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United Way of Greater Toledo
Serving Lucas, Wood,
& Ottawa counties

United Way 2-1-1 Releases Year-End Data

[July 21, 2021, TOLEDO, OH] – From July 2020 to June 2021, United Way 2-1-1 experienced a 22 percent communication increase from Lucas, Ottawa and Wood County residents, totaling 94,000 contacts offered for various health and human service needs.

“This contact increase, in comparison to the year prior, is predominately deriving from all the resources folks were seeking during the pandemic,” said Sandra De Steno, director of United Way 2-1-1.

“People were in really tough situations over the last year and are still struggling today. Despite this, I am proud to say that 2-1-1 was and is still here to direct individuals to the programs that address their specific circumstances,” she said.

Additionally, United Way 2-1-1 had over 15,000 visits to its website and online database, located at www.211nwo.org. Community Resource Advisors, who answer 2-1-1 phone calls, also replied to 454 text messages and 284 instant messages via 2-1-1’s online chat feature.

The top three categories referred to community members, based on their needs and requests, were health care / COVID-19 supports, housing assistance and utility assistance. The top five most searched resources on 2-1-1’s online database were food pantries, Thanksgiving meals, rent payment assistance, electric payment assistance and clothing.

“From March 2020 to March 2021 – at the height of the pandemic – our Community Resource Advisors received over 100,000 contacts. They also made more than 12,000 vaccine appointments for our most-vulnerable residents. The effectiveness and efficiency of 2-1-1 is truly unparalleled,” said De Steno.

All information collected by United Way 2-1-1 is publicly housed on “[2-1-1 Counts](#),” where requests can be viewed at a zip code level in Lucas, Ottawa and Wood counties. Data is displayed in the aggregate, meaning that all personal details of the client are kept private.

United Way 2-1-1 is a free, 24/7, 365-day health and human services referral resource available to all community members. To contact 2-1-1, simply dial two, one, one by phone; text your zip code to 898-211; instant message at www.211nwo.org and click “chat now.”

United Way of Greater Toledo proudly serves the residents of Lucas, Ottawa and Wood County in Northwest Ohio. Our human services nonprofit fights to strengthen education, financial stability, health and housing resources for every child, adult and family. By uniting the caring power of people through giving, advocating and volunteering, together, we can tackle our community’s toughest issues.

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