

ABOUT UNITED WAY 211

**Need help?
Know someone who does?**

United Way 211 can help.

This nonprofit, full-service information and referral call center **operates 24 hours a day, seven days a week**. Calls are answered by friendly, knowledgeable staff on a first-come, first-served basis.

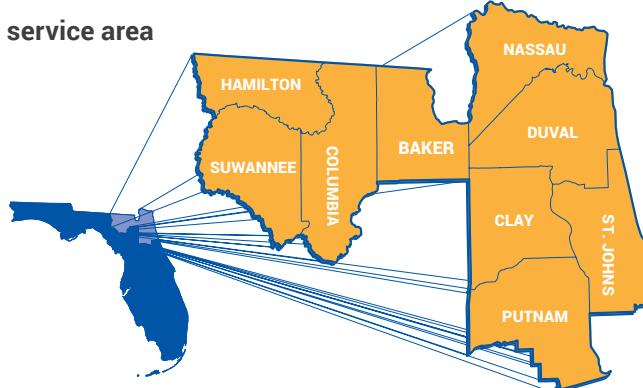
United Way 211 began operation in Northeast Florida in 2002 and connects more than 100,000 callers to critical services annually.

Information and referrals available

United Way 211 can connect you to human and social services needs in the following areas:

- ✓ Suicide prevention and intervention
- ✓ Physical and mental health services
- ✓ Adult, child and family social services
- ✓ Substance abuse
- ✓ Food, shelter and clothing
- ✓ Financial education
- ✓ Help for abuse and crime victims
- ✓ Veteran services
- ✓ Tax preparation assistance
- ✓ Emergency financial assistance
- ✓ Services for people with disabilities
- ✓ HIV/AIDS information and testing
- ✓ Connection to the Elder Helpline for seniors
- ✓ Disaster relief
- ✓ And more

Our service area



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Northeast Florida

HOW TO CONNECT

- Dial **2-1-1** on your phone
- Call **904-632-0600**
- Visit unitedwaynefl.org/get-help
- Text Hello to **211904**

211

Conéctese. Consiga ayuda.



What 211 provides

- ✓ Free information and referral services, nationally accredited by the Alliance of Information and Referral Systems (AIRS)
- ✓ Veteran care coordination through Mission United
- ✓ Problem-solving support for people unclear about their referral needs
- ✓ Follow-up services to verify callers received helpful, quality referral information
- ✓ Assessments of community needs based on types of calls
- ✓ Access to interpreter services
- ✓ Northeast Florida's suicide intervention and prevention helpline, nationally accredited by the American Association of Suicidology, with call-center specialists certified and trained to handle crisis and suicide calls

United Way 211 is made possible by



United Way of Northeast Florida
United Way of St. Johns County
United Way of Suwannee Valley

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ACERCA DE UNITED WAY 211

¿Necesita ayuda?
¿Conoce a alguien que la
necesite?

United Way 211 puede ayudar.

Este centro de llamadas de información y referencia de servicio completo, sin fines de lucro, **funciona las 24 horas del día, los siete días de la semana**. Las llamadas son atendidas por orden de llegada por un personal amable y conocedor.

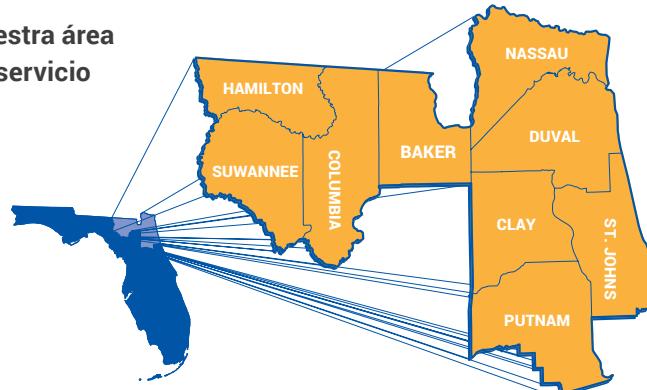
United Way 211 comenzó a operar en el noreste de Florida en 2002 y conecta anualmente a más de 100,000 usuarios con servicios críticos.

Información y referencias disponibles

United Way 211 puede conectarlo con las necesidades de servicios humanos y sociales en las siguientes áreas:

- ✓ Prevención e intervención frente al suicidio
- ✓ Servicios de salud física y mental
- ✓ Servicios sociales para adultos, niños y familias
- ✓ Abuso de sustancias
- ✓ Comida, refugio y ropa
- ✓ Educación financiera
- ✓ Ayuda para víctimas de abuso y delitos
- ✓ Servicios para veteranos
- ✓ Asistencia en la preparación de impuestos
- ✓ Asistencia financiera de emergencia
- ✓ Servicios para personas con discapacidades
- ✓ Información y pruebas de VIH/SIDA
- ✓ Conexión a la línea de ayuda para personas de la tercera edad
- ✓ Alivio en desastres
- ✓ Y más

Nuestra área de servicio



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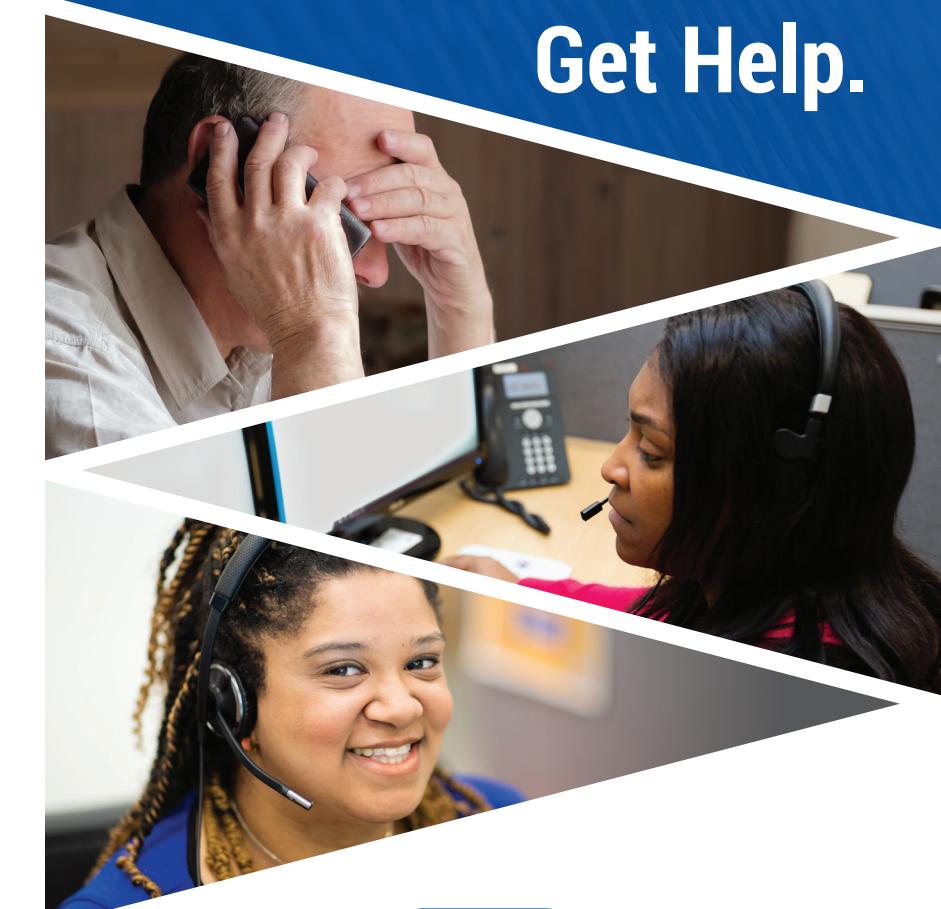
Northeast Florida

CÓMO CONECTARSE

- Marque **2-1-1** en su teléfono
- Llame al **904-632-0600**
- Visite unitedwaynefl.org/get-help
- Envíe Hello al **211904**

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