

FOOD OR NO ONE SHOULD HAVE TO CHOOSE SHELTER

For thousands of our neighbors living near or below the poverty line, this is a real, and sadly common, question. So what would you do in that critical moment, when your health and the well-being of your family is on the line?

Call 211HelpLink.

250,000

RELIEF THROUGHOUT THE REGION

211 responds to more than 250,000 calls per year.

88%

RESOURCING OUR COMMUNITY

88% of clients discover new information by calling 211.

211 HELP
LINK



A SERVICE OF UNITED WAY GREATER CLEVELAND

WP18-211-RACK-CARD

OUR REGION'S REAL-TIME, CRITICAL SUPPORT SYSTEM.

We offer live help 24 hours a day, every single day of the year, because critical need doesn't take days off. We meet people where they are, offering confidential support via phone, online chat or in-person.

211HelpLink is a direct service of United Way, which means we run, staff, and fully fund this critical connection to services. United Way of Greater Cleveland donations support 211HelpLink.

How it Works:

1. IDENTIFY NEEDS

The 211HelpLink Navigator works with the caller to figure out what the immediate need is, as well as any related issues. Our Navigators know that often needs are linked, and they take a holistic approach to offering full support.

2. GET RESOURCES

The Navigator will search a database of services to see what's available to meet the callers needs most effectively.

3. GET SUPPORT

The caller will then be connected to resources and services and may be eligible for ongoing support from United Way.

YOUR DONATION MATTERS

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