



United Way 211:

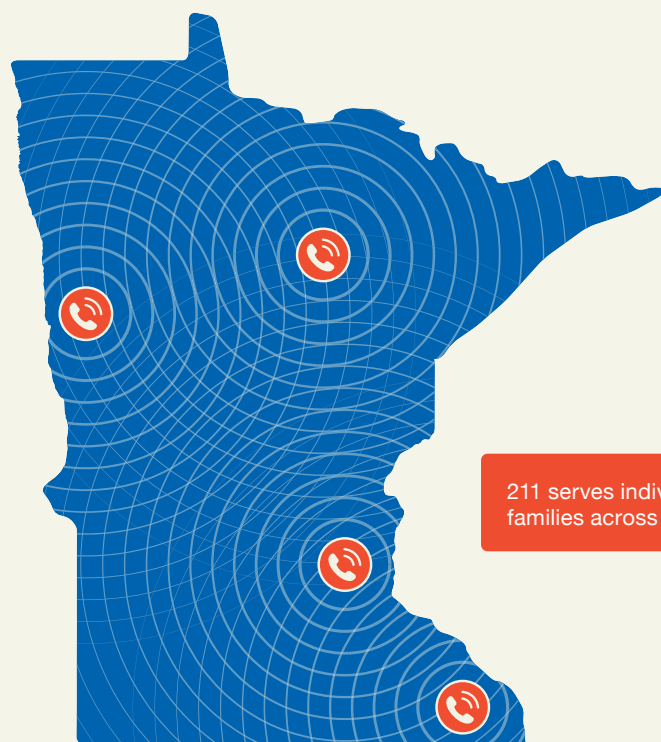
Answering Minnesotans' calls for resources

WHAT IS UNITED WAY 211?

The United Way 211 helpline has served millions of Minnesotans by connecting them with the resources they need most.

Accessible **24 hours a day, seven days a week, 365 days a year**, 211's trained Community Resource Specialists work with each caller to identify which of the over 40,000 local resources best fit their needs.

All helpline calls are **free, anonymous, confidential, and available in multiple languages**. Individuals can also text their ZIP code to 898-211 instead of calling. As a statewide resource, 211 significantly reduces the volume of non-emergency calls to local emergency and crisis systems.



211 serves individuals and families across the entire state

THIS RELIABLE STATEWIDE RESOURCE CONNECTING MINNESOTANS TO STATE AND NONPROFIT SERVICES IS NEEDED NOW MORE THAN EVER.

Greater Twin Cities United Way spends over \$2.9 million annually, predominantly on its invaluable, highly dedicated staff, to operate the 211 helpline.

We urge our state representatives to create an ongoing funding stream to support the continued existence of this critical resource. Funding would allow for greater United Way 211 call capacity, **boosting the number of Minnesotans served any time of day** – a win for our entire state.

An ongoing funding stream would also support the addition of 211 outreach coordinators housed within local United Way offices across the state to **help serve in-person visitors looking for local resources**.

UNITED WAY 211 ASSISTS CALLERS WITH A BROAD RANGE OF TOPICS, INCLUDING:



HOUSING AND RENTAL ASSISTANCE



FOOD RESOURCES



MENTAL HEALTH RESOURCES



LEGAL ASSISTANCE



YOUTH PROGRAMS



SUBSTANCE USE RESOURCES



JOB TRAINING OPPORTUNITIES



HOUSEHOLD ITEMS



MEDICAL AND DENTAL CLINICS

Housing and shelter services are the most frequent needs cited by 211 callers, with more than

239,000 requests

recorded about these issues since 2022. Other top requests included utility bill and food support and mental health assessment and treatments.

Since 2022, 211 provided information and resources to more than

725,500 contacts

with more than half related to housing and utility needs.

“

[My Community Resource Specialist] was so incredibly kind and I could tell she genuinely cared. I just had to make sure that somebody knew... it was amazing. For someone to care as much as she did is just baffling to me.

- Ryan H., 211 participant

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