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.

### Top Caller Needs

- **Utility-Payment Assistance**: 33.77%
- **Access to Food**: 8.90%
- **Access to Affordable Housing**: 17.84%
- **Tax-Preparation Assistance**: 13.26%

### 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