

HOPE *when you need it most.*
Help starts here. www.uwbg211.org

2-1-1



United Way of the Bluegrass

HOPE **2-1-1**
when you need it most.

-  HEALTH CARE
-  AGING
-  SHELTER
-  FOOD
-  UTILITIES
AND MORE ...

Dial 211
or text
your
5-digit
zip code
to
898211

www.uwbg211.org

United Way 
United Way
of the Bluegrass

What is 2-1-1

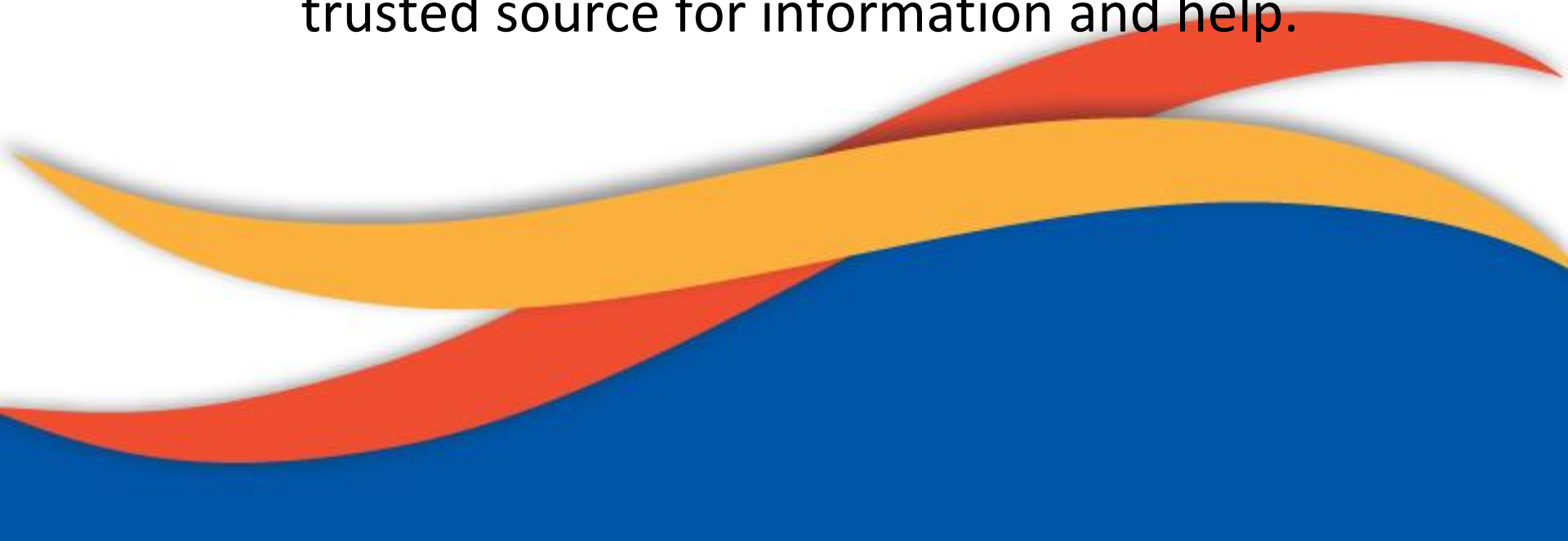
Free and confidential information
and referral service for health and
human services.



Our Mission

At the end of the day, we help people wind their way through a complex maze of health and human resources.

We create partnerships and alliances that will move citizens toward physical, emotional, and financial safety and stability. Together, we will ensure that 2-1-1 is a trusted source for information and help.



Our Vision

A community where everyone has access to resources in order to thrive.

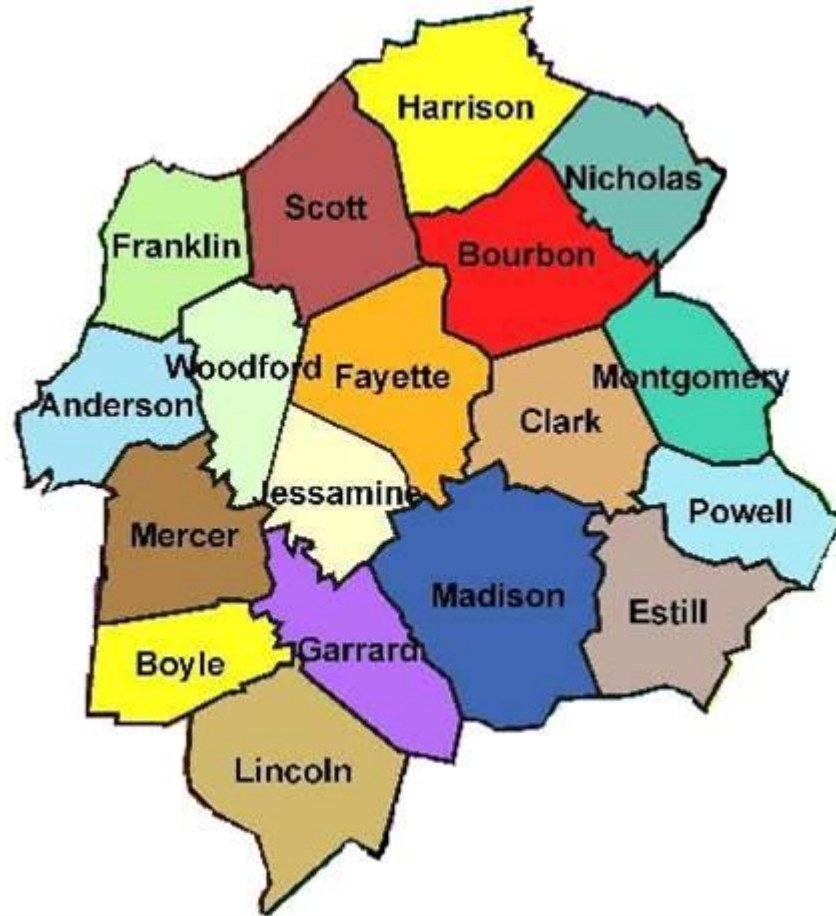


2-1-1


- Basic needs
- Financial assistance
- Domestic violence
- Mental and Physical Health
- Aging and Disabilities
- Employment
- Animal services
- Other human services



Who we serve



Partnerships

- Department of Aging and Independent Living
 - Center for Disease Control
 - Lexington-Fayette Urban County Government
 - United Way of Northeast Kentucky
 - United Way of the Capital Area
- 
- A decorative graphic at the bottom of the slide consists of three overlapping, wavy bands of color. The top band is red, the middle band is orange, and the bottom band is blue. The bands flow from left to right, creating a sense of movement and depth.

Our Product Promise

- Multi-media access to meet customers where they are
- Enhanced customer-centric service
- High quality and consistent service
- Partnership opportunities to move community
- Forward-thinking, effective, and efficient funding approaches
- Accountability with live-time publicly accessible data




Contacting 2-1-1

- Call 2-1-1
- Online at <http://www.uwbg211.org/>
- Text your 5-digit zip code to 898211
- Mobile App

Available 24/7/365



What a call is like

- Scripting
 - Release of Information (ROI)
 - Specialized Assessments
 - ADRC
 - Coordinated Assessment
 - Taxes – CKEEP
 - CDC Flu on Call
 - Searching for resources
 - Asking for a follow-up
 - Thanking the caller
- 



2-1-1 counts

<http://uwbg.211counts.org/>

How you can help!

- Spread the word about 2-1-1
- Verify that your information is correct and up-to-date



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Questions?

