

## One simple call connects you with the help you need, when you need it.

2-1-1, in partnership with The Center For Women and Families, connects individuals in our community to 800 plus community services. There is a resource available that helps every member of our community meet their most basic needs.

Do you need help finding...

- Quality care for your child while you work?
- Emergency food, clothing or shelter for yourself or someone you know?
- Support during times of crisis?
- Someone to help with an aging parent?
- Job training services?
- Substance abuse counseling?
- Assistance with rent or utility payments?
- Prenatal and perinatal services?
- Support for seniors or people w/disabilities
- A way to just make ends meet?



## Changing the odds.

At Metro United Way, we're working to change the odds so that all children and their families, regardless of their circumstances, have the same chance to succeed in school and in life. We want to ensure that everyone in our community achieves their fullest potential through education, financial stability and healthy lives – the building blocks for a good quality of life.

We know that when individuals are unable to meet their immediate needs, it is more difficult to focus on long term goals such as employment, housing or education. Securing core and basic needs is critical to getting people back on their feet and on the road to self-reliance. 2-1-1 is one important way that we connect people in our community with the help and resources they need.

Learn more at [metrounitedway.org](http://metrounitedway.org). Great things happen when we Live United.

**LIVE UNITED**



**Metro United Way**



**Metro United Way**   
**2-1-1** <sup>®</sup>  
*Call. Click. Connect.*

In partnership with The Center for Women and Families



[metrounitedway.org/211](http://metrounitedway.org/211)

## What is 2-1-1?

2-1-1 is a free and confidential information and referral service that helps people face life challenges, often for the first time, by connecting them to the local resources they need. It's available in over 100 languages, 24 hours a day, 7 days a week.

2-1-1 saves time and frustration by eliminating the need to navigate a maze of agencies and help lines by organizing all available resources in one location.

## What does 2-1-1 do for the community?

Calling 2-1-1 connects people to professionals trained to address diverse needs such as domestic violence, emergency shelter, clothing, legal aid, support groups, transportation, education, financial stability and health.

## Why is there a need for 2-1-1?

2-1-1 addresses new realities that did not exist in years past. These include fluctuating employment rates, and increase in the number of senior citizens and an increase in the number of working poor.



## How do I access 2-1-1?

Access to 2-1-1 is now at your fingertips. There are four ways you can get connected:

- **Phone** – Through our partnership with The Center for Women and Families, dialing 2-1-1 connects you to a trained call specialist, who will listen to your situation and locate the providers that will best meet your need.
- **Online** – 2-1-1 includes an online search capability. Visit [metrounitedway.org/211](http://metrounitedway.org/211) to search the database. You may enter a zip code to get listings closest to you or begin with a category or keyword search and drill down to a list of providers.
- **Phone App** – The phone app, Kentuckiana211, works similarly to the website with the same database of information but with abbreviated details in the listing. Information listed includes a list of resources with agency name, phone numbers, addresses, interactive emails and website links, if available.
- **Text** – Expanded services now allow information and resources be sent directly to your phone via text from a trained specialist simply by texting your zip code to 898211.

## What is 2-1-1's service area?

2-1-1 serves Metro Louisville and its surrounding counties as well as Southern Indiana.

### COUNTIES SERVED:

Clark (IN)	Bullitt (KY)
Oldham (KY)	Floyd (IN)
Carroll (KY)	Shelby (KY)
Harrison (IN)	Henry (KY)
Spencer (KY)	Jefferson (KY)
Nelson (KY)	Trimble (KY)

## 2-1-1 helps those in the business of helping others.

2-1-1 helps local agencies and programs better connect to those they serve. Phone calls are screened so time is not lost calling providers who don't have the right services. The database for 2-1-1 is updated daily, making it easy for providers in the community to keep their information current and available to those who need it most.

## Key partnerships and initiatives supported by 2-1-1:

We recently launched new partnerships and initiatives to support the changing trends in the community. The Center for Women and Families is a key partner in running our call center where trained specialists direct people to the resources they need.

We also work with a network of resources to support educational initiatives with Louisville Linked, Destination Degrees and Jefferson County Public Schools summer programs.

Finally, we are proud to partner with The Department of Health & Wellness and the Healthy Babies Louisville coalition which is focused on promoting infant health and increasing access to prenatal health care for parents.

