

Faces of United Way 2-1-1

- An elderly woman called United Way 2-1-1 needing assistance with some minor housing repairs that she had no one to help her with. In talking with the woman the 2-1-1 specialist recognized that the woman also needed help with food. 2-1-1 was able to refer her to an agency that could assist her with her housing repairs and a program that could provide her with meals on wheels.
- A son called who was helping his dad clean out his house. He was wondering where they could donate good, unused household items. He was referred to an area agency that would take the items and give them to families in need.
- A woman called United Way 2-1-1 not knowing where to turn. Her landlord's home was going into foreclosure and he had skipped town. He did not pay the water bill, so the water had been shut off. This left the woman and her children living in unsanitary conditions, no water to drink, questions as to where to go for help, and what help was available. 2-1-1 explained to the woman that the county would not be able to pay the water bill to get the water turned back on since it was in her landlord's name. We also expressed to her that due to the unsanitary conditions they were currently living in, it would be an option for her to call about temporary shelter and housing assistance from a local agency in order for her to find permanent housing. She was open to suggestions regarding shelter for her and her family, her local food shelf, legal assistance for tenant issues, and also housing assistance in order for her to find permanent, sanitary housing for her and her family.
- A man called during his lunch break and needed to know where he could see a doctor. He did not have insurance until next month and could not afford to see a regular doctor. 2-1-1 referred him to a health clinic that would see him and go on a sliding fee scale based on his income.
- A young woman called United Way 2-1-1. She was just kicked out of her home when she told her parents she was pregnant. She had no place to stay and didn't know where to turn - she was 16 years old. 2-1-1 referred her to a transitional program for women ages 14 and up who are pregnant and in need of supportive services.
- A grandmother called in need of support. She was caring for her daughter's child because her daughter was in treatment. 2-1-1 was able to refer her to a kinship caregiver program that offers support, information and mentors.

Dial 2-1-1 or 1-800-543-7709 from a mobile phone.

United Way Works in Our Community