

ABOUT UNITED WAY 211

**Need help?
Know someone who does?**

United Way 211 can help.

This nonprofit, full-service information and referral call center **operates 24 hours a day, seven days a week**. Calls are answered by friendly, knowledgeable staff on a first-come, first-served basis.

United Way 211 began operation in Northeast Florida in 2002 and connects more than 100,000 callers to critical services annually.

2-1-1

Northeast Florida

**HOW TO
CONNECT**

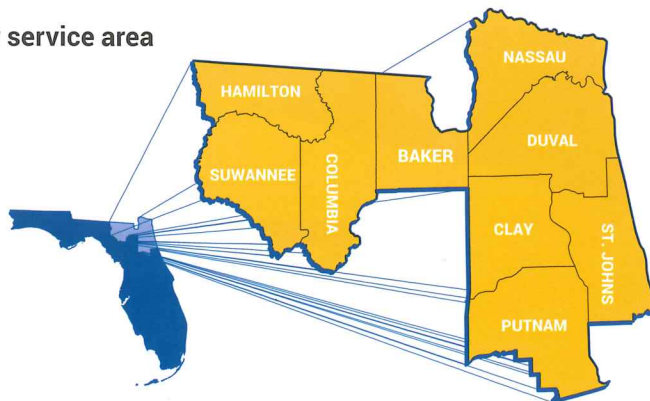
- Dial **2-1-1** on your phone
- Call **904-632-0600**
- Visit unitedwaynefl.org/get-help

Information and referrals available

United Way 211 can connect you to human and social services needs in the following areas:

- ✓ Suicide prevention and intervention
- ✓ Physical and mental health services
- ✓ Adult, child and family social services
- ✓ Substance abuse
- ✓ Food, shelter and clothing
- ✓ Financial education
- ✓ Help for abuse and crime victims
- ✓ Veteran services
- ✓ Tax preparation assistance
- ✓ Emergency financial assistance
- ✓ Services for people with disabilities
- ✓ HIV/AIDS information and testing
- ✓ Connection to the Elder Helpline for seniors
- ✓ Disaster relief
- ✓ And more

Our service area



What 211 provides

- ✓ Free information and referral services, nationally accredited by the Alliance of Information and Referral Systems (AIRS)
- ✓ Veteran care coordination through Mission United
- ✓ Problem-solving support for people unclear about their referral needs
- ✓ Follow-up services to verify callers received helpful, quality referral information
- ✓ Assessments of community needs based on types of calls
- ✓ Access to interpreter services
- ✓ Northeast Florida's suicide intervention and prevention helpline, nationally accredited by the American Association of Suicidology, with call-center specialists certified and trained to handle crisis and suicide calls

United Way 211 is made possible by



United Way of Northeast Florida
United Way of St. Johns County
United Way of Suwannee Valley

unitedwaynefl.org/get-help • DIAL 2-1-1 or 904-632-0600