



Connecticut United Ways



# 211 Information and Referral

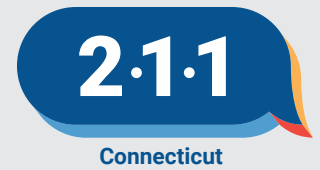
Invest in 24/7/365 access to more than 40,000 basic needs resources for Connecticut residents.

- Steep increases in prices, increased levels of need: people are turning to 211 for help more than ever.
- 211 is a “force multiplier” maximizing public and private basic needs supports available right now for Connecticut residents.
- An additional \$1.25 million in new funding would allow 211 I&R to:
  - Serve more residents to meet current demand
  - Decrease hold times

Flat funding since FY2010 means 211 has lost frontline staff needed to answer Connecticut residents’ calls.



211 I&R is an essential “one stop shop” connecting residents to multiple resources to meet their urgent needs.



When United Way of Connecticut/211 has the resources to meet demand we are a top performer:

- UWCT/211 is the Suicide and Crisis Lifeline/988 service for CT: we are one of the top 5 centers in the US for speed to answer these urgent calls.
- Winner of the 2022 national Crisis Center Excellence Award.
- **Nation-leading service for callers: we answer 95% of 988 calls in under 10 seconds!**

# CONNECTICUT RESIDENTS VALUE 211











In 2023, 211 responded to more than **1.7 million inquiries** from people seeking help. Call volume is on the rise, especially for basic needs, like food and clothing.

**CALL VOLUME**

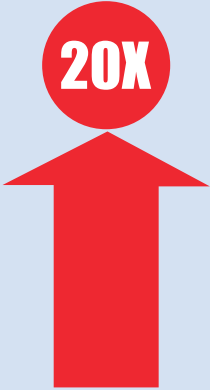


**Up 20%+ from 2018 to 2023.**

**Top 10 Assistance Requests FY23**

	Housing & Shelter	422,556
	Food	174,230
	Employment & Income	110,271
	Healthcare	108,635
	Utilities	91,583
	Government & Legal	41,774
	Transportation Assistance	35,046
	Clothing & Household	24,761
	Disaster	12,878
	Child Care & Parenting	11,625

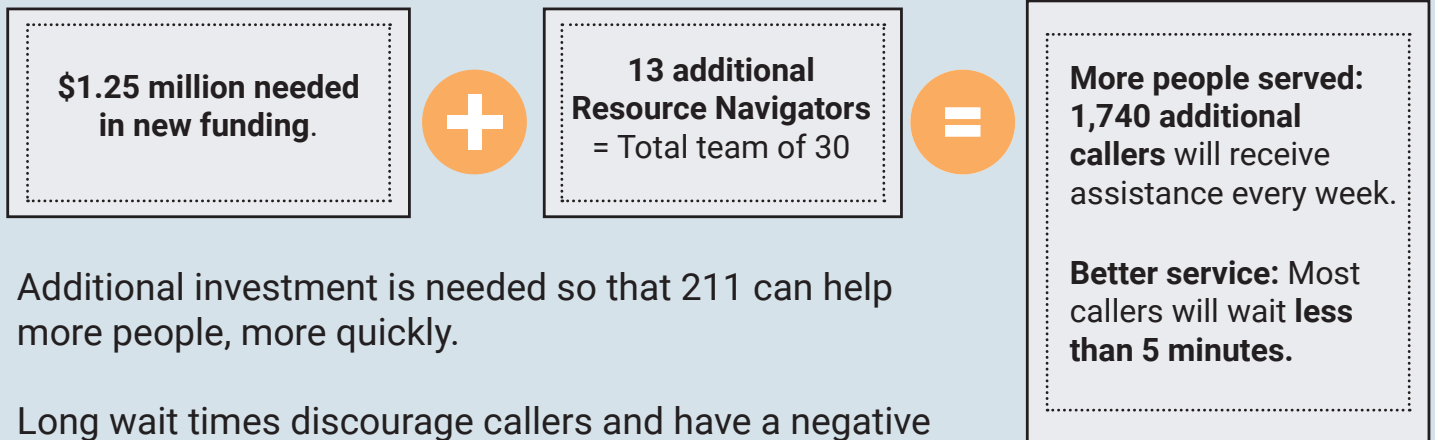
**WEB VOLUME**



**20X more use of 211ct.org in the same 5 years to hit more than 1 million inquiries annually (2023).**

Find the top needs requested from constituents in your district at [ct.211counts.org](http://ct.211counts.org).

## 211 INFORMATION AND REFERRAL: RESOURCES NEEDED



Additional investment is needed so that 211 can help more people, more quickly.

Long wait times discourage callers and have a negative impact on 211's ability to connect people with the essential assistance they need.