

# United is *the way* to get help | 211

United Way 211 is a full-service helpline that connects individuals and families in need to critical resources and services in our community.

Since its launch in 2003, this United Way resource has helped more than 1.4 million people annually across seven counties in Ohio (Hamilton, Clermont, Brown) and Kentucky (Boone, Campbell, Kenton, Grant) find help when they needed it most.

## WHO WE ARE

Serving as a gateway to community services, United Way of Greater Cincinnati 211 is free, confidential and available to anyone who needs assistance.

Community members in need can **call 211** or email **uw211@uwgc.org** or **TTY 513-702-7250** to confidentially speak with a trained, certified specialist 24 hours a day, 7 days a week, 365 days a year – including holidays and weekends – who can identify all the needs and find the best resources to help each caller. Each call is free and handled locally, so individuals and families can get the immediate and local help they need.

## 211 IN ACTION

In 2019 United Way 211 received more than 136,000 requests for local support and provided direction to families and individuals including:

- 17,256 connections to housing or utility assistance
- 4,567 connections to food assistance
- 533 connections to help with finding a job
- 3,504 connections to physical or mental health services
- 3,143 connections to homeless shelters
- 432 connections to veteran or military family resources

## UNITED IS *THE WAY* TO ELIMINATE BARRIERS

United Way of Greater Cincinnati 211 is a starting point for thousands of those in our region who don't know where to turn. Using United Way of Greater Cincinnati's resources and expertise, families and individuals who call 211 in Greater Cincinnati experience a better system of care.



United Way  
of Greater Cincinnati



# United is *the way* to help people like Carman.



*Carman Lake is one of thousands who have turned to United Way of Greater Cincinnati's 211 helpline for assistance in a time of need. This is her story.*

Life was going well for Carman Lake and her family. She was a Navy veteran, with a job in the medical field. Her husband had a good job, too, and they were checking off the boxes of the "American Dream" – marriage, car, house, children.

Things were going so well that when their second and third children were born – twins – Carman decided to quit work and be a stay-at-home mom.

Then it all fell apart.

Her husband lost his job and their savings was depleted in just a few months. They didn't have enough money to pay the bills and in the middle of winter, their gas and electric was scheduled to be shut off. There was no food in the house.

"I was sitting in my car, completely broken," Carman recalls. "I was thinking, how much farther do I have to go before someone will help?"

Carman called United Way's 211 helpline. The associate who answered began by simply listening. "She didn't even ask my name at first," Carman remembers. "It was, 'How can I help you?'"

She was directed to the Brighton Center, a United Way supported agency that offers community services and a wide range of programs for people in need. The staff there gave Carman a bag of food for her and her family and paid the utility bill so the heat would stay on.

But they didn't stop there. With United Way funding and grants, Brighton Center was able to provide Center for Employment Training to Carman at no cost to her and provided a family-centered approach to their care.

Her call to United Way's 211 line that night, has led to a stable job and led a family to a plan for a promising future.

"I'll never forget that woman's voice when she answered the phone and said, 'United Way, how can I help you?'" she says. "If it wasn't for United Way, I wouldn't have my house, I wouldn't have my job, I wouldn't be able to support my three kids right now."

## FIND HELP NOW

To get connected to community services **call 211, 513-721-7900, TTY 513-762-7250** or email: **[uw211@uwgc.org](mailto:uw211@uwgc.org)**.

To search for support, visit our online database at **[uwgc.org/211](http://uwgc.org/211)**.

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