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United Way of Greater Toledo
Serving Lucas, Wood,
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United Way 2-1-1 Hosts Training Focused on Housing

[May 11, 2021, TOLEDO, OH] – United Way 2-1-1 will host their next quarterly “Get Connected” training on Thursday, May 13 from noon to 1:00 p.m., focused on housing resources available to community members in Lucas, Ottawa and Wood County.

The COVID-19 pandemic has led to substantial contact volumes for 2-1-1 over the last few months. Specifically, United Way 2-1-1 received 16,231 calls in January, 19,317 calls in February, 15,395 calls in March and 5,935 calls in April.

“Contact volume for 2-1-1 is starting to resume some sort of normalcy again. Most of our calls were around finding or booking a vaccine appointment. While doing this, our Community Resource Advisors were still fulfilling general health and human service needs for thousands of residents,” said Jill Bunge, senior director of community impact at United Way of Greater Toledo.

According to returned 2-1-1 data, which is [publicly accessible here](#) – one of the leading requests asked of 2-1-1 Community Resource Advisors is housing and shelter services. In the last 365 days alone, 2-1-1 received 18,401 requests for shelters, low-cost housing, rent assistance, etc.

“Luckily, during the pandemic, we did not see a substantial surge in homelessness. This was likely due to the many protections set in place for renters and mortgage holders. Many of those policies are being lifted, so we want organizations to know how they can help their clients navigate 2-1-1 to find available resources,” said Emily Ruckel, senior director of donor and information systems.

Individuals can register for the virtual “Get Connected” 2-1-1 training by visiting United Way’s Facebook page, [here](#).

United Way 2-1-1 is a free, 24/7, 365-day health and human service resource available to anyone in Lucas, Ottawa or Wood County. To speak with a Community Resource Advisor, simply dial two, one, one; text your zip code to 898-211; or visit www.211nwo.org.

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