

# 211 ANNUAL REPORT

2.1.1

United Way of  
Clark, Champaign &  
Madison Counties



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## HELP IS 3 NUMBERS AWAY



DIAL  
211



SEARCH

[www.uwccmc.org/211](http://www.uwccmc.org/211)

211 is a free, non-emergent, community helpline that is open 24 hours a day, seven days a week. This service connects individuals with trained professionals who provide a comprehensive source of information regarding health and human resources, social assistance programs and essential community services available in our community. Trained professionals are available 24/7 to help with problem-solving and crisis intervention.

## 211 QUICK FACTS



1,614

ONLINE DATABASE  
SEARCHES



4,334

PHONE REFERRALS



15,457

BLOG RESOURCE VISITS

## Top Needs

HOUSING &  
SHELTER



1,448

FOOD



771

UTILITY  
ASSISTANCE



748

MATERIAL  
RESOURCES



241

GOVERNMENT  
& LEGAL



163

\*Data is from July 2022 - June 2023