

GET CONNECTED. GET HELP.

THE FACTS ABOUT 211

Go-to Resource Connects Millions to Local Help

Accessible to 99% of the U.S. population, 211 is the federally designated 3-digit dialing code that connects to a free, confidential service for information and referrals to a wide range of social services programs and resources. **Available 24/7 in 180+ languages, assistance from 211 is accessible via phone, text, web chat, email, and searchable online resource directories.** In times of personal crisis or daily challenge, 211 is here to help.

Insight into Community Resources & Gaps

In 2025, professional 211 community specialists made an average of 53,000 referrals a day, or 37 referrals a minute. They listen, identify problems and underlying root causes, then connect people to locally available resources to help to improve their lives. Each 211 curates its own local directory that collectively represents 1.6 million services and programs – the largest community resource database in America.

People call 211 for homelessness and housing resources, veterans' help, food, job-seeking support, mental health resources, help for caregivers, domestic violence resources, and other social and human services needs. People also contact 211 before, during, and after disasters, to get accurate information about evacuations, food and shelter distributions, and resources for recovery and rebuilding.

Requests for Housing Keep Climbing

211 made 6 million referrals for housing last year, which represented 30 percent of all referrals. That's an all-time high, reflecting a steady rise in affordable housing needs. Over the last 10 years, 211 housing referrals have increased 150%. According to local 211 leaders, housing remains the biggest resource gap in America's communities. People are asking for help finding affordable housing, getting short-term rental assistance, seeking legal aid to fight eviction, and looking for emergency shelters.

Operated and Funded, in Part, by United Way

United Ways operate and/or provide funding to more than 80% of 211 call centers across the U.S., and United Way Worldwide is the only organization with staff fully dedicated to supporting the strategy and operations of the entire 211 network. 211 is fundamental to United Way's work to build strong and resilient communities where everyone can thrive.

For more information, please contact Heather Black, Vice President of 211 System Strategy at heather.black@uww.unitedway.org.

2025 IMPACT SNAPSHOT

In 2025, 211 community resource specialists made **19 million referrals** for locally available help, **1 million more than in 2024.**



6M

Referrals for housing assistance



3.1M

Referrals for utilities assistance



2.5M

Referrals for food assistance

Call 211 or visit 211.org

