

United Way 2-1-1

United Way provides leadership, resources and focus to change lives in our community by creating sustainable improvements in education, income and health. United Way of Northeast Florida is a leader in ensuring:

- *Children enter kindergarten ready to succeed and students stay in school through graduation*
- *Individuals and families have the opportunity to achieve financial stability*
- *People have the opportunity to lead healthy and engaged lives*

In addition, United Way ensures 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 154,785 phone calls in 2010. Approximately 85% of all calls come from Duval County.
- 92% Caller satisfaction
- Call Center Specialists:
 - Made more than 78,000 referrals to callers who were in need of emergency financial assistance.
 - Made more than 11,000 referrals to callers who were in need of food, shelter and clothing.

SUCCESS STORY:

A young woman called recently needing help with paying her rent and needed a referral to a food pantry to help feed her two small children. An agency in the 2-1-1 database was able to help her with both the rent and food. The young woman called back to 2-1-1 and told our Call Center Specialist that she had never had to call an agency before for assistance and appreciated the fact that she was treated with dignity and respect by us and the agency.