

# HOW DOES UNITED WAY 2-1-1 WORK?

## 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

Get Connected. Get Help.™

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

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.



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.

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.



[www.211.org](http://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.

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**LIVE UNITED**®



Head of the Lakes  
United Way

