

HOW DOES UNITED WAY 2-1-1 WORK?

2-1-1

Get Connected. Get Help.™

2-1-1 is a vital service that connects millions of people to help every year.

THIS IS MATT'S JOURNEY

MEET MATT:
Matt is a community college student living at home.

2-1-1 IS AVAILABLE TO 94% OF THE U.S. POPULATION,
24/7/365

2-1-1 RECEIVED MORE THAN
1.9 MILLION
REQUESTS FOR UTILITIES PAYMENT ASSISTANCE IN 2018

STEP 1:
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.

STEP 2:
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.

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.

2-1-1 RECEIVED MORE THAN
230,000
REQUESTS FOR TRANSPORTATION ASSISTANCE, MANY RELATED TO MEDICAL APPOINTMENTS, IN 2018.

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.

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

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.

LIVE UNITED®



Head of the Lakes
United Way



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Head of the Lakes United Way 2-1-1: Impact Report

Serving Ashland-Bayfield Counties, Greater Duluth, North Shore (Lake & Cook Counties), and Superior-Douglas County.

2-1-1 Report: January-June 2020

Population: 125,752

Below 200% Poverty: 31.5%

Why Are People Calling United Way 2-1-1?



Top Statewide Needs:

Type	# Calls
Housing	28,660
Mental Health	8,754
Utility Assistance	7,338

Total Chats, Calls, and Texts



Average # of Referrals:



Regional data provided by United Ways of Minnesota.