






2-1-1 REVIEW

LIVE UNITED®

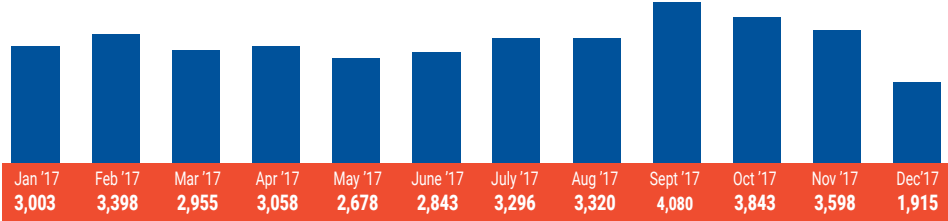
United Way's 2-1-1 Call Center, which operates 24/7, received 37,987 calls last year. The majority of the calls (22,748) were from residents in Central Alabama. Our 2-1-1 Call Center also served in a statewide capacity covering 15,239 evening, weekend and holiday calls for other 2-1-1 Call Centers in Alabama.

Individuals in Central Alabama have three ways to get the help they need from 2-1-1:

-  Call 2-1-1 or 1-888-421-1266
-  Visit www.uwca.org/211
-  Text 1-888-421-1266

Telephone access continues to be the most common method of reaching 2-1-1, while website searches are increasing year to year as more individuals rely on smartphones as an information source.

Calls By Month 2017



Top Caller Needs



Utility-Payment Assistance
33.77%



Tax-Preparation Assistance
13.26%



Access to Food
8.90%



Access to Affordable Housing
17.84%

Calls By Area

- Jefferson ... 19,111
- Shelby 1,174
- St. Clair 1,095
- Walker 563
- Cullman..... 522
- Blount..... 283
- Other 15,239
- Total..... 37,987**

Dial 2-1-1
Text 1-888-421-1266
www.uwca.org/211

