



UNITED WAY 211

What is 211? How can it help you?

211

Get Connected. Get Help.™





What is 211?

2-1-1 is a free and confidential service that helps people across North America find local resources they need 24 hours a day, 7 days a week

**Not sure where to turn?
We are here for you!**

- 15.4 Million connections to help/resources in 2024 across the US
- 70% of 211 service are operated or funded by United Ways

TOP NEEDS IN OUR AREA



36,537

Referrals for Housing Help



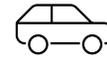
12,211

Referrals for Food



9,719

Referrals for Utility Help



6,030

Referrals for Transportation Help



5,480

Referrals for Clothing & Household Help

Asset limited,
Income constrained,
Employed
ALICE

41%
ALICE LEVEL OR
BELOW in United
Way service area

ALICE TERMS

- **ALICE:** Asset Limited, Income Constrained, Employed
- **ALICE Household Survival Budget:** The cost of household necessities
- **ALICE Threshold:** the minimum average income that a household needs to afford basic costs
- **Below ALICE Threshold:** both ALICE Households and FPL households

CASHIER

2022

OHIO MEDIAN WAGE

\$25,390

HOUSEHOLD SURVIVAL BUDGET
family with one adult
and one school-age child

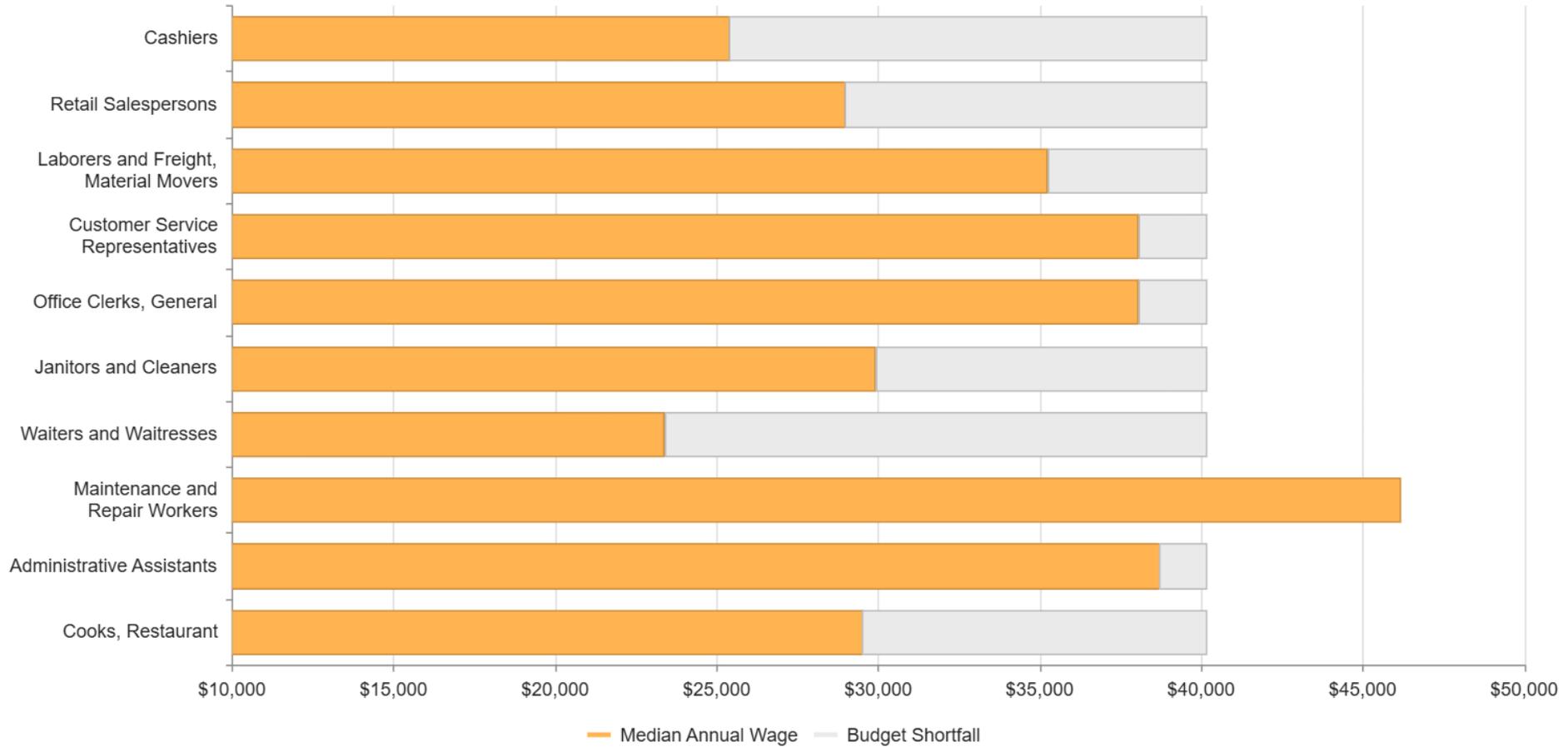
\$40,152

SHORTFALL TO SURVIVAL BUDGET

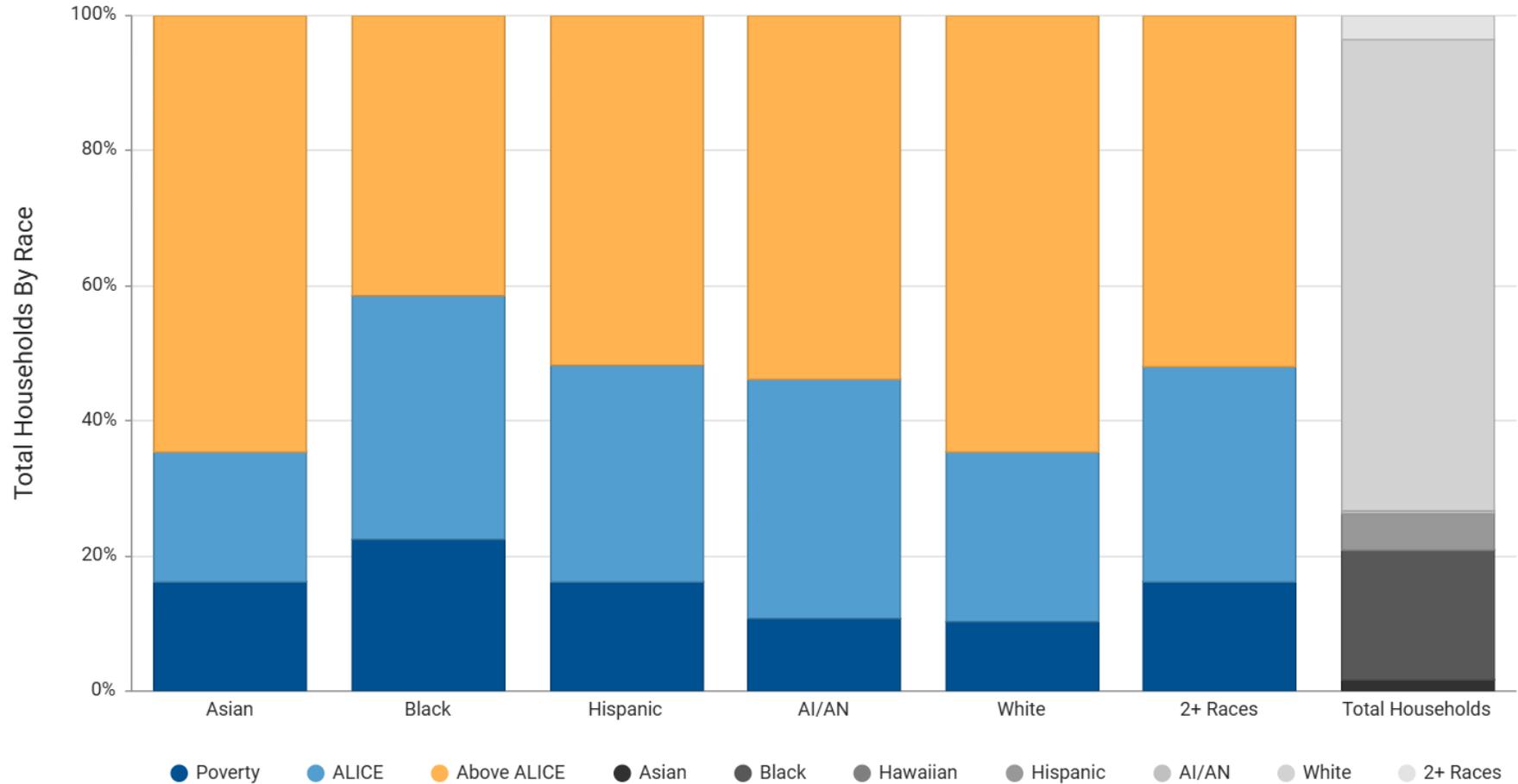
\$14,762



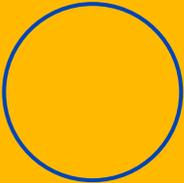
Median Annual Wages of Selected Common Occupations vs. Annual Total ALICE Household Survival Budget (1 Adult, 1 School-Age Child), Ohio, 2022



Households by Race/Ethnicity, Lucas County, Ohio, 2022



United Way/211

 **GET CONNECTED**



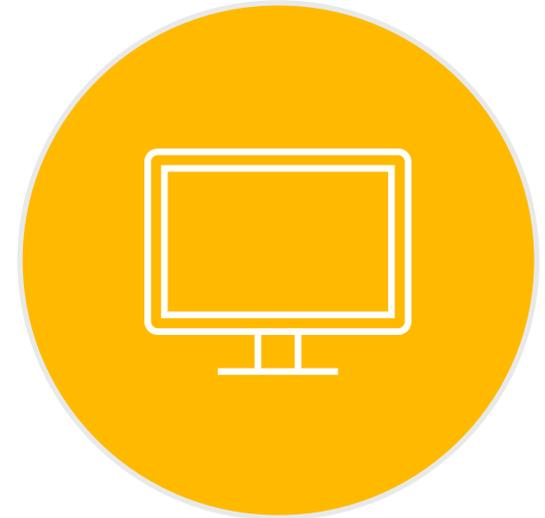
How to Reach 211



**Dial 211
or 1-800-650-HELP**



Text 898-211



**Chat & Database
211nwo.org**

COMMUNITY RESOURCE DATABASE

Over 800 agencies and 2,500 programs

- Contact information
- Eligibility guidelines
- Hours of operation
- Documentation required

Real time and annual updates to agencies and programs

Find help you need

To find resources available to residents of the Toledo, Ohio area, enter information about the person needing services.

Enter ZIP Code or Enter City (reset)

(Location is optional, but provides better search results.)

Age Gender Female Male

211
Get Connected. Get Help.™

Guided Search [Search Hints](#)
(Click a category to view the most commonly searched services.)

- TOP 25 SERVICES
- ARTS, CULTURE AND RECREATION
- BUSINESS DEVELOPMENT
- CLOTHING, FOOD AND PERSONAL ITEMS
- COMMUNITY SERVICES

Select a Service Category

(Click a category to view the most commonly searched services.)



TOP 25 SERVICES



ARTS, CULTURE AND RECREATION



BUSINESS DEVELOPMENT



CLOTHING, FOOD AND PERSONAL ITEMS



COMMUNITY SERVICES



DISABILITY SERVICES



DISASTER



EDUCATION



CHILDREN, FAMILY AND YOUTH SERVICES



EMPLOYMENT & FINANCIAL STABILITY



GOVERNMENT SERVICES



HEALTH CARE



HOUSING AND UTILITIES



LAW ENFORCEMENT SERVICES



LEGAL



MENTAL HEALTH & SUBSTANCE USE



MILITARY SERVICES



RE - ENTRY SERVICES



TRANSPORTATION



VOLUNTEERS AND DONATIONS



VIEW ALL SERVICES

Searching the Database

(Click below to see available services.)



**HOUSING AND
UTILITIES**



-  [Domestic Violence Shelters](#)
-  [Emergency Housing and Shelter](#)
-  [Eviction Prevention](#)
-  [Home Improvement](#)
-  [Home Maintenance](#)
-  [Housing Payment Assistance](#)
-  [Housing Search and Information](#)
-  [Nursing Homes and Assisted Living Facilities](#)
-  [Transitional Housing, Group Homes and Halfway Houses](#)
-  [Utility Payment Assistance](#)
-  [Utility Services](#)



[Home Purchase Listings](#) 

[Home Rental Listings](#) 

[Homebuyer/Home Purchase Counseling](#) 

[Homeless Permanent Supportive Housing](#) 

[Housing Authorities](#) 

[Low Income/Subsidized Private Rental Housing](#) 

[Mortgage Delinquency and Default Counseling](#) 

[Public Housing](#) 

[Residential Placement Services for People with Disabilities](#) 

[Senior Housing Information and Referral](#) 

[Sweat Equity Programs](#) 

United Way/211

○ FUNCTIONALITY



UNITED WAY
Greater Toledo



Get Connected. Get Help.™

ASKING THE SECOND QUESTION

Sometimes services are not available for specific needs. Our Community Resources Advisors (CRAs) are trained to ask probing questions to identify other needs which can be met.

Example: A caller needs assistance with a car insurance payment

At the time of the call, there are no agencies assisting with that need CRAs probe and find out that the caller recently lost employment. CRAs search the database and find organizations that help with food assistance to supplement their budget and provide job finding resources.

DATA TRACKING & REPORTING

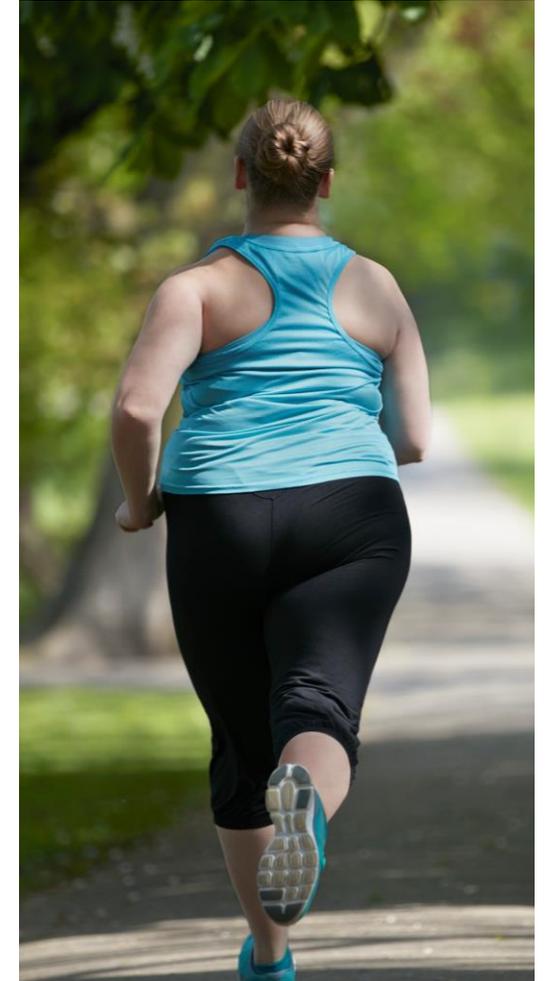
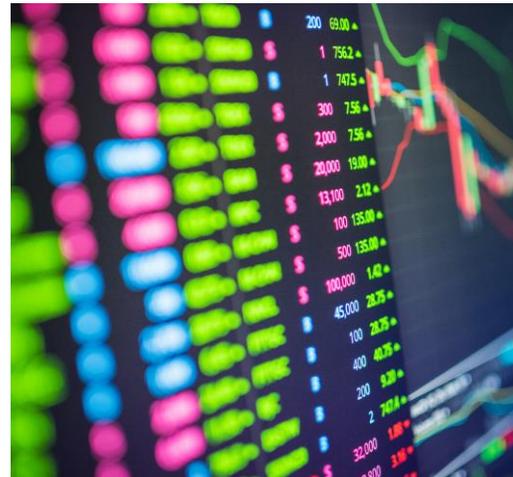
211 Counts is an online community dashboard that reports:

- Total contacts
- Top requests and categories
- Geographic information
- Demographic information



CIE: Community Information Exchange

A CIE is a technology platform and partnership model that allows different organizations to share data—with permission—to help people more effectively.



Core Goals of a CIE

Better coordination: so no one falls through the cracks.

Faster support: reduce delays in getting help.

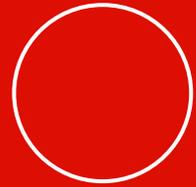
Whole-person care: treat people as humans, not cases—by addressing all aspects of well-being (health, housing, income, etc.).

HOW IT WORKS

- Client gives consent to share their info across organizations.
- Partner organizations use a shared platform to view, update, and coordinate services.

Example: If someone comes to a food pantry and mentions they're sleeping in a car, the staff can use the CIE to see if they're already working with housing services—or help connect them.

PRESENTATION TITLE OF A FEW WORDS



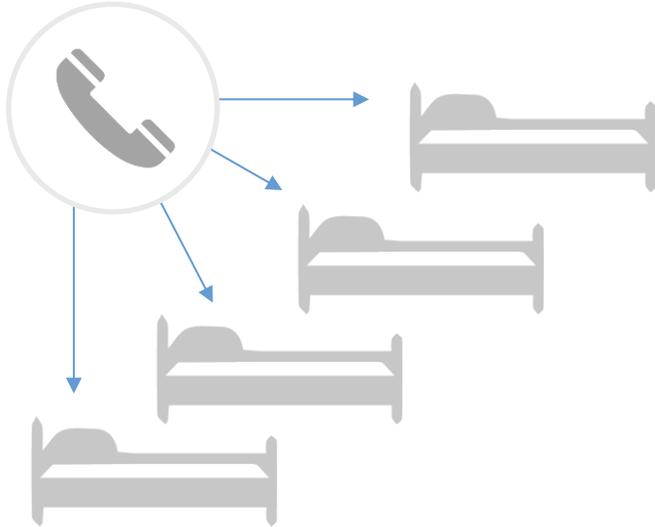
SPECIAL PROJECTS & CAPABILITIES



Get Connected. Get Help.™

SPECIAL PROJECTS / 2-1-1 CAPABILITIES

COORDINATED ACCESS (CA)



Diversion & prevention resources up front

4 shelters (La Posada, Family House, Beach House, St. Paul's) with a running bed count for single female, single male, and family units available

Intake with shelters or added to the waiting list

Diversion services

In 2024 United Way 211's Coordinated Entry staff served 3600+ clients.

LANGUAGE ACCESS SERVICES

Web Services
Google Translate

CRA's
Language Line

Translated Outreach
Materials

The screenshot shows the United Way of Greater Toledo website. At the top left is the 100th anniversary logo (1918-2018) and the United Way logo. A search bar contains the text "SEARCH FOR SERVICES | UNITED WAY | SERVICE PR". A large grey arrow points to a "Select Language" dropdown menu in the top right corner. The dropdown menu is open, showing a list of languages: Arabic, Chinese (Simplified), Chinese (Traditional), French, German, Japanese, Korean, Lao, Russian, and Serbian. Below the search bar, the text reads "Find help you need" and "To find resources available to residents of the Toledo, Ohio area, enter information about the person needing services." The search form includes fields for "Enter ZIP Code" and "or Enter City" with a "(reset)" link. Below these fields is the text "(Location is optional, but provides better search results.)" and radio buttons for "Age", "Gender" (with "Female" and "Male" options), and "Male". At the bottom of the page, there is a navigation bar with four items: "211 COUNTS", "QUICK GUIDES", "211 COMMUNITY TRAININGS", and "PRINTED MATERIALS/TRANSLATION SERVICES". The "PRINTED MATERIALS/TRANSLATION SERVICES" item is highlighted with an orange underline. Below the navigation bar, the text reads "Our 211 Translation Services ensure that language is never a barrier to accessing essential community resources. We offer support in multiple languages to help individuals connect with vital services like food assistance, housing, and healthcare. You can print your own 211 materials in the following languages: **English, Spanish, Arabic, Chinese-Mandarin**". Below this text is an orange button that says "VIEW TRANSLATED MATERIALS".

Trusted and Ready in Times of Crisis

211 plays a vital role in disaster response:

- A go-to source for accurate, timely information
- Adaptable to meet emerging community needs
- Helps reduce 911 and emergency service overload

What Can 211 Do in a Disaster

- ✓ Handle disaster-related calls 24/7
- ✓ Provide info on local and emergency resources
- ✓ Share guidance from city/county/state officials
- ✓ Inform about reimbursement programs & emergency grants
- ✓ Refer volunteers & donations to the right places
- ✓ Track unmet needs to help officials plan
- ✓ Follow up with callers to ensure needs were met

WHY 211 IS IMPORTANT

Every Call Logged, Every Trend Tracked.

Our 211 data guides emergency response, reveals unmet needs, and helps shape future resource planning.



Shelters	39.5%	12%
Low-cost housing	21.2%	4%
Home repair/ maintenance	5.0%	15%
Rent assistance	29.8%	52%
Mortgage assistance	1.3%	35%
Landlord/ tenant issues	1.3%	3%
Contacts	1.7%	10%
Other housing & shelter	<1%	23%

0 = No requests made
 Not Available = Data not collected
 Some requests are only computed at the category level

Requests >100 AND > 50%

Point Place Tornado (2023)

- EBT/PRC help, outreach & transportation support, volunteer connection

COVID-19 Pandemic

- Vaccine scheduling, PRC Applications, housing & food aid

Floods, Storms

- Cleanup referrals, food replacement, outage support

Frigid Temps & Code Blue

- Warming centers, shelter connections, utility help, transportation

SUMMARY



COMMUNITY BENEFIT OF 211

Connection to
Available resources
within the
community

Single point of entry

Vast knowledge of
available resources

Multiple connection
types for all users

Data collection and analysis to inform how best to use limited community resources

