



UNITED WAY
Greater Cleveland

UNITED WAY 211 | GETTING THE RIGHT HELP AT THE RIGHT TIME

United Way simplifies a complex community support ecosystem making the right help more accessible and effective when it is needed most. 2 out of 3 callers to 211 are employed and driving forward. United Way is helping them keep from falling back.

- 226,000 calls for help were answered last year — that's 620 calls for help every day.
- 9 of 10 callers were connected directly to the right help at the right time.
- Often \$500 for a car repair, utility bill, or needed medical care can be all it takes to keep a family in their home, a student in school, or a hardworking parent on the job.

In their words:

Gary, a 73-year-old veteran living on a fixed income, called United Way 211 after his refrigerator suddenly stopped working. It had broken over the weekend, forcing him to throw away all his groceries. By the time he picked up the phone, Gary hadn't had a proper meal in days. He was hungry, worried, and unsure how he could afford to replace the appliance, let alone restock his food.

A single call to 211 changed everything.

Gary was referred to United Way's Help2Veterans program, where a compassionate Navigator stepped in immediately. Within days, he connected Gary to a partner organization that covered the cost of a new refrigerator. He also linked him to a local food pantry to ensure his shelves were no longer empty. Gary had what he needed: food and the comfort of knowing he wasn't alone.

This is what United Way 211 does every day – answering the call when someone has nowhere else to turn and delivering hope when it's needed most.

