



See the Impact | 2024

# Greater Cincinnati 211

In 2024, United Way of Greater Cincinnati helped residents secure more than **\$1 million** in direct financial assistance.

### Families' First Stop for Referrals

**51,811**  
Requests

**168,652**  
Referrals

### Gold Standard Resource Database

**1,213**  
Agencies

**6,548**  
Services

### Needs by Category



**21,708**  
Housing



**4,300**  
Food



**17,867**  
Utilities



**9,131**  
Employment & Income



**1,058**  
Mental Health & Substance Use



**1,392**  
Health



**896**  
Transportation



**2,483**  
Material Goods

## Top Needs

Utility Service Payment Assistance	14,033 requests
Rent Payment Assistance	13,077 requests
Undesignated Temporary Financial Assistance	3,997 requests
Utility Disconnection Protection	2,941 requests
Food Pantries	2,900 requests
VITA (Free Tax Prep) Program Sites	2,758 requests
Percentage of Income Utility Payment Plans	2,551 requests
Homeless Shelter	1,634 requests
Emergency Shelter Clearinghouses	1,568 requests
Home Rental Listings	1,284 requests

## Top Agencies

Hamilton County Job and Family Services	4,949 requests
Cincinnati – Hamilton County Community Action Agency	4,713 requests
Duke Energy	3,265 requests
Council on Aging of Southwestern Ohio	2,495 requests
Legal Aid Society of Greater Cincinnati	2,196 requests
Freestore Foodbank	1,769 requests
Strategies to End Homelessness	1,723 requests
Brighton Center	1,651 requests
Northern Kentucky Community Action Agency	1,266 requests
Ohio Housing Finance Agency	1,093 requests

**“[The 211 team member] was so empathetic. He made me feel like he wanted to help me. I could hear it in his voice. That was so different than what I had been experiencing.”**

Read Brenda's story  
at [uwgc.org/brenda](https://uwgc.org/brenda).

**-Brenda**  
211 caller