



Helping Financially Struggling Families



PA 2-1-1 SOUTHWEST

2-1-1 is a 24/7 phone, text, web and chat hotline that helps people in need cut through an overwhelming maze of service information. Every year, thousands of people are directly connected to life-changing resources that help them stay in their homes, find financial stability, keep the heat on and more.

MEASURABLE IMPACT

71%

of all contacts are individuals who needed assistance with basic needs (food, housing, utilities, etc.)

71,643

calls for assistance answered

5,207

texts and 2,663 live chats answered

- Professionally staffed with Resource Navigators with a database of more than 5,700 programs and services in 11-county region
- Used for help with: paying for utilities, finding housing and shelter, food, free tax preparation, and more
- Short-term support to help low-income working families meet basic needs through an expanded Emergency Basic Needs Fund
- Coordination with disaster relief agencies
- Connection to services for veterans and active duty military and their families through Mission United
- Veteran Specialist Resource Navigator
- Targeted housing financial stability resources for women veterans
- Employment support
- Serving the community as volunteers
- Disabilities Specialist Resource Navigator connects people with disabilities to services

MANY WAYS TO CONNECT:

- phone: FREE 24-hour helpline
- website: pa211sw.org
- text and chat services: 898-211
- social media: Facebook and Twitter (@pa211southwest)



GIVE. ADVOCATE. VOLUNTEER. MAKE AN IMPACT.

United Way of Southwestern Pennsylvania serves Allegheny, Butler, Westmoreland, Fayette & Southern Armstrong Counties