

United Way 2-1-1

United Way of Northeast Florida's mission is to unite people and resources in building a stronger healthier community. United Way inspires the community to give, advocate and volunteer to create lasting change in the lives of First Coast children and families. Through significant research, Early Childhood Success, Helping Students Achieve and Senior Engagement and Independence have been identified as issues receiving increased resources in the future. In addition, United Way leads efforts to increase the financial stability of families in our community and ensure that families in need have accurate, helpful information about social services through United Way 2-1-1.

WHAT: 2-1-1 is the easy to remember, three-digit telephone number that connects callers from throughout Northeast Florida to health, social and human services and more than 3,800 community programs. United Way 2-1-1 is serving callers in nine counties in Northeast Florida including Duval, St. Johns, Clay, Baker, Nassau, Columbia, Suwannee, Hamilton, and Putnam.

United Way 2-1-1 partners include:

- United Way of Northeast Florida, United Way of St. Johns County and United Way of Suwannee Valley
- City of Jacksonville (two grants)
- Department of Children and Families (DCF)
- Department of Housing and Urban Development (HUD).

WHY:

- Dialing 2-1-1 is free and available 24 hours a day, 7 days a week. United Way 2-1-1 provides a critical connection between individuals and families in need to the appropriate community-based organizations and government agencies.
- United Way 2-1-1 provides information and referral for:
 - Emergency Financial Assistance
 - Services for veterans
 - Mental Health and Substance Abuse Services
 - Food, Shelter and Clothing
 - 24-hour Suicide and Crisis Intervention and Prevention

RESULTS:

- United Way 2-1-1 received more than 111,000 phone calls in 2009. Approximately 90% of all calls come from Duval County.
- 92% Caller satisfaction
- Call Center Specialists:
 - Made more than 117,000 referrals to callers who were in need of emergency financial assistance.
 - Made more than 21,000 referrals to callers who were in need of food, shelter and clothing.

SUCCESS STORIES:

A caller, on the brink of suicide at one point in his life, called back several weeks later thanking United Way 2-1-1 for saving his life. He explained during his initial call, two Call Center Specialists spoke with him for more than hour. They were able to notify mental health professionals who came to his home and helped him get the help he needed.

WE NEED YOUR HELP TO INCREASE OUR SUCCESS:

- Spread the word about 2-1-1
- Include information about 2-1-1 in company newsletters and other employee communications