

UnitedWay 211

Annual Report
2017

by the NUMBERS:

39,030 calls handled

77,705 referrals given

13,906 healthcare asks

32,321 SNAP asks

2,456 homeless calls

77,431
people connected.

the NEEDS:

5 top needs met:

1. HOUSING ASSISTANCE (8,037)
2. UTILITY ASSISTANCE (6,427)
3. FOOD ASSISTANCE (4,973)
4. HEALTHCARE (3,339)
5. GENERAL LEGAL AID (3,226)

top unmet needs:

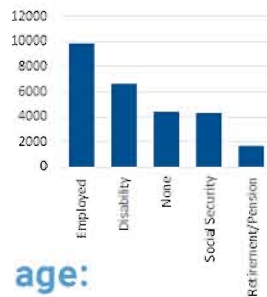
1. HOUSING ASSISTANCE (2,632)
2. UTILITY ASSISTANCE (1,576)
3. FOOD ASSISTANCE (823)
4. HEALTHCARE (483)
5. TRANSPORTATION (466)

*unmet needs are recorded when there are no existing resources, when a person is ineligible, or refuses to utilize existing resources.

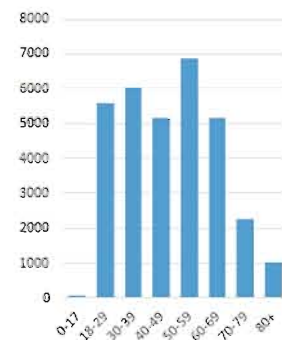
TOP 10 CITIES in our service area are as follows; 1. Fort Wayne, 2. South Bend, 3. Elkhart, 4. Mishawaka, 5. Warsaw
6. Marion, 7. Goshen, 8. Michigan City, 9. Huntington, 10. New Haven

the PEOPLE:

income:



age:



together we can DO SO MUCH.

OpenBeds

211 is partnering with OpenBeds to be the first call for help when looking for addiction treatment options.

Coordinated Entry

211 has helped connect 72 families to housing through the Coordinated Entry effort.

VITA

211 scheduled 6,905 appointments for people filed their taxes for free through the VITA program.

SNAP

In partnership with SNAP, 211 educated 32,321 people on food stamps.

get SOCIAL:

@myunitedway211

call: 211

or

1-866-211-9966

www.myunitedway2-1-1.org

special THANKS to funding partners:

American Electric Power
General Motors
United Way of Allen County
United Way of Blackford County
United Way of DeKalb County
United Way of Elkhart County
United Way of Huntington County
United Way of Jay County
United Way of Kosciusko County
United Way of LaPorte County
United Way of Marshall County
United Way of Noble County
United Way of Saint Joseph County
Steuben County United Way
United Way of Wells County
Cameron Memorial Community Hospital
Town of Manchester
City of Wabash
United Fund of Wabash
Wabash County Government

quality COUNTS.

96%
of callers said they did not have to wait long to speak to a Navigator

98%
of callers said they would call again if needs arise

100%
of callers said the Navigator was respectful and understanding

47% of callers were calling for the first time.