

2-1-1

Your one-stop call for assistance!

United Way 2-1-1 in Rhode Island is a 24-hour information and referral helpline that identifies the needs of our neighbors and connects them with food, shelter, medical care, job-skills development programs, and other critical resources when there is nowhere else to turn.

United Way in Action

When all else fails, people need one single place to turn for help. As a result, we have expanded the capacity of 2-1-1 to keep pace with the dramatic increase in call volume among our neighbors in need. Looking for help with mounting utility bills after her husband lost his job, Anna* called 2-1-1 when she had nowhere else to turn. Our 2-1-1 call specialist identified the depth of her family's needs and helped her understand the resources available. As a result, Anna and her 4-month-old child were referred to a local community organization where they were connected with insurance in order to get the healthcare they needed, and food assistance to help stretch their budget. They were also able to negotiate an affordable repayment plan for utilities. Today, Anna's husband is back to work and the family is on more solid ground—none of which would have been possible without support from *United Way 2-1-1 in Rhode Island*.

*Names have been changed to respect the confidentiality of those we help.

United Way 2-1-1 in Rhode Island

- In 2011, 2-1-1 handled more than 205,000 calls—an increase of 12 percent from the previous year and more than any year since its establishment.
- Of these calls, financial assistance requests increased by 112 percent while calls for food assistance grew by 168 percent.
- *United Way 2-1-1 in Rhode Island* made 36,658 outgoing calls in 2011 to follow-up with people who received help to ensure that all of their needs were met.

- During Tropical Storm Irene, 2-1-1 handled more than 26,000 calls for help – including 8,262 calls during the storm's first 24-hours.
- To help those who exhausted their unemployment benefits, 2-1-1 established a partnership with the R.I. Department of Labor and Training to ensure that our neighbors had access to critical safety net services such as food and housing assistance.

THE POINT

- THE POINT, a resource network for long-term care options and support for seniors and adults with disabilities, took over 40,000 calls in 2011 – an increase of 42 percent over 2010.

Other Safety Net Services

- United Way of Rhode Island administers the Emergency Food & Shelter Program, a restricted federal grant that channels funds to local social service organizations to help people in need of emergency assistance. Last year, United Way managed the distribution of nearly \$600,000 to 80 shelters, food pantries, and soup kitchens across the state.
- United Way helped more than 2,570 immigrants in 2011 access legal services and English literacy classes.



Reverend Don Anderson and Linda Newton

In times of need, United Way and 2-1-1 are there to help!