

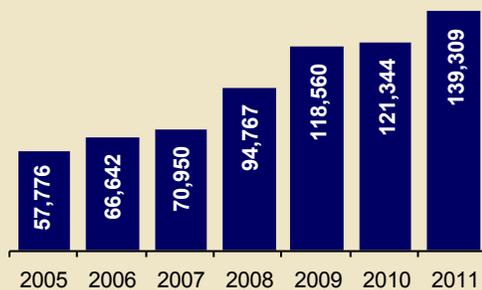
# GET CONNECTED GET ANSWERS

# UNITED WAY 211

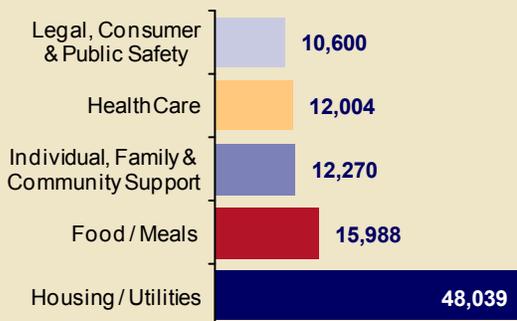
In 2011, United Way 211 provided information to 139,309 callers

2-1-1 is an easy-to-remember phone number that connects individuals with services and volunteer opportunities in our community. Press 2-1-1 to speak with a trained specialist who can connect you to local programs and agencies to address your needs. The phone service is open 24 hours a day, every day of the year, and is available in more than 150 languages.

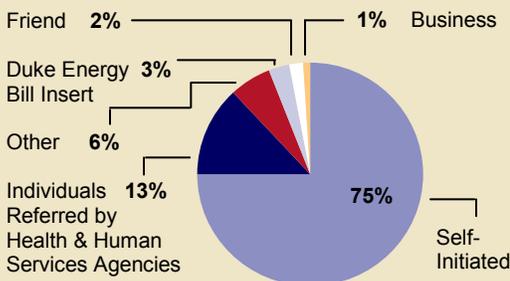
## CALL VOLUME HISTORY



## 2011 TOP CALLER NEEDS



## 2011 TOP REFERRAL SOURCES



## Access to Essential Services

Every hour of every day, someone in our tri-state region needs essential services – from finding substance abuse assistance to securing adequate care for a child or an aging parent. People often don't know where to turn.

United Way 211, which is nationally accredited by the Alliance of Information and Referral Systems (AIRS), provides callers with information about and referrals to human services for every day needs and in times of crisis. For example, 211 can offer access for those in need or those wishing to help to the following types of service organizations:

- **Basic Human Needs:** food banks, clothing closets, shelters, rent assistance, utility assistance
- **Physical and Mental Health Resources:** health insurance programs, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation
- **Employment Supports:** financial assistance, job training, transportation assistance, education programs
- **Support for Older Americans and Persons with Disabilities:** adult day care, congregate meals, home-delivered meals, respite care, home health care, transportation, homemaker services, independent living programs
- **Support for Children, Youth and Families:** child care, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services

## Here for you today. Giving you hope for tomorrow.

United Way 211 call specialists provide hope by helping families and individuals access vital services in our community. Here is just one example of the impact United Way 211 can have:

Karen and her husband recently found themselves housing a family member who had lost his job and his home. He was in need of stabilization medication and they didn't know how to get help – until her mom, a social worker in Florida, suggested Karen call 2-1-1.

That one call led to a short-term solution for getting an emergency medication voucher. From there, a longer-term, more permanent solution came in the form of housing assistance and help getting benefits.

"Just that one call, and all that magic happened," Karen says. "It's been a tough year, but I can't even imagine it without the help of United Way."

## UNITED WAY 211 COLLABORATIVE PARTNERSHIPS

United Way 211 is involved in a variety of collaborative partnerships to provide 2-1-1 as the first point of contact for calls into the health and human service delivery system.

### SUCCESS BY 6<sup>®</sup>

United Way 211 is the point of contact for receiving **bornlearning<sup>™</sup>** educational materials, designed to help parents in their role as their child's first and best teacher.

### REGIONAL EARNED INCOME TAX CREDIT (EITC) COLLABORATIVE

During the tax season, January - April, United Way 211 is the point of contact for hardworking low-income wage-earners to get information on accessing federal tax credits at more than 30 sites that provide free tax preparation and financial education services.

### BUTLER COUNTY 211 COLLABORATIVE

The collective efforts of three United Ways serving Butler County and Job & Family Services make finding help easier in Butler County, Ohio. United Way 211 provides Butler County residents with 24/7 phone and web-based services. A Database Resource Specialist is located in Butler County to connect with local resources for up-to-date information.

### AMERICAN GRADUATE

American Graduate: Let's Make It Happen, is a national public media initiative funded by the Corporation for Public Broadcasting. CET (Cincinnati Public Television) and American Graduate partners with Cincinnati Public Schools, The Strive Partnership, Cincinnati Youth Collaborative, Mentoring Works, and 91.7 WVXU to raise public awareness and offer solutions to improve Cincinnati high school graduation rates. United Way 211 answers the local American Graduate hotline.

### TXT4HEALTH

By dialing 2-1-1, participants in the Txt4Health program can get timely information on community programs. Txt4Health is a mobile health information service to help people understand their risk for type 2 diabetes and what steps they can take to lead healthy lives.

United Way 211 serves Dearborn, Jefferson, Ohio, Ripley, and Switzerland counties in Indiana; Boone, Campbell, Kenton, and Grant counties in Kentucky; and Brown, Butler, Clermont, and Hamilton counties in Ohio.

### BANK ON GREATER CINCINNATI

By dialing 2-1-1, this campaign connects "unbanked and underbanked" consumers with information on free financial education workshops and services.

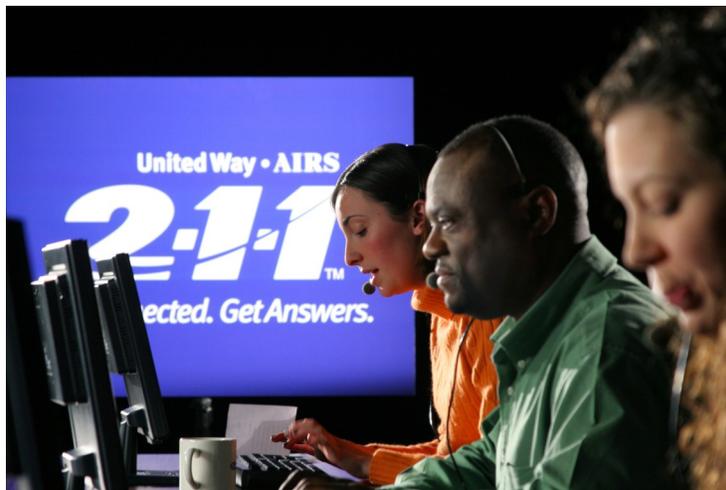
### COUNCIL ON AGING OF SOUTHWESTERN OHIO

United Way 211 receives funding from the Council on Aging to ensure seniors have access to health and human service information.

### EVERYDAY HEROES

#### FOSTER CARE RECRUITMENT COLLABORATIVE

In partnership with Hamilton County Job & Family Services and nonprofit foster care/adoption agencies, United Way 211 is the point of contact for people interested in becoming foster and/or adoptive parents.



## COMMUNITY RESOURCE DIRECTORY

United Way 211 has an easy-to-use searchable database accessible through our Web site at [www.uwgc.org/211](http://www.uwgc.org/211). Services can be found by zip code, city, category, service, or the name of an agency or program. Just one more way to get help!



### United Way of Greater Cincinnati

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Visit us on the Web: [www.uwgc.org](http://www.uwgc.org)

Find us on Facebook: [facebook.com/UnitedWayofGreaterCincinnati](https://www.facebook.com/UnitedWayofGreaterCincinnati)

Watch us on YouTube: Cincinnati United Way

Join the conversation on Twitter: [@UnitedWayGC](https://twitter.com/UnitedWayGC)

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