

# 2-1-1 HELP STARTS HERE



Rhode Islanders in crisis make tough decisions everyday, choosing between basic needs, such as prescriptions, heat, or food. None of us should have to make these difficult decisions – even more, we shouldn't have to tackle these problems alone.

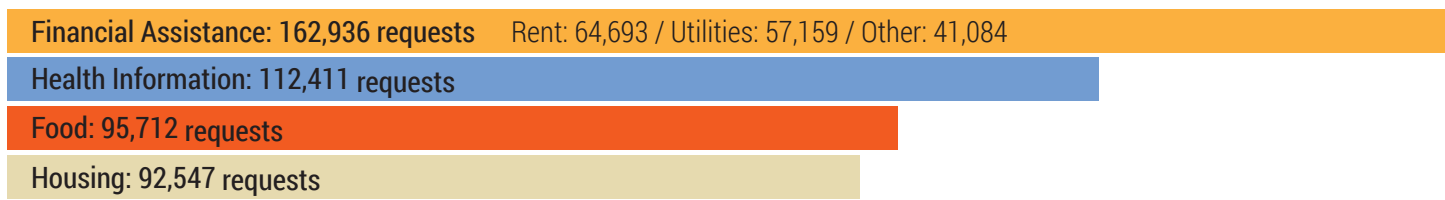


Since 2007, United Way 2-1-1 in Rhode Island has provided three simple numbers and one caring, human connection for those in need. Free and confidential. 24-hours a day. 365 days a year, even in a snowstorm. One call to 2-1-1 can connect someone in need to multiple services.



Calls for family shelter are on the rise. In this category, call time is up considerably, from an average of 20 minutes in 2016 to 38 minutes in 2017. 2-1-1 call specialists are reporting a growing need for more wrap-around services, finding all of the areas in which 2-1-1 can help the most.

2-1-1 received **194,735 calls** in 2017. A typical caller has 3-5 requests.



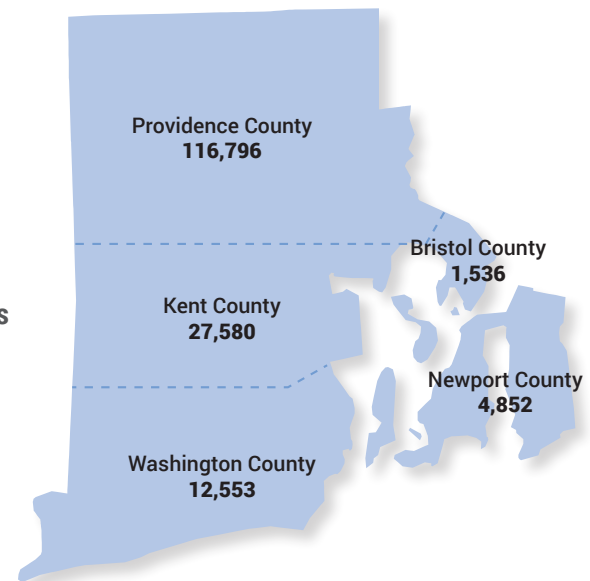
The 2-1-1 outreach RV visits food pantries, homeless shelters, and community partners across the state to get the word out about 2-1-1 and to help Rhode Islanders in need face-to-face, one-on-one. **The RV was at 477 events in 2017 and served more than 10,000 Rhode Islanders.**

No other 2-1-1 in the country has an RV, and none have the reach that we have in the community. It's made us a model for others.



2-1-1 operates The POINT, Rhode Island's Aging and Disability Resource Center, in partnership with the Rhode Island Division of Elderly Affairs and helps people enroll in Medicare and Medicaid. **The POINT took 49,321 calls in 2017.**

Number of calls across the state by county.



For more information, visit [www.uwri.org](http://www.uwri.org).

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## LISA



Lisa had no intention of skipping her once-a-year appointment with her doctor. For a year and a half, she had been in and out of the healthcare system unable to pinpoint from insurers why she had been dropped from her plan. Once-a-year visits were all she could afford, but at 53, she was disabled and her health was starting to fail.

The doctor, hearing his patient's story, insisted she call 2-1-1/The POINT from his own office, making sure she had set up an appointment before she left. Lisa arrived at 2-1-1/The POINT the next morning. The benefit specialist took down all of Lisa's information and listened intently to her year-and-a-half struggle with insurance.

They were able to enroll Lisa in Medicare on the spot and update her insurance information. Lisa couldn't believe how smoothly the transition to Medicare was nor the clear explanation of the process from the benefit specialist. Now, she is able to visit her doctor and access the prescriptions she needs to stay healthy and strong.

## JERRY



After 25 years in the same Warwick apartment, Jerry sat alone in his kitchen staring at an eviction notice. His wife, who he married after returning from the Navy 50 years earlier, recently moved into a local nursing home due to her declining health—a week later Jerry's rent doubled.

Concerned, Jerry's neighbor called United Way of Rhode Island 2-1-1. The call center specialist spoke with Jerry to assess his needs: she learned he's a veteran, has a service-connected disability, and wants to stay close to his wife. The 2-1-1 specialist put him in contact with a housing counselor from the Rhode Island Office of Veterans Affairs.

Today, Jerry is doing well; his new apartment is more affordable and closer to his wife. They're able to spend even more time together—including their recent 51st wedding anniversary.

**“We bring people and services together—we translate the web of social services into a language everyone can understand.”** – Cristina Amedeo, Managing Director of United Way 2-1-1 in Rhode Island and The POINT

## WHAT YOU CAN DO

Make a gift to 2-1-1. Our call center relies on private donors for 39% of its funding. Every dollar donated goes directly to the program, thanks to a trust that pays for our fundraising activities.



**Chat** at [www.211ri.org](http://www.211ri.org). **Call** 2-1-1 now and we'll connect you to a call specialist. **Search** at [www.211ri.org](http://www.211ri.org).  
TDD/TTY: 519-0374 Out-of-State callers: 1-800-367-2700 For police, fire, or medical emergencies, call 9-1-1.

For more information, visit [www.uwri.org](http://www.uwri.org).

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