



UNITED WAY 211

Finance, Debt & Budget Oversight
Committee – May 27, 2026





Wendy Pestrue

President and CEO



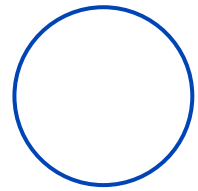
Jill Bunge

Executive Vice President,
Community Impact



Erin Tupper

Director of Fundraising and
Advocacy Communications



211 AS LOCAL INFRASTRUCTURE



CITY OF TOLEDO FUNDING OF 211

- In 2023, Toledo City Council passed an ordinance that authorized ARP funding to be allocated for investment in 211 infrastructure in the City of Toledo. O-512-23
- Funding Provided in 2024, 2025, 2026

- Increased utilization of 211 in the wake of COVID Pandemic and need for connection to resources
- Data collection to understand community need / trends in the City of Toledo

THANK YOU FOR YOUR SUPPORT

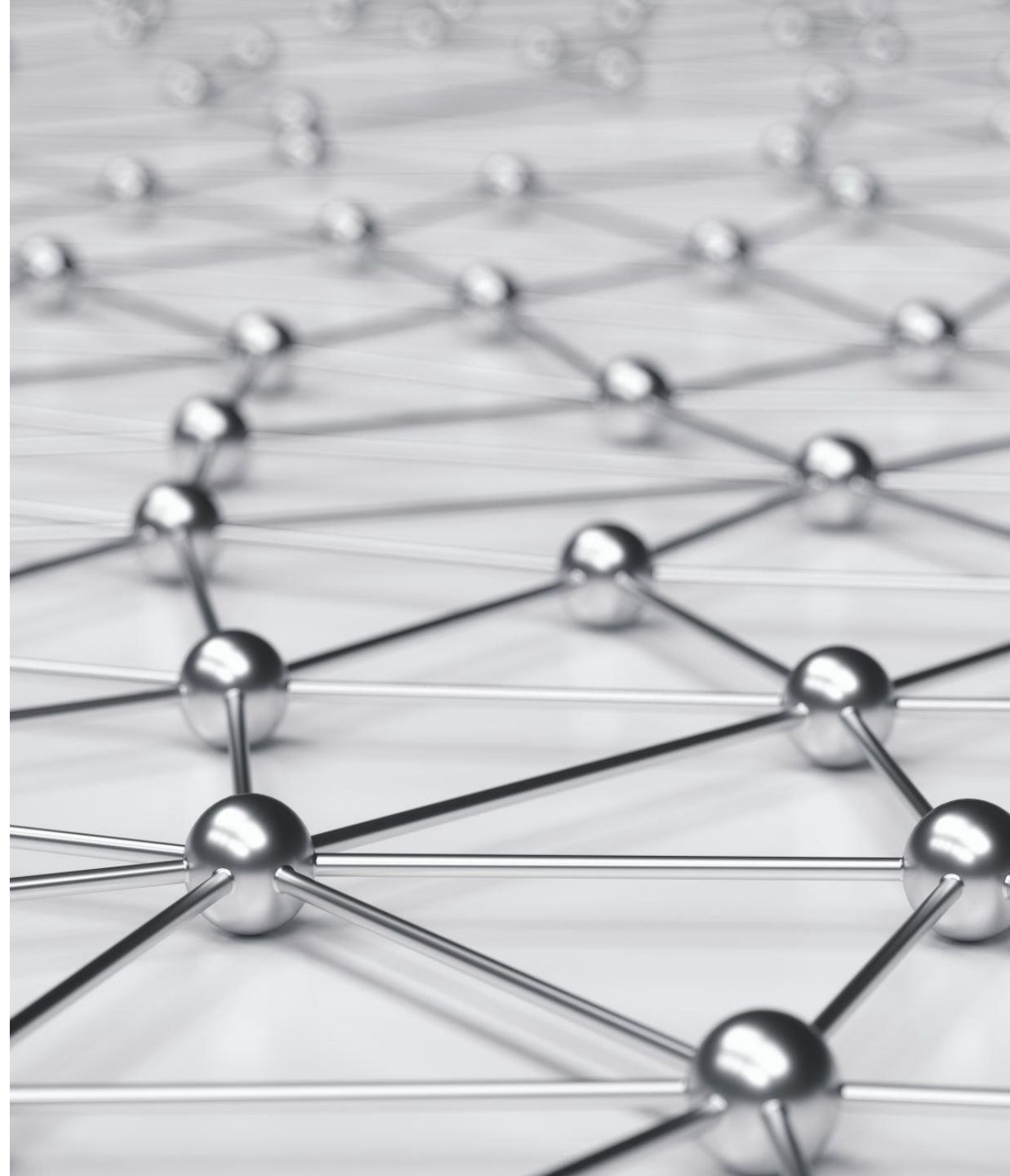
211 BUDGET

- TOTAL PROGRAM: \$913,000 investment in 211 and Coordinated Access from United Way of Greater Toledo

City of Toledo Investment

- \$100,000 from City of Toledo ARP Funds
- \$47,290 from ESG for Coordinated Access

Additional program revenue is leveraged through fundraising, sponsorships, grants, and contracts.



ALICE

Asset Limited,

Income Constrained,

Employed

39%

ALICE LEVEL OR
BELOW across
Ohio

ALICE HOUSEHOLD SURVIVAL BUDGET CALCULATOR

Ohio

COUNTY

ADULTS (AGE 18-64) (Max 6 over age 18)

ADULTS (AGE 65+)

INFANTS (AGE 0-2) (Max 6 under age 18)

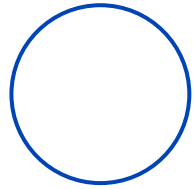
PRESCHOOLERS (AGE 3-4)

SCHOOL-AGE CHILDREN (AGE 5-17)



ALICE Household Survival Budget Calculator, Lucas County, Ohio, 2023	
Categories	Monthly Costs
Housing	\$1,001
Child Care	\$656
Food	\$1,052
Transportation	\$698
Health Care	\$632
Technology	\$86
Miscellaneous	\$413
Taxes	\$273
Monthly Total	\$4,811
ANNUAL TOTAL	\$57,732
Hourly Wage	\$28.87





LEVERAGING COT INVESTMENT



COT SUPPORTING 211

- Investment in 211 Infrastructure from COT has allowed United Way to:
 - Maintain **essential** programmatic services
 - Respond to **emerging needs** and disaster
 - Expand **reporting** and call trend analysis
 - Increase **programming** in response to need
 - Take on **special projects** to support community partnerships

ESSENTIAL PROGRAMMING

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

What is 211?

211 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

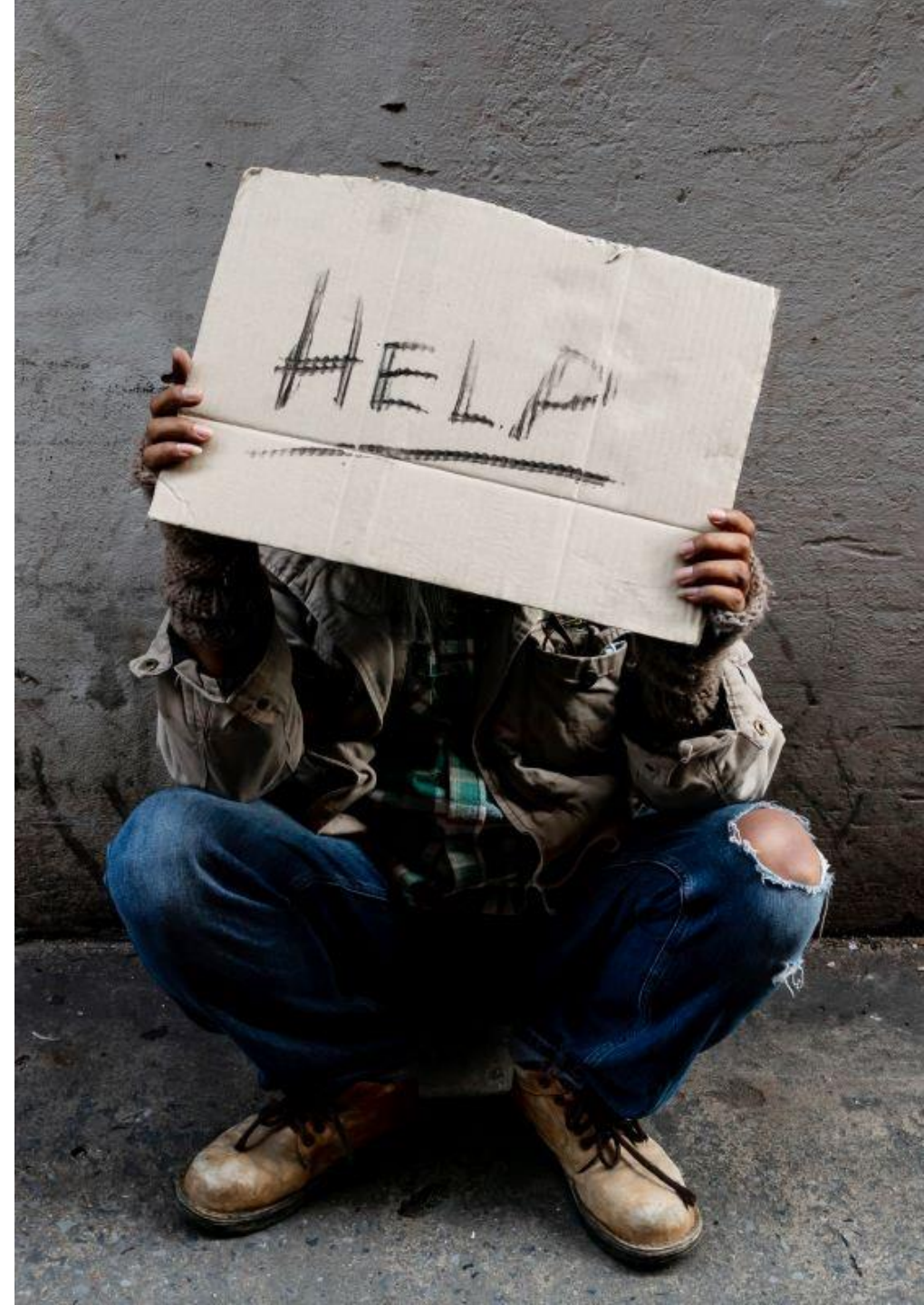
- 16.5 Million referrals to help/resources in 2025 across the US
- 70% of 211 service are operated or funded by United Ways
- One of two states that don't have complete 211 coverage because of lack of state level funding



ESSENTIAL PROGRAMMING

Coordinated Access

- Lucas County Only (intake/placement)
- Single Male, Single Female, Youth Shelter & Family Shelters
- Collaboration with CoC and TLCHB to improve system performance and client experience
- Leveraging Silverman with FOCs & Pathway



EMERGING NEEDS

Code Blue / Warming Centers

Toledo Lucas County Homelessness Board, United Way 211, St Paul's United Methodist Church, St. Paul's Community Center, Leading Families Home, and Cherry Street Mission

52

Nights

9

Days

3,823

Total number of uses

Lyft rides between
December 2025 - February 2026

358

warming center ride cost total

\$4905.83

WHY 211 IS IMPORTANT

211 was an important part of the warming centers due to the lack of available low cost or free transportation options in the area as well as management of the overall program

EMERGING NEEDS

911 & First Responders

- Redirect inappropriate calls from 911 to 211, reducing response times for 911 calls
- Improve understanding and communication between local emergency responders and 211 operators and leadership
- **Role call, CIT, Encampments**



EMERGING NEEDS

211 To You: In-Person 211 Services with a CRA

Every Tuesday | 10:00 a.m. – 2:00 p.m.
Main Branch, Toledo Lucas County Public Library

Over 48 outreach events in 2025
In-person connection to 211 resources
Responsive to emerging community needs



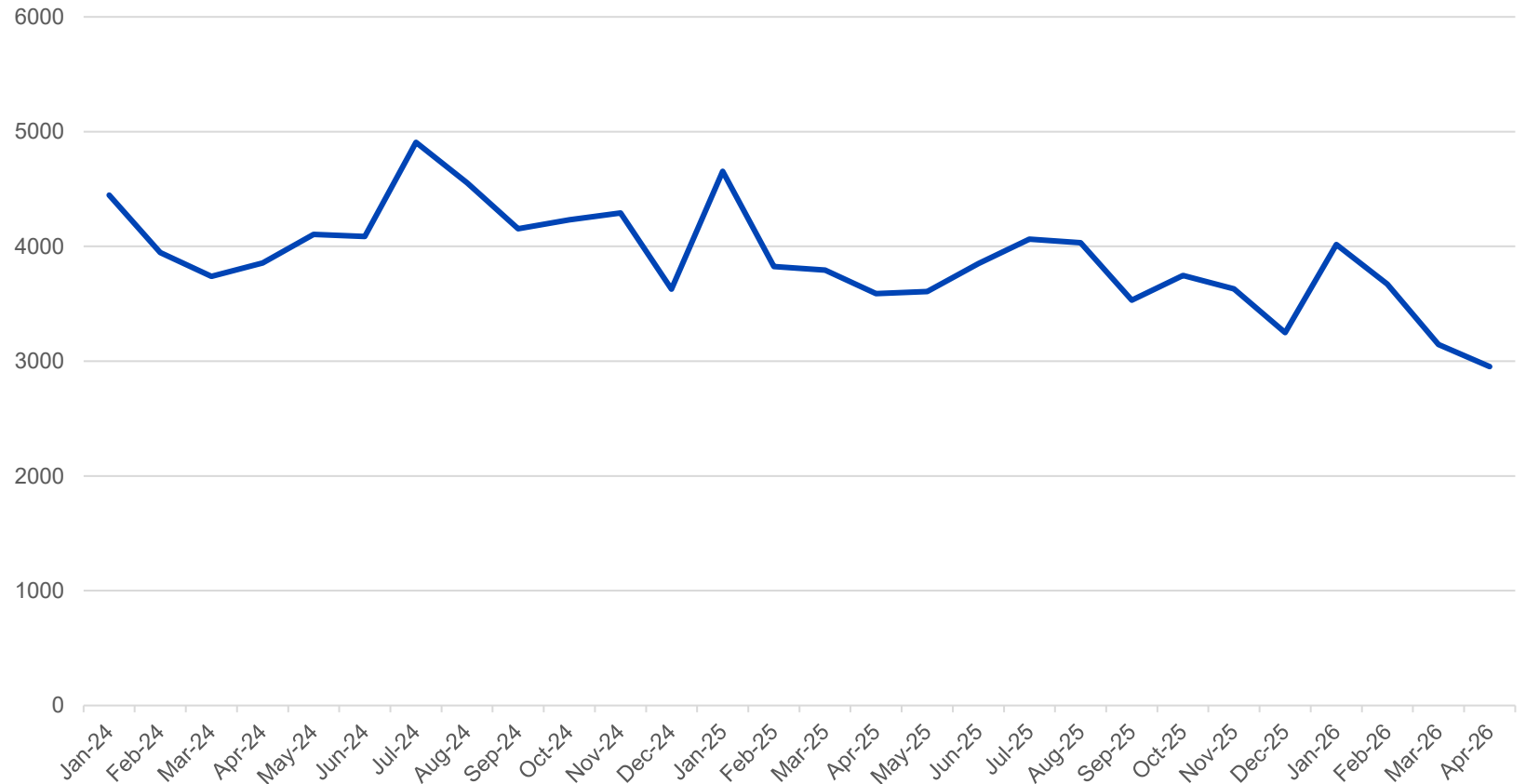
EXPANDED REPORTING

- Written reports to Toledo City Council, Mayor, Deputy Mayor, and Engage Toledo Manager on a monthly basis
- 211 presented to Neighborhoods Committee on September 19, 2024, and August 28, 2025
- Monthly ESG Monitoring sessions with Toledo Lucas County Homelessness Board

COT CALL VOLUME

COT residents represent just over **50%** of average annual call volume

Monthly average call volume from COT residents is between **3,000-5,000** calls



INCREASED PROGRAMMING - RIDE UNITED

For transportation-insecure individuals to address their Health and Human Service needs.

PARTNERSHIP



Some Acceptable Ride Use Cases

- Housing/Shelter
- Food Access
- Legal
- School
- Employment
- Health/doctor/dental appointments

3,120 unique riders as of 2/16/2026.

INCREASED PROGRAMMING - PROJECT DASH

For transportation-insecure individuals to receive their Health and Human Service needs.

PARTNERSHIP



Some Acceptable Deliveries

- Boxes of Food
- Hot Meals
- Diapers, Wipes & Formula
- Holiday Baskets
- Bookbags/School Supplies
- Incontinence & Menstrual Supplies
- Durable Medical Supplies and more...

3,509

deliveries as of 2/16/2026.

SPECIAL PROJECTS

MONSE Fiscal Agent

- Cross training MONSE navigators and 211 staff for victim support services
- Maximizing COT investment to pair existing services
- Seat on HCF review committee and advising on grant administration

Healing
Compassion Fund

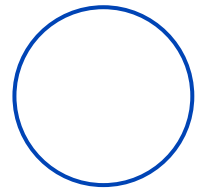
Youth Leadership
Collective



Toledo Healing & Compassion Fund

Survivors and advocates, in partnership with the Mayor's Office of Neighborhood Safety and Engagement ([MONSE](#)), created the **Healing and Compassion Fund** to provide relief and support to families affected by gun violence in Toledo. We understand many of the challenges survivors face, and we are here to help.

Eligible applicants can receive **support** for essential needs, including relocation, home repairs, funeral costs, medical bills, and more. Payments will **go directly to service providers** - whether for scope cleanup, funeral arrangements, rent,



211 INFRASTRUCTURE EXPANSION



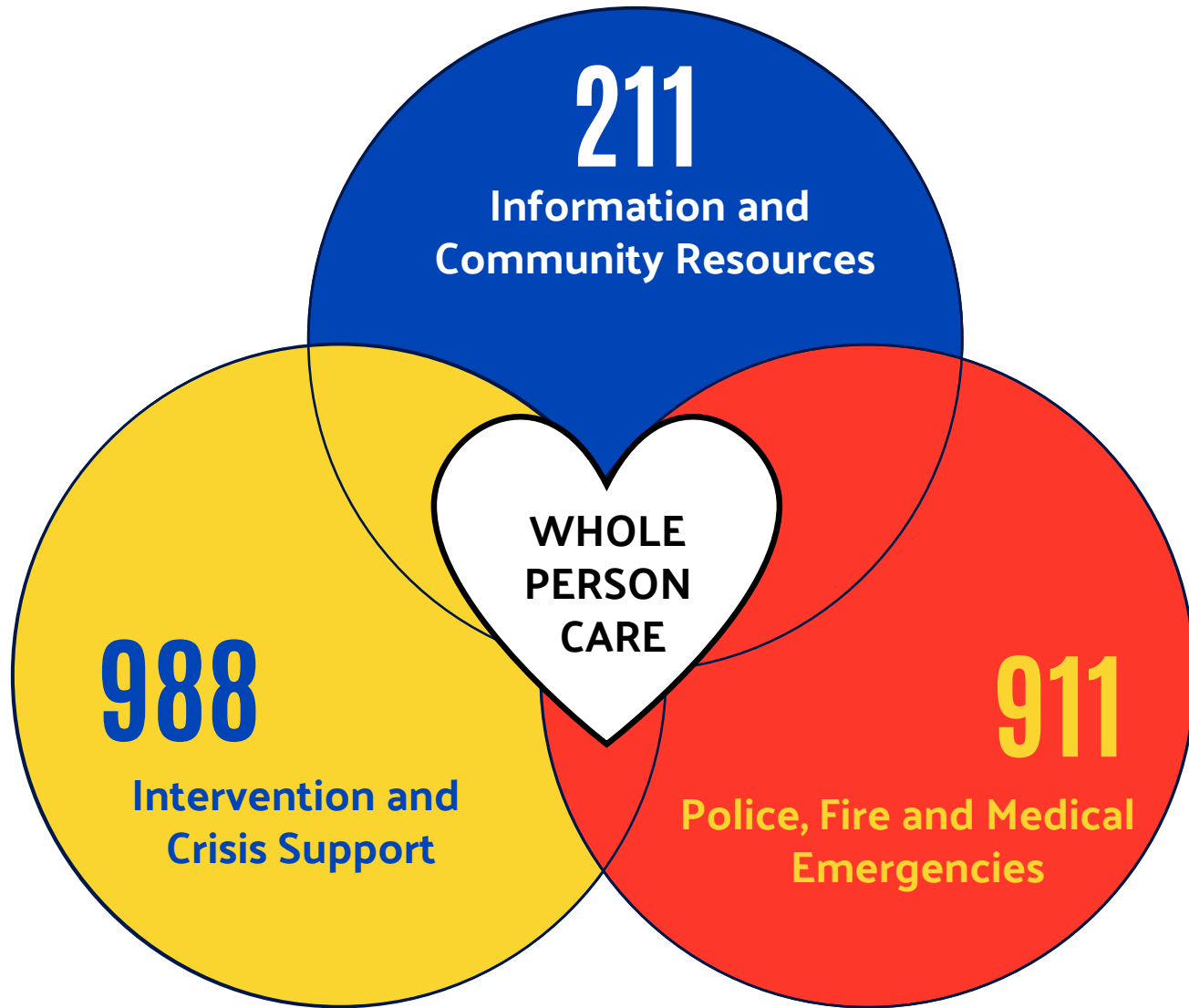
DCY EXPANSION

- Announced in April 2026
- 211 will be the call center for Department of Children and Youth
- This expands 211 coverage to all 88 counties
- DCY contracted with 211 to create efficiencies by using an established and accredited provider
- This is a positive step but not state funding for 211 coverage



**Ohio 211
Regional Coverage
Post Expansion**





211 CAN CONNECT AND REFER FOR
Food, Housing and Shelter, Utility Assistance,
Healthcare Services, Government Services AND
Transportation, and more

988 PROVIDES CRISIS SUPPORT FOR
Thoughts of suicide, Mental Health Crisis,
Substance Use Crisis, Emotional Distress

**911 PROVIDES FIRST RESPONDER
DISPATCH FOR**
Medical Emergencies, Fire, Reporting a Crime,
Disaster Response, Life Threatening Situation

STAY CONNECTED

- Watch for monthly 211 Updates sent to you email
- Sign up for Bi-weekly Advocacy Newsletters
- Attend the monthly Advocacy Hours hosted by Erica Krause and Jenn Williams on behalf on United Way

