2.1.1 is available to 94% of the U.S. population, 24/7/365

Matt’s father injured his back and is unable to work. Concerned about paying hospital and utilities bills, Matt is advised to call 2.1.1 for help.

A 2.1.1 specialist helps Matt find financial assistance to pay their utilities bill, plus connects him to an agency that helps patients navigate complicated hospital bills.

2.1.1 received more than 1.9 million requests for utilities payment assistance in 2018.

Matt finishes his semester’s coursework, and his father is back on his feet.

Help people like Matt achieve financial stability by supporting 2.1.1’s employment assistance efforts and other services.

www.211.org

Step 3: When 2.1.1 follows up with Matt via text, he mentions that he cannot take his father to physical therapy appointments and continue attending classes.

Step 4: A 2.1.1 specialist arranges for his father to access free transportation to and from his appointments, so Matt can focus on attending class.

Step 2:

Matt’s father injured his back and is unable to work. Concerned about paying hospital and utilities bills, Matt is advised to call 2.1.1 for help.

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Head of the Lakes United Way fights for the basic needs, education, financial stability, and health of EVERY person in EVERY community we serve.

We have one life. To live better, we must LIVE UNITED. Join us at hlunitedway.org/donate.
Why Are People Calling United Way 2-1-1?

- Housing: 1,232
- Mental Health: 124
- Utility Assistance: 129
- Food/Meals: 141
- Information Services: 293
- Legal/Public Safety: 140
- Income Assistance: 138
- Health Care: 113
- Disaster Services: 86
- Clothing/Personal: 96
- Community Support: 96
- Transportation: 71
- Volunteers: 26
- Government Services: 10
- Employment: 13
- Education: 5

Top Statewide Needs:
- Housing: 28,660
- Mental Health: 8,754
- Utility Assistance: 7,338

Total Chats, Calls, and Texts:
- Total: 21
- Calls: 2,555
- Texts: 14

Average # of Referrals: 1.1 per call

Regional data provided by United Ways of Minnesota.