenbrier Valley
- United Way of Marion and Taylor Counties
- United Way of Monongalia and Preston Counties
- United Way of Randolph County
- United Way of Southern West Virginia, Inc.
- United Way of the River Cities
- United Way of the Upper Ohio Valley
- Weirton United Way
- West Virginia 2-1-1

**Wisconsin**
- 211 Wisconsin
- Brown County United Way
- Fond du Lac Area United Way
- Great Rivers 211
- Great Rivers United Way
- IMPACT 211
- United Way Blackhawk Region
- United Way Fox Cities
- United Way Manitowoc County
- United Way of Dane County
- United Way of Door County
- United Way of Dunn County
- United Way of Greater Milwaukee & Waukesha County
- United Way of Marathon County
- United Way of Sheboygan County
- United Way of Wisconsin

**Wyoming**
- Wyoming 2-1-1